

SECTIC
DOCKET SECTION

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, 1997

Docket No. R97-1

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS MODEN TO INTERROGATORIES OF
THE ASSOCIATION OF PRIORITY MAIL USERS, INC.
REDIRECTED FROM WITNESS SHARKEY
(APMU/USPS-T33-9 & 13)

The United States Postal Service hereby provides responses of witness Moden to the following interrogatories of the Association of Priority Mail Users, Inc.: APMU/USPS-T33-9 & 13, filed on September 12, 1997, and redirected from witness Sharkey.

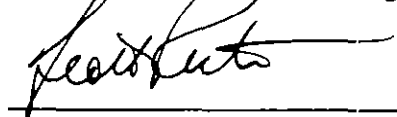
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



Scott L. Reiter

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Washington, D.C. 20260-1137
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September 26, 1997

**RESPONSE OF THE UNITED STATES POSTAL SERVICE WITNESS MODEN
TO THE INTERROGATORIES OF THE ASSOCIATION OF PRIORITY MAIL USERS
REDIRECTED FROM WITNESS SHARKEY**

APMU/USPS-T33-9.

For each quarter of PFY 1996 and PFY 1997, please provide all service performance data available for **Express Mail** from the Electronic Marketing Reporting System, and data from any other system which the Postal Service uses to ascertain service performance of Express Mail.

- a. Please show the percentage of Express Mail deliveries that met the established service standards.
- b. What percent of Express Mail deliveries were delivered one day late?
- c. What percent of Express Mail deliveries were delivered two days late?
- d. What percent of Express Mail deliveries were delivered three or more days late?

Response:

- a. See attachment to DMA/USPS-T4-31(b).
- b. See a. The report from EMRS does not reflect the percent of Express Mail deliveries that were delivered one day late.
- c. See a. The report from EMRS does not reflect the percent of Express Mail deliveries that were delivered two days late.
- d. See a. The report from EMRS does not reflect the percent of Express Mail deliveries that were delivered three or more days late.

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APMU/USPS-T33-13.

In response to APMU/USPS-T11-14(c) in Docket No. R94-1, witness Foster expressed his understanding:

that if a piece can be identified as being Priority Mail, either through the use of boxes, envelopes, labels, or tape bearing the Priority Mail designation, or through the piece being identified as Priority Mail by the customer, the piece is entered into the Priority Mail mailstream at the origin office and remains in that mailstream until it reaches the delivery office. My understanding is that if the piece cannot be identified as Priority Mail through one of the means described above, it is handled as heavyweight First-Class Mail. My understanding is that if there is any doubt regarding the identification of the piece as Priority Mail, the piece is to be entered into the Priority Mail mailstream.

- a. Does this describe the current practice of the Postal Service?
- b. Do any operations policies that are issued by Postal Service headquarters and that are currently in effect distinguish between the way "identified" and "non-identified" Priority Mail pieces are to be handled, and the level of service that is to be given to each? If so, please provide a copy of each such policy.
- c. If a customer pays the correct Priority Mail postage but fails to identify the piece in any other way as Priority Mail, what level of service does the postage entitle the customer to receive?
- d. What was the percentage (of total Priority Mail) of "non-identified" Priority Mail during PFY 96 and PFY 97?

Response:

- a. Yes, with the additional stipulation that non-identified pieces subsequently discovered mixed with identified Priority Mail pieces in distribution operations, are to be processed along with the identified Priority Mail.
- b. Yes. Guidelines regarding the handling of identified and non-identified Priority Mail are attached.

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- c. If a piece of mail bearing the correct Priority Mail postage is found during normal handling, the piece is treated as Priority Mail.
- d. For FY 1996: 63% identified & 37% non identified
For FY 1997: 67% identified & 33% non identified.



UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260

MAY 10 1993

**MEMORANDUM FOR AREA MANAGERS, PROCESSING & DISTRIBUTION
AREA MANAGERS, CUSTOMER SERVICES**

SUBJECT: Priority Mail Identifiers

On April 7, I provided you with seven initial steps to improve Priority Mail performance. These procedures were discussed and agreed to by all of us at our April 1 meeting.

Based upon input from mailers and subsequent discussion amongst key Vice Presidents involved in this issue, the Priority Mail definition is being expanded. Effective immediately, Item EP14-F, the Priority Mail Flat rate envelope, as well as mail with Priority Mail postage and identified as Priority Mail by the customer are to be considered properly identified. In addition, non-identified mail received in bulk with Priority Mail postage, but which the customer clearly intended to be processed as Priority Mail must be treated as Priority Mail.

While it is virtually impossible to describe every situation that may arise with regard to the identification and handling of Priority Mail, any doubt should err on the side of providing the higher level of service. This is consistent with our focus on customer satisfaction.

Please alert all field personnel to this policy direction and continue to emphasize the need to improve our levels of Priority mail service. Continued emphasis on identification of individual Priority Mail pieces will continue to be critical to service improvement.

Thank you for your cooperation in enhancing Priority Mail service and customer satisfaction.

A handwritten signature in black ink, appearing to read "S. Miller".

Stephen E. Miller

DECLARATION

I, Ralph J. Moden, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information and belief.

Ralph J. Moden

Dated: 9/26/97

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.

A handwritten signature in black ink, appearing to read "Scott L. Reiter", is written over a horizontal line.

Scott L. Reiter

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