

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

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2002
OFFICE OF THE
POSTAL RATE COMMISSION

POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-312)

The United States Postal Service hereby provides its response to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-312, filed on December 26, 2001.

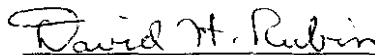
The interrogatory is stated verbatim and is followed by the response.

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
January 9, 2002

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

OCA/USPS-312. The following refers to the USPS response to OCA/USPS-236, dated December 19, 2001. In a May 2, 2001, memorandum to the then Chief Operating Officer/Executive Vice President, John E. Potter, from William J. Brown, two problems were identified: (1) the problem of isolating certified mail, by having clerks go through each IRS tray by hand; and (2) the IRS's two-line address which apparently causes problems with the AFSM 100 three-line address platform. Has the Postal Service taken steps to resolve the two problems identified by Mr. Brown? If so, please explain how each problem was resolved. If not, please explain why the problems have not been resolved.

RESPONSE:

The Postal Service has taken the following actions on the two problems identified by Vice President Brown.

(1) The problem of isolating certified mail in IRS mail trays will be resolved with the deployment of a software change for the Distribution Barcode Sorters (DBCSs). The software change will allow mail distribution plants in the service area of the IRS (or a state tax agency) to turn on a scanner for certified mail and isolate the certified mail destined to the IRS (or state tax office) ZIP Codes. *Certified mail tax returns will arrive already separated from the other tax returns.* While the software deployment was delayed due to anthrax-related priorities, it should be tested and deployed in many of the tax receiving locations before April 2002.

(2) Regarding the problem of AFSM 100 flat sorters reading a two-line address, postal operations staff met with IRS officials to request that they add another line to the IRS address format. Postal officials explained that the added third line could include any type of information and it would still keep the AFSMs from "looking" elsewhere (like the return address) for a complete address field. The

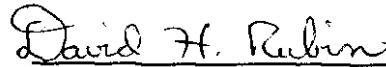
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IRS officials declined to change the address format. Postal plant managers in IRS service areas now make a special effort to capture IRS flat mail that may be misdirected when a two-line address is misread.

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

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Washington, D.C. 20260-1137
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