

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

RECEIVED  
DEC 11 4 30 PM '01  
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-237-238)

The United States Postal Service hereby provides its responses to the following interrogatories of the Office of the Consumer Advocate: OCA/USPS-237 and 238, filed on November 21, 2001. A response to interrogatory OCA/USPS-236 will be filed when attachments to the responses are available.

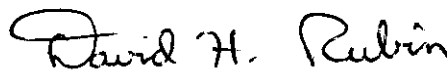
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking:



David H. Rubin

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2986; Fax -6187  
December 11, 2001

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE

**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.

**RESPONSE:**

(a) To some extent.

(b-c) Monitoring of certified mail deliveries to high-volume destinations, and increased staffing at these locations, have improved the timeliness of return receipt processing.

Greater use of certified mail detectors has prevented certified mail being delivered along with regular mail, without obtaining signatures. At least one location set up an operation to automate the completion of the PS Form 3811s, replacing the manual process of completing the Form 3811s. During the last tax season, several other high volume

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-237, Page 2 of 2

locations handed over the certified mail before obtaining signatures on the return receipts, but this practice was stopped, at least in one location. Extending the approach of automated printing of receipt information on return receipts will be considered to avoid this practice.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE

**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?

**RESPONSE:**

(a-d) No such data are collected.

(e) This practice can occur when high-volume deliveries make obtaining a manual signature (or stamp) and other delivery information on each return receipt very time consuming at the time of delivery. See response to interrogatory OCA/USPS-237(b-c).

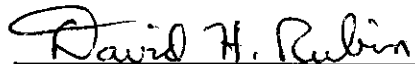
RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-238, Page 2 of 2

- (f) No such data are collected.
- (g) An employee reminder communication, explaining proper procedures for certified mail/return receipt mail, is being prepared for after the holiday rush. Also see response to interrogatory OCA/USPS-237(b-c).

### 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.

  
\_\_\_\_\_  
David H. Rubin

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2986; Fax -6187  
December 11, 2001