

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

POSTAL RATE AND FEE CHANGES  
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS F. CARLSON  
(DFC/USPS-31-34, 41-42, 46, 48 and 53)  
(May 31, 2005)

The United States Postal Service hereby provides its institutional response to interrogatories DFC/USPS-31-34, 41-42, 46, 48, and 53, filed on May 17, 2005. Objections were filed to interrogatories DFC/USPS-47 and 49 on May 27, 2005. Responses to interrogatories DFC/USPS-35-40, 43-45, and 50-52 are still being prepared.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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Response of the United States Postal Service to  
Interrogatory of Douglas F. Carlson

**DFC/USPS-31** Please refer to the Postal Service's request for an opinion and recommended decision at Attachment F, page 35. Please confirm that some post offices decline to provide customers with printed Express Mail directories. If you do not confirm, please explain how a customer can obtain a printed Express Mail directory from a post office that declines to provide one to him.

**RESPONSE:**

A hardcopy of the Express Mail directory may not be available at all offices.

Those offices with POS Retail Terminals and Integrated Retail Terminals (IRTs) have online directories. Upon request by the customer, a hardcopy of the directory can be generated. Non-POS and Non-IRT Offices operate from a hardcopy directory. If necessary, the directory can be reproduced for the customer.

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**DFC/USPS-32.** Please refer to the response to DFC/USPS-10. Does the Postal Service take the position that all employees are abiding by all relevant regulations governing delivery of mail to which a return receipt is attached and that all employees are completing all return receipts properly? Please identify the basis for your response.

**RESPONSE:**

It is the Postal Service's position that all delivery employees make every attempt to abide by all relevant regulations governing the delivery of all mail. But this does not mean that all postal employees always abide by every regulation and complete all return receipts properly.

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**DFC/USPS-33.** Please describe the specific process by which the data reported in the response to DFC/USPS-12 were collected.

**RESPONSE:**

The data reported in DFC/USPS-12 are collected from POS ONE scanners or Mobile Data Collection Devices. These data are then uploaded to the Product Tracking System. Data from the Product Tracking System are transmitted to a central repository for retrieval by the WebEIS engine.

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**DFC/USPS-34.** Please identify the source of the data in the WEBeis that the Postal Service reported in response to DFC/USPS-15.

**RESPONSE:**

The data reported in DFC/USPS-15 are collected from POS ONE scanners or Mobile Data Collection Devices. These data are then uploaded to the Product Tracking System. Data from the Product Tracking System are transmitted to a central repository for retrieval by the WebEIS engine.

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**DFC/USPS-41.** Please provide the date, if any, on which scanning equipment was modified to prevent an employee from indicating that the sender waived the signature for mail for which the customer purchased Signature Confirmation.

**RESPONSE:**

The MDCD scanner software has been modified to remove the signature waiver option, and the modified software will be downloaded to the field and put into production on June 10, 2005.

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**DFC/USPS-42.** Please refer to the response to DFC/USPS-19. Please identify the steps that the Postal Service has taken to pursue “improved scan performance by its field employees.” Please provide the relevant documentation.

**RESPONSE:**

Periodically, starting in February, 2003 and as recently as May, 2005, the Vice President of Product Development has discussed with the Vice Presidents for Area Operations, and the Manager of Capital Metro Operations, the goal of improving Certified Mail scan performance. This has included description of a list of major issues that might contribute to missed scans. These issues include emphasizing the importance of scanning all accountable mail at delivery, keeping sort plans set at “ON” to extract Certified Mail from Delivery Point Sequencing (DPS) mail, keeping the PVI label from covering the taggant on the Certified Mail label, so that Certified Mail detectors can extract the Certified Mail from DPS mail, having letter carriers riffle DPS letters to ensure that all accountable mail pieces have been extracted, and ensuring that mail pieces are assigned to only one firm sheet, when firm sheets are used. Questions about how scan scores are computed also have been answered.

Scan performance for each cluster is provided, and clusters below 98 percent are encouraged to improve their performance, with particular attention to clusters below 90 percent. Instructions for obtaining scan performance information from the WEBeis database also has been provided. Clusters are encouraged to share information about scan performance with letter carriers, sales and service associates, and other individuals that impact the Certified Mail scan process through stand up talks and/or other forms of communication.

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Also see the attachment to this response [5/13/02 Service Talk on correct scanning procedures], and the attachments to the response to interrogatory DFC/USPS-9.

## Processing Operations

### Service Talk #10

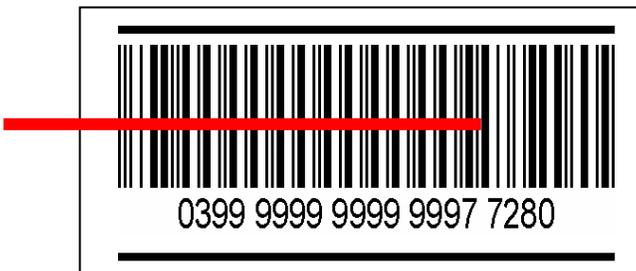
### **Correct Scanning Procedures**

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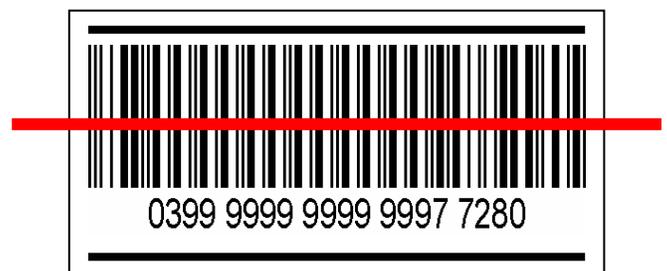
When scanning the ASN barcode on PS Form 8125, please make sure the barcode scans correctly. Correct scanning of the entire barcode ensures accurate barcode information will be uploaded to the national data base when you cradle the scanner. Following are the correct procedures for scanning with the handheld scanner:

- Project the red laser beam horizontally across the barcode
- Make sure the scanner beam crosses the entire barcode
- **DO NOT** scan a barcode from left to right

#### **INCORRECT SCAN**



#### **CORRECT SCAN**



*Barcodes can be easily verified by looking at the SCAN/ENTER LABEL ID screen. The label ID numbers should fill the screen from edge to edge.*

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**DFC/USPS-46.** Please reconcile the response to DFC/USPS-27 with the calculation methodology specified on page 17 of USPS-LR-K-127.

**RESPONSE:**

Please see the revised response to DFC/USPS-27 filed May 24, 2005.

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**DFC/USPS-48.** Please refer to the response to DBP/USPS-1. Please confirm that "CBMS" stands for Collection Box Management System, not Collection Box Management Database.

**RESPONSE:**

Confirmed.

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**DFC/USPS-53.** Please refer to the response to DFC/USPS-5.

- a. Please explain why the on-time percentages in PETE are higher than the on-time percentages in ODIS. If differences in the characteristics of the sampled mail exist, please identify those differences and how those differences may affect delivery performance.
- b. Please explain which type of delivery performance PETE is intended to measure. For example, is PETE a system-wide measurement of overnight and two-day Priority Mail performance?
- c. Please identify the source of the data for on-time percentage for Delivery Confirmation that the Postal Service reported in its response to DFC/USPS-5.

**RESPONSE:**

- a. ODIS-RPW measures transit times for all types of Priority Mail and therefore the mail characteristics profile of the Priority Mail reported on by ODIS-RPW differs from that in PETE. One additional difference between ODIS-RPW and PETE is that ODIS-RPW includes Priority Mail with a three-day service standard while PETE does not. The following differences also would contribute to different service standard achievement information being derived from the two systems: ODIS-RPW samples mail from all ZIP Codes while PETE does not; ODIS-RPW samples all sizes of Priority Mail packages while PETE does not, specifically ODIS-RPW samples larger packages than PETE; and, ODIS-RPW samples Priority Mail not identified by labeling or packaging bearing the Postal Service Priority Mail logo but PETE is restricted to mailpieces bearing this logo. Only the latter item is an *a priori* reason why ODIS-

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- RPW would have lower Priority Mail service standard measurements -  
postal employees are trained to look for the Priority Mail logo.
- b. PETE is an end-to-end service performance measurement system for Priority Mail with one- and two-day service standards. PETE is designed to provide service performance results of destinating Priority Mail service performance for 80 Performance Clusters, encompassing 301 3-digit ZIP Codes, from their overnight and 2-day service areas.
  - c. The reported data are from the Product Tracking System.