

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

RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-67-72)
(June 8, 2005)

The United States Postal Service hereby provides its institutional responses to interrogatories OCA/USPS-67-72, filed on May 24, 2005. The response to interrogatory OCA/USPS-73 is forthcoming.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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

OCA/USPS-67. Please refer to the response to DFC/USPS-12. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain Delivery Confirmation scans for 2 percent of Priority Mail pieces, 3 percent of Package Service parcels, and 6 percent of First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March of 2005.

RESPONSE:

The Postal Service's failure to obtain scans on Delivery Confirmation pieces in Priority Mail, Package Service (parcels), and First-Class Mail Letters and Sealed Parcels (parcels) during January – March 2005 results from failure to follow the scanning procedures at delivery. See Handbook PO-610, attachment 1 to the response to DFC/USPS-9.

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OCA/USPS-68. Please refer to the response to DFC/USPS-13. Please rank order and discuss the most important factors causing the Postal Service's failure to record a scan indicating final disposition for the 6 percent of Certified Mail pieces that received an acceptance scan at a retail terminal but did not receive a scan indicating final disposition, including delivery, during the period January through March of 2005.

RESPONSE:

The following factors, which are not in rank order because we have not conducted supporting analysis, contributed to the Postal Service's failure to record a final disposition scan on Certified Mail pieces during January – March 2005:

- Certified Mail Detectors' (CMDs') failure to extract Certified Mail from DPS mail.
- Taggant on the Certified Mail label is covered by the PVI label, thereby preventing the CMDs from extracting the Certified Mail from Delivery Point Sequencing mail.
- Letter carrier not riffling DPS letter mail to detect Certified Mail pieces.
- Scanning and firm sheet creation procedures not followed at delivery. See Handbook PO-610, attachment 1 to the response to DFC/USPS-9.

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OCA/USPS-69. Please refer to the response to DFC/USPS-16. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain a signature for the 5 percent of mail for which electronic return receipt was purchased that also received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece, during the period February through March, 2005.

RESPONSE:

Failure to obtain signatures at delivery are due to signature capture procedures not being followed. See Handbook PO-610, attachment 1 to the response to DFC/USPS-9.

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OCA/USPS-70. Please refer to the response to DFC/USPS-17. Please rank order and discuss the most important factors causing the Postal Service's failure to obtain a signature for 8 percent of Signature Confirmation pieces without signature waiver requested that also received a scan indicating a final disposition but did not have a signature linked to the piece during the period February through March, 2005.

RESPONSE:

Failure to obtain signatures at delivery are due to signature capture procedures not being followed. See Handbook PO-610, attachment 1 to the response to DFC/USPS-9.

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OCA/USPS-71. Please refer to the response to DFC/USPS-18. For Delivery Confirmation items for which an acceptance scan was recorded at a retail terminal, please rank order and discuss the most important factors causing the Postal Service's failure to obtain a Delivery Confirmation scan indicating a final disposition or delivery for 2 percent of Priority Mail pieces, 3 percent of Package Service parcels, and 3 percent of First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March of 2005.

RESPONSE:

Please see the response to OCA/USPS-67.

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OCA/USPS-72. Please refer to the response to DFC/USPS-19. For special services where acceptance is recorded at a retail terminal or by electronic manifest, please rank order and discuss the most important factors causing the Postal Service's failure to obtain a scan for 6 percent of Certified Mail, 7 percent of Registered Mail, 4 percent of Signature Confirmation on Priority Mail, 5 percent of Signature Confirmation on Package Services parcels, and 7 percent of Signature Confirmation on First-Class Mail Letters and Sealed Parcels subclass parcels during the period January through March, 2005.

RESPONSE:

Please see the responses to OCA/USPS-67 and, for Certified Mail and Registered Mail, OCA/USPS-68.