

Before the  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

Postal Rate and Fee Changes

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Docket No. R2005-1

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO  
UNITED STATES POSTAL SERVICE (OCA/USPS-145 - 175)  
(June 10, 2005)

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatory OCA/USPS-T1-1, dated April 12, 2005, are hereby incorporated by reference.

Respectfully submitted,

SHELLEY S. DREIFUSS, Director  
Office of the Consumer Advocate

1333 H Street, N.W.  
Washington, D.C. 20268-0001  
(202) 789-6833; Fax (202) 789-6819  
e-mail: costicher@prc.gov

OCA/USPS-145. Please refer to the response to interrogatory OCA/USPS-46 on June 2, 2005.

- a. Confirm that this is the only pilot test of a potential domestic postal retail service that has been undertaken since March 7, 2002.
- b. If the statement is not confirmed, then please list all other pilot tests and provide the details requested in interrogatory 46.

OCA/USPS-146. Please refer to Attachment Two to interrogatory OCA/USPS-53.

- a. Confirm that the following services discussed in the Attachment are provided to the public by the Postal Service on behalf of another federal agency: Migratory Bird Stamps; Passport Applications; and Selective Service. If this is not confirmed, then provide a full explanation.
- b. Confirm that the following services are retailed to the public for the purpose of generating additional revenues for the Postal Service: Phone Cards; ReadyPost; Retail; Meter Manufacturers Marketing Program; Collaborative [sic] Logistics; Magazine Subscriptions; Electronic Payment; Electronic Postmark (EPM); Mailing Online; NetPost Certified Mail; and NetPost Card Store. If this is not confirmed, then provide a full explanation.

OCA/USPS-147. Please refer to the "Affiliates and Alliances" paragraph of Attachment Two to OCA/USPS-53.

- a. Please furnish copies of the 75 linking agreements referred to in the interrogatory. (One of the major purposes for this request is to gain a better understanding of the activities performed by the parties to the agreement,

- particularly the Postal Service, so as to see whether expenses incurred by the Postal Service in performing its activities have been fully and appropriately accounted for). For each, please indicate whether the purpose of the agreement is: (1) to complement the Postal Service's core product offering; (2) to generate mail; and/or (3) to provide value to our customers.
- b. With respect to the objective to "provide value to our customers," please confirm that the Postal Service enters into such agreements even if they are not related to postal core products and services and are not intended to generate mail, i.e., an agreement may be forged even if mail and postal core products and services are not involved.
- i. If this is not confirmed, then explain in full.
  - ii. Please confirm that the concept of "provid[ing] value to . . . customers" may involve retail activities having nothing to do with mail or core services, e.g., sales of phone cards. If this is not confirmed, then please explain.
- c. In instances where core products and mail are not involved, who are the customers meant by "our customers?"
- i. Are they mailers? (Please answer "yes" or "no" and explain the answer.)
  - ii. Are they mail recipients? (Please answer "yes" or "no" and explain the answer.)
  - iii. The general public outside of their capacity as mailers or mail recipients? (Please answer "yes" or "no" and explain the answer.)

iv. Another target group? (Please answer “yes” or “no” and explain the answer.)

d. Please provide copies of the following agreements (if not otherwise provided in response to part a.): Mailing Online; NetPost Certified Mail; and NetPost Card Store.

OCA/USPS-148. Please refer to the “Affiliates and Alliances” paragraph of Attachment Two to OCA/USPS-53 where it is stated: “Today, we limit consideration of Affiliates to those that complement our core product offering, generate mail, and/or provide value to our customers.” Also refer to the Electronic Postmark (EPM) paragraph.

a. Please provide a copy of the Authentidate agreement cited in the EPM paragraph.

b. Is EPM offered to the public by the Postal Service:

i. to complement the Postal Service’s core product offering? (Please answer “yes” or “no” and explain how this purpose is achieved by the agreement.)

ii. to generate mail? (Please answer “yes” or “no” and explain how this purpose is achieved by the agreement.)

iii. to provide value to our customers? (Please answer “yes” or “no” and explain how this purpose is achieved by the agreement.)

OCA/USPS-149. Please refer to Attachment One to OCA/USPS-53.

a. Please confirm that Electronic Postmark (EPM) has had losses every year since inception. If this is not confirmed, then please explain.

- b. Please confirm that EPM's revenues have declined every year since inception. If this is not confirmed, then please explain.
- c. In view of EPM's unfavorable financial impact on the Postal Service, does the Postal Service have plans to terminate this program? If so, when will it be terminated? If not, why not?
- d. What will EPM's status be in the test year, i.e., will it be an ongoing program? Please explain.

OCA/USPS-150. With respect to NetPost Mailing Online, as provided by PosteDigital.

- a. Please confirm that Lee Garvey is an officer and/or owner of PosteDigital. If this is not confirmed, then please explain.
- b. Please confirm that Lee Garvey had a key role in the development of Mailing Online and was, in fact: "responsible for managing the development of Mailing Online." USPS-T-1 at page iv, Docket No. MC98-1. If this is not confirmed, then please explain.
- c. Please explain whether, and how, the current Mailing Online offering (with PosteDigital) compensates domestic postal ratepayers for their expenditures on the start-up costs for Mailing Online as detailed in Docket No. MC2000-2. Provide spreadsheets, calculations, and source documents used to answer this question.
- d. Please explain whether, and how, the current Mailing Online offering (with PosteDigital) compensates domestic postal ratepayers for the losses produced by Mailing Online as detailed in the 6 reports filed with the Commission Docket No. MC2000-2, from May 11, 2001, through July 11,

2003 . Provide spreadsheets, calculations, and source documents used to answer this question.

OCA/USPS-151. Please describe all steps taken at a postal retail counter to inform potential (or actual) purchasers of Postal Insurance about the documentation they will need to preserve in the event that it becomes necessary to file a claim at a later time.

- a. Provide all training materials, scripts, and POS screens that show what information must be provided to customers.
- b. Please distinguish between *guidance* to clerks on the information to be provided versus *requirements* for clerks.
- c. Supply the information requested above (both in the predicate and parts a. and b.) for Registered Mail.
- d. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with insurance included.
- e. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with supplemental insurance.

OCA/USPS-152. Please describe all steps taken at a postal retail counter to inform potential (or actual) purchasers of Postal Insurance about the procedures that are involved in filing a claim pursuant to a purchase of Postal Insurance.

- a. Provide all training materials, scripts, and POS screens that show what information must be provided to customers.

- b. Are any brochures or pamphlets provided to potential (or actual) purchasers of Postal Insurance that fully describe such procedures? If so, provide them. If not, why not?
- c. Please distinguish between *guidance* to clerks on the information to be provided versus *requirements* for clerks.
- d. What organizational units within the Postal Service have responsibility for providing information to the potential (or actual purchasers) of Postal Insurance about the procedures that are involved in filing a claim pursuant to a purchaser of Postal Insurance? Please explain fully.
- e. Supply the information requested above (both in the predicate and parts a. – d.) for Registered Mail.
- f. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with insurance included.
- g. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with supplemental insurance.

OCA/USPS-153. Please describe all steps taken at a postal retail counter to inform potential (or actual) purchasers of Postal Insurance about what types of damage or loss are covered by Postal Insurance and what is not covered by Postal Insurance.

- a. Provide all training materials, scripts, and POS screens that show what information must be provided to customers.
- b. Are any brochures or pamphlets provided to potential (or actual) purchasers of Postal Insurance that fully describe coverage? If so, provide them. If not, why not?

- c. Please distinguish between *guidance* to clerks on the information to be provided versus *requirements* for clerks.
- d. What organizational units within the Postal Service have responsibility for providing information to the potential (or actual purchasers) of Postal Insurance about the procedures that are involved in filing a claim pursuant to a purchaser of Postal Insurance? Please explain fully.
- e. Supply the information requested above (both in the predicate and parts a. – d.) for Registered Mail.
- f. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with insurance included.
- g. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with supplemental insurance.

OCA/USPS-154. Please describe all steps taken at a postal retail counter to inform potential (or actual) purchasers of Postal Insurance about the length of time involved in processing a claim pursuant to a purchase of Postal Insurance.

- a. Provide all training materials, scripts, and POS screens that show what information must be provided to customers.
- b. Are any brochures or pamphlets provided to potential (or actual) purchasers of Postal Insurance that fully inform potential (or actual) purchasers about the length of time for processing a claim? If so, provide them. If not, why not?
- c. Please distinguish between *guidance* to clerks on the information to be provided versus *requirements* for clerks.

- d. What organizational units within the Postal Service have responsibility for providing information to the potential (or actual purchasers) of Postal Insurance about the length of time for processing a claim pursuant to a purchaser of Postal Insurance? Please explain fully.
- e. Supply the information requested above (both in the predicate and parts a. – d.) for Registered Mail.
- f. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with insurance included.
- g. Supply the information requested above (both in the predicate and parts a. – d.) for Express Mail, with supplemental insurance.

OCA/USPS-155. Please list and describe every processing step performed by the Postal Service in processing a claim pursuant to a purchase of Postal Insurance.

- a. Also provide the length of time specified for each step.
- b. What organizational units within the Postal Service have primary responsibility for informing potential (and actual) purchasers of Postal Insurance of the length of time to expect for each step? Please explain fully.
- c. Supply the information requested above (both in the predicate and parts a. and b.) for Registered Mail.
- d. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with insurance included.
- e. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with supplemental insurance.

OCA/USPS-156. In the event that a clerk may misinform a purchaser of Postal Insurance about documents that must be retained to file a claim; coverage under Postal Insurance; procedures for filing a claim; and/or time periods for filing claims, does the Postal Service use (1) the statements of the clerk in determining whether to indemnify the claimant or (2) the Postal Service's written policies?

- a. Please indicate (1) or (2) and explain.
- b. If the Postal Service only relies on written policies, not oral statements of employees, are potential (or actual) purchasers of Postal Insurance warned not to rely on oral statements at the time of purchase? If so, how are they warned? If not, why not?
- c. Supply the information requested above (both in the predicate and parts a. and b.) for Registered Mail.
- d. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with insurance included.
- e. Supply the information requested above (both in the predicate and parts a. and b.) for Express Mail, with supplemental insurance.

OCA/USPS-157. With respect to claims pursuant to Postal Insurance, please provide the following:

- a. Average length of time to inform the claimant that a claim has been received
- b. Average length of time to inform the claimant that a claim will be paid
- c. Average length of time to inform the claimant that a claim is denied
- d. Average length of time to inform the claimant that an appeal has resulted in a decision to pay the claim

- e. Average length of time to inform the claimant that an appeal upholds the prior decision
- f. Please provide the full range of days for each of the average time figures requested in parts a. – e., e.g., the number of claims that were paid 1 day following the submission of the claim, the number of claims that were paid 2 days following the submission of the claim . . . until the number of days for the longest time period is set forth.
- g. Also provide any internal time standards that the Postal Service applies to its employees for each of the steps listed in parts a. – e. of this question.
- h. Supply the information requested above (both in the predicate and parts a. – g.) for Registered Mail.
- i. Supply the information requested above (both in the predicate and parts a. – g.) for Express Mail, with insurance included.
- j. Supply the information requested above (both in the predicate and parts a. – g.) for Express Mail, with supplemental insurance.

OCA/USPS-158. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful processing of a Postal Insurance claim.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Postal Insurance claims fail to meet, meet, or exceed the standard or benchmark. Provide the figures underlying the calculation.

- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. If the Postal Service fails to measure the performance of its employees in processing claims using concrete standards and benchmarks for each claim submitted, then isn't it likely that claimants will find that the processing of their claims is unsatisfactory a high percentage of the time? Please explain any negative answer.
- f. Please provide response to parts a. – c. for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.
- g. Supply the information requested above (both in the predicate and parts a. – f.) for Registered Mail.
- h. Supply the information requested above (both in the predicate and parts a. – f.) for Express Mail, with insurance included.
- i. Supply the information requested above (both in the predicate and parts a. – f.) for Express Mail, with supplemental insurance.

OCA/USPS-159. Please confirm that, in most cases for claims of damage, (for Postal Insurance, Registered Mail, Express Mail with insurance included, and Express Mail with supplemental insurance), the claim must be initiated by bringing the damaged item to a local post office for inspection. If this is not confirmed, then please explain.

- a. Also confirm that a postal employee will complete a PS Form 1000? If this is not confirmed, then please explain.

- b. Also confirm that, once the form is completed, the clerk will send the form to the Postal Data Center in St. Louis, MO. If this is not confirmed, then please explain.
- c. What class of mail does the Postal Service use to send a completed Form 1000 to St. Louis? Is postage applied to the mailing container?
- d. Please accept, hypothetically, that OCA has received numerous complaints from postal insurance claimants that the Form 1000s that were supposed to be sent to St. Louis end up at the Mail Recovery Center.
  - i. Has the Postal Service observed that this problem sometimes occurs? If so, please report the frequency of such an occurrence, if known.
  - ii. What are the causes for such problems?
  - iii. Have the causes for such problems been addressed or rectified? If so, please explain.
- e. Would the Postal Service enforce its 60-day, 90-day, and 180-day time limits in such cases? If so, isn't this completely unwarranted since the Postal Service assumes responsibility for transmitting the claim to St. Louis, not the claimant? What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this case) 100 percent of the time? What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this case) according to service standards 100 percent of the time?

- f. What steps does the Postal Service take to determine the reason that a claim initiated in a local office never arrived in St. Louis or arrived late?
- g. What confirmation does the St. Louis claims office provide to the local office that a claim has been received? If no such confirmation is given, please explain why not.
- h. What steps does a local office take to follow up on its transmission of a claim to the St. Louis claims office to make sure that it has been received? That the receipt was timely? If no such steps are taken, why not?

OCA/USPS-160. Please accept, hypothetically, that OCA has received numerous complaints from Postal Insurance, Registered Mail, and Express Mail claimants that they have had to visit local post offices multiple times to submit, re-submit, and re-submit again claims because St. Louis has no record that the claims have ever been filed.

- a. Has the Postal Service observed that this problem sometimes occurs? If so, please report the frequency of such an occurrence, if known.
- b. What are the causes for such problems?
- c. Have the causes for such problems been addressed or rectified? If so, please explain.
- d. Would the Postal Service enforce its 60-day, 90-day, and 180-day time limits in such cases? If so, isn't this completely unwarranted since the Postal Service assumes responsibility for transmitting the claim to St. Louis, not the claimant? What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this case) 100 percent of the time?

What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this case) according to service standards 100 percent of the time?

- e. What steps does the Postal Service take to determine the reason that a claim initiated in a local office never arrived in St. Louis or arrived late?
- f. What confirmation does the St. Louis claims office provide to the local office that a claim has been received? If no such confirmation is given, please explain why not.
- g. What steps does a local office take to follow up on its transmission of a claim to the St. Louis claims office to make sure that it has been received? That the receipt was timely? If no such steps are taken, why not?

OCA/USPS-161. Please assume, hypothetically, that OCA has received numerous complaints from Postal Insurance, Registered Mail, and Express Mail claimants that documentation required by the St. Louis claims office has been submitted multiple times, but the claims office insists that the documentation has not been received.

- a. Has the Postal Service observed that this problem sometimes occurs? If so, please report the frequency of such an occurrence, if known.
- b. What are the causes for such problems?
- c. Have the causes for such problems been addressed or rectified? If so, please explain.
- d. Would the Postal Service enforce its 60-day, 90-day, and 180-day time limits in such cases? What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this

case) 100 percent of the time? What could a claimant do to protect himself/herself from failures of the Postal Service's mail system to deliver mailed items (to St. Louis, in this case) according to service standards 100 percent of the time?

OCA/USPS-162. Please refer to the response to OCA/USPS-T10-3, redirected from witness Waterbury.

- a. Refer to the table "Registry Volume and Volume Variable Cost." During the period FY 2000 to FY 2004, please confirm that the cost elasticity of Registered Mail is 0.0904 ( $(\$81,269,000 / \$84,619,000 - 1) / (5,008,595 / 8,319,000 - 1)$ ). If you do not confirm, please explain.
- b. Where the cost elasticity of Registered Mail is 0.0904, please confirm that a 10 percent increase (decrease) in Registered Mail volume would cause a 0.904 ( $0.0904 * 10$ ) percent increase (decrease) in costs. If you do not confirm, please explain.

OCA/USPS-163. Please refer to the response to OCA/USPS-T10-2, redirected from witness Waterbury, where it states in part that "Registered Mail costs are fairly independent of volume." Also, please refer to OCA/USPS-162(a), above.

- a. Where the cost elasticity of Registered Mail is 0.0904, please confirm that 9.04 percent of Registered Mail costs vary with volume, and 90.96 percent of such costs do not. If you do not confirm, please explain.
- b. Is a cost elasticity of 0.0904 consistent with the claim that "Registered Mail costs are fairly independent of volume?" Please explain.

- c. If “Registered Mail costs are fairly independent of volume,” why are such costs that are independent of volume treated as volume variable? Please explain.

OCA/USPS-164. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Post Office Box service.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Post Office Box service fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. If the Postal Service fails to measure the performance of its employees in providing Post Office Box service, then isn't it likely that Post Office Box holders will find that the service provided to them is unsatisfactory a high percentage of the time? Please explain any negative answer.
- f. Does the Postal Service have a target time by which mail should be in a Post Office Box holder's box?
- i. If so, what is the time?
- ii. If not, why not?
- ii. Is the target time a requirement or only a guideline? Please explain.
- g. Please provide response to parts a. – c., and f., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-165. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Merchandise Return Service.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Merchandise Return service fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-166. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Certified Mail.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Certified Mail fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant

percentage of Certified Mail purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.

- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-167. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Registered Mail.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Registered Mail fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Registered Mail purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-168. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Return Receipt.

- a. State when each individual standard or benchmark was established.

- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Return Receipt fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Return Receipt purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-169. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Return Receipt for Merchandise.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Return Receipt for Merchandise fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?

- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Return Receipt for Merchandise purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-170. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Restricted Delivery.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Restricted Delivery fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Restricted Delivery purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-171. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Delivery Confirmation.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Delivery Confirmation fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.
- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Delivery Confirmation purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-172. Please provide any internal (or external) standards or benchmarks the Postal Service has established for the successful provision of Signature Confirmation.

- a. State when each individual standard or benchmark was established.
- b. What is the internal system for establishing such standards or benchmarks?
- c. For each standard or benchmark provided, state the percentage of time Signature Confirmation fails to meet, meets, or exceeds the standard or benchmark. Provide the figures underlying the calculation.

- d. If the Postal Service has not established standards or benchmarks, explain why not?
- e. Isn't it true that if the Postal Service fails to establish standards and benchmarks, thereby failing to measure its level of successful performance, then a significant percentage of Signature Confirmation purchases will result in unsatisfactory service to customers? If this is not confirmed, then please explain.
- f. Please provide response to parts a. – c., for FY 2001, FY 2002, FY 2003, FY 2004, and FY 2005 to date.

OCA/USPS-173. Please list all classes, products, and services (including all special services) eligible for refunds of postage.

- a. State the circumstances under which the Postal Service will refund postage, by discrete class, product, and service.
- b. For circumstances under which the Postal Service will refund postage, do these include complete failures to provide the service purchased so long as the customer can provide proof of failure? Please explain any negative answer. (Answer this question separately for each discrete class, product, or service).
- c. E.g., if the Postal Service accepts an item for which Delivery Confirmation has been provided, but the acceptance scan is not reported, and a mailer claims the mailpiece was never delivered, will the Postal Service refund:
  - i. the Delivery Confirmation fee?
  - ii. the postage for the underlying class of mail?
  - iii. Please explain any negative answers.

OCA/USPS-174. Is it the policy of the Postal Service to provide at least one form of *free* delivery to every household and business in the U.S. if the recipient so desires?

Please explain any negative answer.

OCA/USPS-175. Is it the policy of the Postal Service to provide delivery to every household and business in the U.S., at the location of the household or business (e.g., curbside box or cluster box) if the recipient so desires?

- a. If not, please list all circumstances under which delivery at the recipient's location will not be provided.
- b. If delivery is not provided at the recipient's location, say because of safety, zoning, or economic reasons, then will the Postal Service provide a *free* post office box (smallest size) to all such mail recipients at the nearest postal facility containing postal boxes? Please explain.
- c. If the Postal Service does not provide carrier delivery at the recipient's location, but does provide free post office boxes (smallest size) in lieu of carrier delivery, what will the Postal Service provide to the recipient if all of the smallest size post office boxes are in use?
- d. In instances in which carrier delivery is not provided to a recipient, will the Postal Service provide only general delivery, and deny to the recipient a free post office box even if boxes are available? Please explain the circumstances under which this will (or may) occur.