

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

EXPERIMENTAL PARCEL RETURNS SERVICES

Docket No. MC2003-2

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS GULLO TO INTERROGATORIES OF
THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-T1-40-42)

The United States Postal Service hereby files the response of witness Gullo to the following interrogatories of the Office of the Consumer Advocate: OCA/USPS-T1-40, filed on June 25, 2003, and OCA/USPS-T1-41-42, filed on June 26, 2003.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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July 1, 2003

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OCA/USPS-T1-40. At the end of your response to OCA/USPS-T1-27, part c, you refer to eight items of information that will be collected by the shipper or agent and included in the manifest file transmitted to the Postal Service. Please specifically identify which of the eight items listed will be available for electronic viewing, on the Postal Service's web site, by those customers placing an RBMC or RDU parcel into the USPS mail stream. Also, if any of the eight items will not be available for electronic viewing by a customer, please explain why each will not be available.

RESPONSE:

The information transmitted to the Postal Service by the shipper or agent would allow the customer to enter the barcode number on the Postal Service's web site to view the date and time when the parcel was manifested, and the ZIP Code of the RBMC where the parcel was picked up. The origin ZIP Code of the parcel, rate category, weight, zone, and postage information is specifically used to calculate and support payment of postage and would only be available to permit holder responsible for the payment.

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OCA/USPS-T1-41. Your testimony at page 7, lines 15-16, indicates RDU return parcels will be captured at the post office identified on the return label. Also, at page 12, line 1, you state, "If the parcel is received by the RDU post office addressed on the label, the office would scan the parcel...sort the parcel based on the human readable Mailer ID code...."

- a. Please explain what actions are taken to ensure that RDU return parcels, entered into the mailstream by giving it to a carrier within the area of the RDU addressed, will be culled from the mailstream at the RDU.
- b. Please explain what actions are taken to ensure that RDU return parcels, entered into the mailstream through a window transaction within the area of the RDU addressed, will be culled from the mailstream at the RDU.

RESPONSE:

- a-b. As part of our implementation plan, service talks would be developed and given to delivery employees and sales and service associates who are responsible for window transactions.

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OCA/USPS-T1-42. Please refer to your response to OCA/USPS-T1-13b.

- a. Please confirm that the Click-N-Ship™ label printing feature on www.usps.com is only available to users of Priority and Express Mail (and certain international mail). If you do not confirm, please explain.
- b. Please confirm that Click-N-Ship label is not available for parcel post. If you do not confirm, please explain.
- c. Does the Postal Service have any plans to include shipping labels for parcel post, with or without the Parcel Return Service, in the Click-N-Ship™ print feature? If not, please explain.

RESPONSE:

- a. Confirmed.
- b. Confirmed.
- c. No. The Click-N-Ship™ label printing feature was designed for customers looking for speed, convenience, and visibility for their premium package and document shipments.

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.

Scott L. Reiter

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