

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

RECEIVED
Nov 21 3 05 PM '01
POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

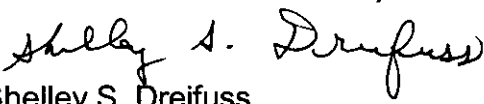
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
(OCA/USPS-225-247)
November 21, 2001

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-21 dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,


Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819
e-mail: dreifusss@prc.gov

OCA/USPS-225. This question addresses measures within the control of the Postal Service to stanch the decrease in mail volumes, particularly First Class. (Witness Tayman voiced this concern at USPS-T-6 at 52, l. 20-22).

- (a) How many collection boxes were in use on a nationwide basis for each of the following years 1995, 1996, 1997, 1998, 1999, and 2000?
- (b) How many collection boxes are in use on a nationwide basis today?
- (c) If the responses to parts (a) and (b) of this question establish that there has been a decrease in the number of collection boxes. What prompted this decision?
- (d) For those communities that have cluster boxes, is there any way for a mailer to leave outgoing mail safely for pick up by the carrier? Please explain.
- (e) Please confirm that, as the number of collection boxes decreases, mailing First-Class letters is less convenient for mailers.
- (f) Please confirm that the Postal Service now faces competition from e-mail and electronic bill paying.
- (g) What measures is the Postal Service adopting and planning to encourage consumers to continue to use the U.S. mail?

OCA/USPS-226. How often is the Insured Mail form reprinted?

- (a) What are the set-up and reproduction costs for printing information on the back of the form?
- (b) How often is the information about filing a claim updated, i.e., the information that appears on the back of the Insured Mail form?
- (c) How many Insured Mail forms are in stock?

- (d) How long will it take to exhaust current stock of Insured Mail forms? E.g., 6 months? 1 year? 2 years? Other period of time (please specify).

OCA/USPS-227. At page 35 of USPS-T-36, witness Mayo discusses the popularity of Delivery Confirmation.

- (a) Does the Postal Service have any studies or information on the types of mailers who tend to use Delivery Confirmation regularly? If so, please provide them.
- (b) What types of statistics does the Postal Service keep on Delivery Confirmation?

OCA/USPS-228. Recently a consumer contacted the OCA concerning a problem he experienced with Delivery Confirmation. On September 12, 2001 he sent an item back to the manufacturer for repair and there was no Delivery Confirmation record of the parcel reaching its destination. He regularly checked Delivery Confirmation for about a month and no record of delivery was noted (USPS website message, dated October 25, 2001, is attached). The item actually did reach its destination and was returned to the owner repaired. However, he never received the Delivery Confirmation service he paid for.

- (a) What are the leading reasons that failures such as this occur?
- (b) What steps has the Postal Service implemented or planned to ensure that such failures do not occur in the future?

OCA/USPS-229. Some USPS competitors include tracking and insurance in the purchase price of their 2-3 day delivery service, e.g.

http://www.ups.com/using/custserv/ups_csp/tracking_faq.html and <http://ups.com/using/services/details/terms.html>).

Why doesn't the Postal Service offer the same service for Priority Mail?

OCA/USPS-230. Please refer to the response to OCA/USPS-83.

- (a) How can the mailer be assured that the mail piece was in fact delivered to the correct address?
- (b) How can the addressee establish that a mail piece with Delivery Confirmation has been delivered to the wrong address in such instances when that occurs?

OCA/USPS-231. A member of the OCA staff recently telephoned 1-800-ASK-USPS for the purpose of comparing the advantages of mailing a lightweight item via Priority Mail versus First Class, from Durham, NC 27705 to Burtonsville, MD 20866. The representative at 1-800-ASK-USPS informed the OCA caller that Priority Mail would take two days for delivery, but the representative would not state how long it would take for First-Class delivery of the piece. The ASK-USPS representative would only state that First Class takes "between one and three days" and refused to offer more specific delivery information. When the OCA caller indicated that First Class might serve her needs about as well as Priority Mail, the ASK-USPS representative warned that: "First Class can take up to 30 days to be delivered." The ASK-USPS representative also stated that Priority Mail had an advantage over First Class because "Priority Mail travels on the same transportation as Express Mail."

- (a) Is it Postal Service policy to refuse to inform a mailer (or potential mailer) about the delivery times for First-Class Mail? Please explain fully.
- (b) Does the Postal Service withhold First-Class delivery times from representatives who answer calls at 1-800-ASK-USPS? Please explain fully.

- (c) What is the basis for the ASK-USPS representative's statement that "First Class can take up to 30 days to be delivered?"
- (d) Please confirm that the statement "First Class can take up to 30 days to be delivered" is a misleading statement apparently made to pressure a potential customer to choose Priority Mail over First Class.
- (e) Is the statement "Priority Mail travels on the same transportation as Express Mail" an entirely accurate statement? If not, why would the ASK-USPS representative make such a statement?
- (f) Please specify all instances in which a Priority Mail piece "travels on the same transportation as Express Mail" for each leg of transportation.
- (g) Please specify any instances in which a Priority Mail piece does not "travel on the same transportation as Express Mail."
- (h) If there are instances in which Priority Mail does not "travel on the same transportation as Express Mail," then confirm that the ASK-USPS representative made a misleading statement seemingly for the purpose of pressuring a potential customer to choose Priority Mail over First Class.
- (i) Please give an estimate of the Priority Mail volume that travels on the "same transportation as Express Mail."
- (j) Please give an estimate of the Priority Mail volume that travels on different transportation than Express Mail.
- (k) If there is insufficient space in any part of the Express Mail transportation network to carry all of the Express Mail volume and all of the Priority Mail volume ready to be loaded onto a vehicle, airplane, train, etc., then is all Express Mail loaded

ahead of the available Priority Mail? What steps are then taken to transport the remaining Priority Mail?

- (l) Please provide copies of any Postal Service policy statements, bulletins, scripts, memoranda, directives, training material, or any other type of written statement or document transmitted from any level of the Postal Service to another (or within any level) reflecting a policy to encourage customers or potential customers to choose Priority Mail over First Class. In addition to any written material, provide such material if the medium used to convey the message is electronic, via computer screen display, internet, in audio, or in video form.
- (m) Please provide copies of any Postal Service policy statements, bulletins, scripts, memoranda, directives, training material, or any other type of written statement or document transmitted from any level of the Postal Service to another (or within any level) that the ASK-USPS representative might have referred to or been aware of as a basis for refusing to state specific First-Class delivery times. In addition to any written material, provide such material if the medium used to convey the message is electronic, via computer screen display, internet, in audio, or in video form.
- (n) Please provide copies of any Postal Service policy statements, bulletins, scripts, memoranda, directives, training materials, or any other type of written statement or document transmitted from any level of the Postal Service to another (or within any level) that the ASK-USPS representative might have relied on, referred to, or been aware of as a basis for stating that Priority Mail travels on the same transportation as Express Mail. In addition to any written material, provide such

material if the medium used to convey the message is electronic, via computer screen display, internet, in audio, or in video form.

- (o) Please provide copies of any Postal Service policy statements, bulletins, scripts, memoranda, directives, training materials, or any other type of written statement or document transmitted from any level of the Postal Service to another (or within any level) that the ASK-USPS representative might have relied on, referred to, or been aware of as a basis for stating that First Class can take up to 30 days to be delivered. In addition to any written material, provide such material if the medium used to convey the message is electronic, via computer screen display, internet, in audio, or in video form.
- (p) Does Priority Mail always receive the "same" processing as Express Mail?
 - (h) If so, explain all such instances when this occurs.
 - (ii) If not, then explain all such instances when Priority Mail is processed differently from Express Mail.
 - (iii) Please give an estimate of Priority Mail volume that is processed the "same" as Express Mail.
 - (iv) Please give an estimate of Priority Mail volume that is processed differently than Express Mail.
 - (v) Assuming that Priority Mail is generally processed differently than Express Mail, then why wasn't the ASK-USPS representative instructed to give a more complete picture of the type of service a mailer can expect when choosing Priority Mail?
- (q) Is Priority Mail always delivered in the "same" manner as Express Mail?

- (i) If so, explain all such instances when this occurs.
- (ii) If not, then explain all such instances when Priority Mail is delivered in a different manner than Express Mail.
- (iii) Please give an estimate of Priority Mail volume that is delivered the "same" as Express Mail.
- (iv) Please give an estimate of Priority Mail volume that is delivered in a different manner than Express Mail.
- (v) Assuming that Priority Mail is often delivered in a different manner than Express Mail, then why wasn't the ASK-USPS representative instructed to give a more complete picture of the type of service a mailer can expect when choosing Priority Mail?

OCA/USPS-232. A member of the OCA staff recently telephoned 1-800-ASK-USPS for the purpose of comparing the advantages of mailing a one-ounce letter via Priority Mail, Express Mail, or First Class from Arlington, VA 22207 to Chantilly, VA 20151. The OCA staff member ASK-USPS representative how long it would take for such a letter to reach its destination. The ASK-USPS representative said that it would take an "estimated day" to get there if it were mailed First-Class and would cost \$0.34. It would take an "estimated day" if it were mailed Priority Mail and would cost \$3.50, and, it would take 1 day if it were mailed Express Mail and would cost \$12.45 for guaranteed overnight delivery. The ASK-USPS representative stated that it would be better to send the letter via Priority Mail, if the customer wanted the letter to get delivered the next day. When queried about why the customer would want to pay an additional \$3.16 for Priority Mail, the representative said that Priority Mail was more likely to get there the next day

than was First-Class Mail. Further, the customer was told that Priority Mail gets transported via the Express Mail network.

- (a) When a customer makes an inquiry such as described in this interrogatory, what information is available to the 1-800-ASK-USPS telephone representative to assist in responding to the customer's query? Please provide a copy of all materials available to the ASK-USPS representative. If the information is available on a computer screen display, please provide a copy of all screen displays used to respond to such an inquiry.
- (b) Please explain how a Priority Mail piece going from ZIP-Code 222XX to ZIP-Code 201XX would be transported via the Express Mail network.
- (c) Please confirm that for locations that are fairly close together -- such as Arlington, VA and Chantilly, VA; Washington, D.C. to Baltimore, MD; Baltimore, MD to Wilmington, DE -- Priority Mail would be transported differently than Express Mail. Please explain in detail the transportation for these nearby city pairs, comparing Priority Mail to Express Mail.
- (d) Please explain the basis for the statement by the ASK-USPS representative that it would be better to send the letter via Priority Mail, if the customer wanted the letter to get delivered the next day. For letters mailed from Arlington, VA to Chantilly, VA, what percentage of First-Class letters are delivered overnight? For letters mailed from Arlington, VA to Chantilly, VA, what percentage of Priority Mail is delivered overnight?
- (e) What is the current First-Class single-piece letter service standard for a mail piece sent from ZIP-Code 222xx to ZIP-Code 201xx?

- (f) For the current period, what is the average delivery time for a First-Class letter going from ZIP-Code 222xx to ZIP-Code 201xx?
- (g) What is the current Priority Mail letter service standard for a mail piece sent from ZIP-Code 222xx to ZIP-Code 201xx?
- (h) What is the current average delivery time for a Priority Mail letter going from ZIP-Code 222xx to ZIP-Code 201xx?

OCA/USPS-233. A member of the OCA staff recently telephoned 1-800-ASK-USPS for the purpose of comparing the advantages of mailing a one-ounce letter via Priority Mail, Express Mail, or First Class from Orlando, FL 32830 to Chantilly, VA 20151. The ASK-USPS representative stated that Priority Mail is transported via the Express Mail network.

- (a) When a customer poses a query such as described in this interrogatory, what information is available to the 1-800-ASK-USPS telephone representative to assist in responding to the customer's query? Please provide a copy of all materials available to the ASK-USPS representative. If the information is available on a computer screen display, please provide a copy of all screen displays used to respond to such an inquiry.
- (b) Please explain how a Priority Mail piece going from ZIP-Code 328XX to ZIP-Code 201XX would be transported via the Express Mail network.
- (c) What is the current First-Class single-piece letter service standard for a mail piece sent from ZIP-Code 328xx to ZIP-Code 201xx?
- (d) For the current period, what is the average delivery time for a First-Class letter going from ZIP-Code 328xx to ZIP-Code 201xx?

- (e) What is the current Priority Mail letter service standard for a mail piece sent from ZIP-Code 328xx to ZIP-Code 201xx?
- (f) What is the current average delivery time for a Priority Mail letter going from ZIP-Code 328xx to ZIP-Code 201xx?

OCA/USPS-234. For FY 2000 and FY 2001 and for each day of the week, i.e., Monday – Saturday, please provide the following Priority Mail data. Please cite your sources and provide a copy of the cited document if one has not been previously filed in this docket. If you are unable to provide an exact value, please provide an estimate.

- (a) The total volume and revenue generated by each day of the week, i.e., Monday through Saturday, in FY 2000. The information may be provided in a format similar to that used in OCA/USPS-30.
- (b) For each day of sales identified in response to (a), please provide the total volume of Priority Mail for which the delivery service standard was not met. The information may be provided in a format similar to that used in OCA/USPS-30.
- (c) For each day of sales identified in response to (a), please provide the total revenue of Priority Mail for which the delivery service standard was not met. The information may be provided in a format similar to that used in OCA/USPS-30.

OCA/USPS-235. The following interrogatory refers to the USPS response to OCA/USPS-24. For each of the Post Offices that do not receive daily deliveries of Express Mail, please indicate the following: (a) the time(s) mail is delivered to the Post Offices, and (b) the time(s) mail is picked-up from the Post Offices.

OCA/USPS-236. The following questions refer to USPS-LR-J-172, which is an audit report responding to media reports of delayed Certified Mail at several USPS postal locations.

- (a) On February 20, 2001, Mr. J. Potter then Cost Operating Officer, Executive Vice President, reported to Debra S. Ritt, Assistant Inspector General for Audit and Business Operations, that five actions would be taken in response to her summary of recommendations regarding Certified Mail processing and delivery functions.
- (i) Were each of the five actions completed prior to April 2001? If so, please indicate when each of the actions were completed. If not, please explain when they will be completed.
 - (ii) Has the Postal Service monitored the effectiveness of the five actions? If so, please provide all documents reflecting the success/failure of the actions taken. If not, why not.
 - (iii) Please provide a copy of the written reports prepared by the Vice Presidents, Area Operations, regarding the verifications that all certified mail was delivered to state agencies and which should address the problems that were encountered and the steps that were taken to improve the processing and delivery of the mail.
- (b) On February 2, 2001, Mr. D. Jackson, VP, Great Lakes Operations, reported to Debra S. Ritt that he would correct Certified Mail processing and delivery function problems, at the Springfield, Illinois Post Office and the Springfield, Illinois Processing and Distribution Center.

- (c) Were the problems corrected in time to handle the increase in Certified Mail during the most recent tax-filing season?
- (i) If so, please identify when corrective action for each of the ten points itemized in Mr. Jackson's letter was implemented.
 - (ii) If not, please indicate when corrective action will be completed.
 - (iii) Has the Postal Service monitored the effectiveness of the corrective actions taken?
 - (iv) If so, please provide all documents reflecting the success/failure of the actions taken.
 - (v) If not, why not.
- (d) On February 1, 2001, Mr. J.M. Steele, VP, Northeast Area Operations, reported to Debra S. Ritt that six actions would be taken or implemented in response to the draft audit report.
- (i) Please provide a copy of the action plans developed for "all" facilities impacted by the seasonal increases of Certified Mail.
 - (ii) Does the Northeast Area continue to monitor Certified Mail processing and delivery functions?
 - (iii) If so, please provide explain what information on Certified Mail processing and delivery functions is monitored.
 - (iv) If not, please explain why the USPS does not continue to monitor Certified Mail processing and delivery functions.

OCA/USPS-237. In PRC Op. R97-1, para. 5951, the Commission states,

There is no reliable evidence that [return receipt] service is consistently meeting customer expectations, and the Service admits that its handling of

return receipts delivered to high volume recipients does not comply with its own DMM. This, in addition to other intervenor testimony asserting service problems, indicates that there may be problems with the reliability of this service. The Commission is concerned about the quality of return receipt service, as it has been since R90-1.

In PRC Op. R2000-1, para. 6105, the Commission states,

Return receipts are potentially a high value service, but persistent problems with the quality of service imply a lower cost coverage.

- (a) Has the Postal Service corrected the problems uncovered in Dockets R97-1 and Dockets R2000-1, regarding return receipts delivered to high volume recipients, so that Return Receipt does comply with the DMM requirements?
- (b) If your response to part (a) of the interrogatory is affirmative, then please explain what steps were taken to resolve the problems and provide specific dates when each problem was resolved.
- (c) If your response to part (a) of the interrogatory is other than affirmative, please explain (1) what problems continue to exist, (2) what measures are being put in place to resolve the problems, and (3) provide the date the USPS anticipates each problem will be resolved.

OCA/USPS-238. The following questions refer to Return Receipt service sold in FY 2000 and FY 2001.

- (a) For FY 2000 and FY 2001, of the total Return Receipts sold please, please identify the volume and proportion of total that are destined to an (1) an IRS facility, (2) a state taxing authority, (3) a local taxing authority. If exact figures are unavailable, then please provide estimates. If separate IRS, state, and local

figures are unavailable, then please provide figures or estimates on an aggregated basis. Also state the source for the information provided.

- (b) For FY 2000 and FY 2001, please identify the volume and proportion of total Return Receipts that are delivered "in bulk," i.e., not delivered individually. Please state the source for the information provided.
- (c) Referring to part (a) of this interrogatory, please identify, for FY 2000 and FY 2001, the volume and proportion of total Return Receipts that are left with the destinating entity to sign and subsequently return to the USPS. For example, See Docket No. R97-1, DFC-LR-2, at page 1B. Provide estimates if exact figures are unavailable. Also state the source for the information provided.
- (d) Referring to part (b) of this interrogatory, please identify for, FY 2000 and FY 2001, the volume and proportion of total Return Receipts that are left with the destinating entity to sign and subsequently return to the USPS. Provide estimates if exact figures are unavailable. Also state the source for the information provided
- (e) Under what conditions are USPS carriers leaving USPS Return Receipt cards for a recipients' subsequent signatures and return?
- (f) For FY 2000 and FY 2001, what is the average length of time between the USPS's Postmark of Delivery Office date, as shown on PS Form 3811-A, and the date recorded on PS Form 3811, Domestic Return Receipt? Please state the source for the information provided.

- (g) What corrective actions are being taken to ensure that PS Form 3811 is being filled out properly and completely by the addressee and returned to the USPS representative at the time of delivery?

OCA/USPS-239. Please refer to Tr. 46C/20911, Docket No. R2000-1. In response to interrogatory OCA/USPS-142, Operating Revenue, Operating Expenses, and Operating Income/Loss figures were given for Post ECS and Electronic Postmark.

- (a) Please state whether any of these figures has been corrected or revised since they were first reported in response to OCA's interrogatory. If so, supply all corrections and/or revisions.
- (b) Also, please bring these figures up to date (through the current Accounting Period). (Break out specific Fiscal Years and current APs).
- (c) Please add a column equivalent to that set forth in Table 1, Tr. 21/9210 (Docket No. R2000-1) giving Total Operating Revenue, Total Operating Expenses, and Total Operating Income/Loss "Since Inception" through the current AP.

OCA/USPS-240. Please refer to Tr. 21/9210, Docket No. R2000-1. In response to interrogatory OCA/USPS-122, Operating Revenue, Operating Expenses, and Operating Income/Loss were given for FirstClass Phone Cards, Retail Merchandise, PostOffice Online, Liberty Cash, Dinero Seguro, REMITCO, and Sure Money.

- (a) Please state whether any of these figures has been corrected or revised since they were first reported in response to OCA's interrogatory. If so, supply all corrections and/or revisions.

- (b) Also, please bring these figures up to date (through the current Accounting Period). (Break out specific Fiscal Years and current APs).
- (c) Include Total Operating Revenue, Total Operating Expenses, and Total Income/Loss Since Inception through the current AP.

OCA/USPS-241. At < <http://www.usps.com/paymentservices/>>, one of the online payment services offered is USPS eBillPay™ for Consumers.

- (a) What was the date of inception for this service?
- (b) Please describe the role of the Postal Service in offering this service. Provide all documents describing the role of the Postal Service in offering this service.
- (c) Is First-Class Mail ever used to pay bills on behalf of consumers?
- (d) If so, in what percentage of instances are bills paid by mail?
- (e) In what percentage of instances are bills paid by electronic funds transfer?
- (f) Are bills ever presented by means of First-Class Mail?
- (g) If so, in what percentage of instances are bills presented by mail?
- (h) In what percentage of instances are bills presented in electronic form? What form does such presentation take?
- (i) Please provide, by fiscal year, since inception, the revenues generated on behalf of the Postal Service by USPS eBillPay™ for Consumers. For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.
- (j) For each fiscal year since inception, please state the revenue per bill payment generated by USPS eBillPay™ for Consumers. For FY2002, please provide this

information by AP. Please state the source for all information provided in response to this question.

- (k) Please provide, by fiscal year, since inception, the operating costs incurred by the Postal Service in providing USPS eBillPay™ for Consumers. For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.
- (l) What are the total start-up costs since inception for USPS eBillPay™ for Consumers?
- (m) Are the rates charged to consumers for USPS eBillPay™ for Consumers set at a level high enough so that start-up costs for USPS eBillPay™ for Consumers are recovered over a specific period of time? If so, what is the specific time period? If not, how are the start-up costs of USPS eBillPay™ for Consumers being funded? Please state the source for all information provided in response to this question.
- (n) Are the rates charged to consumers for USPS eBillPay™ for Consumers high enough to recover the operating costs of USPS eBillPay™ for Consumers? Please provide, by fiscal year since inception, the revenues and the operating costs used to answer the question posed. Please state the source for information used in performing the calculation.
- (o) For each fiscal year since inception, please state the operating cost per bill payment generated by USPS eBillPay™ for Consumers. For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.

- (p) For each fiscal year since inception, please state the total cost per bill payment generated by USPS eBillPay™ for Consumers. (For purposes of this question, total cost is defined as operating cost plus start-up cost). For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.
- (q) In total, since inception, please provide the net surplus/loss generated by USPS eBillPay™ for Consumers. State whether operating costs alone are used in providing this answer. State explicitly whether start-up costs are added to operating costs in providing this answer.

OCA/USPS-242. If First-Class Mail is involved in the operation of USPS eBillPay™ for Consumers, then why hasn't the Postal Service come to the Postal Rate Commission for a recommended decision on a classification and rate for this service?

- (a) Is USPS eBillPay™ for Consumers a service ancillary to the provision of First Class? Please explain.
- (b) Is First Class a service ancillary to USPS eBillPay™ for Consumers? Please explain.

OCA/USPS-243. At < <http://www.usps.com/paymentservices/demo/welcome.htm>>, the statement is made, with respect to USPS eBillPay™: "The service is safe, fast, backed by the United States Postal Service.®" Please explain how the Postal Service "backs" USPS eBillPay™.

- (a) Does the Postal Service reimburse a consumer if late charges are incurred because of a late bill payment and USPS eBillPay™ is at fault? Please explain fully.
- (b) Does the Postal Service reimburse a consumer if fraudulent charges are made against a consumer's account and USPS eBillPay™ is at fault? Please explain fully.
- (c) Are charges such as those described in parts (a) and (b) treated as Postal Service operating costs in the offering of USPS eBillPay™? Please explain fully.

OCA/USPS-244. At < <http://www.usps.com/paymentservices/>>, one of the online payment services offered is USPS Send Money.

- (a) What was the date of inception for this service?
- (b) Please describe the role of the Postal Service in offering this service. Provide all documents describing the role of the Postal Service in offering this service.
- (c) Please provide, by fiscal year, since inception, the revenues generated on behalf of the Postal Service by USPS Send Money. For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.
- (d) Please provide, by fiscal year, since inception, the operating costs incurred by the Postal Service in providing USPS Send Money. For FY2002, please provide this information by AP. Please state the source for all information provided in response to this question.
- (e) What are the total start-up costs since inception for USPS Send Money for Consumers?

- (f) Are the rates charged to customers for USPS Send Money set at a level high enough so that start-up costs for USPS Send Money are recovered over a specific period of time? If so, what is the specific time period? If not, how are the start-up costs of USPS Send Money being funded? Please state the source for all information provided in response to this question.
- (g) Are the rates charged to consumers for USPS Send Money high enough to recover the operating costs of USPS Send Money? Please provide, by fiscal year since inception, the revenues and the operating costs used to answer the question posed. Please state the source for information used in performing the calculation.
- (h) In total, since inception, please provide the net surplus/loss generated by USPS Send Money. State whether operating costs alone are used in providing this answer. State explicitly whether start-up costs are added to operating costs in providing this answer.

OCA/USPS-245. At < <http://www.usps.com/paymentservices/demo/welcome.htm>>, the statement is made, with respect to USPS Send Money: "The service is safe, fast, backed by the United States Postal Service.®" Please explain how the Postal Service "backs" USPS Send Money.

- (a) Does the Postal Service reimburse a consumer if late charges are incurred because of a late bill payment and USPS Send Money is at fault? Please explain fully.

- (b) Does the Postal Service reimburse a consumer if fraudulent charges are made against a consumer's account and USPS Send Money is at fault? Please explain fully.
- (c) Are charges such as those described in parts (a) and (b) treated as Postal Service operating costs in the offering of USPS Send Money? Please explain fully.

OCA/USPS-246. Why hasn't the Postal Service come to the Postal Rate Commission for a recommended decision on a classification and rate for USPS Send Money?

OCA/USPS-247. The OCA received a call recently from a Post Office Box customer in Stanton, Nebraska 68779. He complained that the fees for his size 2 box had approximately doubled since late 1998 (calendar year), and had gone up another 33 percent following the implementation of the R2000-1 fee schedule. From his description, it appears that his rates went from \$6.50 in late 1998 (calendar year), to \$12 in January of 1999, and then to \$16 in January 2001. (It is likely that his Post Office Box was in Group II in Docket No. R94-1, in Group D in Docket No. R97-1, and in Group D6 in Docket No. R2000-1). Understandably, he was baffled about the reason that his Post Office Box fees had increased many times the level of inflation. Using his complaint as an example of trends in Post Office Box costs and fees over the last three – five years, why have fees increased so sharply for a size 2 PO Box in an area like Stanton, NE? Please explain fully how rising costs, PO Box cost methodology, and fee design have caused such dramatic fee increases in the fee group(s) cited above.



Home | Sign In | Find ZIP Codes | Calculate Postage | Change Address | Locate Post Offices | Track/C

- Introduction
- Ship
- Rates
- Supplies
- Web Tools

▶ Shipping Solutions *Track & Confirm*



▶ Track & Confirm

Delivery Confirmation™

Signature Confirmation™

Keyword/Search

keyword

search

Delivery Status

You entered 0301 0120 0001 2269 0096

Your item was accepted at 12:26pm on September 12, 2001 in WASHINGTON, DC 20043. No further information is available for this item.

Track & Confirm

Enter number from shipping receipt the field below:




POSTAL INSPECTORS
Preserving the Trust

[site map](#) | [contact us](#) | [FAQs](#) | [search](#) | [keywords](#)

Copyright © 1999-2001 USPS. all rights reserved. [Terms of Use](#) [Privacy Commitment](#)

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.


Shelley S. Dreifuss

Washington, D.C. 20268-0001
November 21, 2001