

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-183-214)

The United States Postal Service hereby provides the responses to the following interrogatories of the Office of the Consumer Advocate: OCA/USPS-183-214, filed on November 14, 2001. The search for responsive material is ongoing and will be provided as soon as it is available.

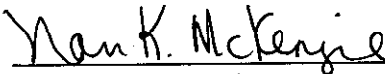
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



Nan K. McKenzie

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-3089 Fax -5402
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OCA/USPS-183. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83.

- a. Under a paragraph labeled "Background," a reference is made to "The Customer Satisfaction Index." Is this the same customer satisfaction index requested in any earlier OCA interrogatories? If so, which interrogatories? Please provide a full description of "The Customer Satisfaction Index" referred to in the "Background" paragraph. Also, please provide a full description of the data collected by this index, giving examples, and the types of reports that are routinely made from the "Customer Satisfaction Index." In addition, describe fully the individuals or organizations sampled and how the data are collected.
- b. In the "Background" paragraph, the statement is made: "The Customer Satisfaction Index points out areas where prompt response is receiving low marks from our customers and needs improvement." Please provide the full set of scores referred to by this statement for the period just prior to the issuance of the Management Instruction (dated August 23, 1993). FY 1993 scores are satisfactory. Provide comparable scores for the periods FY1999, FY2000, FY2001, and FY 2002 (if available).
- c. State fully all measures implemented by the Postal Service to improve the scores referred to in the statement quoted in part b.
- d. State fully how the Postal Service monitors success/failure to improve responses to customer complaints, at the (1) local level, (2) district level, (3) regional level. In particular, explain fully how each of the types of individuals and departments listed under the "Scope" paragraph measures the success/failure of administrative levels below to improve responses to customer complaints:
 - (1) Headquarters Consumer Affairs
 - (2) Area office managers
 - (3) Customer Services district managers
 - (4) Plant managers
 - (5) Consumer Affairs and Claims managers
 - (6) Postmasters and station or branch managers
 - (7) Postal employees delegated responsibility for handling complaints

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

- a. In 1993, the term "Customer Satisfaction Index" referred to the survey of residential customers, which later became known as the CSM Residential survey. It is one of several surveys that form the basis of the Postal Service's Customer Satisfaction

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Measurement (CSM). A copy of the current Residential survey is attached as Attachment A to response to OCA/USPS-7. For the type of data collected, please refer to Attachment A to OCA/USPS-7. Reports are not routinely made about this data. Instead the results are made available to postal managers. Currently, the CSM Residential survey is mailed to approximately 750,000 randomly selected households and about 200,000 completed surveys are received back each quarter.

b. The CSM Residential survey results for FY2002 are not yet available. By agreement between counsel for OCA and the Postal Service, this interrogatory has been limited to FY94, 99, 00, and 01 data. The CSM Residential results that this interrogatory seeks for FY94, 00 and 01 are the subject of the Postal Service's Motion for Protective Conditions for Results of Customer Satisfaction Surveys, filed November 13, 2001. The motion is the subject of an ongoing discovery dispute that is still being briefed by the parties. If protective conditions are established, the information can be provided. The Postal Service does not object to providing access to the data from FY99 as long as the data is provided under protective conditions. It will make the appropriate application to amend its motion for protective conditions to cover FY99 data as well.

c. The Postal Service has undertaken a wide range of measures to improve its responsiveness to customers, although none of these measures was undertaken to improve the scores on the CSM Residential survey, per se. Some of the measures include instituting the Consumer Affairs Tracking System (CATS); the call centers; and enhancing the Postal Service website, www.usps.com.

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d. See Standard Operating Procedures Consumer Affairs Managers attached hereto. Consumer Affairs is the owner of the complaint handling process and only retains escalated customer issues. It is the obligation of the post offices or local policy administrators to respond to customer issues occurring within their areas of responsibility and within the required timeframes. The District Consumer Affairs office retains only customer issues that have not been resolved within two contacts by post office or local policy administrators. Consumer Affairs monitors the incidence of overdue cases and works to minimize the occurrence of overdue cases. The District Consumer Affairs office oversees compliance within the district. The Area Customer Service Program Analyst oversees compliance within the area. At Headquarters, the Office of Consumer Advocate sets policy and targets regarding compliance and monitors national compliance.

**Standard Operating Procedures
Consumer Affairs Managers**

PROCESS: Complaint Handling

Cycle Time: The maximum number of days allowed to close the issue and respond to the customer, based on method of contact used by customer, is calculated from the date of receipt. Initial contact must be made within 24 hours after receipt of issue. Expeditious handling and resolution are required.

<u>Source</u>	<u>Cycle Time</u>
Internet	24 hours [⊗]
NSC Service Issue Record (SIR)	48 hours [⊗]
Congressional Inquiry	7 days*
Telephone Call	7 days*
Walk In	7 days*
CSM Survey	14 days*
Letter/Correspondence	14 days*
PS 4314-C, <i>Consumer Service Card</i>	14 days*

Publication Watch:

Daily -- document 10 editions	35 days*
Weekly -- document 4 editions	45 days*
Monthly -- document 2 editions	75 days*

Procedures: Complaint Handling

Referrals: Designate another office within the district to resolve a case.

1. Use the quickest method possible to send referrals to an office.
2. Use the telephone when referrals require 48-hour closure. Provide the receiving office with the necessary information to contact the customer and to resolve the customer issue.
3. The caseworker must update the case and provide resolution information (see below) before a case may be closed in CATS.

⊗ Excludes non-working days
* Calendar Days

Escalation: Elevate handling of a case to the next managerial level.

1. When the customer requests escalation, from the District Consumer Affairs office to Headquarters Consumer Affairs, call 202-268-2284 *only*. The customer must be introduced to the person answering the telephone.
2. Escalation of letter correspondence, from the District Consumer Affairs office to Headquarters Consumer Affairs, must be approved by first contacting the supervisor of the Consumer Communications Team at 202-268-2284.

Resolution: Closure of a case in CATS must accurately reflect the resolution. Required elements include:

1. Method of contact (i.e. Letter, Telephone)
2. Date contacted
3. Person who contacted customer
4. Specific action taken

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OCA/USPS-184. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Source of Complaints," the following methods of submitting complaints are listed: (1) Form 431 4-C, *Consumer Service Card (English)*; (2) Form 431 4-C, *Consumer Service Card (Spanish)*; (3) Telephone and personal contact; (4) Written correspondence, including customer surveys (e.g., the Customer Satisfaction Index); (5) Headquarters to field referrals; and (6) Governmental inquiries. Please list separately and describe fully all databases that collect and tabulate the complaint information listed for the six complaint methods.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

1-2. Complaints submitted on Consumer Service Cards are logged into the Consumer Affairs Tracking System (CATS). See USPS-LR-J-139 for how the information is tabulated.

3. Complaints submitted directly to local post offices by telephone, personal contact or written correspondence are not logged into a database unless the office transfers the information to a Consumer Service Card. Complaints received at 1-800-ASK-USPS are handled by the Postal Service's call centers and logged into the Service Issue Management System (SIMS). SIMS does not provide the detail available in CATS but does tabulate the data into categories of service issues. These call center complaints may also be entered into CATS if they are transferred to the District Consumer Affairs office.

4-6. Written complaints received by the Consumer Affairs office at any level, district, area, or headquarters, are entered into CATS.

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OCA/USPS-185. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Responsibility," it is stated that "Consumer Affairs and Claims managers must also . . . Establish and maintain a customer complaint file." Is this "customer complaint file" separate from, and in addition to, the complaint files listed in interrogatory OCA/USPS-184 above? If so, then what is the name of the database that collects and maintains this customer complaint information? If not, then which of the files listed in Interrogatory OCA/USPS-184 is coextensive with the Consumer Affairs and Claims managers customer complaint files?

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-184. Since complaints received by Consumer Affairs are logged into the Consumer Affairs Tracking System (CATS), a separate file is typically not maintained.

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OCA/USPS-186. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Responsibility," it is stated: "Postmasters and station or branch managers must also do the following . . . Maintain one or more customer complaint control logs."

- a. Is this "customer complaint control log" separate from, and in addition to, the complaint files listed in interrogatory OCA/USPS-184 above? If so, then what is the name of the database that collects and maintains this customer complaint information? If not, then which of the files listed in Interrogatory OCA/USPS-184 is coextensive with the Postmaster/Station Manager/Branch Manager customer complaint control logs?
- b. Are the Postmaster/Station Manager/Branch Manager customer complaint control logs centralized into district, regional, or national databases?
 - (i) If so, what are these databases called?
 - (ii) What reports are regularly generated from these databases?

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

Complaint logs would be maintained at the local level and are not centralized in a database.

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OCA/USPS-187. Please refer to the "Management Instruction, PO-250-93-2," pages 2-3, attached to the Postal Service's response to interrogatory OCA/USPS-83. Please confirm that information collected from a complaint made in person, in writing (by letter), and by telephone is transferred to a Consumer Service Card. If this is correct, then are all such methods of complaint consolidated into a single Consumer Service Card database? If not, then explain fully.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

Not confirmed. See the response to OCA/USPS-184. Local offices that receive complaints directly by methods other than the Consumer Service Cards (CSC) are not required to transfer the information to CSC, although some do.

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OCA/USPS-188. Please refer to the "Management Instruction, PO-250-93-2" attached to the Postal Service's response to interrogatory OCA/USPS-83. In the paragraph labeled "Measurement of Effectiveness," the following documents are listed: Customer Satisfaction Index, Consumer Affairs field audits, Periodic reports on the Consumer Service Card program.

- a. Please provide all results of the Customer Satisfaction Index for the period just prior to the issuance of the Management Instruction (on August 12, 1993). FY1993 information is satisfactory. Provide these same results for FY 1999, FY 2000, and FY2001.
- b. Provide a full list of Consumer Affairs field audits from 1993-2001. Include a brief description of each field audit, including the classes of mail and services addressed in each audit.
- c. Provide copies of the Periodic Reports from the Consumer Service Card program for the period just prior to issuance of the Management Instruction on August 12, 1993, (FY 1993 is satisfactory), and for FY1999, FY2000, and FY2001.
- d. Provide the following tabulations from the Consumer Service Card program:
 - (1) Total number of complaints of all types in FY1993, FY1999, FY2000, and FY2001.
 - (2) Subjects of the top 10 complaints (by number of complaints), for all types of complaints for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
 - (3) Total number of complaints about First-Class Mail in FY1993, FY1999, FY2000, and FY2001.
 - (4) Subjects of the top 5 complaints (by number of complaints) for First-Class Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
 - (5) Number of complaints on length of time to deliver First-Class Mail for FY1993, FY 1999, FY2000, and FY2001.
 - (6) Number of complaints on failure to deliver First-Class Mail for FY1993, FY1999, FY2000, FY2001.
 - (7) Number of complaints on damaged First-Class Mail for FY1993, FY1999, FY2000, FY2001.
 - (8) Number of complaints on misdelivery of First-Class Mail for FY1993, FY1999, FY2000, FY2001.
 - (9) Number of complaints on price of First-Class Mail for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

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The referenced Management Instruction has, in many ways, been superceded by the Standard Operating Procedures Consumer Affairs Managers, which is attached to the response to OCA/USPS-183.

- a. See response to OCA/USPS-183 (b).
- b. The field audits are optional and rarely done. Any field audits that exist would be retained at the districts, not at Headquarters.
- c-d. See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-189. Please refer to interrogatory OCA/USPS-188.d.(1) –(2) above.
- a. Describe all procedures and policies implemented by the Postal Service to rectify the complaints referenced in interrogatory OCA/USPS-188.d.(1) – (2). State the years that the procedures and policies were implemented.
 - b. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. above. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.
 - d. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about First-Class Mail referenced in OCA interrogatory 188.d.(3) – (8) above. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - e. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part d. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

a-e. The procedures and policies can be found in the referenced Management Instruction and in the Standard Operating Procedures Consumer Affairs Managers, which was implemented in January 2000. The current version of the SOP is attached to the response to OCA/USPS-183. There are no separate policies and procedures for how complaints about specific products or service should be rectified.

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OCA/USPS-190. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Priority Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 5 complaints (by number of complaints) for Priority Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Priority Mail for FY1993, FY 1999, FY2000, and FY2001.
- c. Number of complaints on failure to deliver Priority Mail for FY1993, FY1999, FY2000, FY2001.
- d. Number of complaints on damaged Priority Mail for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on misdelivery of Priority Mail for FY1993, FY1999, FY2000, FY2001.
- f. Number of complaints on price of Priority Mail for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-191. Please refer to interrogatory OCA/USPS-190.a. – e. above.
- a. Describe all procedures and policies implemented by the Postal Service to rectify the complaints about Priority Mail referenced in interrogatory OCA/USPS-190.a. – e. above.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-191A. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Express Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 5 complaints (by number of complaints) for Express Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Express Mail for FY1993, FY 1999, FY2000, and FY2001.
- d. Number of complaints on failure to deliver Express Mail for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on damaged Express Mail for FY1993, FY1999, FY2000, FY2001.
- f. Number of complaints on misdelivery of Express Mail for FY1993, FY1999, FY2000, FY2001.
- g. Number of complaints about the tracking system for Express Mail for FY 1993, FY1999, FY2000, and FY2001.
- h. Number of complaints on price of Express Mail for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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OCA/USPS-192. Please refer to interrogatory OCA/USPS-191Aa. – g. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Express Mail referenced in interrogatory OCA/USPS-191A. a. - g.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-193. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Parcel Post in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 5 complaints (by number of complaints) for Parcel Post for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 5 subjects.
- c. Number of complaints on length of time to deliver Parcel Post for FY1993, FY1999, FY2000, and FY2001.
- d. Number of complaints on failure to deliver Parcel Post for FY1993, FY1999, FY2000, FY2001.
- e. Number of complaints on damaged Parcel Post for FY1993, FY1999, FY2000, FY2001.
- f. Number of complaints on misdelivery of Parcel Post for FY1993, FY1999, FY2000, FY2001.
- g. Number of complaints on price of Parcel Post for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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OCA/USPS-194. Please refer to interrogatory OCA/USPS-193.a. -f. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Parcel Post referenced in interrogatory OCA/USPS-193. a. - f.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-195. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Certified Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Certified Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Certified Mail for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-196. Please refer to interrogatory OCA/USPS-195.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Certified Mail referenced in interrogatory OCA/USPS-195. a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-197. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Return Receipt in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Return Receipt for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Return Receipt for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-198. Please refer to interrogatory OCA/USPS-197.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Return Receipt referenced in interrogatory OCA/USPS-197.a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-199. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Money Orders in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Money Orders for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Return Receipt for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-200. Please refer to interrogatory OCA/USPS-199.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Money Orders referenced in interrogatory OCA/USPS-199.a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-201. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Post Office Boxes in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Post Office Boxes for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Post Office Boxes for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-202. Please refer to interrogatory OCA/USPS-201.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Post Office Boxes referenced in interrogatory OCA/USPS-201.a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-203. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Registered Mail in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Registered Mail for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Registered Mail for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-204. Please refer to interrogatory OCA/USPS-203.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Registered Mail referenced in interrogatory OCA/USPS-203.a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-205. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Insurance in FY1993, FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Insurance for FY1993, FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Insurance for FY1993, FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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- OCA/USPS-206. Please refer to interrogatory OCA/USPS-205.a. - b. above.
- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Insurance referenced in interrogatory OCA/USPS-205.a. - b.
 - b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
 - c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-207. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Delivery Confirmation in FY1999, FY2000, and FY2001.
- b. Subjects of the top 10 complaints (by number of complaints) for Delivery Confirmation for FY1999, FY2000, and FY2001. Please give the number of complaints for each of the 10 subjects.
- c. Number of complaints on price of Delivery Confirmation for FY1999, FY2000, FY2001.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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OCA/USPS-208. Please refer to interrogatory OCA/USPS-207.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Delivery Confirmation referenced in interrogatory OCA/USPS-207.a. - b.
- b. State the years that the procedures and policies were implemented. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-209. Provide the following tabulations from the Consumer Service Card program:

- a. Total number of complaints about Signature Confirmation since its inception (please specify the time period(s) covered).
- b. *Subjects of the top 10 complaints (by number of complaints) for Signature Confirmation since its inception (please specify the time period(s) covered). Please give the number of complaints for each of the 10 subjects.*
- c. Number of complaints on price of Signature Confirmation since its inception (please specify the time period(s) covered).

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to DFC/USPS-3 and USPS-LR-J-139. The data from FY93 are not available.

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OCA/USPS-210. Please refer to interrogatory OCA/USPS-209.a. - b. above.

- a. Please describe all procedures and policies implemented by the Postal Service to rectify the complaints about Signature Confirmation referenced in interrogatory OCA/USPS-209.a. - b.
- b. Provide copies of all documents distributed to managers and employees to inform them of such policies and procedures.
- c. Please describe all methods implemented by the Postal Service to measure the success or failure of the procedures and policies described in response to part a. of this interrogatory. Provide copies of all documents demonstrating any measures of success or failure of such policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

See response to OCA/USPS-189.

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OCA/USPS-211. At the Postal Service's website – usps.com – it is possible to e-mail or upload a comment to the Postal Service, e.g., at <http://new.usps.com/cgi-bin/uspsbv/scripts/content.jsp?B=contactform&C=Priority%20Mail&BB=null&TT=1&CC=null&DD=null&Comments=null>.

In this example, a visitor to the USPS website can submit a "Comment" classified as a "Problem" concerning Priority Mail.

- a. Does the Postal Service maintain a database of "Problem Comments" from its USPS website?
- b. If so, what reports are routinely generated from the "Problem Comments" database? If not, why not?
- c. How does the Postal Service use the "Problem Comments" submitted via e-mail or uploaded?
- d. How many "Problem Comments" or complaints were submitted via the USPS website in FY1999, FY2000, and FY2001? Please specify the time period for each figure given.
- e. What were the top 10 "Problem Comments" or complaints submitted via the USPS website in FY1999, FY2000, and FY2001? Please give the number of "Problem Comments" or complaints and corresponding time period for each of the 10 subject areas listed.
- f. Are "Problem Comments" or complaints submitted at the USPS website integrated into the Consumer Card Service program? If so, how is this accomplished?
- g. Please list all of the possible paths for submitting a "Problem Comment" or complaint at the USPS website, including Uniform Resource Locators (URLs).
- h. What are the Postal Service's procedures for responding to and/or rectifying "Problem Comments" or complaints submitted via the USPS website? Please provide copies of all written policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not concede the relevancy of this information and reserves the right to contest the relevancy in the future.

- a. Yes The database is called Rightnow Web.
- b. Reports about number and types of complaints are made available to Headquarters managers. Another report generated is the Subject Filing Report, which lists the top 5 subjects that generated the most inquiries in a given time period.

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- c. Consumer support specialists answer many of the questions online. Issues relating to services are referred to the pertinent District Consumer Affairs Offices for resolution.
- d. The total number of inquiries are as follow: FY2001, 159,804 inquiries; FY00 - 91,025; FY99 - 47,343. Until May of 2001, the data base did not distinguish between problems and other types of inquiries.
- e. The Postal Service only captures data on the top 5 subject areas for all inquiries, not just problems.
- FY 1999: Service- 12,804; Policy - 5,344; Stamps - 4,257; Other - 3,980; Inspection Service - 2,896
- FY 2000: Service-Retail-Inquiry - 10,106; Information about USPS - 5,701; Service Delivery - Did Not Deliver - 3,621; Service-Nonreceipt - Priority Mail/Delivery Confirmation - 3,611; Service-Retail-Services - 3,388.
- FY 2001: Stamp/Philatelic Issues - 17,044 (Breast Cancer stamp inquiries) Service-Retail-Inquiry - 15,226; Information about USPS - 8,955; Service-Delay-Express Mail (Domestic) - 4,182; Service-Retail - Loss Mail - 3,890
- f. No problems/complaints from the website are integrated into the Consumer Service Card program.
- g. The URL for Consumer Affairs is: <http://usps.custhelp.com>. From www.usps.com a customer can enter our website from either: "Contact us" or "FAQs" located at the bottom the page.
- h. See the answer to (c) above. Also see the Standard Operating Procedures Consumer Affairs Managers attached to the response for OCA/USPS-183.

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OCA/USPS-212. At the Postal Service's website, under "Contact USPS," "Consumer Feedback," specifically at
< <http://new.usps.com/cgi-bin/uspsbv/scripts/content.jsp?B=contact&C=null&D=null&H=null&T=1&CC=null&DD=null>>

consumers are encouraged to call "1-800-ASK-USPS" to "expedite any service related issues."

- a. When consumers call 1-800-ASK-USPS and relate a complaint, is a separate database maintained for such complaints?
- b. If so, what reports are routinely generated from this database? If not, why not?
- c. How many complaints were submitted via 1-800-ASK-USPS in FY1999, FY2000, and FY2001? Please specify the time period for each figure given.
- d. What were the top 10 "Problem Comments" or complaints submitted via 1-800-ASK-USPS in FY1999, FY2000, and FY2001? Please give the number of complaints and corresponding time period for each of the 10 subject areas listed.
- e. Are complaints submitted via 1-800-ASK-USPS integrated into the Consumer Card Service program? If so, how is this accomplished?
- f. What are the Postal Service's procedures for responding and/or rectifying complaints submitted via 1-800-ASK-USPS? Please provide copies of all written policies and procedures.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

- a. The complaints from 1-800-ASK-USPS are put into a database called the Service Issue Management System (SIMS). Every service issue generated in SIMS remains in SIMS regardless of where the ultimately resolution is made. If the resolution will be at the District Consumer Affairs Offices, the data is also entered into CATS.
- b. SIMS reports about number and types of service issues are made available to postal managers. See the response to OCA/USPS-184.
- c. For FY1999: 1,421,193; FY2000: 2,197,327; FY2001: 2,065,518
- d. For FY1999: Change of Address, 464,424; Damaged Mail 18,833; Delayed Mail 30,566; Other Delivery Issues, 249,372; Misdelivered Mail, 158,274; Non-Receipt

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80,178; Other, 44,986; Personnel, 53,839; Mail Returned to Sender, 42,243; Time of Delivery, 23,338.

For FY 2000: COA, 586,031; Delayed Mail, 86,903; Other Delivery Issues, 338,604; Misdelivered Mail, 219,499; Non-Receipt, 205,246; Other, 67,077; Personnel, 98,345; Mail Returned to Sender, 65,452 Mail Theft and Vandalism, 49,373; and Time of Delivery, 38,584.

For FY2001: COA, 578,565; Delayed Mail, 96,556; Other Delivery Issues, 333,326; Misdelivered Mail, 195,541; Non-Receipt, 76,358; Other, 48,398; Personnel, 91,646; Mail Returned to Sender, 63,403; Mail Theft and Vandalism; 53,447; Time of Delivery, 34,240.

- e. There is no longer a separate Consumer Service Card Program.
- f. See Standard Operating Procedures Consumer Affairs Managers, a copy of which is attached to the response to OCA/USPS-183.

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OCA/USPS-213. This interrogatory addresses the training and reference materials for 1-800-ASK-USPS personnel.

- a. Is the 1-800-ASK-USPS call center staffed by USPS employees or private contractors?
- b. Are training procedures for 1-800-ASK-USPS employees uniform throughout the United States? If not, how do these procedures differ by location?
- c. Please provide all materials used to train 1-800-ASK-USPS employees, whether written, in video, audio, or graphic form. Also include all computer- or internet-based training materials.
- d. Please provide all materials that 1-800-ASK-USPS employees refer to in responding to consumer inquiries or complaints. Include these materials no matter what form they take: written, electronic, computer-based, internet-based, video, audio, or graphic.

RESPONSE:

By answering this interrogatory, the Postal Service does not waive objections related to relevancy, burden, or other grounds and reserves the right to object in the future.

- a. Contractors, called agents, staff the 1-800-ASK-USPS call centers.
- b. Yes.
- c. See USPS-LR-J-188, which is a compact disk with material used to train 1-800-ASK-USPS agents. The Postal Service also has one copy of a video and is seeking additional copies, which will be filed with this docket as soon as they are available. If a participant would like to view the video before then, its counsel may contact the undersigned attorney to arrange. When training, the Postal Service also uses terminals dedicated to 1-800-ASK-USPS material that cannot be downloaded and provided. The training disk contains some "screen shots" from the dedicated terminal, which the agents view while training.
- d. To answer inquiries, the Postal Service uses terminals dedicated to 1-800-ASK-USPS material that cannot be downloaded and provided. They also have access to

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the International Mail Manual online. The training disk contains some "screen shots" from the dedicated terminal, which the agents view while training.

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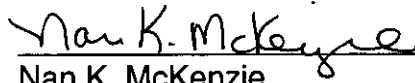
OCA/USPS-214. Please revise USPS-LR-J-148 by providing disaggregated percentage information for all possible responses, i.e., in the same format as comparable information provided in USPS-LR-J-162.

RESPONSE:

The data in USPS-LR-J-148 relates to a handful of questions from the Business Customer Survey for 2000 and 2001. The Postal Service has now been directed to provide further information from those surveys and has moved for protective conditions. See POR-2001-1/7 and response to OCA/USPS-183(b). To avoid a fragmented response and the filing of multiple Library References, the Postal Service would like to recommend that it provide this data once the discovery dispute has been resolved.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.



Nan K. McKenzie

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
December 3, 2001