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POSTAL RATE AND FEE CHANGES
OFFICE OF THE CONSUMER ADVOCATE

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

POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

REVISED RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS MAYO TO INTERROGATORY OF
THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-T36--53)

The United States Postal Service hereby provides the revised response of witness Mayo to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-T36—53, filed on December 10, 2001. The revision reflects the attachment of Publication 551. The original response was filed on December 28, 2001

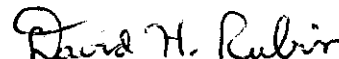
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



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January 4, 2002

REVISED RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-T36-53. What kind of assistance do personnel at retail facilities provide to postal patrons who wish to file insurance claims if such patrons lack the reading or language skills necessary to fill out the required forms? Please provide copies of any Postal Service documents reflecting a policy to render/not to render such assistance.

RESPONSE:

The Sales and Services Associate Training Course, 23501-02 provides general information in Module 26, Overview of Customer Relations. Publication 551, Point Talk Translator, includes some helpful information regarding insurance in nine different languages. A copy of this publication is attached.

COURTESY OF THE



English (Inglés)	Spanish (Español)
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COMMON NEEDS

- Stamps-How many?
- Envelopes-How many?
- Money order-How much?
- Return receipt
- Weight ___ lbs. ___ oz.
- Customs
- Passport
- Stamp collecting
- Shipping box-What size?

PREGUNTAS COMUNES

- Estampillas ¿cuántas?
- Sobres ¿cuántos?
- Giro postal ¿por cuánto?
- Acuso de recibo
- Peso Sibs. Soz.
- Aduana
- Pasaporte
- Estampillas de colección
- Caja ¿de qué tamaño?

MAIL A PACKAGE?

- From whom?
- To whom?
- Address
- Zip code
- Insurance?
- Cost of insurance
- Contents?
- Business papers?
- Is it a gift?
- Sample material?
- What is the value?

¿DESEA ENVIAR 1 PAQUETE?

- ¿De parte de quién?
- ¿Para quién?
- Domicilio
- Zona postal
- ¿Desea seguro?
- Costo del seguro
- ¿Contenido?
- ¿Documentos de negocio?
- ¿Es un regalo?
- ¿Material de muestra?
- ¿Valor?

METHOD OF SHIPPING

- First class mail
- Express mail
- Priority mail
- Certified mail
- Registered mail
- COD
- Next day or 2nd day
- By noon or 3:00 pm
- Military 2nd day
- Military 3rd day

FORMA DE ENVIO

- Primera clase
- Entrega inmediata
- Correo prioritario
- Correo certificado
- Registrado
- COD: contra reembolso
- De uno o dos días
- Para mediodía o 3 pm
- Militar: 2 días
- Militar: 3 días

RATES

- International
- Domestic
- Postage
- Fees
- Total amount

TARIFAS

- Internacional
- Nacional
- Franqueo
- Cobro adicional
- Total a pagar

LOST A PACKAGE?

- Was it insured?
- Insured number
- Package origin
- Zip code
- City / State
- Country

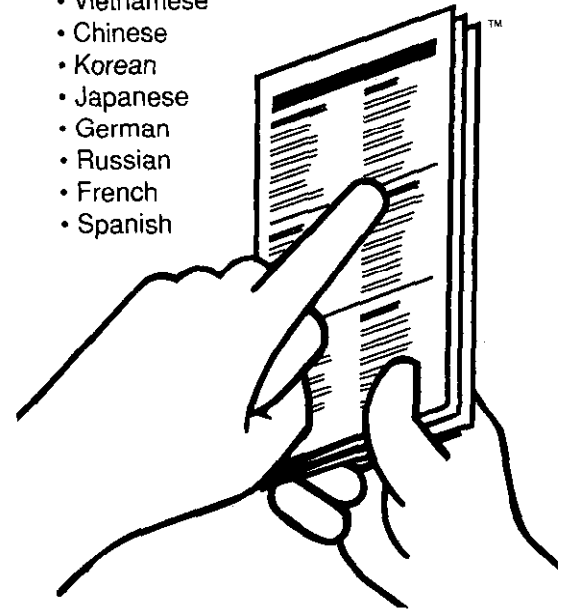
¿SE EXTRAVIO SU PAQUETE?

- ¿Estaba asegurado?
- Número del seguro
- Procedencia del paquete
- Zona postal
- Ciudad / Estado
- País

POINT TALK
Customer Service Translator

Translates English to:

- Cambodian
- Vietnamese
- Chinese
- Korean
- Japanese
- German
- Russian
- French
- Spanish



Communicate by Pointing™

DIRECTIONS: This translator has been designed to assist you while providing customer service to people who speak a language other than English. Simply point to the information you wish to convey in the column of the appropriate language.

♻ Not for Resale ♻

English
 (По-английски)

Russian
 (По-русски)

English
 (Anglais)

French
 (Français)
COMMON NEEDS

- Stamps-How many?
- Envelopes-How many?
- Money order-How much?
- Return receipt
- Weight ___lbs. ___oz.
- Customs
- Passport
- Stamp collecting
- Shipping box-What size?

ОБЫЧНЫЕ ПОТРЕБНОСТИ

- Марки-Сколько?
- Конверты-Сколько?
- Перевод-Какая сумма?
- Уведомление о вручении
- Вес ___фунтов ___унций
- Таможенная декларация
- Паспорт
- Собираение марок
- Ящик-Какого размера?

MAIL A PACKAGE?

- From whom?
- To whom?
- Address
- Zip code
- Insurance?
- Cost of insurance
- Contents?
- Business papers?
- Is it a gift?
- Sample material?
- What is the value?

ОТПРАВЛЯЕТЕ БАНДЕРОЛЬ?

- От кого?
- Кому?
- Адрес?
- Индекс?
- Со страховкой?
- Стоимость страховки
- Содержание?
- Деловые бумаги?
- Это подарок?
- Образцы?
- Объявленная ценность?

METHOD OF SHIPPING

- First class mail
- Express mail
- Priority mail
- Certified mail
- Registered mail
- COD
- Next day or 2nd day
- By noon or 3:00 pm
- Military 2nd day
- Military 3rd day

МЕТОД ОТПРАВКИ

- Первым классом
- Экспресс-почтой
- Первоочередной почтой
- С квитанцией
- Заказной почтой
- Наложным платежом
- На завтра / послезавтра
- К полудню / к 3 часам
- Военная почта 2-й день
- Военная почта 3-й день

RATES

- International
- Domestic
- Postage
- Fees
- Total amount

ТАРИФЫ

- Международный
- Внутри США
- Почтовый тариф
- Дополнительный тариф
- Итоговый тариф

LOST A PACKAGE?

- Was it insured?
- Insured number
- Package origin
- Zip code
- City / State
- Country

БАНДЕРОЛЬ ПОТЕРЯЛСЯ?

- Она застрахована?
- Номер квитанции
- Пункт отправления
- Индекс
- Город / Штат
- Страна

COMMON NEEDS

- Stamps-How many?
- Envelopes-How many?
- Money order-How much?
- Return receipt
- Weight ___lbs. ___oz.
- Customs
- Passport
- Stamp collecting
- Shipping box-What size?

BESOINS COMMUNS

- Timbres-Combien?
- Enveloppes-Combien?
- Mandat-Combien?
- Un accusé de réception
- Poids ___Livre ___grammes
- Les douanes
- Passeport
- Timbre de collection
- Colis d'expédition-Quelle taille?

MAIL A PACKAGE?

- From whom?
- To whom?
- Address
- Zip code
- Insurance?
- Cost of insurance
- Contents?
- Business papers?
- Is it a gift?
- Sample material?
- What is the value?

ENVOYER UN COLIS ?

- De qui?
- A qui?
- Adresse
- Code postal
- Assurance?
- Coût de l'assurance
- Le contenu
- Papiers d'affaire?
- Est-ce un cadeau?
- Des échantillons de produits?
- Quelle est sa valeur?

METHOD OF SHIPPING

- First class mail
- Express mail
- Priority mail
- Certified mail
- Registered mail
- COD
- Next day or 2nd day
- By noon or 3:00 pm
- Military 2nd day
- Military 3rd day

METHODE D'EXPEDITION

- Courrier normal
- Courrier exprès
- Courrier prioritaire
- Courrier avec avis de réception
- Courrier en recommandé
- Paiement à la livraison
- Livraison du lendemain ou du 2ème jour
- A midi ou avant 15:00 heures
- Courrier envoyé par l'armée en 2 jours
- Courrier envoyé par l'armée en 3 jours

RATES

- International
- Domestic
- Postage
- Fees
- Total amount

TARIFS

- International
- Intérieur / national
- Tarifs d'affranchissement
- Les coûts
- Montant total

LOST A PACKAGE?

- Was it insured?
- Insured number
- Package origin
- Zip code
- City / State
- Country

AVOIR PERDU UN COLIS

- Etait-il assuré?
- Numéro correspondant à l'assurance
- Origine du colis
- Code postal
- Ville / Etat
- Pays

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English (Englisch)	German (Deutsch)
COMMON NEEDS <ul style="list-style-type: none"> • Stamps-How many? • Envelopes-How many? • Money order-How much? • Return receipt • Weight __ lbs. __ oz. • Customs • Passport • Stamp collecting • Shipping box-What size? 	ÜBLICHE WÜNSCHE <ul style="list-style-type: none"> • Briefmarken-Wie viele? • Umschläge-Wie viele? • Postanweisung-Betrag? • Rückschein • Gewicht __ kg __ g • Zoll • Reisepaß • Briefmarken sammeln • Versandpaket-Welche Größe?
MAIL A PACKAGE? <ul style="list-style-type: none"> • From whom? • To whom? • Address • Zip code • Insurance? • Cost of insurance • Contents? • Business papers? • Is it a gift? • Sample material? • What is the value? 	PAKETE VERSENDEN? <ul style="list-style-type: none"> • Von wem? • An wen? • Adresse • Postleitzahl • Versicherung? • Versicherungskosten? • Inhalt? • Geschäftspapiere? • Ist es ein Geschenk? • Materialproben? • Wie hoch ist der Wert?
METHOD OF SHIPPING <ul style="list-style-type: none"> • First class mail • Express mail • Priority mail • Certified mail • Registered mail • COD • Next day or 2nd day • By noon or 3:00 pm • Military 2nd day • Military 3rd day 	VERSANDART <ul style="list-style-type: none"> • Normale Post • Eilzustellung • 2-Tage-Zustellung • Einschreiben • Versichert • Per Nachnahme • Nächster oder 2. Tag • Bis Mittag oder 15:00 Uhr • Militär 2. Tag • Militär 3. Tag
RATES <ul style="list-style-type: none"> • International • Domestic • Postage • Fees • Total amount 	GEBÜHREN <ul style="list-style-type: none"> • International • Inland • Porto • Sondergebühren • Gesamtsumme
LOST A PACKAGE? <ul style="list-style-type: none"> • Was it insured? • Insured number • Package origin • Zip code • City / State • Country 	VERLORENE PAKETE? <ul style="list-style-type: none"> • War es versichert? • Versicherungsnummer • Absender • Postleitzahl • Stadt / Bundesstaat • Land
VIOLATORS WILL BE PROSECUTED	

English (ភ្នំពេញ)	Cambodian (ខ្មែរ)	English (Anh ngữ)	Vietnamese (Việt ngữ)
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COMMON NEEDS
 • Stamps-How many?
 • Envelopes-How many?
 • Money order-How much?
 • Return receipt
 • Weight ___lbs. ___oz.
 • Customs
 • Passport
 • Stamp collecting
 • Shipping box-What size?

របស់ត្រូវការធម្មតា
 • តែម-ប៉ុន្មាន?
 • ស្រោមសំបុត្រ-ប៉ុន្មាន?
 • ថ្លៃបញ្ជីបញ្ជាក់-ប៉ុន្មាន?
 • ប័ណ្ណបញ្ជាក់ថាបានទទួលសំបុត្រហើយ
 • ទម្ងន់ ___ផោន ___អោនស៊ី
 • គយ
 • លិខិតឆ្លងដែន
 • សន្សំតែមប្រើប្រាស់បុត្រ
 • ប្រអប់ផ្ញើភក់-ប៉ុណ្ណា?

MAIL A PACKAGE?
 • From whom?
 • To whom?
 • Address
 • Zip code
 • Insurance?
 • Cost of insurance
 • Contents?
 • Business papers?
 • Is it a gift?
 • Sample material?
 • What is the value?

ធ្វើប្រអប់ជាក់ភក់
 • អ្នកធ្វើ?
 • អ្នកទទួល?
 • អាសយដ្ឋាន
 • លេខប្រទេស (ឬលេខប្រចាំតំបន់)
 • ធានារ៉ាប់រង(ឬអាស៊ីយ៉ែរង)
 • តម្លៃធានារ៉ាប់រង
 • របស់នៅក្នុងប្រអប់?
 • សំបុត្រស្នាមជំនួញ?
 • របស់ជាអំណោយ?
 • របស់សំរាប់បង្ហាញគេ?
 • តម្លៃប៉ុន្មាន?

METHOD OF SHIPPING
 • First class mail
 • Express mail
 • Priority mail
 • Certified mail
 • Registered mail
 • COD
 • Next day or 2nd day
 • By noon or 3:00 pm
 • Military 2nd day
 • Military 3rd day

របៀបផ្ញើ
 • លេខ ១
 • តិចស៊ីប្រេស្ស៊ី (ផ្ទុកលឿនបំផុត)
 • ប្រែយ៉ែរីធី
 • មាតសំបុត្របញ្ជាក់
 • រឹកម៉ង់ដេ
 • សិប្បិធី
 • ទៅដល់ថ្ងៃច្រើន ឬ ពីរថ្ងៃក្រោយ
 • ទៅដល់ថ្ងៃត្រង់ ឬ នៅម៉ោង ៣ ល្ងាច
 • ថ្ងៃទី ២ ទាហាន
 • ថ្ងៃទី ៣ ទាហាន

RATES
 • International
 • Domestic
 • Postage
 • Fees
 • Total amount

តម្លៃ
 • អន្តរជាតិ
 • ក្នុងស្រុក
 • ថ្លៃតែមប្រើ
 • ថ្លៃ (លើអ្វីមួយ)
 • ចំនួនសរុប (ឬតម្លៃទាំងអស់)

LOST A PACKAGE?
 • Was it insured?
 • Insured number
 • Package origin
 • Zip code
 • City / State
 • Country

ភក់បាត់
 • មានធានារ៉ាប់រងទេ?
 • លេខធានារ៉ាប់រង
 • ធ្វើមកពីណា
 • លេខប្រទេស
 • ទីក្រុង / រដ្ឋ
 • ប្រទេស

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COMMON NEEDS
 • Stamps-How many?
 • Envelopes-How many?
 • Money order-How much?
 • Return receipt
 • Weight ___lbs. ___oz.
 • Customs
 • Passport
 • Stamp collecting
 • Shipping box-What size?

NHU CẦU THÔNG THƯỜNG
 • Tem-Bao nhiêu?
 • Bì thư-Bao nhiêu?
 • Money order-Bao nhiêu?
 • Biên nhận gửi lại
 • Trọng lượng ___lbs. ___oz.
 • Quan thuế
 • Giấy thông hành
 • Sưu tầm tem
 • Thùng bưu kiện-Cỡ nào?

MAIL A PACKAGE?
 • From whom?
 • To whom?
 • Address
 • Zip code
 • Insurance?
 • Cost of insurance
 • Contents?
 • Business papers?
 • Is it a gift?
 • Sample material?
 • What is the value?

GỬI BƯU KIỆN?
 • Người gửi?
 • Người nhận?
 • Địa chỉ
 • Zip code
 • Bảo hiểm?
 • Phí tổn bảo hiểm
 • Đồ gửi gồm có
 • Văn kiện thương mại?
 • Quà tặng?
 • Mẫu hàng?
 • Giá trị của đồ gửi?

METHOD OF SHIPPING
 • First class mail
 • Express mail
 • Priority mail
 • Certified mail
 • Registered mail
 • COD
 • Next day or 2nd day
 • By noon or 3:00 pm
 • Military 2nd day
 • Military 3rd day

CÁCH GỬI BƯU KIỆN
 • Hạng nhất
 • Gửi tốc hành
 • Gửi ưu tiên
 • Gửi thị thực khứ hồi
 • Gửi bảo đảm
 • Người nhận trả tiền
 • Nhận nhày kế tiếp
 • Nhận lúc trưa hay 3 pm
 • Quân bưu ngày thứ nhì
 • Quân bưu ngày thứ ba

RATES
 • International
 • Domestic
 • Postage
 • Fees
 • Total amount

GIÁ CẢ
 • Nước ngoài
 • Trong nước
 • Bưu chính
 • Phí tổn
 • Tổng số phí tổn

LOST A PACKAGE?
 • Was it insured?
 • Insured number
 • Package origin
 • Zip code
 • City / State
 • Country

MẤT BƯU KIỆN
 • Bưu kiện có bảo hiểm?
 • Số bảo hiểm
 • Bưu kiện gửi từ
 • Zip code
 • Thành phố / Tiểu bang
 • Quốc gia

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English (英文)	Chinese (中文)	English (영어)	Korean (한국말)
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COMMON NEEDS

- | | |
|---|---|
| <ul style="list-style-type: none"> • Stamps-How many? • Envelopes-How many? • Money order-How much? • Return receipt • Weight ___lbs. ___oz. • Customs • Passport • Stamp collecting • Shipping box-What size? | <ul style="list-style-type: none"> 一般服務 • 郵票-買多少張? • 信封-買多少個? • 匯票-寄多少錢? • 回執 • 重量_磅_盎司 • 報關 • 護照 • 集郵 • 郵政箱子-何種尺寸? |
|---|---|

MAIL A PACKAGE?

- | | |
|--|--|
| <ul style="list-style-type: none"> • From whom? • To whom? • Address • Zip code • Insurance? • Cost of insurance • Contents? • Business papers? • Is it a gift? • Sample material? • What is the value? | <ul style="list-style-type: none"> 寄包裹? • 發件人? • 收件人? • 住址 • 郵遞區號 • 保險? • 保險費? • 郵寄何物? • 商務文件? • 禮品? • 樣品? • 價值多少? |
|--|--|

METHOD OF SHIPPING

- | | |
|--|---|
| <ul style="list-style-type: none"> • First class mail • Express mail • Priority mail • Certified mail • Registered mail • COD • Next day or 2nd day • By noon or 3:00 pm • Military 2nd day • Military 3rd day | <ul style="list-style-type: none"> 郵遞方式 • 第一類平信 • 快遞 • 優先郵件 • 保送郵件 • 掛號郵件 • 收件人付費 • 次日或第二日送達 • 中午或下午3:00之前送達 • 軍郵第二日送達 • 軍郵第三日送達 |
|--|---|

RATES

- | | |
|--|--|
| <ul style="list-style-type: none"> • International • Domestic • Postage • Fees • Total amount | <ul style="list-style-type: none"> 價格 • 國際 • 國內 • 郵資 • 費用 • 共計 |
|--|--|

LOST A PACKAGE?

- | | |
|--|--|
| <ul style="list-style-type: none"> • Was it insured? • Insured number • Package origin • Zip code • City / State • Country | <ul style="list-style-type: none"> 包裹遺失? • 有無保險? • 保險號碼 • 發件地點 • 郵遞區號 • 城市 / 州 • 國家 |
|--|--|

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COMMON NEEDS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Stamps-How many? • Envelopes-How many? • Money order-How much? • Return receipt • Weight ___lbs. ___oz. • Customs • Passport • Stamp collecting • Shipping box-What size? | <ul style="list-style-type: none"> 일반적인 질문들 • 우표-몇 장이나? • 봉투-몇 장이나? • 우편환-얼마나? • 반송 영수증 • 무게 ___파운드 ___온스 • 세관 • 여권 • 우표수집 • 소포 상자-어떤 크기 |
|---|--|

MAIL A PACKAGE?

- | | |
|--|---|
| <ul style="list-style-type: none"> • From whom? • To whom? • Address • Zip code • Insurance? • Cost of insurance • Contents? • Business papers? • Is it a gift? • Sample material? • What is the value? | <ul style="list-style-type: none"> 소포를 부치시려고요? • 누구로 부터 • 누구에게 • 주소 • 우편번호 • 보험? • 보험료 • 내용물 • 비즈니스 용지? • 선물인가요? • 견본품? • 얼마 가치가 되나요? |
|--|---|

METHOD OF SHIPPING

- | | |
|--|--|
| <ul style="list-style-type: none"> • First class mail • Express mail • Priority mail • Certified mail • Registered mail • COD • Next day or 2nd day • By noon or 3:00 pm • Military 2nd day • Military 3rd day | <ul style="list-style-type: none"> 소포 부치는 방법 • 일급 우편 • 속달 우편 • 우선 우편 • 배달증명 우편 • 등기 우편 • 대금 교환(지불) • 다음날 또는 2일 후 • 낮 12시 또는 오후 3시 • 군사우편 2일 후 배달 • 군사우편 3일 후 배달 |
|--|--|

RATES

- | | |
|--|--|
| <ul style="list-style-type: none"> • International • Domestic • Postage • Fees • Total amount | <ul style="list-style-type: none"> 우편 요금 • 국제 • 국내 • 우표 • 수수료 • 총액 |
|--|--|

LOST A PACKAGE?

- | | |
|--|--|
| <ul style="list-style-type: none"> • Was it insured? • Insured number • Package origin • Zip code • City / State • Country | <ul style="list-style-type: none"> 소포를 분실하셨나요? • 보험에 드셨나요? • 보험 번호 • 소포의 발송지 • 우편번호 • 도시/주 • 국가 |
|--|--|

PROTECTED BY COPYRIGHT

English
(英語)

Japanese
(日本語)

COMMON NEEDS

- | | |
|---------------------------|------------------|
| • Stamps-How many? | • 切手-何枚必要ですか。 |
| • Envelopes-How many? | • 封筒-何枚必要ですか。 |
| • Money order-How much? | • 郵便為替-いくら必要ですか。 |
| • Return receipt | • 返送受取 |
| • Weight __ lbs. __ oz. | • 重量__ポンド__オンス |
| • Customs | • 税関 |
| • Passport | • パスポート |
| • Stamp collecting | • 切手収集 |
| • Shipping box-What size? | • 発送用の箱-大きさは。 |

MAIL A PACKAGE?

- | | |
|----------------------|-----------------|
| • From whom? | • 小包郵送 |
| • To whom? | • 差出人 |
| • Address | • 受取人 |
| • Zip code | • 住所 |
| • Insurance? | • 郵便番号 |
| • Cost of insurance | • 保険が必要ですか。 |
| • Contents? | • 保険料 |
| • Business papers? | • 中身は何ですか。 |
| • Is it a gift? | • 業務上の書類ですか。 |
| • Sample material? | • 贈物ですか。 |
| • What is the value? | • 見本ですか。 |
| | • 小包の価値はいくらですか。 |

METHOD OF SHIPPING

- | | |
|-----------------------|------------------|
| • First class mail | • 発送方法 |
| • Express mail | • 第一種便 |
| • Priority mail | • 速達便(翌日までの配達保証) |
| • Certified mail | • 優先便(二日間以内で配達) |
| • Registered mail | • 配達証明付郵便 |
| • COD | • 書留便 |
| • Next day or 2nd day | • 代金引換え渡し(COD) |
| • By noon or 3:00 pm | • 翌日または二日目配達 |
| • Military 2nd day | • 正午または午後三時以前 |
| • Military 3rd day | • 軍用二日目配達 |
| | • 軍用三日目配達 |

RATES

- | | |
|-----------------|--------|
| • International | • 郵便料金 |
| • Domestic | • 国際 |
| • Postage | • 国内 |
| • Fees | • 送料 |
| • Total amount | • 料金 |
| | • 総額 |

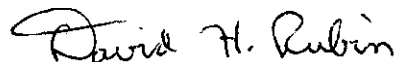
LOST A PACKAGE?

- | | |
|-------------------|--------------|
| • Was it insured? | • 小包損失 |
| • Insured number | • 保険がありましたか。 |
| • Package origin | • 保険番号 |
| • Zip code | • 小包の発送地 |
| • City / State | • 郵便番号 |
| • Country | • 市 / 州 |
| | • 国 |

DO NOT COPY

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
January 4, 2002