

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

EXPERIMENTAL PREMIUM
FORWARDING SERVICE

Docket No. MC2005-1

RESPONSES OF UNITED STATES POSTAL SERVICE
WITNESS ARNETTA L. COBB
TO INTERROGATORIES OF DAVID B. POPKIN
(DBP/USPS-T1-49-50)
(January 12, 2005)

The United States Postal Service hereby files the responses of witness Arnetta L. Cobb to the following interrogatories of David B. Popkin: DBP/USPS-T1-49-50, filed on December 22, 2004.

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

Kenneth N. Hollies
Keith E. Weidner

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-3083; Fax -3084

RESPONSE OF POSTAL SERVICE WITNESS COBB
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-T1-49. Please refer to your response to DBP/USPS-T1-5. On Page 16 of the attachment, you refer to a Headquarters directive dated August 1995.

- (a) Please provide a copy of that directive.
- (b) Is that directive still valid?
- (c) If not, please advise the changes.
- (d) Please provide any additional Headquarters directives issued with respect to or related to PFS that were issued after August 1995.

RESPONSE:

- (a) Please see the attached directive of August 15, 1995.
- (b) To the best of my knowledge, the directive has not been rescinded. The directive of April 8, 1996 that is attached in response to part (d) below was simply a reiteration.
- (c) N/A
- (d) Please see the attached directive of April 8, 1996.

RESPONSE OF POSTAL SERVICE WITNESS COBB
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-T1-50. Please refer to your response to OCA/USPS-T1-12. The first sentence appears to indicate that a parcel or package that is being shipped as Parcel Post would be reshipped as Priority Mail postage due while a similar parcel or package that was accountable mail and/or requiring a scan [such as Insured/Delivery Confirmation/Signature Confirmation/Return Receipt for Merchandise/COD/etc.] would be forwarded by standard mail and therefore be postage due only at the standard mail rates and not the Priority Mail rates. Please clarify.

RESPONSE:

Please see the Attachment to my response to OCA/USPS-T1-32.

Snowbird Service Standard Operating Procedures

For purposes of achieving a common understanding and *implementation* in a *uniform* manner, "snowbird" service is defined as follows:

"Snowbird" service is the batching and periodic reshipping (e.g., weekly, twice monthly, monthly) of (all) classes of a customer's mail to his or her temporary address so long as the end date of requested service to that address is at least two weeks, but not more than one year, ahead.

1. "Snowbird" service will be available to all customers upon request at those postal units where it is presently being offered. To avoid potential legal issues regarding our obligation to properly attribute cost by class, no additional offices should be authorized to offer the service at this time.

This means that any customer (vacationer, seasonal mover or others) who will be temporarily away from his/her permanent address for between two weeks and one year can request and receive this service from postal units now offering it, subject to other conditions discussed herein.

2. No services other than batching and reshipping by one of two mail choices will be provided.

Employees are to hold out mail for "snowbird" customers as they would for others whose mail is being held. This mail is to be treated consistent with existing Hold Mail procedures with the added provision that it is to be batched and reshipped by Priority Mail or Express Mail, at the customer's option.

3. All customers must prepay the correct postage for the mailing method chosen for reshipment.

Postage for reshipment of batched mail must be *prepaid* at the standard rate for the mailing method chosen by the customer. The classes of the content mailpieces in the batches has no relevance to the rate charged for reshipment postage. "Snowbird," or reshipment, service is *not* to be confused with or represented to customers as "forwarding." "Reshipped" mail is not the same as "forwarded" mail. "Forwarded" mail is processed through our mail forwarding sites in accordance with specific existing procedures.

4. Pre-funded Express Mail corporate accounts or postage prepaid envelopes are to be used.

Reshipment postage will not be sold on credit. Collection of postage due at destination will not be allowed. Customers may establish a standard Express Mail corporate account at the postal unit serving their permanent address. Alternatively, customers may purchase, preaddress and provide prepaid Priority Mail or Express Mail flat-rate envelopes for local stocking and use to reship their batches. Customers must indicate in writing (e.g., on locally prepared request cards) whether items too large to be placed in these envelopes are to be held or reshipped and, by which mailing method, if reshipment is desired.

ALLEN KANE
VICE PRESIDENT, OPERATIONS SUPPORT



April 8, 1996

VICE PRESIDENTS, AREA OPERATIONS

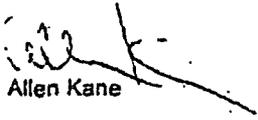
SUBJECT: "Snowbird" Service

This reiterates my August 15, 1995 memorandum on "snowbird" service. It is being sent again because I am receiving letters from the field asking why we are allowing free delivery of Priority and Express Mail packages.

The Postal Service has historically received requests from customers to provide temporary reshipment of mail while they are away from their primary residence. Typically, the greatest demand for this forwarding occurs during the winter months and is quite often referred to as "snowbird" service. Several questions had been asked pertaining to "snowbird" services that have been adopted in the field through local management initiatives.

I am again attaching four specific points intended to answer these questions and standardize our policy for such service. Please review them and take the steps necessary to be sure these standards are understood by field managers and postal units where "snowbird" service is presently offered.

Marketing, Finance and Address Management have been working with an outside contractor, Price Waterhouse, to design a market survey and cost study to aid in determining national policy regarding pricing and expansion to other sites. This study is expected to begin in a few weeks, and results and recommendations should be in this fall. Until the needed study work is completed and a decision is reached on the future of "snowbird" reshipment as a national program, please assure compliance with the attached guidelines, especially collection of postage for all mail reshipping.


Allen Kane

Attachment

cc: Mr. Henderson
Mr. Smith
Mr. Cleffi
Mr. Curtis
Mr. Krause
Mr. Maddern
Mr. Valenti
Managers, Operations Support (Area)
Anthony Brescia

475 L'Enfant Pk. SW
Washington, DC 20260-7000
202-268-6993
Fax 202-268-5293

**SNOWBIRD SERVICE
STANDARD OPERATING PROCEDURES**

For purposes of achieving a common understanding and *implementation* in a *uniform* manner, "snowbird" service is defined as follows:

"Snowbird" service is the batching and periodic reshipping (e.g., weekly, twice monthly, monthly) of all classes of a customer's mail to his or her temporary address so long as the end date of requested service to that address is at least two weeks, but not more than one year, ahead.

1. "Snowbird" service will be available to all customers upon request at those postal units where it is presently being offered. To avoid potential legal issues regarding our obligation to properly attribute cost by class, no additional offices should be authorized to offer the service at this time.

This means that any customer (vacationer, seasonal mover or others) who will be temporarily away from his/her permanent address for between two weeks and one year can request and receive this service from postal units now offering it, subject to other conditions discussed herein.

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