OFFICIAL TRANSCRIPT OF PROCEEDINGS BEFORE THE POSTAL RATE COMMISSION

In the Matter of:	)	
	)	
REQUEST OF THE	)	
UNITED STATES POSTAL SERVICE	)	
FOR A RECOMMENDED DECISION	)	Docket No. R2005-1
ON CHANGES IN RATES OF	)	
POSTAGE AND FEES FOR	)	
POSTAL SERVICES	)	

VOLUME #8C

DESIGNATED WRITTEN CROSS-EXAMINATION OF USPS (PART 1)

Date: August 23, 2005

Place: Washington, D.C.

Pages: 3920 through 4564

HERITAGE REPORTING CORPORATION
Official Reporters
1220 L Street, N.W., Suite 600
Washington, D.C. 20005
(202) 628-4888

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001

Request of the United States Postal Service for a Recommended Decision on Changes in Rates of Postage and Fees for Postal Services

Docket No. R2005-1

DESIGNATION OF WRITTEN CROSS-EXAMINATION
OF UNITED STATES POSTAL SERVICE

Party	Interrogatories
American Bankers Association and National Association of Presort Mailers	ABA&NAPM/USPS-T16-5 redirected to USPS
	ABA&NAPM/USPS-T21-55, 63a-b redirected to USPS
Major Mailers Association	MMA/USPS-2-4, 6-13
	MMA/USPS-T21-16, 25a-b, 26, 33, 42c redirected to USPS
	MMA/USPS-T26-1c-d redirected to USPS
	Response to Questions Posed at Hearings 6/29/05 Redirected from Hatcher T-22 (Tr. 4/836, 840)

Party	Interrogatories
Office of the Consumer Advocate	DBP/USPS-1, 2b, 3-6, 7a-b, 8, 9a-c, 10-11, 13-16, 21-43, 44b-d, 45-71, 73-89, 91-98, 100-102, 103a-d, 104-121, 122a-b, 123-166, 168-169, 170a-b, g, 171-176, 185-186, 191, 192a-c, i-k, 193-194, 200-209, 221, 224-225, 227-234, 236-240, 252-253, 258-259 DFC/USPS-3-7, 9-12, 14-19, 21c, 22-35, 40-46, 48, 50, 52-60, 62, 64-66, 68-77, 79-85, 89, 98, 103-105 IRET/USPS-1-12 Lexington/USPS-1-2 OCA/USPS-1-6, 7d, 8-41, 42a-b, 43, 46, 51-73, 78-100, 102-142, 144-150, 157, 162-176, 178-193 OCA/USPS-T7-8-9 redirected to USPS OCA/USPS-T10-2-3, 5c, 6-7 redirected to USPS
Pitney Bowes Inc.	ABA&NAPM/USPS-T21-63a-b redirected to USPS MMA/USPS-6-7 MMA/USPS-T21-16, 33 redirected to USPS PB/USPS-1-2, 4-5 PB/USPS-T13-1 redirected to USPS
Postal Rate Commission	PRC/USPS-POIR No.2- Q6, POIR No.3- Q4a, c, 5, POIR No.4- Q9, POIR No.5- Q2 part 2, POIR No.7- Q2-3, 6, 7 part 1, POIR No.8- Q11, 15 USPS-LR-K-118, Referenced by POIR No. 2 - Q6, not included in this Transcript
Time Warner Inc.	TW/USPS-T11-1e, 2-3 redirected to USPS

Party	Interrogatories
Valpak Direct Marketing Systems, Inc. and Valpak Dealers' Association Inc.	PRC/USPS-POIR No.2- Q2 - 3, POIR No.3- Q3c - d, POIR No.7- Q1b.i, b.iii, b.v VP/USPS-1-13 VP/USPS-T2-2c-e, 3, 10-11, 15, 20-21, 25, 27, 30 redirected to USPS VP/USPS-T26-3 redirected to USPS VP/USPS-T28-23-27, 38-40, 43, 45, 46b-f, 48-51 redirected to USPS VP/USPS-T30-18, 28 redirected to USPS Response to Questions Posed at Hearings 6/29/05 Redirected from Cutting T-26 (Tr. 4/875) Response to Questions Posed at Hearings 6/29/05 Redirected from Cutting T-26 (Tr. 4/888-889) Response to Questions Posed at Hearings 7/8/05 Redirected from Kelley T-16 (Tr. 7/3014-3017)

Respectfully submitted,

Steven W. Williams
Secretary

INTERROGATORY RESPONSES OF
UNITED STATES POSTAL SERVICE
DESIGNATED AS WRITTEN CROSS-EXAMINATION

Interrogatory	Designating Parties
ABA&NAPM/USPS-T16-5 redirected to USPS	ABA&NAPM
ABA&NAPM/USPS-T21-55 redirected to USPS	ABA&NAPM
ABA&NAPM/USPS-T21-63a redirected to USPS	ABA&NAPM, Pitney Bowes
ABA&NAPM/USPS-T21-63b redirected to USPS	ABA&NAPM, Pitney Bowes
DBP/USPS-1	OCA
DBP/USPS-2b	OCA
DBP/USPS-3	OCA
DBP/USPS-4	OCA
DBP/USPS-5	OCA
DBP/USPS-6	OCA
DBP/USPS-7a	OCA
DBP/USPS-7b	OCA
DBP/USPS-8	OCA
DBP/USPS-9a	OCA
DBP/USPS-9b	OCA
DBP/USPS-9c	OCA
DBP/USPS-10	OCA
DBP/USPS-11	OCA
DBP/USPS-13	OCA
DBP/USPS-14	OCA
DBP/USPS-15	OCA
DBP/USPS-16	OCA
DBP/USPS-21	OCA
DBP/USPS-22	OCA
DBP/USPS-23	OCA
DBP/USPS-24	OCA
DBP/USPS-25	OCA
DBP/USPS-26	OCA
DBP/USPS-27	OCA
DBP/USPS-28	OCA
DBP/USPS-29	OCA
DBP/USPS-30	OCA
DBP/USPS-31	OCA

Interrogatory	Designating Parties
DBP/USPS-32	OCA
DBP/USPS-33	OCA
DBP/USPS-34	OCA
DBP/USPS-35	OCA
DBP/USPS-36	OCA
DBP/USPS-37	OCA
DBP/USPS-38	OCA
DBP/USPS-39	OCA
DBP/USPS-40	OCA
DBP/USPS-41	OCA
DBP/USPS-42	OCA
DBP/USPS-43	OCA
DBP/USPS-44b	OCA
DBP/USPS-44c	OCA
DBP/USPS-44d	OCA
DBP/USPS-45	OCA
DBP/USPS-46	OCA
DBP/USPS-47	OCA
DBP/USPS-48	OCA
DBP/USPS-49	OCA
DBP/USPS-50	OCA
DBP/USPS-51	OCA
DBP/USPS-52	OCA
DBP/USPS-53	OCA
DBP/USPS-54	OCA
DBP/USPS-55	OCA
DBP/USPS-56	OCA
DBP/USPS-57	OCA
DBP/USPS-58	OCA
DBP/USPS-59	OCA
DBP/USPS-60	OCA
DBP/USPS-61	OCA
DBP/USPS-62	OCA
DBP/USPS-63	OCA
DBP/USPS-64	OCA
DBP/USPS-65	OCA

Interrogatory	Designating Parties
DBP/USPS-66	OCA
DBP/USPS-67	OCA
DBP/USPS-68	OCA
DBP/USPS-69	OCA
DBP/USPS-70	OCA
DBP/USPS-71	OCA
DBP/USPS-73	OCA
DBP/USPS-74	OCA
DBP/USPS-75	OCA
DBP/USPS-76	OCA
DBP/USPS-77	OCA
DBP/USPS-78	OCA
DBP/USPS-79	OCA
DBP/USPS-80	OCA
DBP/USPS-81	OCA
DBP/USPS-82	OCA
DBP/USPS-83	OCA
DBP/USPS-84	OCA
DBP/USPS-85	OCA
DBP/USPS-86	OCA
DBP/USPS-87	OCA
DBP/USPS-88	OCA
DBP/USPS-89	OCA
DBP/USPS-91	OCA
DBP/USPS-92	OCA
DBP/USPS-93	OCA
DBP/USPS-94	OCA
DBP/USPS-95	OCA
DBP/USPS-96	OCA
DBP/USPS-97	OCA
DBP/USPS-98	OCA
DBP/USPS-100	OCA
DBP/USPS-101	OCA
DBP/USPS-102	OCA
DBP/USPS-103a	OCA
DBP/USPS-103b	OCA

Interrogatory	Designating Parties
DBP/USPS-103c	OCA
DBP/USPS-103d	OCA
DBP/USPS-104	OCA
DBP/USPS-105	OCA
DBP/USPS-106	OCA
DBP/USPS-107	OCA
DBP/USPS-108	OCA
DBP/USPS-109	OCA
DBP/USPS-110	OCA
DBP/USPS-111	OCA
DBP/USPS-112	OCA
DBP/USPS-113	OCA
DBP/USPS-114	OCA
DBP/USPS-115	OCA
DBP/USPS-116	OCA
DBP/USPS-117	OCA
DBP/USPS-118	OCA
DBP/USPS-119	OCA
DBP/USPS-120	OCA
DBP/USPS-121	OCA
DBP/USPS-122a	OCA
DBP/USPS-122b	OCA
DBP/USPS-123	OCA
DBP/USPS-124	OCA
DBP/USPS-125	OCA
DBP/USPS-126	OCA
DBP/USPS-127	OCA
DBP/USPS-128	OCA
DBP/USPS-129	OCA
DBP/USPS-130	OCA
DBP/USPS-131	OCA
DBP/USPS-132	OCA
DBP/USPS-133	OCA
DBP/USPS-134	OCA
DBP/USPS-135	OCA
DBP/USPS-136	OCA

Interrogatory	Designating Parties
DBP/USPS-137	OCA
DBP/USPS-138	OCA
DBP/USPS-139	OCA
DBP/USPS-140	OCA
DBP/USPS-141	OCA
DBP/USPS-142	OCA
DBP/USPS-143	OCA
DBP/USPS-144	OCA
DBP/USPS-145	OCA
DBP/USPS-146	OCA
DBP/USPS-147	OCA
DBP/USPS-148	OCA
DBP/USPS-149	OCA
DBP/USPS-150	OCA
DBP/USPS-151	OCA
DBP/USPS-152	OCA
DBP/USPS-153	OCA
DBP/USPS-154	OCA
DBP/USPS-155	OCA
DBP/USPS-156	OCA
DBP/USPS-157	OCA
DBP/USPS-158	OCA
DBP/USPS-159	OCA
DBP/USPS-160	OCA
DBP/USPS-161	OCA
DBP/USPS-162	OCA
DBP/USPS-163	OCA
DBP/USPS-164	OCA
DBP/USPS-165	OCA
DBP/USPS-166	OCA
DBP/USPS-168	OCA
DBP/USPS-169	OCA
DBP/USPS-170a	OCA
DBP/USPS-170b	OCA
DBP/USPS-170g	OCA
DBP/USPS-171	OCA

Interrogatory	Designating Parties
DBP/USPS-172	OCA
DBP/USPS-173	OCA
DBP/USPS-174	OCA
DBP/USPS-175	OCA
DBP/USPS-176	OCA
DBP/USPS-185	OCA
DBP/USPS-186	OCA
DBP/USPS-191	OCA
DBP/USPS-192a	OCA
DBP/USPS-192b	OCA
DBP/USPS-192c	OCA
DBP/USPS-192i	OCA
DBP/USPS-192j	OCA
DBP/USPS-192k	OCA
DBP/USPS-193	OCA
DBP/USPS-194	OCA
DBP/USPS-200	OCA
DBP/USPS-201	OCA
DBP/USPS-202	OCA
DBP/USPS-203	OCA
DBP/USPS-204	OCA
DBP/USPS-205	OCA
DBP/USPS-206	OCA
DBP/USPS-207	OCA
DBP/USPS-208	OCA
DBP/USPS-209	OCA
DBP/USPS-221	OCA
DBP/USPS-224	OCA
DBP/USPS-225	OCA
DBP/USPS-227	OCA
DBP/USPS-228	OCA
DBP/USPS-229	OCA
DBP/USPS-230	OCA
DBP/USPS-231	OCA
DBP/USPS-232	OCA
DBP/USPS-233	OCA

Interrogatory	Designating Parties
DBP/USPS-234	OCA
DBP/USPS-236	OCA
DBP/USPS-237	OCA
DBP/USPS-238	OCA
DBP/USPS-239	OCA
DBP/USPS-240	OCA
DBP/USPS-252	OCA
DBP/USPS-253	OCA
DBP/USPS-258	OCA
DBP/USPS-259	OCA
DFC/USPS-3	OCA
DFC/USPS-4	OCA
DFC/USPS-5	OCA
DFC/USPS-6	OCA
DFC/USPS-7	OCA
DFC/USPS-9	OCA
DFC/USPS-10	OCA
DFC/USPS-11	OCA
DFC/USPS-12	OCA
DFC/USPS-14	OCA
DFC/USPS-15	OCA
DFC/USPS-16	OCA
DFC/USPS-17	OCA
DFC/USPS-18	OCA
DFC/USPS-19	OCA
DFC/USPS-21c	OCA
DFC/USPS-22	OCA
DFC/USPS-23	OCA
DFC/USPS-24	OCA
DFC/USPS-25	OCA
DFC/USPS-26	OCA
DFC/USPS-27	OCA
DFC/USPS-28	OCA
DFC/USPS-29	OCA
DFC/USPS-30	OCA
DFC/USPS-31	OCA

Interrogatory	Designating Parties
DFC/USPS-32	OCA
DFC/USPS-33	OCA
DFC/USPS-34	OCA
DFC/USPS-35	OCA
DFC/USPS-40	OCA
DFC/USPS-41	OCA
DFC/USPS-42	OCA
DFC/USPS-43	OCA
DFC/USPS-44	OCA
DFC/USPS-45	OCA
DFC/USPS-46	OCA
DFC/USPS-48	OCA
DFC/USPS-50	OCA
DFC/USPS-52	OCA
DFC/USPS-53	OCA
DFC/USPS-54	OCA
DFC/USPS-55	OCA
DFC/USPS-56	OCA
DFC/USPS-57	OCA
DFC/USPS-58	OCA
DFC/USPS-59	OCA
DFC/USPS-60	OCA
DFC/USPS-62	OCA
DFC/USPS-64	OCA
DFC/USPS-65	OCA
DFC/USPS-66	OCA
DFC/USPS-68	OCA
DFC/USPS-69	OCA
DFC/USPS-70	OCA
DFC/USPS-71	OCA
DFC/USPS-72	OCA
DFC/USPS-73	OCA
DFC/USPS-74	OCA
DFC/USPS-75	OCA
DFC/USPS-76	OCA
DFC/USPS-77	OCA

Interrogatory	Designating Parties
DFC/USPS-79	OCA
DFC/USPS-80	OCA
DFC/USPS-81	OCA
DFC/USPS-82	OCA
DFC/USPS-83	OCA
DFC/USPS-84	OCA
DFC/USPS-85	OCA
DFC/USPS-89	OCA
DFC/USPS-98	OCA
DFC/USPS-103	OCA
DFC/USPS-104	OCA
DFC/USPS-105	OCA
IRET/USPS-1	OCA
IRET/USPS-2	OCA
IRET/USPS-3	OCA
IRET/USPS-4	OCA
IRET/USPS-5	OCA
IRET/USPS-6	OCA
IRET/USPS-7	OCA
IRET/USPS-8	OCA
IRET/USPS-9	OCA
IRET/USPS-10	OCA
IRET/USPS-11	OCA
IRET/USPS-12	OCA
Lexington/USPS-1	OCA
Lexington/USPS-2	OCA
MMA/USPS-2	MMA
MMA/USPS-3	MMA
MMA/USPS-4	MMA
MMA/USPS-6	MMA, Pitney Bowes
MMA/USPS-7	MMA, Pitney Bowes
MMA/USPS-8	MMA
MMA/USPS-9	MMA
MMA/USPS-10	MMA
MMA/USPS-11	MMA
MMA/USPS-12	MMA

Interrogatory	Designating Parties
MMA/USPS-13	MMA
MMA/USPS-T21-16 redirected to USPS	MMA, Pitney Bowes
MMA/USPS-T21-25a redirected to USPS	MMA
MMA/USPS-T21-25b redirected to USPS	MMA
MMA/USPS-T21-26 redirected to USPS	MMA
MMA/USPS-T21-33 redirected to USPS	MMA, Pitney Bowes
MMA/USPS-T21-42c redirected to USPS	MMA
MMA/USPS-T26-1c redirected to USPS	MMA
MMA/USPS-T26-1d redirected to USPS	MMA
OCA/USPS-1	OCA
OCA/USPS-2	OCA
OCA/USPS-3	OCA
OCA/USPS-4	OCA
OCA/USPS-5	OCA
OCA/USPS-6	OCA
OCA/USPS-7d	OCA
OCA/USPS-8	OCA
OCA/USPS-9	OCA
OCA/USPS-10	OCA
OCA/USPS-11	OCA
OCA/USPS-12	OCA
OCA/USPS-13	OCA
OCA/USPS-14	OCA
OCA/USPS-15	OCA
OCA/USPS-16	OCA
OCA/USPS-17	OCA
OCA/USPS-18	OCA
OCA/USPS-19	OCA
OCA/USPS-20	OCA
OCA/USPS-21	OCA
OCA/USPS-22	OCA
OCA/USPS-23	OCA
OCA/USPS-24	OCA
OCA/USPS-25	OCA
OCA/USPS-26	OCA
OCA/USPS-27	OCA

Interrogatory	Designating Parties
OCA/USPS-28	OCA
OCA/USPS-29	OCA
OCA/USPS-30	OCA
OCA/USPS-31	OCA
OCA/USPS-32	OCA
OCA/USPS-33	OCA
OCA/USPS-34	OCA
OCA/USPS-35	OCA
OCA/USPS-36	OCA
OCA/USPS-37	OCA
OCA/USPS-38	OCA
OCA/USPS-39	OCA
OCA/USPS-40	OCA
OCA/USPS-41	OCA
OCA/USPS-42a	OCA
OCA/USPS-42b	OCA
OCA/USPS-43	OCA
OCA/USPS-46	OCA
OCA/USPS-51	OCA
OCA/USPS-52	OCA
OCA/USPS-53	OCA
OCA/USPS-54	OCA
OCA/USPS-55	OCA
OCA/USPS-56	OCA
OCA/USPS-57	OCA
OCA/USPS-58	OCA
OCA/USPS-59	OCA
OCA/USPS-60	OCA
OCA/USPS-61	OCA
OCA/USPS-62	OCA
OCA/USPS-63	OCA
OCA/USPS-64	OCA
OCA/USPS-65	OCA
OCA/USPS-66	OCA
OCA/USPS-67	OCA
OCA/USPS-68	OCA

Interrogatory	Designating Parties
OCA/USPS-69	OCA
OCA/USPS-70	OCA
OCA/USPS-71	OCA
OCA/USPS-72	OCA
OCA/USPS-73	OCA
OCA/USPS-78	OCA
OCA/USPS-79	OCA
OCA/USPS-80	OCA
OCA/USPS-81	OCA
OCA/USPS-82	OCA
OCA/USPS-83	OCA
OCA/USPS-84	OCA
OCA/USPS-85	OCA
OCA/USPS-86	OCA
OCA/USPS-87	OCA
OCA/USPS-88	OCA
OCA/USPS-89	OCA
OCA/USPS-90	OCA
OCA/USPS-91	OCA
OCA/USPS-92	OCA
OCA/USPS-93	OCA
OCA/USPS-94	OCA
OCA/USPS-95	OCA
OCA/USPS-96	OCA
OCA/USPS-97	OCA
OCA/USPS-98	OCA
OCA/USPS-99	OCA
OCA/USPS-100	OCA
OCA/USPS-102	OCA
OCA/USPS-103	OCA
OCA/USPS-104	OCA
OCA/USPS-105	OCA
OCA/USPS-106	OCA
OCA/USPS-107	OCA
OCA/USPS-108	OCA
OCA/USPS-109	OCA

Interrogatory	Designating Parties
OCA/USPS-110	OCA
OCA/USPS-111	OCA
OCA/USPS-112	OCA
OCA/USPS-113	OCA
OCA/USPS-114	OCA
OCA/USPS-115	OCA
OCA/USPS-116	OCA
OCA/USPS-117	OCA
OCA/USPS-118	OCA
OCA/USPS-119	OCA
OCA/USPS-120	OCA
OCA/USPS-121	OCA
OCA/USPS-122	OCA
OCA/USPS-123	OCA
OCA/USPS-124	OCA
OCA/USPS-125	OCA
OCA/USPS-126	OCA
OCA/USPS-127	OCA
OCA/USPS-128	OCA
OCA/USPS-129	OCA
OCA/USPS-130	OCA
OCA/USPS-131	OCA
OCA/USPS-132	OCA
OCA/USPS-133	OCA
OCA/USPS-134	OCA
OCA/USPS-135	OCA
OCA/USPS-136	OCA
OCA/USPS-137	OCA
OCA/USPS-138	OCA
OCA/USPS-139	OCA
OCA/USPS-140	OCA
OCA/USPS-141	OCA
OCA/USPS-142	OCA
OCA/USPS-144	OCA
OCA/USPS-145	OCA
OCA/USPS-146	OCA

Interrogatory	Designating Parties
OCA/USPS-147	OCA
OCA/USPS-148	OCA
OCA/USPS-149	OCA
OCA/USPS-150	OCA
OCA/USPS-157	OCA
OCA/USPS-162	OCA
OCA/USPS-163	OCA
OCA/USPS-164	OCA
OCA/USPS-165	OCA
OCA/USPS-166	OCA
OCA/USPS-167	OCA
OCA/USPS-168	OCA
OCA/USPS-169	OCA
OCA/USPS-170	OCA
OCA/USPS-171	OCA
OCA/USPS-172	OCA
OCA/USPS-173	OCA
OCA/USPS-174	OCA
OCA/USPS-175	OCA
OCA/USPS-176	OCA
OCA/USPS-178	OCA
OCA/USPS-179	OCA
OCA/USPS-180	OCA
OCA/USPS-181	OCA
OCA/USPS-182	OCA
OCA/USPS-183	OCA
OCA/USPS-184	OCA
OCA/USPS-185	OCA
OCA/USPS-186	OCA
OCA/USPS-187	OCA
OCA/USPS-188	OCA
OCA/USPS-189	OCA
OCA/USPS-190	OCA
OCA/USPS-191	OCA
OCA/USPS-192	OCA
OCA/USPS-193	OCA

Interrogatory	Designating Parties
OCA/USPS-T7-8 redirected to USPS	OCA
OCA/USPS-T7-9 redirected to USPS	OCA
OCA/USPS-T10-2 redirected to USPS	OCA
OCA/USPS-T10-3 redirected to USPS	OCA
OCA/USPS-T10-5c redirected to USPS	OCA
OCA/USPS-T10-6 redirected to USPS	OCA
OCA/USPS-T10-7 redirected to USPS	OCA
PB/USPS-1	Pitney Bowes
PB/USPS-2	Pitney Bowes
PB/USPS-4	Pitney Bowes
PB/USPS-5	Pitney Bowes
PB/USPS-T13-1 redirected to USPS	Pitney Bowes
PRC/USPS-POIR No.2- Q2	Valpak
PRC/USPS-POIR No.2- Q3	Valpak
PRC/USPS-POIR No.2- Q6	PRC
PRC/USPS-POIR No.3- Q3c	Valpak
PRC/USPS-POIR No.3- Q3d	Valpak
PRC/USPS-POIR No.3- Q4a	PRC
PRC/USPS-POIR No.3- Q4c	PRC
PRC/USPS-POIR No.3- Q5	PRC
PRC/USPS-POIR No.4- Q9	PRC
PRC/USPS-POIR No.5- Q2 part 2	PRC
PRC/USPS-POIR No.7- Q1b.i	Valpak
PRC/USPS-POIR No.7- Q1b.iii	Valpak
PRC/USPS-POIR No.7- Q1b.v	Valpak
PRC/USPS-POIR No.7- Q2	PRC
PRC/USPS-POIR No.7- Q3	PRC
PRC/USPS-POIR No.7- Q6	PRC
PRC/USPS-POIR No.7- Q7 part 1	PRC
PRC/USPS-POIR No.8- Q11	PRC
PRC/USPS-POIR No.8- Q15	PRC
TW/USPS-T11-1e redirected to USPS	TW
TW/USPS-T11-2 redirected to USPS	TW
TW/USPS-T11-3 redirected to USPS	TW
VP/USPS-1	Valpak
VP/USPS-2	Valpak

Interrogatory	Designating Parties
VP/USPS-3	Valpak
VP/USPS-4	Valpak
VP/USPS-5	Valpak
VP/USPS-6	Valpak
VP/USPS-7	Valpak
VP/USPS-8	Valpak
VP/USPS-9	Valpak
VP/USPS-10	Valpak
VP/USPS-11	Valpak
VP/USPS-12	Valpak
VP/USPS-13	Valpak
VP/USPS-T2-2c redirected to USPS	Valpak
VP/USPS-T2-2d redirected to USPS	Valpak
VP/USPS-T2-2e redirected to USPS	Valpak
VP/USPS-T2-3 redirected to USPS	Valpak
VP/USPS-T2-10 redirected to USPS	Valpak
VP/USPS-T2-11 redirected to USPS	Valpak
VP/USPS-T2-15 redirected to USPS	Valpak
VP/USPS-T2-20 redirected to USPS	Valpak
VP/USPS-T2-21 redirected to USPS	Valpak
VP/USPS-T2-25 redirected to USPS	Valpak
VP/USPS-T2-27 redirected to USPS	Valpak
VP/USPS-T2-30 redirected to USPS	Valpak
VP/USPS-T26-3 redirected to USPS	Valpak
VP/USPS-T28-23 redirected to USPS	Valpak
VP/USPS-T28-24 redirected to USPS	Valpak
VP/USPS-T28-25 redirected to USPS	Valpak
VP/USPS-T28-26 redirected to USPS	Valpak
VP/USPS-T28-27 redirected to USPS	Valpak
VP/USPS-T28-38 redirected to USPS	Valpak
VP/USPS-T28-39 redirected to USPS	Valpak
VP/USPS-T28-40 redirected to USPS	Valpak
VP/USPS-T28-43 redirected to USPS	Valpak
VP/USPS-T28-45 redirected to USPS	Valpak
VP/USPS-T28-46b redirected to USPS	Valpak
VP/USPS-T28-46c redirected to USPS	Valpak

Interrogatory	Designating Parties
VP/USPS-T28-46d redirected to USPS	Valpak
VP/USPS-T28-46e redirected to USPS	Valpak
VP/USPS-T28-46f redirected to USPS	Valpak
VP/USPS-T28-48 redirected to USPS	Valpak
VP/USPS-T28-49 redirected to USPS	Valpak
VP/USPS-T28-50 redirected to USPS	Valpak
VP/USPS-T28-51 redirected to USPS	Valpak
VP/USPS-T30-18 redirected to USPS	Valpak
VP/USPS-T30-28 redirected to USPS	Valpak
Response to Questions Posed at Hearings 6/29/05 Redirected from Cutting T-26 (Tr. 4/875)	Valpak
Response to Questions Posed at Hearings 6/29/05 Redirected from Cutting T-26 (Tr. 4/888-889)	Valpak
Response to Questions Posed at Hearings 6/29/05 Redirected from Hatcher T-22 (Tr. 4/836, 840)	MMA
Response to Questions Posed at Hearings 7/8/05 Redirected from Kelley T-16 (Tr. 7/3014-3017)	Valpak
USPS-LR-K-118, Referenced by POIR No. 2 - Q6, not included in this Transcript	PRC

United States Postal Service

Institutional

Response of the United States Postal Service to Interrogatories Posed by the American Bankers Association and National Association of Presort Mailers, Redirected from Witness Kelley

ABA&NAPM/USPS-T16-5.
See the attached update to ABA&NAPM-SRT-1, Workpaper 1 from R2001-1. The table of numbers and the chart display longer term trends in unit delivery costs for First Class single piece and presort letters. Average annual percentage cost changes are computed for two periods, 1992-2006, and 1997-2006.
a. The presort unit delivery costs are nearly stable (+0.4%) or slightly falling (-1.5%) based on what period is selected. What delivery cost factors associated with worksharing explain this trend, both absolutely and by comparison with the very different cost dynamics for single piece?
b. The single piece unit delivery costs are rising in both periods, and the more recent period 1997-2006 shows an acceleration. What delivery cost factors explain the faster increase than in presort, and the acceleration since 1997?
c. The chart shows that unit delivery costs for single piece mail have risen above trend since 2002. Why?
d. The chart shows that unit delivery costs, after falling for presort between 2003 and 2004, are projected to rise above trend for 2005 and 2006. Why?

Response

a. The Postal Service has not conducted a study to investigate the trend you refer to in the question.

b. The Postal Service has not conducted a study to investigate the issue raised in the question.

c. One plausible explanation for the rise in First Class Single Piece Letter delivery costs since FY2002 is the new cost segment 7 methodology. Please refer to USPS-LR-K-1 (Summary Description) for an explanation of the current manner in which segment 7 costs are allocated to subclasses.

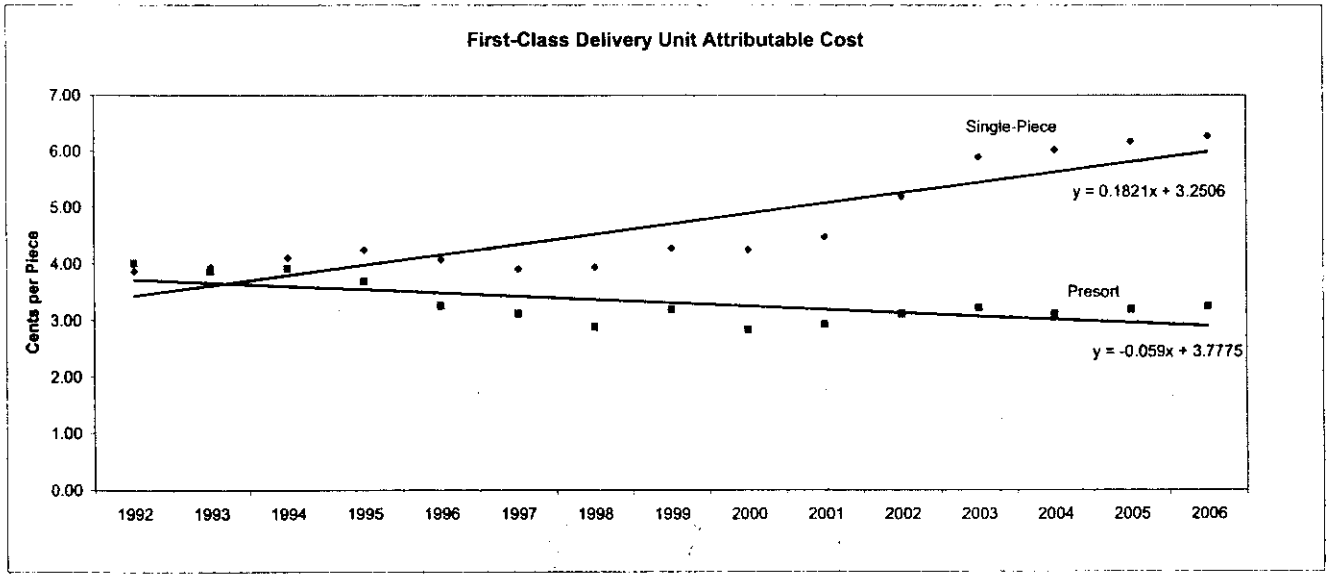
d. The Postal Service has not conducted a study to investigate the changes referenced in the question. It can be noted, however, that the range of estimates for years FY2002-FY2006 is fairly tight, between 3.11 and 3.24, and it would be difficult under any circumstances to attribute annual variations within such a tight range to particular factors.

Attachment to ABA&NAPM/USPS-T16-5
First-Class Delivery Unit Attributable Cost
(Cents per Piece)

	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	1992-2006 Annual Growth Rate	1997-2006 Annual Growth Rate
First Class Mail																	
Single-Piece Letters and Parc	3.86	3.94	4.11	4.24	4.08	3.91	3.95	4.28	4.25	4.47	5.19	5.89	6.01	6.16	6.26	3.5%	5.4%
Percentage Change		2.03%	4.29%	3.20%	-3.89%	-4.12%	0.93%	8.37%	-0.56%	5.24%	15.92%	13.52%	2.13%	2.50%	1.54%		
Presort Letters and Parcels	4.02	3.88	3.93	3.70	3.26	3.12	2.88	3.19	2.83	2.92	3.11	3.22	3.11	3.19	3.24	-1.5%	0.4%
Percentage Change		-3.33%	1.07%	-5.79%	-11.92%	-4.24%	-7.64%	10.72%	-11.38%	3.38%	6.29%	3.66%	-3.55%	2.69%	1.68%		
Difference	-0.15	0.06	0.19	0.54	0.82	0.79	1.06	1.09	1.43	1.55	2.08	2.67	2.91	2.98	3.02		
Percentage Change		-137.13%	222.38%	193.68%	50.73%	-3.67%	34.79%	2.02%	31.18%	8.93%	34.07%	28.24%	8.98%	2.29%	1.39%		

Note: First-Class Delivery Unit Attributable Cost = Delivery Cost / Volume.

Sources:
Fiscal Years 1992 through 2003: USPS, Cost and Revenue Analysis and Cost Segments and Components.
Base Year 2004: R2005-1, USPS LR-K-4, Cost Segments and Components, C&D Reports; and volume from R2005-1, USPS-T-7, USPS-LR-K-115 Exhibit USPS 7A, Page 1.
Year 2005 and Test Year 2006 After Rates: R2005-1, USPS-T-10, Cost Segments and Components, C&D Reports; and volume from R2005-1, USPS-T-7, USPS-LR-K-115 Exhibit USPS 7A, Page 1.
Direct Labor for City and Rural Carrier Unit variable Costs are from Cost Segment 6, 7 & 10.



Postal Rate Commission
Submitted 6/17/2005 11:02 am
Filing ID: 45017
Accepted 6/17/2005

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORY OF AMERICAN BANKING ASSOCIATION AND NATIONAL ASSOCIATION OF PRESORT MAILERS, REDIRECTED FROM WITNESS ABDIRAHMAN

REVISED June 13, 2005

ABA/NAPM-T21-55. Please refer to Table 3 at page 19 of your testimony as revised 05/24/05, and to the "Total Mail Processing Unit Costs" and "Worksharing Related Savings" set forth there for the FCLM automated rate categories, using PRC LR-K 110 (Commission Methodology), as revised 05/24/05, cost results. Please confirm that had you used delivery unit costs of all First Class Mail Nonautomation Presort Letters as the proxy for delivery unit costs of the benchmark, Metered Letters, as the Commission did in the last non-settled rate case (R-2000-1), the "Worksharing Related Savings" shown in the above-referenced Table 3 (using revised LR -K-110 cost results), and in Column 5 of the LR-K-110 Letters Summary (revised 05/24/05) for each of the FCLM automated rate categories would be 2.514 cents higher, resulting in the following "Worksharing Related Savings" using PRC LR-K-110 (revised 05/24/05) cost results:

FCLM Automation Mixed AADC Letters 8.645 cents
FCLM Automation AADC Letters 9.744 cents
FCLM Automation 3-Digit Letters 10.155 cents
FCLM Automation 5-Digit Letters 11.480 cents

Response:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORY OF AMERICAN BANKING ASSOCIATION AND NATIONAL ASSOCIATION OF PRESORT MAILERS, REDIRECTED FROM WITNESS ABDIRAHMAN

ABA&NAPM/USPS-T21-63:

Please confirm that:

a. Both Mixed AADC and AADC letter mail are residual categories --i.e., they both consist of letters with an 11-Digit POSTNET barcode that are not included in trays of either 3-Digit or 5-Digit letters because the mailer or presorter does not have enough pieces (150) to make up a 3-Digit tray in the case of AADC mail or a AADC tray in the case of a Mixed AADC mail.

b. A mailer cannot enter Mixed AADC letter mail or AADC letter mail at the rates available for First-Class Automation Mixed AADC letters or First-Class Automation AADC letters without sorting out and submitting all possible trays of 3-Digit First-Class Automation letter mail.

Response:

a. Partially confirmed. The Postal Service does not typically refer to AADC mail as residual mail. Instead, it is a rate category. Both MAADC and AADC mail has an 11-digit barcode.

For FCM and Standard Mail automation letters, if there are 150 pieces or more addressed to the same 3-digit or 3-digit scheme location, then the mail must be presented in a 3-digit or 3-digit scheme tray. Next, if there are more than 150 pieces of mail addressed to the same AADC location, the mail must be presented in an AADC tray. If there are less than 150 pieces to an AADC location, then the mail should be presented as MAADC mail.

b. Confirmed. Also, the mailer must make 3-digit scheme trays before making AADC or Mixed AADC trays.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-1 [a] Please provide a listing for each of the last three fiscal years showing the total number of collection boxes installed. [b] Please provide a breakdown, either by percentage or total number of boxes, in each of the following categories: Service Class, Type of Box, Location Type. [c] Please provide a breakdown of the percentage of boxes that have one or more collection times on a [1] Weekday, [2] Saturday, [3] Sunday, and [4] Holiday. [d] Please provide a listing for each of the last three fiscal years showing the total number of collection boxes that were added during that fiscal year. [e] Please provide a listing for each of the last three fiscal years showing the total number of collection boxes that were removed during that fiscal year.

RESPONSE:

a.-b. The following information was retrieved from the Collection Box Management Database (CBMS):

Box Type	AP 13 FY01	AP 13 FY 02	AP 12, FY03	AP 13 FY 04
DNSTY SNKL	1217	1428	1357	1383
Express Snorkel	2363	2215	2123	1976
EXPRESS	13039	11296	10251	9198
HIGH DNSTY	1518	1488	1390	1411
JUMBO SNKL	3461	3541	3621	3721
JUMBO STD	1312	1386	1377	1396
LOB DRP	2	2	2	4
MAIL CHUTE	11458	10371	9392	8814
PO LOB DRP	25362	26767	27566	30634
POST	3206	2540	2249	2067
PRIORITY	114	88	81	77
PRTY SNKL	43	42	36	35
RACK	673	629	604	597
RCVNG BOX	1596	1525	1480	1380
SNORKEL	49288	47652	46845	45942
STANDARD	196279	180652	173504	165987
WALL	14039	13227	12933	9216
	324970	304849	294811	283838

c. At the end of FY04:

Weekday: 100% Saturday: 89.1% Sunday: 0.05% Holiday: 0.54%

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DAVID B. POPKIN

d.-e. The available information relates to the number of boxes at given points in time. Between any two points, the later number reflects the net effect of box additions and box removals, relative to the earlier number. Information is not available to identify additions and removals separately.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-2

[a] Please provide copies of any directives that have been issued at either the Headquarters level or at the Area level since the last rate case with respect to instructions or guidelines for either the times to be posted for collection boxes or for the addition or removal of collection boxes. [b] Please provide copies of any Inspection Service or OIG audits on collection service that have been conducted since the start of the last rate case.

RESPONSE:

[a] Objection filed.

[b] No such audits have been identified.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-3 [a] Please provide a listing for each of the last three fiscal years showing a breakdown of the final collection time for the day for each of the collection boxes on a weekday for each of the time periods [if percentages are provided, please round off to the nearest integer for percents greater than 3% and to the nearest 1/10 of a percent for percents less that 3%]:

[1] 12:01 AM to 8 AM
[2] 8:01 AM to 9 AM
[3] 9:01 AM to 11 AM
[4] 11:01 AM to Noon
[5] 12:01 PM to 2 PM
[6] 2:01 PM to 3 PM
[7] 3:01 PM to 4 PM
[8] 4:01 PM to 4:59 PM
[9] 5 PM
[10] 5:01 PM to 5:59 PM
[11] 6 PM to 6:30 PM
[12] 6:31 PM to 8 PM
[13] 8:01 PM to 10 PM
[14] 10:01 PM to Midnight

[b] Please provide a similar listing for the final collection of the day for Saturday broken down to the following time periods:

[1] 12:01 AM to 8 AM
[2] 8:01 AM to 10 AM
[3] 10:01 AM to Noon
[4] 12:01 PM to 1 PM
[5] 1:01 PM to 3 PM
[6] 3:01 PM to 4 PM
[7] 4:01 PM to 4:59 PM
[8] 5 PM
[9] 5:01 PM to 6 PM
[10] 6 PM to 8 PM
[11] 8:01 PM to 10 PM
[12] 10:01 PM to Midnight

RESPONSE:

a. Because of a change in the platform software, information for FY02 is not available. Using the same time intervals as shown in response to OCA/USPS-292 in Docket No: R2001-1 (Tr. 10-C/3545), the percentage proportions for FY03 and FY04, based on CBMS data, are shown below:

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DAVID B. POPKIN

	WEEKDAY						
	<2	2-3	3-4	4-5	5-6	6-7	>7
FY03	28%	6%	10%	26%	27%	2.0%	0.7%
FY04	29%	7%	11%	26%	25%	1.8%	0.6%

b. A Saturday last pickup distribution from the CBMS database has only been worked up for FY04. For comparison purposes to earlier years using the same time intervals, please refer to the response to OCA/USPS-292 in Docket No. R2001-1 (Tr. 10-C/3545).

	SATURDAY									
	<10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	>6
FY04	9%	13%	11%	13%	16%	11%	11%	9%	5%	1.3%

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-4

Please provide a listing of all ZIP Code pairs that have changed their First-Class Mail service standards in the last three fiscal years broken down by category such as overnight to 2-day, overnight to 3-day, etc.

RESPONSE

The Postal Service will file as USPS Library Reference K-117 an Excel Workbook which has the known FCM Service Standard changes that occurred during FYs 02, 03 & 04. It will include the following individual Worksheets for PQs in which changes were known to have been made:

PQ 4-02 Service Standard Chngs

PQ 1-03 Service Standard Chngs

PQ 4-04 Service Standard Chngs

These 3 PQs represent the fiscal quarters within it is certain there were changes. However, due to some difficulties with Service Standard data archiving over the past two years, and the movement of Service Standards data maintenance from our San Mateo mainframe to a Web-based application, it is *possible* that there may have been Service Standard changes made that will not be included in this workbook. If so, it is because the data may have been lost during archiving and other records pertaining to the changes are no longer in existence.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN
Revised June 22, 2005

DBP/USPS-5. Please provide a listing of the EXFC results for the past four quarters showing the following categories: [a] Performance Center name [b] ZIP Codes [c] Overnight Percent on Time, [d] Overnight Percent on Time Margin of Error [e] Overnight Average Days to Deliver [f] Overnight Average Days to Deliver Margin of Error [g] 2-Day Percent on Time, [h] 2-Day Percent on Time Margin of Error [i] 2-Day Average Days to Deliver [j] 2-Day Average Days to Deliver Margin of Error [k] 3-Day Percent on Time, [l] 3-Day Percent on Time Margin of Error [m] 3-Day Average Days to Deliver [n] 3-Day Average Days to Deliver Margin of Error [o] Nation Percent on Time, [p] Nation Percent on Time Margin of Error [q] Nation Average Days to Deliver [r] Nation Average Days to Deliver Margin of Error.

RESPONSE:

The data responsive to this question are provided in the attached tables and is briefly described below. The attached tables summarize the data for each of the last four quarters for which data are available: Quarter 3 FY 2004 through Quarter 2 FY 2005.

[a] See Table 1: ZIP Codes by Performance Cluster.

[b] See Table 1: ZIP Codes by Performance Cluster.

[c] See Tables 2, 3, 4,and 5 Column "Destination Percent On Time"

[d] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Percent On Time"

[e] See Tables 2, 3, 4,and 5 Column "Destination Average Delivery Days"

[f] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Average Delivery Days"

[g] See Tables 2, 3, 4,and 5 Column "Destination Percent On Time"

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RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN
Revised June 22, 2005

Response to DBP/USPS-5 continued:

[h] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Percent On Time"

[i] See Tables 2, 3, 4,and 5 Column "Destination Average Delivery Days"

[j] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Average Delivery Days"

[k] See Tables 2, 3, 4,and 5 Column "Destination Percent On Time"

[l] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Percent On Time"

[m] See Tables 2, 3, 4,and 5 Column "Destination Average Delivery Days"

[n] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Average Delivery Days"

[o] See Tables 2, 3, 4,and 5 Column "Destination Percent On Time" Rows 403-405

[p] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Percent On Time" Rows 403-405

[q] See Tables 2, 3, 4,and 5 Column "Destination Average Delivery Days" Rows 403-405

[r] See Tables 2, 3, 4,and 5 Column "Destination +/- Range for Average Delivery Days" Rows 403-405

Response to DBP/USPS-5

Table 1: ZIP Codes by Performance Cluster

rformance Cluster	*3-Digit ZIP Codes*											
Baltimore	210	211	212	214	217	219						
Capital	200	206	207	208	209							
Northern Virginia	201	220	221	222	223							
Richmond	224	225	230	231	232	233	234	235	238			
Appalachian	240	250	251	252	253	263	264	265				
Central Pennsylvania	170	171	172	176	178	185	187	196				
Cincinnati	410	436	450	451	452	454	458	470				
Columbus	430	431	432	433								
Erie	159	161	164	165	166							
Greater South Carolina	290	291	292	293	294	295	296					
Greensboro	270	271	272	273	274	275	276	277	278	286		
Kentuckiana	400	401	402	405	406	471	477					
Mid-Carolinas	280	281	282	283	288	297						
Northern Ohio	440	441	442	443	445	447	449					
Philadelphia Metro	180	189	190	191	193	194						
Pittsburgh	150	151	152	153	154	156						
South Jersey	080	081	082	083	084	197	198					
Central Illinois	604	605	616	617	618	627						
Chicago	606	607										
Detroit	481	482	492									
Gateway	620	622	630	631	633	652						
Greater Indiana	460	461	462	463	464	466	468	469	473	478	479	
Greater Michigan	486	488	489	490	493	494	495					
Lakeland	530	531	532	535	537	543	544	549				
Northern Illinois	600	601	602	603	611							
Royal Oak	480	483	484	485								
Caribbean	009											
Central New Jersey	077	085	086	088	089							
Long Island	115	117	118	119								
New York	100	104										
Northern New Jersey	070	071	072	073	074	075	076	078	079			
·iboro	110	112	113	114	116							
estchester	105	106	107	108	109	125						
ıbany	120	121	122	123	128	130	131	132	135	139		
Boston	021	024										
Connecticut	060	061	062	064	069							
Maine	040	041	043	044	045	048						
Massachusetts	010	011	012	013	015	016	017	018	019			
New Hampshire/Vermon	030	031	032	033	034	038	050	054				
Southeast New England	020	023	027	028	029							
Western New York	140	141	142	143	144	145	146					
Arizona	850	852	853	855	856	857						
Bay-Valley	939	945	946	947	948	950	951					
Honolulu	967	968										
Los Angeles	900	902	903	904	905							
Nevada-Sierra	890	891	895									
Sacramento	937	952	956	957	958							
San Diego	919	920	921	924								
San Francisco	940	941	943	944	949							
Santa Ana	906	907	908	917	918	926	927	928				
Van Nuys	911	913	914	915	916	930	931	933				
Alabama	350	351	352	358	361	366						
Atlanta	300	301	302	303								
Central Florida	327	328	329	334								
Mississippi	386	390	391	392	395							
North Florida	320	321	322	323	325	326						
South Florida	330	331	332	333								
South Georgia	309	310	312	314	319							
Suncoast	335	336	337	338	339	341	342	346				
Tennessee	370	371	372	374	379	380	381					
Albuquerque	870	871										
Arkansas	720	721	722	723	727							
Dallas	750	751	752	754	757							
Fort Worth	760	761	762	764	791	794						
Houston	770	772	773	774								
Louisiana	700	701	705	708	711							
·klahoma	730	731	740	741	743							
o Grande	765	767	780	781	782	784	786	787	788	789	797	799

Response to DBP/USPS-5

Table 1: ZIP Codes by Performance Cluster

rformance Cluster	3-Digit ZIP Codes								
Alaska	995	996							
Big Sky	590	591	598						
Central Plains	515	516	666	670	671	672	680	681	685
Colorado/Wyoming	800	801	802	803	809	820			
Dakotas	570	571	573	581					
Hawkeye	500	501	502	503	507	511	520	524	612
Mid-America	640	641	658	661	662				
Northland	540	546	550	551	553	554	559	563	
Portland	970	971	972	973	974	986			
Salt Lake City	840	841	844						
Seattle	980	981	982	984	985				
Spokane	835	837	838	990	991	992	994		

Response to DBP/USPS-5

Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Baltimore	96.27	0.56	1.06	0.01
Two-Day	Baltimore	91.24	1.4	1.93	0.04
Three-Day	Baltimore	93.82	1.19	2.65	0.05
Overnight	Capital	95.92	0.85	1.08	0.02
Two-Day	Capital	91.25	1.39	1.92	0.04
Three-Day	Capital	90.67	1.43	2.74	0.04
Overnight	Northern Virginia	95.59	0.67	1.08	0.02
Two-Day	Northern Virginia	93.71	1.21	1.87	0.04
Three-Day	Northern Virginia	93.73	1.19	2.74	0.04
Overnight	Richmond	96.5	0.55	1.07	0.02
Two-Day	Richmond	90.49	1.45	2	0.03
Three-Day	Richmond	90.81	1.44	2.79	0.04
Overnight	Appalachian	94.9	1.6	1.08	0.02
Two-Day	Appalachian	86.94	1.62	2.09	0.04
Three-Day	Appalachian	84.95	1.74	3.04	0.05
Overnight	Cincinnati	94.69	0.72	1.1	0.02
Two-Day	Cincinnati	91.26	1.36	1.98	0.04
Three-Day	Cincinnati	91.28	1.38	2.91	0.05
Overnight	Northern Ohio	94.68	0.96	1.09	0.02
Two-Day	Northern Ohio	92.77	1.27	1.99	0.05
Three-Day	Northern Ohio	90.96	1.41	2.9	0.04
Overnight	Greater South Ca	95.75	0.55	1.08	0.02
Two-Day	Greater South Ca	91.47	1.33	2	0.03
Three-Day	Greater South Ca	91.19	1.39	2.82	0.04
Overnight	Columbus	93.88	1.05	1.1	0.02
Two-Day	Columbus	88.99	1.51	2.06	0.04
Three-Day	Columbus	89.09	1.51	2.94	0.04

Response to DBP/USPS-5

Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Erie	96.81	0.58	1.06	0.01
Two-Day	Erie	91.09	1.37	1.99	0.04
Three-Day	Erie	89.34	1.5	2.95	0.04
Overnight	Greensboro	95.65	0.59	1.08	0.02
Two-Day	Greensboro	91.43	1.42	1.98	0.03
Three-Day	Greensboro	90.79	1.45	2.74	0.06
Overnight	Central Pennsylva	96.13	0.77	1.07	0.02
Two-Day	Central Pennsylva	92.66	1.25	1.99	0.03
Three-Day	Central Pennsylva	88	1.58	3.01	0.04
Overnight	Kentuckiana	95.23	1.15	1.08	0.02
Two-Day	Kentuckiana	88.76	1.59	2.05	0.04
Three-Day	Kentuckiana	89.94	1.48	2.94	0.05
Overnight	Mid-Carolinas	94.94	0.66	1.08	0.01
Two-Day	Mid-Carolinas	90.86	1.4	1.94	0.05
Three-Day	Mid-Carolinas	91.62	1.35	2.82	0.04
Overnight	Philadelphia Metr	94.58	0.98	1.11	0.03
Two-Day	Philadelphia Metr	93.11	1.23	1.99	0.04
Three-Day	Philadelphia Metr	90.09	1.46	2.94	0.04
Overnight	Pittsburgh	97.11	0.48	1.04	0.01
Two-Day	Pittsburgh	92.34	1.3	1.99	0.03
Three-Day	Pittsburgh	92.56	1.3	2.88	0.04
Overnight	South Jersey	95.29	0.62	1.09	0.02
Two-Day	South Jersey	92.11	1.34	1.99	0.03
Three-Day	South Jersey	91.3	1.4	2.95	0.06
Overnight	Chicago	94.53	1.06	1.11	0.02
Two-Day	Chicago	89.99	1.47	1.71	0.05
Three-Day	Chicago	87.12	1.68	2.89	0.04

Response to DBP/USPS-5

Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central Illinois	96.22	0.6	1.08	0.02
Two-Day	Central Illinois	91.32	1.34	1.77	0.04
Three-Day	Central Illinois	88.89	1.56	2.92	0.05
Overnight	Detroit	95.69	0.61	1.08	0.01
Two-Day	Detroit	92.8	1.25	1.99	0.03
Three-Day	Detroit	93.61	1.2	2.74	0.05
Overnight	Greater Indiana	95.32	0.8	1.08	0.02
Two-Day	Greater Indiana	87.88	1.6	2.06	0.04
Three-Day	Greater Indiana	90.77	1.41	2.77	0.04
Overnight	Greater Michigan	96.2	0.46	1.07	0.01
Two-Day	Greater Michigan	91.9	1.32	1.96	0.03
Three-Day	Greater Michigan	89.56	1.49	2.96	0.04
Overnight	Gateway	94.03	0.78	1.1	0.02
Two-Day	Gateway	88.13	1.6	2.05	0.04
Three-Day	Gateway	88.99	1.52	2.98	0.05
Overnight	Lakeland	95.85	0.64	1.07	0.01
Two-Day	Lakeland	91.43	1.35	1.98	0.03
Three-Day	Lakeland	88.53	1.55	2.97	0.05
Overnight	Northern Illinois	96.1	0.53	1.07	0.01
Two-Day	Northern Illinois	91.74	1.36	1.81	0.05
Three-Day	Northern Illinois	88.74	1.53	2.98	0.05
Overnight	Royal Oak	95.79	0.61	1.07	0.02
Two-Day	Royal Oak	91.37	1.35	1.84	0.04
Three-Day	Royal Oak	92.2	1.34	2.78	0.04
Overnight	Caribbean	90.84	1.31	1.16	0.03
Three-Day	Caribbean	64.96	3.34	3.64	0.13

Response to DBP/USPS-5

Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central New Jers	95.29	0.62	1.09	0.01
Two-Day	Central New Jers	91.98	1.35	2	0.04
Three-Day	Central New Jers	91.38	1.39	2.86	0.04
Overnight	Long Island	95.08	0.66	1.08	0.01
Two-Day	Long Island	89.91	1.47	2.01	0.03
Three-Day	Long Island	88.8	1.53	2.95	0.04
Overnight	Northern New Jer	94.98	0.57	1.09	0.01
Two-Day	Northern New Jer	92.26	1.29	2	0.04
Three-Day	Northern New Jer	89.74	1.49	2.94	0.04
Overnight	New York	93.98	0.85	1.11	0.02
Two-Day	New York	91.77	1.38	2.02	0.04
Three-Day	New York	89.49	1.49	2.93	0.05
Overnight	Triboro	95.24	0.65	1.08	0.01
Two-Day	Triboro	95.45	1.03	1.93	0.03
Three-Day	Triboro	90.84	1.39	2.89	0.04
Overnight	Westchester	96.01	0.6	1.09	0.02
Two-Day	Westchester	93.51	1.2	1.98	0.03
Three-Day	Westchester	89.16	1.5	2.97	0.05
Overnight	Albany	96.07	0.6	1.06	0.01
Two-Day	Albany	92.57	1.26	2.02	0.03
Three-Day	Albany	88.48	1.55	2.99	0.04
Overnight	Boston	95.1	0.69	1.09	0.02
Two-Day	Boston	95.05	1.08	1.88	0.03
Three-Day	Boston	93.07	1.25	2.87	0.04
Overnight	Connecticut	96.54	0.55	1.05	0.01
Two-Day	Connecticut	91.1	1.41	2.04	0.04

Response to DBP/USPS-5

able 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Connecticut	88.73	1.58	2.98	0.05
Overnight	Maine	95	0.64	1.08	0.01
Two-Day	Maine	88.41	1.59	2.08	0.04
Three-Day	Maine	88.89	1.58	2.93	0.04
Overnight	Massachusetts	94.77	0.74	1.09	0.02
Two-Day	Massachusetts	89.38	1.51	2.04	0.04
Three-Day	Massachusetts	88.18	1.59	2.94	0.04
Overnight	New Hampshire/V	96.37	0.62	1.06	0.01
Two-Day	New Hampshire/V	93.01	1.24	1.99	0.03
Three-Day	New Hampshire/V	88.1	1.59	2.95	0.04
)vernight	Southeast New E	94.68	0.8	1.11	0.02
Two-Day	Southeast New E	92.05	1.31	1.96	0.04
Three-Day	Southeast New E	88.32	1.56	3.01	0.04
Overnight	Western New Yor	96.14	0.54	1.06	0.01
Two-Day	Western New Yor	92.5	1.3	2.01	0.04
Three-Day	Western New Yor	89.01	1.54	2.96	0.04
Overnight	Honolulu	97.35	0.44	1.04	0.01
Three-Day	Honolulu	85.36	1.74	2.75	0.05
Overnight	Los Angeles	95.67	0.59	1.08	0.02
Two-Day	Los Angeles	93.25	1.25	1.89	0.04
Three-Day	Los Angeles	92.26	1.33	2.56	0.05
Overnight	Nevada-Sierra	95.9	0.59	1.08	0.02
Two-Day	Nevada-Sierra	91.86	1.37	2	0.04
Three-Day	Nevada-Sierra	92.14	1.33	2.8	0.04
'vernight	Bay-Valley	96.59	0.52	1.06	0.01
wo-Day	Bay-Valley	95.79	1.02	1.8	0.03

Response to DBP/USPS-5

Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Bay-Valley	93.31	1.25	2.51	0.05
Overnight	Arizona	95.52	0.78	1.08	0.02
Two-Day	Arizona	94.94	1.09	1.85	0.03
Three-Day	Arizona	92.96	1.29	2.83	0.04
Overnight	Sacramento	95.97	0.54	1.08	0.02
Two-Day	Sacramento	94.76	1.12	1.87	0.04
Three-Day	Sacramento	90.77	1.43	2.88	0.05
Overnight	San Diego	96.53	0.51	1.08	0.02
Two-Day	San Diego	95.71	0.97	1.81	0.03
Three-Day	San Diego	91.78	1.33	2.81	0.04
Overnight	San Francisco	95.73	0.67	1.09	0.02
Two-Day	San Francisco	94.83	1.11	1.93	0.03
Three-Day	San Francisco	92.34	1.34	2.89	0.04
Overnight	Santa Ana	96.73	0.49	1.06	0.01
Two-Day	Santa Ana	93.73	1.2	1.98	0.04
Three-Day	Santa Ana	91.45	1.37	2.62	0.04
Overnight	Van Nuys	96.33	0.56	1.06	0.01
Two-Day	Van Nuys	95.04	1.04	1.86	0.04
Three-Day	Van Nuys	92.81	1.26	2.52	0.05
Overnight	Alabama	95.81	1.01	1.06	0.02
Two-Day	Alabama	90.52	1.34	2.03	0.04
Three-Day	Alabama	90.39	1.44	2.93	0.04
Overnight	Atlanta	94.53	0.96	1.1	0.02
Two-Day	Atlanta	91.11	1.45	2.05	0.04
Three-Day	Atlanta	92.15	1.34	2.83	0.04
Overnight	Central Florida	94.54	1.02	1.1	0.02

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Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Two-Day	Central Florida	90.7	1.43	2.03	0.04
Three-Day	Central Florida	90.06	1.48	2.78	0.04
Overnight	Mississippi	94.96	1.57	1.09	0.03
Two-Day	Mississippi	91.32	1.39	1.95	0.04
Three-Day	Mississippi	90.82	1.4	2.81	0.04
Overnight	North Florida	94.39	1.33	1.11	0.03
Two-Day	North Florida	91.57	1.35	1.99	0.04
Three-Day	North Florida	89.83	1.5	2.93	0.05
Overnight	South Florida	95.47	0.57	1.08	0.01
Two-Day	South Florida	92.81	1.42	1.91	0.05
Three-Day	South Florida	87.77	1.59	2.76	0.05
Overnight	South Georgia	95.1	1.23	1.09	0.02
Two-Day	South Georgia	90.54	1.44	1.96	0.04
Three-Day	South Georgia	89.96	1.51	2.9	0.05
Overnight	Suncoast	95.75	0.84	1.08	0.02
Two-Day	Suncoast	93.35	1.26	1.97	0.03
Three-Day	Suncoast	91.91	1.35	2.81	0.04
Overnight	Tennessee	95.28	0.77	1.09	0.02
Two-Day	Tennessee	89.44	1.55	2.04	0.04
Three-Day	Tennessee	92.49	1.31	2.71	0.04
Overnight	Albuquerque	95.35	0.6	1.09	0.02
Two-Day	Albuquerque	93.05	1.27	2.03	0.04
Three-Day	Albuquerque	92.04	1.31	2.8	0.04
Overnight	Arkansas	94.44	1.24	1.1	0.02
Two-Day	Arkansas	90.11	1.5	1.98	0.03
Three-Day	Arkansas	90.92	1.44	2.86	0.04

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Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dallas	95.21	0.84	1.1	0.03
Two-Day	Dallas	93.43	1.31	1.95	0.04
Three-Day	Dallas	91.24	1.39	2.68	0.04
Overnight	Fort Worth	95.92	0.59	1.07	0.01
Two-Day	Fort Worth	91.72	1.43	1.96	0.04
Three-Day	Fort Worth	89.03	1.57	2.86	0.04
Overnight	Houston	94.68	1	1.11	0.03
Two-Day	Houston	94.19	1.19	1.99	0.04
Three-Day	Houston	92.05	1.32	2.74	0.05
Overnight	Louisiana	95.16	0.91	1.09	0.02
Two-Day	Louisiana	90.4	1.44	2	0.04
Three-Day	Louisiana	92.14	1.3	2.76	0.04
Overnight	Oklahoma	95.93	0.58	1.07	0.02
Two-Day	Oklahoma	91.9	1.36	1.99	0.03
Three-Day	Oklahoma	92.13	1.33	2.77	0.04
Overnight	Rio Grande	95.45	0.75	1.08	0.02
Two-Day	Rio Grande	93.13	1.25	1.89	0.04
Three-Day	Rio Grande	90.69	1.43	2.7	0.06
Two-Day	Alaska	96.16	1.73	1.23	0.05
Three-Day	Alaska	78.42	1.92	3.14	0.05
Overnight	Big Sky	97.61	0.46	1.04	0.01
Two-Day	Big Sky	95.17	1.12	1.61	0.03
Three-Day	Big Sky	90.63	1.43	2.49	0.04
Overnight	Central Plains	96.85	0.57	1.05	0.01
Two-Day	Central Plains	94.26	1.13	1.97	0.04
Three-Day	Central Plains	92.55	1.3	2.7	0.04

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`able 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dakotas	97.29	0.54	1.04	0.01
Two-Day	Dakotas	94.84	1.11	1.95	0.04
Three-Day	Dakotas	87.69	1.62	2.67	0.04
Overnight	Colorado/Wyomin	96.49	0.54	1.07	0.01
Two-Day	Colorado/Wyomin	94.19	1.18	1.82	0.04
Three-Day	Colorado/Wyomin	93.48	1.2	2.5	0.05
Overnight	Hawkeye	96.24	0.57	1.06	0.01
Two-Day	Hawkeye	91.99	1.36	1.96	0.04
Three-Day	Hawkeye	90.49	1.45	2.8	0.05
Overnight	Mid-America	95.72	0.57	1.08	0.01
Two-Day	Mid-America	92.79	1.28	1.98	0.04
`hree-Day	Mid-America	94.76	1.1	2.58	0.05
Overnight	Northland	96.42	0.52	1.07	0.02
Two-Day	Northland	94.3	1.16	1.84	0.04
Three-Day	Northland	93.3	1.22	2.8	0.04
Overnight	Portland	96.46	0.51	1.07	0.01
Two-Day	Portland	95.7	1.08	1.85	0.04
Three-Day	Portland	95.63	1.02	2.24	0.05
Overnight	Salt Lake City	96.39	0.61	1.06	0.02
Two-Day	Salt Lake City	93.43	1.38	2.01	0.04
Three-Day	Salt Lake City	92.33	1.33	2.61	0.05
Overnight	Seattle	96.18	0.53	1.06	0.02
Two-Day	Seattle	95.04	1.26	1.95	0.04
Three-Day	Seattle	93.89	1.18	2.57	0.06
Overnight	Spokane	96.71	0.58	1.06	0.01
Two-Day	Spokane	94.46	1.25	1.96	0.04
`hree-Day	Spokane	90.67	1.45	2.48	0.05

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Table 2: EXFC On-Time Service Performance by Performance Cluster, Quarter 3 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Nation	95.61	0.09	1.08	0
Two-Day	Nation	91.99	0.19	1.96	0.01
Three-Day	Nation	90.97	0.19	2.79	0.01

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'able 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Baltimore	96.56	0.82	1.06	0.02
Two-Day	Baltimore	94.56	1.08	1.88	0.03
Three-Day	Baltimore	93.6	1.19	2.49	0.05
Overnight	Capital	95.65	0.8	1.09	0.02
Two-Day	Capital	91.91	1.32	1.92	0.04
Three-Day	Capital	92.53	1.25	2.63	0.05
Overnight	Northern Virginia	96.06	0.57	1.08	0.02
Two-Day	Northern Virginia	93.76	1.19	1.9	0.03
Three-Day	Northern Virginia	94.25	1.12	2.64	0.05
Overnight	Richmond	95.97	0.65	1.07	0.02
Two-Day	Richmond	89.23	1.52	2.06	0.04
Three-Day	Richmond	91.92	1.31	2.78	0.05
Overnight	Appalachian	94.87	1.01	1.09	0.03
Two-Day	Appalachian	89.78	1.44	2.07	0.05
Three-Day	Appalachian	86.48	1.62	2.94	0.04
Overnight	Cincinnati	94.19	0.68	1.11	0.02
Two-Day	Cincinnati	90.48	1.37	2.06	0.04
Three-Day	Cincinnati	91.67	1.32	2.86	0.05
Overnight	Northern Ohio	94.46	0.84	1.08	0.03
Two-Day	Northern Ohio	90.2	1.41	2.02	0.03
Three-Day	Northern Ohio	90.2	1.41	2.92	0.05
Overnight	Greater South Ca	94.67	1.1	1.11	0.04
Two-Day	Greater South Ca	91.04	1.34	2.01	0.04
Three-Day	Greater South Ca	90.38	1.41	2.81	0.04
Overnight	Columbus	93.36	0.74	1.11	0.01
Two-Day	Columbus	89.59	1.45	2.04	0.05
Three-Day	Columbus	90.63	1.42	2.9	0.05

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Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Erie	96.33	0.51	1.06	0.01
Two-Day	Erie	92.09	1.27	1.99	0.03
Three-Day	Erie	89.11	1.5	2.94	0.04
Overnight	Greensboro	95.29	0.78	1.09	0.02
Two-Day	Greensboro	90.23	1.44	2.06	0.04
Three-Day	Greensboro	90.76	1.39	2.82	0.04
Overnight	Central Pennsylva	95.5	0.67	1.08	0.02
Two-Day	Central Pennsylva	90.49	1.36	2.03	0.03
Three-Day	Central Pennsylva	87.15	1.59	3.02	0.04
Overnight	Kentuckiana	95.38	1.1	1.08	0.02
Two-Day	Kentuckiana	92.37	1.29	1.99	0.03
hree-Day	Kentuckiana	92.13	1.29	2.91	0.04
Overnight	Mid-Carolinas	93.98	1	1.1	0.02
Two-Day	Mid-Carolinas	90.71	1.42	2.01	0.04
Three-Day	Mid-Carolinas	92.34	1.3	2.79	0.04
Overnight	Philadelphia Metr	95.18	0.6	1.08	0.02
Two-Day	Philadelphia Metr	93.7	1.19	1.97	0.03
Three-Day	Philadelphia Metr	90.31	1.44	2.92	0.04
Overnight	Pittsburgh	95.68	0.64	1.07	0.02
Two-Day	Pittsburgh	92.72	1.27	2.01	0.04
Three-Day	Pittsburgh	91.33	1.37	2.91	0.04
Overnight	South Jersey	94.5	0.73	1.09	0.02
Two-Day	South Jersey	93.08	1.25	1.99	0.03
Three-Day	South Jersey	91.53	1.37	2.97	0.05
Overnight	Chicago	94.87	0.64	1.11	0.02
Two-Day	Chicago	90.4	1.5	1.73	0.06
ree-Day	Chicago	88.11	1.6	2.87	0.06

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Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central Illinois	96.21	0.72	1.08	0.02
Two-Day	Central Illinois	92.77	1.21	1.74	0.03
Three-Day	Central Illinois	89.65	1.46	2.87	0.04
Overnight	Detroit	96.23	0.59	1.08	0.02
Two-Day	Detroit	93.03	1.23	1.99	0.03
Three-Day	Detroit	94.78	1.08	2.71	0.04
Overnight	Greater Indiana	95.08	0.61	1.09	0.01
Two-Day	Greater Indiana	89.69	1.47	2.02	0.03
Three-Day	Greater Indiana	91.93	1.36	2.63	0.04
Overnight	Greater Michigan	95.67	0.57	1.08	0.02
Two-Day	Greater Michigan	91.23	1.33	1.99	0.03
Three-Day	Greater Michigan	89.53	1.49	2.92	0.04
Overnight	Gateway	94.8	0.84	1.1	0.02
Two-Day	Gateway	90.37	1.55	2.02	0.04
Three-Day	Gateway	91.23	1.39	2.83	0.04
Overnight	Lakeland	94.93	0.91	1.09	0.02
Two-Day	Lakeland	91.07	1.38	2.04	0.04
Three-Day	Lakeland	88.66	1.53	2.94	0.04
Overnight	Northern Illinois	96.32	0.55	1.07	0.01
Two-Day	Northern Illinois	93.69	1.21	1.77	0.04
Three-Day	Northern Illinois	92.44	1.26	2.85	0.04
Overnight	Royal Oak	94.83	0.67	1.08	0.01
Two-Day	Royal Oak	89.53	1.46	1.96	0.04
Three-Day	Royal Oak	91.89	1.3	2.77	0.04
Overnight	Caribbean	88.4	2.04	1.2	0.05
Three-Day	Caribbean	71.55	3.28	3.4	0.11

Response to DBP/USPS-5

Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central New Jers	95.02	0.52	1.1	0.02
Two-Day	Central New Jers	93.19	1.23	2.01	0.05
Three-Day	Central New Jers	92.21	1.29	2.81	0.04
Overnight	Long Island	95.21	0.63	1.1	0.02
Two-Day	Long Island	90.92	1.39	2.01	0.03
Three-Day	Long Island	89.95	1.46	2.94	0.04
Overnight	Northern New Jer	94.72	0.74	1.12	0.02
Two-Day	Northern New Jer	92.74	1.27	2.02	0.03
Three-Day	Northern New Jer	91.53	1.35	2.9	0.04
Overnight	New York	94.82	0.69	1.11	0.02
Two-Day	New York	92.52	1.27	2	0.04
Three-Day	New York	91.24	1.44	2.89	0.05
Overnight	Triboro	94.61	0.74	1.1	0.02
Two-Day	Triboro	92.57	1.26	1.98	0.03
Three-Day	Triboro	92.03	1.34	2.93	0.05
Overnight	Westchester	94.42	1.25	1.11	0.02
Two-Day	Westchester	91.87	1.34	2.03	0.04
Three-Day	Westchester	89.59	1.48	2.95	0.04
Overnight	Albany	96.26	0.55	1.08	0.02
Two-Day	Albany	93.9	1.16	2.01	0.04
Three-Day	Albany	86.6	1.64	2.99	0.04
Overnight	Boston	95.39	0.61	1.09	0.02
Two-Day	Boston	93.75	1.16	1.93	0.04
Three-Day	Boston	92.76	1.28	2.9	0.04
Overnight	Connecticut	96.42	0.56	1.06	0.01
Two-Day	Connecticut	91.83	1.31	2.05	0.04

Response to DBP/USPS-5

'able 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Connecticut	91.32	1.35	2.89	0.04
Overnight	Maine	94.47	0.72	1.09	0.02
Two-Day	Maine	89.43	1.47	2.05	0.04
Three-Day	Maine	88.51	1.53	2.95	0.05
Overnight	Massachusetts	95.11	0.58	1.09	0.02
Two-Day	Massachusetts	92.15	1.29	2.02	0.04
Three-Day	Massachusetts	88.48	1.56	2.95	0.04
Overnight	New Hampshire/V	95.93	0.57	1.07	0.01
Two-Day	New Hampshire/V	89.45	1.48	2.05	0.04
Three-Day	New Hampshire/V	86.68	1.61	2.97	0.04
'vernight	Southeast New E	95.44	0.59	1.09	0.02
Two-Day	Southeast New E	92.85	1.21	1.95	0.04
Three-Day	Southeast New E	88.47	1.52	3.01	0.04
Overnight	Western New Yor	95.67	0.6	1.09	0.02
Two-Day	Western New Yor	92.69	1.28	2	0.03
Three-Day	Western New Yor	91.18	1.36	2.92	0.05
Overnight	Honolulu	96.97	0.5	1.06	0.02
Three-Day	Honolulu	85.21	1.64	2.8	0.06
Overnight	Los Angeles	94.71	0.63	1.09	0.01
Two-Day	Los Angeles	94.1	1.12	1.9	0.04
Three-Day	Los Angeles	93.52	1.18	2.59	0.05
Overnight	Nevada-Sierra	95.34	0.97	1.08	0.02
Two-Day	Nevada-Sierra	93.85	1.16	2.02	0.05
Three-Day	Nevada-Sierra	92.31	1.3	2.74	0.04
'vernight	Bay-Valley	96.08	0.67	1.06	0.02
wo-Day	Bay-Valley	95.8	0.99	1.88	0.03

Response to DBP/USPS-5

Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Bay-Valley	92.62	1.24	2.52	0.05
Overnight	Arizona	95.96	0.55	1.08	0.01
Two-Day	Arizona	93.46	1.22	1.92	0.04
Three-Day	Arizona	91.54	1.32	2.84	0.04
Overnight	Sacramento	95.8	0.56	1.07	0.01
Two-Day	Sacramento	93.29	1.19	1.96	0.04
Three-Day	Sacramento	89.17	1.5	2.93	0.05
Overnight	San Diego	96.77	0.5	1.06	0.01
Two-Day	San Diego	96.38	0.93	1.79	0.04
Three-Day	San Diego	91.88	1.32	2.74	0.04
Overnight	San Francisco	95.47	0.62	1.09	0.02
Two-Day	San Francisco	94.92	1.07	1.94	0.04
Three-Day	San Francisco	89.02	1.52	2.99	0.07
Overnight	Santa Ana	95.08	0.6	1.09	0.02
Two-Day	Santa Ana	94.66	1.09	1.97	0.04
Three-Day	Santa Ana	89.19	1.51	2.68	0.05
Overnight	Van Nuys	95.54	0.67	1.08	0.02
Two-Day	Van Nuys	94.51	1.08	1.8	0.03
Three-Day	Van Nuys	91.41	1.33	2.58	0.05
Overnight	Alabama	93.37	1.58	1.11	0.03
Two-Day	Alabama	87.91	1.63	2.1	0.05
Three-Day	Alabama	89.59	1.5	2.95	0.05
Overnight	Atlanta	93.65	1.02	1.12	0.02
Two-Day	Atlanta	89.07	1.53	2.1	0.04
Three-Day	Atlanta	91.15	1.4	2.86	0.05
Overnight	Central Florida	90.7	1.84	1.18	0.04

Response to DBP/USPS-5

able 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Two-Day	Central Florida	85.8	1.78	2.22	0.05
Three-Day	Central Florida	80.56	1.96	3.2	0.07
Overnight	Mississippi	95.31	1.04	1.09	0.02
Two-Day	Mississippi	90.49	1.4	1.96	0.04
Three-Day	Mississippi	91.56	1.36	2.79	0.05
Overnight	North Florida	95.47	1.01	1.1	0.02
Two-Day	North Florida	87.56	1.67	2.16	0.06
Three-Day	North Florida	86.32	1.63	3.03	0.05
Overnight	South Florida	92.63	1.82	1.16	0.05
Two-Day	South Florida	90.61	1.9	1.99	0.07
Three-Day	South Florida	84.58	1.73	2.9	0.06
Overnight	South Georgia	95.27	0.6	1.08	0.01
Two-Day	South Georgia	92.06	1.32	1.93	0.04
Three-Day	South Georgia	88.35	1.59	2.88	0.05
Overnight	Suncoast	94.63	1.11	1.1	0.02
Two-Day	Suncoast	88.28	1.71	2.09	0.04
Three-Day	Suncoast	85.46	1.74	2.95	0.04
Overnight	Tennessee	94.39	1.06	1.1	0.02
Two-Day	Tennessee	90.6	1.38	2.07	0.05
Three-Day	Tennessee	92.26	1.26	2.69	0.04
Overnight	Albuquerque	95.03	0.97	1.1	0.03
Two-Day	Albuquerque	90.89	1.46	2.04	0.04
Three-Day	Albuquerque	91.06	1.38	2.85	0.05
Overnight	Arkansas	96.01	0.58	1.07	0.01
Two-Day	Arkansas	92.09	1.29	1.99	0.04
Three-Day	Arkansas	90.01	1.48	2.93	0.06

Response to DBP/USPS-5

Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dallas	95.68	0.59	1.08	0.02
Two-Day	Dallas	95.21	1.08	1.93	0.04
Three-Day	Dallas	93.35	1.22	2.58	0.04
Overnight	Fort Worth	95.94	0.57	1.07	0.02
Two-Day	Fort Worth	91.93	1.36	1.97	0.04
Three-Day	Fort Worth	84.88	1.75	2.95	0.05
Overnight	Houston	95.19	0.63	1.09	0.02
Two-Day	Houston	95.54	1.01	1.97	0.03
Three-Day	Houston	93.01	1.23	2.64	0.06
Overnight	Louisiana	93.6	1.41	1.13	0.04
Two-Day	Louisiana	89.79	1.5	2	0.04
Three-Day	Louisiana	89.56	1.47	2.77	0.05
Overnight	Oklahoma	96.24	0.53	1.06	0.01
Two-Day	Oklahoma	92.61	1.26	2.01	0.03
Three-Day	Oklahoma	91.16	1.37	2.81	0.04
Overnight	Rio Grande	95.78	0.59	1.08	0.02
Two-Day	Rio Grande	93.96	1.14	1.86	0.03
Three-Day	Rio Grande	91.37	1.38	2.58	0.05
Two-Day	Alaska	93.16	2.51	1.35	0.07
Three-Day	Alaska	80.86	1.86	3.11	0.05
Overnight	Big Sky	96.56	0.54	1.06	0.02
Two-Day	Big Sky	93.75	1.43	1.65	0.03
Three-Day	Big Sky	91.09	1.4	2.52	0.06
Overnight	Central Plains	96.79	0.49	1.06	0.01
Two-Day	Central Plains	93.08	1.19	1.99	0.03
Three-Day	Central Plains	93.04	1.21	2.68	0.04

Response to DBP/USPS-5

Table 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	*Destination +/- Range for Percent On Time*	*Destination Average Delivery Days*	Destination +/- *Range for* Average Delivery Days
Overnight	Dakotas	97.58	0.45	1.04	0.01
Two-Day	Dakotas	95.59	1.05	1.95	0.03
Three-Day	Dakotas	89.96	1.47	2.64	0.05
Overnight	Colorado/Wyomin	96.81	0.49	1.07	0.01
Two-Day	Colorado/Wyomin	93.86	1.45	1.83	0.06
Three-Day	Colorado/Wyomin	94.42	1.09	2.44	0.05
Overnight	Hawkeye	96.3	0.59	1.06	0.01
Two-Day	Hawkeye	91.09	1.34	2.03	0.04
Three-Day	Hawkeye	89.31	1.48	2.8	0.05
Overnight	Mid-America	96	0.78	1.07	0.02
Two-Day	Mid-America	93.31	1.2	1.98	0.03
Three-Day	Mid-America	94.55	1.09	2.58	0.04
Overnight	Northland	96.49	0.5	1.06	0.01
Two-Day	Northland	94.98	1.05	1.86	0.03
Three-Day	Northland	91.86	1.31	2.81	0.05
Overnight	Portland	95.86	0.6	1.09	0.02
Two-Day	Portland	94.45	1.13	1.94	0.05
Three-Day	Portland	93.34	1.21	2.28	0.04
Overnight	Salt Lake City	95.99	0.54	1.08	0.02
Two-Day	Salt Lake City	91.33	1.77	2.07	0.04
Three-Day	Salt Lake City	93.83	1.18	2.58	0.05
Overnight	Seattle	95.72	0.53	1.08	0.01
Two-Day	Seattle	94.67	1.19	1.99	0.04
Three-Day	Seattle	93.03	1.21	2.6	0.05
Overnight	Spokane	97.09	0.5	1.06	0.01
Two-Day	Spokane	94.26	1.15	2.02	0.05
Three-Day	Spokane	92.09	1.28	2.35	0.05

Response to DBP/USPS-5

'able 3: EXFC On-Time Service Performance by Performance Cluster, Quarter 4 FY 2004

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Nation	95.28	0.1	1.09	0
Two-Day	Nation	92.05	0.18	1.97	0.01
Three-Day	Nation	90.61	0.2	2.79	0.01

Response to DBP/USPS-5

'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Baltimore	95.91	0.53	1.07	0.01
Two-Day	Baltimore	90.84	1.4	1.92	0.04
Three-Day	Baltimore	90.5	1.45	2.65	0.07
Overnight	Capital	95.36	0.66	1.1	0.02
Two-Day	Capital	90.88	1.36	1.88	0.04
Three-Day	Capital	88.59	1.56	2.69	0.05
Overnight	Northern Virginia	95.22	0.63	1.1	0.02
Two-Day	Northern Virginia	89.23	1.59	1.92	0.04
Three-Day	Northern Virginia	88.35	1.58	2.84	0.05
Overnight	Richmond	95.56	0.79	1.09	0.02
Two-Day	Richmond	87.58	1.61	2.05	0.04
Three-Day	Richmond	86.06	1.71	2.92	0.06
Overnight	Appalachian	96.07	0.6	1.06	0.01
Two-Day	Appalachian	86.82	1.6	2.06	0.05
Three-Day	Appalachian	76.66	1.99	3.18	0.05
Overnight	Cincinnati	93.04	0.82	1.12	0.02
Two-Day	Cincinnati	86.14	1.68	2.08	0.04
Three-Day	Cincinnati	85.43	1.72	3	0.06
Overnight	Northern Ohio	93.79	0.97	1.1	0.02
Two-Day	Northern Ohio	88.43	1.56	2.04	0.04
Three-Day	Northern Ohio	84.95	1.7	3.03	0.05
Overnight	Greater South Ca	93.89	1.05	1.1	0.02
Two-Day	Greater South Ca	88.94	1.51	2.02	0.04
Three-Day	Greater South Ca	84.03	1.79	2.96	0.05
Overnight	Columbus	92.36	1.51	1.14	0.02
Two-Day	Columbus	88.76	1.54	2.02	0.04
Three-Day	Columbus	86.88	1.64	2.92	0.05

Response to DBP/USPS-5

Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Erie	96.39	0.66	1.06	0.01
Two-Day	Erie	89.24	1.47	2.01	0.04
Three-Day	Erie	84.89	1.71	3.02	0.05
Overnight	Greensboro	94.95	0.9	1.09	0.02
Two-Day	Greensboro	90.46	1.44	2.02	0.04
Three-Day	Greensboro	87.79	1.57	2.85	0.05
Overnight	Central Pennsylva	94.52	0.7	1.09	0.01
Two-Day	Central Pennsylva	86.38	1.62	2.07	0.04
Three-Day	Central Pennsylva	79.24	1.95	3.13	0.05
Overnight	Kentuckiana	93.61	1.56	1.12	0.03
Two-Day	Kentuckiana	85.35	1.75	2.1	0.05
Three-Day	Kentuckiana	84.51	1.78	3.02	0.05
Overnight	Mid-Carolinas	93.7	0.77	1.11	0.02
Two-Day	Mid-Carolinas	89.27	1.54	2.02	0.04
Three-Day	Mid-Carolinas	85.79	1.72	2.98	0.05
Overnight	Philadelphia Metr	95.67	0.63	1.09	0.02
Two-Day	Philadelphia Metr	91.49	1.35	1.98	0.04
Three-Day	Philadelphia Metr	86.49	1.62	2.99	0.05
Overnight	Pittsburgh	95.75	0.91	1.08	0.02
Two-Day	Pittsburgh	91.07	1.37	2.01	0.04
Three-Day	Pittsburgh	88.33	1.58	2.91	0.05
Overnight	South Jersey	94	0.77	1.11	0.02
Two-Day	South Jersey	90.77	1.38	1.99	0.04
Three-Day	South Jersey	85.43	1.68	3.04	0.04
Overnight	Chicago	94.61	0.97	1.12	0.03
Two-Day	Chicago	86.82	1.68	1.77	0.06
Three-Day	Chicago	83.23	1.87	2.99	0.06

Response to DBP/USPS-5

ble 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central Illinois	95.66	0.65	1.11	0.02
Two-Day	Central Illinois	90.68	1.46	1.8	0.04
Three-Day	Central Illinois	86.81	1.66	2.94	0.06
Overnight	Detroit	95.38	0.64	1.09	0.02
Two-Day	Detroit	91.35	1.41	1.96	0.04
Three-Day	Detroit	89.73	1.49	2.78	0.05
Overnight	Greater Indiana	94.27	1.09	1.11	0.02
Two-Day	Greater Indiana	85.82	1.7	2.09	0.04
Three-Day	Greater Indiana	85.5	1.76	2.84	0.06
Overnight	Greater Michigan	95.38	0.53	1.08	0.01
Two-Day	Greater Michigan	90.39	1.42	1.97	0.04
Three-Day	Greater Michigan	87.06	1.64	2.9	0.04
Overnight	Gateway	94.55	1.01	1.13	0.04
Two-Day	Gateway	88.45	1.52	2.01	0.04
Three-Day	Gateway	87.28	1.62	2.93	0.06
Overnight	Lakeland	95.27	0.95	1.09	0.03
Two-Day	Lakeland	90.34	1.44	1.98	0.03
Three-Day	Lakeland	87.8	1.58	2.94	0.05
Overnight	Northern Illinois	95.32	0.61	1.11	0.02
Two-Day	Northern Illinois	91.87	1.39	1.77	0.04
Three-Day	Northern Illinois	86.69	1.66	2.96	0.05
Overnight	Royal Oak	94.6	0.68	1.1	0.02
Two-Day	Royal Oak	88.92	1.51	1.91	0.04
Three-Day	Royal Oak	87.13	1.6	2.88	0.05
Overnight	Caribbean	92.02	1.43	1.15	0.04
Three-Day	Caribbean	61.05	3.28	3.71	0.13

Response to DBP/USPS-5

able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central New Jerse	95.37	0.71	1.08	0.01
Two-Day	Central New Jerse	92.13	1.34	1.97	0.03
Three-Day	Central New Jerse	87.48	1.61	2.91	0.05
Overnight	Long Island	93.76	1.29	1.11	0.02
Two-Day	Long Island	89.12	1.53	2.05	0.04
Three-Day	Long Island	84.67	1.78	3.04	0.05
Overnight	Northern New Jer	95.12	0.59	1.1	0.02
Two-Day	Northern New Jer	90.52	1.42	2.05	0.05
Three-Day	Northern New Jer	85.75	1.7	2.97	0.04
Overnight	New York	94.03	0.89	1.12	0.03
Two-Day	New York	90.2	1.45	2.04	0.04
Three-Day	New York	85.21	1.73	3.01	0.06
Overnight	Triboro	95.07	0.52	1.11	0.02
Two-Day	Triboro	90.59	1.41	2.01	0.04
Three-Day	Triboro	86.97	1.72	3	0.06
Overnight	Westchester	94.03	1.23	1.12	0.02
Two-Day	Westchester	90.94	1.41	1.99	0.03
Three-Day	Westchester	83.87	1.81	3.03	0.05
Overnight	Albany	96.11	0.6	1.07	0.01
Two-Day	Albany	90.76	1.37	2.03	0.05
Three-Day	Albany	79.27	1.96	3.15	0.05
Overnight	Boston	95.01	0.79	1.09	0.02
Two-Day	Boston	94.25	1.13	1.88	0.03
Three-Day	Boston	87.68	1.58	2.91	0.05
Overnight	Connecticut	95.45	0.6	1.08	0.01
Two-Day	Connecticut	92.13	1.31	1.95	0.03

Response to DBP/USPS-5

'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Connecticut	84.49	1.76	3.05	0.05
Overnight	Maine	94.41	0.69	1.1	0.02
Two-Day	Maine	89.64	1.55	2.04	0.04
Three-Day	Maine	81.55	1.88	3.04	0.06
Overnight	Massachusetts	94.66	0.89	1.09	0.02
Two-Day	Massachusetts	90.29	1.46	2.01	0.04
Three-Day	Massachusetts	83.98	1.78	3.02	0.05
Overnight	New Hampshire/V	93.78	0.99	1.1	0.02
Two-Day	New Hampshire/V	89.62	1.46	2.04	0.04
Three-Day	New Hampshire/V	83.25	1.8	3.05	0.06
)vernight	Southeast New Er	94.63	0.74	1.09	0.02
Two-Day	Southeast New Er	91.02	1.36	1.98	0.04
Three-Day	Southeast New Er	83.81	1.73	3.07	0.05
Overnight	Western New Yorl	95.84	0.56	1.07	0.01
Two-Day	Western New Yorl	90.68	1.41	2.04	0.04
Three-Day	Western New Yorl	85.99	1.7	3.01	0.06
Overnight	Honolulu	95.41	1.24	1.07	0.02
Three-Day	Honolulu	69.83	2.17	3.22	0.07
Overnight	Los Angeles	93.7	0.81	1.12	0.02
Two-Day	Los Angeles	92.6	1.29	1.94	0.05
Three-Day	Los Angeles	88.23	1.61	2.74	0.05
Overnight	Nevada-Sierra	94.84	0.68	1.08	0.01
Two-Day	Nevada-Sierra	89.21	1.53	2.04	0.05
Three-Day	Nevada-Sierra	88.05	1.61	2.86	0.05
)vernight	Bay-Valley	95.23	0.6	1.1	0.02
wo-Day	Bay-Valley	92.08	1.32	1.95	0.04

Response to DBP/USPS-5

able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Bay-Valley	87.31	1.62	2.79	0.06
Overnight	Arizona	95.72	0.55	1.08	0.01
Two-Day	Arizona	91.31	1.44	1.91	0.04
Three-Day	Arizona	88.6	1.58	2.86	0.05
Overnight	Sacramento	95.02	0.65	1.09	0.02
Two-Day	Sacramento	93.43	1.2	1.95	0.04
Three-Day	Sacramento	80.81	1.93	3.11	0.07
Overnight	San Diego	96.14	0.54	1.07	0.01
Two-Day	San Diego	94.03	1.15	1.85	0.05
Three-Day	San Diego	86.57	1.66	2.86	0.05
vernight	San Francisco	95.44	0.59	1.1	0.02
Two-Day	San Francisco	93.26	1.29	1.94	0.04
Three-Day	San Francisco	85.9	1.73	2.97	0.05
Overnight	Santa Ana	94.32	0.67	1.11	0.02
Two-Day	Santa Ana	93.91	1.23	1.92	0.03
Three-Day	Santa Ana	86.32	1.69	2.77	0.05
Overnight	Van Nuys	95.2	0.63	1.09	0.02
Two-Day	Van Nuys	93.18	1.22	1.83	0.05
Three-Day	Van Nuys	85.1	1.74	2.83	0.07
Overnight	Alabama	95.11	0.87	1.1	0.03
Two-Day	Alabama	88.44	1.54	2.06	0.04
Three-Day	Alabama	87.04	1.63	2.97	0.04
Overnight	Atlanta	94.11	0.92	1.12	0.02
Two-Day	Atlanta	85.89	1.68	2.12	0.04
Three-Day	Atlanta	84.6	1.76	2.97	0.05
vernight	Central Florida	92.32	1.01	1.15	0.03

Response to DBP/USPS-5

'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Two-Day	Central Florida	87.83	1.65	2.11	0.05
Three-Day	Central Florida	84.51	1.83	2.98	0.06
Overnight	Mississippi	96.31	0.65	1.07	0.01
Two-Day	Mississippi	90.44	1.41	1.94	0.05
Three-Day	Mississippi	87.71	1.6	2.88	0.05
Overnight	North Florida	93.44	0.95	1.14	0.03
Two-Day	North Florida	89.09	1.54	2.04	0.04
Three-Day	North Florida	82.38	1.85	3.09	0.07
Overnight	South Florida	94.27	0.65	1.12	0.02
Two-Day	South Florida	90.6	1.68	1.95	0.06
Three-Day	South Florida	80.23	1.92	2.91	0.06
Overnight	South Georgia	94.77	1.14	1.1	0.02
Two-Day	South Georgia	90.24	1.46	1.98	0.04
Three-Day	South Georgia	87.17	1.65	2.87	0.05
Overnight	Suncoast	94.87	0.71	1.11	0.02
Two-Day	Suncoast	89.43	1.55	2.02	0.04
Three-Day	Suncoast	84.54	1.72	2.96	0.05
Overnight	Tennessee	94.87	0.68	1.11	0.02
Two-Day	Tennessee	87.62	1.61	2.07	0.05
Three-Day	Tennessee	86.86	1.64	2.83	0.05
Overnight	Albuquerque	94.2	0.78	1.11	0.02
Two-Day	Albuquerque	87.18	1.83	2.12	0.06
Three-Day	Albuquerque	80.44	1.96	3.09	0.05
Overnight	Arkansas	93.98	0.78	1.11	0.02
Two-Day	Arkansas	84.81	1.71	2.1	0.05
Three-Day	Arkansas	80.13	1.96	3.12	0.06

Response to DBP/USPS-5

Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dallas	93.8	1	1.13	0.02
Two-Day	Dallas	91.6	1.36	1.96	0.04
Three-Day	Dallas	86.74	1.67	2.76	0.05
Overnight	Fort Worth	94.43	1.06	1.12	0.05
Two-Day	Fort Worth	90.82	1.47	1.98	0.05
Three-Day	Fort Worth	81.21	1.91	2.99	0.05
Overnight	Houston	95.46	0.59	1.09	0.02
Two-Day	Houston	92.28	1.32	1.98	0.04
Three-Day	Houston	86.84	1.62	2.71	0.05
Overnight	Louisiana	94.99	0.64	1.11	0.02
Two-Day	Louisiana	88.77	1.54	2	0.04
Three-Day	Louisiana	86	1.7	2.93	0.06
Overnight	Oklahoma	95.36	0.63	1.09	0.02
Two-Day	Oklahoma	89.48	1.51	2.04	0.04
Three-Day	Oklahoma	87.07	1.64	2.87	0.05
Overnight	Rio Grande	95.49	0.66	1.08	0.01
Two-Day	Rio Grande	91.78	1.32	1.9	0.04
Three-Day	Rio Grande	85.27	1.72	2.77	0.06
Two-Day	Alaska	95.65	0.98	1.28	0.04
Three-Day	Alaska	66.61	2.29	3.48	0.08
Overnight	Big Sky	97.1	0.48	1.04	0.01
Two-Day	Big Sky	92.63	1.59	1.71	0.05
Three-Day	Big Sky	77.6	2.05	2.92	0.06
Overnight	Central Plains	96.76	0.51	1.06	0.01
Two-Day	Central Plains	91.45	1.34	2.02	0.04
Three-Day	Central Plains	86.77	1.65	2.91	0.06

Response to DBP/USPS-5

able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dakotas	96.12	1.12	1.07	0.02
Two-Day	Dakotas	94.69	1.13	1.94	0.03
Three-Day	Dakotas	77.89	1.96	3.07	0.07
Overnight	Colorado/Wyomin	96.12	0.53	1.09	0.02
Two-Day	Colorado/Wyomin	91.63	1.39	1.78	0.04
Three-Day	Colorado/Wyomin	88.26	1.56	2.6	0.05
Overnight	Hawkeye	95.4	0.95	1.08	0.02
Two-Day	Hawkeye	89.53	1.47	2.02	0.04
Three-Day	Hawkeye	84.51	1.76	2.95	0.06
Overnight	Mid-America	95.4	0.61	1.09	0.02
Two-Day	Mid-America	92.17	1.32	1.98	0.05
Three-Day	Mid-America	91.02	1.42	2.65	0.05
Overnight	Northland	96.09	0.67	1.08	0.02
Two-Day	Northland	93.9	1.19	1.84	0.03
Three-Day	Northland	86.88	1.67	2.93	0.05
Overnight	Portland	95.69	0.61	1.08	0.01
Two-Day	Portland	93.66	1.2	1.91	0.05
Three-Day	Portland	87.82	1.6	2.51	0.06
Overnight	Salt Lake City	95.25	0.69	1.09	0.02
Two-Day	Salt Lake City	89.5	2.01	2.06	0.05
Three-Day	Salt Lake City	89.31	1.52	2.73	0.06
Overnight	Seattle	95.64	0.89	1.08	0.02
Two-Day	Seattle	94.27	1.18	1.96	0.05
Three-Day	Seattle	87.1	1.63	2.8	0.06
Overnight	Spokane	96.63	0.48	1.07	0.02
Two-Day	Spokane	94.79	1.11	1.94	0.04
Three-Day	Spokane	81.76	1.88	2.8	0.07

Response to DBP/USPS-5

Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 1 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Nation	94.93	0.1	1.1	0
Two-Day	Nation	90.07	0.21	1.98	0.01
Three-Day	Nation	85.53	0.27	2.9	0.01

Response to DBP/USPS-5

'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Baltimore	96.41	0.5	1.07	0.01
Two-Day	Baltimore	89.79	1.45	1.97	0.04
Three-Day	Baltimore	89.83	1.45	2.77	0.06
Overnight	Capital	96.09	0.54	1.09	0.02
Two-Day	Capital	90.34	1.42	1.98	0.05
Three-Day	Capital	90.32	1.41	2.73	0.06
Overnight	Northern Virginia	95.85	0.55	1.09	0.02
Two-Day	Northern Virginia	89.32	1.49	1.94	0.04
Three-Day	Northern Virginia	89.16	1.48	2.79	0.05
Overnight	Richmond	96.15	0.59	1.08	0.02
Two-Day	Richmond	86.03	1.63	2.09	0.04
Three-Day	Richmond	84.31	1.73	2.91	0.05
Overnight	Appalachian	95.35	0.69	1.08	0.01
Two-Day	Appalachian	87.87	1.54	2.05	0.04
Three-Day	Appalachian	76.28	1.92	3.24	0.06
Overnight	Cincinnati	93.74	0.72	1.12	0.02
Two-Day	Cincinnati	87.98	1.6	2.1	0.05
Three-Day	Cincinnati	86.88	1.65	2.99	0.06
Overnight	Northern Ohio	94.31	0.68	1.11	0.02
Two-Day	Northern Ohio	90.25	1.43	2.03	0.04
Three-Day	Northern Ohio	85.13	1.69	3.04	0.05
Overnight	Greater South Ca	94.98	1.01	1.1	0.03
Two-Day	Greater South Ca	87.41	1.53	2.08	0.04
Three-Day	Greater South Ca	83.78	1.71	3.04	0.06
Overnight	Columbus	94.41	0.85	1.11	0.02
Two-Day	Columbus	89.87	1.46	2.03	0.04
Three-Day	Columbus	86.86	1.62	2.9	0.05

Response to DBP/USPS-5

'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Erie	96.24	0.88	1.07	0.02
Two-Day	Erie	89.29	1.46	2.07	0.05
Three-Day	Erie	80.71	1.84	3.09	0.05
Overnight	Greensboro	94.17	1.25	1.11	0.02
Two-Day	Greensboro	89.17	1.47	2.1	0.05
Three-Day	Greensboro	86.32	1.6	2.89	0.05
Overnight	Central Pennsylv	92.46	1.1	1.11	0.02
Two-Day	Central Pennsylv	83.63	1.79	2.14	0.04
Three-Day	Central Pennsylv	79.12	1.92	3.19	0.06
Overnight	Kentuckiana	94.97	1.04	1.09	0.02
Two-Day	Kentuckiana	88.71	1.5	2.06	0.05
ree-Day	Kentuckiana	84.42	1.68	3.06	0.06
Overnight	Mid-Carolinas	94.03	0.88	1.13	0.04
Two-Day	Mid-Carolinas	89	1.51	2.04	0.04
Three-Day	Mid-Carolinas	84.12	1.71	3.05	0.05
Overnight	Philadelphia Metr	94.28	0.71	1.11	0.02
Two-Day	Philadelphia Metr	88.25	1.57	2.09	0.06
Three-Day	Philadelphia Metr	84.46	1.7	3.04	0.05
Overnight	Pittsburgh	96.06	0.55	1.08	0.02
Two-Day	Pittsburgh	91.89	1.29	2.02	0.04
Three-Day	Pittsburgh	85.97	1.6	3	0.05
Overnight	South Jersey	95.21	0.61	1.1	0.02
Two-Day	South Jersey	90.96	1.4	2	0.04
Three-Day	South Jersey	83.43	1.79	3.06	0.05
Overnight	Chicago	94.07	0.72	1.12	0.02
Two-Day	Chicago	89.52	1.47	1.7	0.05
ree-Day	Chicago	84.74	1.75	2.96	0.05

Response to DBP/USPS-5

able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central Illinois	95.73	0.71	1.08	0.01
Two-Day	Central Illinois	91.68	1.34	1.83	0.06
Three-Day	Central Illinois	85.69	1.68	2.99	0.06
Overnight	Detroit	94.83	0.97	1.11	0.03
Two-Day	Detroit	91.21	1.41	1.95	0.06
Three-Day	Detroit	89.51	1.48	2.88	0.05
Overnight	Greater Indiana	94.84	1.09	1.09	0.02
Two-Day	Greater Indiana	87.65	1.57	2.09	0.04
Three-Day	Greater Indiana	83.85	1.77	2.95	0.05
Overnight	Greater Michigan	95.48	0.78	1.08	0.02
vo-Day	Greater Michigan	90.93	1.36	1.94	0.04
hree-Day	Greater Michigan	84.43	1.72	3.01	0.05
Overnight	Gateway	93.17	1.13	1.14	0.03
Two-Day	Gateway	89.17	1.53	2.09	0.06
Three-Day	Gateway	85.02	1.67	2.93	0.05
Overnight	Lakeland	95.55	0.68	1.09	0.02
Two-Day	Lakeland	88.51	1.63	2.04	0.04
Three-Day	Lakeland	84.08	1.77	3.02	0.05
Overnight	Northern Illinois	94.92	0.61	1.11	0.02
Two-Day	Northern Illinois	91.23	1.36	1.8	0.04
Three-Day	Northern Illinois	85.84	1.69	3.02	0.06
Overnight	Royal Oak	93.69	0.81	1.14	0.02
Two-Day	Royal Oak	87.89	1.56	1.92	0.05
Three-Day	Royal Oak	85.55	1.69	2.97	0.05
Overnight	Caribbean	93.79	2.03	1.12	0.04
ree-Day	Caribbean	46.3	3.23	4.18	0.14

Response to DBP/USPS-5

ıble 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Central New Jersı	94.91	0.58	1.1	0.02
Two-Day	Central New Jersı	91.02	1.39	2.03	0.04
Three-Day	Central New Jersi	88.67	1.53	2.94	0.05
Overnight	Long Island	94.48	0.96	1.11	0.02
Two-Day	Long Island	89.96	1.46	2.03	0.04
Three-Day	Long Island	85.02	1.68	3.06	0.05
Overnight	Northern New Jer	94.96	0.83	1.1	0.02
Two-Day	Northern New Jer	89.76	1.43	2.06	0.04
Three-Day	Northern New Jer	84.72	1.72	3.02	0.05
Overnight	New York	93.6	0.85	1.14	0.02
vo-Day	New York	87.72	1.59	2.08	0.04
. nree-Day	New York	83.94	1.76	3.04	0.05
Overnight	Triboro	95.16	0.57	1.09	0.02
Two-Day	Triboro	91.13	1.45	2.03	0.04
Three-Day	Triboro	85.72	1.7	3.05	0.06
Overnight	Westchester	95.48	0.61	1.09	0.02
Two-Day	Westchester	91.9	1.29	2.02	0.04
Three-Day	Westchester	87.28	1.57	3.01	0.05
Overnight	Albany	95.88	0.7	1.08	0.02
Two-Day	Albany	90.86	1.38	2.04	0.04
Three-Day	Albany	76.13	1.99	3.29	0.07
Overnight	Boston	94.52	0.76	1.11	0.02
Two-Day	Boston	91.28	1.35	2	0.04
Three-Day	Boston	83.02	1.81	3.07	0.05
Overnight	Connecticut	95.51	0.58	1.09	0.02
/o-Day	Connecticut	91.7	1.39	2.05	0.04

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ıble 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Connecticut	82.37	1.86	3.11	0.05
Overnight	Maine	93.89	0.93	1.11	0.02
Two-Day	Maine	86.98	1.61	2.13	0.04
Three-Day	Maine	80.66	1.82	3.09	0.05
Overnight	Massachusetts	94.11	0.79	1.12	0.02
Two-Day	Massachusetts	89.45	1.43	2.05	0.04
Three-Day	Massachusetts	79.53	1.9	3.12	0.05
Overnight	New Hampshire/V	94.4	1.1	1.1	0.03
Two-Day	New Hampshire/V	89.85	1.46	2.05	0.04
Three-Day	New Hampshire/V	78.56	1.94	3.13	0.05
·ernight	Southeast New E	94.35	0.74	1.1	0.02
wo-Day	Southeast New E	89.52	1.54	2.08	0.05
Three-Day	Southeast New E	81.35	1.85	3.15	0.05
Overnight	Western New Yor	95.5	0.7	1.09	0.02
Two-Day	Western New Yor	90.94	1.39	2.05	0.04
Three-Day	Western New Yor	84.36	1.74	3.05	0.06
Overnight	Honolulu	95.08	0.72	1.09	0.02
Three-Day	Honolulu	59.24	2.24	3.49	0.07
Overnight	Los Angeles	94.67	0.63	1.11	0.02
Two-Day	Los Angeles	91.98	1.3	1.97	0.05
Three-Day	Los Angeles	84.13	1.76	2.85	0.06
Overnight	Nevada-Sierra	95.57	1.03	1.07	0.02
Two-Day	Nevada-Sierra	90.33	1.48	2.02	0.04
Three-Day	Nevada-Sierra	86.1	1.64	2.83	0.05
^vernight	Bay-Valley	96.21	0.54	1.09	0.02
·o-Day	Bay-Valley	91.68	1.38	1.92	0.04

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'able 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Three-Day	Bay-Valley	83.24	1.75	2.9	0.06
Overnight	Arizona	95.14	0.61	1.08	0.01
Two-Day	Arizona	92.96	1.26	1.91	0.03
Three-Day	Arizona	85.24	1.67	3	0.05
Overnight	Sacramento	95.76	0.58	1.08	0.01
Two-Day	Sacramento	93.88	1.15	1.97	0.03
Three-Day	Sacramento	78.6	1.93	3.13	0.06
Overnight	San Diego	95.35	0.88	1.08	0.02
Two-Day	San Diego	94.37	1.15	1.85	0.05
Three-Day	San Diego	83.84	1.77	3.01	0.07
'ernight	San Francisco	95.98	0.55	1.08	0.02
wo-Day	San Francisco	93.11	1.27	1.97	0.04
Three-Day	San Francisco	83.55	1.79	2.99	0.05
Overnight	Santa Ana	95.03	0.65	1.09	0.02
Two-Day	Santa Ana	93.49	1.18	2.01	0.04
Three-Day	Santa Ana	78.81	1.92	3.07	0.06
Overnight	Van Nuys	95.6	0.59	1.09	0.02
Two-Day	Van Nuys	93.44	1.2	1.85	0.04
Three-Day	Van Nuys	79.22	1.93	3.04	0.09
Overnight	Alabama	95.8	0.64	1.07	0.02
Two-Day	Alabama	88.99	1.47	2.06	0.04
Three-Day	Alabama	85.26	1.69	3.08	0.05
Overnight	Atlanta	93.26	1.34	1.14	0.02
Two-Day	Atlanta	79.11	1.91	2.23	0.05
Three-Day	Atlanta	82.64	1.82	3.08	0.05
ernight	Central Florida	93.35	1.13	1.12	0.02

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Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Two-Day	Central Florida	87.52	1.68	2.08	0.04
Three-Day	Central Florida	82.22	1.87	3.01	0.06
Overnight	Mississippi	95.93	0.94	1.08	0.02
Two-Day	Mississippi	88.9	1.46	2	0.05
Three-Day	Mississippi	86.56	1.57	2.97	0.06
Overnight	North Florida	94.32	0.87	1.11	0.02
Two-Day	North Florida	87.69	1.59	2.13	0.05
Three-Day	North Florida	81.12	1.87	3.18	0.07
Overnight	South Florida	94.39	1.04	1.11	0.03
Two-Day	South Florida	91.23	1.41	2.01	0.05
Three-Day	South Florida	73.49	2.11	3.18	0.06
Overnight	South Georgia	95.46	0.65	1.09	0.02
Two-Day	South Georgia	88.81	1.49	2.03	0.05
Three-Day	South Georgia	86.48	1.62	2.94	0.06
Overnight	Suncoast	94.48	0.71	1.12	0.02
Two-Day	Suncoast	89.31	1.54	2.09	0.04
Three-Day	Suncoast	82.8	1.82	3.06	0.05
Overnight	Tennessee	95.7	0.57	1.09	0.02
Two-Day	Tennessee	87.14	1.65	2.12	0.05
Three-Day	Tennessee	85.99	1.65	2.91	0.06
Overnight	Albuquerque	94.17	0.73	1.1	0.02
Two-Day	Albuquerque	84.75	1.84	2.14	0.05
Three-Day	Albuquerque	78.06	1.95	3.13	0.06
Overnight	Arkansas	95.07	1.05	1.1	0.02
Two-Day	Arkansas	87.19	1.6	2.09	0.05
Three-Day	Arkansas	79.91	1.91	3.13	0.07

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Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dallas	95.13	0.59	1.09	0.02
Two-Day	Dallas	91.01	1.36	1.99	0.03
Three-Day	Dallas	82.99	1.74	2.96	0.06
Overnight	Fort Worth	94.32	0.7	1.11	0.02
Two-Day	Fort Worth	90.09	1.4	1.99	0.04
Three-Day	Fort Worth	76.29	2	3.2	0.06
Overnight	Houston	94.45	1.31	1.11	0.02
Two-Day	Houston	94.59	1.09	1.94	0.03
Three-Day	Houston	85.63	1.64	2.81	0.06
Overnight	Louisiana	94.42	0.71	1.11	0.02
Two-Day	Louisiana	87.87	1.58	2.03	0.05
Three-Day	Louisiana	84.8	1.71	2.96	0.05
Overnight	Oklahoma	94.54	0.66	1.1	0.02
Two-Day	Oklahoma	89.46	1.46	2.06	0.04
Three-Day	Oklahoma	81.53	1.82	3.07	0.06
Overnight	Rio Grande	95.92	0.54	1.07	0.01
Two-Day	Rio Grande	91.72	1.27	1.91	0.03
Three-Day	Rio Grande	84.58	1.68	2.87	0.06
Two-Day	Alaska	96.81	1.62	1.23	0.04
Three-Day	Alaska	64.42	2.17	3.49	0.07
Overnight	Big Sky	97.1	0.52	1.05	0.01
Two-Day	Big Sky	93.82	1.41	1.69	0.04
Three-Day	Big Sky	83.72	1.75	2.77	0.06
Overnight	Central Plains	96.58	0.73	1.06	0.02
Two-Day	Central Plains	90.26	1.39	2.06	0.04
Three-Day	Central Plains	83.15	1.78	2.99	0.05

Response to DBP/USPS-5

Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Dakotas	96.77	0.51	1.05	0.01
Two-Day	Dakotas	93.91	1.2	1.99	0.04
Three-Day	Dakotas	78.85	1.87	3.03	0.06
Overnight	Colorado/Wyomin	96.85	0.68	1.07	0.02
Two-Day	Colorado/Wyomin	92.81	1.26	1.79	0.04
Three-Day	Colorado/Wyomin	84.6	1.71	2.79	0.05
Overnight	Hawkeye	95.75	0.82	1.08	0.02
Two-Day	Hawkeye	88.43	1.5	2.09	0.05
Three-Day	Hawkeye	78.61	1.89	3.1	0.06
Overnight	Mid-America	95.01	0.62	1.1	0.02
Two-Day	Mid-America	90.54	1.44	2	0.03
Three-Day	Mid-America	87.21	1.6	2.81	0.05
Overnight	Northland	96.45	0.54	1.07	0.02
Two-Day	Northland	90.5	1.5	1.96	0.04
Three-Day	Northland	82.43	1.8	3.07	0.05
Overnight	Portland	96.03	0.57	1.07	0.01
Two-Day	Portland	93.49	1.34	1.92	0.06
Three-Day	Portland	84.28	1.66	2.63	0.06
Overnight	Salt Lake City	96.13	0.54	1.09	0.02
Two-Day	Salt Lake City	93.13	1.54	2.01	0.05
Three-Day	Salt Lake City	86.68	1.55	2.73	0.05
Overnight	Seattle	96.25	0.55	1.08	0.02
Two-Day	Seattle	95.28	1.03	1.97	0.04
Three-Day	Seattle	85.97	1.65	2.82	0.05
Overnight	Spokane	97.07	0.8	1.05	0.02
Two-Day	Spokane	93.31	1.31	1.97	0.04
Three-Day	Spokane	82.16	1.76	2.81	0.06

Response to DBP/USPS-5

Table 4: EXFC On-Time Service Performance by Performance Cluster, Quarter 2 FY 2005

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Nation	95.09	0.1	1.1	0
Two-Day	Nation	89.77	0.21	2.01	0.01
Three-Day	Nation	83.17	0.27	2.99	0.01

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-6 With respect to the delivery standards / commitments for First-Class Mail, I am interested in obtaining the criteria that are utilized to determine whether a given path will be committed for overnight, 2-day, or 3-day delivery. [a] Confirm that for any given ZIP Code pair [other than the military ZIP Codes] will be committed for delivery in three days or less. [b] Provide copies of any directives and guidelines that are utilized to determine those areas that fall into any or all of those three categories. [c] Provide the guidelines that are utilized to determine those offices that will be included in the area to receive overnight service. [d] Is tne minimum area that is overnight an entire 3-digit ZIP Code prefix, namely, if A to B is overnight then it is also overnight to all facilities with the same 3-digit ZIP Code prefix as B? [e] If A to B is overnight, then will all offices that are served by the P&DC/P&DF serving B be overnight from A? [f] Must overnight service be reciprocal, namely if A to B is overnight, then B to A will also be overnight. [g] Provide the guidelines that are utilized to determine those offices that will be included in the area to receive 2-day service. [h] Is the minimum area that is 2-day an entire 3-digit ZIP Code prefix, namely, if A to B is 2-day then it is also 2-day to all facilities with the same 3-digit ZIP Code prefix as B? [i] If A to B is 2-day, then will all offices that are served by the P&DC/P&DF serving B be 2-day from A? [j] If A to B is 2-day, then will all offices that are served by the ADC serving B be 2-day from A? [k] Must 2-day service be reciprocal, namely if A to B is 2-day, then B to A will also be 2-day. [l] Must all offices within a given state be overnight or 2-day from anywhere within the same state? [m] Must all adjacent ZIP Code areas be either overnight or 2-day service? In other words, any two neighbors may not have 3-day service between them. [n] Is the minimum area that is 3-day an entire 3-digit ZIP Code prefix, namely, if A to B is 2-day then it is also 3-day to all facilities with the same 3-digit ZIP Code prefix as B? [o] If A to B is 3-day, then will all offices that are served by the P&DC/P&DF serving B be 3-day from A? [p] If A to B is 3-day, then will all offices that are served by the ADC serving B be 3-day from A? [q] Must 3-day service be reciprocal, namely if A to B is 3-day, then B to A will also be 3-day. [r] Please indicate the guidelines that were utilized in Docket N89-1 along with any changes that have been implemented since then. In these guidelines, also indicate the minimum percentages of a facility's mail that would mandate a higher level of service. [s] Please discuss, explain, and provide appropriate data of any of the sub-parts d through q above that you are not able to provide an unqualified yes response.

RESPONSE:

(a) Confirmed.

(b) Please refer to PRC Op. N89-1, at Table I-1; Docket No. N89-1, USPS-T-2 at 6-7 and App. A at 7-8; Docket No. C2001-3 Gannon Declaration at ¶22 .(July 30, 2001)

(c) See response to subpart (b).

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

Response to DBP/USPS-6 continued:

(d) Yes.

(e) Yes.

(f) No.

(g) See response to subpart (b).

(h) Yes.

(i) Yes.

(j) Yes.

(k) No.

(l) No.

(m) No.

(n) Yes.

(o) Yes.

(p) Yes.

(q) No.

(r) See the material cited in response to part (b), as well as page 16 of the Appendix referenced therein. There is no volume minimum that mandates a higher service standard.

(s) Review the materials referenced in subparts (b) and (r).

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-7.

[a] Confirm in general that air transportation will be more costly than surface transportation.
[b] Confirm in general that air transportation will provide more expeditious service than surface transportation.
[c] If not, explain.
[d] Is air transportation utilized in all instances where it would advance the delivery time for First-Class Mail by one or two days over that which may be obtained by utilizing surface transportation in whole or in part?
[e] If not, why not and explain how the handling of this mail could be considered to be handled expeditiously.
[f] Provide copies of any regulations, directives, or memoranda issued at Area or above level which specify when to utilize air transportation service.
[g] Provide copies of any press releases, directives, or other memoranda which were issued at the Headquarters level to indicate the level of service that would be provided to First-Class Mail at the time that Air Mail was eliminated as a separate domestic service some twenty years ago.
[h] Does the level to which air transportation is utilized today match the level that was stated when Air Mail was eliminated as a separate service?
[i] If not, explain how and why it does not.

RESPONSE:

[a] Yes, in general, air transportation will be more costly than surface transportation.

[b] No, that statement is not uniformly correct. Please see the response to Docket No. C2001-3, DBP/USPS-27(c).

(c)-(i) Objections filed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-8

In regard to the Service Commitments / performance goals for First-Class Mail:

[a] Do the delivery standards apply to all types of First-Class Mail regardless of whether it is a letter, card, parcel, flat, or other shape or type?
[b] Do the delivery standards apply regardless of the method by which the article is addressed such as printed vs. handwritten?
[c] Do the delivery standards apply regardless of whether the article has no ZIP Code or a 5- or 9- digit ZIP Code?
[d] Do the delivery standards apply regardless of whether or not the article contains a 5-9-, or 11-digit barcode applied by the mailer?
[e] Do the delivery standards apply regardless of any other services that are utilized such as Certified Mail, Registered Mail, COD, Insured Mail?
[f] Do the delivery standards apply whether or not the postage is paid by stamps which require cancellation or by some other means, such as a postage meter, which does not require cancellation.
[g] Are the EXFC results broken out by any sub-scores for different characteristics of mail as noted in subparts a through f above? If so, provide results for the most recent period.
[h] Elaborate and explain any negative answers.

RESPONSE:

[a]-[f]. Affirmative.

[g] To a degree. Data forthcoming.

[h] N/A

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-8. In regard to the Service Commitments / performance goals for First-Class Mail, [a] do the delivery standards apply to all types of First-Class Mail regardless of whether it is a letter, card, parcel, flat, or other shape or type? [b] Do the delivery standards apply regardless of the method by which the article is addressed such as printed vs. handwritten? [c] Do the delivery standards apply regardless of whether the article has no ZIP Code or a 5- or 9-digit ZIP Code? [d] Do the delivery standards apply regardless of whether or not the article contains a 5-, 9-, or 11-digit barcode applied by the mailer? [e] Do the delivery standards apply regardless of any other services that are utilized such as Certified Mail, Registered Mail, COD, Insured Mail? [f] Do the delivery standards apply whether or not the postage is paid by stamps which require cancellation or by some other means, such as a postage meter, which does not require cancellation. [g] Are the EXFC results broken out by any sub-scores for different characteristics of mail as noted in subparts a through f above? If so, provide results for the most recent period. [h] Elaborate and explain any negative answers.

RESPONSE:

[g] EXFC subscores are available by shape for individual mailpiece designs as listed in the chart below; however, these scores are not aggregated by shape. The CDLTR designation is used for a particular mail piece design that can be fabricated as either a postcard or a letter on which appropriate postage is paid).

EXFC subscores are not available for the categories listed below. Therefore, no results on these bases exist.

- Method of addressing (printed or handwritten)
- Presence of a ZIP Code (none, 5-digit, or 9-digit)
- Presence of a mailer-applied ZIP Code (5-digit, 9-digit, or 11-digit)
- Use of additional services (Certified Mail, Registered Mail, COD, or Insured Mail.)
- Method of postage payment (stamp or postage meter)

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

RESPONSE to DBP/USPS-8(g) continued:

EXFC Scores by Shape
Quarter 2 FY 2005

		Service Standard Percent on Time		
Mail Piece	**Shape**	**Overnight**	**Two-Day**	**Three-Day**
A	CARD	91.58	85.11	80.31
B	CARD	89.13	80.86	79.47
C	CDLTR	95.21	89.77	85.18
D	FLAT	89.38	79.55	70.08
E	FLAT	88.78	79.02	69.43
F	LTR	94.03	89.08	83.20
G	LTR	96.32	92.20	86.26
H	LTR	96.17	90.99	85.16
I	LTR	93.66	88.78	82.71
J	LTR	96.79	92.26	85.71
K	LTR	95.47	90.71	85.08
L	LTR	95.26	88.92	82.66
M	LTR	94.61	93.41	85.19
N	LTR	96.15	91.61	84.85
O	LTR	95.69	91.00	83.64
P	LTR	95.55	90.88	83.99
Q	LTR	94.19	88.98	82.55
R	LTR	96.62	92.33	85.57
S	LTR	94.93	93.14	87.13

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-9

[a] Is mail addressed to a government agency in Washington DC [ZIP Codes 202 through 205] included in the EXFC results for Washington DC?
[b] If not, why not?
[c] Have any studies been completed in the past three years to evaluate the delivery service to these agencies? If yes, please provide copies. If not, why not?
[d] What special methods, if any, are utilized to process mail to these agencies?
[e] Is the Postmaster at Washington responsible for the delivery of mail to these agencies? If not, please provide the name, title, and address of the responsible individual.

RESPONSE:

[a]-[b] No, because IBM, the firm that administers EXFC for the Postal Service, does not have arrangements with Federal agencies to utilize their employees to serve as test mail piece recipients and reporters.

[c] No studies have been completed because no studies have been undertaken.

[d]-[e] Objections filed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-10 [a] Does the USPS have a requirement that all mail which is placed into the system on a given day will be postmarked that day and will be processed that same day? [b] Does the USPS have a requirement that all mail turned in over a service window that is open to the public will be postmarked that day and will be processed that same day? [c] Does the USPS have a requirement that all mail turned into a city delivery, rural, or HCR carrier or which is collected by a carrier will be postmarked that day and will be processed on that day? [d] Does this apply to all delivery dates including Saturday? [e] Explain and elaborate on any negative answers.

RESPONSE:

a. No, see b. below.

b. No. The Postal Service offers retail window services on Sundays in some cities that do not process outgoing First-Class Mail on most Sundays.

c. Although the Postal Service would normally seek to conform its operations to this objective to the extent possible, no such requirement has been identified.

d. Yes.

e. See above.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-11 [a] Confirm, or explain and discuss if you are not able to confirm, that the EXFC program has accomplished the following three results, [1] It has allowed the Postal Service to find the root causes for many of the items which delay the mail and correct them so as to improve the service. [2] It has caused the Postal Service to engage in a high cost system for error correction. For example, before EXFC was in place, a post office receiving a quantity of mail for another office in error, just sent the mail back to the P&DC for delivery on the following day. Now the mail will be specially brought over to the other office so that it can be delivered on the scheduled day. and [3] It has caused post offices to come up with creative methods of manipulating the EXFC score such as a post office making collections before 5 PM at box locations that are mandated to be collected at 5 PM or later so as to achieve a better mail arrival profile at the P&DC and therefore improve the likelihood of a higher EXFC score. [b] Provide and explain any other benefits of the EXFC program. [c] Please discuss the extent to which a customer's mail service in an EXFC area will be different than that which would be received by a customer in a non-EXFC area.

RESPONSE:

[a1] EXFC is an observation of service as performed. It is not a true root cause analysis tool. It provides Postal officials results that enable them to apply review methodology to processes over the entire scope of Postal activities.

[a2] The question incorrectly presupposes only one mode of error correction before EXFC was inaugurated and only a different mode of error correction thereafter. While no quantification is available, both methods described in the question have commonly been employed throughout the postal system before and after EXFC, in and out of EXFC zones. The basis for the conclusion regarding costs is unclear from the question, making a response impossible.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

Response to DBP/USPS-11 continued:

[a3] Putting aside the pejorative characterization embedded in the question, the Postal Service cannot state categorically that no employee has ever engaged in the conduct described, but there is no indication from the question that this is a widespread phenomenon, either before or after the inauguration of EXFC.

[b] EXFC provides an independent, external and unbiased source of overall performance information.

[c] No difference should be expected. EXFC is not a system-wide measurement system but it is representative of First-Class Mail performance.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-13

[a] Confirm, or explain and discuss if you are not able to confirm, that EXFC is a measurement for First-Class Mail only. [b] Confirm, or explain and discuss if you are not able to confirm, that all EXFC test mail is prepaid at the single piece rate and is deposited in collection boxes. [c] Confirm, or explain and discuss if you are not able to confirm, that EXFC pieces are not sent by any of the presorted / automation rates. [d] Provide the results of any studies that have been made showing the extent to which the delivery times of presorted/automation rate First-Class Mail is achieved. [e] Provide the results of any studies that have been made which would allow the EXFC results to serve as a proxy for the automated / presorted mail. [f] Does the EXFC program check all types of First-Class Mail / by shape such as letter, flat, SPR etc., / by method of addressing such as printed, typewritten, or hand written / by method of postage prepayment such as stamped or metered? [g] What percentage of the country's total mail volume [of EXFC type of mail] is tested by the EXFC program? [h] Does the EXFC program make an effort to sample the origin-destination pairs, shape, method of addressing, and method of postage prepayment in proportion to the volume that exists within the entire universe? If not, why not. If so, provide copies of any study. If necessary, separate and discuss each separate criteria. [i] In the event that a post office wishes to eliminate collection from a collection box on a particular date and time, such as might occur on a holiday or a day surrounding a holiday, are they able to notify the EXFC contractor in advance so that they will not deposit EXFC mail for that omitted collection time [even though the box is posted with that time]? [j] If the response to subpart i is yes, please provide a listing of all instances in which this was done in the past year.

RESPONSE:

[a] EXFC stands for "External First Class" as this is what it measures.

[b] It is prepaid at single piece rates and is deposited in collection receptacles.

[c] EXFC test pieces are not sent at presort/automation rates.

[d] The Postal Service has not conducted or commissioned such a study.

[e] See the response to [d].

[f] EXFC tests mail pieces with the following characteristics: letters, flats, printed

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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Response to DBP/USPS-13 continued:

addressing, typewritten addressing, handwritten addressing, stamped and metered.

[g] EXFC areas represent 90 percent of First-Class Mail volume on origination and 80 percent on destination.

[h] No, because the goal has never been to study every aspect of the First-Class Mail universe.

[i] Yes, under controlled conditions a post office may eliminate collection from a collection box for a particular date and time. Notification is provided to the EXFC contractor to prevent the induction of EXFC mail.

[j] Mardi Gras, New Orleans

Mardi Gras, Mobile

Montgomery Jubilee

Crawfish Festival (LA)

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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DBP/USPS-14
With respect to the EXFC Program, [a] please advise the ZIP Codes that have been added or subtracted since the last rate case.

RESPONSE:

ZIPs are included at the 3-Digit level. There have been no changes since Q4 FY 2000.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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DBP/USPS-15

[a] In those post offices that have City Delivery service, is it required to deliver mail six days a week [Monday through Saturday except legal holidays] at the following types of addresses: [1] City Delivery Route [2] Post Office Box [3] General Delivery [4] Rural Route [5] Highway Contract Route? Provide a regulatory reference which permits any negative responses.

[b] Provide a similar response for post offices that do not have City Delivery service [Except, no response is needed for City Delivery routes]. Provide a regulatory reference which permits any negative responses.

[c] If exceptions may be made to the level of service, advise the level of management required for approval.

RESPONSE:

[a-c] Generally, six days a week delivery is provided for all categories.

1) City Delivery Routes - There are seasonal city delivery routes and situations where business customers may be closed on Saturdays and have requested no delivery for that day. It is conceivable that in high density business districts, there may be five-day service, based on these customers' service requirements. Delivery frequencies are subject to Area Manager approval.

2) PO Boxes - Delivery is generally provided when the post office is open and the post office box area is accessible to customers. The District Manager can delegate authority for the level of service. Postmasters may have some limited authority as well.

3) General Delivery - Generally available when the post office lobby is open. The District Manager can delegate authority for the level of service. Postmasters may have some limited authority as well.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

Response to DBP/USPS-15, page 2 of 2:

4) Rural routes - Again, there are seasonal rural routes (POM 651.3) and instances of less than six days a week delivery (POM 651.4). The District Manager can delegate authority for the level of service. Postmasters may have some limited authority as well.

5) Highway Contract Route - There are instances of less than six days a week delivery. The Distribution Networks Manager can make these approvals (POM 662.2).

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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DBP/USPS-16

[a] Confirm that Insured Mail does not receive any special security from the time that the mail is accepted until it arrives at the delivery office, namely, it is transported in a similar manner to the same type of mail without insurance.

[b] Confirm that mail insured for $50 or less does not receive any special security at the delivery office.

[c] Confirm that it will not be possible to determine, with absolute certainty, the amount of insurance that has been purchased [any value from $50.01 to $5000] by examination of the article. [d] Explain and discuss any subparts you are not able to confirm.

RESPONSE:

[a] Confirmed.

[b] Confirmed.

[c-d] Not confirmed. If examination of the article includes weighing the mailpiece, the postage can be subtracted from the total amount paid to arrive at the fee paid. Knowledge of the fee paid for insurance would give you the value level for which the package was insured.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-21

May Express Mail [Next Day and Second Day Service] be mailed at all postal facilities within all of the ZIP Codes listed on pages 11-34 through 11-36 of the 2004 National Five-Digit ZIP Code and Post Office Directory, other than the three specific ranges shown as military - main offices, stations, branches, rural carriers, and other points at which other classes of mail may be tendered - during their normal office hours? If not, provide any exceptions either by category or by specific office[s].

RESPONSE:

Yes.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-22

May Express Mail [Next Day and Second Day Service] be addressed to all valid addresses within all of the ZIP Codes listed on pages 11-34 through 11-36 of the 2004 National Five-Digit ZIP Code and Post Office Directory, other than the three specific ranges shown as military? If not, provide any exceptions either by category or by specific office[s].

RESPONSE

Yes.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-23

[a] For each of the past five years, what were the total revenue and expenses for International Mail?
[b] For each of the past five years, what were the total revenue and expenses for the sale of Phone Cards and Money Cards?
[c] For each of the past five years, what were the total revenue and expenses for the sale of the various items of merchandise?

RESPONSE:

[a] Revenue and expense information regarding International Mail can be found directly in the Cost and Revenue Analysis Reports filed annually by the Postal Service, and available on the Commission's website.

[b-c] While both revenue and expense figures can be associated with Phone Cards and retail products, this is not so with respect to what the question refers to as Money Cards. The Liberty Cash program, as it was called, was simply a means to store cash value on a card to be applied to future postal purchases. Hence, there was no revenue, per se, associated with this program, which has been terminated. The figures below are ($000), and pertain to the respective fiscal years.

	2000	2001	2002	2003	2004
FirstClass Phone Cards					
Revenue	13,826	11,989	9,314	5,099	8,101
Expenses	8,593	7,654	5,503	1,046	1,215
Liberty Cash					
Expenses	440	289	317	220	6

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Response to DBP/USPS-23, page 2 of 2:

	2000	2001	2002	2003	2004
Retail Products					
Revenue	28,304	17,627	83,588	92,292	105,985
Expenses	22,700	12,582	45,926	54,643	83,468

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-24. With respect to Philatelic Products:

[a] For each of the past ten years, what were the total revenue and expenses amounts related to it?
[b] With respect to revenue amounts, what methods are utilized to determine the division of stamp sales between those that will be utilized to pay for mailing as opposed to those will not be utilized?
[c] What are the goals of the Postal Service with respect to the profit levels to be achieved from the sale of Philatelic Products?

RESPONSE:

[a] Philatelic programs include the sale of stamps to collectors and the sale of other philatelic products. Postal Service accounting reports do not provide sufficient information to precisely determine the revenues and expenses that result from philatelic programs. For example, revenue from sale of stamps is not separated in accounting records between the amount that is used for postage and the amount that is to be saved by collectors. Also, printing and window service labor costs related to philatelic stamp sales are not available from Postal Service accounting records and reports.

[b] Stamp Services uses a sampling system called the Household Tracking Index to estimate the number of stamps that are purchased within each household, and out of this total how many are used for postage or saved by collectors. Each quarter, a self-administered questionnaire is mailed to a total of 10,000-l 5,000 households. Selected households are provided with visual replications of stamp issues, and asked specifically how many of each stamp issue they have retained

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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Response to DBP/USPS-24, page 2 of 2:

or might retain for non-mailing purposes. On average, 7,000-8,000 households complete and return the questionnaire. Also, a random-digit dialing phone survey is conducted, making approximately 1,000 calls per week. Respondents are asked about the number of stamps purchased, how many they might use for postage, and how many they might retain for non-mailing purposes.

[c] The Postal Service's goal with respect to philatelic programs is to generate as much net revenue as is practicable.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-25

With respect to the delivery of Post Office to Addressee Express Mail:

[a] Provide information on the percentage of articles that are delivered by the guaranteed delivery time. Provide records for the past year or more.
[b] Confirm that only the mailer [and not the addressee] may make a postage refund claim for delivery made after the guaranteed time.
[c] How many articles and what percentage are delivered later than the guaranteed time over the past year or more?
[d] How many claims have been filed for return of postage for late delivery for the same time period as utilized in Subpart [c]?
[e] Confirm that a mailer must take a specific action to determine that an Express Mail article was delivered late and that without this information will be unaware of the late delivery of the article.
[f] Explain any reasons why the percentage of refunds is less that the total number of articles delivered late.
[g] Please explain and discuss any subparts you are not able to confirm.

RESPONSE:

[a] In 2004, 95.6 percent of Post Office to Addressee Express Mail mailpieces were delivered by the guaranteed delivery time.

[b] Not confirmed. In most cases, presumably the mailer would be the person making a claim for a postage refund. However, if the addressee is in possession of the customer receipt for the mailpiece, this person may make the claim.

[c] 2,329,666 Post Office to Addressee Express Mail mailpieces (4.4 percent of the total Post Office to Addressee volume) were not delivered by the guaranteed time in 2004.

[d] This information is not available. Refund data are tracked by revenue, not by the number of claims.

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Response to DBP/USPS-25 Page 2 of 2:

[e] Not confirmed. If the addressee knew the guaranteed delivery time, the addressee could inform the mailer if the piece did not arrive by the time guaranteed to the mailer.

[f] Customers may choose not to apply for a refund because they are satisfied with the service they received, even if the mailpiece was not delivered by the guaranteed time. These customers may not be concerned about the precise delivery date and time and may have chosen Express Mail for other reasons, such as the impact on the sender, or for the insurance provided. Additionally, the customer may be satisfied that the article was delivered some time the next delivery day, even if not, for instance, by the guaranteed time of day. In the case of isolated destinations, customers mailing to such locations may likely be aware of the difficulty in reaching that location and may very well be satisfied with the fastest delivery available at a reasonable price or indeed at any price, even if it was not delivered within the guaranteed time.

[g] Explanations are included in above answers.

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DBP/USPS-26

[a] What percentage of postal facilities that have post office boxes provide access to their box section 24 hours a day?

[b] Confirm, or explain if you are unable to do so, that these facilities fall into both those that have an employee on duty at the facility and those that do not.

[c] *What percentage of the total number of post office boxes are accessible 24 hours a* day?

[d] Confirm that, as a minimum, the box section in a post office should be accessible to the public at all times that a postal employee is on duty at the facility [which in many cases will be greater than the normal hours of retail operation]. If you are unable to confirm, *please explain and discuss and provide specific information as to why it* cannot be accomplished.

[e] Provide information on the reasons which would allow a postal facility to permit access to the post office box section during times when there are no postal employees on duty in the facility.

[f] *Please provide copies of any directives or instructions that have been issued, if any,* regarding the guidelines for determining whether a box section can be open when no postal employee is on duty.

RESPONSE:

[a] The percentage of facilities whose post office boxes are available 24 hours a day is not known with any precision. However, it is thought that the number of facilities with 24 hour access to post office box sections is likely several thousand. As such, the actual percentage may approach or exceed 10 percent.

[b] It seems likely.

[c] The percentage of boxes that are available 24 hours a day is not known with any precision. However, it is thought that the percentage is higher than the number provided in response to part (a), because the offices with 24-hour access tend to be facilities with more post office boxes than average. Thus, the percentage of post office boxes for which there is 24-hour access may approach or exceed 20

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percent.

[d] Not confirmed. The presence of a single employee in a facility does not mean that the facility's security is necessarily sufficient to warrant opening a lobby. The Postal Operations Manual does express a preference that lobbies be open when a facility is staffed. POM § 126.44. However, the POM contains operative guidelines for postal operations as opposed to formal requirements. Moreover, with the need to conserve costs and staff hours, and often a lack of customer demand, a mandatory policy would be unwarranted.

[e-f] Decisions regarding when a facility is open are made by local postal officials in light of local conditions, particularly the security of individuals, the facility, and the mail. Local decisions regarding when unattended lobbies are open also vary over time as customer demand is balanced against the need for security and safety. See POM §§ 126.44 and 841.74, shown below.

126.44 Lobby Hours

> As a minimum, customers must have access to their Post Office boxes during all retail service counter hours. Normally, separate Post Office box lobbies should remain open when someone is on duty in the postal unit. At the postmaster's discretion, when no one is on duty, lobbies may remain open to allow customers access to Post Office boxes and self-service equipment, provided that customer safety, security provisions, and police protection are deemed adequate by the Inspection Service.

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Response to DBP/USPS-26, page 3 of 3:

841.74 Standards - Box Service

If postmasters find that safety and security provisions allow it and there is sufficient public demand, they may keep the box lobby open to the public 24 hours a day.

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DBP/USPS-27

[a] Confirm that both post cards and stamped cards may be mailed at the same 23-cent postage rate [proposed to be 24-cents].
[b] What is the average cost for acceptance, processing, and delivering a post card?
[c] What is the average cost for acceptance, processing, and delivering a stamped card?
[d] If separate data is not available, please explain why it is not collected.
[e] Provide the existing and proposed cost coverage for the entire First-Class Mail card subclass and for the single-piece First-Class Mail card rates.
[f] Confirm that, in general, the cost for handling post cards would be higher than for handling stamped cards.
[g] Confirm that the following characteristics would tend to indicate that stamped cards would have a lower cost than post cards: they are more uniform in size, they are more likely to be have a printed address, they normally utilize the entire front of the card for the address.
[h] Confirm that the following characteristics would tend to indicate that post cards would have a higher cost than stamped cards: they vary in size [between the authorized limits], they tend to have a glossy surface - both on the front and particularly on the reverse side, they are more likely to be hand addressed, and the left side of the card is normally utilized for a message rather than an address.
[i] Explain and discuss any subparts that you are not able to confirm.

RESPONSE:

[a] Confirmed

[b-c] The In-Office Cost System does not have separate cost data for these card types.

[d] Separate data are not collected because no need sufficient to warrant doing so has developed, and resources are devoted to collecting other data.

[e] See Exhibits USPS-27A and B.

[f] See the response to parts [b-c].

[g-h] The Postal Service does not have separate data for these card types that

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permit the statement of any conclusions regarding the degree or impact of any such cost tendencies.

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DBP/USPS-28

Most of the rates charged by the Postal Service are weight related. In order to mail the article it may be necessary to affix various labels or other material to the article as well as affix stamps to cover the cost. Please advise whether the following items are included in the weight of the article in determining the proper postage [for example, a Return Receipt card weighs approximately 0.12 ounces].

[a] If I affix one to a 0.95 ounce letter do I pay the one ounce rate because of the original weight of the letter of 0.95 ounces or am I required to now pay the two ounce rate because of the new total weight of 1.07 ounces?
[b The postage stamp or stamps that are affixed to pay the postage.
[c] A Certified Mail sticker. [d] A Delivery Confirmation sticker.
[e] An Insured Mail sticker.
[f] A Registered Mail sticker.
[g] An Express Mail address label.
[h] A C.O.D. Mail label.
[i] If your response to subparts c, d, e, g, and/or h is yes, am I permitted to remove the mailing receipt part prior to the weight being determined?

RESPONSE:

Whether or not the various labels and/or stamps are included in the weight of the article for purposes of determining postage depends upon the specific circumstances. If stamps and labels are already affixed to the article before weighing, they will be included in the weight of the article. If, however, the article is presented to the clerk before labels or stamps are affixed, the weight will not include the labels or stamps in determining the postage. Once an article is weighed by the clerk, labels or stamps affixed to the article by the clerk will not require a second weighing to determine postage.

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DBP/USPS-29

[a] Please confirm, or explain if you are unable to do so, that Express Mail rates used to be zoned rates based on the distance between the origin and destination.

[b] Please confirm, or explain if you are unable to do so, that the present Express Mail rates are unzoned and are the same regardless of the distance between the origin and destination.

[c] Please provide all of the reasons why the rate system was changed and level of significance for each of the reasons provided.

RESPONSE

[a] Confirmed.

[b] Confirmed.

[c] See PRC Op., R84-1, Vol. 1 at 588.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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DBP/USPS-30. Please provide copies of all publicity, instructions, posters, or other printed matter that indicates that a mailer using a Priority Mail flat-rate box could pay less postage if the mailing was placed in other than flat-rate box.

Response:

Each Flat Rate Box contains the following disclaimer:

This Priority Mail Flat Rate Box offers mailing convenience. Other Priority Mail options may cost less.

With this disclaimer appearing on the boxes, themselves, the Postal Service, at this time, is not aware of any other "publicity, instructions, posters, or other printed matter that indicates that a mailer using a Priority Mail flat-rate box could pay less postage if the mailing was placed in other than flat-rate box."

Please note that in the settlement agreement in Docket No. MC2004-2, the Postal Service agreed to the following:

> In the second year of the experiment, the Postal Service shall file, commencing with report number three, as defined below, a qualitative report on the methods used to inform the public about the Priority Mail flat-rate box and pound/zone rated Priority Mail alternatives. To the extent possible and practicable, the Postal Service will include in its report copies of any posters, rack labels, enclosures in Priority Mail boxes, internet information, Customer Mailing Guide information, retail signage, and other informational materials used to inform the public about the Priority Mail flat-rate box and pound/zone rated Priority Mail alternatives.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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DBP/USPS-31. [a] Please confirm, or explain if you are unable to do so, that the size limits for all classes of mail, other than package services which is 130 inches length plus girth, is 108 inches length plus girth. [b] For each of the classes which have a 108 inch limit, explain why the limit can not be raised above 108 inches and potentially to 130 inches.

RESPONSE:

(a) Not confirmed. The only type of mail having a size limit of 130 inches is Parcel Post.

Please refer to DMCS §§ 531 and 521.61.

(b) For all other subclasses of mail, either other limits apply or there is no demand.

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DBP/USPS-32 [a] Please confirm, or explain if you are unable to do so, that the Certified Mail Receipt PS Form 3800, Signature Confirmation Receipt PS Form 153, and Delivery Confirmation Receipt PS Form 152 will provide the same level of mailing receipt, if not a greater level of receipt since the article itself will be identified, that a Certificate of Mailing PS Form 3817 will provide. [b] Please confirm, or explain if you are unable to do so, that with the exception of Certified Mail which is limited to First-Class Mail, all four forms may be utilized on the same categories of mail [assume that if needed I insert a Styrofoam "peanut" in the envelope or package to ensure that the thickness will be 0.75 inches or greater].

RESPONSE:

[a] Not confirmed. The Certified Mail, Signature Confirmation, and Delivery Confirmation forms are not necessarily postmarked by a postal employee as a mailing receipt. Moreover, some customers may have a specific requirement to show evidence of mailing using Certificate of Mailing service.

[b] Not confirmed. Certified Mail, Delivery Confirmation, and Signature Confirmation services are not available on as many subclasses as Certificate of Mailing service. For example, Delivery Confirmation is not available for the First-Class Mail Cards subclass, and Signature Confirmation is not available for Standard Mail.

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DBP/USPS-33 [a] Please confirm, or explain if you are unable to do so, that when a mailer obtains a validated [with either the USPS datestamp and/or POS terminal validation] PS Form 3800, PS Form 153, PS Form 152, PS Form 3817, PS Form 3813/3813-P Insured Mail Receipt, or Label 11-B Express Mail at a Postal Service retail window, the mailer must actually turn over the mailpiece to the postal employee. [b] Please confirm, or explain if you are unable to do so, that the mailing receipt will show the date that the mailpiece was turned over to the Postal Service. [c] Please confirm, or explain if you are unable to do so, that, with the exception of PS Form 3813 [which shows the PO, State, and ZIP Code of the addressee], the receipts will show the name and address of the addressee. [d] May a mailer obtain a Postal Service dated PVI postage strip to attach to a mailpiece without actually turning over the mailpiece?

RESPONSE:
[a] Confirmed

[b] Confirmed, if by "mailing receipt" you are referring to the labels mentioned in part (a).

[c] Not confirmed. All of the labels, including PS Form 3813, have areas for the name and address of the addressee. The label will show the name and address of the addressee if the mailer fills them in.

[d] No.

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DBP/USPS-34 [a] Please confirm, or explain if you are unable to do so, that when a mailer utilizes an Automated Postal Center [APC] machine to mail Certified Mail, Delivery Confirmation Mail, Insured Mail, or Express Mail, the only "mailing receipt" that the mailer will receive will be the "credit card receipt". [b] Please confirm, or explain if you are unable to do so, that this mailer will be able to obtain this mailing receipt/credit card receipt whether they actually deposit the mailpiece in the mail or not. [c] Please confirm, or explain if you are unable to do so, that the mailing receipt/credit card receipt/postage stamp label will show the date of sale as opposed to the date the mailpiece was turned over to the Postal Service. [d] Please confirm, or explain if you are unable to do so, that the mailing receipt/credit card receipt will only show the ZIP Code of the addressee [the name, street address, city, and state of the addressee will not be shown].

RESPONSE:

[a] Confirmed, assuming that "credit card receipt" was intended to also include the receipt for transactions with debit cards.

[b] Confirmed.

[c] Confirmed.

[d] Confirmed.

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DBP/USPS-35. For each of the categories of mail that contain a barcode, please provide the scans, if any, that are made at the office of mailing when the mailpiece is [a] mailed at a retail window [b] mailed in the APC collection drop [c] mailed in a lobby drop [d] mailed in a collection box [e] mailed with a paid pick-up service [f] tendered to a city delivery, highway contract, or rural letter carrier. [g] Please confirm, or explain if you are unable to do so, that for any scans made beyond the office of mailing, the method of mailing will have no effect.

RESPONSE:

a. All barcodes on accountable mailpieces are scanned when the fee for the accountable mailpiece is paid at the retail window.

b. Express Mail mailed at an Automated Postal Center (APC), and mail for which insurance over $50 is purchased at the APC, are scanned at the office of mailing.

c-f. Express Mail articles mailed in lobby drops, in collection boxes, mailed with a paid pick-up service, or tendered to a city delivery, highway contract, or rural letter carrier, are scanned at the office of mailing.

g. The method of mailing does not influence any subsequent scans of the mailpiece.

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DBP/USPS-36. Does a parcel mailed at an APC and insured for $50 or less receive a barcode and 20-digit number which would require signature at the time of delivery?

RESPONSE:

The APC shipping labels for packages insured for $50 or less have "Insured" indicia and are not barcoded. A signature at delivery is not required.

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DBP/USPS-37. [a] Please confirm, or explain if you are unable to do so, that parcels mailed at an APC may not be sent by Media Mail, Library Mail, or Bound Printed Matter. [b] Please confirm, or explain if you are unable to do so, that this may result in a mailer eligible to utilize one of these three categories to pay a higher postage rate than would result by not utilizing the APC.

RESPONSE:

a. Confirmed. Media Mail, Bound Printed Matter and Library Mail are not currently offered at APCs.

b. Confirmed. The APCs were designed to accept the majority classes of domestic mail brought to the retail unit. Bound Printed Matter, Media Mail and Library Mail have content eligibility rules that are not easily presented or enforced at a self service.

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DBP/USPS-38. Please advise why the APC shows that the delivery standard for Parcel Post from Bergenfield NJ 07621 to Hyder AK 99923 is 35 days while the USPS Service Standards CDrom shows Standard Mail as only 10 days.

RESPONSE:

Official service standards for destinations outside of the contiguous forty-eight states do not exist. The 35 day estimated delivery time, not a service standard, displayed on the APC is based on the 3-5 week estimate used by the POS ONE system for destinations outside of the contiguous forty-eight states.

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DBP/USPS-39. [a] Please advise why the APC mailing receipt/credit card receipt for an Express Mail article does not show the time of mailing. [b] Please advise why the APC mailing receipt/credit card receipt for an Express Mail article does not show the scheduled date and time of delivery. [c] For Express Mail processed at an APC, will the time of mailing or the time that the article is logged in at the office of mailing determine the guaranteed delivery time? [d] Please confirm, or explain if you are unable to do so, that the APC computer screen will inform the mailer of the scheduled date and time of delivery.

RESPONSE:

a. The time of mailing is not included on any APC receipts.

b. The Express Mail service commitment is based on the physical acceptance of the article by the Postal Service rather than the time of the purchase.

c. For an Express Mail article processed at an APC, the time the article is scanned at the office of mailing determines the guaranteed delivery time.

d. Please see the answer to b.

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DBP/USPS-40. Please confirm, or explain if you are unable to do so, that when a mailer utilizes an Automated Postal Center [APC] machine to mail an article [assuming that it is over 16 ounces in weight] to which sufficient postage stamps to cover the required postage have already been affixed, the APC will "abort" the transaction and the mailer will be unable to mail the article.

RESPONSE:

Not confirmed. The APC queries whether or not postage is already affixed to the package and if the affixed postage is adequate for mailing the package the APC will not allow the customer to purchase additional postage. The APC does not abort the transaction; the APC asks the customer if they need additional services. The customer would not be prohibited from mailing the article.

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DBP/USPS-41 Please refer to your response to DBP/USPS-15 as it relates to delivery to post office boxes. In those offices that do not provide retail window services on a Saturday but do have post office boxes for mail delivery.
[a] Is it required that customers have access to their box at a time after which Saturday's incoming mail has been placed into the box?
[b] Is it required that post office box customers have the ability to pick up accountable mail and articles that are too large for the box on Saturdays?
[c] Does this requirement also apply to every Monday through Saturday that is not an official holiday such as might occur on Thanksgiving Friday, Christmas eve, New Years eve, etc.?
[d] Please explain any negative responses.

RESPONSE:

(a)-(d) At the postmaster's discretion, when no one is on duty, lobbies may remain open to allow customers access to Post Office boxes and self-service equipment, provided that customer safety, security provisions, and police protection are deemed adequate by the Inspection Service.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-42. Please refer to your response to DBP/USPS-16 subparts c and d.

(a) Is it permissible for a customer to mail an article and overpay the postage? For example, may I mail an article that requires $10.00 in postage and pay for it by affixing a $13.65 stamp?
(b) If not, why not?
(c) If so, please explain how it would be possible to determine, **with absolute certainty**, the amount of insurance that had been purchased.

RESPONSE:

(a) Yes.

(b) Not applicable.

(c) In the case of a package where postage was overpaid it would not be possible to determine with absolute certainty the amount of insurance that has been purchased unless the item was an unnumbered insurance item.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-43. Please refer to your response to DBP/USPS-25 subparts a and c.

(a) Please breakdown the 2,329,666 failures into those that were scheduled for overnight delivery vs. those scheduled for delivery on the second day. If an accurate breakdown is not available, please provide the best estimate.

(b) Please discuss the reasons that it is believed that 4.4% of the articles are not delivered on time and what steps are being taken to reduce that number.

RESPONSE:

(a) Of the 2,329,666 failures noted in FY 2004, Next Day accounted for 1,742,209 of the failures, while Second Day accounted for 587,457 of the failures.

(b) The reasons why any one particular Express Mail piece does not meet the delivery guarantee can vary; for example, a delay could be caused by inclement weather. The Postal Service continues to work with the airlines to improve transportation.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-44. Please refer to your response to DBP/USPS-25 subpart d.

(a) In a past rate case this information was provided. Please provide the best estimate.
(b) Please advise the total dollar amount of all refunds.
(c) Please advise the average postage paid on an Express Mail article.
(d) Please advise why dividing the two previous numbers would not provide a reasonable estimate as to the number of refunds that have been paid.

RESPONSE:

(a) Objection filed.

(b) Total Express Mail refunds for FY 2004 were $5,636,100.

(c) In FY 2004, the average postage paid on an Express Mail piece was $15.76.

(d) Because of the lack of data as to the number of postage refunds, one cannot say whether the suggested approach actually produces a figure that is reasonably accurate.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-45. Please refer to your response to DBP/USPS-28.

(a) How do you reconcile your response in light of DMM Section S915.1.4?

(b) Please advise why a similar provision does not apply to other accountable mail particularly Express Mail where the label weighs approximately 1/4 of an ounce and could result in an additional $4.40-$4.45 in postage for an Express Mail article that went over the 8-ounce weight limit due to the weight of the label.

RESPONSE:

(a) With respect to reconciliation with DMM Section 503.6.1.2, the replacement section for DMM Section S915.1.4, in most cases the weight of the return receipt is excluded from the weight used to determine postage. However, notwithstanding the DMM, if a customer presents a mailpiece with the return receipt already affixed in the appropriate area on the mailpiece, the postage will be paid on the weight of the mailpiece with the return receipt.

(b) Other accountable mail, including Express Mail, is treated the same way as return receipts. If the customer presents the mailpiece with the label(s) already affixed in the appropriate area on the mailpiece, the postage will be paid on the weight of the mailpiece with the labels.

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DBP/USPS-46

The increase in the Single-piece Nonmachinable Surcharge is proposed to be increased from 12¢ to 13¢. [a] Please provide a complete listing of the criteria which will require payment of this surcharge. Please provide the specific wording of each of the required criteria. [b] For each of the separate criteria shown in subpart a, please confirm that the reason for the payment of the surcharge is that the letter can not be processed in the automated system and therefore requires manual processing. [c] For each of the separate criteria shown in subpart a, indicate whether there have been any changes in the mail processing equipment which would allow the letter to be processed in the automated system without the need for manual processing and therefore allow for processing with payment of the surcharge.

RESPONSE:

[a] See Domestic Mail Manual.101.1.2 (June 9, 2005).

[b] Putting aside mail for which manual processing is specifically requested upon presentation and payment of the surcharge, that is the operational presumption underlying the surcharge.

[c] The basis for the surcharge has never been that all mail with a particular nonmachinable characteristic is incapable of being processed on automation. Mail meeting any one of the nonmachinable criteria has such a tendency to be nonmachinable that a surcharge is assessed to cover a portion of the costs associated with the presumptive manual processing of such mail.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-47 [a] Please confirm, or explain if you are unable to do so, that the Postal Service makes use of Registered Mail for its own internal use. [b] Please list the uses for Registered Mail that are made by the Postal Service for its own internal use. [c] Please provide a listing for the last five years of the number of internal USPS Registered Mail articles vs. the total Registered Mail volume. [d] Please discuss the effects that the internal USPS use of Registered Mail had on the cost studies that were made for this Docket for Registered Mail.

RESPONSE:

[a] Confirmed.

[b] The Postal Service uses Registered Mail to transport valuables, including, but not limited to stamp stock, cash, and financial instruments.

[c]

Registered Mail Volume - FY 2000 Through FY 2004

	2004	2003	2002	2001	2000
USPS Volume	12,301,552	12,455,228	12,337,644	12,960,538	13,842,288
Total Volume	17,310,147	17,942,377	18,614,406	20,783,476	22,069,314

Source: 2000 to 2004 Billing Determinants

[d] The internal USPS use of Registered Mail had no effect on the costs of Registered Mail presented in this docket. As in Docket Nos. R97-1, R2000-1, and R2001-1, the costs reported for Registered Mail exclude the costs associated with the Postal Service's use of this product.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-48 Please provide a spreadsheet for each of the past three years that shows the following data for Registered Mail:

[a] The declared value starting at the without insurance category, the $0.01 to $100.00 category, and each of the separate categories up to the $24,000.01 to $25,000.00 category.
[b] The number of pieces of mail in that category.
[c] The number of claims that were made for loss or damage in that category.
[d] The number of claims that were paid for loss or damage in that category.
[e] The total value of the claims that were paid in that category.
[f] Please discuss the differences between the numbers shown in subparts c and d above, namely, reasons why claims are made and not paid.

RESPONSE:

a-e. See the three tables at the end of this response. The number of claims, the number of claims paid, and the dollar amount paid for claims do not exactly match the numbers provided in response to DFC/USPS-23 because the response to this interrogatory is based on data relating to claims accepted in a fiscal year while the earlier response used data that tracked claims resolved in a fiscal year.

Also, the number of claims filed by value category is available for Fiscal Year 2004 only. The number of claims paid may exceed the number of claims filed for a category because the numbers of claims filed are based on the declared value of the item, while the numbers of claims paid are based on the amount paid for the claim. For items that are partial losses or partially damaged the amount paid would be less than the amount declared when the article was mailed.

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TO DAVID B. POPKIN INTERROGATORY

f. The reasons why claims are made and not paid vary. Please see DMM Section 609.4.3 for the situations in which indemnity is not paid for Registered Mail.

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TO DAVID B. POPKIN INTERROGATORY
Attachment to DBP/USPS-48[a-e], Page 1 of 3

FY 2004 Registered Mail Volume and Claims by Value Category

Value Up To ($)	Volume	Claims Filed	Claims Paid	Value of Claims
0	1,659,547	N/A	N/A	N/A
100	398,244	138	69	$82,332
500	506,413	202	140	$47,524
1,000	412,720	150	100	$77,440
2,000	527,119	165	97	$138,567
3,000	292,745	96	56	$142,502
4,000	168,698	47	25	$92,165
5,000	260,884	51	18	$71,831
6,000	127,123	16	10	$58,068
7,000	49,217	11	5	$32,579
8,000	50,380	14	5	$35,900
9,000	54,256	15	9	$57,370
10,000	62,602	19	10	$75,957
11,000	29,719	6	8	$73,786
12,000	31,972	9	4	$47,904
13,000	19,754	3	1	$13,001
14,000	11,381	5	3	$40,054
15,000	35,344	3	3	$45,008
16,000	9,707	2	1	$15,438
17,000	8,606	7	7	$114,844
18,000	19,771	9	5	$76,663
19,000	7,394	0	0	$0
20,000	61,474	4	1	$19,988
21,000	3,470	5	4	$82,138
22,000	8,349	0	0	$0
23,000	3,141	4	4	$90,373
24,000	9,907	3	1	$22,473
25,000	103,281	28	13	$296,506
TOTAL	4,933,219	1012	599	$1,850,411

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY
Attachment to DBP/USPS-48[a-e], Page 2 of 3

FY 2003 Registered Mail Volume and Claims
Data by Value Category

Value Up To ($)	Volume	Claims Paid	Value of Claims
0	1,754,784	N/A	N/A
100	402,504	59	$ 4,632
500	599,168	113	31,903
1,000	597,042	106	74,125
2,000	499,253	137	175,760
3,000	378,113	70	151,410
4,000	226,410	33	106,121
5,000	161,262	38	141,091
6,000	117,535	16	86,507
7,000	71,255	20	107,094
8,000	63,668	14	67,901
9,000	40,244	12	93,313
10,000	119,212	16	119,411
11,000	47,077	9	12,847
12,000	21,610	9	83,109
13,000	23,632	6	74,851
14,000	14,974	4	41,549
15,000	37,845	7	89,788
16,000	21,331	2	31,005
17,000	16,254	3	34,245
18,000	17,416	6	76,469
19,000	17,721	2	19,617
20,000	41,867	14	148,616
21,000	8,150	2	40,750
22,000	10,307	1	22,003
23,000	11,578	1	22,636
24,000	11,433	1	392
25,000	74,316	27	521,306
TOTAL	5,405,958	728	2,378,450

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY
Attachment to DBP/USPS-48[a-e], Page 3 of 3

FY 2002 Registered Mail Volume and Claims
Data by Value Category

Value Up To ($)	Volume	Claims Paid	Value of Claims
0	2,120,828	N/A	N/A
100	441,771	86	$ 6,248
500	820,183	187	61,686
1,000	639,778	217	148,550
2,000	579,208	235	318,390
3,000	367,304	114	259,498
4,000	167,679	77	248,064
5,000	176,382	63	219,420
6,000	144,714	34	174,571
7,000	93,906	25	157,154
8,000	69,255	20	129,508
9,000	45,702	19	114,136
10,000	89,637	39	293,534
11,000	43,996	9	97,516
12,000	33,205	14	137,495
13,000	43,834	13	126,834
14,000	26,739	6	83,370
15,000	42,730	15	185,189
16,000	19,192	3	31,357
17,000	10,050	5	45,859
18,000	18,030	5	71,390
19,000	18,145	3	56,143
20,000	31,673	14	216,938
21,000	6,910	2	39,959
22,000	18,884	5	108,751
23,000	10,027	4	90,824
24,000	14,258	2	43,746
25,000	91,674	43	922,073
TOTAL	6,185,694	1,259	4,388,202

Volumes are from the FY 2002, 2003 and 2004 Billing Determinants.
Claims data are from the Accounting Service Center in St. Louis.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-49.

(a) With respect to Express Mail Post Office to Addressee service, please confirm that for each and every possible mailing point as shown in your response to DBP/USPS-21 and sent to each and every possible address as shown in your response to DBP/USPS-22 and mailed on every one of the 365 days of the year that it is possible to achieve insertion into the system, that the article will achieve attempted delivery in one of three categories, namely, delivery will be made on the calendar day after mailing, delivery will be made on the second calendar day after mailing, or delivery will be made on the third calendar day after mailing or later.

(b) Please confirm that the addresses that will receive next calendar day delivery will be shown in a directory that is provided at the office of mailing.

(c) Please confirm that next calendar day delivery will be made Monday through Saturday except holidays to all ZIP Codes shown in the directory regardless of the type of address, namely, city delivery, post office box, general delivery, rural delivery, and highway contract delivery.

(d) Please confirm that next calendar day delivery will be made on Sunday and holidays only at those ZIP Codes that are shown in a listing of ZIP Codes that have street delivery and a separate listing of those that have post office box service and are shown as having transportation which would permit arrival for Sunday or holiday delivery and regardless of the type of physical delivery [city, rural, or highway contract].

(e) Please advise the number of offices that have Sunday/holiday street delivery and the criteria for inclusion or non-inclusion on this listing.

(f) Please advise the number of offices that have Sunday/holiday post office box delivery and the criteria for inclusion or non-inclusion on this listing.

(g) Please advise the total number of ZIP Codes that have delivery in the United States.

(h) Please provide a complete listing of <u>all possible</u> scenarios where delivery will be made on the third calendar day after mailing. This listing can be made by generic descriptions [such as articles mailed on a Saturday prior to a Monday holiday and sent to an address that is not on the Sunday/holiday list will receive delivery on Tuesday] or it can be made by reference to specific offices [such as Hyder AK 99923 has incoming mail only on Monday and Thursday].

(i) Please confirm that all other Express Mail not enumerated in subparts c/d and h will receive delivery on the second calendar day after mailing.

(j) Please explain and discuss any subparts you are unable to confirm.

RESPONSE:

(a) Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

(b) Confirmed that post offices have an Express Mail Next Day Service directory, which shows detailed local information about Next Day Service from that office. See DMM § 113.4.2.2.

(c) Confirmed that an Express Mail piece sent to an address shown in the applicable Next Day Service directory will be scheduled for delivery on the next "calendar" day (taking Sundays and holidays out of the equation) regardless of the type of address.

(d) Confirmed that if the next calendar day is a Sunday and holiday, delivery of Express Mail on those days is available only to certain ZIP Codes.

(e) The exact number of offices providing Express Mail deliveries on Sunday and holidays is not available, however it is known that 13,928 ZIP Codes nationwide provide deliveries on these days. The criteria for inclusion or non-inclusion are based upon many factors, including local area considerations and are determined at the district level with approval provided by the Express Mail Change Control Board (EMCCB) at Headquarters.

(f) The exact number of offices providing Express Mail deliveries to post office boxes on Sunday and holidays is not available, however it is known that 806 ZIP Codes nationwide provide box deliveries on these days. The criteria for inclusion or non-inclusion are based upon many factors, including local area

considerations and are determined at the district level with approval provided by the Express Mail Change Control Board (EMCCB) at Headquarters.

(g) There are approximately 42,503 active ZIP Codes.

(h) Objection and response filed.

(i) Not confirmed. We understand subparts (c) and (d) as asking about Express Mail scheduled for delivery on the next calendar day delivery after mailing, and subpart (h) as asking about Express Mail scheduled for delivery on the third calendar day after mailing. Those subparts do not account for the fact that an Express Mail piece could be scheduled for delivery on the fourth calendar day after mailing.

(j) Explanations are contained in the relevant subpart answer.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-49.

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(h) Please provide a complete listing of all possible scenarios where delivery will be made on the third calendar day after mailing. This listing can be made by generic descriptions (such as articles mailed on a Saturday prior to a Monday holiday and sent to an address that is not on the Sunday/holiday list will receive delivery on Tuesday) or it can be made by reference to specific offices (such as Hyder AK 99923 has incoming mail only on Monday and Thursday).

***

RESPONSE:

(h) Delivery of Express Mail may be scheduled on the third calendar day after mailing when Next Day delivery is not available, and, in the case of an article sent to a street address, the second calendar day after entry is a Sunday or holiday and Sunday/holiday street delivery is not available to the destination address, or, in the case of an article sent to a post office box, the second calendar day after entry is a day in which the destination post office is closed or closes prior to the delivery time on that day. Express Mail may also be scheduled on the third calendar day after entry when the article is sent to a destination to which Next Day delivery is never available from the origin, and it is entered after the cut-off time. In addition, delivery of Express Mail may be scheduled after the second calendar day when the article is destined to a remote post office that does not receive daily delivery of Express Mail.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-50. Please advise whether it is the current belief that the Postal Service needs to provide the mailing public with the ability to utilize Registered Mail and the *reasons for this belief.*

RESPONSE:

Registered Mail service could be considered a need for certain members of the mailing public who need a secure mailing option and do not have access to other secure delivery options. The current Domestic Mail Classification Schedule, moreover, includes Registered Mail service as one of the services the Postal Service provides to the mailing public.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-51. Please advise what alternatives to Registered Mail exist both in the Postal Service and, to the extent known, with competitors. Please provide comparative costs if known.

RESPONSE:

There are alternatives to certain features of Registered Mail service, provided by both the Postal Service and any number of competing service providers. For example, if indemnity is the most important aspect, insurance is available for items with value up to $5,000. If a signature is deemed necessary, numbered insurance, return receipt service, Signature Confirmation service and Express Mail are available Postal Service alternatives. If indemnity, signature and speed of delivery are considered optimal, Express Mail could be a reasonable alternative. For the highest level of security, Registered Mail is the only service provided by the Postal Service that requires a hand-to-hand transfer from acceptance to delivery. The availability of and prices for competitive services for nonpostal alternatives to Registered Mail can be obtained from various competitors of the Postal Service, including, but not limited to, United Parcel Service, Federal Express, Airborne, and various courier services.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-52. Please advise the extent the proposed increase in Registered Mail will have on the volume of Registered Mail over the next few years and the potential for a "death spiral" to the service of decreased volume leading to increased cost until it is impossible to maintain the service.

RESPONSE:

The base year (FY 2004) volume, along with the interim year (FY 2005), test year (FY2006), and out year (FY 2007) volumes are presented in the context of this case and are also summarized below. The difference between the FY2006 Before Rates and After Rates volumes shows the limited impact of the proposed Registered Mail fees on the volume. Volumes are not projected beyond FY2007. Since volume is projected to drop absent any fee increase in FY2005, and most of the projected volume drop in FY2006 and FY2007 is in the Before Rates (no fee increase) column, a cost/fee-induced "death spiral" for the service is not indicated. See USPS-T-8 at 205-09.

Registered Mail Volumes (from USPS-LR-K-77, and USPS-T-7, Attachment A)

FY	Before Rates Volume	After Rates Volume
2004	5,008,595	
2005	4,412,316	
2006	3,989,903	3,738,500
2007	3,537,482	3,293,309

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-53 Please provide a complete presentation of how the costs for Registered Mail are determined for both the current rates that were established in R2001-1 and the proposed rates in the current Docket. This should show each of the components of the total cost data such as Retail Window Acceptance took 2 minutes at $25 an hour in R2001-1 and now takes 3 minutes at $30 an hour in the current case.

RESPONSE:

The fees proposed for Registered Mail in this proceeding are based on test year costs. These costs, like most costs for the classes of mail and special services, are developed using the Postal Service's data systems, rather than, as implied in your question, by a study showing time for different components multiplied by wage rates. The FY2006 after rates costs of $65.3 million are shown in USPS-T-10, Exhibit USPS-10I. The disaggregation of this figure is shown in USPS-T-10, Exhibit USPS-10H. As shown on page C-7 of Exhibit 10H, the total window service volume variable cost for Registered Mail is $4.537 million. The other components of Registered Mail's cost are also shown in Exhibit 10H. The FY 2006 before rates costs are shown in USPS-T-10, Exhibit USPS-10G. The rates from R2001-1 were based on the test year costs from that proceeding. The FY 2003 test year costs were part of the testimony of witness Patelunas, USPS-T-12. The cost for Registered Mail is shown in Exhibit USPS-12I of Docket No. R2001-1. The disaggregation of Registered Mail's cost is shown is Exhibit USPS-12H of Docket No. R2001-1.

The total cost for Registered Mail has been declining steadily. For example, in the base year from Docket No. R2001-1 (FY 2000), the cost for Registered Mail was $99.3 million. Exhibit USPS-11C. In the instant proceeding, the FY 2004 cost for Registered Mail declined to $81.3 million. Exhibit USPS-9C. The FY 2005 Registered

Response to DBP/USPS-53, Page 2 of 2

Mail cost declines to $74.0 million. Exhibit USPS-10E. The FY 2006 before rates cost for Registered Mail declines further to $69.5 million. Exhibit USPS-10G. The final, FY 2006 after rates cost is $65.3 million. Exhibit USPS-10I. The primary reason for increases in Registered Mail's fees is the sustained, large drops in its volume, which cause unit costs to increase, despite the fact that total Registered Mail costs decline. Registered Mail has been losing significant volume annually. See USPS-T-7 at 201-06, USPS-T-8 at 205-09, and the Postal Service's response to interrogatory DBP/USPS-52.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

Revised 6/9/05

DBP/USPS-54. Please advise whether there have been any changes in the operational handling of Registered Mail in the last five years and if so, please enumerate. This would include all aspects from the acceptance to the transportation to the delivery to the processing of claims.

RESPONSE:

There have been no changes in the operational handling of Registered Mail in the last five years.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-55 [a] Please confirm that the small size stamps printed by an APC contain a rectangular barcode approximately 3/4 of an inch by 13/16 of an inch. [b] Please confirm than postage meters contain a similar barcode. [c] Please advise the data that is contained in this barcode. [d] Please describe all uses that the Postal Service makes of these barcodes in the handling and processing of the mailpiece. [e] Please advise what will happen to a mailpiece utilizing a small size APC stamp that has been printed offset to the left so that part of the left side of the barcode will not appear on the stamp affixed to the mailpiece. [f] Please explain any items you are unable to confirm.

RESPONSE:

(a) Not confirmed. The barcode printed on APC postage is 8/10" by 8/10" square.

(b) Not confirmed. The APC barcode is not similar to the barcode printed by the postage meter at the retail counter.

(c) The barcode contains revenue assurance information, such as postage value, date of printing, and the serial number of the APC.

(d) The APC barcode is not used for handling or processing of the mailpiece.

(e) The mailpiece would still get delivered normally.

(f) See parts a-b.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-56

Please refer to your response to DBP/USPS-13 subpart f. Please confirm, or explain if you are unable to do so, that the EXFC program also tests post cards.

RESPONSE: Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-57

Please refer to your response to DBP/USPS-13 subpart i. [a] Please elaborate on the meaning of "controlled conditions". [b] Please advise what notice is given to potential mailers under these conditions and if notice is not given, please explain why.

RESPONSE:

[a] "Controlled conditions" are anticipated interruptions in collection service forwhich the Postal Service is able to plan adequately in advance, as opposed to uncontrolled conditions such as sudden, adverse weather conditions.

[b] Information is usually posted at post offices and is distributed to the local news outlets: newspapers, and radio and television news operations.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-58

Please refer to your response to DBP/USPS-32 subpart a. Please reanswer the subpart if one is to assume that the mailer will obtain a postmark or validation of the mailing receipt in a similar manner that would be required in obtaining a Certificate of Mailing which has to be postmarked to have any validity. Please also add PS Form 3804 Return Receipt for Merchandise to the listing of other forms.

RESPONSE:

Not confirmed. While the postmark on any of these forms, including Form 3804, shows receipt by the Postal Service, only Certificate of Mailing service provides the mailing receipt on PS Form 3817, which may have a special significance to the mailer.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-59.

Please refer to your response to DBP/USPS-33 subpart c. Please confirm, or explain if you are unable to do so, that the mailer must fill in this name and address prior to mailing the article. Please also add PS Form 3804 Return Receipt for Merchandise to the listing of other forms.

RESPONSE:

Not confirmed. However, the DMM does say that Forms 3800, 3804, 3817, and 11-B

must be filled out by the mailer.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-60 Please refer to your response to DBP/USPS-35 subpart a. [a] Please confirm, or explain if you are unable to do so, that the payment at the retail window will be required for any part or all of the combined postage and fees for the mailpiece as opposed to just the fee. [b] If a mailer presents an accountable mailpiece at a retail window, are they able to get a postmarked or validated receipt? [c] If not, why not? [d] If a mailer presents an accountable mailpiece at a retail window on which the full postage and fees have already been paid for, under which conditions will the barcode be scanned and under which conditions will the barcode not be scanned? [e] Please explain the reasons for those examples in subpart d which will not be scanned.

RESPONSE:

(a) Payment is required at the retail counter for any part of the combined postage and fees that have not already been affixed to the mailpiece by the customer.

(b) Customers presenting accountable mailpieces for which total postage and fees have been paid will receive a round date stamped special service receipt.

(c) Not applicable.

(d)-(e) The barcodes on Express Mail and GXG mailpieces for which total postage and fees have been paid are scanned at the retail counter. Other prepaid accountable mail barcodes are not scanned. Originating barcode scans are required only for accountable mail with guaranteed service commitments.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-61

Please refer to your response to DBP/USPS-38. [a] Please confirm that the CDrom shows Standard Mail delivery standards of 3 to 10 days and that all 50 states are shown. [b] Please confirm that the CDrom shows Package Services delivery standards of 2 to 9 days and that only the 48 contiguous states are shown. [c] Please confirm that the delivery standards in the 48 contiguous states for Package Services is equal to or better than the standard for Standard Mail. [d] Please advise why it is believed that this similar condition [Package Services equal to or better than Standard Mail] would not also apply to locations other than the 48 contiguous states. [e] Please advise what studies have been made to show that 3 to 5 weeks is a realistic estimate of delivery time for Package Services to or from or within areas other than the 48 contiguous states. Please provide copies of the studies. [f] Please confirm that mailers will utilize this 35-day estimate in comparison to the times shown for Express Mail or Priority Mail in making a decision as to which service to utilize. [g] Please confirm that the maximum time shown for Express Mail or Priority Mail is 3 days. [h] Please explain any subparts you are unable to confirm.

RESPONSE:

[a] Confirmed.

[b] Confirmed.

[c] This is generally correct, but without analyzing each of the over 800,000 origin-destination 3-digit ZIP combinations, it is not possible to confirm it unequivocally.

[d] The delivery estimates for Standard Mail and Package Services to offshore locations should be similar, since the mail travels by ship, sometimes two ships, adding significant transit times.

[e] Please see the attached information from Hawaii. The issues are generally the same for other offshore locations.

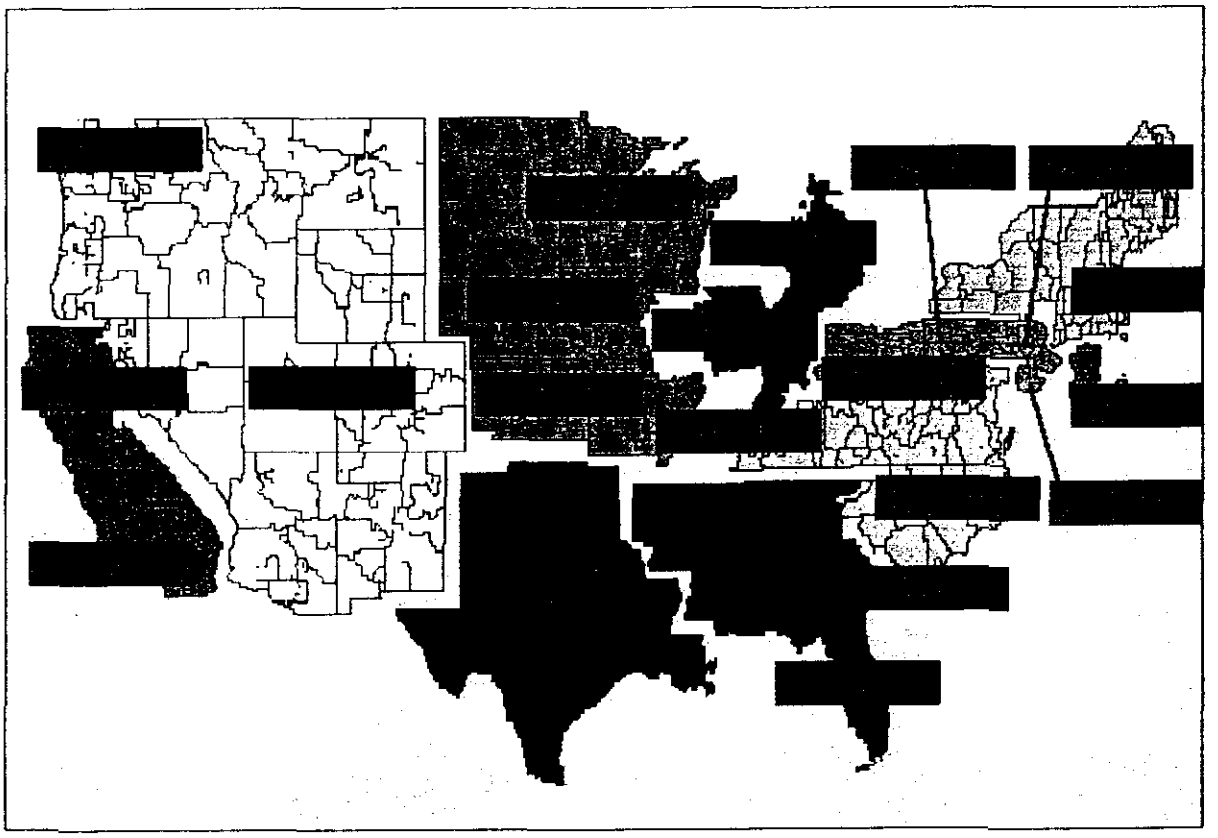
[f-g] Confirmed.

[h] N/A

UNITED STATES POSTAL SERVICE

Standard Mail Shipping Logistics
Continental U.S. and Hawaii
May 2001

Direct Mail is usually sent as USPS Standard Mail and often requires specific "in home" delivery dates. Standard Mail moves on many modes of surface transportation (e.g., trains, trucks and ships), and only the most knowledgeable mailer is capable of accurately projecting delivery dates. The attached maps are to help you better understand USPS logistics and the time frames you may expect for transporting Standard Mail across the continent and to Hawaii.



Bulk Mail Center Locations

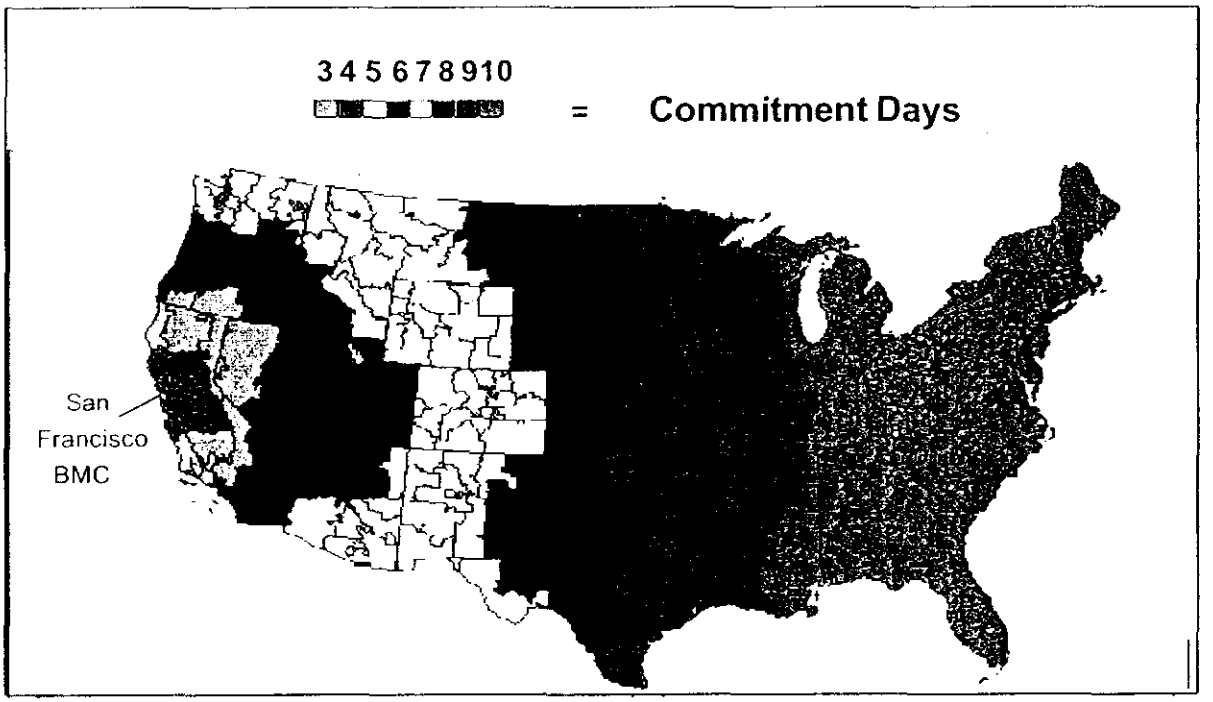
Standard Mail (formerly known as Third and Fourth Class Mail) is sorted and dispatched through these dedicated facilities.

UNITED STATES POSTAL SERVICE

San Francisco Bulk Mail Center and Mail Destined to Hawaii

San Francisco is a critical destination for mail entered on the continent and addressed to Hawaii because most mail destined for the islands' travels through the San Francisco Bulk Mail Center. The map below indicates the number of days required to move Standard Mail from all points in the continental US to San Francisco. On average, Standard Mail may take from one to ten days to arrive in San Francisco depending on the site of origin.

Standard Mail Commitment Days from continental locations to San Francisco



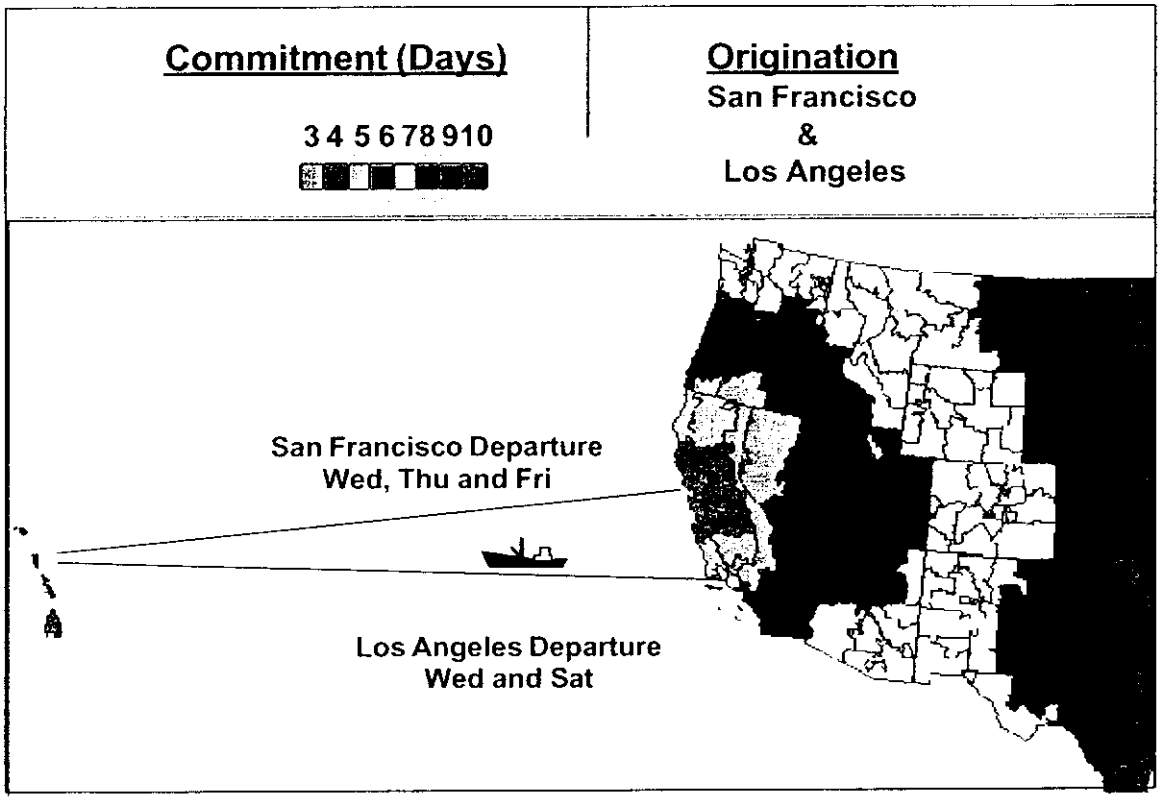
Colors on the map represent the number of days between entry and delivery. For example, the average number of delivery days between the eastern portion of the country and San Francisco is ten.

UNITED STATES POSTAL SERVICE

Shipping Schedule from the West Coast to Hawaii

The Los Angeles Bulk Mail Center (BMC) ships mail originating in Southern California, and the San Francisco BMC ships mail from other entry locations nationwide. The map below shows shipping routes and days of dispatch from these facilities. To make connections out of either location, mail should be available at the local BMC at least one day prior to the ship's departure. Transit time from both locations is approximately 4 - 5 days.

Standard Mail Shipping Schedule
From the West Coast



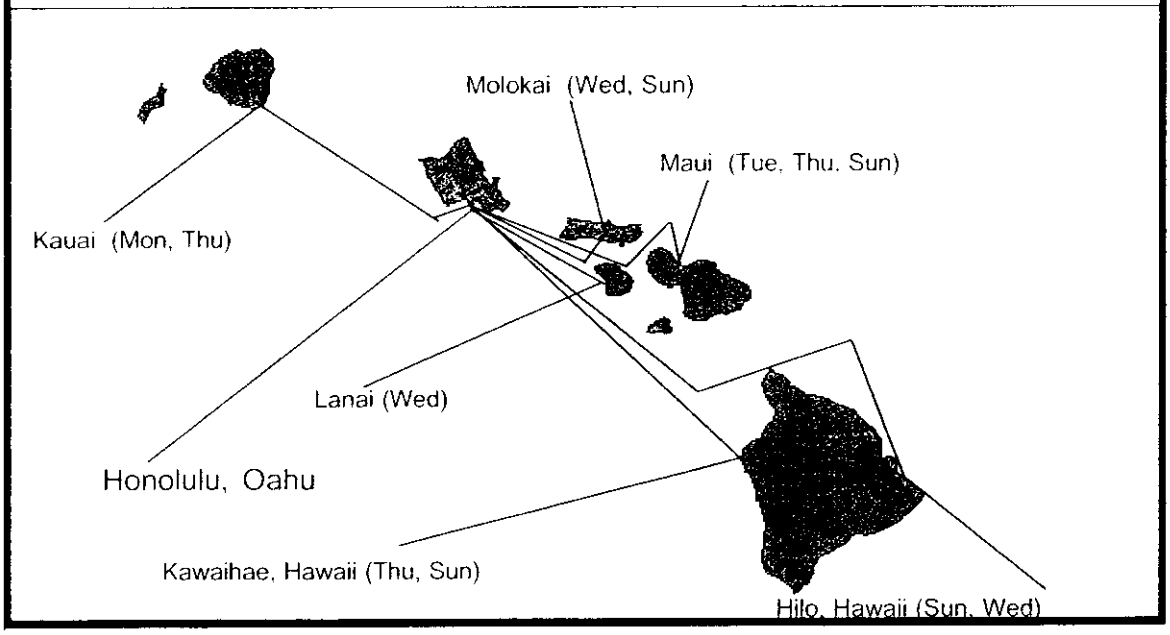
UNITED STATES POSTAL SERVICE

Transporting Standard Mail to Islands Outside of Oahu

Standard Mail is shipped by barge from Honolulu to islands outside Oahu. As with other modes of transportation, the USPS contracts with barge operators to move the mail and Standard Mail is generally delivered within two to three days after receipt at the outside islands port. To make connections on a barge, mail should be at the Honolulu Post Office at least one day prior to the ship's departure. At dispatch time, full (and half full) 1200 cubic foot containers will be sent to the docks for shipping.

Standard Mail Barge Schedule from Honolulu

Shown below is the shipping schedule for surface containers from Honolulu to other Hawaiian Islands. Mail should generally be available at the USPS Plant in Honolulu one day prior to departure.



Targeting Delivery Dates

Given the ten days it takes to cross the continent, and the five days to cross the Pacific Ocean, Standard Mail entered on the east coast will be delivered in Honolulu in an average of twenty-one days. Delivery time is generally longer during the heavier Fall mailing season. However, there are several ways to reduce delivery time throughout the year. For example, when mailing to Hawaii, entering mail on the west coast is ten days faster than entering on the east coast. Drop Shipping into Honolulu via Express Mail or Priority Mail (from any point in the country) is at least five days faster than entering Standard Mail on the west coast.

This report prepared by Gary Gardetto, Honolulu USPS Manager, Marketing

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-62 Please refer to your response to DBP/USPS-39 subpart d. Are you stating that the APC computer screen does or does not show the guaranteed delivery time for Express Mail of course, assuming that the article would be deposited in the mail drop as would be necessary to meet that delivery time.

RESPONSE:

The APC screen shows the guaranteed delivery time assuming that the article would be deposited in the APC by 5:30 pm that day.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-63 Please refer to your response to DBP/USPS-40. Please advise how the mailer would be permitted, in light of the current security criteria, to mail an article that weighs over 16 ounces and has the postage paid by postage stamps.

RESPONSE:

The mailer is not permitted to mail an article that weighs over 16 ounces and has the postage paid by postage stamps at the APC. The APC clearly indicates that stamped mail weighing over 16 ounces must be taken to the retail counter.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-64
[a] Please provide the average cost of processing a Registered Mail claim. [b] Does the cost depend on the value of the claim? [c] If so, please provide the average cost for each value bracket.

RESPONSE:

[a-c] The Postal Service does not have data on the average cost of processing a Registered Mail claim, or whether the processing cost depends on the value of the claim.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-65. Please refer to your response to DFC/USPS-22 subpart a. Please advise how the mailer will know of this capability.

RESPONSE:

A customer might know by prior experience with obtaining Certified Mail receipts, or by knowledge of DMM § 503.3.3.5d, which explains how to obtain a postmarked sender's receipt.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-66 Please refer to your response to DFC/USPS-24. Please advise the current criteria utilized by Mystery Shoppers.

RESPONSE:

The Mystery Shoppers use the checklist that was attached to the response to

DFC/USPS-25.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-67

Please refer to your response to DFC/USPS-27. [a] Please confirm, or explain if you are unable to do so, that the following criteria exist for evaluating the time for an EXFC test letter: [1] If the scheduled service standard time for the letter is a delivery date and the letter is delivered on that day, the EXFC tally will be that day. [2] If the scheduled service standard time for the letter is a non-delivery date and the letter is delivered on next available delivery date, the EXFC tally will the time of the scheduled delivery standard. [3] The only way that an EXFC letter could show a tally which was less than the scheduled delivery standard, such as a letter sent to a 3-day delivery area being tallied as 1 or 2 days, would be for the letter to be physically delivered in that time. [4] If the letter is not delivered by the scheduled service standard time and the day before the actual delivery day is a delivery date, the EXFC tally will be the time of the actual delivery. [5] If the letter is not delivered by the scheduled service standard time and the day[s] before the actual delivery day is[are] a non-delivery date, the EXFC tally will be the number of days to the first non-delivery day so long as it will not show delivery in less time than the scheduled delivery standard. [6] There are no arrangements of non-delivery days that would allow for the EXFC tally to show a time which was less than the scheduled delivery standard, namely, a letter sent to a 3-day area would not be tallied as being delivered in 1 or 2 days or a letter sent to a 3-day area would not be tallied as being delivered in 1 day unless it actually got delivered in that reduced time. [b] Are there any instances where a letter that is expected to be inducted into the system on, for example, a Wednesday, is physically deposited in the collection box on Tuesday? [c] If so, please explain. [d] Do the various criteria enumerated in subpart a apply to all other systems that are utilized by the Postal Service to measure the time of delivery of mail? [e] If not, please explain and provide details.

RESPONSE:

[a1-2] Yes.

[a3] Not necessarily, see example #4.

[a4] – Yes.

[a5] – See examples for calculation of delivery day. The service standard is not factored in to delivery day calculation

[A6] – No, see example #4.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

RESPONSE to DBP/USPS-67 (continued):

[b] No

[c] N/A

[d] The criteria apply for EXFC, PETE and ODIS.

[e] N/A

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-68. Please advise the percentage [when compared to the total use of the specific form] of each of the following types of receipts that a mailer will have postmarked or otherwise validated by the Postal Service at the time of mailing: [a] Certified Mail Receipt PS Form 3800, [b] Signature Confirmation Receipt PS Form 153, [c] Delivery Confirmation Receipt PS Form 152, [d] Insured Mail Receipt PS Form 3813/3813-P, [e] Certificate of Mailing PS Form 3817, and [f] Return Receipt for Merchandise PS Form 3804. If exact information is not available, please provide the best estimate.

RESPONSE:

Following are the FY 2004 proportions of total transactions reported to have taken place at the retail window (and therefore receiving a postmark or other validation), compared to the total volume of each special service from the FY2004 Billing Determinants:

[a] Certified Mail Receipt PS Form 3800:	24.8%
[b] Signature Confirmation Receipt PS Form 153:	31.0%
[c] Delivery Confirmation Receipt PS Form 152:	13.7%
[d] Insured Mail Receipt PS Form 3813/3813-P:	100.0%
[e] Certificate of Mailing PS Form 3817:	100.0%
[f] Return Receipt for Merchandise PS Form 3804:	22.5%

As of FY 2005, insured mail valued up to $200 is now available online, with no requirement to bring the insured mail to the retail window. It is reasonable to expect that currently less than 100 percent of Forms 3813/3813-P are postmarked or otherwise validated. All receipts that are brought to the window at the time of mailing should be postmarked, or otherwise validated by the Postal Service. Since postmarks or other validation can be provided to mailers other than at the retail window, these estimates provide a lower bound to the percentage (when compared to the total use of the specific form) of each of these receipts that a mailer will have postmarked or otherwise validated by the Postal Service at the time of mailing. More precise data are not available.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY **(REVISED 6/28/05)**

DBP/USPS-69. Please refer to your response to DFC/USPS-6 subpart b. The average time of delivery for Next Day Service is shown as less than one day.

(a) Please confirm, or explain if you are unable to do so, that the average time of delivery is calculated by adding up the total number of days that letters took to deliver and then dividing that by the total number of pieces.

(b) In the calculation, did the Postal Service utilize calendar days or delivery days and explain the reason for the choice?

(c) Please confirm, or explain if unable to do so, that the Postal Service uses the date of first attempted delivery rather than the date of actual delivery.

(d) This would appear to indicate that there are a number of letters that were delivered in zero days (on the day of mailing). Please confirm or explain and also please advise the conditions under which same day delivery would take place and the types of letters that might be delivered on the same day.

(e) Does the number of delivery days shown in the calculation utilize the 24-hour period from midnight to midnight or does it utilize the 24-hour period based on the guaranteed time of delivery. For example, a letter mailed on Monday to an overnight location with a 12 Noon guarantee and delivered at 2 PM Tuesday, does it count a one day since it was delivered on Tuesday or two days since it was delivered after the guarantee time on Tuesday? Please explain the reason for the choice.

(f) How does the inability to deliver Express Mail on certain days of the week (such as Sunday and holiday) affect the response?

(g) Please provide a breakdown from zero calendar days to four calendar days and then for five or more calendar days and show the percentage of letters delivered in each of the fifteen categories in the response to DFC/USPS-6 subpart b.

(h) Are there any reasons known for the 74% increase in the time for Custom Design mail between 2003 and 2004.

RESPONSE:

(a) Not confirmed. The average time to deliver is the weighted average of hours to deliver divided by 24 (the number of hours in one day). The hours to deliver are the amount of time (in ten-thousandths of hours) from the time of acceptance to the time of attempted delivery or delivery.

(b) As noted in the response to subpart (a), hours to deliver were used to calculate the average days to deliver.

(c) Confirmed.

(d) Please see the response to part (a), which states how the 24-hour period is calculated. Express Mail is often delivered at an earlier time of the day than when it was accepted. Thus, an Express Mail piece can be accepted before the cutoff time and early enough to be delivered within the same 24-hour period.

(e) The 24-hour period begins at the time of acceptance of the mailpiece.

(f) It does not affect the response.

(g) The following table reflects the number of days to deliver based on actual clock time as reflected in the Program Tracking System. Zero indicates 0 to 24 hours, 1 indicates 24 to 48 hours, etc.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO DAVID B. POPKIN INTERROGATORY **(REVISED 6/28/05)**

			Days to Delivery			Volume Share		
		Days	FY2002	FY2003	FY2004	FY2002	FY2003	FY2004
PO to PO	Next Day	0	0.78	0.78	0.79	84%	84%	85%
		1	1.19	1.18	1.17	15%	15%	14%
		2	2.37	2.41	2.40	1%	1%	1%
		3	3.60	3.55	3.58	0%	0%	0%
		4	4.58	4.57	4.54	0%	0%	0%
		>4	10.67	10.70	10.19	0%	0%	0%
	2 Day	0	0.74	0.74	0.73	40%	39%	40%
		1	1.55	1.58	1.60	52%	53%	54%
		2	2.37	2.41	2.41	6%	6%	5%
		3	3.48	3.49	3.53	1%	1%	1%
		4	4.61	4.61	4.60	0%	0%	0%
		>4	8.13	8.16	8.09	0%	0%	0%
PO to Addressee	Next Day	0	0.83	0.83	0.83	73%	74%	75%
		1	1.16	1.16	1.15	25%	25%	24%
		2	2.28	2.34	2.33	1%	1%	1%
		3	3.43	3.37	3.42	0%	0%	0%
		4	4.36	4.41	4.40	0%	0%	0%
		>4	10.83	10.55	9.65	0%	0%	0%
	2 Day	0	0.79	0.79	0.78	35%	33%	34%
		1	1.61	1.63	1.64	49%	49%	52%
		2	2.20	2.22	2.22	14%	15%	13%
		3	3.35	3.36	3.49	1%	2%	1%
		4	4.43	4.43	4.45	0%	0%	0%
		>4	8.40	8.18	7.90	0%	0%	0%
Custom Designed		0	0.70	0.71	0.71	66%	63%	56%
		1	1.30	1.32	1.36	22%	24%	22%
		2	2.55	2.58	2.62	6%	6%	9%
		3	3.59	3.61	3.61	3%	4%	6%
		4	4.57	4.58	4.58	1%	2%	3%
		>4	13.74	10.43	9.10	2%	2%	3%

(h) The Custom Design data in the table in DFC-USPS-6(b) was erroneous for FY 2003 and FY 2004. The correct average days to deliver for Express Mail Custom Design should have been 1.33 and 1.58, respectively, as opposed to 1.34 and 2.33 as previously reported. Appropriate errata will be filed shortly.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-70. Please advise any policy decisions that exist as to whether Express Mail should be delivered as early as possible or whether delivery may be made at any time prior to the guaranteed delivery time. For example, if an Express Mail article for me arrives at the Englewood Post Office on Wednesday afternoon with a guaranteed delivery time of Noon on Thursday, should it be delivered on Wednesday or Thursday or if it arrives early Wednesday morning with a guaranteed delivery time of Noon on Wednesday, should the carrier deviate from his route to deliver the mail as soon as possible rather than anytime prior to Noon?

RESPONSE:

The policy of the Postal Service with respect to Express Mail commitments is to deliver the Express Mail piece within the guaranteed time and as early as practicable.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-71.

(a) Please provide a listing of those post offices that Post Office-to-Post Office Express Mail may be accepted and the conditions for acceptance.
(b) Does the list depend on where the letter originates (for example, it may be accepted for pickup at the Englewood NJ Post Office if it is sent from any place in the NY Metro Area but not if it is sent from other places in the country)?
(c) Must the article be claimed at a service window during the hours that it is open?
(d) If not, please explain.
(e) Please advise how non-window hours on Saturdays affects the service guarantee.
(f) Please advise how a mailer will know whether the post office that the article is being sent to has Saturday window hours?
(g) Please advise how the mailer will know that the window hours at the post office of address will be after the 10 AM guarantee time for the service.
(h) What percentage of the post offices in the country has window service on Saturday? Please also provide the data for each of the areas.

RESPONSE:

(a) All post offices, stations and branches can accept Post Office-to-Post Office Express Mail. The condition for acceptance of Next Day Post Office-to-Post Office Express Mail is that the mailpiece is available for pickup at the destination post office by 10:00 a.m. the next day the office is open for business. The condition for acceptance of Second Day Express Mail is that the mailpiece is available for pickup at the destination post office by 10:00 a.m. the second day the office is open for business. Post offices have a directory which outlines those areas eligible to receive Express Mail Next Day Service. Second Day Service is available at all areas not listed as eligible for Next Day Service in the Next Day Service directory

(b) No. All retail offices offer acceptance of Express Mail Post Office-to-Post Office mailpieces.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

(c) Yes.

(d) N/A.

(e) The service guarantee is determined, in part, by the hours of operation of the retail unit. If the office were closed and had non-window operation, this would prevent a delivery guarantee from being made for that particular day.

(f)-(g) The mailer could call the destination post office to find out the hours of operation, or call 1-800-ASK-USPS, or check on the Postal Service website, www.usps.com, for the hours of operation for any post office.

(h) The Postal Service is unable to provide any reliable information at this time. The database that maintains this information is currently being overhauled.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-73. [a] With respect to the EXFC/PETE/Express Mail testing program, please identify the USPS employees or categories of USPS employees [provide the number of employees in that category] that have knowledge of or access to of the identity of droppers/reporters or the proposed location for dropping or receiving mail [prior to the delivery of the mailpiece]? [b] Please elaborate on the security employed to ensure that other USPS employees do not learn or have access to this information. [c] Please provide any studies by GAO/OIG/Inspection Service or any other group that evaluates the claimed disclosure of this information or the security to prevent disclosure that have been made in the past 6 years.

RESPONSE:

[a] For the EXFC and PETE service performance measurement system, no Postal Service employees have knowledge of or access to the identity of droppers/reporters. The Manager, Customer Knowledge Management within the Postal Service's Consumer Affairs department at USPS Headquarters and three employees under her direction have knowledge of the proposed location of EXFC and PETE drops. The Express Mail service performance data from the Product Tracking System is not based on a test mail system such as EXFC or PETE. Express Mail pieces included in the data provided are scanned in connection with acceptance and delivery and the service performance data provided is based on these scans.

[b] Public elaboration of the details would be counter-productive. Suffice it to say that the four postal employees described above are required to comply with procedures designed to safeguard the information from unauthorized access or dissemination.

RESPONSE OF UNITED STATES POSTAL SERVICE
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RESPONSE to DBP/USPS-73 (continued):

[c] The Postal Service has identified one study by the Postal Service Office of the Inspector General, the General Accountability Office or the Inspection Service on EXFC, PETE or Express Mail service measurement systems. The Postal Service Office of the Inspector General issued a report titled "External First-Class Measurement System DS-AR-00-001" on March 27, 2000 available on the OIG website at www.uspsoig.gov. The Postal Service is unaware of any reports issued by the GAO; however, we refer you to the GAO website (www.gao.gov) for a comprehensive listing of all GAO audit reports.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-74

[a] Please provide a breakdown of the total number of EXFC reporters utilized for the most recent available time for each of the following address categories:

[1] Residential City Delivery customer;

[2] Business City Delivery customer

[3] Post Office Box customer

[4] General Delivery customer

[5] Rural Delivery customer

[6] Highway Contract Delivery customer

[7] Other [please specify]

[b] For the ZIP Codes that are included in each of the performance clusters that are part of the EXFC program, please provide the total number of delivery points in each of the seven categories shown in subpart a.

[c] Please provide a similar breakdown showing the number of mailpieces received by EXFC reporters during a reporting period in each of the seven categories shown in subpart a.

[d] Same as subpart b except provide the total number of mailpieces received by all addressees in each of the seven categories shown in subpart a.

[e] Please provide the level of confidence the data represents with the use of the number of reporters as shown in subpart a are utilized to measure the data for all of the potential addresses as shown in subpart b and the number of mailpieces shown in subpart c are utilized to measure the total mail volume shown in subpart d. Does the level of confidence change when the individual Performance Cluster data is evaluated? If so, please discuss and explain.

[f] Please provide similar information for the PETE program and the Express Mail program.

[g] Are the number of reporters utilized based on the number of potential addresses in an area or are the number of mailpieces tested based on the total number of mailpieces in the area or both? Please discuss the reasons.

[h] Please discuss the relative percentages of subpart a compared to subpart b and subpart c compared to subpart d as they are spread across the eighty-

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-74 (continued):

some Performance Clusters that are in the program. In other words, provide data that shows that all involved Performance Clusters are evaluated equally.

[i] Please discuss and explain any other criteria that are evaluated to ensure equal treatment between Performance Clusters, such as, whether the Performance Cluster does or does not make collections that comply with the Postal Operations Manual.

RESPONSE:

[a] The table below provides the number of EXFC and PETE reporters in the specified categories. Data includes reporters active during PQ 2 FY05.

	Number of Reporters	
Delivery Mode	**EXFC**	**PETE**
Residential City	9,739	1,098
Business City	587	988
Post Office Box	193	30
General Delivery*	0	0
Rural	3,253	579
Highway Contract	222	26

*General Delivery addresses are excluded from EXFC and PETE

[b] See the attached Excel file. The word "Yes" in column A or column B of the worksheet Performance_Cluster indicates that the 3-digit ZIP Code is included in PETE or EXFC, respectively. The indicator #N/A indicates that the 3-digit ZIP Code is not included in PETE or EXFC.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-74 (continued):

[c] The table below provides the number of EXFC and PETE test pieces in the specified categories. Data includes the test pieces for PQ 2 FY05.

	Test Pieces	
Delivery Mode	**EXFC**	**PETE**
Residential City	473,309	44,852
Business City	29,727	45,302
Post Office Box	9,338	1,437
General Delivery*	0	0
Rural	155,783	26,346
Highway Contract	10,159	1,283

*General Delivery addresses are excluded from EXFC and PETE

[d] The Postal Service does not have data on mail volume by type of delivery. The ODIS-RPW sampling system does not collect this information.

[e] At a national level, the precision around the performance estimates by type of address varies greatly. The estimates with the highest number of reporters or test pieces have ranges of less than +/-0.5%, while the performance estimates for those categories with few reporters and test pieces have ranges of +/-7% to +/-12%. The precision changes significantly when considering a Performance Cluster. In some cases, a type of address is not represented in the sample at all at this level, making estimation impossible. The estimates with the largest number of reporters or test pieces have ranges of approximately +/-1% while those with relatively few reporters and test pieces vary between +/-5% to +/-26%.

[f] For PETE, please see the responses to [a] through [e] above. The

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID B. POPKIN

Express Mail service performance measurement data provided from the Product Tracking System is based on Express Mail scans in connection with acceptance and delivery. It is not based on a test mail system such as EXFC or PETE using droppers and recipients.

[g] The number of mailpieces tested is based primarily on the number of pieces required to achieve a desired level of precision for the service performance estimates. Because the total volume of mail is very large when compared to the number of mailpieces tested, the sample size is not affected by the population size. In statistical terms, the finite population correction factor is negligible and can be ignored. The number of reporters used is based on both the number of potential addresses in the area as well as the number of test mailpieces to be sent.

[h] Neither EXFC nor PETE is designed to sample mail pieces based on delivery mode as requested in part [a]. There is no distinction made in building the reporter panel as far as subsections such as delivery modes. All Performance Clusters are treated equally as no Cluster has a panel built to meet proportions in each delivery mode.

[i] EXFC and PETE are designed to measure service performance from the customer's point of view. They are independent of measuring compliance with specific operational requirements.

	CITY BUSINESS	CITY RESIDENTIAL	HCR BUSINESS	HCR RESIDENTIAL	RURAL BUSINESS	RURAL RESIDENTIAL	PO BOX BUSINESS	PO BOX RESIDENTIAL	GENERAL DEL DELIVERY POINTS	GENERAL DEL DROP TOTAL
EXFC ZIP Code Totals	5751391	64579663	20610	761987	785226	21881834	3012877	8754869	12802	24072
% of Total	5.4%	61.2%	0.0%	0.7%	0.7%	20.7%	2.9%	8.3%	0.0%	0.0%
PETE ZIP Code Totals	4827878	54879194	13531	582245	558701	15371518	2361558	6412255	7866	15441
% of Total	5.7%	64.5%	0.0%	0.7%	0.7%	18.1%	2.8%	7.5%	0.0%	0.0%

Total
105585331
85030187

PERFORM `E_CLUSTER

In PETE?	In EXFC?	AREA NAME	DISTRICT NAME	DISTRICT	3 DIGIT	CITY BUSINESS	CITY RESIDENTIAL	HCR BUSINESS
Yes	Yes	CAPITAL METRO	BALTIMORE	210	210	12686	151717	7
Yes	Yes	CAPITAL METRO	BALTIMORE	210	211	5015	65738	0
Yes	Yes	CAPITAL METRO	BALTIMORE	210	212	34384	486312	0
Yes	Yes	CAPITAL METRO	BALTIMORE	210	214	3301	26527	0
#N/A	Yes	CAPITAL METRO	BALTIMORE	210	217	5769	56816	5
#N/A	Yes	CAPITAL METRO	BALTIMORE	210	219	784	10032	0
Yes	Yes	CAPITAL METRO	CAPITAL	200	200	22979	269726	0
#N/A	Yes	CAPITAL METRO	CAPITAL	200	206	905	13104	353
Yes	Yes	CAPITAL METRO	CAPITAL	200	207	17722	296662	234
Yes	Yes	CAPITAL METRO	CAPITAL	200	208	15319	205826	32
Yes	Yes	CAPITAL METRO	CAPITAL	200	209	5559	115286	0
Yes	Yes	CAPITAL METRO	NORTHERN VIRGINIA	220	201	8673	95416	0
Yes	Yes	CAPITAL METRO	NORTHERN VIRGINIA	220	220	9578	114450	0
Yes	Yes	CAPITAL METRO	NORTHERN VIRGINIA	220	221	9467	124526	0
Yes	Yes	CAPITAL METRO	NORTHERN VIRGINIA	220	222	5559	96952	0
Yes	Yes	CAPITAL METRO	NORTHERN VIRGINIA	220	223	7846	138273	0
#N/A	Yes	CAPITAL METRO	RICHMOND	230	224	3743	22961	24
#N/A	Yes	CAPITAL METRO	RICHMOND	230	225	0	0	181
#N/A	Yes	CAPITAL METRO	RICHMOND	230	230	403	5287	120
Yes	Yes	CAPITAL METRO	RICHMOND	230	231	2080	20253	159
Yes	Yes	CAPITAL METRO	RICHMOND	230	232	18389	214056	0
Yes	Yes	CAPITAL METRO	RICHMOND	230	233	5042	62810	13
Yes	Yes	CAPITAL METRO	RICHMOND	230	234	11544	179149	31
Yes	Yes	CAPITAL METRO	RICHMOND	230	235	6916	92032	0
#N/A	Yes	CAPITAL METRO	RICHMOND	230	238	3795	42167	39
#N/A	Yes	EASTERN	APPALACHIAN	250	240	7409	81201	13
Yes	Yes	EASTERN	APPALACHIAN	250	250	482	6820	42
Yes	Yes	EASTERN	APPALACHIAN	250	251	1283	16059	37
Yes	Yes	EASTERN	APPALACHIAN	250	252	444	2865	118
Yes	Yes	EASTERN	APPALACHIAN	250	253	5144	46528	52
#N/A	Yes	EASTERN	APPALACHIAN	250	263	1926	16969	42
#N/A	Yes	EASTERN	APPALACHIAN	250	264	727	6285	24
#N/A	Yes	EASTERN	APPALACHIAN	250	265	3265	34613	11
Yes	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	170	9781	122610	57

Yes	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	171	5434	61977	0
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	172	2488	23428	160
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	176	4659	54211	0
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	178	3486	39514	7
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	185	4578	51490	0
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	187	5010	52656	2
#N/A	Yes	EASTERN	CENTRAL PENNSYLVANIA	170	196	5270	72433	0
#N/A	Yes	EASTERN	CINCINNATI	450	410	8146	101363	2
#N/A	Yes	EASTERN	CINCINNATI	450	436	11794	162592	0
Yes	Yes	EASTERN	CINCINNATI	450	450	8856	126278	16
Yes	Yes	EASTERN	CINCINNATI	450	451	4124	52818	0
Yes	Yes	EASTERN	CINCINNATI	450	452	29010	368760	0
Yes	Yes	EASTERN	CINCINNATI	450	454	15934	223380	1
#N/A	Yes	EASTERN	CINCINNATI	450	458	8238	87484	15
#N/A	Yes	EASTERN	CINCINNATI	450	470	1315	9448	21
Yes	Yes	EASTERN	COLUMBUS	430	430	10514	119404	11
Yes	Yes	EASTERN	COLUMBUS	430	431	4970	57465	5
Yes	Yes	EASTERN	COLUMBUS	430	432	25651	341656	1
#N/A	Yes	EASTERN	COLUMBUS	430	433	3203	32535	0
#N/A	Yes	EASTERN	ERIE	164	159	2955	39260	0
#N/A	Yes	EASTERN	ERIE	164	161	4740	52014	0
Yes	Yes	EASTERN	ERIE	164	164	1057	10852	0
Yes	Yes	EASTERN	ERIE	164	165	5582	70431	0
#N/A	Yes	EASTERN	ERIE	164	166	3705	43078	19
#N/A	Yes	EASTERN	GREATER S CAROLINA	290	290	3453	24370	9
#N/A	Yes	EASTERN	GREATER S CAROLINA	290	291	7982	59111	23
Yes	Yes	EASTERN	GREATER S CAROLINA	290	292	11040	111365	1
#N/A	Yes	EASTERN	GREATER S CAROLINA	290	293	7450	60012	2
Yes	Yes	EASTERN	GREATER S CAROLINA	290	294	13714	111031	134
#N/A	Yes	EASTERN	GREATER S CAROLINA	290	295	12891	94839	750
Yes	Yes	EASTERN	GREATER S CAROLINA	290	296	20328	167488	66
#N/A	Yes	EASTERN	GREENSBORO	270	270	1798	9989	0
Yes	Yes	EASTERN	GREENSBORO	270	271	7691	90985	0
Yes	Yes	EASTERN	GREENSBORO	270	272	11993	101250	0
Yes	Yes	EASTERN	GREENSBORO	270	273	3900	27458	10
Yes	Yes	EASTERN	GREENSBORO	270	274	10104	99307	96
Yes	Yes	EASTERN	GREENSBORO	270	275	12545	105859	0

Yes	Yes	EASTERN	GREENSBORO	270	276	14402	144826	0
Yes	Yes	EASTERN	GREENSBORO	270	277	6513	83572	0
#N/A	Yes	EASTERN	GREENSBORO	270	278	10624	86422	12
#N/A	Yes	EASTERN	GREENSBORO	270	286	10274	61656	58
Yes	Yes	EASTERN	KENTUCKIANA	400	400	1631	10217	148
#N/A	Yes	EASTERN	KENTUCKIANA	400	401	933	11365	304
Yes	Yes	EASTERN	KENTUCKIANA	400	402	22102	270637	0
#N/A	Yes	EASTERN	KENTUCKIANA	400	405	9172	114234	0
#N/A	Yes	EASTERN	KENTUCKIANA	400	406	1543	14243	0
Yes	Yes	EASTERN	KENTUCKIANA	400	471	4998	49123	1
#N/A	Yes	EASTERN	KENTUCKIANA	400	477	6726	72768	0
Yes	Yes	EASTERN	MID-CAROLINAS	280	280	10310	89746	6
Yes	Yes	EASTERN	MID-CAROLINAS	280	281	6497	44399	0
Yes	Yes	EASTERN	MID-CAROLINAS	280	282	20742	199805	291
Yes	Yes	EASTERN	MID-CAROLINAS	280	283	14522	128154	176
#N/A	Yes	EASTERN	MID-CAROLINAS	280	288	6020	42841	0
#N/A	Yes	EASTERN	MID-CAROLINAS	280	297	5182	41200	16
Yes	Yes	EASTERN	NORTHERN OHIO	440	440	20858	259711	16
Yes	Yes	EASTERN	NORTHERN OHIO	440	441	43727	577443	2
Yes	Yes	EASTERN	NORTHERN OHIO	440	442	9459	142058	0
Yes	Yes	EASTERN	NORTHERN OHIO	440	443	9653	124105	0
#N/A	Yes	EASTERN	NORTHERN OHIO	440	445	6886	77589	0
#N/A	Yes	EASTERN	NORTHERN OHIO	440	447	6787	86334	0
#N/A	Yes	EASTERN	NORTHERN OHIO	440	449	3113	33044	0
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	180	8232	119824	0
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	189	7240	82561	262
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	190	34372	435946	0
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	191	46431	635314	0
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	193	8267	82220	27
Yes	Yes	EASTERN	PHILADELPHIA METROPO	190	194	12955	159746	16
Yes	Yes	EASTERN	PITTSBURGH	150	150	10066	129308	0
Yes	Yes	EASTERN	PITTSBURGH	150	151	11035	152801	0
Yes	Yes	EASTERN	PITTSBURGH	150	152	26471	332888	0
#N/A	Yes	EASTERN	PITTSBURGH	150	153	3518	34264	7
#N/A	Yes	EASTERN	PITTSBURGH	150	154	2294	24537	4
#N/A	Yes	EASTERN	PITTSBURGH	150	156	6127	64173	88
Yes	Yes	EASTERN	SOUTH JERSEY	080	080	22729	326744	7

Yes	Yes	EASTERN	SOUTH JERSEY	080	081	4561	59946	0
#N/A	Yes	EASTERN	SOUTH JERSEY	080	082	7097	78265	0
Yes	Yes	EASTERN	SOUTH JERSEY	080	083	3879	46768	8
#N/A	Yes	EASTERN	SOUTH JERSEY	080	084	2217	33945	0
#N/A	Yes	EASTERN	SOUTH JERSEY	080	197	5200	80941	2
#N/A	Yes	EASTERN	SOUTH JERSEY	080	198	7829	93422	0
Yes	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	604	27060	397028	0
Yes	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	605	21291	246480	0
#N/A	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	616	6698	69388	0
#N/A	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	617	3810	42890	0
#N/A	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	618	6106	75070	0
#N/A	Yes	GREAT LAKES	CENTRAL ILLINOIS	604	627	5301	55049	0
Yes	Yes	GREAT LAKES	CHICAGO	606	606	83766	1007931	0
#N/A	Yes	GREAT LAKES	CHICAGO	606	607	3495	41778	0
Yes	Yes	GREAT LAKES	DETROIT	481	481	33999	479761	26
Yes	Yes	GREAT LAKES	DETROIT	481	482	29830	441439	0
#N/A	Yes	GREAT LAKES	DETROIT	481	492	5646	54299	0
#N/A	Yes	GREAT LAKES	GATEWAY	630	620	5928	73332	12
#N/A	Yes	GREAT LAKES	GATEWAY	630	622	10010	120842	0
Yes	Yes	GREAT LAKES	GATEWAY	630	630	13365	164718	33
Yes	Yes	GREAT LAKES	GATEWAY	630	631	35352	441864	0
#N/A	Yes	GREAT LAKES	GATEWAY	630	633	5650	54406	7
#N/A	Yes	GREAT LAKES	GATEWAY	630	652	5713	59544	11
Yes	Yes	GREAT LAKES	GREATER INDIANA	460	460	8487	89609	9
Yes	Yes	GREAT LAKES	GREATER INDIANA	460	461	6745	66367	0
Yes	Yes	GREAT LAKES	GREATER INDIANA	460	462	30373	361171	0
Yes	Yes	GREAT LAKES	GREATER INDIANA	460	463	12863	172812	0
Yes	Yes	GREAT LAKES	GREATER INDIANA	460	464	5314	63284	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	466	4765	58186	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	468	9626	113886	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	469	7517	81137	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	473	7955	84494	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	478	4431	41602	0
#N/A	Yes	GREAT LAKES	GREATER INDIANA	460	479	5869	67043	0
#N/A	Yes	GREAT LAKES	GREATER MICHIGAN	493	486	6313	78229	528
Yes	Yes	GREAT LAKES	GREATER MICHIGAN	493	488	8719	88887	0
Yes	Yes	GREAT LAKES	GREATER MICHIGAN	493	489	5719	69533	0

#N/A	Yes	GREAT LAKES	GREATER MICHIGAN	493	490	14648	155914	0
#N/A	Yes	GREAT LAKES	GREATER MICHIGAN	493	493	1162	9017	0
#N/A	Yes	GREAT LAKES	GREATER MICHIGAN	493	494	9702	104730	0
Yes	Yes	GREAT LAKES	GREATER MICHIGAN	493	495	13930	153351	0
Yes	Yes	GREAT LAKES	LAKELAND	530	530	11880	129535	0
Yes	Yes	GREAT LAKES	LAKELAND	530	531	11946	160952	0
Yes	Yes	GREAT LAKES	LAKELAND	530	532	25319	354241	0
Yes	Yes	GREAT LAKES	LAKELAND	530	535	7804	100886	1
Yes	Yes	GREAT LAKES	LAKELAND	530	537	8751	100381	0
#N/A	Yes	GREAT LAKES	LAKELAND	530	543	4609	49434	0
#N/A	Yes	GREAT LAKES	LAKELAND	530	544	6646	71589	59
#N/A	Yes	GREAT LAKES	LAKELAND	530	549	8007	107174	9
Yes	Yes	GREAT LAKES	NORTHERN ILLINOIS	600	600	44538	487611	0
Yes	Yes	GREAT LAKES	NORTHERN ILLINOIS	600	601	36740	397703	0
Yes	Yes	GREAT LAKES	NORTHERN ILLINOIS	600	602	2564	32476	0
Yes	Yes	GREAT LAKES	NORTHERN ILLINOIS	600	603	2090	27454	0
#N/A	Yes	GREAT LAKES	NORTHERN ILLINOIS	600	611	7335	78540	0
Yes	Yes	GREAT LAKES	ROYAL OAK	480	480	35485	404447	7
Yes	Yes	GREAT LAKES	ROYAL OAK	480	483	23648	299967	0
#N/A	Yes	GREAT LAKES	ROYAL OAK	480	484	5219	57728	0
#N/A	Yes	GREAT LAKES	ROYAL OAK	480	485	7132	89505	0
Yes	Yes	NEW YORK METRO	CARIBBEAN	006	009	30374	324049	171
#N/A	Yes	NEW YORK METRO	CENTRAL NEW JERSEY	088	077	16197	211036	0
Yes	Yes	NEW YORK METRO	CENTRAL NEW JERSEY	088	085	4697	64418	8
Yes	Yes	NEW YORK METRO	CENTRAL NEW JERSEY	088	086	7032	90852	0
Yes	Yes	NEW YORK METRO	CENTRAL NEW JERSEY	088	088	21103	258147	0
Yes	Yes	NEW YORK METRO	CENTRAL NEW JERSEY	088	089	2756	30646	0
Yes	Yes	NEW YORK METRO	LONG ISLAND	117	115	21845	232590	0
Yes	Yes	NEW YORK METRO	LONG ISLAND	117	117	41332	470099	0
Yes	Yes	NEW YORK METRO	LONG ISLAND	117	118	3166	23697	0
#N/A	Yes	NEW YORK METRO	LONG ISLAND	117	119	4222	50467	0
Yes	Yes	NEW YORK METRO	NEW YORK CITY	100	100	92919	714018	0
#N/A	Yes	NEW YORK METRO	NEW YORK CITY	100	104	23358	448713	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	070	55135	597997	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	071	11865	134741	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	072	4913	59157	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	073	6579	87196	0

#N/A	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	074	12166	140121	0
#N/A	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	075	5981	60177	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	076	18803	176309	0
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	078	6395	71461	5
Yes	Yes	NEW YORK METRO	NORTHERN NEW JERSEY	070	079	7627	84018	19
Yes	Yes	NEW YORK METRO	TRIBORO	110	110	8184	80986	0
Yes	Yes	NEW YORK METRO	TRIBORO	110	112	56862	776559	0
Yes	Yes	NEW YORK METRO	TRIBORO	110	113	24160	348748	0
#N/A	Yes	NEW YORK METRO	TRIBORO	110	114	13522	189757	0
#N/A	Yes	NEW YORK METRO	TRIBORO	110	116	1303	37883	0
Yes	Yes	NEW YORK METRO	WESTCHESTER	105	105	18044	177493	0
Yes	Yes	NEW YORK METRO	WESTCHESTER	105	106	4087	30376	0
Yes	Yes	NEW YORK METRO	WESTCHESTER	105	107	5705	87393	0
Yes	Yes	NEW YORK METRO	WESTCHESTER	105	108	2492	29519	0
#N/A	Yes	NEW YORK METRO	WESTCHESTER	105	109	10792	121076	259
#N/A	Yes	NEW YORK METRO	WESTCHESTER	105	125	6748	67652	31
Yes	Yes	NORTHEAST	ALBANY	120	120	3788	45465	42
Yes	Yes	NORTHEAST	ALBANY	120	121	4501	58764	33
Yes	Yes	NORTHEAST	ALBANY	120	122	7416	65967	0
Yes	Yes	NORTHEAST	ALBANY	120	123	3679	63805	0
#N/A	Yes	NORTHEAST	ALBANY	120	128	4197	37215	142
#N/A	Yes	NORTHEAST	ALBANY	120	130	5967	77185	0
#N/A	Yes	NORTHEAST	ALBANY	120	131	1900	22828	13
#N/A	Yes	NORTHEAST	ALBANY	120	132	8732	98453	0
#N/A	Yes	NORTHEAST	ALBANY	120	135	2690	28641	0
#N/A	Yes	NORTHEAST	ALBANY	120	139	2347	29083	0
Yes	Yes	NORTHEAST	BOSTON	020	021	42460	511850	0
Yes	Yes	NORTHEAST	BOSTON	020	024	13886	161117	0
Yes	Yes	NORTHEAST	CONNECTICUT	060	060	14309	168068	0
Yes	Yes	NORTHEAST	CONNECTICUT	060	061	10339	119759	0
#N/A	Yes	NORTHEAST	CONNECTICUT	060	062	1309	12905	10
Yes	Yes	NORTHEAST	CONNECTICUT	060	064	18269	199811	0
Yes	Yes	NORTHEAST	CONNECTICUT	060	069	4850	47314	0
Yes	Yes	NORTHEAST	MAINE	040	040	5242	46804	49
Yes	Yes	NORTHEAST	MAINE	040	041	5557	46329	0
#N/A	Yes	NORTHEAST	MAINE	040	043	1525	13064	0
#N/A	Yes	NORTHEAST	MAINE	040	044	3436	30756	110

#N/A	Yes	NORTHEAST	MAINE	040	045	627	4912	77
#N/A	Yes	NORTHEAST	MAINE	040	048	916	6078	61
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	010	11518	126548	55
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	011	5082	66682	0
#N/A	Yes	NORTHEAST	MASSACHUSETTS	018	012	4213	41235	105
#N/A	Yes	NORTHEAST	MASSACHUSETTS	018	013	1837	18003	65
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	015	5684	71162	0
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	016	6256	72106	0
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	017	11299	111755	0
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	018	19457	215834	0
Yes	Yes	NORTHEAST	MASSACHUSETTS	018	019	15013	176088	17
Yes	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	030	5303	48296	7
Yes	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	031	5307	46572	0
Yes	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	032	1631	14769	58
Yes	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	033	2277	16036	0
#N/A	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	034	1567	10854	19
#N/A	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	038	5772	47174	73
#N/A	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	050	935	3936	56
#N/A	Yes	NORTHEAST	NEW HAMPSHIRE/VERMON	030	054	4270	35406	19
Yes	Yes	NORTHEAST	SE NEW ENGLAND	028	020	10850	117601	0
Yes	Yes	NORTHEAST	SE NEW ENGLAND	028	023	9421	98710	0
Yes	Yes	NORTHEAST	SE NEW ENGLAND	028	027	12702	153738	0
Yes	Yes	NORTHEAST	SE NEW ENGLAND	028	028	17602	200641	0
Yes	Yes	NORTHEAST	SE NEW ENGLAND	028	029	14085	135402	0
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	140	6877	92531	0
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	141	3747	54314	7
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	142	20236	252912	0
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	143	2730	32979	0
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	144	4671	49297	0
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	145	4252	52774	19
Yes	Yes	NORTHEAST	WESTERN NEW YORK	140	146	16073	208271	0
Yes	Yes	PACIFIC	ARIZONA	852	850	37181	465008	112
Yes	Yes	PACIFIC	ARIZONA	852	852	33339	402885	33
Yes	Yes	PACIFIC	ARIZONA	852	853	11706	232555	291
#N/A	Yes	PACIFIC	ARIZONA	852	855	1541	14560	190
#N/A	Yes	PACIFIC	ARIZONA	852	856	3893	49882	217
Yes	Yes	PACIFIC	ARIZONA	852	857	21167	282706	48

#N/A	Yes	PACIFIC	BAY-VALLEY	945	939	9599	93610	44
Yes	Yes	PACIFIC	BAY-VALLEY	945	945	57876	731660	62
Yes	Yes	PACIFIC	BAY-VALLEY	945	946	17166	166892	0
Yes	Yes	PACIFIC	BAY-VALLEY	945	947	5887	57037	0
Yes	Yes	PACIFIC	BAY-VALLEY	945	948	3773	59200	0
Yes	Yes	PACIFIC	BAY-VALLEY	945	950	27078	238605	19
Yes	Yes	PACIFIC	BAY-VALLEY	945	951	22282	302836	2
Yes	Yes	PACIFIC	HONOLULU	967	967	15557	190352	128
Yes	Yes	PACIFIC	HONOLULU	967	968	17357	156493	0
Yes	Yes	PACIFIC	LOS ANGELES	900	900	98506	853142	0
Yes	Yes	PACIFIC	LOS ANGELES	900	902	38819	410007	0
Yes	Yes	PACIFIC	LOS ANGELES	900	903	4092	44185	0
Yes	Yes	PACIFIC	LOS ANGELES	900	904	6558	50356	0
Yes	Yes	PACIFIC	NEVADA SIERRA	890	890	6172	118016	380
Yes	Yes	PACIFIC	NEVADA SIERRA	890	891	32858	476271	47
#N/A	Yes	PACIFIC	NEVADA SIERRA	890	895	7869	77067	6
#N/A	Yes	PACIFIC	SACRAMENTO	956	937	15801	159601	0
#N/A	Yes	PACIFIC	SACRAMENTO	956	952	9421	123140	109
Yes	Yes	PACIFIC	SACRAMENTO	956	956	23455	278535	216
#N/A	Yes	PACIFIC	SACRAMENTO	956	957	1771	6840	1
Yes	Yes	PACIFIC	SACRAMENTO	956	958	22151	247565	0
Yes	Yes	PACIFIC	SAN DIEGO	920	919	10354	147652	25
Yes	Yes	PACIFIC	SAN DIEGO	920	920	29955	375957	109
Yes	Yes	PACIFIC	SAN DIEGO	920	921	36396	459287	0
Yes	Yes	PACIFIC	SAN DIEGO	920	924	6409	70032	0
Yes	Yes	PACIFIC	SAN FRANCISCO	940	940	26314	300220	9
Yes	Yes	PACIFIC	SAN FRANCISCO	940	941	39695	341551	0
Yes	Yes	PACIFIC	SAN FRANCISCO	940	943	3819	37677	0
Yes	Yes	PACIFIC	SAN FRANCISCO	940	944	4553	53284	0
Yes	Yes	PACIFIC	SAN FRANCISCO	940	949	14969	137894	14
Yes	Yes	PACIFIC	SANTA ANA	926	905	8357	63890	0
Yes	Yes	PACIFIC	SANTA ANA	926	906	19719	217172	0
Yes	Yes	PACIFIC	SANTA ANA	926	907	18522	202573	0
Yes	Yes	PACIFIC	SANTA ANA	926	908	12043	174465	0
Yes	Yes	PACIFIC	SANTA ANA	926	917	50311	510357	10
Yes	Yes	PACIFIC	SANTA ANA	926	918	2604	30043	0
Yes	Yes	PACIFIC	SANTA ANA	926	926	43753	472529	0

Yes	Yes	PACIFIC	SANTA ANA	926	927	16948	128861	0
Yes	Yes	PACIFIC	SANTA ANA	926	928	35187	337081	0
#N/A	Yes	PACIFIC	VAN NUYS	913	911	7294	65592	0
Yes	Yes	PACIFIC	VAN NUYS	913	913	34971	399945	2
Yes	Yes	PACIFIC	VAN NUYS	913	914	11173	109362	0
Yes	Yes	PACIFIC	VAN NUYS	913	915	4692	44277	0
Yes	Yes	PACIFIC	VAN NUYS	913	916	7312	83165	0
Yes	Yes	PACIFIC	VAN NUYS	913	930	17200	185730	0
Yes	Yes	PACIFIC	VAN NUYS	913	931	6835	66673	12
#N/A	Yes	PACIFIC	VAN NUYS	913	933	11003	129038	16
Yes	Yes	SOUTHEAST	ALABAMA	350	350	5419	41495	17
Yes	Yes	SOUTHEAST	ALABAMA	350	351	3124	17781	76
Yes	Yes	SOUTHEAST	ALABAMA	350	352	18084	185399	0
#N/A	Yes	SOUTHEAST	ALABAMA	350	358	7140	67439	0
#N/A	Yes	SOUTHEAST	ALABAMA	350	361	7312	68265	0
#N/A	Yes	SOUTHEAST	ALABAMA	350	366	9808	103202	0
Yes	Yes	SOUTHEAST	ATLANTA	300	300	44594	437904	0
Yes	Yes	SOUTHEAST	ATLANTA	300	301	16353	121705	51
Yes	Yes	SOUTHEAST	ATLANTA	300	302	14673	134814	0
Yes	Yes	SOUTHEAST	ATLANTA	300	303	43209	394940	0
Yes	Yes	SOUTHEAST	CENTRAL FLORIDA	327	327	23175	276475	106
Yes	Yes	SOUTHEAST	CENTRAL FLORIDA	327	328	23888	286484	84
Yes	Yes	SOUTHEAST	CENTRAL FLORIDA	327	329	15776	167947	80
Yes	Yes	SOUTHEAST	CENTRAL FLORIDA	327	334	45190	571013	194
#N/A	Yes	SOUTHEAST	MISSISSIPPI	390	386	6442	46985	440
#N/A	Yes	SOUTHEAST	MISSISSIPPI	390	390	3866	29969	4
Yes	Yes	SOUTHEAST	MISSISSIPPI	390	391	4628	31309	17
Yes	Yes	SOUTHEAST	MISSISSIPPI	390	392	8787	77788	0
#N/A	Yes	SOUTHEAST	MISSISSIPPI	390	395	8870	81187	393
Yes	Yes	SOUTHEAST	NORTH FLORIDA	320	320	6792	51085	1383
Yes	Yes	SOUTHEAST	NORTH FLORIDA	320	321	10006	110283	601
Yes	Yes	SOUTHEAST	NORTH FLORIDA	320	322	24279	261227	173
#N/A	Yes	SOUTHEAST	NORTH FLORIDA	320	323	9721	87080	162
#N/A	Yes	SOUTHEAST	NORTH FLORIDA	320	325	15290	161839	30
#N/A	Yes	SOUTHEAST	NORTH FLORIDA	320	326	4397	47427	112
Yes	Yes	SOUTHEAST	SOUTH FLORIDA	330	330	44564	549940	0
Yes	Yes	SOUTHEAST	SOUTH FLORIDA	330	331	75761	685945	0

#N/A	Yes	SOUTHEAST	SOUTH FLORIDA	330	332	0	0	0
Yes	Yes	SOUTHEAST	SOUTH FLORIDA	330	333	33028	343010	0
#N/A	Yes	SOUTHEAST	SOUTH GEORGIA	310	309	7149	70683	0
Yes	Yes	SOUTHEAST	SOUTH GEORGIA	310	310	8940	66358	0
Yes	Yes	SOUTHEAST	SOUTH GEORGIA	310	312	5263	49215	0
#N/A	Yes	SOUTHEAST	SOUTH GEORGIA	310	314	7806	70194	0
#N/A	Yes	SOUTHEAST	SOUTH GEORGIA	310	319	6325	73147	0
Yes	Yes	SOUTHEAST	SUNCOAST	335	335	4980	66179	37
Yes	Yes	SOUTHEAST	SUNCOAST	335	336	23292	220976	312
Yes	Yes	SOUTHEAST	SUNCOAST	335	337	23514	371763	4
#N/A	Yes	SOUTHEAST	SUNCOAST	335	338	11747	116968	13
#N/A	Yes	SOUTHEAST	SUNCOAST	335	339	11683	145101	406
#N/A	Yes	SOUTHEAST	SUNCOAST	335	341	7344	99509	14
#N/A	Yes	SOUTHEAST	SUNCOAST	335	342	17146	235092	32
Yes	Yes	SOUTHEAST	SUNCOAST	335	346	8485	119974	0
Yes	Yes	SOUTHEAST	TENNESSEE	370	370	11257	95364	0
Yes	Yes	SOUTHEAST	TENNESSEE	370	371	8537	72359	0
Yes	Yes	SOUTHEAST	TENNESSEE	370	372	19293	180757	0
#N/A	Yes	SOUTHEAST	TENNESSEE	370	374	10837	84873	0
#N/A	Yes	SOUTHEAST	TENNESSEE	370	379	10702	102255	0
#N/A	Yes	SOUTHEAST	TENNESSEE	370	380	4549	34765	6
Yes	Yes	SOUTHEAST	TENNESSEE	370	381	24583	285522	0
Yes	Yes	SOUTHWEST	ALBUQUERQUE	870	870	773	6027	422
Yes	Yes	SOUTHWEST	ALBUQUERQUE	870	871	18495	209807	22
Yes	Yes	SOUTHWEST	ARKANSAS	720	720	4590	43234	133
Yes	Yes	SOUTHWEST	ARKANSAS	720	721	6394	57905	57
Yes	Yes	SOUTHWEST	ARKANSAS	720	722	9553	86776	0
#N/A	Yes	SOUTHWEST	ARKANSAS	720	723	4777	41315	28
#N/A	Yes	SOUTHWEST	ARKANSAS	720	727	6892	52554	3
Yes	Yes	SOUTHWEST	DALLAS	752	750	40812	412585	0
Yes	Yes	SOUTHWEST	DALLAS	752	751	11429	118707	0
Yes	Yes	SOUTHWEST	DALLAS	752	752	51684	478447	0
#N/A	Yes	SOUTHWEST	DALLAS	752	754	5600	39874	23
#N/A	Yes	SOUTHWEST	DALLAS	752	757	6605	40045	0
Yes	Yes	SOUTHWEST	FT WORTH	760	760	19977	203958	303
Yes	Yes	SOUTHWEST	FT WORTH	760	761	25131	271777	0
#N/A	Yes	SOUTHWEST	FT WORTH	760	762	4473	39845	18

#N/A	Yes	SOUTHWEST	FT WORTH	760	764	3227	21077	169
#N/A	Yes	SOUTHWEST	FT WORTH	760	791	7657	72979	0
#N/A	Yes	SOUTHWEST	FT WORTH	760	794	7327	78631	0
Yes	Yes	SOUTHWEST	HOUSTON	770	770	104969	1011291	0
Yes	Yes	SOUTHWEST	HOUSTON	770	772	0	0	0
Yes	Yes	SOUTHWEST	HOUSTON	770	773	12258	129261	36
Yes	Yes	SOUTHWEST	HOUSTON	770	774	12094	148605	46
Yes	Yes	SOUTHWEST	LOUISIANA	700	700	18201	201070	87
Yes	Yes	SOUTHWEST	LOUISIANA	700	701	19770	229318	0
#N/A	Yes	SOUTHWEST	LOUISIANA	700	705	15967	123377	96
#N/A	Yes	SOUTHWEST	LOUISIANA	700	708	14038	136607	0
#N/A	Yes	SOUTHWEST	LOUISIANA	700	711	11277	111488	0
Yes	Yes	SOUTHWEST	OKLAHOMA	730	730	10887	99785	11
Yes	Yes	SOUTHWEST	OKLAHOMA	730	731	26578	240315	0
Yes	Yes	SOUTHWEST	OKLAHOMA	730	740	10700	93369	87
Yes	Yes	SOUTHWEST	OKLAHOMA	730	741	18750	169159	0
#N/A	Yes	SOUTHWEST	OKLAHOMA	730	743	1746	13211	40
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	765	7743	93892	31
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	767	5480	52656	0
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	780	8087	65382	444
Yes	Yes	SOUTHWEST	RIO GRANDE	780	781	5197	57608	461
Yes	Yes	SOUTHWEST	RIO GRANDE	780	782	38182	462473	0
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	784	10462	109462	0
Yes	Yes	SOUTHWEST	RIO GRANDE	780	786	6869	52202	632
Yes	Yes	SOUTHWEST	RIO GRANDE	780	787	26829	297682	92
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	788	3815	35316	295
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	789	1435	8173	1
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	797	12522	106724	130
#N/A	Yes	SOUTHWEST	RIO GRANDE	780	799	17393	197614	0
Yes	Yes	WESTERN	ALASKA	995	995	8538	98611	47
#N/A	Yes	WESTERN	ALASKA	995	996	2691	14856	225
Yes	Yes	WESTERN	BIG SKY	590	590	1051	8532	120
Yes	Yes	WESTERN	BIG SKY	590	591	4668	40616	17
#N/A	Yes	WESTERN	BIG SKY	590	598	4545	34424	209
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	515	2843	35011	0
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	516	659	4986	0
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	666	4594	57433	0

#N/A	Yes	WESTERN	CENTRAL PLAINS	680	670	2994	30820	17
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	671	2081	20844	1
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	672	12883	154287	0
Yes	Yes	WESTERN	CENTRAL PLAINS	680	680	2746	30754	0
Yes	Yes	WESTERN	CENTRAL PLAINS	680	681	13827	163977	0
#N/A	Yes	WESTERN	CENTRAL PLAINS	680	685	6364	81027	0
Yes	Yes	WESTERN	COLORADO/WYOMING	800	800	15156	243829	0
Yes	Yes	WESTERN	COLORADO/WYOMING	800	801	14770	159051	335
Yes	Yes	WESTERN	COLORADO/WYOMING	800	802	36451	415779	0
Yes	Yes	WESTERN	COLORADO/WYOMING	800	803	5535	47156	51
#N/A	Yes	WESTERN	COLORADO/WYOMING	800	809	14842	169179	7
#N/A	Yes	WESTERN	COLORADO/WYOMING	800	820	3223	37342	61
Yes	Yes	WESTERN	DAKOTAS	570	570	1895	17861	6
Yes	Yes	WESTERN	DAKOTAS	570	571	4557	43926	0
#N/A	Yes	WESTERN	DAKOTAS	570	573	1296	11049	31
#N/A	Yes	WESTERN	DAKOTAS	570	581	3344	34553	0
Yes	Yes	WESTERN	HAWKEYE	500	500	3488	43534	0
Yes	Yes	WESTERN	HAWKEYE	500	501	2655	28028	0
Yes	Yes	WESTERN	HAWKEYE	500	502	3266	32485	0
Yes	Yes	WESTERN	HAWKEYE	500	503	9047	106872	0
#N/A	Yes	WESTERN	HAWKEYE	500	507	2419	30661	0
#N/A	Yes	WESTERN	HAWKEYE	500	511	2898	32093	0
#N/A	Yes	WESTERN	HAWKEYE	500	520	3034	30563	0
#N/A	Yes	WESTERN	HAWKEYE	500	524	4327	54019	0
#N/A	Yes	WESTERN	HAWKEYE	500	612	4980	57266	0
Yes	Yes	WESTERN	MID-AMERICA	640	640	10436	134283	0
Yes	Yes	WESTERN	MID-AMERICA	640	641	18790	216301	0
#N/A	Yes	WESTERN	MID-AMERICA	640	658	6878	62900	0
#N/A	Yes	WESTERN	MID-AMERICA	640	661	4445	56807	0
#N/A	Yes	WESTERN	MID-AMERICA	640	662	10825	113813	0
#N/A	Yes	WESTERN	NORTHLAND	553	540	1069	11051	3
#N/A	Yes	WESTERN	NORTHLAND	553	546	3499	38675	8
Yes	Yes	WESTERN	NORTHLAND	553	550	7114	94515	0
Yes	Yes	WESTERN	NORTHLAND	553	551	19469	275320	0
Yes	Yes	WESTERN	NORTHLAND	553	553	13248	144986	0
Yes	Yes	WESTERN	NORTHLAND	553	554	34113	430030	0
#N/A	Yes	WESTERN	NORTHLAND	553	559	5465	70097	0

#N/A	Yes	WESTERN	NORTHLAND	553	563	4415	37321	45
Yes	Yes	WESTERN	PORTLAND	970	970	11201	147529	113
Yes	Yes	WESTERN	PORTLAND	970	971	5293	55447	35
Yes	Yes	WESTERN	PORTLAND	970	972	31392	355299	0
#N/A	Yes	WESTERN	PORTLAND	970	973	13382	162925	166
#N/A	Yes	WESTERN	PORTLAND	970	974	11749	135189	453
Yes	Yes	WESTERN	PORTLAND	970	986	8611	121974	119
Yes	Yes	WESTERN	SALT LAKE CITY	840	840	14291	181088	501
Yes	Yes	WESTERN	SALT LAKE CITY	840	841	21708	215001	22
#N/A	Yes	WESTERN	SALT LAKE CITY	840	844	4404	54196	12
Yes	Yes	WESTERN	SEATTLE	980	980	29645	421330	44
Yes	Yes	WESTERN	SEATTLE	980	981	31801	372541	0
#N/A	Yes	WESTERN	SEATTLE	980	982	14407	150027	101
Yes	Yes	WESTERN	SEATTLE	980	984	11122	159463	0
#N/A	Yes	WESTERN	SEATTLE	980	985	7628	89616	356
#N/A	Yes	WESTERN	SPOKANE	990	835	1521	14790	44
#N/A	Yes	WESTERN	SPOKANE	990	837	8852	78551	29
#N/A	Yes	WESTERN	SPOKANE	990	838	3198	21133	170
Yes	Yes	WESTERN	SPOKANE	990	990	204	4229	4
Yes	Yes	WESTERN	SPOKANE	990	991	1120	14087	94
Yes	Yes	WESTERN	SPOKANE	990	992	11874	126999	0
#N/A	Yes	WESTERN	SPOKANE	990	994	474	8271	20
#N/A	#N/A	CAPITAL METRO	BALTIMORE	210	215	2161	21743	111
#N/A	#N/A	CAPITAL METRO	BALTIMORE	210	216	2422	14625	35
#N/A	#N/A	CAPITAL METRO	BALTIMORE	210	218	3876	40122	15
#N/A	#N/A	CAPITAL METRO	NORTHERN VIRGINIA	220	226	3052	21678	194
#N/A	#N/A	CAPITAL METRO	NORTHERN VIRGINIA	220	227	679	4537	128
#N/A	#N/A	CAPITAL METRO	RICHMOND	230	228	1746	12847	3
#N/A	#N/A	CAPITAL METRO	RICHMOND	230	229	4505	39696	38
Yes	#N/A	CAPITAL METRO	RICHMOND	230	236	8646	147667	0
Yes	#N/A	CAPITAL METRO	RICHMOND	230	237	2388	40239	0
#N/A	#N/A	CAPITAL METRO	RICHMOND	230	239	938	5147	94
#N/A	#N/A	CAPITAL METRO	RICHMOND	230	244	2293	19400	61
#N/A	#N/A	EASTERN	APPALACHIAN	250	241	3514	31134	24
#N/A	#N/A	EASTERN	APPALACHIAN	250	242	2129	14744	25
#N/A	#N/A	EASTERN	APPALACHIAN	250	243	1589	9217	8
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#N/A	#N/A	EASTERN	APPALACHIAN	250	246	753	5213	47
#N/A	#N/A	EASTERN	APPALACHIAN	250	247	1306	11868	44
#N/A	#N/A	EASTERN	APPALACHIAN	250	248	170	880	42
#N/A	#N/A	EASTERN	APPALACHIAN	250	249	710	4552	200
#N/A	#N/A	EASTERN	APPALACHIAN	250	254	1682	13440	2
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#N/A	#N/A	EASTERN	APPALACHIAN	250	256	720	3572	17
#N/A	#N/A	EASTERN	APPALACHIAN	250	257	2707	31202	0
#N/A	#N/A	EASTERN	APPALACHIAN	250	258	1896	13909	146
#N/A	#N/A	EASTERN	APPALACHIAN	250	259	567	5616	64
#N/A	#N/A	EASTERN	APPALACHIAN	250	261	2951	29328	32
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#N/A	#N/A	EASTERN	APPALACHIAN	250	266	695	3115	94
#N/A	#N/A	EASTERN	APPALACHIAN	250	267	635	4855	160
#N/A	#N/A	EASTERN	APPALACHIAN	250	268	416	1739	123
#N/A	#N/A	EASTERN	APPALACHIAN	250	376	1220	10805	0
#N/A	#N/A	EASTERN	APPALACHIAN	250	415	144	220	0
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	169	966	6782	2
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	173	3023	30302	0
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	174	4110	49386	0
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	175	2948	41847	3
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	177	3829	36901	46
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	179	2802	33282	17
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	182	2924	33331	96
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	184	2536	27120	307
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	186	3002	40891	51
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	188	843	8577	3
#N/A	#N/A	EASTERN	CENTRAL PENNSYLVANIA	170	195	1498	21853	1
#N/A	#N/A	EASTERN	CINCINNATI	450	434	3412	40484	0
#N/A	#N/A	EASTERN	CINCINNATI	450	435	5308	54643	0
Yes	#N/A	EASTERN	CINCINNATI	450	453	8910	125747	2
#N/A	#N/A	EASTERN	CINCINNATI	450	455	2760	38960	0
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#N/A	#N/A	EASTERN	COLUMBUS	430	437	3382	29357	0
#N/A	#N/A	EASTERN	COLUMBUS	430	438	836	8123	0
#N/A	#N/A	EASTERN	COLUMBUS	430	456	5263	45768	51
#N/A	#N/A	EASTERN	COLUMBUS	430	457	2719	23490	7

#N/A	#N/A	EASTERN	ERIE	164	155	1239	8329	27
#N/A	#N/A	EASTERN	ERIE	164	157	1814	16789	5
#N/A	#N/A	EASTERN	ERIE	164	158	2009	16236	43
#N/A	#N/A	EASTERN	ERIE	164	160	2035	22353	0
#N/A	#N/A	EASTERN	ERIE	164	162	1133	10058	31
#N/A	#N/A	EASTERN	ERIE	164	163	3068	27790	47
#N/A	#N/A	EASTERN	ERIE	164	167	1037	10124	32
#N/A	#N/A	EASTERN	ERIE	164	168	3261	37709	29
#N/A	#N/A	EASTERN	GREENSBORO	270	279	2481	14287	556
#N/A	#N/A	EASTERN	KENTUCKIANA	400	382	114	872	0
#N/A	#N/A	EASTERN	KENTUCKIANA	400	403	4408	42326	60
#N/A	#N/A	EASTERN	KENTUCKIANA	400	404	2486	18526	5
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#N/A	#N/A	EASTERN	KENTUCKIANA	400	408	601	2714	79
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#N/A	#N/A	EASTERN	KENTUCKIANA	400	415	576	2706	109
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#N/A	#N/A	EASTERN	KENTUCKIANA	400	423	3430	32493	0
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#N/A	#N/A	EASTERN	KENTUCKIANA	400	476	1471	11563	0
Yes	#N/A	EASTERN	MID-CAROLINAS	280	284	8801	62881	417
#N/A	#N/A	EASTERN	MID-CAROLINAS	280	285	8010	70528	46
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#N/A	#N/A	EASTERN	MID-CAROLINAS	280	289	430	1098	0
#N/A	#N/A	EASTERN	NORTHERN OHIO	440	439	3969	41857	0

#N/A	#N/A	EASTERN	NORTHERN OHIO	440	444	6943	90152	0
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#N/A	#N/A	EASTERN	NORTHERN OHIO	440	448	6530	79718	0
Yes	#N/A	EASTERN	PHILADELPHIA METROPO	190	181	4452	57238	0
#N/A	#N/A	EASTERN	PHILADELPHIA METROPO	190	183	1864	10354	324
#N/A	#N/A	EASTERN	PITTSBURGH	150	260	3865	42985	0
#N/A	#N/A	EASTERN	SOUTH JERSEY	080	199	5497	46504	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	609	3478	34386	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	613	3335	34799	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	614	3201	33951	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	615	3120	38330	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	619	2480	25042	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	625	4162	49266	0
#N/A	#N/A	GREAT LAKES	CENTRAL ILLINOIS	604	626	3241	32328	0
#N/A	#N/A	GREAT LAKES	CHICAGO	606	608	3391	47051	0
#N/A	#N/A	GREAT LAKES	GATEWAY	630	623	2636	21649	2
#N/A	#N/A	GREAT LAKES	GATEWAY	630	624	2807	20266	4
#N/A	#N/A	GREAT LAKES	GATEWAY	630	628	4638	35976	0
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#N/A	#N/A	GREAT LAKES	GATEWAY	630	634	1497	11050	1
#N/A	#N/A	GREAT LAKES	GATEWAY	630	635	1342	9934	0
#N/A	#N/A	GREAT LAKES	GATEWAY	630	650	881	5324	422
#N/A	#N/A	GREAT LAKES	GATEWAY	630	651	2323	20573	11
#N/A	#N/A	GREAT LAKES	GATEWAY	630	653	1959	18968	43
#N/A	#N/A	GREAT LAKES	GREATER INDIANA	460	465	9015	83102	0
#N/A	#N/A	GREAT LAKES	GREATER INDIANA	460	467	4453	38138	0
#N/A	#N/A	GREAT LAKES	GREATER INDIANA	460	472	4402	36493	1
#N/A	#N/A	GREAT LAKES	GREATER INDIANA	460	474	5071	48161	0
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#N/A	#N/A	GREAT LAKES	GREATER MICHIGAN	493	487	3638	37929	42
#N/A	#N/A	GREAT LAKES	GREATER MICHIGAN	493	491	1713	18316	0
#N/A	#N/A	GREAT LAKES	GREATER MICHIGAN	493	496	3453	20179	20
#N/A	#N/A	GREAT LAKES	GREATER MICHIGAN	493	497	4301	27828	329
#N/A	#N/A	GREAT LAKES	LAKELAND	530	498	4375	38257	193
#N/A	#N/A	GREAT LAKES	LAKELAND	530	499	2099	17502	111
Yes	#N/A	GREAT LAKES	LAKELAND	530	534	3160	50454	0
#N/A	#N/A	GREAT LAKES	LAKELAND	530	538	937	9182	0

#N/A	#N/A	GREAT LAKES	LAKELAND	530	539	2478	24904	0
#N/A	#N/A	GREAT LAKES	LAKELAND	530	541	2652	37066	133
#N/A	#N/A	GREAT LAKES	LAKELAND	530	542	2106	25521	0
#N/A	#N/A	GREAT LAKES	LAKELAND	530	545	1156	7502	324
#N/A	#N/A	GREAT LAKES	NORTHERN ILLINOIS	600	610	4937	53151	0
#N/A	#N/A	NEW YORK METRO	CARIBBEAN	006	006	17978	167191	1047
Yes	#N/A	NEW YORK METRO	CARIBBEAN	006	007	18790	206818	589
#N/A	#N/A	NEW YORK METRO	CARIBBEAN	006	008	3521	12048	116
Yes	#N/A	NEW YORK METRO	CENTRAL NEW JERSEY	088	087	9842	167068	0
#N/A	#N/A	NEW YORK METRO	NEW YORK CITY	100	101	5491	32309	0
#N/A	#N/A	NEW YORK METRO	NEW YORK CITY	100	102	365	6628	0
#N/A	#N/A	NEW YORK METRO	TRIBORO	110	103	8305	143096	0
#N/A	#N/A	NEW YORK METRO	TRIBORO	110	111	8427	76102	0
#N/A	#N/A	NEW YORK METRO	WESTCHESTER	105	124	2867	21108	209
#N/A	#N/A	NEW YORK METRO	WESTCHESTER	105	126	2892	2^724	0
#N/A	#N/A	NEW YORK METRO	WESTCHESTER	105	127	1309	9332	109
#N/A	#N/A	NORTHEAST	ALBANY	120	129	2942	23904	98
#N/A	#N/A	NORTHEAST	ALBANY	120	133	2269	21075	53
#N/A	#N/A	NORTHEAST	ALBANY	120	134	3019	33708	49
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#N/A	#N/A	NORTHEAST	ALBANY	120	138	2590	21519	26
Yes	#N/A	NORTHEAST	BOSTON	020	022	2064	9143	0
#N/A	#N/A	NORTHEAST	CONNECTICUT	060	063	5094	62008	0
Yes	#N/A	NORTHEAST	CONNECTICUT	060	065	8533	106988	0
#N/A	#N/A	NORTHEAST	CONNECTICUT	060	066	6382	88172	0
#N/A	#N/A	NORTHEAST	CONNECTICUT	060	067	7641	96253	0
Yes	#N/A	NORTHEAST	CONNECTICUT	060	068	15821	146784	0
#N/A	#N/A	NORTHEAST	MAINE	040	039	513	6475	0
#N/A	#N/A	NORTHEAST	MAINE	040	042	3139	30304	44
#N/A	#N/A	NORTHEAST	MAINE	040	046	1293	6019	115
#N/A	#N/A	NORTHEAST	MAINE	040	047	1732	12553	14
#N/A	#N/A	NORTHEAST	MAINE	040	049	2345	18705	81
Yes	#N/A	NORTHEAST	MASSACHUSETTS	018	014	4208	44819	0
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	035	1240	10457	10
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	036	38	360	8
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	037	1852	12081	37

#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	051	693	4771	5
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#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	053	696	4021	69
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	056	1508	8849	20
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	057	2059	12495	37
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	058	666	4137	81
#N/A	#N/A	NORTHEAST	NEW HAMPSHIRE/VERMON	030	059	0	0	5
#N/A	#N/A	NORTHEAST	SE NEW ENGLAND	028	025	2404	29310	0
#N/A	#N/A	NORTHEAST	SE NEW ENGLAND	028	026	4130	37392	0
#N/A	#N/A	NORTHEAST	WESTERN NEW YORK	140	147	3766	35037	6
#N/A	#N/A	NORTHEAST	WESTERN NEW YORK	140	148	5150	48137	45
#N/A	#N/A	NORTHEAST	WESTERN NEW YORK	140	149	1604	20223	0
#N/A	#N/A	OVERSEAS	MILITARY POSTAL SERVMILITARY PO	090	090	3237	11646	0
#N/A	#N/A	OVERSEAS	MILITARY POSTAL SERVMILITARY PO	090	091	1002	0	0
#N/A	#N/A	OVERSEAS	MILITARY POSTAL SERVMILITARY PO	090	092	155	3	0
#N/A	#N/A	OVERSEAS	MILITARY POSTAL SERVMILITARY PO	090	094	314	4	0
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#N/A	#N/A	OVERSEAS	MILITARY POSTAL SERVMILITARY PO	962	962	9451	0	0
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#N/A	#N/A	PACIFIC	ARIZONA	852	859	0	0	189
#N/A	#N/A	PACIFIC	ARIZONA	852	860	2930	20444	101
#N/A	#N/A	PACIFIC	ARIZONA	852	863	2306	10542	1569
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#N/A	#N/A	PACIFIC	HONOLULU	967	969	2316	15100	0
#N/A	#N/A	PACIFIC	LOS ANGELES	900	901	0	0	0
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	889	0	0	0
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	893	251	2067	48
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	894	4517	50968	395
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	897	2877	24797	21
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	898	1158	12734	101
#N/A	#N/A	PACIFIC	NEVADA SIERRA	890	961	782	6245	224

#N/A	#N/A	PACIFIC	SACRAMENTO	956	936	7023	89017	690
#N/A	#N/A	PACIFIC	SACRAMENTO	956	942	0	0	0
#N/A	#N/A	PACIFIC	SACRAMENTO	956	953	15622	189965	180
#N/A	#N/A	PACIFIC	SACRAMENTO	956	959	11026	106353	366
#N/A	#N/A	PACIFIC	SACRAMENTO	956	960	6820	55652	221
#N/A	#N/A	PACIFIC	SAN DIEGO	920	922	16503	233364	340
Yes	#N/A	PACIFIC	SAN DIEGO	920	923	16470	260682	419
Yes	#N/A	PACIFIC	SAN DIEGO	920	925	19254	262340	94
Yes	#N/A	PACIFIC	SAN FRANCISCO	940	954	12783	123894	183
#N/A	#N/A	PACIFIC	SAN FRANCISCO	940	955	4341	39402	109
#N/A	#N/A	PACIFIC	VAN NUYS	913	910	7370	102880	0
#N/A	#N/A	PACIFIC	VAN NUYS	913	912	7039	77650	0
#N/A	#N/A	PACIFIC	VAN NUYS	913	932	10607	141423	316
Yes	#N/A	PACIFIC	VAN NUYS	913	934	12426	127090	119
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#N/A	#N/A	SOUTHEAST	ALABAMA	350	354	4359	44461	7
#N/A	#N/A	SOUTHEAST	ALABAMA	350	355	1887	7442	20
#N/A	#N/A	SOUTHEAST	ALABAMA	350	356	8451	66049	0
#N/A	#N/A	SOUTHEAST	ALABAMA	350	357	907	4866	44
#N/A	#N/A	SOUTHEAST	ALABAMA	350	359	5758	37014	115
#N/A	#N/A	SOUTHEAST	ALABAMA	350	360	3794	25406	21
#N/A	#N/A	SOUTHEAST	ALABAMA	350	362	3702	25783	0
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#N/A	#N/A	SOUTHEAST	ALABAMA	350	364	2274	12752	35
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#N/A	#N/A	SOUTHEAST	ALABAMA	350	367	3137	21080	45
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Yes	#N/A	SOUTHEAST	ATLANTA	300	305	6888	38326	48
#N/A	#N/A	SOUTHEAST	ATLANTA	300	306	6481	57113	0
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Yes	#N/A	SOUTHEAST	CENTRAL FLORIDA	327	347	7444	60871	53
Yes	#N/A	SOUTHEAST	CENTRAL FLORIDA	327	349	9927	123230	0
#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	369	333	1438	17
#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	387	3409	27664	0
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#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	389	2668	16762	0
#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	393	4195	23554	8

#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	394	6703	41232	21
#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	396	2215	11621	13
#N/A	#N/A	SOUTHEAST	MISSISSIPPI	390	397	3688	26182	39
#N/A	#N/A	SOUTHEAST	NORTH FLORIDA	320	324	7856	71417	764
#N/A	#N/A	SOUTHEAST	NORTH FLORIDA	320	344	4130	24887	872
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	298	3896	38026	1
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#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	304	3826	17619	6
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	308	939	7962	10
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	313	978	14239	18
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	315	8057	46779	0
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	316	4116	27519	2
Yes	#N/A	SOUTHEAST	SOUTH GEORGIA	310	317	9415	62835	0
#N/A	#N/A	SOUTHEAST	SOUTH GEORGIA	310	318	540	3431	0
Yes	#N/A	SOUTHEAST	SOUTH GEORGIA	310	398	2382	13157	0
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	307	6436	46819	28
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	373	7695	54146	101
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	376	6548	51904	0
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	377	4501	25496	9
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	378	6859	48278	18
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	382	2309	15032	3
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	383	7147	42570	2
#N/A	#N/A	SOUTHEAST	TENNESSEE	370	384	3275	18692	0
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#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	865	0	0	27
#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	873	1149	7392	38
#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	874	2788	21662	98
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#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	877	1090	8881	32
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#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	879	356	3588	43
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#N/A	#N/A	SOUTHWEST	ALBUQUERQUE	870	884	663	5148	50
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	716	4883	38303	51

#N/A	#N/A	SOUTHWEST	ARKANSAS	720	717	3484	23415	0
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	718	2538	16953	11
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	719	3660	27767	279
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	724	4454	32606	41
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	725	899	4334	399
#N/A	#N/A	SOUTHWEST	ARKANSAS	720	726	2302	11065	141
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#N/A	#N/A	SOUTHWEST	DALLAS	752	753	2	0	0
#N/A	#N/A	SOUTHWEST	DALLAS	752	755	3209	21159	0
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#N/A	#N/A	SOUTHWEST	DALLAS	752	759	5128	31293	91
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#N/A	#N/A	SOUTHWEST	FT WORTH	760	792	871	5330	32
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#N/A	#N/A	SOUTHWEST	FT WORTH	760	796	4534	39873	0
#N/A	#N/A	SOUTHWEST	HOUSTON	770	775	22620	289386	47
#N/A	#N/A	SOUTHWEST	HOUSTON	770	776	5169	61805	14
#N/A	#N/A	SOUTHWEST	HOUSTON	770	777	5736	47320	0
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#N/A	#N/A	SOUTHWEST	LOUISIANA	700	703	5048	41255	91
#N/A	#N/A	SOUTHWEST	LOUISIANA	700	704	7523	53173	468
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#N/A	#N/A	SOUTHWEST	LOUISIANA	700	707	3012	22916	351
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#N/A	#N/A	SOUTHWEST	LOUISIANA	700	713	5745	42771	43
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#N/A	#N/A	SOUTHWEST	OKLAHOMA	730	734	2514	15066	175
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#N/A	#N/A	SOUTHWEST	RIO GRANDE	780	783	4981	53088	125
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#N/A	#N/A	WESTERN	ALASKA	995	999	560	2744	0
#N/A	#N/A	WESTERN	BIG SKY	590	592	913	5988	58
#N/A	#N/A	WESTERN	BIG SKY	590	593	702	6486	39
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#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	668	1517	13941	2
#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	669	794	4962	0
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#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	675	3965	35673	3
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#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	688	3415	29944	29
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#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	690	421	3051	29
#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	691	2088	18416	36
#N/A	#N/A	WESTERN	CENTRAL PLAINS	680	692	314	1867	32
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#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	804	2178	20647	490
Yes	#N/A	WESTERN	COLORADO/WYOMING	800	805	8211	92488	407
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	806	3658	43626	21
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	807	2011	15646	84
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	808	562	6729	419
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#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	811	771	5383	252
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	812	1876	13576	191
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#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	822	560	4278	5
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	823	388	3836	12
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#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	827	1389	10887	150
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	828	1146	8900	92
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	829	2035	18903	63
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	830	0	0	109
#N/A	#N/A	WESTERN	COLORADO/WYOMING	800	831	124	1112	16
#N/A	#N/A	WESTERN	DAKOTAS	570	565	2374	24079	14
#N/A	#N/A	WESTERN	DAKOTAS	570	567	1002	8742	30
#N/A	#N/A	WESTERN	DAKOTAS	570	572	1353	9467	2
#N/A	#N/A	WESTERN	DAKOTAS	570	574	1126	11710	41
#N/A	#N/A	WESTERN	DAKOTAS	570	575	1031	7074	108
#N/A	#N/A	WESTERN	DAKOTAS	570	576	301	2468	55

#N/A	#N/A	WESTERN	DAKOTAS	570	577	4048	35828	344
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#N/A	#N/A	WESTERN	DAKOTAS	570	582	1972	25404	31
#N/A	#N/A	WESTERN	DAKOTAS	570	583	727	5456	56
#N/A	#N/A	WESTERN	DAKOTAS	570	584	735	5681	20
#N/A	#N/A	WESTERN	DAKOTAS	570	585	2206	24337	194
#N/A	#N/A	WESTERN	DAKOTAS	570	586	502	4689	56
#N/A	#N/A	WESTERN	DAKOTAS	570	587	1309	17107	74
#N/A	#N/A	WESTERN	DAKOTAS	570	588	513	5824	12
#N/A	#N/A	WESTERN	HAWKEYE	500	504	2675	24794	0
#N/A	#N/A	WESTERN	HAWKEYE	500	505	3630	29267	0
#N/A	#N/A	WESTERN	HAWKEYE	500	506	2787	28258	0
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#N/A	#N/A	WESTERN	HAWKEYE	500	528	3233	40710	0
#N/A	#N/A	WESTERN	MID-AMERICA	640	636	2232	16532	139
#N/A	#N/A	WESTERN	MID-AMERICA	640	637	2834	22490	30
#N/A	#N/A	WESTERN	MID-AMERICA	640	638	2876	24941	19
#N/A	#N/A	WESTERN	MID-AMERICA	640	639	1543	10515	166
#N/A	#N/A	WESTERN	MID-AMERICA	640	644	1421	11606	0
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#N/A	#N/A	WESTERN	MID-AMERICA	640	647	1919	15136	11
#N/A	#N/A	WESTERN	MID-AMERICA	640	648	4145	33617	3
#N/A	#N/A	WESTERN	MID-AMERICA	640	654	1368	13301	219
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#N/A	#N/A	WESTERN	MID-AMERICA	640	657	2186	12607	682

#N/A	#N/A	WESTERN	MID-AMERICA	640	660	6696	77955	0
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#N/A	#N/A	WESTERN	NORTHLAND	553	547	3751	41833	7
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#N/A	#N/A	WESTERN	NORTHLAND	553	555	0	0	0
#N/A	#N/A	WESTERN	NORTHLAND	553	556	242	2898	148
#N/A	#N/A	WESTERN	NORTHLAND	553	557	3403	30493	275
#N/A	#N/A	WESTERN	NORTHLAND	553	558	3782	43135	0
#N/A	#N/A	WESTERN	NORTHLAND	553	560	5408	57291	0
#N/A	#N/A	WESTERN	NORTHLAND	553	561	1447	11195	0
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#N/A	#N/A	WESTERN	NORTHLAND	553	564	1623	11225	531
#N/A	#N/A	WESTERN	NORTHLAND	553	566	1078	8274	112
#N/A	#N/A	WESTERN	PORTLAND	970	975	6914	67173	328
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#N/A	#N/A	WESTERN	PORTLAND	970	977	4926	31029	177
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#N/A	#N/A	WESTERN	PORTLAND	970	979	965	6613	7
#N/A	#N/A	WESTERN	SALT LAKE CITY	840	843	2213	28952	15
#N/A	#N/A	WESTERN	SALT LAKE CITY	840	845	1156	8167	61
#N/A	#N/A	WESTERN	SALT LAKE CITY	840	846	4081	48569	42
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#N/A	#N/A	WESTERN	SEATTLE	980	983	7262	90799	457
#N/A	#N/A	WESTERN	SEATTLE	980	988	3792	36502	198
#N/A	#N/A	WESTERN	SEATTLE	980	989	5852	56953	46
#N/A	#N/A	WESTERN	SPOKANE	990	832	3714	33756	107
#N/A	#N/A	WESTERN	SPOKANE	990	833	3434	24467	40
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HCR RESIDENTIAL	RURAL BUSINESS	RURAL RESIDENTIAL	PO BOX BUSINESS	PO BOX RESIDENTIAL	GENERAL DEL DELIVERY POINTS	GENERAL DEL DROP TOTAL
226	4529	116506	9614	19598	44	44
0	2568	98531	5913	12320	31	275
0	511	12336	18635	19181	1	1
0	452	11196	1411	6445	2	2
992	3974	107118	7025	17946	53	53
0	705	24456	1112	6943	16	16
0	0	0	9578	31455	1	1
26852	2833	62764	5417	28566	64	64
12044	1937	39469	10813	30425	37	37
514	761	37669	7768	16457	23	23
0	0	0	2543	5636	1	1
0	7071	164689	9222	23417	38	38
0	1844	49410	3955	8232	7	7
0	692	24343	7262	13893	10	10
0	0	0	2420	7416	2	2
0	0	0	3623	8870	6	15
1601	1546	46328	3361	14006	28	28
6407	1412	49824	3022	14408	41	41
4506	3384	63462	4598	19323	54	55
6156	3789	93351	5572	19480	53	53
0	617	15101	9659	10910	18	18
971	615	23444	2999	12124	28	28
956	936	33056	6290	17922	50	50
0	0	0	2546	5769	1	1
2370	2844	78392	5068	18148	50	50
738	2198	61297	6016	21196	33	43
6322	172	6291	1227	17324	52	339
4495	119	5829	1385	14492	51	385
6500	202	10069	928	9201	42	160
2751	326	7718	3362	6259	1	25
1700	671	15850	1807	9110	30	74
954	440	13897	808	8491	30	46
687	1193	30740	2720	16076	40	76
1630	3168	108108	7201	25404	86	86

0	536	9796	3395	4457	1	1
5119	1193	44205	1934	12054	50	50
177	372	7100	1995	2833	1	1
362	1934	47987	2414	11265	54	87
0	104	901	1108	1932	1	1
262	309	8564	1474	2767	1	1
189	528	9121	2180	3850	1	1
437	2634	86459	4437	17444	51	51
0	23	669	3612	6373	1	1
4217	3522	80959	5157	13351	30	30
0	1921	72256	3189	15699	52	52
0	0	0	7867	16402	1	1
770	3	1844	5267	9404	1	1
144	1307	54259	4612	17938	75	75
276	879	32903	1344	6402	30	30
3048	5036	161893	8669	24153	61	61
972	2620	89386	3733	12484	44	44
266	738	9220	8308	16058	1	1
0	937	38314	2520	11076	42	42
121	739	19780	1528	11985	38	129
0	1104	39488	3027	13554	38	38
0	866	34989	1596	8509	31	31
0	420	7255	1585	2884	1	1
1259	1084	33244	2065	15463	68	311
359	3566	119224	5711	23449	49	49
988	2457	82198	5412	23616	43	43
235	921	19198	6277	9078	1	1
93	3435	91318	6366	27206	42	293
4821	6974	157144	11343	33938	51	55
14231	5779	146361	12266	44643	52	52
2731	7280	200981	15238	38206	59	193
25	2660	95255	5050	20714	36	36
0	448	13490	3566	9081	1	1
0	3739	121040	9078	24423	38	38
753	2984	108627	5936	23690	38	38
0	1145	27243	6671	7744	1	1
0	8514	248418	14283	49474	62	62

0	1366	41712	8693	10051	1	1
0	974	20070	4280	16156	1	1
1819	3202	111887	9874	49663	82	82
2261	5016	174913	12130	51776	80	80
8539	2091	64353	3715	11590	49	1000
6766	932	34176	1382	9484	32	374
0	2453	51671	11887	14104	1	1
0	727	11729	3184	6072	1	1
0	380	8389	854	1771	1	1
82	1943	66842	3406	10670	44	185
0	191	8923	2450	2887	1	1
2512	6393	150148	12062	36701	47	47
0	6896	155722	11083	27724	40	40
1	3910	104470	17461	17189	1	1
7756	3563	159784	12009	62153	68	68
0	310	10503	2573	6270	1	1
292	2906	80992	4761	13056	23	23
673	2924	80723	11258	22587	52	52
1282	0	0	14852	22728	1	1
0	2958	77609	7285	17762	42	42
0	258	2736	3077	5464	1	1
0	0	0	2213	3552	1	1
0	25	1057	2438	4073	1	1
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0	2398	77119	5400	19576	54	54
4992	1459	41320	7642	19647	59	59
0	198	5349	17373	26595	57	57
0	0	0	10549	29144	1	1
2400	2207	63327	6785	18337	49	49
1382	843	30569	7264	18223	43	43
0	3087	66859	5664	25605	73	73
0	751	18725	4132	8408	23	23
0	38	1177	28537	16847	1	1
643	1212	33831	2443	17827	58	58
337	899	27362	2032	23550	72	72
1579	2159	59159	4198	25675	75	75
60	6139	124984	21476	37017	86	86

0	0	0	1199	3110	1	1
0	1700	39326	4841	17335	35	35
108	710	31690	3286	14942	36	36
0	0	0	725	3170	1	1
19	994	32718	3377	8609	15	15
0	0	0	4943	5922	1	1
0	5611	116089	14240	29773	58	58
0	4122	100485	11152	19968	41	41
0	398	8397	1652	2872	5	5
0	1494	40891	3453	14231	52	52
0	1220	35379	4228	18931	53	53
0	521	12724	2772	4393	1	1
0	0	0	15983	62383	1	100
0	0	0	329	964	0	0
9153	5205	145765	15225	34620	46	46
0	0	0	12670	20180	1	1
0	2016	84625	3961	16440	59	59
369	1825	50365	4214	18377	77	77
0	1920	57654	5192	19454	66	66
2582	4275	109935	9036	18771	52	52
0	14	1561	14616	16095	1	1
183	3875	110372	3854	10297	45	45
156	1462	41195	3067	7690	41	41
3151	2777	90552	5901	12833	38	38
0	3647	120228	6406	15392	61	61
0	1049	48169	11956	12452	1	1
0	2824	77309	6798	19618	42	42
0	0	0	1807	5867	1	1
0	279	6661	2054	2384	1	1
0	408	16988	2343	4028	1	1
0	962	47375	4446	17363	65	65
0	1357	51819	4091	15603	55	55
0	702	32296	2461	11382	48	48
0	1049	44509	4256	19408	63	63
15435	2671	83214	5527	18712	43	43
0	3938	141827	7521	23602	79	79
0	571	6768	1777	2532	1	1

0	4529	155307	8769	25843	74	74
0	3088	106216	3744	11477	45	45
0	4257	110344	5758	14233	46	46
0	607	11056	3539	4194	2	2
0	4392	115991	9094	16026	74	74
0	3473	103063	8143	19218	56	56
0	0	0	7451	13920	1	1
143	3505	105084	7656	19242	80	80
0	1146	19650	3508	3934	1	1
0	925	24913	2204	2478	1	1
4224	2040	80713	5161	14110	72	72
309	3857	84373	6028	13836	53	53
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0	4787	100814	16627	29339	53	53
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0	936	20040	2478	4025	1	1
865	2210	79447	12365	20222	41	41
0	3128	93172	10062	14349	25	25
0	2760	124435	5046	15844	58	58
0	273	5522	1817	4912	1	1
16850	595	24473	14817	49688	22	22
0	2112	27593	9761	19168	42	42
834	1715	42135	7361	13706	33	33
0	255	10142	3104	8496	1	1
0	2707	61122	13045	25919	57	57
0	144	3333	1431	4026	3	3
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245	484	10157	5783	12444	29	29
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1289	1428	40068	8528	32457	62	62
533	2842	81782	7334	34128	69	69
2150	2921	78009	4456	24305	69	69
1681	967	42607	4142	24377	67	67
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0	142	4232	1129	2628	1	1
4391	1368	44572	3776	21044	64	64
264	2212	72201	4854	18083	51	51
617	948	40044	2626	17823	54	54
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0	34	1222	1032	1888	1	1
14	136	5714	1121	1938	1	1
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506	3870	94834	12114	29296	60	60
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1015	1165	40192	2625	12144	39	39
0	3573	81059	11542	25574	52	53
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4287	2412	77674	5879	38564	72	72
0	124	3859	1993	5568	1	1
0	531	19899	1187	7748	20	20
4385	594	27434	2913	23057	65	65

4794	337	9158	1229	10058	30	30
2295	309	7167	1158	7448	21	21
2929	1271	45772	7983	29542	56	60
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2562	485	10610	4087	17520	32	36
2641	413	13004	1446	7306	25	25
0	2263	62261	6840	24898	49	49
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0	1562	31476	7629	13027	23	23
0	2887	42037	9083	18814	25	25
204	697	13655	7132	17449	25	25
405	3551	88083	9942	14785	31	31
0	531	12666	1987	3011	1	1
2454	1491	45814	6755	26623	57	57
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2010	429	15326	2393	10175	27	27
4066	2601	62891	14616	36571	65	65
1555	434	12974	3265	15102	53	53
667	2218	49851	6861	15873	49	50
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0	2349	54899	7264	20492	30	30
0	1971	48480	7721	20786	24	24
0	2251	76941	10370	34449	51	51
0	810	10529	5061	10409	3	3
156	2233	78238	5561	16405	62	62
417	710	25033	2605	12572	39	39
0	8	612	6614	9397	4	5
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21	1640	65882	3911	14772	49	49
583	1789	66051	4641	16692	62	62
0	0	0	4171	10548	1	1
4462	1068	21385	16997	27409	1	1
4898	7079	249084	18894	53189	26	55
13684	2754	146743	10690	70887	43	43
5646	193	5980	1975	20037	20	20
9774	919	30562	4269	36304	40	40
1855	1123	76880	8045	19372	1	1

2065	1243	19153	4930	31755	17	634
3208	3233	68470	19773	69084	50	50
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1404	1126	36721	10721	38362	32	521
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6982	2399	49573	15861	97769	74	2505
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0	118	3554	12631	44769	21	21
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6457	1768	56711	3713	34529	28	28
1775	188	23548	7139	23627	1	1
611	1088	29825	3101	14202	1	1
0	539	21958	3089	6743	1	120
4072	926	28132	5286	30935	28	28
14684	4883	119911	13032	60143	76	76
340	2546	80000	5301	17452	14	14
0	1454	57573	6891	18796	1	1
778	673	25505	3766	27673	18	18
2281	1923	50472	13427	52279	24	24
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499	74	1663	6605	31950	30	30
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0	0	0	925	3069	4	4
595	89	7418	7501	28460	37	37
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0	0	0	5422	20058	14	14
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77	3689	44569	16710	35658	30	30
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672	855	27249	9632	26168	13	13
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0	0	0	1221	3426	1	1
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0	1373	28024	5712	24805	14	14
592	26	827	3451	10643	2	2
790	614	24838	3173	9742	1	75
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6899	496	31172	9938	22280	1	1
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408	1627	65013	3939	19043	39	39
853	3028	72417	5109	26382	47	47
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40868	4704	109906	8292	36074	38	38
20686	3928	115483	10882	43907	39	39
3597	4020	103378	10682	20467	12	21
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2510	3286	111639	10568	28735	35	35
4637	3034	74383	7188	35345	36	36
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2013	3942	76483	14208	23193	1	1
544	3338	12242	12499	24063	6	7
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11670	7545	173900	9376	25179	18	19
229	4758	96478	5135	15878	9	9
2467	5679	131375	11203	32755	23	23
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137	3764	107933	5051	20538	53	53
0	1868	32824	8903	16576	2	2
19203	750	19819	3623	38877	55	55
657	2043	67480	9470	19021	3	3
3953	2721	84205	5420	29822	73	73
3768	2584	57299	5076	20731	54	54
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874	1064	23200	3945	23836	61	61
1316	3824	90884	6607	24064	39	39
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173	2966	81264	6007	25765	31	31
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3018	3301	116752	10902	44577	66	66
3538	1299	33183	8628	39756	39	39
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493	3979	128198	11025	43867	76	76
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1998	2866	108428	9212	34506	62	62
0	1994	22770	5918	10334	1	1
3163	1168	27802	2539	17995	31	31
809	1642	60238	5238	24230	40	141
0	668	14121	2772	5363	1	30
19799	2821	53681	5859	39559	47	210
8720	1358	48690	4137	20990	36	121
0	2802	80928	12144	24357	26	200
0	416	2392	3995	9539	9	87
18060	6337	175094	11273	40414	62	311
1011	3282	69675	13462	23314	20	563
10345	31	1506	1861	21438	30	153
281	543	16007	1729	7532	25	114
4511	978	18899	7423	30379	41	184
0	1308	33291	4486	14227	1	75
3325	0	0	5642	41169	42	42
10748	0	0	4968	53125	83	116
5809	61	5720	2693	22352	67	67
1551	388	8446	3023	3780	1	1
8732	704	22483	5982	26591	39	39
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0	2417	66231	5432	7774	12	12
0	1177	25522	3512	3845	8	8
0	1833	42207	7429	15121	10	10
15563	1978	51702	9129	16685	22	33
0	186	10214	11753	19533	2	6
2576	187	2030	6074	5003	1	1
650	820	31727	5351	11509	1	1
2891	395	10468	2301	7817	13	332
31	1156	37039	3898	15619	69	69
0	713	18309	1979	1987	1	1
1603	553	13513	2622	11957	60	60
0	661	11335	2183	2391	1	1
0	1199	35910	3472	12371	59	59
0	1150	33307	2881	14863	68	68
0	1538	43771	3017	13592	61	61
0	470	8922	5598	5754	1	1
0	183	3429	804	1310	1	1
0	174	2884	1110	1314	1	1
0	623	21308	2084	8891	39	39
0	197	4571	1958	2685	1	2
0	789	29371	2693	15180	44	44
0	2697	93992	7888	17824	52	52
0	1223	33617	8544	13465	1	1
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0	284	5649	1521	4074	1	1
0	1581	38892	6301	4911	1	1
54	1333	40800	2066	6729	23	23
334	1536	53256	3374	11801	55	55
0	3544	135027	7666	16216	68	68
0	819	30223	6261	9221	1	1
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6471	1173	46163	10188	34978	49	49
17161	2161	54572	14024	51382	75	75
5306	1917	71748	6670	33396	44	44
9005	4675	128025	12677	38756	59	59
128	1	1846	7872	12995	1	1
131	156	7441	1431	3090	1	1
361	2416	81518	16229	37828	30	30
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5376	4427	160624	14540	50241	59	59
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14568	1083	58634	6495	44227	64	64
2651	196	5576	1887	9318	25	25
1085	953	24489	5101	5283	1	1
8033	2648	51390	6934	31106	55	55
268	781	35710	2760	15058	30	30
3852	585	16788	2968	22285	60	60
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2121	582	17805	1613	8941	25	25
1234	2000	46044	3927	17657	59	78
687	2127	46090	3254	15085	37	37
6687	1293	37967	2587	9803	28	28
5761	413	14855	1116	5604	37	37
153	1612	42923	2055	8560	28	28
1910	1862	51692	4600	13965	37	37
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2454	1109	32667	2927	13551	45	45
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633	1563	48706	2321	18193	40	92
429	2937	87644	5992	23933	54	129

2009	474	13059	1824	16874	34	96
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3717	0	104	872	20237	67	325
8007	202	6004	987	8088	40	182
931	1083	43483	1866	16441	24	51
3532	1008	34368	2372	17073	42	146
2610	33	2848	1744	20448	50	340
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8458	18	1163	539	5755	25	91
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2329	810	28943	2195	8325	41	41
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3344	746	16898	1596	11036	37	37
8848	1014	42917	2268	17518	53	53
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687	1388	51125	3140	11096	45	45
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770	791	19948	1215	10261	41	41
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871	156	6690	877	6566	23	23
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3212	1179	30368	2095	8558	14	79
4076	38	1286	602	11764	35	438
4999	484	10798	1051	11898	32	687
6211	804	24552	2113	13121	28	62
9156	85	3710	768	10200	27	277
4830	215	5469	565	5904	21	417
1894	136	4882	253	2801	11	233
9801	400	8496	1113	15430	38	163
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522	1710	52911	3164	8827	27	86
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628	2884	80948	3950	19637	56	58
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168	2040	58197	4145	15173	31	31
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53	1144	36682	2887	12256	26	26
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1327	2436	81199	4977	18284	30	30
4915	4430	146077	7922	38638	79	79
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555	3918	109062	4537	21601	47	47
506	5526	153520	6714	28569	51	51
73	984	31179	1938	8794	29	29
411	2192	74656	4361	17215	64	64
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2131	2323	72741	3065	13288	41	41
32	0	0	715	19340	18	18
797	0	0	779	16601	21	21
3663	85	3817	1949	16940	13	13
5097	901	27426	4141	37222	56	56
3176	32	961	910	10126	26	26
1486	0	0	416	6292	12	12
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8999	977	26477	3118	34163	39	39
1358	299	7617	1063	4461	20	20
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5801	106	2034	1848	18793	31	31
1523	19	391	553	3918	19	19
2931	874	27050	3350	16485	32	32

138	540	21344	2346	13251	30	30
1069	823	29567	1787	12690	38	38
8110	1447	35542	3253	14558	34	34
2599	1686	44574	4210	23547	60	60
12766	1061	20658	2616	14929	53	53
9233	1348	31777	3150	16662	48	93
1853	961	27371	2200	13239	34	34
2759	1093	36202	4661	21326	29	29
0	0	0	12070	21257	0	0
0	701	25678	2448	13999	23	23
0	1841	64047	6465	30703	43	43
473	680	27126	2426	15860	27	27
3867	1620	55617	3806	29127	42	42
724	126	3576	876	6645	15	15
882	447	10275	2899	11753	24	24
3856	464	11087	2128	14716	49	49
1787	298	6321	2592	11101	20	20
5186	388	9060	5888	34591	68	68
938	124	3415	1385	9659	30	30
3270	403	13076	3183	22647	45	45
1291	577	15700	2653	15722	46	46
0	569	9362	1774	2724	2	2
1420	3623	95830	13010	54801	45	45
2569	1336	37431	4075	30045	29	29
0	340	7877	1955	7719	1	1
0	1240	36948	4429	30790	34	34
5618	1811	47154	4514	23200	29	29
12452	3014	81984	6193	29326	33	33
4458	1215	41038	4656	22492	31	31
15127	2458	77620	4868	33626	60	60
1561	1318	47946	3317	22797	54	54
745	2271	61548	5958	25990	48	48
3486	639	24120	4526	24833	45	45
8327	1169	35836	3460	27361	63	63
6557	340	10092	1779	12719	33	33
1165	669	18608	2794	18913	46	46
169	443	8348	1546	12562	33	33

328	594	17139	2229	12277	47	47
178	291	5527	937	6196	19	19
5477	1378	39933	3379	20639	43	43
4289	328	10691	1734	13961	42	42
0	334	6662	962	4637	17	17
4352	532	13863	1440	13552	35	35
295	975	40078	2807	18798	46	46
2489	583	23249	1747	16090	32	32
997	1048	36947	3256	21278	57	108
1626	686	18102	3154	16954	34	130
5332	691	16056	4120	33714	43	167
4326	4802	156398	9306	64188	50	333
2141	211	3268	1446	18914	17	171
0	0	0	43468	29	0	0
10913	0	0	3443	32266	70	126
750	647	6185	1577	16001	13	13
0	61	1020	751	9648	12	12
2385	65	1284	1215	10039	39	39
2379	92	1088	1431	7949	26	26
3539	276	6550	3574	19367	57	57
1803	36	805	1192	7386	22	22
5287	189	6389	2086	9175	15	15
2788	1289	20429	5243	17961	35	35
4273	618	17002	3649	20046	22	22
0	475	13415	1292	6605	34	34
0	606	20986	1802	8022	40	40
86	222	9788	1252	6557	35	35
86	221	5666	868	5197	34	34
0	264	8900	1529	7184	27	27
892	877	18474	3236	11760	57	60
215	525	13502	3153	11822	52	52
1386	251	5417	1927	7022	42	42
1443	360	3695	1381	5381	26	26
3460	553	9077	3240	16366	37	37
390	142	1929	967	3610	6	6
0	465	14920	1905	11056	64	64
0	393	15614	1634	9830	53	53

97	407	13696	1905	9391	41	41
1829	706	22624	3069	19959	71	71
1480	1409	26382	3863	14001	60	60
142	501	11002	2104	10629	51	51
1074	148	3947	993	6337	25	25
2938	363	8812	2268	10059	43	43
1356	37	498	329	1508	10	10
3672	424	8406	1877	8586	28	28
8465	958	26825	11887	55565	50	50
8412	3203	73660	7442	21826	28	47
1510	1162	33912	3045	11070	25	25
2582	369	6815	1655	6308	32	32
10087	530	14925	2110	21404	38	38
12964	588	11440	2590	17815	45	45
4601	434	9493	2410	17466	30	30
5542	331	9287	1647	15287	26	26
1369	820	12984	2232	7323	15	15
1185	286	15361	3019	14557	24	24
96	481	20572	2470	6453	8	8
4271	782	11817	6673	45361	32	32
8	0	0	31	2054	1	50
889	76	2612	755	5267	20	52
183	0	0	740	5926	14	65
2075	259	5497	1815	7659	22	75
2636	12	990	957	6304	10	79
3783	27	639	2529	10648	13	62
4972	0	0	1408	7005	15	52
1240	120	3073	1064	4686	13	57
1460	28	866	1786	10524	18	182
1249	0	0	1990	11381	6	112
407	8	431	646	7068	18	81
1401	877	38514	3336	12997	65	65
1952	441	15037	1630	6704	38	38
404	439	15515	2053	7842	55	55
2324	412	6948	1666	7099	46	46
4002	45	2068	1855	10091	38	38
1724	1	153	999	5857	29	29

11444	785	18130	4431	15762	51	51
416	486	13343	1731	7634	50	50
954	595	10086	2239	10102	48	48
1913	372	6967	1400	9559	45	45
1580	344	9730	1708	7020	54	54
5543	872	17597	2948	10009	37	37
2279	331	5716	1325	6975	28	28
2992	311	8017	2235	10703	55	55
932	96	1512	1024	3673	15	15
0	640	17456	2345	10344	53	53
0	559	19023	3407	14106	73	73
0	901	31263	2859	15659	66	66
0	206	7005	779	3590	27	27
0	448	18080	1738	12548	53	53
0	300	7336	828	4507	19	19
0	455	9864	1394	5721	22	22
0	258	7924	1187	6694	31	31
0	357	13514	1214	7586	32	32
0	691	23629	2374	11402	41	41
0	655	29538	2027	13217	53	53
0	794	21419	2026	9377	47	47
0	729	17654	1517	7259	34	34
0	577	23181	2464	12142	41	41
0	400	3086	901	1997	1	1
6536	691	24906	1629	7564	36	36
2101	848	22509	1796	6491	40	40
285	939	21845	2567	14022	47	47
5662	586	17288	1190	6585	31	31
0	660	26340	2053	9574	68	68
0	238	3808	1021	1543	1	1
0	561	19514	1503	6644	52	52
268	1033	30074	2205	8578	47	47
193	1361	38135	3298	12706	36	36
8058	228	11235	1656	7671	26	26
10803	726	21252	2458	9622	32	32
21131	1325	45196	5126	17649	72	72
16185	2454	72015	5111	16412	75	75

0	2702	87227	6469	20194	62	62
0	696	20982	2704	9606	51	51
75	1798	56667	3022	10919	51	51
5330	1307	50016	3485	17081	60	60
0	0	0	4772	0	0	0
2567	3	769	621	2912	12	12
11992	511	25890	3220	17905	67	67
0	150	5593	1247	2046	1	1
0	1101	40427	4477	15886	69	69
0	559	21808	2415	11592	62	62
0	1084	32493	3691	15480	73	73
14528	1046	35711	2537	11005	41	41
8173	450	16836	1477	11831	48	48
8364	988	32963	5521	19800	21	21
2434	221	5423	1662	9300	16	16
12307	911	30221	5174	16634	25	25
4223	898	19490	3291	22493	50	50
385	88	3706	496	2885	16	16
1762	614	14789	1674	10099	30	59
1642	120	2861	1408	13361	20	20
999	796	19283	2736	15757	33	33
2371	563	16512	3193	25638	44	44
18428	4295	139248	11140	52825	62	62
6927	833	20040	4111	29969	42	42
2375	582	30500	3321	19467	27	27
3057	416	17640	3166	14851	46	46
1149	1234	28033	5371	23417	36	36
1959	821	20242	3166	12664	35	35
4371	2475	75544	5899	23620	48	48
3947	701	37546	4055	16721	30	30

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-75. Please refer to your response to DBP/USPS-47. [a] Please confirm that there are certain fixed costs associated with the provision of Registered Mail service. [b] Please confirm that your response that states, "the costs reported for Registered Mail exclude the costs associated with the Postal Service's use of this product." means that if an IOCS tally found the an employee working on an official USPS Registered Mail article, the costs would be considered as institutional costs and not associated with Registered Mail. [c] Please advise how the fixed costs of Registered Mail are allocated between Registered Mail and Institutional costs. [d] Please confirm that the data contained in response to DBP/USPS-47 subpart c relates only to domestic mail. [e] For the five years shown, also provide the number of International Registered Mail pieces - provide a separate listing for both outgoing and incoming mail. [f] Please advise how the IOCS tallies for Registered Mail distinguish between domestic and international mail. [g] Please confirm that International Registered Mail is handled in the same manner as domestic Registered Mail. [h] Please advise how the fixed costs of Registered Mail are allocated between domestic and international Registered Mail. [i] Please confirm that if at the time of an IOCS tally an employee is holding 5 pieces of mail, the tally will be made of all 5 pieces even if they are the same category. [j] Please confirm that in general the size and shape of official USPS Registered Mail will be larger and bulkier than the size and shape of non-official Registered Mail. [k] Please confirm that an IOCS tally of an employee working with Registered Mail would be more likely to have a greater number of nonofficial Registered Mail articles in their hand at the time of a tally then they would have of an official USPS Registered Mail articles based on the size and shape of the two separate categories. [l] Please discuss and explain any items you are unable to confirm.

RESPONSE:

[a] There are no fixed costs specific to Registered Mail.

[b] Confirmed. The Postal Service's approach, to the extent possible, is to separate the costs reported for Registered Mail to exclude the costs associated with the Postal Service's use of Registered Mail.

[c] Please see the response to part [a] above.

[d] The Postal Service's approach, to the extent possible, is to separate the costs reported for Registered Mail to exclude the costs associated with the Postal Service's use of domestic Registered Mail and international Registered Mail.

[e] Objection filed, May 27, 2005.

[f] Domestic Registered Mail is distinguished from International Registered Mail by activity code. The activity code for International Registered Mail is designated as either 0760 or 0860. For details on how International Registered Mail activity codes are assigned, please see USPS-LR-K-9/R2005-1, page 45-46 and Appendix H, CD-ROM SAS program ALBINTAC.

[g] Not confirmed. Incoming international Registered Mail is handled in the domestic registered mailstream. Unlike domestic Registered Mail, international registered articles are not individually listed to each office but are listed in total. At the time of delivery, international registered articles are charged out to delivery employees in the same manner as domestic registered items.

[h] Please see the response to part [a] above.

[i] Not Confirmed. Please see USPS-LR-I-14/R2000-1, pages 12-2 through 12-5, for details on how mailpieces are obtained in IOCS data collection.

[j] Not confirmed. No information that would answer this question is available.

[k] Not Confirmed. Please see USPS-LR-I-14/R2000-1, pages 12-2 through 12-5, for details on how mailpieces are obtained in IOCS data collection.

[l] Please see the responses to parts [a] - [k] above.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-76. Please refer to your response to DBP/USPS-48. Based on the narrative prior to the tables, it would appear that the data was not presented as requested. The request was for various items in each of the 28 categories based on the category that was declared at the time of mailing the article. Please advise and reanswer if necessary.

RESPONSE:

The Postal Service responded to the question with the information that is available.

The number of claims paid is not available categorized by the declared value at the time of mailing.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-77. Please refer to your response to DBP/USPS-48. In FY-2004 for the 413 claims that were filed but not paid [1012 less 599], were these articles delivered or lost in transit?

RESPONSE:

Some of the Registered Mail for which claims were filed and not paid in FY 2004 was delivered, and some was not delivered. Information on how many pieces were delivered versus not delivered is not available.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-78. Please refer to your response to DBP/USPS-48. In FY 2004, there were 599 claims paid. Were all of these claims paid in full or were some paid in part?

RESPONSE:

Some were paid in full and some were paid in part, as claims may be filed for partial loss or partial damage, and the declared value of an article may exceed the article's actual value.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-79. Please refer to your response to DBP/USPS-48. Please confirm, or explain if you are unable to confirm, that during FY 2004, one Registered Mail article in approximately 3235 Registered Mail articles resulted in the filing of a claim [4,933,219 minus 1,659,547 for the volume of insured mail divided by 1012 claims filed] and one in approximately 5465 articles resulted in paying a claim. For FY 2003, one letter in approximately 5015 articles resulted in paying a claim. For FY 2002, one letter in approximately 3229 articles resulted in paying a claim.

RESPONSE:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-80. Please refer to your response to DBP/USPS-48. [a] Please provide any statistics on the percentage or number of non-insured Registered Mail articles that are lost in transit. [b] Please provide any statistics on the percentage or number of all non-USPS Registered Mail articles that are lost in transit. [c] Please provide any statistics on the percentage or number of official USPS Registered Mail articles that are lost in transit.

RESPONSE:

a-c. The St. Louis Accounting Service Center does not have those specific data available. Customer claims data do provide some information on articles lost in transit. There were 669 claims filed in FY 2004 for articles not delivered, and of those 412 were paid. While the lack of a delivery scan does not mean that an article was lost in transit, please see also the response to interrogatory DFC/USPS-19, concerning the delivery scan performance for Registered Mail.

Revised June 23, 2005

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-81. Please refer to your response to DBP/USPS-48. Having a claim filed for as few as approximately every 3229 articles seems to indicate a poor value of service for a secure service of Registered Mail. [a] Please discuss and explain the significance of these numbers and the level of satisfaction that the Postal Service has with them as they relate, in particular, to providing a secure method of transporation. [b] Please provide any comparable figures for Insured Mail.

RESPONSE:

a. Claims for Registered Mail loss or damage may be filed for a number of reasons. With that in mind, it is important to understand that for the time period mentioned in the interrogatory, a claim was filed for one in every 3,229 articles, and only one claim for approximately every 5,465 articles sent was validated and paid. The Postal Service feels very satisfied that Registered Mail continues to be as secure a method of transportation today as it has always been.

b. There were 25,860,316 articles of numbered insured mail in FY 2004. In FY 2004 96,777 claims were resolved, with 82,749 of them being paid. Thus, there was a claim resolved for approximately every 262 articles mailed, and claims were paid for approximately one in every 312 articles mailed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-82. Please refer to R2001-1 Interrogatory DBP/USPS-16.

(a) Confirm, or explain if you are unable to do so, that for Express Mail articles other than those addressed to a Post Office Box or General Delivery, an actual physical attempt at the addressee's location must be made prior to the guaranteed time or it will be considered a failure (and thus a refund of postage may be obtained) unless it meets one of the two exemptions in DMM Section E500.5.3/6.2 a and b.

(b) Confirm, or explain if you are unable to do so, that Express Mail which is addressed to a Post Office Box or General Delivery will constitute a failure if the addressee does not have access to the post office box and/or the ability to claim the article such as might occur if the box section was closed or the notice of arrival was placed in the box but it was not possible for the addressee to claim the mail. If your answer is the same as provided in R2001-1, please advise why it is appropriate to be able to claim on time delivery when the addressee is unable to physically acquire the article prior to the guaranteed time.

(c) Confirm, or explain if you are unable to do so, that contacting an addressee by telephone or by requiring an addressee to pick up their Express Mail at a facility would constitute a failure (other than PO to PO service).

(d) Confirm, or explain if you are unable to do so, that the guaranteed delivery times for both PO to Addressee and PO to PO will be the same areas - both overnight and second day.

(e) Clarify DMM Section E500.6.4 – if a PO-PO Express Mail article is sent to a second day area on a Saturday, will delivery be guaranteed on Monday or Tuesday (assume the delivery office is closed on Sunday and open the other six days of the week - is delivery made on the second business day after mailing-Tuesday in this case - or is it delivered on the first business day which is on or after the second day - Monday in this case)?

RESPONSE:

(a) See the response to DBP/USPS-16(a) in Docket No. R2001-1.

(b) See the response to DBP/USPS-16(b) in Docket No. R2001-1. It is appropriate to claim on time delivery when the mailpiece arrives at the destination post office and delivery is attempted before the guaranteed time.

(c) See response to DBP/USPS-16(c) in Docket No. R2001-1.

(d) See response to DBP/USPS-16(e) in Docket No. R2001-1.

(e) See response to DBP/USPS-16(f) in Docket No. R2001-1.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-83. In a recent Docket, DMCS Section 182.51(g) was amended to allow for being able to deny refunds in the event of a "Breakdown of a substantial portion of the USPS transportation network."

(a) Please provide a listing of all instances where this provision was either claimed or invoked and the details of the breakdown and the number of claims involved.

(b) Please provide a listing of all instances where this provision was initially claimed and overruled. Please provide the reasons why it was overruled and provide copies of any correspondence or communications.

RESPONSE:

(a)-(b) The Postal Service has never used its discretionary authority under DMCS 182.51(g). This is consistent with the Postal Service's statements in Docket No. R2001-1 that use of this authority would be extraordinarily rare.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-84. With respect to the EXFC/PETE/Express Mail programs, please provide details of the steps that are taken to ensure the accuracy of the data provided by both the droppers and reporters.

RESPONSE:

For the EXFC and PETE service performance measurement systems, the contractor provides initial training and ongoing communications to all droppers and reporters emphasizing the importance of providing accurate information about the mail pieces dropped or received. In addition, there is a system to follow up on data that is identified as unusual, and, as appropriate, that data is either validated or removed because it is determined to be unreliable.

The Express Mail service performance data from the Product Tracking System is based on Express Mail pieces receiving a scan in connection with acceptance and delivery. Accordingly, there are no droppers or reporters used.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-85 [a] Please explain, in general, the steps taken in processing mail that arrives at an address in which the customer has filed a Change of Address Order. [b] Please indicate the normal time frames for each of the actions to be taken. For example, if a letter arrives at the delivery unit on a Monday, when will that letter be entered into the system with the new address and when will it be placed into the mailstream? [c] Are forwarded letters normally handled with the same delivery standards [1-, 2-, or 3-days] as other letter mail is? [d] If not, please explain. [e] Please advise the action taken with each of the classes of mail [for example, First-Class Mail / Priority Mail / Express Mail / Standard Mail / Package Services / Periodicals / etc.] with a temporary vs. permanent Change of Address Order.

RESPONSE:

(a) Mail that arrives at an address in which the customer has filed a Change of Address order is put, by the clerk or carrier, in a container designated for forwardable mail. That container is sent to the CFS unit daily (for PARS offices letter mail is sent daily to the CIOSS machine in the P&DC for processing).

(b) If the letter arrives in the delivery unit on Monday morning it would be placed in the forwarding container prior to the carrier leaving the office to serve his route. The container should be sent to the CFS unit (or the CIOSS for PARS offices) on the noon dispatch. The container arrives at the plant and is taken into the CFS unit or the CIOSS. (If the CFS unit is not co-located with the plant the mail would be trucked to the CFS site). Once the mail arrives in the CFS unit/CIOSS machine it has 24 hours to be processed & dispatched. So if the mail leaves the delivery unit at 1:00 p.m. and arrives in the CFS unit at 5:00 pm the CFS unit has until 5:00 p.m. the next day (Tuesday) to process that mail.

(c) All forwardable mail in the CFS unit has to be processed within 24 hours – they

don't separate it by mail class before they process it (it comes in mixed) – so they are given 24 hours for all classes of mail to be processed. They do separate it after processing for dispatch into Priority Mail, Package Services, First Class parcels, First and Standard letters together and First, Periodicals and Standard flats together.

(d) – (e) Express Mail and Registered Mail are the only kinds of mail not processed in CFS. The only difference between permanent and temporary forwarding is the handling of mail containing endorsements. Endorsed mail (Address Service Requested, Change Service Requested, Forward Service Requested, Return Service Requested) is returned to the sender as "Temporarily Away" unless the endorsement is Temp -Return Service Requested in which case the mail is forwarded.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-86 [a] Please advise the each of the methods that a customer may file a permanent or temporary change of address order. Please provide all methods that are either currently available or have been currently announced as becoming available. [b] Please show the cost to the customer for each method. [c] Please advise the security procedures that are in place for each of the methods to ensure that the request is legitimate.

RESPONSE:

(a) Customers may file either permanent or temporary Change of Addresses by filling out a PS Form 3575, by going on the internet to www.usps.com or by calling 1-800-ASK-USPS.

(b) If the customer uses the internet or the phone they are charged $1 on a major credit card.

(c) Every COA that is filed generates a Move Validation Letter (MVL) and a Customer Notification Letter (CNL) which is sent from the NCSC in Memphis. The MVL goes to the customer's old address and the CNL goes to the customer's new address; both letters tell the customer what to do if the COA is inaccurate or fraudulent.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-87. Please refer to your response to DBP/USPS-49 subpart h.

(a) Please refer to the first sentence of your response and confirm that attempted delivery would be made on the fourth calendar day after mailing if both the second calendar day after entry and the third calendar day after mailing were a Sunday or holiday and Sunday/holiday street delivery is not available to the destination address, or in the case of an article sent to a post office box, the second and third calendar day after entry are days when the destination post office is closed (This would be where the letter was mailed on a Friday to a 2-day area and there was a Monday holiday).

(b) Please confirm that the first sentence of the response would also refer to mail sent to General Delivery as it relates to post office box delivery.

(c) Please confirm that your response failed to provide the third calendar after mailing scenarios to the following cases: (1) The article is mailed on a Saturday to an overnight area that does not have Sunday/holiday delivery and there is a Monday holiday. (2) The article is mailed after the Friday cut-off time to an overnight area that does not have Sunday/holiday delivery and there is a Monday holiday. (3) The article is mailed after the cut-off time on the day prior to a holiday (this could result in various scenarios depending upon the dates and relationship to Sunday).

(d) Please confirm that if the original subpart h interrogatory would have had the words "or later" at the end of the first sentence, the response to DBP/USPS-49 subpart h and DBP/USPS-87 taken together would be a complete response to the corrected wording.

(e) Please fully explain any subparts you are unable to confirm.

RESPONSE:

(a) Confirmed.

(b) Confirmed.

(c) That response provided general information as to when Express Mail may be scheduled for delivery on the third calendar day after mailing. With respect to your three scenarios:

1. Scheduled for delivery on the third calendar day.

2. Scheduled for delivery on the fourth calendar delivery.

3. It would depend upon the day of the week the holiday would occur. For example, deliveries are made on the days before and after Tuesday,

Wednesday, and Thursday holidays. The item could conceivably be delivered before the third calendar day.

(d) Not confirmed, because the Postal Service's responses to DBP/USPS-49(h) and DBP/USPS-87 do not, taken together, provide "a complete listing of all possible scenarios" based on specific days of the week or specific offices. As such, it cannot be said that they provide a "complete response" to that interrogatory.

(e) Explanations provided in relevant subparts.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-88. Please refer to your response to DBP/USPS-49 subpart h. Please provide a similar listing to the response provided in Docket R2001-1 Interrogatory DBP/USPS-65 subpart d. Please provide a listing and details of all post offices that do not send or receive shipments of Express Mail on all days of the week Monday through Saturday except for holidays. Are shipments made on some or all of the legal holidays? If so, please provide the details.

RESPONSE:

Such a list would be substantially identical in both size and scope to the one provided in response to DBP/USPS-65(d) in Docket No. R2001-1.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-89. Please confirm, or explain if you are unable to confirm, that with the exceptions provided in response to DBP/USPS-88, an Express Mail article mailed prior to the cut-off time at all offices provided in response to DBP/USPS-21 on a Monday in a week that does not have a Tuesday or Wednesday holiday will receive the attempted delivery made on either Tuesday or Wednesday at all ZIP Codes and types of addresses provided in response to DBP/USPS-22.

RESPONSE:

Confirmed.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-91. [a] Please refer to your response to DBP/USPS-64. Please provide the total cost of processing all Registered Mail claims and the total number of claims that this represents. [b] Please provide information on the cost of processing an Insured Mail claim. Either provide the average cost of processing a claim or the total cost of processing all claims and the number of claims processed. [c] Please discuss the reasons why and why not the cost of processing an Insured Mail claim can or can not be used as a proxy for the cost of processing a Registered mail claim.

RESPONSE:

[a] The Postal Service does not measure the total cost of processing all Registered Mail claims. For the number of claims in FY 2004, see the response to DBP/USPS-48[a-e].

[b] The Postal Service does not measure the average cost of processing an Insured Mail claims, or the total cost of processing all Insured Mail claims. For the number of claims resolved in FY 2004, please see the response to DBP/USPS-81[b].

[c] The use of the average cost of processing an insured mail claim as a proxy for the average cost of processing a Registered Mail claim has not been analyzed.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-92. Please refer to your response to DBP/USPS-65. [a] Are there any indications on the Credit/Debit Card receipt or the APC screens, or on the APC unit itself that would "suggest" that a mailer can or should get their receipt postmarked? [b] Is there a specific place on the receipt for postmarking? [c] If so for subparts a and/or b, please provide copies of the information. [d] If not, why isn't this information provided.

RESPONSE:

[a] No.

[b] No.

[c] Not Applicable

[d] Typically, customers use an APC for the sake of convenience or to avoid a line at the retail window. These customers will place the APC label on their mailpiece and deposit the mailpiece into the appropriate receptacle located next to the APC. This is no different from weighing a letter on a scale in a post office, applying the appropriate postage, and depositing the mailpiece in a collection box. A round date stamp is not provided when stamped mail is dropped into a collection receptacle. Customers generally are expected to request a round date stamp if they need one. It should be noted that current practice is to not charge a fee for a duplicate return receipt if the customer presents a receipt generated by POS ONE retail equipment or an APC, even if the receipt does not contain a round date stamp. Updating of DMM 503.6.5.3 is under consideration.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-93

Please advise any changes between CDrom for Service Standards for FY2005 Quarter 3 and FY 2005 Quarter 2.

RESPONSE:

See the attached tables.

Attachment to Response to DBP/USPS-93

The 180 Service Standards Changes made to the National Database between PQ 2-05 and PQ 3-05			
Origin ZIP	Dest. ZIP	Mail Class	New Standard
902	921	Priority Mail	1
903	921	Priority Mail	1
904	921	Priority Mail	1
902	921	First Class Mail	1
903	921	First Class Mail	1
904	921	First Class Mail	1
902	465	Periodicals	6
902	466	Periodicals	6
902	505	Periodicals	5
902	580	Periodicals	5
902	581	Periodicals	5
902	594	Periodicals	4
902	599	Periodicals	4
902	648	Periodicals	5
902	656	Periodicals	5
902	657	Periodicals	5
902	658	Periodicals	5
902	693	Periodicals	4
902	726	Periodicals	5
902	840	Periodicals	3
902	841	Periodicals	3
902	842	Periodicals	3
902	843	Periodicals	3
902	844	Periodicals	3
902	921	Periodicals	1
902	943	Periodicals	2
902	952	Periodicals	2

Attachment to Response to DBP/USPS-93

902	953	Periodicals	2
902	975	Periodicals	3
902	998	Periodicals	6
903	465	Periodicals	6
903	466	Periodicals	6
903	505	Periodicals	5
903	580	Periodicals	5
903	581	Periodicals	5
903	594	Periodicals	4
903	599	Periodicals	4
903	648	Periodicals	5
903	656	Periodicals	5
903	657	Periodicals	5
903	658	Periodicals	5
903	693	Periodicals	4
903	726	Periodicals	5
903	840	Periodicals	3
903	841	Periodicals	3
903	842	Periodicals	3
903	843	Periodicals	3
903	844	Periodicals	3
903	921	Periodicals	1
903	943	Periodicals	2
903	952	Periodicals	2
903	953	Periodicals	2
903	975	Periodicals	3
903	998	Periodicals	6
904	465	Periodicals	6
904	466	Periodicals	6
904	505	Periodicals	5
904	580	Periodicals	5

Attachment to Response to DBP/USPS-93

904	581	Periodicals	5
904	594	Periodicals	4
904	599	Periodicals	4
904	648	Periodicals	5
904	656	Periodicals	5
904	657	Periodicals	5
904	658	Periodicals	5
904	693	Periodicals	4
904	726	Periodicals	5
904	840	Periodicals	3
904	841	Periodicals	3
904	842	Periodicals	3
904	843	Periodicals	3
904	844	Periodicals	3
904	921	Periodicals	1
904	943	Periodicals	2
904	952	Periodicals	2
904	953	Periodicals	2
904	975	Periodicals	3
904	998	Periodicals	6
902	465	Standard Mail	9
902	466	Standard Mail	9
902	505	Standard Mail	8
902	580	Standard Mail	8
902	581	Standard Mail	8
902	594	Standard Mail	7
902	599	Standard Mail	7
902	648	Standard Mail	8
902	654	Standard Mail	8
902	655	Standard Mail	8
902	656	Standard Mail	8

Attachment to Response to DBP/USPS-93

902	657	Standard Mail	8
902	658	Standard Mail	8
902	693	Standard Mail	7
902	726	Standard Mail	8
902	840	Standard Mail	6
902	841	Standard Mail	6
902	842	Standard Mail	6
902	843	Standard Mail	6
902	844	Standard Mail	6
902	900	Standard Mail	3
902	901	Standard Mail	3
902	905	Standard Mail	4
902	931	Standard Mail	4
902	934	Standard Mail	4
902	950	Standard Mail	5
902	951	Standard Mail	5
902	952	Standard Mail	5
902	953	Standard Mail	5
902	975	Standard Mail	6
902	998	Standard Mail	9
903	465	Standard Mail	9
903	466	Standard Mail	9
903	505	Standard Mail	8
903	580	Standard Mail	8
903	581	Standard Mail	8
903	594	Standard Mail	7
903	599	Standard Mail	7
903	648	Standard Mail	8
903	654	Standard Mail	8
903	655	Standard Mail	8
903	656	Standard Mail	8

Attachment to Response to DBP/USPS-93

903	657	Standard Mail	8
903	658	Standard Mail	8
903	693	Standard Mail	7
903	726	Standard Mail	8
903	840	Standard Mail	6
903	841	Standard Mail	6
903	842	Standard Mail	6
903	843	Standard Mail	6
903	844	Standard Mail	6
903	900	Standard Mail	3
903	901	Standard Mail	3
903	905	Standard Mail	4
903	931	Standard Mail	4
903	934	Standard Mail	4
903	950	Standard Mail	5
903	951	Standard Mail	5
903	952	Standard Mail	5
903	953	Standard Mail	5
903	975	Standard Mail	6
903	998	Standard Mail	9
904	465	Standard Mail	9
904	466	Standard Mail	9
904	505	Standard Mail	8
904	580	Standard Mail	8
904	581	Standard Mail	8
904	594	Standard Mail	7
904	599	Standard Mail	7
904	648	Standard Mail	8
904	654	Standard Mail	8
904	655	Standard Mail	8
904	656	Standard Mail	8

Attachment to Response to DBP/USPS-93

904	657	Standard Mail	8
904	658	Standard Mail	8
904	693	Standard Mail	7
904	726	Standard Mail	8
904	840	Standard Mail	6
904	841	Standard Mail	6
904	842	Standard Mail	6
904	843	Standard Mail	6
904	844	Standard Mail	6
904	900	Standard Mail	3
904	901	Standard Mail	3
904	905	Standard Mail	4
904	931	Standard Mail	4
904	934	Standard Mail	4
904	950	Standard Mail	5
904	951	Standard Mail	5
904	952	Standard Mail	5
904	953	Standard Mail	5
904	975	Standard Mail	6
904	998	Standard Mail	9
905	902	Standard Mail	4
905	903	Standard Mail	4
905	904	Standard Mail	4
905	906	Standard Mail	3
905	907	Standard Mail	3
905	908	Standard Mail	3
906	905	Standard Mail	3
907	905	Standard Mail	3
908	905	Standard Mail	3

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-94. Please refer to your response to DBP/USPS-31 subpart b. The only subclasses that I am interested in are those that have a current limit of 108 inches length plus girth and the interrogatory asked if those that are already are at 108 inches can be raised higher than 108 inches and potentially to 130 inches. The response indicated that there was no demand. [a] Please elaborate on the term "no demand". Does that mean that there has not been since the Parcel Post limit was changed to 130 inches a single request to raise another service higher than 108 inches? [b] If not, what does it mean? [c] Please provide details of the demand and/or requests that have been made or any discussions that have taken place at the Headquarters level.

RESPONSE:

(a) Yes.

(b) N/A

(c) There have been no such requests or discussions.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-95 Recently the Postal Service has implemented the use of a 4-state barcode. [a] Please advise the classes and categories of mail that utilize a 4-state barcode. [b] Please advise the data that is contained in the 4-state barcode. [c] Please provide information on how to manually decode the data contained on a 4-state barcode. [d] Please advise the expected cost savings by adding the capability of the 4-state barcodes. [e] Please provide copies of manuals that explain the use of 4-state barcodes.

RESPONSE:

(a) The 4-state bar code is used on flat mail, so all classes and categories that include flat mail would utilize the 4-state barcode.

(b) The date and the time the code was created, the machine and feeder the code was created on, as well as a country code and unique sequence number.

(c) The instructions for manually decoding the data contained on a 4-state barcode is not yet available.

(d) As explained in (e), the 4-state barcode is simply used to read unresolved addresses that have been manually keyed. Therefore, the expected cost savings of the 4-state barcode is not available.

(e) There are no manuals that explain the use of the 4-state barcode. However, we will endeavor to explain the use of the 4-state barcode in this response.
The 4-state barcode is used in conjunction with manual video keying of unresolved addresses on flat-sized mailpieces. Each address that is manually keyed is assigned to a 4-state barcode. Once a 4-state barcode is generated and a label containing that code is applied to the mailpiece, the barcode is used to read the address as the mailpiece moves through mail processing operations.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-96. Please refer to your response to DBP/USPS-68. [a] Do the total volume figures utilized include those articles that are mailed with other than the single receipt forms referenced in the six subparts of DBP/USPS-68 such as might occur with a firm mailing book or manifest or other multiple entry? [b] If so, please recalculate or estimate the percentages of the single receipt forms that are postmarked or otherwise validated by the Postal Service at a retail window or any other place of mailing. [c] Please provide a breakdown of the method of presentation to the Postal Service of the total volume of Delivery Confirmation articles.

RESPONSE:

[a]. Yes, except [b] and [c] which were single piece only and [f] for which no bulk/manifest data are available.

[b]. Here are the re-estimated percentages:

[a] Certified Mail Receipt PS Form 3800:	23.7%
[d] Insured Mail Receipt PS Form 3813/3813-P:	99.9%
[e] Certificate of Mailing PS Form 3817:	89.0%

[c].

Electronic Delivery Confirmation		
WebTools - Inc. Click-N-Ship	9.69%	47,891,726
WebTools – Packages	2.17%	10,724,979
FC Parcels – Manifest	6.71%	33,163,414
Packages – Manifest	81.43%	402,458,538
	100.00%	**494,238,656**
Retail Delivery Confirmation		
FC Parcels – Retail	13.65%	13,663,924
Packages – Retail	16.16%	16,176,484
Priority – Retail	70.19%	70,261,598
	100.00%	**100,102,006**

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-97. Please refer to your response to DBP/USPS-51. Please confirm, or explain if you are unable to do so, that Postal Service insurance may only be obtained for loss or damage to merchandise and may not be obtained for loss or damage to contents that are required to be sent as First-Class Mail or Express Mail.

RESPONSE:

Postal Service insurance provides indemnity for damaged, lost, or rifled merchandise.

Insurance is not available on items required to be sent as First-Class Mail. Express Mail insurance provides for document reconstruction, as well as indemnity for merchandise.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-98. Please refer to your response to DBP/USPS-51. Please provide an estimate of the percentage of the number of Registered Mail articles that are sent by Registered Mail where the primary reason for doing so is the level of security that is provided by Registered Mail.

RESPONSE:

The Postal Service does not know the percentage of Registered Mail users for whom the level of security is the primary reason for using the service.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-100. Please refer to your response to DBP/USPS-59. I am confused by your inability to confirm DBP/USPS-59 and then state that the DMM states that the name and address must be included on the receipt form. Please explain.

RESPONSE:

The original interrogatory, DBP/USPS-33, referenced forms 153, 152, and 3813/3813-P, which do not require the name and address be filled out. As a result, the Postal Service did not confirm that the name and address must be included for all of the forms.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-101. Please refer to your response to DBP/USPS-61. Based on the attachments that explain the delivery time to and from Hawaii and your response to subpart e where you state that it is generally the same for other offshore locations, it would appear that the Service Standards CDrom information for Hawaii and other offshore locations of 10 days or less for Standard Mail is incorrect and the CDrom should not show data for Standard Mail as it does not shown data for Package Services.

[a] Please explain and discuss.
[b] Does Alaska meet the same criteria as an "other offshore location" as specified in your response to DBP/USPS-61 subpart e?
[c] If not, please explain the processing of mail to and from Alaska in a similar manner to the data provide for Hawaii.

RESPONSE:

(a) The suggestion not to include information on service standards to offshore locations for Standard Mail, as is the case for Package Services, seems logical. The Postal Service will undertake a review to consider possible revision of the CD-ROM to implement that change.

(b) Yes.

(c) N/A

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-102. Please refer to your response to DBP/USPS-67 subpart a. [a] Please confirm, or explain if you are not able to do so, that if I mail a letter on Saturday that is delivered on the following Monday it will be tallied as being delivered in one day, regardless of the service standards for that letter. [b] Please confirm, or explain if you are not able to do so, that if I mail a letter on Saturday before a three-day weekend due to a Monday holiday that is delivered on the following Tuesday it will be tallied as being delivered in one day, regardless of the service standards for that letter. [c] Please advise the percentage of mail destined to a location that has a 2-day delivery standard that is delivered on the next calendar day. [d] Please advise the percentage of mail destined to a location that has a 3-day delivery standard that is delivered on the next calendar day and the percentage delivered on the second calendar day. [e] For a recent EXFC report, please advise the days-to-delivery for both 2-day and 3-day delivery standards. [f] For the same EXFC report as used in subpart e, calculate the days-to-delivery for both 2-day and 3-day delivery standards if the criteria for days-to-delivery were changed to take into consideration the delivery standard [namely, if the letter is delivered on the first delivery day following one or two non-delivery days, utilize the delivery standard as the days to delivery if the delivery standard would have been one of the non-delivery day[s] prior to the day of delivery].

RESPONSE:

[a] Confirmed.

[b] Confirmed.

[c] 5.35 percent.

[d] Next calendar day: 0.01 percent; second calendar day: 11.97 percent.

[e] Recent data were filed in the April 29, 2005, response to DFC/USPS-4b.

[f] There appears to be a question here. However, we are unsure what it is. Please restate the question and we will see if we can comprehend the restatement and formulate a response.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-103. Please refer to your response to DBP/USPS-49 subparts e and f.

(a) *Please provide a listing of the "many factors" and "local area considerations" that are* taken into account in determining whether to provide Sunday/holiday delivery or not.

(b) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing or not providing service on Sunday/holiday.

(c) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing or not providing regular overnight service.

(d) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing service by 12 noon vs. 3 PM at an office.

RESPONSE:

(a) The availability of reliable commercial air operations and highway routings, the ability to provide local transportation, and available staffing and delivery personnel are some of the factors considered.

(b)-(d) Objection filed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN REQUEST FOR PRODUCTION

DBP/USPS-103. Please refer to your response to DBP/USPS-49 subparts e and f.

(b) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing or not providing service on Sunday/holiday.

(c) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing or not providing regular overnight service.

(d) Please provide copies of any directives, guidelines, etc. of the Headquarters EMCCB as they relate to providing service by 12 noon vs. 3 PM at an office.

RESPONSE:

This response is provided pursuant to Presiding Officer's Ruling No. R2005-1/43.

(b)-(d) There are no "directives or guidelines" issued by Headquarters to the field, outside of the EMCCB process, concerning the provision of Sunday/holiday delivery, regular overnight service, or service by Noon or 3 PM. Instead, Headquarters relies on field managers to maintain an in-depth awareness of their respective markets, and to thereby provide an appropriate level of Express Mail service. Thus, Headquarters relies on field managers to determine whether to provide Sunday/holiday delivery, regular overnight service, or service by Noon or 3 PM, with oversight provided by the EMCCB.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-104. Please refer to your response to DFC/USPS-13. You state that the FedEx network is not in operation on some federal holidays.

(a) Please advise the holidays in the past year that it was in operation.
(b) Was "normal weekday" overnight Express Mail provided on those holidays?
(c) If not, why not?

RESPONSE:

(a) Columbus Day (October 11, 2004)

Veterans Day (November 11, 2004)

Martin Luther King Day (January 17, 2005)

Presidents Day (February 21, 2005)

(b) No.

(c) On federal holidays the Postal Service provides Express Mail delivery service to ZIP Codes that receive Sunday/Holiday delivery.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-105. Please refer to your response to DFC/USPS-11. Please provide a separate listing for the percent of Priority Mail delivered for each of the first five days broken out by the service standards for overnight, 2-day, and 3-day mail.

RESPONSE:

Please see the following table.

Percent of Priority Mail delivered within 'n' days, by service standard during FY 2004

Service Std	Within 1 day	2 days	3 days	4 days	5 or more days
all 1 day	89.55	95.04	98.17	99.18	0.82
all 2 day	22.00	84.72	92.94	97.08	2.92
all 3 day	4.66	18.58	83.36	91.68	8.32

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-106. Please advise what each of the C/S 1 through C/S 20 represent for Registered Mail Cost by Segment and Component in USPS-LR-K-5.

RESPONSE:

A description of what each of the C/S 1 through C/S 20 represent can be found in USPS-LR-K-1, Summary Description of USPS Development of Costs by Segments and Components, FY 2004.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-107. Please refer to the USPS website for Express Mail Service Commitments.

(a) Please confirm that under the Service Commitment column, there are four possible entries: Next day by 12 P.M., Next day by 3 PM, 2 Days, and 2 Delivery Days.
(b) Please define each of these terms.
(c) Please confirm that the website states on all scenarios in a yellow box, "Next day by 10 A.M. - Post Office to Post Office only".
(d) Please confirm that Post Office to Post Office service is not available in all scenarios.
(e) Please explain why this wording is shown on scenarios where the service is not available?
(f) Please confirm that the pull-down menu for 2 Delivery Days states, "Guaranteed second-day delivery by noon or 3:00 p.m. For Post Office™ to Addressee mailing, excluding Sundays and holidays. Mailers must use a Post Office to Addressee label for these mailings. For Post Office to Post Office mailings, we offer a second-delivery day by 10:00 a.m. service commitment. Mailers must use a Post Office to Post Office label for these mailings."
(g) If I send an Express Mail article from Englewood NJ 07631 to Bronx NY 10470 on a Saturday it states it will be delivered in 2 Delivery Days. If I follow the definition for 2 Delivery Days literally, it would appear that the article will be delivered on Tuesday rather than Monday since Sunday does not count and Monday would be the first non-Sunday/holiday delivery day and Tuesday would be the second non-Sunday delivery day. Shouldn't 2 Delivery Days be shown as Next Delivery Day in some instances where it is lack of Sunday/holiday delivery at the destination post office rather than the lack of transportation results in the later delivery?
(h) Shouldn't there be some distinction shown to indicate the delivery day based on both weekend available transportation as well as delivery/non-delivery on Sunday/holiday?
(i) Please advise the source of the times and Collection Box locations shown in the places where one may deposit an Express Mail article.
(j) Please confirm that Express Mail may be deposited in any blue collection box, Express Mail or non-Express Mail.
(k) Does the deposit of Express Mail prior to a collection time shown on the collection box determine the service standards or is it the time that the article is processed at the outgoing post office that determines the service standards?
(l) Please discuss how the collection time on an Express Mail collection box should be established with respect to the Express Mail cut-off time at the post office.
(m) If I deposit an Express Mail article in an APC prior to the cut-off time and it is not logged in until after the cut-off time, does it receive the guarantee that existed prior to the cut-off time?
(n) Please explain those items you are unable to confirm.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE:

(a) Not confirmed. For example, depending on the origin and destination ZIP Codes entered, a Next Day by 10 A.M service commitment could be applicable.

(b) The Next Day service commitment is next day delivery by noon or 3:00 p.m. of Post Office to Addressee mailings, including Sunday and holidays where delivery available on those days. The 2 Day service commitment is second-day delivery by noon or 3:00 p.m. for Post Office to Addressee mailings, including Sundays and holidays where service is available on those days, while the 2 Delivery Day service commitment is second-day delivery by noon or 3:00 p.m. for Post Office to Addressee mailings, excluding Sundays and holidays. For Post Office to Post Office mailings, these commitments are offered for a 10:00 a.m. commitment.

(c) Confirmed.

(d) Confirmed.

(e) This wording explains the service commitment if that commitment appears based on the origin and destination ZIP Codes entered.

(f) Confirmed.

(g) The Second Delivery Day service commitment is shown where appropriate.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

(h) The need to do so has not been demonstrated.

(i) The Express Mail Service Commitments website uses data that is maintained in the Product Tracking System (PTS).

(j) Confirmed that an Express Mail piece may be deposited in a blue collection box, though the mailer runs the risk of not receiving delivery within the service guarantee that would have applied if it was placed in an Express Mail collection box.

(k) The deposit of Express Mail prior to the collection time shown on the Express Mail collection box determines the service standard. The Express Mail Collection Box Decal provides the standards associated with the collection time for the Express Mail deposited in the collection box.

(l) Collection schedules are set so as to provide the latest possible collection consistent with local acceptance and dispatch capabilities.

(m) Yes.

(n) Explanations contained in relevant parts.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-108. Please refer to your response to DFC/USPS-45. Since the weight of an empty Priority Mail flat-rate envelope is approximately 1.36 ounces[1], please explain how you could have 9.5% of the total volume weighing one ounce or less.

RESPONSE:

The Postal Service acknowledges that the minimum assessment for a Priority Mail flat-rate envelope should be approximately 1.4 ounces. Our best guess as to why POS ONE is registering a certain number of flat-rate envelopes as weighing less than 1.4 ounces is that window clerks are in some cases incorrectly selecting the flat-rate-envelope button for transactions – involving both flats and letters – that should be rated at one pound instead. Fortunately, this has no revenue implications because both the flat-rate-envelope rate and the one-pound rate are $3.85. Indeed, some clerks may not be making the distinction because it does not affect the rate assessed.

This could be happening, in particular, for transactions involving the 5" x 10" EP-14H Priority Mail window envelope which, like the flat-rate envelope, is available at post offices for no fee. We note that POS ONE Priority Mail flat-rate envelopes weighing less than 1.4 ounces are concentrated in the range of 0.7 to 0.9 ounces. The 0.7, 0.8 and 0.9 tenth-of-an-ounce increments accounted for 58 percent of all POS ONE Priority Mail flat-rate-envelope volume in the tenth-of-an-ounce increments up to 1.3 ounces from November 20, 2004 to May 31, 2005 (per the scope of DFC/USPS-45). This is consistent with recording EP-14H envelope transactions incorrectly in POS ONE. The EP-14H envelope weighs 0.6 ounces when empty. When filled with one sheet of paper, it weighs 0.7 ounces. When filled with a (nested) 9 1/2" x 4" envelope containing one sheet of paper, it weighs 0.9 ounces. The latter is important because the EP-14H

[1] Ten of them weighed 13.6 ounces.

envelope is actually tailored to pre-addressed envelopes: instructions for such use are given on the back side of the envelope.

We can think of two other possible explanations for the Priority Mail flat-rate envelopes registering one ounce or less. The first is that perhaps some old 6" x 10" EP-14B "Flat Rate Small Envelopes" are still being used. Distribution of this envelope ceased sometime prior to June 30, 2002 when, pursuant to Docket No. R2001-1, the flat-rate-envelope rate was moved to the one-pound rate. The envelope bore a reference to the then-unzoned 2-pound rate, applicable to flat-rate envelopes prior to June 30, 2002. Per page 4 of the May 9, 2002 Postal Bulletin, all such envelopes were to have been taken out of post office stock and recycled after June 30. However, this was not to prevent some customers from possibly keeping the envelope in stock and attempting to use it. If so, it is quite possible that it is in some instances being accorded the flat-rate-envelope rate. Such flat-rate-envelope mailings could conceivably register one ounce or less because the envelope weighs 0.9 ounces when empty and 1.0 ounces when filled with one sheet of paper.

The second is that in some cases, customers may be approaching the retail counter with an urgent letter/remittance to mail, and deciding on the spot to insert and mail the letter in a Priority Mail flat-rate envelope. Such a flat-rate-envelope mailing would be likely to register less than one ounce if, for example, weight is recorded from the original letter lying on the scale while the customer takes the time to address the flat-rate envelope.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-109. Please refer to your response to DFC/USPS-57 subpart f. Please advise the percentage of overnight Express Mail that is mailed on a Saturday and delivered on a Sunday or is mailed on the day before a holiday and is delivered on the holiday that is transported by each of the following methods: [1] FedEx network [2] Commercial airplanes [3] Surface transportation.

RESPONSE:

The Postal Service does not track this information.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-110. Please refer to your response to DFC/USPS-59. Please clarify your response and confirm, or explain if you are unable to confirm, that the first sentence of your response to DFC/USPS-59 should read "Delivery of Express Mail addressed to a post office box is attempted when a notice is placed in the box and the lobby is open to allow the customer access to the box and the retail or other pickup services are available which would allow the customer to retrieve the Express Mail article once the notice was obtained from the box."

RESPONSE:

Not confirmed. Please see the Postal Service's revised response to DFC/USPS-59.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-111. Please refer to your response to DFC/USPS-58.

(a) Please advise the frequency that hard copy Express Mail directories are issued.
(b) Are all of the continually changing parameters and schedules that you indicate exist made between versions of printed directories so that the printed directories will be obsolete in some to many to most offices?
(c) If so, how are users of the printed directories knowledgeable in the level of available service?
(d) How frequently and by what means are local post offices made aware of these continually changing parameters and schedules?
(e) How frequently and by what means is the USPS website updated to show these continually changing parameters and schedules?

RESPONSE:

(a) The frequency may vary. In FY 2005, the Express Mail directories will be updated 5 times.

(b) The service guarantees contained in the official directory are valid until the directory is updated. At the time each new acceptance directory is implemented, the previous one is rendered obsolete.

(c) As noted in the response to part (b), the service guarantees that a customer receives for a particular Express Mail piece are based on the official directory applicable on the day of mailing.

(d) Acceptance units using POS One and IRT acceptance terminals are updated each time a new acceptance directory is developed. In FY 2005, the Express Mail directories will be updated 5 times.

(e) USPS.com is updated each time a new acceptance directory is developed. In FY 2005, the Express Mail directories will be updated 5 times.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-112. Please refer to Section 311[b] of the DMCS. [a] Please confirm , or explain if you are not able to do so, that this restriction applies only to copies that are mailed by the publisher of the referenced Periodicals publication that are not sample copies. [b] What is the rationale behind this restriction?

RESPONSE:

[a] DMCS 311b is not intended to apply to individuals who have no connection to the publisher other than as subscriber, but it applies to more than just the publisher, such as news agents who sell copies of Periodicals publications and are independently authorized to mail such copies at Periodicals rates.

[b] DMCS 311b follows legislative requirements, such as former 39 U.S.C. § 4451(a)(3), which exempts matter entered as second-class mail from being entered as third-class mail, and former 39 U.S.C. § 4362, which concerns the transient rate. Legislative research would be required to understand the rationale for those statutory sections.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-113. Please refer to your response to DBP/USPS-75 subparts i and k. [a] Please provide a definition and explanation of CON-CON. [b] Provide a definition of rotary locks and keys.

RESPONSE:

a. A CON-CON is a lockable container used to hold and transport accountable mail, such as Registry Mail.

b. Rotary Lock and Keys -- These locks and keys are used to lock pouches for Registry Mail or other accountables.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-114. Please refer to your response to DBP/USPS-75 subparts a and c. [a] Please confirm, or explain if you are unable to do so, that there are costs associated with the construction and maintenance of registry cages, purchase and distribution of rotary locks and keys, purchase and distribution of pouches, and purchase and distribution of forms and labels associated with Registered Mail. [b] Why aren't these costs considered fixed costs? [c] How are these costs allocated?

RESPONSE:

a. Confirmed.

b. The costs for the items listed in part a are treated as "volume variable" or as "other costs" (see witness Meehan, USPS-T-9, pages 3-4). The volume variable costs for these items are distributed to classes and subclasses as indicated in part c. "Other costs" or non-volume variable costs are institutional costs which cannot be distributed to classes and subclasses.

Non-volume variable costs are incrementally related to classes and subclasses, if they are "product specific costs." Product specific costs are non-volume variable costs caused by the provision of a product. (see witness Kay, USPS-T-18, page 10). The costs of the items listed in part a are not product specific for Registry as indicated in the response to DBP/USPS-75, part a.

c. Much of the Registry cage construction and maintenance costs are distributed to Registry and other types of mail (such as USPS, COD, insured, Express Mail) occupying space in this area, using the labor costs associated with the types of mail found in the Registry operations. The proportion of these costs going to Registry will equal Registry's proportion of labor costs in the Registry

operation (or cost pool). Similarly, the share of these costs going to other classes of mail or special services will equal their share of labor costs in the Registry operation (or cost pool). These costs are mostly a part of facility depreciation and general facility maintenance costs contained in cost segments 20.3 and 11.3. (The variability and distribution for such costs are discussed in the testimony of witness Smith, USPS-T-13, pages 41-46; also see LR-K-1, pages 15-1 to 15-5.)

The purchase costs for pouches are included in the mail processing equipment cost pool, for parts and supplies, for mail transport equipment. These costs for pouches used for Registry are treated in the same way as all pouch and other mail transport equipment costs. These costs take on the variability and distribution of all mail processing labor. (See witness Smith, USPS-T-13, page 40 and Attachment 4; also see LR-K-1, pages 11-3 and 16-5.)

The purchase cost of Registry forms and labels that are supplied directly by vendors are included in cost segment 16.3.4, Other Miscellaneous costs. As indicated in LR-K-1, page 16-5, these costs have the same variability and distribution as all Postal Service labor costs.

The remainder of the costs listed in part a are institutional and are not distributed to classes and subclasses.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-115. Please refer to your response to DBP/USPS-84. Please advise the specific steps that are taken by the EXFC Contractor to ensure that the mailpieces that a given dropper claims were mailed at a specific time and specific collection box were in fact actually mailed as stated.

RESPONSE:

Please see USPS-LR-K-127, Section III.B.3.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-116. Please refer to your response to DBP/USPS-84. Please advise the specific steps that are taken by the EXFC Contractor to ensure that the mailpieces that a given reporter claims were received on a specific date were in fact actually received as stated.

RESPONSE:

Please see USPS-LR-K-127, Section III.C.3.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-117.

(a) Please reconcile the difference in the responses to DFC/USPS-59 and DBP/USPS-82 subpart b as they relate to the delivery of Express Mail to post office boxes when the customer does not have access to the box to receive the notification and/or the ability to claim the article.

(b) If the Postal Service is allowed to claim on-time delivery of an Express Mail article by placing a notice of delivery in the customer's post office box at a time when either the customer does not have access to the box so as to be able to determine that the article is waiting for pickup and/or at a time when the customer is unable to retrieve the article, please explain the rationale for that determination.

RESPONSE:

a) A revised response to DFC/USPS-59 has been filed which reconciles the difference.

An Express Mail piece is considered delivered on-time if the notice is placed in the box by the guaranteed time.

b) Please see the response to DBP/USPS-82(b).

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-118. Please refer to your response to DBP/USPS-70. Please advise if there are any policy decisions or directives [and provide copies] with respect to the delivery of Express Mail as follows: An article arrives at a post office on Wednesday afternoon with a guaranteed time of delivery of noon on Thursday. Should the article be *delivered on Wednesday afternoon or held for delivery on Thursday morning? Please* explain the rationale behind your response.

RESPONSE:

There are no policy directives dealing with the specific situation outlined in this interrogatory. As noted in the response to DBP/USPS-70, the policy of the Postal Service with respect to Express Mail is to deliver the Express Mail piece within the guaranteed time and as early as practicable. Generally speaking, whether such a piece would be delivered on Wednesday would depend on whether the carrier had left on his route. This is consistent with the Postal Service's service commitment.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-119. Please refer to your response to DBP/USPS-70. Please advise if there are any policy decisions or directives [and provide copies] with respect to the delivery of Express Mail as follows: An article arrives at a post office on Thursday morning with a guaranteed time of delivery of noon or 3 PM on Thursday. Should the city delivery, rural carrier, and/or HCR carrier deviate from the route to achieve the earliest possible delivery time on Thursday or should they deliver it at the normal time for that particular address [so long as delivery will be prior to the required delivery time]? Please explain the rationale behind your response.

RESPONSE:

Please see the response to DBP/USPS-118. Generally speaking, the carrier would not deviate from their route in such a circumstance. This is consistent with the Postal Service's service commitment.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-120. Please refer to your response to DBP/USPS-70. Please advise if there are any policy decisions or directives [and provide copies] with respect to the delivery of Express Mail as follows: An article arrives at a post office on Thursday morning with a guaranteed time of delivery of noon or 3 PM on Thursday. Should the rural carrier and/or HCR carrier deviate from the route to achieve delivery prior to the guaranteed time if the normal time for delivery for the particular address would be after the required delivery time? Please explain the rationale behind your response.

RESPONSE:

Please see the response to DBP/USPS-118. Generally speaking, the carrier should deviate from their route if such deviation is necessary to achieve delivery prior to the guaranteed delivery time. This is consistent with the Postal Service's service commitment.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-121. Please refer to your response to DBP/USPS-71 subparts a and b. I am interested in receiving information on the post offices that Post Office-to-Post Office Express Mail may be sent **to** for claiming by 10 AM either the next day or the second day. Please reanswer.

RESPONSE:

The response to DBP/USPS-71(a)-(b) answered the question that was asked.

As for data concerning where Post Office-to-Post-Office Express Mail can be sent, Post Office-to-Post Office Express Mail is currently available to 7,200 post offices.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-122. Please refer to your response to DBP/USPS-71 subpart e.

(a) Must provisions be made for a customer to be able to claim a Post Office-to-Post Office Express Mail article on a Saturday at a post office that does not have normal retail window hours on Saturday?

(b) Must provisions be made for a customer to be able to claim a Post Office-to-Addressee Express Mail article addressed to a post office box on a Saturday at a post office that does not have normal retail window hours on Saturday?

(c) Must provisions be made for a post office box customer to be able to claim accountable or articles too large for the box on a Saturday at a post office that does not have normal retail window hours on Saturday?

(d) Must provisions be made for a street delivery customer to be able to claim accountable articles on a Saturday at a post office that does not have normal retail window hours on Saturday?

(e) Please explain and provide the rationale for any negative responses.

RESPONSE:

(a)-(b) As noted in the responses to DBP/USPS-71(e) and DBP/USPS-124, the closing time of the destination facility is taken into account when the expected date of delivery is provided. Thus, if a post office does not have retail window hours on a Saturday, there would not be a guarantee of delivery on that day.

(c) Response forthcoming.

(d) Response forthcoming.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY (**REVISED 7/14/05**)

DBP/USPS-123. Please refer to your response to DBP/USPS-71 subparts e through g.

(a) Please confirm, or explain if you are unable to do so, that the Postal Service provides a listing of those offices that will deliver Express Mail on a Sunday or holiday to a street address and that this data is also incorporated in the POS terminal so the retail window clerk will be able to advise the customer the expected date of delivery.

(b) Please provide a copy of the latest listing of these offices.

RESPONSE:

(a) Confirmed that the Postal Service produces a list of those 5-digit ZIP Codes that have Sunday/holiday street delivery of Express Mail. This list is not incorporated into the POS ONE terminals, however; instead, the POS ONE terminals are supplied a list of ZIP Codes where street deliveries are <u>not</u> made on Sundays and holidays. The system itself provides the expected date of delivery, which takes into account the presence or absence of the destination ZIP Code on the no-delivery list.

(b) Please see the attached.

ATTACHMENT TO DBP/USPS-123

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

00601	00717	00925	01040	01220	01364	01522	01701	01844	01970
00602	00728	00926	01050	01222	01366	01523	01702	01845	01982
00603	00730	00927	01053	01223	01367	01524	01718	01850	01983
00606	00731	00949	01054	01224	01368	01527	01719	01851	01984
00610	00736	00956	01056	01225	01370	01529	01720	01852	01985
00612	00738	00957	01057	01226	01373	01531	01721	01854	02019
00616	00739	00959	01060	01230	01375	01532	01730	01860	02021
00617	00740	00962	01062	01235	01376	01534	01731	01862	02025
00622	00741	00965	01063	01236	01378	01535	01740	01863	02026
00623	00745	00966	01068	01237	01379	01536	01741	01864	02030
00624	00751	00968	01069	01238	01380	01537	01742	01867	02032
00627	00754	00969	01070	01240	01420	01540	01745	01876	02035
00637	00757	00971	01071	01243	01430	01541	01746	01879	02038
00638	00766	00976	01072	01245	01431	01542	01747	01880	02043
00641	00767	00979	01073	01247	01432	01543	01748	01886	02045
00646	00769	00982	01075	01253	01436	01545	01749	01887	02048
00647	00771	00983	01077	01254	01440	01550	01752	01890	02050
00650	00772	00985	01080	01255	01450	01560	01754	01901	02052
00652	00773	00987	01081	01256	01451	01562	01756	01902	02053
00653	00777	01001	01082	01257	01452	01564	01757	01904	02054
00656	00778	01002	01084	01258	01453	01566	01760	01905	02056
00659	00780	01003	01085	01259	01460	01568	01770	01906	02061
00660	00782	01005	01088	01266	01462	01569	01772	01907	02062
00662	00783	01007	01089	01267	01463	01570	01773	01908	02066
00664	00784	01008	01095	01270	01464	01571	01775	01910	02067
00667	00791	01010	01096	01301	01468	01580	01776	01913	02071
00669	00794	01011	01097	01330	01469	01581	01778	01915	02072
00670	00795	01012	01098	01331	01473	01582	01801	01921	02081
00674	00802	01013	01103	01337	01474	01583	01803	01922	02090
00676	00820	01020	01104	01338	01475	01585	01805	01923	02093
00677	00840	01022	01105	01339	01501	01588	01810	01929	02108
00678	00907	01026	01106	01340	01503	01590	01821	01930	02109
00680	00909	01027	01107	01341	01504	01602	01824	01938	02110
00682	00911	01028	01108	01342	01505	01603	01826	01940	02111
00683	00912	01030	01109	01343	01506	01604	01827	01944	02113
00685	00913	01031	01114	01344	01507	01605	01830	01945	02114
00687	00915	01032	01118	01346	01510	01606	01832	01949	02115
00688	00917	01033	01119	01349	01515	01607	01833	01950	02116
00690	00918	01034	01128	01350	01516	01608	01834	01951	02118
00692	00920	01035	01129	01351	01518	01609	01835	01952	02119
00693	00921	01036	01151	01354	01519	01610	01840	01960	02120
00698	00923	01038	01152	01355	01520	01611	01841	01966	02121
00716	00924	01039	01201	01360	01521	01612	01843	01969	02122

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

02124	02322	02481	02667	02809	02892	03055	03241	03442	03603
02125	02324	02482	02668	02812	02893	03057	03242	03443	03605
02126	02330	02492	02670	02813	02894	03060	03243	03444	03607
02127	02332	02493	02671	02814	02895	03062	03245	03445	03608
02128	02333	02494	02673	02816	02896	03063	03246	03446	03609
02129	02338	02532	02675	02817	02898	03064	03247	03447	03740
02130	02339	02535	02702	02818	02903	03070	03249	03448	03741
02131	02341	02536	02703	02822	02904	03071	03251	03449	03743
02132	02343	02537	02715	02825	02905	03073	03253	03450	03745
02134	02346	02538	02717	02827	02906	03076	03254	03451	03746
02135	02347	02539	02718	02828	02907	03077	03255	03452	03748
02136	02351	02540	02719	02830	02908	03079	03256	03455	03749
02138	02356	02542	02720	02831	02909	03082	03257	03456	03750
02139	02359	02543	02721	02832	02910	03084	03258	03457	03751
02140	02360	02554	02723	02833	02911	03086	03259	03458	03752
02141	02364	02556	02724	02835	02914	03101	03260	03461	03753
02142	02367	02559	02725	02837	02915	03102	03261	03462	03754
02143	02368	02562	02726	02838	02916	03103	03262	03464	03755
02144	02370	02563	02738	02839	02917	03104	03263	03465	03765
02145	02375	02568	02739	02840	02919	03106	03264	03466	03766
02148	02379	02571	02740	02842	02920	03109	03266	03467	03768
02149	02382	02576	02743	02852	02921	03110	03267	03468	03769
02150	02420	02601	02744	02857	03031	03215	03268	03469	03770
02151	02421	02630	02745	02858	03032	03216	03269	03470	03771
02152	02445	02631	02746	02859	03033	03217	03272	03561	03773
02155	02446	02632	02747	02860	03034	03218	03274	03570	03774
02163	02451	02633	02748	02861	03036	03220	03275	03574	03777
02169	02452	02635	02760	02863	03037	03221	03276	03576	03779
02170	02453	02638	02762	02864	03038	03222	03278	03579	03780
02171	02458	02639	02763	02865	03040	03223	03279	03580	03781
02176	02459	02642	02764	02871	03041	03224	03280	03581	03782
02180	02460	02644	02766	02874	03042	03225	03281	03582	03784
02184	02461	02645	02767	02875	03043	03226	03282	03583	03785
02186	02462	02646	02769	02876	03044	03227	03284	03584	03801
02188	02464	02648	02770	02878	03045	03229	03287	03585	03803
02189	02465	02649	02771	02879	03046	03230	03289	03588	03809
02190	02466	02650	02777	02881	03047	03231	03290	03590	03810
02191	02467	02653	02779	02882	03048	03232	03291	03592	03811
02199	02468	02655	02780	02885	03049	03233	03293	03595	03812
02210	02472	02657	02790	02886	03051	03234	03301	03597	03813
02215	02474	02659	02804	02888	03052	03235	03431	03598	03814
02301	02476	02660	02806	02889	03053	03238	03440	03601	03815
02302	02478	02664	02808	02891	03054	03240	03441	03602	03816

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

03817	03871	04110	05052	05250	05456	05655	05763	05859	06067
03818	03872	04210	05053	05251	05457	05656	05764	05860	06068
03819	03873	04236	05055	05252	05458	05658	05765	05861	06069
03820	03874	04240	05056	05253	05459	05660	05766	05862	06070
03824	03875	04250	05058	05255	05461	05661	05767	05863	06071
03825	03878	04252	05060	05257	05462	05663	05769	05866	06073
03826	03882	04258	05061	05260	05463	05666	05770	05868	06074
03827	03883	04259	05062	05261	05464	05667	05772	05871	06076
03830	03884	04260	05065	05262	05465	05669	05773	05872	06078
03832	03885	04274	05067	05301	05468	05671	05774	05873	06081
03833	03886	04280	05068	05340	05471	05672	05775	05875	06082
03835	03887	04330	05069	05341	05472	05673	05776	05901	06084
03836	03890	04401	05070	05342	05473	05674	05777	05903	06085
03837	03894	04412	05071	05343	05474	05675	05778	05904	06088
03838	03896	04530	05072	05345	05476	05676	05819	05905	06089
03839	03897	04605	05073	05346	05477	05677	05821	05906	06090
03840	03901	04730	05075	05350	05478	05679	05822	05907	06091
03841	03902	04736	05077	05351	05482	05680	05824	06001	06092
03842	03903	04769	05079	05352	05483	05681	05826	06002	06095
03844	03904	04841	05081	05353	05486	05682	05827	06010	06096
03845	03905	04901	05083	05354	05487	05701	05828	06013	06098
03846	03906	04938	05084	05355	05488	05730	05829	06016	06107
03848	03907	04963	05086	05356	05489	05732	05830	06019	06108
03849	03908	04976	05089	05358	05491	05733	05832	06023	06109
03850	03909	05001	05091	05360	05492	05734	05833	06026	06110
03851	04002	05009	05101	05361	05494	05735	05836	06027	06111
03852	04005	05030	05141	05362	05495	05736	05837	06029	06112
03853	04011	05032	05142	05363	05602	05737	05838	06031	06114
03854	04032	05033	05143	05401	05603	05738	05839	06032	06117
03855	04043	05034	05146	05403	05604	05739	05841	06033	06118
03856	04046	05035	05148	05404	05609	05742	05842	06035	06119
03857	04064	05036	05149	05440	05620	05743	05843	06037	06120
03858	04072	05037	05150	05441	05633	05744	05845	06039	06226
03859	04073	05038	05151	05443	05640	05747	05846	06040	06232
03860	04074	05039	05152	05444	05641	05748	05847	06043	06234
03862	04086	05040	05153	05445	05647	05751	05848	06051	06235
03864	04090	05041	05154	05446	05648	05753	05849	06052	06237
03865	04092	05042	05155	05447	05649	05757	05850	06053	06238
03866	04101	05043	05156	05448	05650	05758	05851	06057	06239
03867	04102	05045	05158	05450	05651	05759	05853	06058	06241
03868	04103	05046	05159	05452	05652	05760	05855	06060	06242
03869	04106	05048	05161	05454	05653	05761	05857	06062	06243
03870	04107	05051	05201	05455	05654	05762	05858	06066	06245

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06247	06401	06482	06756	06890	07041	07094	07421	07601	07712
06248	06403	06483	06757	06897	07042	07095	07422	07603	07716
06249	06405	06484	06758	06901	07043	07097	07423	07604	07717
06250	06409	06488	06759	06902	07044	07099	07424	07605	07718
06256	06410	06489	06762	06903	07045	07102	07430	07606	07719
06259	06412	06490	06763	06905	07046	07103	07432	07607	07720
06260	06413	06492	06770	06906	07047	07104	07435	07608	07721
06265	06415	06498	06776	06907	07050	07105	07436	07621	07722
06268	06416	06510	06777	06926	07052	07106	07438	07624	07723
06277	06417	06511	06778	07001	07054	07107	07439	07626	07724
06278	06418	06512	06779	07002	07055	07108	07440	07627	07726
06279	06419	06513	06782	07003	07057	07109	07442	07628	07727
06280	06420	06514	06783	07004	07058	07110	07444	07630	07728
06281	06422	06515	06784	07005	07059	07111	07446	07631	07730
06282	06423	06516	06785	07006	07060	07112	07450	07632	07731
06320	06424	06517	06786	07008	07062	07114	07452	07640	07732
06330	06426	06518	06787	07009	07063	07175	07456	07641	07733
06331	06430	06519	06790	07010	07064	07182	07457	07642	07734
06333	06432	06524	06791	07011	07065	07201	07458	07643	07735
06334	06437	06525	06793	07012	07066	07202	07460	07644	07737
06335	06438	06604	06794	07013	07067	07203	07461	07645	07738
06336	06441	06605	06795	07014	07068	07204	07462	07646	07739
06337	06442	06606	06796	07016	07069	07205	07463	07647	07740
06339	06443	06607	06798	07017	07070	07206	07465	07648	07746
06340	06447	06608	06801	07018	07071	07208	07470	07649	07747
06351	06450	06610	06807	07020	07072	07302	07477	07650	07748
06354	06451	06611	06810	07021	07073	07304	07480	07652	07750
06355	06455	06612	06820	07022	07074	07305	07481	07656	07751
06357	06457	06614	06824	07023	07075	07306	07495	07657	07753
06359	06460	06615	06825	07024	07076	07307	07498	07660	07755
06360	06468	06701	06828	07026	07077	07310	07501	07661	07756
06365	06469	06702	06830	07027	07078	07311	07502	07662	07757
06370	06470	06704	06831	07028	07079	07399	07503	07663	07758
06371	06471	06705	06840	07029	07080	07401	07504	07666	07760
06374	06472	06706	06850	07030	07081	07403	07505	07670	07762
06375	06473	06708	06851	07031	07082	07405	07506	07675	07764
06377	06474	06710	06853	07032	07083	07407	07508	07676	07777
06378	06475	06712	06854	07033	07086	07410	07510	07677	07799
06379	06477	06716	06855	07034	07087	07416	07512	07701	07801
06380	06478	06750	06870	07035	07088	07417	07513	07702	07803
06382	06479	06751	06877	07036	07090	07418	07514	07703	07806
06384	06480	06754	06878	07039	07092	07419	07522	07704	07821
06385	06481	06755	06880	07040	07093	07420	07524	07711	07822

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07823	07939	08049	08103	08328	08560	08805	08879	10015	10095
07825	07940	08050	08104	08330	08562	08807	08880	10016	10096
07826	07945	08051	08105	08332	08608	08809	08882	10017	10098
07827	07946	08052	08106	08340	08609	08810	08884	10018	10099
07828	07950	08053	08107	08341	08610	08812	08886	10019	10103
07830	07960	08054	08108	08343	08611	08816	08887	10020	10104
07832	07974	08055	08109	08344	08618	08817	08889	10021	10105
07834	07980	08056	08110	08345	08619	08820	08899	10022	10106
07836	07981	08057	08201	08346	08620	08822	08901	10023	10107
07838	07999	08059	08202	08348	08628	08823	08902	10024	10109
07840	08002	08060	08203	08349	08629	08824	08904	10025	10110
07843	08003	08061	08204	08350	08638	08825	08905	10026	10111
07847	08004	08062	08205	08353	08640	08826	08922	10027	10112
07848	08005	08063	08210	08360	08641	08827	08933	10028	10114
07849	08007	08065	08215	08361	08648	08828	08988	10029	10115
07850	08008	08066	08221	08401	08677	08829	08989	10030	10117
07852	08009	08067	08223	08402	08690	08830	09045	10031	10118
07853	08010	08068	08225	08403	08691	08831	09320	10032	10119
07856	08012	08069	08226	08406	08701	08832	09321	10033	10120
07857	08014	08070	08230	08501	08721	08833	09353	10034	10121
07860	08015	08071	08232	08502	08722	08835	09354	10035	10122
07863	08016	08075	08234	08505	08723	08836	09355	10036	10123
07865	08019	08077	08241	08512	08724	08837	09356	10037	10124
07866	08020	08078	08242	08514	08730	08840	09360	10038	10125
07869	08021	08079	08243	08518	08731	08844	09361	10039	10126
07871	08022	08080	08244	08520	08733	08846	09363	10040	10128
07874	08026	08081	08247	08525	08734	08848	09364	10041	10130
07876	08027	08083	08251	08527	08735	08850	09365	10043	10131
07882	08028	08084	08260	08530	08736	08852	09542	10044	10132
07885	08029	08085	08270	08533	08738	08853	09602	10045	10133
07901	08030	08086	08302	08534	08741	08854	10001	10046	10138
07920	08031	08087	08310	08535	08742	08857	10002	10047	10151
07921	08032	08088	08311	08536	08750	08859	10003	10048	10152
07922	08033	08089	08312	08540	08751	08861	10004	10055	10153
07924	08034	08090	08314	08542	08752	08863	10005	10060	10154
07927	08035	08091	08317	08544	08753	08865	10006	10069	10155
07928	08036	08092	08318	08550	08755	08867	10007	10072	10157
07930	08037	08093	08319	08551	08757	08869	10009	10079	10158
07931	08041	08094	08322	08553	08758	08872	10010	10080	10160
07932	08043	08096	08323	08554	08759	08873	10011	10081	10161
07933	08045	08097	08324	08556	08801	08876	10012	10082	10162
07934	08046	08098	08326	08558	08802	08877	10013	10090	10165
07936	08048	08102	08327	08559	08804	08878	10014	10094	10166

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10167	10305	10553	10918	11027	11222	11366	11451	11694	11754
10168	10306	10560	10919	11030	11223	11367	11484	11695	11755
10169	10307	10562	10920	11040	11224	11368	11499	11697	11756
10170	10308	10566	10921	11041	11225	11369	11501	11701	11757
10171	10309	10567	10923	11042	11226	11370	11507	11702	11758
10172	10310	10570	10924	11043	11228	11371	11509	11703	11760
10173	10311	10573	10927	11044	11229	11372	11510	11704	11762
10174	10312	10576	10931	11050	11230	11373	11514	11705	11763
10175	10314	10577	10940	11051	11231	11374	11516	11706	11764
10176	10454	10578	10952	11052	11232	11375	11518	11708	11765
10177	10455	10579	10954	11053	11233	11377	11520	11709	11766
10178	10501	10580	10956	11054	11234	11378	11530	11710	11767
10179	10502	10583	10958	11055	11235	11379	11542	11713	11768
10184	10504	10588	10962	11096	11236	11381	11545	11714	11769
10196	10506	10589	10963	11099	11237	11385	11548	11715	11771
10197	10507	10590	10964	11101	11238	11390	11550	11716	11772
10199	10509	10591	10965	11102	11239	11405	11552	11717	11776
10203	10510	10594	10968	11103	11240	11411	11553	11718	11777
10211	10511	10595	10969	11104	11241	11412	11554	11719	11778
10212	10512	10597	10970	11105	11242	11413	11557	11720	11779
10213	10514	10598	10973	11106	11243	11414	11558	11721	11780
10257	10516	10601	10974	11109	11244	11415	11559	11722	11782
10258	10518	10603	10976	11120	11245	11416	11560	11724	11783
10260	10520	10604	10977	11201	11248	11417	11561	11725	11784
10265	10522	10605	10980	11203	11249	11418	11563	11726	11786
10269	10523	10606	10983	11204	11251	11419	11565	11727	11787
10270	10524	10607	10984	11205	11252	11420	11566	11729	11788
10271	10526	10701	10985	11206	11254	11421	11568	11730	11789
10273	10527	10703	10986	11207	11255	11422	11570	11731	11790
10275	10528	10704	10987	11208	11256	11423	11572	11732	11791
10277	10530	10705	10993	11209	11351	11424	11575	11733	11792
10278	10532	10706	10998	11210	11354	11425	11576	11735	11793
10279	10533	10707	11001	11211	11355	11426	11577	11738	11795
10280	10536	10708	11003	11212	11356	11427	11579	11740	11796
10281	10538	10709	11004	11213	11357	11428	11580	11741	11797
10282	10541	10710	11005	11214	11358	11429	11581	11742	11798
10285	10543	10801	11010	11215	11359	11430	11590	11743	11801
10286	10546	10803	11020	11216	11360	11432	11596	11746	11803
10292	10547	10804	11021	11217	11361	11433	11598	11747	11804
10301	10548	10805	11023	11218	11362	11434	11599	11749	11805
10302	10549	10901	11024	11219	11363	11435	11691	11751	11901
10303	10550	10913	11025	11220	11364	11436	11692	11752	11933
10304	10552	10916	11026	11221	11365	11439	11693	11753	11934

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11935	12033	12095	12173	12414	12546	12788	12859	12945	13032
11937	12035	12106	12175	12423	12550	12789	12860	12946	13033
11939	12036	12108	12176	12428	12553	12790	12861	12950	13034
11940	12037	12110	12180	12430	12555	12803	12863	12952	13035
11941	12041	12115	12182	12434	12564	12804	12865	12953	13036
11942	12042	12116	12183	12439	12567	12808	12866	12955	13037
11944	12043	12117	12184	12440	12569	12809	12870	12956	13039
11946	12046	12118	12185	12442	12570	12810	12871	12957	13040
11948	12047	12120	12186	12443	12572	12812	12873	12958	13041
11949	12051	12121	12187	12449	12581	12814	12874	12959	13042
11950	12052	12122	12188	12451	12582	12815	12878	12960	13044
11951	12053	12123	12189	12455	12585	12816	12883	12961	13045
11952	12054	12125	12190	12457	12586	12817	12885	12962	13052
11953	12056	12130	12193	12463	12590	12819	12886	12964	13053
11954	12057	12131	12194	12464	12601	12821	12887	12965	13054
11955	12058	12134	12196	12466	12603	12822	12901	12966	13057
11957	12059	12136	12197	12468	12701	12823	12903	12967	13060
11958	12060	12137	12198	12472	12721	12824	12910	12969	13061
11961	12061	12138	12202	12474	12723	12827	12911	12970	13063
11963	12062	12139	12203	12477	12726	12828	12912	12972	13066
11967	12063	12140	12204	12480	12729	12831	12913	12974	13068
11968	12064	12143	12205	12481	12733	12832	12914	12978	13069
11971	12065	12144	12206	12482	12734	12833	12916	12979	13071
11976	12066	12147	12207	12485	12740	12834	12917	12980	13072
11977	12067	12148	12208	12486	12741	12835	12918	12981	13073
11978	12068	12149	12209	12491	12745	12836	12919	12983	13074
11980	12070	12150	12210	12496	12746	12837	12920	12985	13076
12007	12071	12151	12211	12498	12747	12838	12921	12986	13077
12009	12072	12153	12288	12502	12751	12839	12922	12987	13078
12010	12074	12154	12302	12503	12752	12842	12923	12989	13080
12015	12075	12155	12303	12513	12754	12843	12924	12992	13081
12017	12076	12156	12304	12518	12760	12844	12926	12993	13082
12018	12077	12157	12305	12520	12762	12845	12928	12995	13083
12019	12078	12158	12306	12521	12764	12846	12930	12996	13084
12020	12083	12159	12307	12524	12766	12847	12932	12997	13088
12022	12084	12160	12308	12525	12768	12849	12934	12998	13090
12023	12085	12164	12309	12529	12770	12850	12935	13021	13092
12024	12086	12165	12401	12531	12771	12851	12936	13026	13101
12025	12087	12166	12404	12533	12775	12852	12937	13027	13103
12027	12090	12167	12409	12538	12779	12853	12941	13028	13104
12029	12092	12168	12410	12540	12780	12854	12942	13029	13108
12031	12093	12169	12412	12542	12783	12855	12943	13030	13110
12032	12094	12170	12413	12545	12786	12857	12944	13031	13111

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13112	13215	13355	13470	13634	13730	13811	14024	14092	14215
13114	13219	13357	13471	13635	13731	13812	14025	14094	14216
13116	13224	13360	13473	13636	13732	13813	14026	14098	14217
13118	13225	13361	13475	13637	13733	13815	14028	14101	14218
13120	13290	13363	13476	13638	13734	13820	14030	14102	14219
13122	13301	13365	13477	13639	13736	13825	14031	14103	14220
13124	13302	13367	13478	13640	13739	13826	14032	14105	14221
13126	13303	13368	13480	13642	13740	13827	14033	14108	14222
13131	13304	13401	13482	13646	13743	13830	14034	14111	14223
13132	13308	13402	13483	13648	13744	13832	14036	14113	14224
13135	13309	13403	13485	13650	13746	13833	14037	14120	14225
13136	13310	13406	13486	13652	13748	13834	14039	14125	14226
13140	13314	13407	13488	13654	13750	13835	14040	14127	14227
13141	13315	13408	13489	13655	13751	13838	14041	14129	14228
13142	13316	13409	13490	13656	13753	13839	14042	14131	14241
13143	13317	13411	13491	13658	13754	13841	14043	14132	14301
13144	13318	13413	13492	13659	13755	13842	14047	14134	14303
13145	13319	13415	13493	13660	13756	13843	14048	14136	14304
13146	13320	13416	13494	13661	13757	13844	14051	14138	14305
13147	13322	13417	13495	13662	13760	13846	14052	14139	14410
13148	13323	13418	13502	13664	13775	13849	14054	14141	14411
13152	13324	13420	13504	13665	13776	13850	14055	14143	14414
13155	13325	13421	13601	13667	13777	13856	14057	14144	14415
13156	13326	13424	13603	13668	13778	13859	14058	14145	14416
13158	13327	13425	13605	13669	13780	13861	14059	14150	14418
13159	13328	13428	13606	13670	13782	13862	14060	14167	14420
13160	13329	13431	13607	13672	13783	13863	14062	14170	14422
13164	13331	13433	13608	13673	13786	13864	14063	14171	14423
13165	13332	13436	13612	13675	13787	13865	14065	14172	14424
13166	13333	13437	13613	13676	13788	13903	14066	14174	14425
13167	13334	13438	13614	13679	13790	13904	14067	14201	14427
13202	13335	13439	13616	13680	13795	13905	14068	14202	14428
13203	13337	13440	13617	13681	13796	14001	14069	14203	14432
13204	13338	13450	13618	13682	13797	14003	14070	14204	14433
13205	13339	13452	13619	13684	13801	14004	14072	14206	14435
13206	13340	13454	13620	13685	13802	14005	14075	14207	14437
13207	13342	13456	13621	13687	13803	14006	14080	14208	14441
13208	13343	13459	13622	13690	13804	14008	14081	14209	14445
13209	13345	13460	13624	13691	13806	14009	14082	14210	14450
13210	13346	13461	13625	13693	13807	14011	14083	14211	14454
13211	13348	13464	13626	13694	13808	14012	14085	14212	14456
13212	13350	13468	13630	13696	13809	14013	14086	14213	14462
13214	13354	13469	13633	13697	13810	14020	14091	14214	14464

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14466	14544	14626	14772	14845	15005	15112	15223	15535	15729
14467	14545	14701	14775	14846	15009	15116	15224	15537	15730
14468	14546	14706	14777	14847	15010	15120	15225	15538	15732
14469	14548	14708	14779	14850	15012	15122	15226	15539	15740
14470	14550	14709	14781	14851	15014	15123	15227	15540	15742
14471	14551	14710	14782	14853	15017	15126	15228	15541	15747
14472	14555	14711	14784	14855	15021	15129	15229	15542	15748
14475	14559	14712	14787	14858	15022	15131	15232	15545	15753
14476	14560	14714	14801	14859	15024	15132	15233	15550	15757
14477	14561	14715	14802	14860	15025	15133	15234	15551	15759
14478	14564	14716	14803	14861	15027	15135	15235	15552	15760
14480	14568	14717	14804	14864	15033	15136	15236	15554	15763
14481	14569	14718	14805	14865	15034	15137	15237	15557	15765
14482	14571	14719	14806	14867	15035	15139	15238	15558	15767
14485	14572	14721	14807	14869	15037	15140	15239	15559	15771
14486	14580	14723	14808	14870	15042	15143	15241	15563	15772
14487	14585	14724	14809	14871	15044	15144	15243	15601	15773
14489	14586	14726	14810	14872	15045	15145	15282	15613	15774
14502	14589	14727	14812	14873	15046	15146	15290	15626	15776
14504	14590	14728	14813	14874	15055	15147	15295	15627	15777
14505	14591	14729	14814	14877	15056	15148	15301	15632	15784
14506	14604	14731	14815	14878	15057	15201	15314	15637	15801
14507	14605	14733	14816	14879	15059	15202	15317	15642	15821
14510	14606	14735	14817	14880	15061	15203	15320	15644	15823
14512	14607	14736	14818	14881	15062	15204	15332	15650	15824
14513	14608	14737	14819	14882	15063	15205	15342	15656	15825
14514	14609	14738	14820	14883	15065	15206	15370	15658	15832
14515	14610	14739	14821	14884	15066	15207	15401	15666	15834
14516	14611	14740	14822	14885	15067	15208	15417	15668	15840
14517	14612	14741	14823	14886	15068	15209	15419	15672	15845
14519	14613	14743	14824	14889	15071	15210	15424	15681	15846
14521	14614	14744	14825	14891	15074	15211	15425	15683	15848
14522	14615	14747	14826	14892	15084	15212	15431	15690	15849
14525	14616	14748	14830	14894	15085	15213	15436	15697	15851
14526	14617	14750	14831	14895	15086	15214	15461	15701	15853
14527	14618	14753	14836	14897	15089	15215	15474	15711	15856
14530	14619	14754	14837	14898	15090	15216	15501	15713	15857
14532	14620	14755	14838	14901	15101	15217	15521	15714	15860
14533	14621	14757	14839	14903	15102	15218	15522	15717	15864
14534	14622	14760	14840	14904	15104	15219	15530	15722	15865
14536	14623	14767	14841	14925	15106	15220	15531	15724	15868
14541	14624	14769	14842	15001	15108	15221	15533	15725	15870
14543	14625	14770	14843	15003	15110	15222	15534	15728	15901

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15902	16041	16156	16354	16508	16695	17011	18025	18706	19047
15904	16045	16157	16360	16509	16698	17013	18040	18707	19048
15905	16046	16159	16362	16510	16699	17042	18042	18708	19049
15906	16049	16201	16364	16511	16701	17043	18045	18709	19050
15909	16050	16210	16365	16601	16720	17046	18049	18711	19053
15915	16051	16214	16371	16602	16727	17050	18052	18764	19054
15920	16052	16218	16373	16611	16729	17055	18099	18765	19055
15923	16053	16222	16374	16613	16731	17101	18101	18766	19056
15924	16055	16224	16401	16616	16735	17102	18102	18768	19057
15926	16056	16226	16402	16617	16743	17103	18103	19001	19061
15927	16057	16228	16403	16625	16745	17104	18104	19002	19063
15928	16059	16229	16404	16627	16746	17106	18106	19003	19064
15931	16061	16232	16405	16630	16748	17107	18109	19004	19066
15935	16063	16235	16406	16635	16749	17109	18175	19006	19067
15936	16066	16240	16407	16636	16750	17110	18195	19007	19070
15938	16101	16242	16410	16637	16801	17111	18201	19008	19072
15940	16102	16248	16411	16639	16803	17112	18301	19010	19073
15942	16105	16249	16412	16640	16821	17113	18360	19012	19074
15943	16108	16254	16415	16641	16822	17120	18503	19013	19075
15944	16111	16255	16417	16646	16823	17121	18504	19014	19076
15945	16115	16256	16420	16647	16827	17122	18505	19015	19078
15946	16116	16258	16421	16648	16828	17123	18507	19018	19079
15949	16117	16259	16423	16650	16829	17124	18508	19020	19081
15952	16120	16262	16424	16651	16830	17125	18509	19021	19082
15953	16121	16301	16426	16652	16833	17126	18510	19022	19083
15954	16123	16311	16428	16654	16836	17127	18512	19023	19085
15955	16124	16313	16432	16655	16838	17130	18514	19025	19086
15956	16125	16314	16433	16656	16840	17201	18515	19026	19087
15957	16127	16316	16434	16657	16841	17257	18517	19027	19090
15958	16130	16317	16435	16659	16844	17268	18518	19029	19091
15961	16131	16319	16436	16662	16858	17701	18519	19030	19094
15963	16133	16323	16438	16664	16859	17702	18522	19031	19095
16001	16134	16326	16440	16666	16861	17705	18540	19032	19096
16002	16137	16327	16441	16667	16863	17801	18577	19033	19098
16020	16141	16335	16442	16668	16865	17815	18640	19034	19099
16023	16142	16340	16443	16669	16866	17837	18641	19035	19102
16025	16143	16341	16501	16673	16870	17870	18642	19036	19103
16028	16145	16342	16502	16678	16874	17872	18643	19038	19104
16033	16146	16345	16503	16679	16875	18015	18644	19040	19106
16034	16148	16346	16504	16686	16877	18016	18701	19041	19107
16037	16150	16350	16505	16691	16878	18017	18702	19043	19108
16038	16153	16351	16506	16692	16879	18018	18704	19044	19109
16040	16154	16353	16507	16693	16881	18020	18705	19046	19110

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19111	19161	19945	20024	20164	20735	20876	21047	21156	21244
19112	19172	19946	20032	20165	20737	20877	21048	21157	21401
19113	19179	19947	20036	20166	20740	20878	21050	21158	21402
19114	19181	19950	20037	20169	20742	20879	21051	21160	21403
19115	19183	19951	20046	20170	20743	20882	21053	21161	21405
19116	19184	19952	20047	20171	20744	20886	21054	21162	21411
19118	19185	19953	20078	20175	20745	20892	21055	21163	21502
19119	19187	19954	20080	20176	20746	20894	21057	21201	21520
19120	19192	19956	20081	20180	20747	20895	21060	21202	21521
19121	19194	19958	20082	20181	20748	20899	21061	21204	21522
19122	19244	19960	20101	20184	20755	20901	21062	21205	21523
19123	19255	19962	20102	20186	20762	20902	21074	21206	21530
19124	19701	19963	20103	20187	20763	20903	21075	21207	21531
19125	19702	19964	20104	20190	20769	20904	21076	21208	21532
19126	19703	19966	20105	20191	20770	20905	21077	21209	21536
19127	19707	19967	20106	20194	20771	20906	21078	21210	21538
19128	19709	19968	20107	20196	20772	20910	21082	21211	21539
19129	19711	19970	20109	20197	20774	20912	21084	21212	21541
19130	19713	19971	20110	20198	20781	21001	21085	21213	21545
19131	19720	19973	20111	20355	20782	21005	21087	21214	21550
19132	19734	19975	20112	20601	20783	21009	21090	21215	21555
19133	19801	19977	20115	20602	20784	21010	21093	21216	21557
19134	19802	19979	20117	20603	20785	21012	21102	21217	21561
19135	19803	20001	20119	20607	20790	21013	21104	21218	21562
19136	19804	20002	20120	20613	20794	21014	21108	21219	21601
19137	19805	20003	20121	20617	20799	21015	21111	21220	21606
19138	19806	20004	20124	20640	20810	21017	21113	21221	21607
19139	19807	20005	20129	20646	20811	21020	21114	21222	21610
19140	19808	20006	20130	20695	20814	21028	21117	21223	21612
19141	19809	20007	20132	20701	20815	21029	21120	21224	21613
19142	19810	20008	20135	20705	20816	21030	21122	21225	21617
19143	19901	20009	20136	20706	20817	21031	21128	21226	21619
19144	19904	20010	20137	20707	20818	21032	21131	21227	21620
19145	19930	20011	20141	20708	20832	21034	21132	21228	21622
19146	19931	20012	20143	20710	20850	21035	21133	21229	21623
19147	19933	20015	20144	20712	20851	21036	21136	21230	21624
19148	19934	20016	20147	20715	20852	21037	21140	21231	21625
19149	19938	20017	20148	20716	20853	21040	21144	21233	21626
19150	19939	20018	20151	20720	20854	21042	21146	21234	21627
19151	19940	20019	20152	20721	20866	21043	21152	21236	21629
19152	19941	20020	20155	20722	20871	21044	21153	21237	21631
19153	19943	20022	20158	20723	20872	21045	21154	21239	21632
19154	19944	20023	20163	20724	20874	21046	21155	21240	21634

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21635	21709	21792	21911	22161	22321	22709	23112	23437	23669
21636	21710	21793	21912	22172	22331	22711	23113	23438	23690
21638	21711	21794	21915	22180	22332	22712	23114	23451	23692
21639	21713	21795	21917	22181	22333	22713	23116	23452	23693
21640	21715	21797	21918	22182	22334	22714	23185	23453	23696
21643	21716	21798	21919	22184	22401	22715	23186	23454	23701
21644	21718	21801	21921	22185	22405	22716	23188	23455	23702
21645	21719	21804	22003	22191	22406	22718	23219	23456	23703
21647	21722	21811	22015	22192	22407	22719	23220	23457	23704
21648	21723	21813	22026	22193	22408	22720	23221	23459	23707
21649	21727	21814	22027	22201	22553	22722	23222	23462	23801
21650	21733	21817	22030	22202	22554	22723	23223	23464	23803
21651	21737	21821	22031	22203	22556	22724	23224	23479	23805
21654	21738	21822	22032	22204	22601	22725	23225	23487	23831
21655	21740	21826	22033	22205	22602	22726	23226	23502	23832
21656	21742	21829	22034	22206	22603	22727	23227	23503	23834
21657	21750	21830	22035	22207	22610	22728	23228	23504	23836
21658	21754	21835	22036	22209	22611	22729	23229	23505	23838
21659	21755	21837	22037	22211	22620	22730	23230	23507	23860
21660	21756	21838	22039	22212	22623	22731	23231	23508	24011
21661	21757	21840	22041	22213	22624	22732	23232	23509	24012
21662	21758	21841	22042	22214	22625	22733	23233	23510	24013
21663	21765	21842	22043	22217	22627	22734	23234	23511	24014
21665	21766	21849	22044	22218	22630	22735	23235	23513	24015
21666	21767	21850	22046	22223	22637	22736	23236	23517	24016
21667	21769	21851	22060	22226	22639	22737	23237	23518	24017
21668	21770	21853	22066	22227	22640	22738	23238	23521	24018
21671	21771	21856	22067	22229	22641	22740	23249	23523	24019
21672	21773	21857	22079	22230	22642	22741	23250	23601	24042
21673	21774	21862	22081	22301	22643	22742	23284	23602	24043
21675	21776	21863	22082	22302	22644	22743	23314	23603	24045
21676	21777	21864	22101	22303	22645	22746	23315	23604	24050
21677	21778	21865	22102	22304	22649	22747	23320	23605	24112
21678	21779	21869	22107	22305	22650	22749	23321	23606	24141
21679	21780	21870	22108	22306	22652	22801	23322	23607	24153
21685	21781	21871	22135	22307	22654	22802	23323	23608	24155
21686	21782	21872	22150	22308	22655	22901	23324	23651	24156
21687	21783	21874	22151	22309	22656	22902	23325	23661	24157
21688	21784	21875	22152	22310	22657	22903	23430	23662	24201
21701	21787	21901	22153	22311	22660	22911	23432	23663	24202
21702	21788	21902	22158	22312	22663	23059	23433	23664	24210
21703	21790	21903	22159	22314	22664	23060	23434	23665	24211
21704	21791	21904	22160	22315	22701	23111	23435	23666	24401

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24477	26201	27106	27305	27503	27572	27809	27886	28032	28208
24501	26241	27107	27306	27504	27573	27810	27888	28034	28209
24502	26301	27203	27310	27505	27574	27812	27889	28037	28210
24503	26501	27205	27311	27507	27576	27816	27890	28043	28211
24504	26505	27207	27312	27508	27577	27817	27891	28052	28212
24512	26508	27208	27313	27509	27581	27818	27892	28054	28213
24513	26624	27209	27314	27510	27583	27820	27893	28056	28214
24514	27007	27212	27315	27511	27587	27822	27896	28075	28215
24515	27009	27214	27316	27513	27589	27823	27897	28079	28216
24540	27011	27215	27317	27514	27591	27828	27909	28080	28217
24541	27012	27217	27320	27516	27592	27829	27910	28081	28223
24544	27013	27229	27321	27517	27596	27830	27919	28083	28225
24605	27016	27231	27322	27520	27597	27831	27921	28086	28226
24701	27017	27233	27325	27521	27601	27834	27924	28088	28227
24901	27018	27235	27326	27522	27603	27837	27925	28092	28228
25015	27019	27237	27330	27523	27604	27839	27926	28098	28240
25064	27020	27239	27332	27524	27605	27842	27928	28103	28242
25143	27021	27242	27341	27525	27606	27843	27932	28107	28243
25177	27022	27243	27343	27526	27607	27844	27935	28120	28244
25301	27023	27244	27344	27529	27608	27845	27937	28124	28246
25302	27024	27248	27349	27530	27609	27846	27942	28128	28250
25303	27025	27249	27350	27534	27610	27850	27944	28133	28254
25304	27027	27252	27355	27536	27612	27851	27946	28134	28255
25311	27028	27253	27356	27537	27613	27852	27948	28135	28260
25314	27030	27258	27357	27539	27614	27853	27949	28139	28261
25401	27040	27260	27358	27540	27615	27855	27954	28144	28262
25704	27041	27262	27360	27541	27616	27856	27957	28146	28265
25801	27042	27263	27370	27542	27617	27857	27959	28147	28269
25901	27043	27265	27371	27544	27701	27858	27962	28150	28270
26003	27045	27278	27376	27545	27703	27860	27970	28152	28272
26031	27046	27281	27377	27546	27704	27863	27976	28159	28273
26033	27047	27282	27379	27549	27705	27864	27979	28160	28274
26034	27048	27283	27401	27551	27706	27865	27980	28164	28275
26037	27050	27284	27403	27553	27707	27866	27983	28170	28277
26038	27051	27288	27405	27556	27712	27869	27986	28173	28278
26040	27052	27291	27406	27557	27713	27870	28001	28174	28280
26041	27053	27292	27407	27559	27801	27871	28006	28201	28281
26050	27054	27294	27408	27560	27803	27874	28012	28202	28282
26062	27055	27295	27409	27562	27804	27876	28016	28203	28283
26070	27101	27298	27410	27563	27805	27880	28021	28204	28284
26101	27103	27299	27455	27565	27806	27882	28023	28205	28285
26104	27104	27301	27501	27569	27807	27883	28025	28206	28286
26105	27105	27302	27502	27571	27808	27884	28027	28207	28287

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28288	28673	29102	29403	29657	30017	30096	30238	30339	30522
28601	28674	29108	29404	29661	30021	30097	30240	30340	30523
28605	28675	29115	29405	29662	30022	30098	30241	30341	30525
28606	28676	29123	29406	29669	30024	30099	30252	30342	30527
28607	28677	29127	29407	29671	30026	30101	30253	30344	30528
28609	28678	29130	29412	29672	30030	30102	30263	30345	30529
28610	28679	29135	29414	29673	30032	30106	30265	30349	30530
28611	28681	29138	29418	29678	30033	30110	30269	30350	30531
28612	28682	29142	29420	29680	30034	30114	30270	30354	30533
28613	28683	29145	29445	29681	30035	30115	30274	30360	30534
28615	28684	29148	29464	29687	30038	30116	30281	30369	30535
28618	28685	29150	29483	29690	30039	30117	30286	30375	30537
28621	28689	29152	29485	29691	30040	30118	30288	30378	30538
28622	28690	29153	29501	29702	30041	30120	30291	30380	30540
28623	28692	29154	29505	29704	30043	30121	30294	30385	30541
28624	28694	29160	29506	29706	30044	30122	30296	30386	30542
28626	28697	29161	29573	29709	30045	30124	30297	30387	30543
28627	28698	29178	29575	29710	30047	30125	30303	30388	30545
28630	29003	29180	29577	29720	30052	30126	30304	30389	30546
28631	29006	29201	29579	29745	30058	30127	30305	30390	30547
28634	29009	29203	29582	29801	30060	30132	30306	30396	30548
28635	29010	29204	29588	29803	30062	30134	30307	30398	30549
28636	29016	29205	29601	29805	30063	30135	30308	30399	30552
28637	29020	29206	29605	29808	30064	30141	30309	30401	30553
28638	29033	29209	29607	29812	30066	30143	30310	30436	30554
28640	29036	29210	29609	29841	30067	30144	30311	30458	30555
28642	29038	29212	29611	29851	30068	30152	30312	30460	30557
28643	29040	29223	29615	29902	30069	30153	30313	30461	30558
28644	29042	29229	29617	29906	30071	30157	30314	30474	30559
28645	29044	29301	29620	29907	30075	30161	30315	30501	30560
28650	29045	29302	29621	29909	30076	30165	30316	30504	30563
28651	29048	29303	29625	29910	30078	30168	30317	30506	30564
28654	29053	29306	29626	29920	30079	30169	30318	30507	30565
28655	29054	29307	29627	29926	30080	30188	30319	30510	30566
28657	29055	29316	29631	29928	30082	30189	30324	30511	30567
28658	29059	29325	29640	30002	30083	30204	30326	30512	30568
28659	29063	29334	29642	30004	30084	30213	30327	30513	30571
28660	29067	29340	29644	30005	30087	30214	30328	30516	30572
28663	29069	29341	29646	30008	30088	30215	30329	30517	30575
28665	29070	29360	29649	30012	30090	30223	30331	30518	30576
28669	29072	29365	29650	30013	30092	30224	30336	30519	30577
28670	29073	29379	29651	30014	30093	30233	30337	30520	30582
28672	29078	29401	29654	30016	30094	30236	30338	30521	30596

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30597	30720	31404	31906	32168	32304	32544	32792	33020	33121
30598	30721	31405	31907	32169	32305	32547	32801	33021	33122
30599	30809	31406	31909	32174	32308	32548	32803	33023	33125
30601	30813	31407	31914	32176	32309	32550	32804	33024	33126
30602	30815	31408	31993	32177	32310	32561	32805	33025	33127
30605	30824	31410	31994	32187	32311	32563	32806	33026	33128
30606	30901	31411	31998	32202	32312	32566	32807	33027	33129
30607	30904	31415	31999	32204	32317	32569	32808	33028	33130
30609	30905	31419	32003	32205	32401	32570	32809	33029	33131
30619	30906	31421	32024	32206	32403	32571	32810	33030	33132
30620	30907	31422	32025	32207	32404	32578	32811	33031	33133
30621	30909	31498	32033	32208	32405	32579	32812	33032	33134
30622	30910	31499	32034	32209	32407	32583	32817	33033	33135
30624	30911	31501	32043	32210	32408	32601	32818	33034	33136
30625	30912	31503	32046	32211	32409	32603	32819	33035	33137
30627	30913	31520	32054	32212	32413	32605	32820	33036	33138
30628	30999	31522	32055	32214	32424	32606	32821	33037	33139
30629	31026	31523	32060	32216	32425	32607	32822	33039	33140
30630	31088	31524	32063	32217	32428	32608	32824	33040	33141
30631	31093	31525	32064	32218	32433	32609	32825	33042	33142
30633	31098	31545	32065	32219	32444	32610	32826	33043	33143
30634	31195	31546	32073	32220	32446	32613	32827	33050	33144
30635	31196	31548	32080	32221	32448	32615	32828	33054	33145
30641	31197	31558	32082	32222	32456	32617	32829	33055	33146
30642	31198	31562	32084	32223	32501	32619	32831	33056	33147
30643	31199	31599	32086	32224	32502	32625	32832	33060	33148
30646	31201	31601	32092	32225	32503	32626	32833	33062	33149
30648	31204	31602	32095	32226	32504	32640	32834	33063	33150
30650	31205	31605	32097	32227	32505	32641	32835	33064	33152
30655	31206	31606	32099	32233	32506	32643	32836	33065	33154
30656	31210	31698	32110	32234	32507	32653	32837	33066	33155
30660	31211	31699	32114	32244	32508	32656	32839	33067	33156
30662	31213	31701	32117	32246	32509	32666	32896	33068	33157
30663	31216	31705	32118	32250	32511	32668	33004	33069	33158
30666	31217	31707	32119	32254	32512	32669	33009	33070	33160
30667	31220	31719	32127	32256	32514	32680	33010	33071	33161
30668	31294	31721	32128	32257	32526	32686	33012	33072	33162
30669	31295	31788	32129	32258	32533	32693	33013	33073	33165
30673	31296	31900	32132	32259	32534	32694	33014	33076	33166
30677	31298	31901	32136	32266	32536	32696	33015	33107	33167
30678	31299	31903	32137	32277	32539	32701	33016	33109	33168
30680	31313	31904	32141	32301	32541	32714	33018	33110	33169
30683	31401	31905	32148	32303	32542	32789	33019	33112	33170

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33172	33325	33462	33637	34946	36604	37148	37248	37915	38125
33173	33326	33463	33647	34947	36605	37160	37249	37916	38127
33174	33327	33464	33650	34949	36606	37166	37250	37917	38128
33175	33328	33467	33651	34950	36607	37167	37311	37918	38131
33176	33330	33469	33655	34951	36608	37172	37312	37919	38132
33177	33331	33470	33660	34952	36609	37188	37402	37920	38133
33178	33332	33477	33661	34953	36610	37190	37403	37921	38134
33179	33334	33478	33662	34957	36611	37201	37404	37922	38135
33180	33337	33480	33663	34981	36612	37203	37405	37923	38136
33181	33351	33483	33664	34982	36613	37204	37406	37924	38137
33182	33388	33484	34043	34983	36615	37205	37407	37929	38138
33183	33394	33486	34420	34984	36617	37206	37408	37931	38139
33184	33401	33487	34428	34986	36618	37207	37409	37932	38140
33185	33403	33496	34429	34987	36619	37208	37410	37938	38141
33186	33404	33498	34431	34990	36693	37209	37411	37955	38142
33187	33405	33499	34432	34994	36695	37210	37412	37990	38143
33188	33406	33602	34433	34997	37013	37211	37415	37995	38145
33189	33407	33603	34434	35205	37027	37212	37416	37996	38146
33190	33408	33604	34436	35209	37030	37213	37419	37997	38147
33192	33409	33605	34442	35210	37033	37214	37421	37998	38148
33193	33410	33606	34446	35216	37034	37215	37450	38002	38150
33194	33411	33607	34448	35223	37040	37216	37501	38008	38151
33195	33412	33609	34450	35226	37042	37217	37601	38016	38157
33196	33413	33610	34452	35242	37043	37218	37604	38018	38159
33199	33414	33611	34453	35243	37057	37219	37615	38024	38161
33301	33415	33612	34461	35244	37064	37220	37660	38053	38163
33304	33417	33613	34465	35801	37066	37221	37663	38103	38166
33305	33418	33614	34470	35809	37067	37228	37664	38104	38188
33306	33431	33615	34471	35813	37069	37232	37665	38105	38193
33308	33432	33616	34472	35816	37072	37234	37716	38106	38194
33309	33433	33617	34473	36104	37075	37235	37801	38107	38195
33311	33434	33618	34474	36105	37076	37236	37803	38108	38197
33312	33435	33619	34475	36106	37080	37237	37804	38109	38301
33313	33436	33620	34476	36107	37083	37238	37813	38111	38305
33314	33437	33621	34479	36108	37086	37239	37814	38112	38310
33315	33441	33624	34480	36109	37087	37240	37830	38114	38401
33316	33444	33625	34481	36110	37115	37241	37862	38115	38501
33317	33445	33626	34482	36111	37122	37242	37863	38116	38506
33319	33446	33629	34484	36116	37127	37243	37876	38117	38556
33321	33455	33630	34488	36117	37128	37244	37902	38118	38583
33322	33458	33633	34491	36501	37129	37245	37909	38119	38654
33323	33460	33634	34761	36602	37130	37246	37912	38120	38671
33324	33461	33635	34945	36603	37131	37247	37914	38122	39901

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40003	40076	40211	40456	41074	41232	42001	42347	43130	43502
40004	40077	40212	40475	41075	41234	42003	42348	43195	43506
40006	40078	40213	40484	41076	41238	42025	42366	43201	43512
40007	40104	40214	40502	41091	41240	42029	42376	43202	43515
40008	40107	40215	40503	41094	41250	42031	42408	43203	43516
40009	40108	40216	40504	41101	41254	42038	42420	43204	43528
40010	40109	40217	40505	41102	41255	42041	42431	43205	43537
40011	40111	40218	40507	41121	41256	42044	42437	43206	43545
40012	40115	40219	40508	41124	41257	42050	42445	43207	43551
40013	40117	40220	40509	41129	41260	42053	42450	43209	43557
40014	40118	40222	40510	41132	41262	42064	42459	43210	43558
40019	40119	40223	40511	41135	41263	42066	42501	43211	43560
40022	40121	40225	40513	41137	41264	42071	42503	43212	43566
40023	40140	40228	40514	41139	41265	42086	42539	43213	43571
40025	40142	40229	40515	41141	41267	42101	42544	43214	43602
40026	40143	40241	40517	41143	41271	42103	42553	43215	43604
40031	40144	40242	40601	41144	41274	42104	42567	43217	43605
40033	40145	40243	40701	41146	41301	42127	42602	43219	43606
40036	40146	40245	40729	41149	41311	42129	42629	43220	43607
40037	40150	40258	40741	41159	41314	42130	42633	43221	43608
40040	40152	40272	40769	41160	41339	42134	42635	43222	43609
40041	40155	40291	40806	41164	41360	42141	42642	43223	43610
40045	40157	40299	40823	41166	41386	42157	42653	43224	43611
40046	40160	40311	40828	41168	41465	42164	42701	43227	43612
40047	40161	40312	40831	41169	41472	42167	42718	43228	43613
40049	40162	40324	40873	41171	41501	42171	42728	43229	43614
40050	40164	40330	40906	41174	41514	42206	42731	43230	43615
40051	40165	40336	40962	41175	41522	42210	42735	43231	43616
40052	40170	40342	40965	41179	41537	42211	42741	43232	43617
40055	40171	40351	40977	41180	41571	42220	42743	43235	43618
40056	40175	40353	41001	41183	41632	42223	42748	43236	43619
40057	40176	40356	41005	41189	41653	42240	42749	43402	43620
40059	40177	40359	41011	41201	41701	42256	42753	43403	43623
40060	40178	40360	41014	41203	41749	42261	42754	43410	43624
40061	40202	40361	41015	41204	41774	42262	43016	43420	43701
40062	40203	40380	41016	41214	41822	42276	43017	43430	43912
40065	40204	40383	41017	41216	41858	42280	43026	43431	43920
40067	40205	40390	41018	41219	41901	42301	43055	43440	43952
40068	40206	40391	41042	41222	41902	42303	43068	43449	43953
40069	40207	40403	41048	41224	41903	42320	43081	43452	44001
40070	40208	40422	41051	41226	41904	42327	43082	43460	44003
40071	40209	40444	41071	41230	41905	42330	43085	43465	44004
40075	40210	40447	41073	41231	41906	42345	43123	43469	44010

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44011	44090	44139	44275	44613	44695	44855	45203	45252	45365
44012	44092	44140	44276	44614	44702	44857	45204	45255	45368
44017	44093	44141	44278	44615	44703	44859	45205	45302	45369
44021	44094	44142	44280	44618	44704	44865	45206	45303	45370
44022	44095	44143	44281	44620	44705	44866	45207	45304	45371
44023	44099	44144	44286	44622	44706	44867	45208	45305	45373
44024	44102	44145	44287	44624	44707	44870	45209	45306	45377
44026	44103	44146	44288	44625	44708	44875	45211	45308	45380
44028	44104	44147	44301	44626	44709	44878	45212	45309	45381
44030	44105	44149	44302	44627	44710	44880	45213	45311	45382
44032	44106	44197	44303	44628	44714	44882	45214	45312	45383
44035	44107	44201	44304	44629	44718	44883	45215	45314	45385
44039	44108	44202	44305	44632	44720	44887	45216	45315	45387
44040	44109	44203	44306	44633	44721	44889	45217	45317	45388
44041	44110	44212	44307	44634	44730	44890	45218	45318	45402
44044	44111	44214	44308	44637	44802	44902	45219	45320	45403
44046	44112	44215	44310	44638	44804	44903	45220	45321	45404
44047	44113	44216	44311	44641	44805	44904	45223	45322	45405
44048	44114	44217	44312	44643	44807	44905	45224	45323	45406
44050	44115	44221	44313	44644	44811	44906	45225	45324	45407
44052	44116	44223	44314	44645	44814	44907	45226	45325	45408
44053	44117	44224	44319	44646	44817	45005	45227	45326	45409
44054	44118	44230	44320	44647	44818	45011	45228	45327	45410
44055	44119	44231	44321	44651	44820	45013	45229	45331	45414
44056	44120	44233	44333	44654	44822	45014	45230	45332	45415
44057	44121	44234	44502	44656	44824	45015	45231	45333	45416
44060	44122	44235	44503	44657	44826	45030	45232	45334	45417
44062	44123	44236	44504	44662	44827	45034	45233	45335	45418
44064	44124	44237	44505	44663	44830	45036	45236	45337	45419
44065	44125	44240	44506	44666	44833	45039	45237	45338	45420
44067	44126	44241	44507	44667	44836	45040	45238	45339	45422
44070	44127	44243	44509	44669	44837	45042	45239	45340	45424
44072	44128	44253	44510	44672	44839	45044	45240	45341	45426
44074	44129	44254	44511	44675	44840	45050	45241	45342	45427
44076	44130	44255	44512	44676	44841	45056	45242	45344	45428
44077	44131	44256	44514	44677	44843	45066	45243	45345	45429
44081	44132	44260	44515	44680	44844	45069	45244	45346	45430
44082	44133	44262	44555	44681	44846	45102	45245	45347	45431
44084	44134	44264	44601	44683	44847	45103	45246	45348	45432
44085	44135	44266	44606	44685	44849	45140	45247	45356	45433
44086	44136	44270	44608	44688	44851	45150	45248	45359	45434
44087	44137	44272	44611	44689	44853	45177	45249	45362	45435
44089	44138	44273	44612	44691	44854	45202	45251	45363	45439

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45440	45863	46052	46161	46240	46385	46561	46740	46815	46988
45449	45865	46056	46162	46241	46390	46562	46741	46816	46989
45458	45867	46057	46163	46250	46391	46563	46742	46818	46990
45459	45868	46058	46164	46254	46392	46565	46743	46819	46991
45479	45869	46060	46165	46255	46394	46566	46745	46825	46992
45502	45871	46064	46166	46256	46402	46567	46746	46835	46994
45503	45872	46065	46167	46259	46403	46570	46747	46845	46996
45504	45873	46070	46168	46260	46404	46571	46748	46901	47001
45505	45874	46071	46171	46266	46405	46573	46750	46902	47006
45506	45875	46072	46172	46268	46406	46574	46755	46910	47025
45701	45877	46074	46173	46278	46407	46580	46759	46911	47042
45801	45879	46075	46175	46280	46408	46582	46761	46913	47102
45804	45880	46077	46176	46290	46409	46590	46763	46914	47104
45805	45881	46105	46180	46303	46410	46601	46764	46917	47106
45806	45882	46106	46181	46304	46501	46612	46765	46919	47108
45807	45883	46107	46184	46307	46504	46613	46767	46920	47110
45810	45885	46112	46201	46311	46506	46614	46770	46923	47111
45812	45886	46113	46202	46312	46507	46615	46772	46926	47112
45813	45887	46115	46203	46319	46510	46616	46773	46928	47114
45814	45889	46118	46204	46320	46511	46617	46774	46929	47115
45817	45890	46120	46205	46321	46514	46619	46776	46932	47116
45821	45891	46121	46208	46322	46516	46628	46777	46933	47117
45822	45894	46122	46209	46323	46517	46629	46781	46936	47118
45827	45895	46123	46214	46324	46524	46635	46783	46938	47119
45828	45896	46124	46216	46327	46526	46637	46784	46939	47120
45830	45898	46127	46217	46340	46528	46699	46785	46940	47122
45831	46001	46128	46218	46341	46530	46701	46787	46941	47123
45832	46011	46130	46219	46342	46531	46702	46788	46947	47124
45833	46012	46131	46220	46347	46532	46703	46792	46950	47125
45835	46013	46133	46221	46348	46534	46705	46793	46951	47126
45836	46014	46135	46222	46349	46536	46706	46794	46952	47129
45840	46016	46140	46224	46350	46538	46710	46795	46953	47130
45843	46017	46142	46225	46356	46539	46711	46797	46960	47135
45844	46032	46143	46226	46360	46540	46714	46798	46962	47136
45845	46033	46147	46227	46365	46542	46720	46802	46970	47137
45846	46035	46148	46228	46366	46543	46721	46803	46971	47138
45849	46036	46149	46229	46368	46544	46723	46804	46974	47140
45850	46038	46150	46231	46371	46545	46725	46805	46975	47141
45851	46039	46151	46234	46373	46550	46730	46806	46978	47142
45856	46041	46156	46235	46374	46552	46732	46807	46979	47143
45858	46044	46157	46236	46375	46553	46733	46808	46982	47145
45860	46050	46158	46237	46382	46554	46737	46809	46985	47147
45862	46051	46160	46239	46383	46555	46738	46814	46986	47150

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47160	47326	47424	47581	47861	47974	48048	48109	48207	48310
47161	47327	47429	47591	47862	47975	48049	48111	48208	48312
47162	47330	47432	47597	47866	47977	48050	48116	48209	48313
47163	47331	47438	47598	47868	47978	48051	48120	48210	48314
47164	47334	47441	47601	47872	47980	48054	48122	48211	48315
47165	47336	47443	47610	47874	47981	48059	48124	48212	48316
47166	47338	47446	47620	47879	47987	48060	48125	48213	48317
47167	47340	47448	47630	47882	47989	48062	48126	48214	48320
47170	47341	47449	47648	47885	47990	48063	48127	48215	48322
47172	47342	47451	47660	47901	47991	48064	48128	48216	48323
47174	47345	47452	47670	47904	47992	48065	48134	48217	48324
47175	47346	47453	47708	47905	47993	48066	48135	48218	48326
47177	47348	47454	47710	47906	47994	48067	48138	48219	48327
47201	47353	47456	47711	47917	47995	48069	48141	48220	48328
47203	47354	47459	47712	47918	48001	48070	48146	48221	48329
47220	47355	47460	47713	47920	48002	48071	48150	48222	48331
47223	47356	47462	47714	47921	48003	48072	48152	48223	48334
47224	47357	47465	47715	47922	48005	48073	48154	48224	48335
47227	47358	47468	47720	47923	48006	48074	48161	48225	48336
47229	47359	47469	47725	47926	48009	48075	48162	48226	48340
47230	47360	47470	47802	47929	48014	48076	48164	48227	48341
47231	47362	47471	47803	47930	48015	48079	48165	48228	48342
47232	47368	47501	47804	47932	48017	48080	48167	48229	48346
47234	47371	47512	47805	47933	48021	48081	48170	48230	48348
47235	47373	47516	47807	47940	48022	48082	48174	48233	48350
47240	47374	47519	47809	47942	48023	48083	48178	48234	48353
47243	47380	47520	47811	47944	48025	48084	48180	48235	48356
47244	47383	47522	47832	47946	48026	48085	48183	48236	48357
47246	47384	47524	47833	47948	48027	48088	48184	48237	48359
47250	47385	47528	47834	47949	48030	48089	48185	48238	48360
47260	47386	47529	47837	47950	48032	48091	48186	48239	48362
47264	47387	47532	47838	47951	48034	48092	48187	48240	48363
47265	47390	47542	47840	47952	48035	48093	48188	48242	48367
47270	47392	47546	47841	47954	48036	48094	48192	48243	48370
47272	47393	47553	47842	47955	48038	48095	48195	48278	48371
47273	47394	47557	47846	47957	48039	48096	48197	48279	48374
47274	47396	47558	47847	47959	48040	48097	48198	48288	48375
47281	47401	47561	47848	47960	48041	48098	48201	48301	48377
47283	47403	47562	47849	47963	48042	48101	48202	48302	48380
47302	47404	47564	47850	47967	48043	48103	48203	48304	48381
47304	47406	47567	47854	47968	48044	48104	48204	48306	48382
47305	47408	47568	47858	47970	48045	48105	48205	48307	48383
47320	47421	47578	47859	47971	48047	48108	48206	48309	48386

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48390	48463	48626	48734	48822	48883	49034	49094	49329	49440
48393	48464	48628	48735	48823	48884	49036	49095	49330	49441
48401	48465	48629	48737	48827	48885	49038	49096	49331	49442
48412	48466	48631	48738	48829	48886	49040	49097	49332	49444
48413	48467	48632	48739	48831	48888	49042	49098	49333	49445
48414	48468	48634	48740	48832	48889	49043	49099	49336	49446
48415	48469	48635	48741	48834	48890	49045	49101	49337	49448
48416	48470	48636	48742	48835	48891	49046	49102	49338	49449
48417	48471	48637	48743	48836	48892	49047	49103	49339	49450
48418	48472	48640	48744	48837	48893	49048	49106	49340	49451
48419	48473	48642	48745	48838	48895	49050	49107	49341	49452
48420	48475	48647	48746	48840	48897	49051	49111	49342	49453
48421	48502	48649	48747	48841	48906	49052	49112	49343	49454
48422	48503	48650	48748	48842	48910	49053	49113	49344	49455
48423	48504	48651	48749	48843	48911	49055	49116	49345	49456
48426	48505	48652	48750	48845	48912	49056	49117	49346	49457
48427	48506	48653	48754	48846	48915	49057	49120	49347	49459
48428	48507	48654	48755	48847	48917	49058	49125	49348	49460
48429	48509	48655	48756	48848	48933	49060	49126	49349	49461
48430	48519	48656	48757	48849	49001	49061	49127	49401	49464
48432	48529	48657	48759	48850	49002	49064	49128	49402	49502
48433	48532	48658	48760	48851	49004	49065	49129	49403	49503
48435	48601	48659	48761	48854	49006	49066	49130	49404	49504
48436	48602	48661	48762	48855	49007	49067	49301	49405	49505
48438	48603	48662	48763	48856	49008	49068	49302	49408	49506
48439	48604	48701	48765	48857	49009	49070	49303	49410	49507
48441	48607	48703	48766	48858	49010	49071	49304	49411	49508
48442	48609	48705	48767	48860	49011	49072	49305	49412	49509
48444	48610	48706	48768	48861	49012	49073	49306	49415	49512
48445	48611	48708	48770	48864	49013	49076	49307	49417	49525
48446	48612	48720	48801	48865	49014	49078	49309	49418	49544
48449	48613	48721	48806	48866	49015	49079	49310	49419	49546
48450	48614	48722	48807	48867	49017	49080	49315	49420	49548
48451	48615	48723	48808	48871	49021	49082	49316	49421	49601
48453	48616	48725	48809	48872	49022	49083	49318	49423	49612
48454	48617	48726	48811	48873	49024	49085	49319	49424	49613
48455	48618	48727	48813	48875	49026	49087	49321	49425	49614
48456	48619	48728	48815	48876	49028	49088	49322	49426	49615
48457	48621	48729	48817	48877	49029	49089	49323	49428	49616
48458	48622	48730	48818	48878	49030	49090	49325	49431	49617
48460	48623	48731	48819	48879	49031	49091	49326	49435	49618
48461	48624	48732	48820	48880	49032	49092	49327	49436	49619
48462	48625	48733	48821	48881	49033	49093	49328	49437	49620

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49621	49683	49759	50057	50252	50472	50638	51062	51360	52161
49622	49684	49760	50061	50261	50475	50641	51101	51364	52162
49623	49686	49762	50062	50263	50477	50642	51103	51365	52165
49625	49688	49765	50063	50265	50479	50643	51104	51366	52172
49629	49689	49766	50069	50266	50481	50644	51105	51401	52202
49630	49690	49768	50071	50271	50482	50647	51106	51430	52203
49631	49701	49769	50073	50307	50501	50648	51108	51433	52205
49632	49705	49770	50075	50308	50516	50651	51109	51436	52206
49633	49706	49774	50101	50309	50518	50660	51111	51440	52209
49635	49707	49776	50105	50310	50522	50662	51201	51443	52213
49636	49709	49777	50106	50311	50524	50665	51230	51449	52214
49637	49710	49779	50109	50312	50529	50666	51231	51450	52218
49638	49712	49780	50111	50313	50530	50667	51232	51455	52221
49639	49713	49781	50118	50314	50532	50668	51234	51462	52227
49640	49715	49782	50120	50315	50533	50669	51235	51463	52228
49642	49716	49783	50124	50316	50538	50670	51237	51465	52233
49643	49718	49788	50125	50317	50541	50671	51238	51466	52236
49644	49719	49795	50130	50320	50542	50675	51239	51467	52240
49645	49720	49799	50131	50321	50543	50676	51240	51501	52241
49646	49721	49801	50132	50322	50544	50677	51241	51503	52245
49648	49724	49802	50134	50323	50545	50701	51243	51510	52246
49649	49725	49829	50141	50325	50548	50702	51245	52001	52252
49650	49726	49855	50148	50327	50557	50703	51246	52002	52253
49651	49727	49931	50154	50401	50563	50706	51247	52003	52257
49653	49728	50001	50156	50435	50566	50707	51248	52031	52301
49654	49729	50003	50158	50438	50571	50801	51249	52032	52302
49655	49730	50005	50161	50439	50575	50830	51250	52033	52305
49656	49733	50006	50162	50440	50579	50841	51301	52039	52306
49657	49735	50007	50168	50444	50582	50845	51331	52040	52314
49659	49736	50009	50169	50446	50583	50849	51333	52044	52315
49660	49738	50010	50173	50448	50586	50851	51334	52045	52318
49663	49740	50014	50211	50449	50591	50858	51338	52046	52322
49664	49743	50021	50225	50450	50594	50859	51342	52053	52324
49665	49744	50034	50226	50454	50595	51001	51343	52054	52328
49667	49745	50035	50228	50456	50599	51003	51345	52055	52332
49668	49746	50038	50229	50457	50612	51023	51346	52068	52333
49670	49747	50043	50230	50458	50613	51024	51347	52073	52334
49675	49749	50046	50234	50459	50616	51031	51349	52079	52336
49676	49751	50047	50236	50461	50619	51036	51351	52101	52338
49677	49752	50051	50237	50464	50622	51038	51354	52132	52340
49679	49753	50054	50239	50468	50624	51041	51355	52133	52341
49680	49755	50055	50244	50469	50626	51050	51357	52136	52345
49682	49756	50056	50247	50471	50629	51054	51358	52144	52346

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52349	52594	53120	53217	53702	54701	55129	55443	59602	60053
52351	52722	53121	53218	53703	54703	55400	55444	59626	60056
52352	52730	53122	53219	53704	54901	55401	55445	59701	60060
52354	52748	53125	53220	53705	54902	55402	55446	59715	60061
52358	52749	53129	53221	53713	54904	55403	55447	59718	60062
52401	52753	53130	53222	53714	54906	55404	55448	59801	60064
52402	52756	53132	53223	53715	54911	55405	55449	59802	60067
52403	52768	53140	53224	53716	54913	55406	55802	59803	60068
52404	52769	53142	53225	53718	54914	55407	55803	59804	60069
52405	52801	53143	53226	53726	54915	55408	55804	59808	60070
52411	52802	53144	53227	53777	54919	55409	55805	59901	60071
52501	52803	53146	53228	53778	54935	55410	55806	59902	60072
52530	52804	53147	53233	53779	54937	55411	55807	60002	60073
52531	52806	53149	53235	53783	54952	55412	55808	60004	60074
52533	52807	53150	53259	53784	54956	55413	55810	60005	60076
52534	53005	53151	53263	53788	55101	55414	55811	60007	60077
52535	53007	53154	53267	53791	55102	55415	55812	60008	60080
52536	53012	53158	53268	53792	55103	55416	55901	60010	60081
52537	53018	53172	53270	53793	55104	55417	55902	60013	60083
52543	53022	53177	53274	53901	55105	55418	55904	60014	60084
52548	53024	53182	53277	53916	55106	55419	55905	60015	60085
52550	53027	53184	53280	54115	55107	55420	55906	60016	60087
52551	53029	53185	53281	54130	55108	55421	57103	60018	60088
52552	53045	53186	53284	54136	55109	55422	57104	60020	60089
52553	53051	53188	53285	54140	55110	55423	57105	60021	60090
52554	53066	53189	53288	54143	55111	55424	57106	60022	60091
52556	53072	53190	53290	54166	55112	55425	57107	60025	60093
52560	53073	53191	53293	54220	55113	55426	57108	60030	60096
52561	53074	53202	53295	54235	55114	55427	57110	60031	60097
52563	53080	53203	53402	54241	55115	55428	58102	60033	60098
52566	53081	53204	53403	54301	55116	55429	58103	60034	60099
52567	53083	53205	53404	54302	55117	55430	58104	60035	60101
52571	53085	53206	53405	54303	55118	55431	59101	60037	60102
52573	53086	53207	53406	54304	55119	55432	59102	60040	60103
52576	53089	53208	53511	54311	55120	55433	59105	60041	60104
52577	53092	53209	53533	54313	55121	55434	59106	60042	60105
52580	53094	53210	53538	54401	55122	55435	59301	60043	60106
52584	53095	53211	53545	54403	55123	55436	59401	60044	60107
52585	53105	53212	53546	54449	55124	55437	59404	60045	60108
52586	53108	53213	53562	54481	55125	55438	59405	60046	60110
52588	53110	53214	53590	54501	55126	55439	59414	60047	60115
52591	53115	53215	53593	54601	55127	55441	59501	60048	60116
52593	53118	53216	53597	54603	55128	55442	59601	60050	60117

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60118	60178	60436	60510	60617	60712	60961	61062	61252	61813
60119	60179	60438	60513	60618	60714	60962	61063	61254	61814
60120	60180	60439	60514	60619	60803	60963	61064	61256	61816
60122	60181	60440	60515	60620	60804	60964	61065	61257	61817
60123	60185	60441	60516	60621	60805	60966	61067	61261	61818
60125	60187	60442	60517	60622	60827	60968	61068	61262	61820
60126	60188	60443	60521	60623	60901	60970	61070	61264	61821
60128	60190	60445	60523	60624	60902	60973	61071	61265	61822
60130	60191	60448	60525	60625	60911	61001	61072	61273	61831
60131	60192	60449	60526	60626	60912	61006	61073	61274	61832
60132	60193	60450	60532	60628	60913	61007	61074	61275	61833
60133	60194	60451	60534	60629	60914	61008	61075	61277	61834
60134	60195	60452	60538	60630	60915	61010	61078	61281	61839
60135	60196	60453	60539	60631	60917	61011	61080	61282	61840
60136	60199	60455	60540	60632	60918	61012	61081	61283	61841
60137	60201	60456	60542	60633	60919	61014	61084	61525	61842
60139	60202	60457	60543	60634	60921	61015	61085	61548	61843
60140	60203	60458	60544	60636	60922	61018	61087	61550	61844
60142	60208	60459	60546	60637	60924	61019	61088	61554	61845
60143	60209	60461	60558	60638	60927	61020	61089	61571	61846
60145	60301	60462	60559	60639	60928	61021	61101	61602	61847
60146	60302	60463	60560	60640	60929	61024	61102	61603	61849
60148	60304	60464	60561	60641	60930	61025	61103	61604	61850
60150	60305	60465	60563	60643	60931	61028	61104	61605	61851
60151	60398	60466	60564	60644	60934	61030	61107	61606	61852
60152	60399	60467	60565	60645	60935	61031	61108	61607	61853
60153	60401	60468	60570	60646	60936	61032	61109	61610	61854
60154	60402	60469	60601	60647	60938	61036	61111	61611	61856
60155	60406	60471	60602	60649	60940	61038	61112	61613	61858
60156	60408	60472	60603	60651	60941	61039	61114	61614	61859
60157	60409	60473	60604	60652	60942	61041	61115	61615	61862
60160	60410	60475	60605	60653	60946	61042	61201	61616	61863
60162	60411	60476	60606	60655	60948	61044	61230	61625	61864
60163	60417	60477	60607	60656	60949	61046	61234	61636	61865
60164	60423	60478	60608	60657	60950	61048	61235	61637	61866
60165	60425	60480	60609	60659	60951	61049	61238	61701	61870
60171	60426	60481	60610	60660	60952	61050	61239	61704	61872
60172	60429	60482	60611	60661	60953	61051	61240	61761	61873
60173	60430	60490	60612	60666	60954	61052	61241	61801	61874
60174	60431	60501	60613	60682	60955	61053	61242	61802	61875
60175	60432	60504	60614	60688	60957	61054	61244	61810	61876
60176	60433	60505	60615	60706	60959	61060	61250	61811	61877
60177	60435	60506	60616	60707	60960	61061	61251	61812	61878

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61880	62205	62557	62666	63103	63147	64114	64185	66212	67215
61882	62206	62558	62667	63104	63155	64116	64189	66213	67216
61883	62207	62560	62668	63105	63160	64117	64191	66214	67217
61884	62208	62561	62670	63106	63164	64118	64192	66215	67218
61910	62220	62563	62671	63107	63167	64119	64194	66216	67219
61911	62221	62565	62673	63108	63180	64120	64197	66217	67220
61912	62223	62567	62674	63109	63199	64123	64501	66218	67223
61913	62225	62568	62675	63110	63301	64124	64503	66219	67226
61914	62226	62571	62677	63111	63303	64125	64504	66220	67227
61917	62234	62572	62681	63112	63304	64126	64505	66221	67228
61919	62258	62573	62682	63113	63366	64127	64506	66223	67230
61920	62269	62601	62684	63114	63367	64128	64507	66224	67231
61924	62294	62611	62685	63115	63376	64129	64944	66226	67232
61925	62298	62612	62688	63116	63385	64130	64999	66227	67235
61928	62501	62613	62690	63117	64014	64131	66044	66603	67501
61929	62510	62615	62691	63118	64015	64132	66045	66604	67502
61930	62512	62617	62692	63119	64030	64133	66046	66605	67505
61931	62513	62618	62693	63120	64034	64134	66047	66606	67801
61932	62515	62621	62694	63121	64050	64136	66049	66607	68005
61933	62518	62624	62701	63122	64052	64137	66061	66608	68025
61937	62520	62625	62702	63123	64053	64138	66062	66609	68046
61938	62521	62626	62703	63124	64054	64139	66101	66610	68102
61940	62522	62627	62704	63125	64055	64145	66102	66611	68104
61942	62523	62628	62707	63126	64056	64146	66103	66612	68105
61943	62526	62629	63005	63127	64057	64147	66104	66614	68106
61944	62530	62630	63010	63128	64058	64149	66105	66615	68107
61951	62531	62631	63011	63129	64063	64150	66106	66616	68108
61953	62533	62633	63017	63130	64064	64151	66109	66617	68110
61956	62534	62634	63021	63131	64065	64152	66111	66618	68111
61957	62535	62635	63026	63132	64068	64153	66112	66619	68112
62002	62538	62638	63028	63133	64081	64154	66115	67202	68114
62010	62539	62640	63031	63134	64082	64155	66118	67203	68116
62018	62543	62642	63033	63135	64086	64156	66160	67204	68117
62024	62544	62643	63034	63136	64101	64157	66202	67205	68118
62025	62545	62644	63042	63137	64102	64158	66203	67206	68119
62034	62546	62649	63043	63138	64105	64160	66204	67207	68122
62040	62547	62650	63044	63139	64106	64161	66205	67208	68123
62060	62548	62655	63045	63140	64108	64163	66206	67209	68124
62084	62549	62656	63050	63141	64109	64164	66207	67210	68127
62095	62550	62661	63088	63143	64110	64165	66208	67211	68128
62201	62551	62662	63099	63144	64111	64166	66209	67212	68130
62203	62554	62664	63101	63145	64112	64167	66210	67213	68131
62204	62555	62665	63102	63146	64113	64173	66211	67214	68132

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68133	70043	70342	70445	70548	70668	70774	71119	71295	71409
68134	70047	70343	70446	70549	70669	70775	71129	71301	71411
68135	70052	70344	70447	70554	70706	70776	71201	71302	71416
68136	70053	70345	70448	70555	70710	70777	71202	71303	71417
68137	70056	70346	70449	70559	70711	70778	71203	71316	71418
68138	70058	70353	70450	70560	70714	70780	71208	71322	71419
68142	70062	70354	70452	70563	70715	70783	71219	71323	71422
68144	70065	70355	70453	70570	70719	70785	71220	71325	71423
68147	70068	70356	70454	70577	70721	70788	71222	71326	71424
68152	70072	70357	70455	70578	70722	70789	71223	71327	71425
68154	70075	70358	70456	70582	70723	70791	71225	71328	71427
68157	70079	70359	70458	70583	70725	70792	71226	71331	71429
68164	70085	70360	70460	70586	70726	70801	71227	71333	71430
68179	70087	70364	70461	70589	70729	70802	71229	71334	71432
68502	70092	70371	70462	70591	70730	70805	71232	71336	71433
68503	70094	70372	70466	70592	70732	70806	71234	71340	71435
68504	70112	70374	70471	70601	70733	70807	71235	71341	71438
68505	70113	70375	70501	70605	70734	70808	71237	71342	71439
68506	70114	70377	70503	70607	70736	70809	71238	71343	71441
68507	70115	70380	70506	70611	70737	70810	71241	71346	71446
68508	70116	70390	70507	70615	70739	70811	71243	71350	71447
68510	70117	70392	70508	70630	70740	70812	71245	71351	71449
68512	70118	70393	70510	70631	70744	70814	71250	71353	71450
68514	70119	70394	70512	70632	70748	70815	71251	71354	71452
68516	70121	70395	70514	70633	70749	70816	71254	71355	71454
68517	70122	70397	70515	70634	70750	70817	71256	71356	71455
68520	70123	70401	70516	70637	70752	70818	71259	71357	71456
68521	70124	70403	70517	70639	70753	70819	71260	71358	71457
68522	70125	70420	70518	70643	70754	70820	71261	71360	71459
68523	70126	70421	70520	70645	70755	71101	71263	71362	71461
68524	70127	70422	70525	70647	70756	71102	71264	71366	71462
68526	70128	70426	70528	70648	70757	71103	71266	71367	71463
68527	70129	70427	70529	70652	70759	71104	71268	71368	71465
68528	70130	70431	70531	70653	70760	71105	71269	71369	71466
68531	70131	70433	70532	70654	70761	71106	71270	71371	71467
68532	70139	70435	70533	70655	70762	71107	71275	71373	71468
70001	70140	70436	70535	70656	70763	71108	71276	71375	71469
70002	70163	70437	70537	70657	70764	71109	71277	71378	71472
70003	70165	70438	70538	70658	70767	71110	71280	71401	71473
70005	70170	70441	70542	70660	70769	71111	71282	71403	71479
70006	70301	70442	70543	70661	70770	71112	71286	71404	71483
70032	70339	70443	70544	70663	70772	71115	71291	71406	71485
70037	70341	70444	70546	70665	70773	71118	71292	71407	71486

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71601	72404	73110	73521	74141	75022	75206	75287	76051	76192
71602	72450	73111	73533	74145	75023	75207	75401	76053	76193
71603	72501	73112	73601	74146	75024	75208	75402	76054	76195
71635	72601	73114	73644	74301	75025	75209	75501	76092	76196
71655	72632	73115	73701	74344	75028	75210	75503	76102	76197
71671	72653	73116	73703	74354	75038	75211	75601	76103	76198
71701	72701	73117	73801	74401	75039	75212	75602	76104	76199
71730	72703	73118	74003	74403	75040	75214	75603	76105	76201
71753	72712	73119	74006	74426	75041	75215	75604	76106	76205
71801	72745	73120	74011	74429	75042	75216	75605	76107	76207
71854	72756	73121	74012	74432	75043	75217	75701	76108	76208
71901	72758	73122	74014	74437	75044	75218	75702	76109	76209
71909	72761	73127	74017	74441	75048	75219	75703	76110	76210
71913	72762	73128	74037	74447	75050	75220	75704	76111	76301
71923	72764	73129	74063	74462	75051	75223	75705	76112	76302
71953	72801	73130	74066	74464	75052	75224	75706	76114	76305
72015	72901	73131	74074	74501	75056	75225	75707	76115	76306
72032	72903	73132	74103	74523	75057	75226	75708	76116	76308
72076	72904	73134	74104	74525	75060	75227	75709	76117	76309
72104	72908	73135	74105	74542	75061	75228	75801	76118	76310
72110	72956	73139	74106	74578	75062	75229	75803	76119	76311
72113	73003	73141	74107	74601	75063	75230	75901	76120	76901
72114	73008	73142	74108	74604	75067	75231	75904	76122	76903
72116	73013	73149	74110	74701	75069	75232	76001	76123	76904
72117	73018	73150	74112	74728	75070	75233	76002	76126	76905
72118	73026	73151	74114	74743	75074	75234	76006	76127	77002
72120	73034	73159	74115	74745	75075	75235	76009	76129	77003
72143	73036	73160	74116	74764	75077	75236	76010	76130	77004
72201	73044	73162	74117	74801	75080	75237	76011	76131	77005
72202	73069	73163	74119	74804	75081	75238	76012	76132	77006
72204	73071	73164	74120	74820	75082	75239	76013	76133	77007
72205	73072	73165	74126	74868	75093	75240	76014	76134	77008
72206	73075	73167	74127	74937	75094	75241	76015	76135	77009
72207	73096	73169	74128	74948	75149	75243	76016	76137	77010
72209	73099	73170	74129	74953	75150	75244	76017	76140	77011
72210	73102	73173	74130	74959	75180	75246	76018	76148	77012
72211	73103	73177	74131	74960	75181	75247	76021	76150	77013
72212	73104	73179	74132	74965	75182	75248	76022	76155	77014
72223	73105	73180	74133	75001	75201	75249	76028	76177	77015
72227	73106	73401	74134	75006	75202	75251	76031	76178	77016
72301	73107	73501	74135	75007	75203	75252	76034	76179	77017
72315	73108	73505	74136	75008	75204	75253	76039	76180	77018
72401	73109	73507	74137	75010	75205	75254	76040	76191	77019

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
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77020	77064	77304	77506	77702	78206	78250	79110	79905	80033
77021	77065	77306	77507	77703	78207	78251	79111	79906	80104
77022	77066	77316	77511	77705	78208	78401	79118	79907	80108
77023	77067	77318	77515	77706	78209	78402	79119	79908	80109
77024	77068	77320	77520	77707	78210	78404	79121	79910	80110
77025	77069	77327	77521	77708	78211	78405	79124	79912	80111
77026	77070	77328	77530	77801	78212	78406	79401	79915	80112
77027	77071	77338	77531	77802	78213	78407	79402	79916	80120
77028	77072	77339	77539	77803	78214	78408	79403	79918	80121
77029	77073	77340	77541	77807	78215	78409	79404	79920	80122
77030	77074	77345	77546	77808	78216	78410	79405	79924	80123
77031	77075	77346	77547	77830	78217	78411	79406	79925	80124
77032	77076	77351	77550	77831	78218	78412	79407	79927	80125
77033	77077	77354	77551	77833	78219	78413	79410	79928	80126
77034	77078	77355	77554	77836	78220	78414	79411	79930	80127
77035	77079	77356	77566	77840	78221	78415	79412	79932	80128
77036	77080	77373	77568	77845	78222	78416	79413	79934	80129
77037	77081	77378	77571	77857	78223	78417	79414	79935	80130
77038	77082	77379	77573	77859	78224	78418	79415	79936	80132
77039	77083	77380	77581	77861	78225	78501	79416	79938	80134
77040	77084	77381	77584	77864	78226	78503	79423	80002	80154
77041	77085	77382	77586	77865	78227	78504	79424	80003	80165
77042	77086	77384	77587	77868	78228	78520	79601	80004	80166
77043	77087	77385	77590	77873	78229	78521	79602	80005	80202
77044	77088	77386	77591	77880	78230	78526	79603	80007	80203
77045	77089	77388	77598	77901	78231	78539	79605	80010	80204
77046	77090	77389	77611	77904	78232	78541	79606	80011	80205
77047	77091	77396	77612	78028	78233	78550	79607	80012	80206
77048	77092	77399	77619	78040	78234	78552	79701	80013	80207
77049	77093	77401	77625	78041	78235	78572	79703	80014	80208
77050	77094	77414	77627	78043	78236	78574	79705	80015	80209
77051	77095	77441	77630	78045	78237	78586	79706	80016	80210
77053	77096	77459	77632	78046	78238	78596	79707	80017	80211
77054	77097	77469	77640	78130	78239	78801	79761	80018	80212
77055	77098	77471	77642	78132	78240	78840	79762	80019	80214
77056	77099	77477	77651	78133	78241	79101	79763	80020	80215
77057	77201	77478	77655	78148	78242	79102	79764	80021	80216
77058	77204	77479	77656	78155	78243	79103	79765	80022	80218
77059	77209	77489	77657	78201	78244	79104	79766	80026	80219
77060	77281	77502	77659	78202	78245	79106	79901	80027	80220
77061	77301	77503	77662	78203	78247	79107	79902	80028	80221
77062	77302	77504	77665	78204	78248	79108	79903	80030	80222
77063	77303	77505	77701	78205	78249	79109	79904	80031	80223

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
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80224	80601	80997	82801	84025	84119	85025	85219	85363	87102
80226	80602	81001	82901	84032	84120	85026	85220	85364	87104
80227	80603	81003	82930	84037	84121	85027	85224	85367	87105
80228	80631	81004	82935	84040	84123	85028	85225	85373	87106
80229	80634	81005	83201	84041	84124	85029	85226	85374	87107
80230	80701	81006	83202	84043	84144	85031	85233	85375	87108
80231	80751	81007	83204	84044	84302	85032	85234	85379	87109
80232	80903	81008	83301	84047	84321	85033	85248	85381	87110
80233	80904	81009	83338	84049	84401	85034	85249	85382	87111
80234	80905	81010	83401	84054	84403	85035	85250	85387	87112
80235	80906	81011	83402	84057	84404	85037	85251	85613	87113
80236	80907	81012	83404	84058	84405	85039	85253	85701	87114
80237	80908	81101	83406	84060	84414	85040	85254	85704	87116
80238	80909	81201	83414	84062	84501	85041	85255	85705	87118
80239	80910	81212	83501	84065	84532	85042	85256	85706	87120
80241	80911	81301	83605	84066	84601	85043	85257	85708	87121
80246	80912	81303	83607	84067	84604	85044	85258	85710	87122
80247	80913	81401	83616	84070	84606	85045	85259	85711	87123
80249	80914	81501	83619	84075	84660	85048	85260	85712	87124
80251	80915	81503	83634	84078	84663	85050	85262	85713	87144
80264	80916	81504	83642	84084	84664	85051	85263	85714	87151
80265	80917	81601	83647	84087	84720	85053	85264	85715	87301
80290	80918	81611	83651	84088	84770	85054	85268	85716	87401
80301	80919	81625	83661	84092	84790	85055	85281	85718	87505
80302	80920	81650	83686	84093	85003	85065	85282	85719	87506
80303	80921	81657	83687	84094	85004	85073	85283	85730	87507
80304	80922	82001	83702	84095	85006	85077	85284	85748	87508
80305	80925	82007	83703	84097	85007	85085	85296	86001	87571
80401	80926	82009	83704	84098	85008	85086	85297	86004	87801
80403	80928	82070	83705	84101	85009	85087	85301	86011	87901
80424	80929	82072	83706	84102	85012	85098	85302	86301	88001
80439	80930	82240	83709	84103	85013	85201	85303	86303	88005
80501	80940	82414	83712	84104	85014	85202	85304	86305	88007
80503	80941	82431	83713	84105	85015	85203	85305	86314	88011
80504	80942	82435	83714	84106	85016	85204	85306	86326	88012
80521	80943	82443	83716	84107	85017	85205	85307	86403	88081
80523	80944	82501	83815	84108	85018	85206	85308	86404	88101
80524	80945	82520	83843	84109	85019	85207	85309	86406	88130
80525	80946	82601	84003	84111	85020	85208	85310	86426	88201
80526	80947	82604	84010	84115	85021	85212	85323	86429	88210
80528	80950	82609	84014	84116	85022	85213	85338	86440	88220
80537	80977	82716	84015	84117	85023	85215	85345	86442	88240
80538	80995	82718	84020	84118	85024	85218	85351	87101	88260

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

88310	89148	90028	90072	90504	91423	92657	94109	95102	96819
88345	89149	90029	90073	90505	92101	92660	94110	95121	96821
88401	89156	90030	90074	90601	92102	92661	94111	95125	96822
88415	89431	90031	90075	90602	92103	92662	94112	95814	96825
89012	89433	90032	90076	90603	92104	92663	94114	95815	96826
89014	89434	90033	90077	90604	92105	92697	94115	95816	97005
89015	89436	90034	90078	90605	92106	92701	94116	95817	97006
89030	89501	90035	90079	90606	92107	92703	94117	95818	97007
89031	89502	90036	90080	90755	92108	92704	94118	95819	97008
89101	89503	90037	90081	90802	92109	92705	94121	95820	97015
89102	89506	90038	90082	90803	92110	92706	94122	95821	97027
89103	89509	90039	90083	90804	92111	92707	94123	95822	97030
89104	89511	90040	90084	90805	92113	92708	94124	95823	97034
89106	89512	90041	90086	90806	92114	92709	94127	95824	97035
89107	89521	90042	90087	90807	92115	92725	94131	95825	97045
89108	89523	90043	90088	90808	92116	92801	94132	95826	97060
89109	90001	90044	90089	90810	92117	92802	94133	95827	97062
89110	90002	90046	90091	90813	92118	92804	94134	95828	97068
89113	90003	90047	90093	90814	92119	92805	94601	95829	97070
89115	90004	90048	90094	90815	92120	92806	94602	95830	97080
89117	90005	90049	90095	91101	92121	92807	94603	95831	97123
89118	90006	90050	90096	91103	92122	92808	94605	95832	97124
89119	90007	90051	90097	91104	92123	92850	94606	95833	97201
89120	90008	90052	90099	91105	92124	92899	94607	95834	97202
89121	90009	90053	90101	91106	92126	93030	94608	95835	97203
89122	90010	90054	90102	91107	92127	93033	94609	95836	97204
89123	90011	90055	90103	91108	92128	93035	94610	95837	97205
89124	90012	90056	90174	91201	92129	93036	94611	95838	97206
89128	90013	90057	90185	91202	92130	93101	94612	95840	97208
89129	90014	90058	90189	91203	92131	93103	94613	95841	97209
89130	90015	90059	90301	91204	92139	93105	94615	95842	97210
89131	90016	90060	90302	91205	92154	93106	94617	95843	97211
89134	90017	90061	90303	91206	92602	93107	94618	95860	97212
89135	90018	90062	90304	91207	92603	93108	94619	95864	97213
89138	90019	90063	90305	91208	92604	93109	94621	96101	97214
89139	90020	90064	90401	91210	92606	93110	94626	96401	97215
89141	90021	90065	90402	91214	92612	93111	94627	96402	97216
89142	90022	90066	90403	91401	92614	94102	94643	96813	97217
89143	90023	90067	90404	91402	92618	94103	94649	96814	97218
89144	90024	90068	90405	91403	92620	94104	94659	96815	97219
89145	90025	90069	90501	91405	92651	94105	94660	96816	97220
89146	90026	90070	90502	91406	92653	94107	94666	96817	97221
89147	90027	90071	90503	91411	92656	94108	95101	96818	97222

ZIP CODES WITH EXPRESS MAIL STREET DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

97223	98001	98107	98373	98684	99701
97224	98002	98108	98375	98685	99709
97225	98003	98109	98402	98686	99712
97227	98004	98112	98403	99001	99801
97229	98005	98115	98404	99016	99824
97230	98006	98116	98405	99027	
97231	98007	98117	98406	99037	
97232	98008	98118	98407	99163	
97233	98011	98119	98408	99202	
97236	98012	98121	98409	99203	
97238	98020	98122	98413	99204	
97239	98021	98125	98418	99205	
97301	98023	98126	98421	99206	
97302	98026	98131	98422	99207	
97303	98027	98132	98424	99208	
97304	98028	98133	98433	99212	
97305	98029	98134	98439	99216	
97306	98030	98136	98442	99217	
97321	98031	98144	98443	99218	
97322	98032	98146	98444	99223	
97330	98033	98148	98445	99224	
97333	98034	98155	98446	99301	
97401	98036	98166	98465	99323	
97402	98037	98168	98466	99324	
97403	98039	98171	98467	99336	
97404	98040	98177	98498	99337	
97405	98042	98178	98499	99338	
97408	98043	98188	98501	99352	
97470	98047	98198	98502	99353	
97477	98052	98199	98503	99362	
97478	98053	98201	98506	99403	
97501	98055	98203	98516	99501	
97502	98056	98204	98607	99502	
97503	98058	98205	98626	99503	
97504	98059	98207	98632	99504	
97526	98074	98208	98660	99505	
97527	98075	98229	98661	99506	
97601	98101	98239	98662	99507	
97603	98102	98275	98663	99508	
97701	98103	98332	98664	99515	
97702	98104	98335	98665	99516	
97707	98105	98371	98682	99517	
97801	98106	98372	98683	99518	

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY (**REVISED 7/14/05**)

DBP/USPS-124. Please refer to your response to DBP/USPS-71 subparts e through g.

(a) Please confirm, or explain if you are unable to do so, that the Postal Service provides a listing of those offices that will deliver Express Mail to a post office box on a Sunday or holiday and that this data is also incorporated in the POS terminal so the retail window clerk will be able to advise the customer the expected date of delivery.

(b) Please provide a copy of the latest listing of these offices.

RESPONSE:

(a) Confirmed that the Postal Service produces a list of those 5-digit ZIP Codes that have Sunday/holiday delivery of Express Mail to post office boxes. This list is not incorporated into the POS ONE terminals, however; instead, the POS ONE terminals receive the closing times of all postal facilities. The expected delivery date and time are checked against the closing time at the destination to determine whether the facility will be open; if the destination facility closes before the time delivery would be made or is not open at all on that day, the scheduled date of delivery is advanced to the next day that the unit will be open. The system itself provides the scheduled date of delivery, which takes into account the closing time at the destination.

(b) Please see the attached.

ATTACHMENT TO DBP/USPS-124

PO-PO AND PO BOX DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

00902	08646	10519	16805	19104	23519	27109	28299	31521	43912
00910	08647	10551	17001	19161	24022	27201	28603	31548	44101
00922	08650	10602	17089	19162	24023	27213	28613	31598	44181
00960	08666	10610	17105	19170	24024	27247	28640	31604	44202
01509	08695	10702	17108	19171	24025	27260	28651	31702	44212
01517	08754	10802	17128	19172	24026	27264	28657	31703	44223
01586	08756	10912	17129	19173	24027	27320	28659	31704	44224
01701	08818	10915	17177	19175	24028	27325	28666	31708	44236
01822	08855	10932	18002	19177	24029	27330	28675	31902	44237
01831	08858	10933	18043	19178	24030	27371	28677	31917	44238
01885	08862	10959	18044	19179	24031	27379	28678	31995	44260
02205	08871	10988	18098	19181	24032	27506	28681	31997	44266
02228	08875	11002	18105	19182	24033	27570	28691	32203	44278
02940	08890	11022	18501	19183	24034	27593	29465	32229	44281
03105	08903	11202	18502	19184	24035	27594	29598	32830	44282
03108	08906	11240	18703	19187	24036	27702	29633	32862	44501
03802	09542	11247	18710	19188	24037	27709	29804	33256	44614
04101	10008	11352	18761	19191	24038	28218	29901	33416	44615
07101	10087	11380	18762	19192	24040	28219	29903	33622	44632
07184	10101	11386	18763	19193	24042	28220	29904	33623	44641
07188	10102	11431	18767	19196	24043	28221	29905	33631	44646
07189	10108	11531	18769	19197	24044	28222	30459	34879	44647
07191	10113	11690	18773	19484	24045	28224	30475	34979	44648
07192	10116	12432	18774	19493	24048	28229	30914	37227	44654
07193	10129	12436	19009	19496	24050	28230	30916	37229	44657
07194	10149	12551	19016	20013	24112	28231	30917	37230	44667
07195	10150	12552	19017	20757	24115	28232	30919	37950	44685
07197	10156	15264	19019	20788	24141	28233	31099	38025	44691
07198	10159	15274	19028	20813	24143	28234	31202	38027	44805
07199	10163	15553	19037	20824	24153	28235	31203	38083	44811
07754	10164	15705	19039	20825	24203	28236	31207	38101	44820
08541	10185	15739	19052	20847	24212	28237	31209	38130	44833
08543	10242	15761	19058	20849	24402	28241	31212	38302	44857
08570	10249	15907	19059	20850	24506	28247	31221	38303	44870
08601	10256	16003	19065	20859	24513	28253	31297	38308	44871
08602	10259	16103	19080	20875	24514	28256	31310	38314	44883
08603	10261	16107	19088	20880	27010	28258	31403	39818	44890
08604	10268	16211	19089	20884	27025	28266	31409	39829	44901
08605	10272	16427	19092	20891	27031	28271	31412	39832	45210
08606	10274	16514	19093	20896	27041	28289	31414	39852	45401
08607	10276	16603	19101	21542	27045	28290	31416	39885	45490
08625	10313	16728	19102	22116	27102	28296	31418	43236	46015
08645	10503	16804	19103	22402	27108	28297	31420	43552	46018

If the destination ZIP Code is not listed, there is no delivery of Express Mail PO-PO articles or post office box articles on Sundays or holidays.

PO-PO AND PO BOX DELIVERY ON SUNDAYS/HOLIDAYS
Effective May 28, 2005

46063	47280	50305	60619	63182	70782	78573	94128	98464
46082	47282	50306	60651	63188	70784	78586	94188	98492
46102	47402	50307	60673	63195	70786	79604	94604	98497
46103	47407	50308	60674	63196	70787	79608	94614	98507
46111	47701	53201	60675	63197	70835	79997	94620	98508
46125	47702	53237	60677	63302	71120	79998	94623	99519
46144	47703	53278	60678	65205	71130	80217	94624	
46154	47704	53547	60679	68026	73023	85026	94625	
46155	47705	53707	60680	68103	73070	85038	94661	
46170	47706	53708	60685	68119	73083	85062	94662	
46206	47708	53782	60686	68501	73195	85072	95812	
46207	47721	53785	60687	70150	73402	85082	96820	
46230	47722	53786	60690	70151	73403	91209	97208	
46241	47730	53787	60693	70152	73522	92607	97228	
46242	47731	53789	60694	70153	73534	92616	97238	
46244	47732	53790	60695	70154	73648	92619	97307	
46247	47733	53794	60696	70156	74018	92623	97308	
46251	47734	54307	60697	70157	74802	92650	97309	
46253	47735	54308	61601	70158	74818	92652	97528	
46277	47736	54903	62026	70159	74821	92654	98009	
46283	47737	59103	62071	70160	76021	92658	98035	
46301	47739	59104	62202	70161	76039	92659	98046	
46302	47740	59107	62222	70162	76040	92702	98054	
46355	47741	59108	62258	70164	76053	92711	98057	
46361	47744	59301	62298	70165	76161	92735	98063	
46372	47750	59403	63022	70166	76191	92799	98064	
46376	47984	59406	63024	70167	76192	92801	98071	
46377	47986	59501	63032	70429	76193	92802	98073	
46379	48106	59604	63150	70527	76195	92803	98082	
46380	48107	59624	63151	70638	76196	92804	98083	
46381	48112	59702	63155	70640	76197	92805	98093	
46393	48113	59719	63156	70644	76198	92806	98111	
46595	48121	59806	63157	70646	76199	92807	98114	
46624	48123	59903	63158	70650	76902	92808	98124	
46769	48136	59904	63160	70651	76906	92809	98138	
46931	48151	60095	63163	70659	77205	92812	98145	
46942	48231	60116	63166	70704	77902	92814	98160	
47202	48232	60125	63167	70707	77903	92815	98206	
47225	48244	60128	63169	70712	78148	92816	98401	
47226	50301	60132	63171	70718	78469	92817	98411	
47228	50302	60197	63177	70728	78502	92850	98412	
47247	50303	60610	63178	70743	78540	93102	98415	
47263	50304	60611	63179	70747	78551	94120	98438	

If the destination ZIP Code is not listed, there is no delivery of Express Mail PO-PO articles or post office box articles on Sundays or holidays.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-125. Please refer to your response to DBP/USPS-71 subparts e through g.
(a) Please advise why a similar listing to those noted in DBP/USPS-123 and 124 is not available in hard copy for mailers to utilize.
(b) Please advise why this information in not incorporated in the POS terminal.

RESPONSE:

(a) Information on Express Mail service delivery commitments is maintained in the POS terminals and is provided to the customer by the retail associate accepting the mailpiece. The customer can request and obtain information about the service commitments for any Express Mail Service in hardcopy form.

(b) The information noted in DBP/USPS-123(a) and 124(a) is incorporated in the POS terminal.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-126 Please refer to your response to DBP/USPS-71 subpart h.

(a) Please advise when the reliable data will be available and please provide it at that time.

(b) Please provide the best estimate of the data at this time.

RESPONSE:

(a)-(b) Seventy-six percent (76%) of Post Offices are open on Saturday.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-127. Please refer to your response to DBP/USPS-88.

(a) Please confirm, or explain if you are unable to confirm, that the data provided in response to Interrogatory DBP/USPS-65 subpart d in Docket R2001-1 is still correct for the 20 referenced offices.

(b) Please provide an estimate as to the number of additional post offices that would be added to the listing if a complete study was made.

(c) Since most of the offices appear to be in Alaska, has the District Manager of the Alaska District been queried as to the offices in his District that do not have 6-day a week mail service? If not, why not? If so, what was the response?

RESPONSE:

(a) The data is still correct for 17 of the 20 offices cited. The offices of Chitina, Eagle, and King Cove are currently receiving shipments of Express Mail six days per week.

(b) As noted in the response to DBP/USPS-88, a complete study would produce a list that is substantially similar in both size and scope to the one provided in response to DBP/USPS-65(d) in Docket No. R2001-1. A quantitative estimate of how the number of offices on that list would change cannot be provided because no complete study has been undertaken.

(c) The District Manager has been queried and responds that the service being provided is a longstanding traditional service to very unique and remote areas that are not experiencing any growth. Therefore, an appropriate level of service is being provided, and there are no initiatives under consideration to change the present level of service.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-128

Please refer to your response to OCA/USPS-57 subpart a. [a] In the example provided, please confirm, or explain if you are unable to confirm, that the mailpiece would be postmarked on Monday. [b] Please explain how a Postal Service employee at the destination post office would be able to distinguish between this letter and another letter that was mailed and postmarked on Monday.

RESPONSE:

[a] If it is collected on Monday, that would be the presumption.

[b] It is unlikely that they would.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DAVID POPKIN

Revised: July 18, 2005

DBP/USPS-129 Please refer to your response to DBP/USPS-8 subpart g. [a] Since there appears to be a significant difference in the percent on time for the 19 different categories of mailpieces, please provide the details and specifics of each of the 19 categories of mailpieces [A through S], such as dimensions, weight, method of addressing, etc. [b] Since the CDLTR mailpiece category C seems to have an on time record of a letter and significantly better than a card, please provide a sample of this type of mailpiece. [c] Please provide a tabulation of the EXFC scores by letter, card, and flat shapes for overnight, 2-day, and 3-day mail for each quarter of the past three years.

RESPONSE:

[a-b] Letter envelopes are in eight sizes. The smallest is 3 5/8" x 6 ½ ". The largest is 4 ½" x 10 5/16". Weights range up to two ounces.

Flat envelopes are 9" x 12". Weights range up to two ounces.

Postcards are 4" x 6" or 4 ¾" x 6 ½".

[c] See the attached chart.

External First-Class Mail Measurement System

National Weighted Scores by Shape: Overnight

Shape	FY 2002				FY 2003				FY 2004			
	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV
CARD	89.31%	90.07%	90.10%	90.15%	90.40%	90.26%	90.83%	91.29%	91.01%	91.63%	91.90%	91.36%
FLAT	83.41%	83.16%	84.03%	86.16%	86.14%	87.96%	89.78%	89.76%	88.99%	89.91%	90.34%	90.11%
LETR	93.66%	94.24%	94.95%	94.74%	94.86%	95.10%	95.67%	95.50%	95.38%	95.76%	96.08%	95.74%

National Weighted Scores by Shape: Two-Day

Shape	FY 2002				FY 2003				FY 2004			
	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV
CARD	79.27%	78.42%	82.11%	83.90%	85.08%	82.12%	84.64%	86.23%	84.99%	86.27%	87.97%	87.33%
FLAT	67.37%	69.05%	71.09%	76.86%	77.10%	79.06%	82.13%	81.98%	80.18%	81.15%	81.14%	81.92%
LETR	83.22%	83.33%	87.66%	90.05%	91.13%	89.40%	91.95%	92.22%	90.87%	91.97%	92.85%	92.89%

National Weighted Scores by Shape: Three-Day

Shape	FY 2002				FY 2003				FY 2004			
	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV	Quarter I	Quarter II	Quarter III	Quarter IV
CARD	69.95%	67.32%	78.03%	80.83%	83.62%	77.66%	83.94%	85.62%	80.50%	84.13%	85.82%	86.44%
FLAT	52.05%	55.53%	66.91%	74.66%	74.27%	73.23%	77.12%	77.82%	73.77%	75.47%	77.92%	78.58%
LETR	74.06%	75.11%	84.84%	88.91%	89.72%	84.43%	90.18%	91.26%	86.55%	88.89%	91.97%	91.53%

Attachment to Response to DBP/USPS-129(c)

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-130
Please refer to your response to DBP/USPS-8 subpart g. [a] Please advise why in general cards seem to have a lower EXFC score than letters and that flats seem to have a lower EXFC score than both letters and cards. [b] Please describe the steps taken to improve the EXFC scores of all three shapes of mail and in particular cards and flats.

RESPONSE:

The data would suggest that the Postal Service is able to process and deliver letters more efficiently than cards and flats. Recent and current EXFC score differentials between letters and cards are not very significant and do not currently trigger any plans on the part of the Postal Service to devote extraordinary mail processing attention to efforts designed to result in improved Card processing and delivery. Relative to letters automation, flats automation is a recent technological development. Although it might never be as extensively deployed as for letters, flats automation is expected to result in speedier and more efficient sortation and delivery of flats over time.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-131
Please refer to your response to DBP/USPS-8 subpart g. [a] Please advise why in general 2-day mail seems to have a lower EXFC score than overnight mail and that 3-day mail seems to have a lower EXFC score than both overnight and 2-day mail. [b] Please describe the steps taken to improve the EXFC scores of all three categories of mail and in particular 2-day and 3-day mail.

RESPONSE:

[a-b] In general, the greater the number of handlings and transfers, the greater the utilization of transportation, the greater the number of cross-docking and loading and unloading a mail piece must undergo in or between processing hubs from origin and destination, the more potential bottlenecks and delays it can be exposed to as it competes for processing during critical windows. Overnight or "turn-around" mail has less exposure to such potential delays. The Postal Service takes steps to review and improve mail processing generally by training managers to deploy personnel and maintain and utilize equipment optimally and to manage transportation in relation to the execution of various mail processing tasks necessary to meet operational objectives, It is a dynamic process, subject to constant tinkering at all levels of the organization. EXFC data are one of the tools used in helping managers to understand the degree to which there is room for improvement in what they do.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-132
Please provide copies of any reports issued by the USPS OIG, GAO, Inspection Service, or area offices in the past five years which relates to as it relates to any actions that may have been taken by the field to affect EXFC scores.

RESPONSE:

None are known to exist.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-133. Please refer to your response to DBP/USPS-80 subpart c. Please provide any statistics or estimations on the percentage or number of official USPS Registered Mail articles that are lost in transit.

RESPONSE:

The Inspection Service tracks lost USPS Registered Mail by case, rather than individual articles. In FY 2004 there were 149 cases, each of which involves one or more USPS articles of Registered Mail lost in transit. Please see the response to DBP/USPS-47c for the total number of USPS articles in FY2004.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-134. Please refer to your response to DBP/USPS-81 subpart a. Please confirm that the wording of the last clause of the second sentence is correct.

RESPONSE:

Not confirmed. A revised response to DBP/USPS-81 was filed on June 17, 2006. The clause in question should have referred to articles, not claims.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-135. Please refer to your response to DBP/USPS-69 subpart d. Please confirm that the seventh word - "(d)" - of the first sentence is correct.

RESPONSE:

Not confirmed. The response should reference part (a) of DBP/USPS-69. Appropriate erratum will be filed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-136. Please refer to your response to DBP/USPS-69. Please confirm, or explain if you are unable to confirm, that in general Express Mail which is deposited at any time during the day so long as it is prior to the cutoff time will be handled in a similar manner.

RESPONSE:

The cutoff times at individual acceptance units are designed to connect with a planned set of dispatches. If Express Mail is accepted earlier in the day for the same dispatch as Express Mail accepted at the cutoff time, the handling would be similar.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-137. Please refer to your response to DBP/USPS-69. Please confirm, or explain if you are unable to confirm, that an overnight Express Mail article mailed at 8 AM and delivered at 11 AM the following day is just as on time as one that is mailed at 5 PM and delivered at 11 AM the following day yet one will be tallied as 1.125 days and the other will be tallied as 0.75 days.

RESPONSE:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-138. Please refer to your response to DBP/USPS-69. Please confirm, or explain if you are unable to confirm, that an overnight Express Mail article mailed at 8 AM and delivered on time at 11 AM the following day will be tallied as 1.125 days while another article mailed at 5 PM and delivered late at 1 PM the following day after the guaranteed time will be tallied as 0.8333 days.

RESPONSE:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-139. Please refer to your response to DBP/USPS-69. Please confirm, or explain if you are unable to confirm, that if every mailer of an Express Mail article mailed the article four hours earlier than they had in the past, it would show an increase in days to deliver of 0.1667 and have no real effect on the processing or evaluation of the mail performance while if every article was delivered four hours later on the following day, it would show that same 0.1667 increase but would drastically increase the number of failures to meet the guaranteed delivery time.

RESPONSE:

Confirmed. Please note that this data is not a measure of service performance.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-140. Please refer to your response to DBP/USPS-69. Please advise why hours from acceptance to delivery are utilized to calculate the days to delivery as opposed to using actual days to delivery.

RESPONSE:

The Postal Service believes that measurement by hours is a more accurate way to determine the average time of delivery for Express Mail than is measurement by whole day increments.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-141. Please refer to your response to DBP/USPS-69. Please advise why there is such a large difference in days to delivery between 4 days and greater than 4 days (I note that the days to delivery for 0 through 4 days the whole number of the value is equal to the number of days in all 75 instances).

RESPONSE:

This appears to be the result of averaging all values above 4 combined with apparent data entry errors among the >4 statistics.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-142

Pease refer to your response to DBP/USPS -6 subparts f, k, l, m, and q. If the wording was changed from "Must" to "Should the guidelines be", would your answer be different?

RESPONSE:

If the questions were changed by substituting the word "Must" with the phrase "Should the guidelines be", the answers in response to subparts(f), (k) and (q) would be in the form of a request that the questions be further modified to make sense. In contrast, the responses to subparts (l) and (m) would be changed to: "Perhaps, if one believed in symmetry for its own sake. Otherwise, for the reasons discussed in Docket No. C2001-3, where these questions could be said to have had some relevance, the answer remains in the negative."

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-143

Please refer to your response to DBP/USPS-6 subpart r. The first and second bullet items of the direct testimony of witness Potter appear to indicate percentage guidelines. Please advise.

RESPONSE:

This question is puzzling. The first two bulleted items in Docket No. N89-1, USPS-T-2, appear at page 3 of Appendix A. Neither indicates percentage guidelines. There are no bulleted items on the pages of (Docket No. N89-1) USPS-T-2, cited in response to DBP/USPS-6(r).

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-144. Please refer to your response to DFC/USPS-32. [a] Please confirm, or explain if you are unable to confirm, that your response means that for every failure of a return receipt to be properly completed in accordance with the various requirements of the USPS manuals, it would be as the result of the "carelessness" and/or "inattentiveness" of a single USPS employee to follow the requirements rather than as the result of a deliberate action. [b] Please confirm, or explain if you are unable to confirm, that your response means that there are no agreements, understandings, or procedures that exist at any post office in the country, including, but not specifically limited to IRS and state tax offices, government agencies in Washington DC as well as the field, and other large recipients of accountable mail, that allow for completion of the return receipt card in a manor which is not provided for in the Postal Service's regulations, such as, but not specifically limited to, being completed by the addressee after the control of the mail has been transferred from the Postal Service to the addressee.

RESPONSE:

[a-b] Not confirmed. See the revised response to DFC/USPS-32, and the response to DBP/USPS-145.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-145. Please describe in detail the steps and processes that are involved in the delivery of the following types of mail from the time that it arrives at the delivery post office until the article has been delivered and all of the actions associated with the delivery are completed:

[1] A mailpiece sent Certified Mail

[2] A mailpiece sent Certified Mail with an Electronic Return Receipt

[3] A mailpiece sent Certified Mail with a hardcopy Return Receipt [PS Form 3811]

[4] A mailpiece with Delivery Confirmation sent to each of the following addresses:

[a] A single mailpiece sent to a typical residential address in Englewood NJ or a similar sized post office.
[b] Mail sent to Internal Revenue Service, Andover MA 05501.
[c] Mail sent to Internal Revenue Service, Philadelphia PA 19255
[d] Mail sent to Internal Revenue Service, Memphis TN 37501.
[e] Mail sent to Internal Revenue Service, Atlanta GA 39901
[f] Mail sent to Internal Revenue Service, Kansas City MO 64999
[g] Mail sent to Internal Revenue Service, Austin TX 73301
[h] Mail sent to Internal Revenue Service, Fresno CA 93888
[i] Mail sent to government agencies in Washington DC ZIP Codes 202-205.

If different steps and processes are utilized with the IRS depending on whether it is during the tax season as opposed to not during the tax season or for any other reason, please describe all steps and processes and the condition under which they are utilized.

If different steps and processes are utilized with the Washington DC post office depending on the size or type of agency or for any other reason, please describe all steps and processes and the condition under which they are utilized.

Please indicate in each of your detailed explanations the point at which the control of the mailpiece is transferred from the Postal Service to the addressee,

RESPONSE:

Generally, the processing of Certified Mail and Certified Mail with an electronic return receipt is described in the Postal Operations Manual (POM), sections 813.2 and 813.3. For Certified Mail with a hard copy return receipt, also see POM 813.4. For Delivery Confirmation mail, see POM 816.2, 816.3, and 816.4.

A single Certified Mail mailpiece sent to a typical residential address in Englewood NJ or a similar sized post office would be scanned at delivery, with the recipient's signature obtained on PS Form 3849. See POM 811.1. A single Delivery Confirmation piece would be scanned at delivery, with no signature obtained.

Similar procedures would apply if an IRS facility or other government agency received delivery of a single piece of Certified Mail or Delivery Confirmation mail. The piece would be scanned at delivery, and, for Certified Mail, the recipient's signature would be obtained on the PS Form 3849. A separate signature would be obtained on the hard copy return receipt, Form 3811, if there is one.

For larger deliveries to the IRS or other government agencies, up to 500 pieces of Certified Mail items are listed on PS Form 3883, Firm Delivery Sheet. The barcode on the sheet is scanned at delivery, and a signature (or stamp) is obtained on the Form 3849. The barcode from the Form 3883 is linked to the signature obtained on the Form 3849. In instances where return receipts (green cards) are requested, we have not gotten information from all the IRS facilities or government agencies, but have learned of two different approaches. The green cards may be stamped on the day of delivery (Procedure 1), or could be left with the IRS or other agency for signature at a later time (Procedure 2). Here is more detail about each procedure.

Procedure 1

- Postal employees are domiciled at the IRS building full time to process accountable mail items sent to the IRS.
- At delivery, IRS employees remove the contents of the Certified Mail items and forward the envelope and green cards to the onsite postal employees. Note: the mail is not scanned as delivered until it is sent to the onsite postal employees.
- If applicable, a postal employee removes the green cards and feeds them through a machine that applies the IRS signature stamp.
- Postal employees scan the Certified Mail items as delivered and create Form 3883 for each 500 items scanned.
- Postal employees handstamp the IRS signature on Form 3849, and append the Form 3849 to the Form 3883.
- Green cards are bundled and returned to the General Mail Facility the same day for delivery and dispatch.

Procedure 2

- A red line is placed in the right corner of the Certified Mail items before the mail is taken to the IRS.
- The green cards are removed and bundled in a separate pile.
- At delivery, Form 3883, Firm Delivery Sheet is scanned (up to 500 pieces per sheet) and the IRS signature is obtained on PS Form 3849. One Form 3849 is used for each Form 3883.

- The green cards are left with a designated IRS employee who notes the date of receipt at the top of the return receipt pile.
- The IRS runs the return receipts through a signature machine and returns the return receipts to the Postal Service, generally a few days later.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-146. For each of the seven Internal Revenue Service locations provided in DBP/USPS-145 subparts b through h and for each of the four types of mailpieces in [1] through [4], please provide volume data for a given year and some indication of the volume that is handled during the tax season as opposed to the remainder of the year.

RESPONSE:

The Postal Service does not have the requested volumes.

DBP/USPS-147. If a post office provides retail window service and/or collection from an Express Mail collection box on a Sunday, will the overnight service area be the one that is normally in use during the week, such as on a Tuesday for delivery on Wednesday, or will it be the one that is utilized for Saturday to Sunday delivery (except that delivery will be to every office rather than the restricted Sunday/holiday list)? If neither, please describe.

RESPONSE:

For articles accepted on Sunday, the weekend/holiday directory applies.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-148. Please refer to page ii of the USPS OIG Report Number DS-AR-00-001. It was suggested that management establish milestones using the planned information technology platform to capture and develop a comprehensive system for measuring all streams of First-Class Mail. What specific suggestions were made and have they been implemented in the current EXFC program? If not, why not?

RESPONSE:

The recommendation in the referenced OIG Report Number DS-AR-00-001 was:

> [E]stablish milestones using the planned information technology platform to capture data and develop a comprehensive system for measuring all streams of First-Class Mail. OIG Report at ii and 9.

Management's response to this recommendation was:

> *The [USPS] Consumer Advocate will work with the vice president,* Information Platform (IP) to develop a plan that will add enriched bar-coded mail streams to future IP testing methodologies. At this time, technology does not support a cost-effective method for tracking individual First-Class Mail pieces from the point of deposit to the point of delivery. OIG Report at 12.

The Postal Service provided the OIG with the following information to close this recommendation.

> The effort to capture data of all streams of First-Class Mail is being *addressed, in part through the Confirm program.* Utilizing barcode technology, the Confirm service allows us to track shipments and mail flow through facilities, pinpoint problems and improve service. However, limited mailer participation and inconsistent use inhibit our ability to develop comprehensive measurement systems, and thus milestones, for all types of FCM. As stated in audit report number DA-AR-02-007, while *Confirm provides important diagnostic information,* it does not provide statistically reliable transit time measures. However, Management retains an open mind and continues to explore ways to capture data cost effectively and reliably measure all streams of FCM.

Based on this response, the OIG closed this recommendation on March 18, 2003.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
DAVID B. POPKIN INTERROGATORY

DBP/USPS-149. *Please refer to your response to OCA/USPS-64.*

(a) Does the Postal Service believe that it should reduce the percentage of Express Mail articles that are not delivered by the scheduled delivery time?

(b) If so, please explain the steps that are being taken to improve the service.

(c) Please explain how the Postal Service can reduce the percentage of Express Mail articles that are not delivered by the scheduled delivery time if they do not determine and evaluate the causes of delivery failures?

RESPONSE:

(a)-(c) Please see the response to OCA/USPS-135.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
DAVID B. POPKIN INTERROGATORY

DBP/USPS-150. Please refer to your statement in the Objection of the United States Postal Service to Interrogatory of David B. Popkin [DBP/USPS-90] dated June 8, 2005, that states, "They do not provide cost or revenue analyses, or show any recent changes to Registered Mail practices." Please confirm, or explain if you are unable to confirm, that the reason this training material does not show any recent changes to practices is that there are no recent changes to show as noted in the response to DBP/USPS-54 and the use of the word "recent" goes back to at least five years.

RESPONSE:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-151. Please explain the procedure that is followed with respect to the various endorsements that are utilized with respect to address changes such as RETURN SERVICE REQUESTED, ADDRESS SERVICE REQUESTED, CHANGE SERVICE REQUESTED, etc. Please advise how they apply to the various classes of mail and the fees associated with each endorsement.

RESPONSE:

Please see the following sections of the DMM 300:

An overview of the endorsements, section 507.1.4

Placement of Endorsement (letters, 202.4; flats, 302.3; parcels, 402.3)

For a detailed description of USPS actions, see 507.1.5.

The following charts are reproduced from the Quick Service Guide 507 d of the DMM 300:

Address Service Requested[1]
Forwarding and return. New separate address notification provided.

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
Months 1 through 12: mailpiece forwarded; separate notice of new address provided (manual $0.70, electronic $0.20 each).	Forwarded at no charge.	Forwarded at no charge.	Forwarded locally at no charge; forwarded out of town as postage due.
Months 13 through 18: mailpiece returned with new address attached.	Returned at no charge.	Weighted fee charged.[2]	Return postage charged at appropriate single-piece rate.
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Returned at no charge.	Weighted fee charged.[2]	Returned if undeliverable or if addressee refused to pay postage due. Forwarding (where attempted) and return postage charged at appropriate single-piece rate.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

Response to DBP/USPS-151 continued:

Return Service Requested
No forwarding, only return. New address notification provided.

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
Mailpiece returned with new address or reason for nondelivery attached.	No charge.	Appropriate single-piece First-Class Mail or Priority Mail rate charged.	Return postage charged at appropriate single-piece rate.

Change Service Requested[1, 3]
No forwarding or return. New address notification provided.

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS.	Manual notice: N/A. Electronic notice: $0.20 each.	Manual notice: $0.70 each. Electronic notice: $0.20 each.	Manual notice: $0.70 each. Electronic notice: $0.20 each.

Forwarding Service Requested
Forwarding and return. New address notification provided only with return.

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
Months 1 through 12: mailpiece forwarded.	Forwarded at no charge.	Forwarded at no charge.	Forwarded locally at no charge; forwarded out of town as postage due.
Months 13 through 18: mailpiece returned with new address attached.	Returned at no charge.	Weighted fee charged.[2]	Return postage charged at appropriate single-piece rate.
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Returned at no charge.	Weighted fee charged.[2]	Returned if undeliverable or if addressee refused to pay postage due. Forwarding (where attempted) and return postage charged at appropriate single-piece rate.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

Response to DBP/USPS-151 continued:

Temp—Return Service Requested

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
Piece returned with new address or reason for nondelivery attached. If temporary change of address, piece forwarded; no separate notice of temporary change of address provided.	No charge.	N/A	N/A

No Endorsement

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail	Package Services
UAA handled by class of mail.	Same as USPS action for "Forwarding Service Requested."	Mailpiece disposed of by USPS.	Same as USPS action for "Forwarding Service Requested," except Bound Printed Matter disposed of by USPS. Parcel Post, Media Mail and Library Mail with no endorsement obligates the mailer to pay any applicable forwarding and return postage charges at the single-piece rate (507.1.5.4).

1. For Address Change Service with First-Class Mail and Priority Mail, see 507.1.5.1 for additional options.

2. Weighted fee (243.1.6.2) is the appropriate single-piece First-Class or Priority Mail rate for the piece plus the nonmachinable surcharge if it applies (101.1.2), multiplied by 2.472 and rounded up to the next whole cent.

3. For First-Class Mail and Priority Mail, Change Service Requested is only available with electronic Address Change Service (ACS). Only available for Priority Mail pieces containing perishable matter that bear the endorsement "Perishable." Delivery Confirmation and Signature Confirmation are the only two special services permitted with this endorsement.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-152 Please advise the quality control systems that are in place to ensure that mailers who utilize the various endorsements referenced in DBP/USPS-151 will receive the service that they expect and are provided for in the regulations.

RESPONSE:

Software has been developed and implemented in our existing Computerized Forwarding Service (CFS) units as well as our new Postal Automated Redirection System (PARS) to recognize and handle each endorsement in accordance with the class of mail. In addition, postal clerks (known as nixie clerks) have been trained on all endorsements and the proper handling of each by class of mail.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-153 [a] Please confirm that a mailer who makes an annual mailing to addressees and utilizes one of the various endorsements referenced in DBP/USPS-151, such as RETURN SERVICE REQUESTED will have mail returned to them as forwarding time expired if the Postal Service fails to provide the expected service in the previous year [for example, the addressee moves in February 2002 and files a Change of Address Order . A birthday card is sent to him in November 2002 endorsed RETURN SERVICE REQUESTED. The Postal Service forwards the card but fails to act on the RETURN SERVICE REQUESTED endorsement. The birthday card sent the following year in November 2003 is now returned as Forwarding Time Expired.] [b] In the scenario described in subpart a, is the mailer entitled to obtain the new address [assuming that it is still actually known] of the addressee since the failure of the Postal Service to provide the requested address in November 2002 is the cause for the address not being available? [c] If not, why not? [d] What is the minimum time that the Postal Service must keep new addresses on file?

RESPONSE

[a] – [c] According to postal regulations, a birthday card sent First-Class Mail with the endorsement Return Service Requested would be returned with the new address for 1-18 months after the move-effective date for the new address. After 18 months, the piece would be returned but the new address would not be provided. Move-related return-to-sender mail is processed through the use of the CFS and PARS database, which only keeps the new address information for eighteen months from the move-effective date.

In the scenario described in [a], a piece mailed 21 months after the move-effective date, would be returned. The new address would not be provided nor could it be because the information is no longer in the CFS or PARS database.

[d] There is no minimum time in which Change of Address records are retained in the USPS databases.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-154. Please refer to your response to DBP/USPS-5. Please confirm, or explain if you are unable to confirm, that there are two separate and different Table 4 for PQ 1 FY 2005 and that the first of them should read Table 5 for PQ 2 FY 2005.

RESPONSE:

Confirmed. A revision to DBP/USPS-5 was filed on June 22, 2005.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-155. Please refer to your response to DBP/USPS-5. Please confirm, or explain if you are unable to confirm, that there are many entries that are shown to the nearest integer or nearest tenth and that all of these entries are improperly truncated, namely, an entry such as 1.9 should really be shown as 1.90 and an entry such as 2 should really be shown as 2.00 and that all entries are expressed to the nearest one-hundredth of a percent.

RESPONSE

Confirmed, that due to spreadsheet formatting, the data shown in the response to DBP/USPS-5 are not all displayed to the same number of decimal places. A value of, for example, 2.00 is displayed as 2. Similarly, a value of 1.90 is displayed as 1.9. However, the data are correct to two decimal places.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-156. Please refer to your response to DBP/USPS-5. [a] Please confirm, or explain if you are unable to confirm, that for the first table of delivery times, the overnight percentage for the nation is 95.09% plus 2.01% and minus 2.63%; for 2-day delivery is 89.77% plus 5.51% and minus 10.66%; and for 3-day delivery is 83.17% plus 7.15% and minus 9.68% when the data for out of the 48 continental states is omitted. [b] Please explain and discuss why in general the performance for overnight mail is better than 2-day and 3-day delivery and why 2-day delivery is better than 3-day delivery. [c] Please explain and discuss why the spread [maximum value minus the minimum value] of this data is much greater for 2-day and 3-day mail than it is for overnight mail.

RESPONSE:

[a] Not confirmed. It appears that the example given is for Quarter 2 FY 2005. The actual score summary is copied below, along with the column headings.

EXFC Service Performance Scores (Response to DBP/USPS-5)

Service Standard Area	Performance Cluster	Destination Percent On Time	Destination +/- Range for Percent On Time	Destination Average Delivery Days	Destination +/- Range for Average Delivery Days
Overnight	Nation	95.09	0.10	1.1	0
Two-Day	Nation	89.77	0.21	2.01	0.01
Three-Day	Nation	83.17	0.27	2.99	0.01

For this example, the on-time service performance for overnight mail is 95.09 percent plus-or-minus 0.10 percent; the on-time service performance for two-day mail is 89.77 percent plus-or-minus 0.21 percent; and the on-time service performance for three-day service standard mail is 83.17 percent plus or minus 0.27 percent. As indicated by the table, EXFC measures service performance for the Caribbean, Honolulu and Alaska performance clusters. Therefore, the national data includes test mail sent to destinations outside the 48 contiguous states.

[b] See the response to DBP/USPS-131.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

RESPONSE to DBP/USPS-156 (continued):

[c] The range within any sampling is a function of the size of the sampling. The larger the sample, the smaller the range will be. This is mathematically derived from the sampling size. The Overnight sample is larger than the other samples.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-157. Please refer to your response to DBP/USPS-5. Please explain and discuss the extent to which upper management stresses, including by means of pay administration, the need to improve one's overnight score vs. 2-day and/or 3-day scores.

RESPONSE:

Maintaining and improving service performance is considered to be an important goal for Postal Service management and is incorporated into the compensation system for Postal Service managers.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-158. Please refer to your response to DFC/USPS-64.

(a) Please advise why you refer to the Express Mail piece as a "Next Day piece" since it will not be delivered for two days.

(b) Please confirm, or explain if you are unable to confirm, that for determining the guaranteed delivery date and time for an Express Mail piece, the first step is to evaluate the transportation that exists from the office of mailing to the office of delivery based on the relationship of the time of mailing to the cutoff time for that date. The second step is then to determine that if the transportation that is available will provide delivery on a Sunday or holiday then the list of those offices that deliver on a Sunday or holiday (or post office boxes that are accessible on a Sunday or holiday in the event of mail addressed to a post office box) to determine if the guaranteed date of delivery will be the Sunday or holiday or will be deferred to the next delivery date after the Sunday and/or holiday.

RESPONSE:

(a) The reference to "Next Day" is misleading, and appropriate errata will be filed. In the situation posited in the response to DFC/USPS-64, the guarantee that would be indicated on Label 11-B would be "Second Day"; in other words, the retail computers do not quote a "next delivery day" guarantee.

(b) The guarantee of delivery for a particular Express Mail piece is based on the date and time in which the piece is entered, and the destination ZIP Code. As indicated in your question, the guarantee that a piece receives is predicated on its entry in relation to certain cut-off times at the acceptance unit that are designed to connect with a planned set of dispatches to the airport or wherever the Express Mail is processed, where it is subsequently handled based on the destination ZIP Code. The availability of Sunday/holiday delivery is also critical to the guarantee; the lack of Sunday/holiday delivery at a destination can cause the guarantee to be moved to the next delivery day.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-160. Please refer to your response to DBP/USPS-85 subpart a. [a] What do PARS and CIOSS stand for? [b] Please explain what types of offices participate in this program and please explain how the program operates and differs from the CFS procedures.

RESPONSE:

a) PARS stands for Postal Automated Redirection System and CIOSS stands for Combined Input Output Sub System.

(b) PARS handles the forwarding and return of letters and is deployed in processing plants. For the 49 processing plants where it is deployed, PARS replaces the CFS unit's handling of letters. Both systems handle undeliverable-as-addressed (UAA) mail. For delivery units covered by a CFS unit, the carrier identifies UAA mail and the reason why it is undeliverable. If the mail is undeliverable because a forwarding order is in effect, then the piece is sent to the CFS unit which places a label on the piece to either forward the mail (if the Change of Address (COA) order is less than 12 months old) or return the mail to sender (if the COA order is 12-18 months old).

PARS intercepts move-related UAA mail before it reaches the delivery unit and redirects the mail piece to the proper delivery point. UAA mail not intercepted by PARS reaches the delivery unit where the carrier identifies the mail as UAA. The UAA mail is then sent back to the plant for processing on PARS.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-161. Please refer to your response to DBP/USPS-86 subpart b. Please advise the DMCS section that contains the authority for this $1 fee.

RESPONSE:

The $1 charge does not appear in the DMCS.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO THE INTERROGATORIES OF DAVID B. POPKIN

DBP/USPS-162. Please refer to your response to DBP/USPS-86 subpart c. [a] Please advise the approximate time frame that it takes for these letters to be issued after the COA has been filed. [b] Are these letters issued for every COA regardless of the means used for filing it? If not, please explain which are not and why they are not sent.

RESPONSE:

[a] The notification letter is sent within 24 to 48 hours after being received at the CFS unit or PARS site.

[b] Yes.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-163. Please refer to your response to DBP/USPS-100. Please confirm, or explain if you are unable to confirm, that USPS Forms 153, 152 and 3813 provide a place for the mailer to provide the name and address of the addressee.

RESPONSE:

Confirmed that there is a space for the name and address of the addressee on these forms.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-164

Please refer to your response to DBP/USPS-102 subpart d. Please explain and provide the origin and destination [either generic or, if possible, in a specific way] of the 0.01 percent of 3-day standard mail that is delivered on the next calendar day.

RESPONSE:

Such mail, aberrational as it obviously is, could be associated with numerous 3-digit ZIP Code origin-destination pairs, just like the rare mail piece that gets lost in equipment during processing and takes an extremely high number of days to deliver. Nothing material can be concluded about the overall quality of First-Class Mail service or the general value of service of First-Class Mail, within the meaning of 39 U.S.C. § 3622(b)(2), on the basis of what appears to happen to one of out of every 1000 pieces with a 3-day delivery standard.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-165 Please refer to your response to DBP/USPS-102 subpart f. In the response to DFC/USPS-4 subpart b, the Postal Service stated that for FY 2004 EXFC the days to delivery for mail destined for the 2-day delivery area was 1.97 days and for the 3-day delivery area was 2.83 days. I assume that these two numbers were calculated using the policy that assumes delivery time of the day of delivery to be the earlier of any non-delivery day when the letter is physically delivered on the first available delivery day following the non-delivery day[s]. For example, a letter mailed on Saturday and delivered on Monday will be counted as one day. My original interrogatory as well as this follow-up is asking the Postal Service to recalculate these two numbers if the Postal Service were to utilize the days-to-delivery as no less than the delivery standard unless the letter is physically delivered in less time than the delivery standard. For example, a letter mailed on a Saturday to a 2-day delivery area and delivered on Monday would be tallied as 2 days; a letter mailed on a Saturday to a 3-day delivery area and delivered on Tuesday [because of a Monday holiday] would be tallied as 3 days. Please contact me if there are any questions.

RESPONSE:

Now that you have finally articulated a question that can be understood, we have asked IBM to perform an analysis that we believe may be responsive. There are a number of contractual EXFC deliverables currently in production. Accordingly, it is anticipated that a response to this interrogatory cannot be generated earlier than the first week of August.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-166. Please refer to your response to DBP/USPS-104. Which level of transportation was utilized on the 4 referenced holidays. I realize that to obtain physical delivery on the holiday, the office has to be on the list of the 13,000 some ZIP Codes that have Sunday/holiday delivery. In other words, for Express Mail sent from my local area on the day prior to the holiday, would it have received holiday delivery throughout the country (the normal weekday TRANSPORTATION network) or would it have been limited to the regular weekend transportation network?

RESPONSE:

Service on the four referenced holidays would utilize the normal weekday FedEx network, with local transportation being provided on a Sunday/holiday basis.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-168. Please refer to your response to OCA/USPS-113.

(a) Please advise who the contractor is that provides the EMVS service to the Postal Service.

(b) Please provide the manual for EMVS similar to the one that was provided for the EXFC program.

(c) Please provide the results of each of the quarterly tests that have been conducted. Please also provide the PTS data for the each of the elements in the EMVS data so that a comparison may be made as to the reliability of the PTS data.

(d) In the response to DBP/USPS-73 and 74 et. al., the Postal Service appeared to state that there was no system for Express Mail that uses droppers and shippers similar to the EXFC and PETE systems. Based on the response to OCA/USPS-113, it would appear that an update or correction is required to a number of my interrogatory responses. Please advise and provide as appropriate.

RESPONSE:

(a) IBM Business Consulting Services.

(b) No manual exists for EMVS.

(c) Please see the attached spreadsheets. The EMVS Validation Report provides a comparison of what PTS and EMVS indicate are the percentage of mailpieces meeting the PTS service standard (the match rate indicates the percentage of pieces in which PTS and EMVS agree that the piece was either on-time or was late). The EMVS Service Standard Comparison Report provides the percentage of pieces where the PTS service standard matches the customer label service standard on a specific piece.

As noted in the response to OCA/USPS-113, EMVS is not tested during a holiday exclusion period. For this reason, there is no EMVS data for Quarter II of FY 2003, and the data for Quarters I and II of FY 2004 and 2005, respectively, are combined.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

(d) The interrogatories you reference discussed service performance measurement systems. The service performance measurement system for Express Mail is the Product Tracking System (PTS), which is not based on a test mail system such as EXFC or PETE using droppers or recipients. EMVS is a validation system, not a service performance measurement system.

EMVS Service Standard Comparison Report
(Attachment to Response to DBP/USPS-168)

Quarter	Number of Pieces	Percentage of Pieces Where PTS and Customer Label Match
FY02 QIII	4008	95.7
FY02 QIV	3990	96.1
FY03 QI	4291	97.1
FY03 QIII	3911	97.6
FY03 QIV	4021	97.9
FY04 Q I and II	4141	98.5
FY04 Q III	3946	98.4
FY04 QIV	4009	98.4
FY05 Q I and II	3950	98.8

EMVS Validation Report
(Attachment to Response to DBP/USPS-168)

Quarter	Number of Pieces	Overall Match Rate Between PTS and EMVS
FY02 QIII	3414	95.0
FY02 QIV	3421	95.3
FY03 QI	3706	95.1
FY03 QIII	3569	96.6
FY03 QIV	3588	95.2
FY04 Q I and II	3647	95.3
FY04 Q III	3545	96.6
FY04 QIV	3578	96.3
FY05 Q I and II	3553	95.2

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-169. Please refer to your response to DFC/USPS-69. DMM Section 163.3.1d states, "Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Loose-leaf binders and similar fastenings are not considered permanent.

[a] Please explain where it states who must make the secure binding of the mailing.

[b] Please explain why I cannot take a copy of this morning's *The New York Times* newspaper and put several staples through the various sections and create a mailing which meets all of the criteria for mailing as Bound Printed Matter.

[c] If the publishers of *The New York Times* were to place a number of staples into the newspaper at their printing plant before delivering the newspaper to me, would it then be mailable as Bound Printed Matter?

[d] If so, please explain why two identical pieces of mail are not treated identically.

RESPONSE:

It is not possible to answer your questions in the abstract. Rulings about actual items and their eligibility for mailing are made under the procedures in Domestic Mail Manual 607.2 by local postal officials and/or the Pricing and Classification Service Center in New York, which can review the mailpiece and the circumstances involved in the mailing. This question does not seem to have been ruled on before. It is, therefore, unlikely that there have been or would be sufficient volumes of such material to have any effect on matters at issue in the instant docket.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-170. Please refer to your response to DFC/USPS-70. [a] Is there some particular significance to the ZIP Code order of the data provided? [b] If so, what is it? [c] Please provide a complete listing of all of the characteristics that apply to each of the Fee Groups. [d] If there are Erent costs involved, please provide the cutoff values between each of the fee groups as appropriate. [e] Have the Erent cutoff values and/or the criteria for determining them changed since that system was established in the original rate case? [f] If so, please provide complete details. [g] What is the date used to determine the fee category listed in the attachment? [h] At what intervals does the Postal Service plan to update the fee categories utilized? [i] When is the next reevaluation scheduled for?

RESPONSE:

[a-b] See Notice of Replacement of Excel File Associated with Response of the United States Postal Service to Interrogatory of Douglas F. Carlson (DFC/USPS-70), filed June 29, 2005. The original Excel file was supposed to be in ascending ZIP Code order, but was not.

[c-f] Objection filed June 27, 2005.

[g] The fee group listing applies currently. The listing is based on the analysis done for the implementation of Docket No. R2001-1, and this listing is also planned for use in the implementation of Docket No. R2005-1.

[h-i] Objection filed June 27, 2005.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-171. Please refer to your response to DBP/USPS-8 subpart g.

[a] In your upcoming responses to DBP/USPS-129, 130, and 131, it would appear that the revised response dated June 15, 2005 only stands to answer part of subpart a of DBP/USPS-129. Please also advise which of the 19 categories of mailpieces, if any, [A through S] use a CONFIRM code.

[b] Please confirm, or explain if you are unable to confirm, that CONFIRM codes are mailer applied.

[c] Please advise the use that is made of the CONFIRM code.

[d] Please advise the data that is contained in a CONFIRM barcode.

[e] Please advise whether your response to DBP/USPS-73 is still correct when one considers the availability of CONFIRM codes and their accessibility.

RESPONSE:

a. Of the kit types for EXFC mail identified in the revised response to interrogatory DPB/USPS-8(g), kits E, F, J, K, L, M, O, P, Q, and R may have Confirm PLANET Codes imprinted.

b. Confirm codes are applied by mailers or their agents.

c. Confirm codes are part of the Confirm service. See Docket No. MC2002-1.

d. Confirm can be used on outgoing or return mail. For outgoing mail, a Confirm PLANET barcode includes a 2-digit Service Type ID that mailers use to identify the service type, shape and class of mail piece; a 5-digit Subscriber ID issued by the Postal Service as part of a Confirm subscription; and 4 or 6 additional digits for subscribers to use as they see fit (*e.g.*, to identify entry point, campaign, client, etc.). For return mail (Origin Confirm), data include: 2-digit Service Type ID; and 9 or 11 additional digits for subscribers to use as they see fit.

e. The response to interrogatory DBP/USPS-73 is correct.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-172 Please refer to your response to DBP/USPS-46 subpart c. Your response does not provide the information that was requested. What I am looking for is to go down the list of each of the nine items in DMM Section 101.1.2 as well as the criteria in DMM 101.6.4 and then explain whether there have been any tests, experiments, evaluations, studies, etc. with respect to that characteristic that now show that the mailpiece no longer has a tendency to be nonmachinable and that there is no longer a presumptive manual processing of that mailpiece. For example, have there been any tests, experiments, evaluations, studies, etc. that now show that the maximum height for a letter can be increased above 6-1/8 inches and still allow for machinable processing?

RESPONSE:

The Postal Service responded to the question that was asked in DBP/USPS-46. You are now asking a different question, the answer to which is negative.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-173 Please refer to your response to DBP/USPS-46 subpart a. DMM section 101.1.2f states that a letter-size piece is nonmachinable [and therefore requires payment of the surcharge if 1 ounce or less] if the thickness is less that 0.009 inch [if the piece is more than 4-1/4 inches high or 6 inches long]. [a] Please confirm that the standard size #6-3/4, #9, and #10 envelopes are of such a size that they must have a thickness of 0.009 inch to be mailable without the surcharge if they weigh one ounce or less. [b] Please confirm that the thickness of the #6-3/4, #9, and #10 stamped envelopes that are sold by the Postal Service have a thickness of the empty envelope itself of between 0.007 inch and 0.009 inch at all points except where there is an overlap of the flaps. [c] Please confirm that the thickness of most commercially available #6-3/4, #9, and #10 size envelopes have a thickness of the empty envelope itself of between 0.007 inch and 0.009 inch at all points except where there is an overlap of the flaps. [d] Please confirm that if I mail an empty #6-3/4, #9, and #10 size envelope that I would have to pay the nonmachinable surcharge since the thickness of the envelope is between 0.007 inch and 0.009 inch. [e] Please confirm that if a mailer takes a single sheet of 8-1/2 by 11 inch paper and fold it exactly in thirds and inserts it into a #10 size envelope that there will be a portion of the envelope where the thickness of the envelope will be less than 0.009 inch. [f] Please confirm that if a mailer takes a small or large size bank check and inserts it into a #10 size envelope that there will be a portion of the envelope where the thickness of the envelope will be less than 0.009 inch. [g] Please confirm that a mailer of either of the envelopes referenced in subpart e or f will have to pay the nonmachinable surcharge since a portion of the envelope will be less than the required 0.009 inch thick. [h] Please confirm that close to 100% of all one ounce letter size envelopes that are over 4-1/4 inches high or 6 inches long would have some portion of the envelope that is less than 0.009 inch thick. [i] Please confirm that the envelopes referred to in subpart h would require payment of the nonmachinable surcharge. [j] Please advise what percentage of these envelopes referred to in subpart h you estimate will actually will pay the nonmachinable surcharge. [k] Please advise what steps the Postal Service takes to ensure that all of these mailers of envelopes as referred to in subpart h pay the appropriate nonmachinable surcharge. [l] If you do not believe that 100% of the area of the envelope must have a thickness of 0.009 inch to avoid payment of the nonmachinable surcharge, what percentage of the area of the envelope must have a thickness of 0.009 inch to avoid payment of the surcharge? [m] If your answer to subpart l is any value other than 100%, please explain why the DMM rule does not contain that value so that mailers will be aware of the requirements and pay the appropriate postage. [n] Please confirm that all mailers have an obligation to read the rules <u>as they are written</u> and comply with them 100% of the time and pay the postage at the rates that are provided for in the rules. [o] Please confirm that measuring the thickness of a <u>single</u> envelope requires a micrometer. [p] Please advise how many of the retail windows at post offices have a micrometer available to evaluate this criteria. [q] Please advise how mailers are expected to comply with this regulation. [r] Please explain any subpart that you are unable to confirm.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

RESPONSE to DBP/USPS-173:

[a] Confirmed.

[b] Such results could be obtained depending on the manner in which one measured the envelope.

[c] Not having examined most commercially available envelopes for purposes of this question, the Postal Service cannot confirm your assertion.

[d] The Postal Service cannot determine the applicable postage for any specific mail piece until it is sealed and presented for examination by an acceptance employee. The intentional mailing of empty envelopes is a very uncommon phenomenon.

[e] The Postal Service cannot deny the possibility of such a circumstance.

[f] See the response to part (e).

[g] Please see the first sentence in the response to part (d).

[h] The Postal Service has no basis for confirming this hypothesis. Please see the second sentence in the response to part (d).

[i] See the response to part (h) and the response to part (d).

[j] The Postal Service has no basis for offering the requested speculation. Please see the response to part (d).

[k] The Postal Service publishes the applicable standards in the Domestic Mail Manual and makes it window service and bulk mail acceptance personnel available to assist mailers.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

RESPONSE to DBP/USPS-173 (continued):

[l] If the Postal Service had responded to DBP/USPS-167(d) in Docket No. R2001-1, it might have refined its Tr. 14/5695 answer to DBP/USPS-153 to indicate that an unquantifiable substantial majority of the surface area has to meet the minimum thickness requirement.

[m] Notwithstanding your own very unusually intense interest in this matter, single-piece First-Class Mail that does not meet the minimum thickness requirement is an extremely uncommon phenomenon. Postal acceptance, processing and delivery personnel are able to combine their knowledge of the Domestic Mail Manual, general expertise and common sense in dealing with very few cases that they encounter. Accordingly, the Postal Service is not persuaded that further clarification is necessary.

[n] The Postal Service does not expect all 280 million or more of its customers to read the Domestic Mail Manual. As necessary, single-piece mailers typically work with postal window clerks or other customer service personnel to determine how to comply with applicable postal regulations.

[o] Such a tool could be useful for that purpose.

[p] That number is not known.

[q] With diligence, good faith and the assistance of postal personnel referenced in response to part (n).

[r] N/A

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-174. Please refer to your response to DBP/USPS-105. Please confirm, or explain if you are unable to confirm, that the right hand column should read 100.00 for all three service standards.

RESPONSE:

Not confirmed. The column headings in DBP/USPS-105 were meant to conform exactly – as requested in the interrogatory – to the headings previously employed in DFC/USPS-11. Accordingly, the interpretation of the five column headings in DBP-USPS-105 should be "Percent Delivered Within 1 Day," "Percent Delivered Within 2 Days," "Percent Delivered Within 3 Days," "Percent Delivered Within 4 Days," and "Percent Delivered In 5 Or More Days." The latter column cannot equal 100.00 if any of the four previous columns exceeds 0.00. However, since the first four columns show a cumulative tally while the fifth column does not, the fourth and fifth columns should add to 100.00.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-175. Please refer to your response to DBP/USPS-105.
[a] Do the days along the top of the chart represent calendar days or do they represent days that take into account non-delivery days [for example mail sent on a Saturday and delivered on the following Monday will be tallied as one day].
[b] If the former, please explain the type of mail that has a 3-day delivery standard but is able to be delivered in one calendar day. If the latter, please confirm, or explain if you are unable to confirm, that most of this mail is mail that is sent on a Saturday to the 3-day area and is delivered on Monday.

RESPONSE:

[a] The latter.

[b] Unable to confirm as written. "This mail" presumably refers to the example of a mail piece mailed on a Saturday and delivered on a Monday. While this will be tallied as one-day delivery, it does not extend over "one calendar day" as premised in the example.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-176. Please refer to your response to DFC/USPS-74. Since many of the percent of total volume entries for the upper weights are shown as 0.00, please provide a revised chart for all values that for 0.02 or less are shown to at lease three decimal places [for those that are 0.002 or less please show to four decimal places, etc.]

RESPONSE:

Attached is an xls spreadsheet containing the underlying volume distribution key from which the original percentage distribution has been derived. This data will allow a person to compute percentage changes to any desired decimal point.

POUND INCREMENT	OUNCE INCREMENT	ESTIMATED VOLUME
	1	1,930,111
	2	3,262,498
	3	3,021,889
	4	2,663,629
	5	2,260,791
	6	1,936,044
	7	1,780,334
	8	1,935,405
	9	1,701,832
	10	1,767,785
	11	1,895,674
	12	1,790,747
	13	2,588,161
	14	12,001,609
	15	10,711,840
	16	9,552,871
2		60,015,354
3		15,375,754
4		6,065,840
5		3,048,150
6		1,644,176
7		964,412
8		585,459
9		411,793
10		240,773
11		186,471
12		137,948
13		116,866
14		73,199
15		62,696
16		55,799
17		55,558
18		44,129
19		47,077
20		40,191
21		49,325
22		48,403
23		25,079
24		12,861
25		6,936
26		11,650
27		16,623
28		7,649
29		11,385
30		6,795
31		11,143

32	5,516
33	6,063
34	6,529
35	5,853
36	6,343
37	5,806
38	6,551
39	1,271
40	1,328
41	4,615
42	1,727
43	1,379
44	154
45	1,168
46	760
48	1,145
49	744
50	785
52	375
57	127
58	70
62	422
63	1,013
70	250

POUND INCREMENT	OUNCE INCREMENT	ESTIMATED VOLUME
	1	5,050,924
	2	7,247,911
	3	5,060,872
	4	4,629,647
	5	4,485,029
	6	4,032,949
	7	3,594,465
	8	3,814,625
	9	3,655,327
	10	3,662,933
	11	3,467,719
	12	3,285,387
	13	4,031,063
	14	10,728,319
	15	10,044,353
	16	9,088,006
2		71,601,331
3		24,850,938
4		11,139,367
5		6,064,894
6		3,655,424
7		2,334,194
8		1,402,653
9		1,025,736
10		698,473
11		501,765
12		410,594
13		317,046
14		241,262
15		170,476
16		147,390
17		107,952
18		105,407
19		105,793
20		81,010
21		79,130
22		68,868
23		46,667
24		41,357
25		40,596
26		32,346
27		30,155
28		14,832
29		25,973
30		15,213
31		14,708

32	17,027
33	13,740
34	11,590
35	13,208
36	13,155
37	10,324
38	8,556
39	7,628
40	6,274
41	5,042
42	1,985
43	6,366
44	4,815
45	1,871
46	4,088
47	3,003
48	993
49	368
50	257
51	75
52	167
53	2,693
55	500
56	1,004
57	1,528
58	125
59	770
60	475
61	398
65	475
66	725
69	510

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-185. Please refer to your response to DBP/USPS-107 subpart j.

(a) Please advise how the processing of Express Mail deposited in a blue collection box is processed and how the service guarantee is determined.
(b) Are there some local Districts that have removed Express Mail collection boxes on the assumption that mailers may use regular collection boxes.
(c) Is this an acceptable action?
(d) If so, why?

RESPONSE:

(a) When collectors find Express Mail pieces in the mail that they collect from blue collection boxes, they separate those pieces from the other collection mail and present them to Expedited Mail clerks when they arrive at their destination. At that point, those Express Mail pieces are accepted and entered into the mailstream following normal procedures.

(b)-(d) The placement or removal of Express Mail collection boxes is not based on the presence or absence of blue collection boxes. Local managers install Express Mail collection boxes for customer convenience at locations where they think they will generate enough Express Mail volume to warrant placement of a collection box. If a box does not prove convenient enough to generate sufficient Express Mail volume, they may choose to remove that box.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-186. Please refer to your response to DBP/USPS-107 subpart k. Please provide a copy of a sample Express Mail Collection Box Decal and explain where on this decal a mailer may determine the standards that are associated with collection by that time.

RESPONSE:

Please see the attached file for an Express Mail Collection Box Decal. Below the word "TIMES" on the upper right hand side, the label generally describes the service standards associated with Express Mail deposited in the collection box. Customers unfamiliar with the specific commitments for their mail can call the telephone number listed in the lower block under "For local information call:".

EXPRESS MAIL
UNITED STATES POSTAL SERVICE ™

COLLECTION TIMES

Monday - Friday	Saturday	Sunday

Holiday

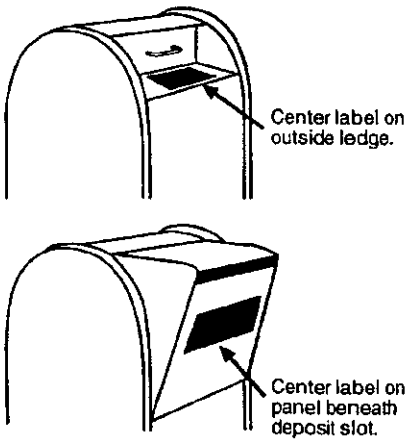
Express Mail deposited in this box will be delivered overnight or the second day depending upon the time deposited and the destination ZIP Code.

For specific deposit and delivery information for your shipment, call 1-800-222-1811 or your local post office.

Location of Express Mail Drop:	For local information call:	Location ID No.:	Date label printed:

Tampering with this box, lock, or contents is punishable by fine or imprisonment.

ITEM DEC 54-D August 1995



ITEM DEC 54-D August 1995

Application Instructions:

1. For best results, apply the label at temperatures above 40 degrees fahrenheit.
2. Check condition of the surface where the label is to be applied.
   - Remove rust and loose paint - prime if necessary.
   - Make sure the surface is clean, dry and free of wax or oil.
   - Any good household detergent should remove contaminants.
   - Finally, wipe the surface with a clean dry cloth.
3. After positioning the label, apply by firmly wiping or rolling from the center outward to remove air bubbles. Puncture bubbles that cannot be worked out with a pin, and carefully rewipe or reroll.

Location: _____

Location ID No.: _____

Button Number: _____

Date Installed: _____

By: _____

Signature: _____

4306

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-191. Please refer to your response to DFC/USPS-76. Please explain what particular parts of your response to DFC/USPS-58 explain the term "average origin ZIP Code".

RESPONSE:

The first sentence of the response to DFC/USPS-58 states that there is "no meaningful way to determine an 'average origin ZIP Code.'"

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-192. Please refer to your response to DFC/USPS-76. Please confirm, or explain that if you are unable to confirm, that

(a) 10001 ZIP Code provides 24-hour a day, 365/6-days a year window service.
(b) 10001 is the main facility of the New York NY post office.
(c) The New York NY post office is the largest in the country.

***

(i) Please advise the criteria that determine an "average origin ZIP Code".
(j) Please advise how you chose 10001 to be THE "average origin ZIP Code" in the country.
(k) Please explain why you believe 10001 to be an "average origin ZIP Code".

RESPONSE:

(a) Confirmed that the James A. Farley Post Office has 24-hour window service.

(b) Confirmed that the James A. Farley Post Office is considered the main facility in New York, NY.

(c) It is unclear what you mean by "largest."

(i) Please see the response to DFC/USPS-58 and DBP/USPS-191.

(j)-(k) The Postal Service does not consider ZIP Code 10001 to be an "average origin ZIP Code."

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-193. Please refer to your response to DFC/USPS-76. Please advise how many total addresses there are in the United States and the method that was utilized to determine the number of addresses that corresponded to the ZIP Codes that were referenced in the response to subparts a and b.

RESPONSE:

There are a total of 143.5 million addresses in the United States. The Postal Service maintains the number of addresses that comprise each 5-digit ZIP Code.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-194. Please refer to your response to DFC/USPS-76 subpart b. Please advise whether your response of 8,830 ZIP Codes takes into account both the availability of transportation to that ZIP Code as well as that ZIP Code being on the list of those offices that provide Sunday/holiday delivery.

RESPONSE:

The response to DFC/USPS-76(b) has been revised, and the figure you ask about is no longer in that response. However, please note that the response to DFC/USPS-76 takes into account both the availability of transportation and the Sunday/holiday list.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-200. Please refer to your response to DBP/USPS-109 [sic]. Are hard copy Express Mail directories available at every post office? How should customers obtain a copy and what action should be taken if the local office does not have a copy to provide?

RESPONSE:

Please see the response to DFC/USPS-31.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-201. Please refer to your response to DBP/USPS-122.

(a) Please confirm, or explain if you are unable to confirm, that the list of 800 some post office that have Express Mail delivery service on a Sunday or Holiday applies only to expected delivery on Sunday or holiday and does not apply to delivery on a Saturday (unless it is a holiday).

(b) If one goes to the website and evaluates a shipment of Express Mail on Friday June 24th from Portland OR 97201 to Astoria OR 97103 it states that it will be delivered Next Day by 3 PM and the USPS website also shows that Astoria does not have retail window hours on a Saturday. This does not appear to agree with your response to subparts a and b of DBP/USPS-122. Please explain.

(c) If in fact, a mailer is not able to send Express Mail on a Friday for overnight delivery (or on a Thursday for a 2-day area for scheduled delivery on a Saturday such as from Ketchikan AK 99901 to Astoria OR 97103) to a post office box address where there are no retail window access why isn't a similar listing provided to the public to allow for proper evaluation?

RESPONSE:

(a) Confirmed, assuming that you are talking about delivery to a post office box.

(b) While there are no general retail window hours in Astoria 97103 on a Saturday, that office does deliver Express Mail to post office boxes on a Saturday, and customers are able to collect their pieces at a designated window until 4:00 PM. There is a sign in the lobby indicating that customers can utilize this designated window from 8:30 AM through 10:30 AM., and it is local policy to notify customers on the notice placed in the post office box that they can pick up their pieces at the designated window until 4:00 PM.

(c) As noted in the response to DBP/USPS-122 and DBP/USPS-124, the retail computers are designed to advance the scheduled date of delivery if the destination facility is not open on the expected delivery date or closes before delivery would be

made. The availability of pick-up on a given day, including Saturdays, is thus taken into account when a customer is given the scheduled date of delivery.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-202. Please refer to your responses to DBP/USPS-123 and 124 subpart b. Since I have a copy of a December 25, 2004 listing of Sunday and holiday delivery offices showing the 13,000 some odd list of post offices that have Sunday and holiday street delivery and 800 some odd list of offices that have Sunday and holiday post office box delivery, please explain why the preparation and distribution of this listing has been terminated.

RESPONSE:

Manual offices are provided lists of those 5-digit ZIP Codes that have Sunday/holiday street delivery and Sunday/holiday post office box delivery. Please see the attachments to the revised responses to DBP/USPS-123 and 124. The original responses to DBP/USPS-123 and 124 discussed POS offices, which as noted do not use such a list. Errata to DBP/USPS-123 and 124 have been filed to clarify the record in this regard.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-203. Please refer to your response to OCA/USPS-119. Please explain the steps and methods that are taken by the Postal Service to reduce missed collections, such as but not limited to, collection box tests, scanning boxes on collection, downloading scanning results, follow-up or. missed or early collections.

RESPONSE:

The Postal Service has deployed improved tools and initiated improved processes to reduce the incidence of missed collections pick-ups. Nationally, the Postal Service implemented the Collection Box Management System to supplement traditional collection box testing procedures. Locally, to improve the focus and accountability for collections, many managers have consolidated collections responsibilities on specific assignments. These operational changes have improved the management of collections programs.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-204. Please refer to your response to DBP/USPS-139. If days to delivery is not a measure of service performance, what is it a measure of and what uses does the Postal Service make of evaluating the data?

RESPONSE:

The days to delivery data is a measure of the time of delivery for Express Mail, and can be a good diagnostic indicator of the seriousness of any service issue.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-205. Please refer to your response to DBP/USPS-140. Please provide the specific advantages and disadvantages of calculating days to delivery on an hourly basis as opposed to using calendar days. Please also explain how it relates to whether the mail piece was delivered prior to or after the scheduled/guaranteed delivery time.

RESPONSE:

Express Mail is a product that is sensitive to the time of the day in which it is accepted and delivered. Thus, time of delivery data that is measured by whole day increments is not a useful indicator.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-206. Please refer to your response to DBP/USPS-141. Based on your response to DBP/USPS-141, it would appear that the chart provided in response to DBP/USPS-69 subpart g requires correction. Please provide an updated chart or explain why correction is not required.

RESPONSE:

No correction is necessary because the chart provided in response to DBP/USPS-69(g)

reflects the available data in the form requested.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-207. *Please refer to your response to DBP/USPS-143. There is a page* which at the top states: "Document Name: Direct testimony Potter" and has a page number 16 at the bottom of the page. There are four bullet paragraphs on the page extending over to page 17 with three more bullet paragraphs. The first bullet paragraph shows a guideline of 1.5% if the dock to dock time is within three hours should be considered for overnight and the second bullet paragraph discusses two-day delivery areas if there is 0.5% of the facility's total originating volume. Please revaluate your response.

RESPONSE:

In neither instance on page 16 of Docket No. N89-1, USPS-T-2, Appendix A, does a minimum volume, by itself, "mandate a higher level of service . . . ", to quote DBP/USPS-6(r). The volume minimums in each of the first two bulleted paragraphs on page 16 are used to identify "possible overnight" and "possible two-day delivery areas". (Emphasis in original.) Establishment of an overnight or a 2-day service standard is determined on the basis of other factors identified at the conclusion of each of the bulleted paragraphs.

Re-evaluation of the response to DBP/USPS-143 confirms that you mistakenly alluded to page 3 of Docket No. N89-1, USPS-T-2, Appendix A in the question. Re-evaluation of the response to DBP/USPS-6(r) confirms that that question was flawed by your misinterpretation of page 16, as described above.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-208. Please refer to your response to DBP/USPS-149 and OCA/USPS-135. You indicate that Postal Service field personnel are in the best position to identify and correct deficiencies. Interrogatory OCA/USPS-64 asked for a ranking and discussion of these evaluations by field personnel. Please provide the requested information.

RESPONSE:

The Postal Service believes that its response to OCA/USPS-64(b) was responsive to the question asked.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-209. Please refer to your revised response to DBP/USPS-5 filed on June 22, 2005. Please confirm, or explain if you are unable to confirm, that the only correction made to the original response relates to the heading on the top of each page that corrects the quarter to PQ 2 FY 2005 and that there were no corrections made to the individual data entries.

RESPONSE:

Confirmed.

Response of the United States Postal Service
to Interrogatory of David B. Popkin

DBP/USPS-221. Please refer to your response to DBP/USPS-145. Please advise the purpose of the red line that is placed in the right corner of Certified Mail items in Procedure 2.

RESPONSE:

The red line indicates that tne Postal Service has scanned the Certified Mail item as delivered. This mark makes it easier for postal and IRS employees to verify that all pieces provided to the IRS also receive a delivery scan.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-224. Please refer to your response to OCA/USPS-175. [a] Please refer to your item #3 on page 1. By rural post office, do you mean a post office that has rural delivery service? [b] If not, please explain. [c] If a potential delivery point is within 1/4 mile of a rural post office and is either on the line of travel of a rural delivery carrier or is in an area covered by city delivery service, must they be provided delivery service? [d] If not, please explain.

RESPONSE:

a-b. Yes.

c-d. A response to part (c) depends on the details of the particular delivery point. If carrier delivery were not provided then that potential delivery point would be eligible for a free post office box.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-225. Please refer to your response to OCA/USPS-175. [a] Please explain how a municipal government can pass local regulations that affect the operation of a federal government agency. [b] Do I understand your response that if a local government precludes me from receiving delivery service by the Postal Service that my only options are to pay for a post office box or to utilize General Delivery service. [c] If not, please explain. [d] Please describe the situation that exists in Garrett Park, Maryland.

RESPONSE:

The Postal Service works with its customers regarding their preferences for how they get their mail. The Postal Service may therefore choose to respect a local government's decision that reflects customer preferences. The two basic options for receiving mail are carrier delivery and post office box service (general delivery service is a temporary option, see DMM 508.6.1). So in an area that receives curbside delivery, a homeowner who refuses to erect a curbside receptacle or otherwise expresses a disinterest in carrier delivery would be expected to obtain post office box service. Similarly, in Garrett Park, Maryland, the municipality said that, for reasons of social interaction, it preferred to have all residents go to the post office each day and get their mail. The Postal Service has obliged that request for many decades. Some Garrett Park residents do want and get carrier delivery from a route out of a neighboring post office.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-227 Please refer to your response to DBP/USPS-152. Your response does not appear to address the quality control systems that are in place to ensure that mailers who utilize the RETURN SERVICE REQUESTED endorsement and are expecting a "manual" processing of a type of mailing as described in DBP/USPS-153. Please provide a response which addresses that type of mail.

RESPONSE:

The response to DBP/USPS-152 applies to pieces with the RETURN SERVICE REQUESTED endorsement. They will also be handled by PARS.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-228 Please refer to your response to DBP/USPS-153 subpart d. If a customer files a Change of Address order in January 2004, when may the Postal Service delete this information from its database?

RESPONSE:

It would be dropped from the PARS and CFS database in July 2005.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-229 Please refer to your response to DBP/USPS-153 subparts b and c.

(a) If the Postal Service is aware of the customer's new address (the one that should have been provided in November 2002 but was not provided due to the fault of the Postal Service to provide the requested service) even though the retention period has expired, may it be provided to the mailer upon request? (b) If not, why not?

RESPONSE:

(a) No.

(b) It is prohibited by 39 U.S.C. § 412.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-230. Please refer to your response to DBP/USPS-156. The Postal Service has apparently misinterpreted the wording of my original interrogatory. I have evaluated the data in response to DBP/USPS-5 specifically for only those Performance Centers that are within the Continental United States [excluding Alaska] and noticed that the data for overnight service was 95.09% for the Nation and that for the Performance Center with the best overnight score was 97.10% or 2.01% higher than the score for the Nation and the Performance Center with the lowest overnight score was 92.46% or 2.63% lower than the score for the Nation. The plus and minus values relate to the range over which the various Performance Centers run rather than a measure of the accuracy or reliability of the data for the Nation's value. Please respond to my original interrogatory.

RESPONSE:

Sometimes, the question that one has in mind is not clearly transmitted to written form. The Postal Service's response to DBP/USPS-156 represented its best effort to interpret a question that is not exactly a model of clarity.

For PQ2 FY2005:

- The EXFC national overnight service performance score was 95.09 percent.
- The highest EXFC overnight service performance score for a performance cluster in the contiguous 48 states was 97.10 percent (Spokane) which is 2.01 percent greater than the national score.
- The lowest EXFC overnight service performance score for a performance cluster in the contiguous 48 states was 92.46 percent (Central Pennsylvania) which is 2.63 percent less than the national score.
- The EXFC national two-day service performance score was 89.77 percent.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE to DBP/USPS-230 (continued):

- The highest EXFC two-day service performance score for a performance cluster in the contiguous 48 states was 95.82 percent (Spokane) which is 5.51 percent higher than the national score.
- The lowest EXFC two-day service performance score for a performance cluster in the contiguous 48 states was 79.11 percent (Atlanta) which is 10.66 percent lower than the national score.
- The EXFC national three-day service performance score was 83.17 percent.
- The highest EXFC three-day service performance score for a performance cluster in the contiguous 48 states was 90.32 percent (Capital) which is 7.15 percent higher than the national score.
- The lowest EXFC two-day service performance score for a performance cluster in the contiguous 48 states was 73.49 percent (South Florida) which is 9.68 percent lower than the national score.

For an explanation of why service "performance for overnight mail is better than 2-day and 3-day delivery and why 2-day delivery is better than 3-day delivery", (DPB/USPS-156[b]) please see the response to DBP/USPS-131.

In preparing this response, the Postal Service remains unclear as to the information requested in DBP/USPS-156[c]

> Please explain and discuss why the spread [maximum value minus the minimum value] of this data is much greater for 2-day and 3-day mail than it is for overnight mail.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE to DBP/USPS-230 (continued):

However, in an effort to respond to this question, the Postal Service assumes that it requests an explanation of why the range of service performance scores for individual performance clusters is smaller for overnight service standard mail (ranging from 97.10 percent to 92.46 percent on time) than for two-day (ranging from 95.82 percent to 79.11 percent) or three-day (ranging from 90.32 percent to 73.49 percent) service standard mail.

In looking at on-time performance estimates across EXFC performance clusters, two and three-day on-time estimates have a larger spread or variation than overnight on-time estimates. This larger variation is not related to the statistical design of EXFC or how performance estimates are calculated. Each performance cluster performs differently due to any number of factors (USPS operating plans, size of two and three-day networks, transportation, etc) specific to that cluster. For reasons detailed in the response to DBP/USPS-131, overnight service performance is generally higher than two and three-day service performance. These same reasons likely lead to a larger variability in two- and three-day service performance as compared to overnight mail service performance. Mail destinating to an overnight service standard area has less exposure to some of the potential delays associated with two and three-day mail. This causes fewer opportunities for failure in overnight mail, causing overnight

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE to DBP/USPS-230 (continued):

service performance scores to be more tightly grouped across performance clusters.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-231

Please refer to your response to DBP/USPS-157. Your response failed to indicate the extent to which a manger's performance is evaluated with respect to the overnight performance vs. their performance on 2-day and 3-day scores. Are they given equal weight or is one counted more than another. Please discuss fully?

RESPONSE:

The weighting depends on the manager's title and responsibilities. For instance, an administrative employee's compensation formula may be more heavily weighted to overnight vs. 2/3-day, compared to an Air Mail Facility manager, whose compensation formula may be more heavily weighted to 3-day vs. 2-day/overnight.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-232. Please refer to your response to Question 5 of the Presiding Officer's Information Request Number 7. Please provide a percentage of mailpieces that fall into each of the following three categories for each of the two quarters of data provided:

(a) Those where the postage rate would have been less than $7.70 if mailed at the "normal" non-flat-rate box rate based on the weight and zone of the piece.
(b) Those where the postage rate would have been $7.70 if mailed at the "normal" non-flat-rate box rate based on the weight and zone of the piece.
(c) Those where the postage rate would have been greater than $7.70 if mailed at the "normal" non-flat-rate box rate based on the weight and zone of the piece.
(d) Please provide for each of the two quarters of data provided, the total amount of postage that would have been charged for all of the pieces mailed in that quarter if the $7.70 flat-rate was not in effect and the mailer had to pay the "normal" non-flat-rate box rate based on the weight and zone of the piece.
(e) Please provide the total postage that was paid for each of the two quarters ($7.70 times the number of parcels).

RESPONSE:

a. If all Priority Mail flat-rate boxes had instead been assessed the weight- and zone-based Priority Mail rate, 35 percent in Q1 and 26 percent in Q2 would have paid less than $7.70. This does not consider the 10,527 pieces in Q1 and 30,362 pieces in Q2 for which the zone is unknown.

b. If all Priority Mail flat-rate boxes had instead been assessed the weight- and zone-based Priority Mail rate, 0 percent in Q1 and 0 percent in Q2 would have paid exactly $7.70.

c. If all Priority Mail flat-rate boxes had instead been assessed the weight- and zone-based Priority Mail rate, 65 percent in Q1 and 74 percent in Q2 would have paid more than $7.70. This does not consider the 10,527 pieces in Q1 and 30,362 pieces in Q2 for which the zone is unknown.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE to DBP/USPS-232 (continued):

d. If all Priority Mail flat-rate boxes had instead been assessed the weight- and zone-based Priority Mail rate (e.g., because the flat-rate-box rate was not in effect), total postage would have been $6.4 million in Q1 and $25.8 million in Q2. This does not consider the 10,527 pieces in Q1 and 30,362 pieces in Q2 for which the zone is unknown.

e. Total actual Priority Mail flat-rate-box postage was $5.6 million in Q1 and $20.3 million in Q2. For comparability to part (d) above, this does not consider the 10,527 pieces in Q1 and 30,362 pieces in Q2 for which the zone is unknown. Inclusion of those pieces would add approximately $81,000 in postage to Q1 and $234,000 to Q2.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-233. Please refer to your response to Question 5 of the Presiding Officer's Information Request Number 7. Evaluation of the two data tables appears to indicate a number of entries where one might believe that the data entry was not fully reliable, for example,

(1) The weight of the mailpiece is less than the weight of the flat-rate box itself (7.4 and 8.6 ounces).

(2) The weight of the mailpiece in only a few ounces greater than the weight of the box itself.

(3) The weight of the mailpiece is as much as 52 pounds (a density of some 3 to 4 times that of paper).

(4) There is data in only one of the zones even though the total distribution over the 8 zones is reasonably even for the total value of all weights combined (for example, in PQ 1 for 16 pounds, there were 244 parcels sent to the 5th zone and none to any of the other seven zones).

(5) There is data in only a few of the zones and no parcels were sent to any of the remaining zones.

(a) Please discuss the reliability of each of the five items noted above. (b) Please enumerate any other categories of data that you feel may be unreliable. (c) Please provide a revised chart of the data if you feel that any of the data for the five or more categories of potential unreliable data noted above warrants revision.

RESPONSE:

a. There has been no analysis of these specific data that were provided in response to the Presiding Officer's Information Request. This is an experiment with a set timetable for reports that will involve more analysis of the data. In general, the fact that these data are based on ODIS-RPW probability-based sampling (see witness Pafford's USPS-T-4 testimony) can lead to the situations described in the question; however, it is not impossible to have very light, and very heavy, shipments as described in statements (2) and (3) above. Data representing the lightweight pieces described in statement (1) are based on very few record entries, perhaps only one or two per quarter. These records are not immune to data-entry

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

RESPONSE to DBP/USPS-233 (continued):

or scale-calibration error, so occasional anomalous results are possible. Finally, the sparse nature of the data cited in statements (4) and (5) can reflect a relative lack of mailing activity in the vicinity of those rate cells as well as sampling variability.

b. Not applicable.

c. Not applicable.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-234. Please refer to your response to DFC/USPS-85. Please comment on the reliability of the data provided in your response as it relates to the noted volume which is either less than the weight of the flat-rate envelope itself[1] or with what would appear to be excessively high to be capable of fitting within the flat-rate envelope[2]

RESPONSE:

In reference to "the noted volume which is ... less than the weight of the flat-rate envelope...," this volume represents one or two record entries per postal quarter out of thousands made by ODIS-RPW data collectors. There can be any number of causes for these entries including such things as data-entry and scale-calibration error. The data described in this interrogatory as appearing "excessively high" in weight cannot, in our thinking, be considered "unreliable," as there are no restrictions on the weight of mailing material that can be placed in Express Mail or Priority Mail flat-rate envelopes (other than the 70-pound limit applying to all Express Mail and Priority Mail). Otherwise, all data provided in response to DFC/USPS-85 are based on ODIS-RPW probability-based sampling, which is subject to statistical variation. The data are point estimates that may be more or less than the actual values, with a certain degree of probability. See witness Pafford's USPS-T-4 testimony, which describes the ODIS-RPW sampling system underlying these results. Please also see the Postal Service's response to DBP/USPS-233.

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1 Approximate weight of 1.3 ounces each.
2 Weights as high as 69-70 pounds appear in the data.

INSTITUTIONAL RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-236. Please refer to your response to DBP/USPS-171 subpart d. Please confirm, or explain if you are unable to confirm, that when Confirm PLANET barcodes are utilized on EXFC mailing pieces they will be on outgoing mail.

RESPONSE:

Confirmed.

INSTITUTIONAL RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-237. Please refer to your response to DBP/USPS-171 subpart d.
a. Do Confirm PLANET Barcodes that appear on EXFC mailpieces contain any data which indicates any part of the destination address or information that is related to the destination address or would allow for the determination of the destination address or any part of it or related to a given group of addresses (for example, a 9-digit Postnet Barcode would provide either a specific destination address or a group of addresses on a given "block-face" [or an] 11-digit Postnet Barcode would provide a specific address)?
b. If so, please explain.

RESPONSE:

PLANET barcodes on EXFC mail pieces do not reflect in any way a destination address, a range of destination addresses, or a piece of a destination address.

INSTITUTIONAL RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-238. Please refer to your response to DBP/USPS-171 subpart d.
a. Please confirm, or explain if you are unable to confirm, that when Confirm PLANET barcodes are utilized on EXFC mailing pieces they are scanned during the processing of the mail and are maintained in a database.
b. Please confirm, or explain if you are unable to confirm, that when Confirm PLANET barcodes are utilized on EXFC mailing pieces that in addition to the scanning that occurs during the processing of the mail a scan is also made of the Postnet Barcode and that both are maintained in a database so that destination address data or information my [*sic*] be obtained from a scan of a Confirm PLANET Barcode.

RESPONSE:

EXFC mailpieces containing PLANET and POSTNET barcodes are scanned during mail processing. However, scan data for those pieces are excluded from the Confirm database. See also, the response to DBP/USPS-239.

INSTITUTIONAL RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-239. Please refer to your response to DBP/USPS-171 subparts d and e.
a. With respect to the EXFC testing program, please identify the USPS employees or categories of USPS employees [provide the number of employees in that category] that have access to the Confirm PLANET Barcode database which potentially could lead to the identity of reporters.
b. Please elaborate on the security employed to ensure that other USPS employees do not learn or have access to this information.

RESPONSE:

Scan data from EXFC mail pieces are excluded from the Confirm database. As such, it is not possible for mail processing employees, their supervisors, or anyone else in their chain of command including officers, to identify EXFC pieces using Confirm data. Similarly, the headquarters employees whose work touches EXFC also are unable to identify EXFC mail pieces from Confirm data. Data pertaining to EXFC pieces are routed exclusively to the EXFC contractor. The manager who supervised the creation of these EXFC arrangements in the last century (when the actual work was performed by an outside contractor) is no longer associated with the Confirm program. In sum, Confirm data do not provide a means for identifying EXFC mail pieces. Beyond the measures described above, the Postal Service employs standardized security protocols which themselves preclude making their nature publicly available.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-240 Please refer to your response to DBP/USPS-169. Your response to the original interrogatory DFC/USPS-69 appeared to be answered as you define it, "in the abstract". Please advise why a similar response cannot be made to the type of mailpiece that was contemplated by DBP/USPS-169 as was done with the type of mailpiece that was contemplated in DFC/USPS-69. Please provide the response.

RESPONSE:

Please see the revised response to DFC/USPS-69 filed today.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-252 Please refer to your response to OCA/USPS-26. Please confirm, or explain if you are unable to confirm, that the USPS Service Standards CD-ROM shows 2 to 9 days and not 2 to 10 days for Package Service and does not provide data for outside the 48 continental United States,

RESPONSE:

Confirmed. The correction is appreciated.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-253 Please refer to your response to OCA/USPS-29. Please confirm, or explain if you are unable to confirm, that the USPS Service Standards CD-ROM shows 3 to 10 days and not 2 to 10 days for Standard Mail.

RESPONSE:

Confirmed. The correction is appreciated.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-258 Please refer to your response to OCA/USPS-118. Please discuss any reasons that exist for differences in the percentages for the different categories of Package services [PP/BPM/MM/LIB}.

RESPONSE:

The Postal Service has conducted no empirical analysis which might explain the differences. We speculate that the variation in the transit time data among the Package Services in OCA/USPS-118 is caused by a variety of factors: different mail shape profiles among the subclasses, different zone profiles, different weight profiles, different seasonal mailing profiles, different indicia profiles (specifically, different percentages of metered mail which can have so-called "stale" meter dates) and, finally, statistical variation in the results due to their derivation from a sample. Also, see the response to DBP/USPS-259.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DAVID B. POPKIN

DBP/USPS-259 Please refer to your response to OCA/USPS-118. [a] Please explain how as much as 13% of the mail with a service standard of nine days[1] can be delivered overnight and which is faster than First-Class or Priority Mail service standards. [b] Please discuss the reliability of the data as a result of the condition noted in subpart a.

[1]The only Package Services in the continental 48 states that appear to have a 9-day service standard are those mailed in most of Arizona and sent to most of the Northeast states. The rest of the 48 continental states appear to have service standards of 8 days or less.

RESPONSE:

Upon researching the response to this interrogatory, it has been determined that ZIP Codes for the Caribbean, Alaska, Hawaii and APO/FPOs had been given Package Services service standards in the FY 03 and earlier ODIS data. The FY 04 ODIS-RPW correctly reflects the fact that the Postal Service has no Package Service service standards for these remote ZIP Code areas. The largest proportion of the affected FY 03 and earlier mail had nine-day standards but was actually delivered in three days or less. This causes the noted data anomaly. This error lowers the reliability of the nine-day service standards mail figures.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-3. For each of the past three years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service.

RESPONSE:

Please see the attachment, which provides the number of complaints by category for FY03 (Qtr 3 & 4), FY04, and FY05 through March. Prior to quarter 3 of FY03, a different database was used, with different categories.

SERVICE ISSUES FY2003 QTR 3 & QTR 4

Category	Involve	Detail	Total Count
livery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	1,992
		Didn't Start as Requested	33,294
		Error on Confirmation Letter	18,034
		Fraudulent COA	7,398
		Mail forwarded to Wrong Address	4,572
		No Mail Received at New Address	77,449
		Received Confirmation Letter No COA filed	4,978
		Some Mail Delivered to Old address	34,794
		Specific Items Not Forwarded	15,489
		Too long to Receive Forwarded Mail	6,713
		Wrong Family(s)/Individual(s) Mail Forwarded	20,035
		Sub-Total	**224,748**
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	2,154
		Contents Damaged	6,065
		Crammed in Mailbox	1,503
		Crushed	2,112
		Left Outside Mailbox	1,313
		Open	683
		Philatelic Item Mishandled	48
		Torn / Ripped	7,088
		Wet	1,849
		Sub-Total	**22,815**
Delivery / Mail Pick-up	Delay	2 to 4 Days	10,347
		5 to 8 Days	10,902
		9 to 12 Days	5,710
		Over 12 Days	15,623
		Sub-Total	**42,582**
elivery / Mail Pick-up	Did not receive mail	Audio / Visual	18,801
		Cash / Coins	5,344
		Charitable Contributions	1,788
		Check / Money Orders	86,907
		Credit/Debit/ATM/Phone/Gift Cards	4,998
		Electronic Merchandise	15,966
		Event / Travel Tickets	2,167
		Greeting Cards	5,783
		Jewelry / Precious Metals	7,915
		None of the Above	86,811
		Prescription Drugs	5,294
		Stocks / Bonds / Securities	2,490
		Sub-Total	**244,264**
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	379
		Lottery	216
		Mail Order	1,850
		Prizes / Sweepstakes	455
		Sub-Total	**2,900**
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	290
		Heightened Security: 16 oz. and over	75
		Not Picked Up	9,667
		Picked Up Early	193
		Picked Up Late	326
		Want Additional Pick-ups	219
		Want more end of day Pick-ups	72
		Sub-Total	**10,842**

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Mail Returned to Sender	Address is Correct	7,226
		Did Not Receive Notice	1,872
		Don't Know Why	15,280
		Endorsed Forwarding Order Expired	998
		Endorsed Insufficient Address	1,090
		Endorsed Moved Left no Address	2,030
		Endorsed No Mail Receptacle	154
		Endorsed No Such Number / No Such Street	1,737
		Endorsed Not Deliverable as Addressed	5,538
		Endorsed Refused	224
		Endorsed Unclaimed	308
		Insufficient Postage	258
		Sub-Total	**36,715**
Delivery / Mail Pick-up	Misdelivery	Name Incorrect; All Else Correct	13,419
		Name/5-digit ZIP Code Incorrect	5,213
		Name/Street Name Incorrect; ZIP Code Correct	13,879
		Name/Street# Incorrect; Street /ZIP Correct	33,092
		Sub-Total	**65,603**
Delivery / Mail Pick-up	No Delivery	Did Not Receive Sample	782
		Dog Issue	1,588
		More Than One Day	66,843
		Notice Left; No Attempt	6,362
		Regular Occurrence	12,905
		Today	11,537
		Sub-Total	**100,017**
Delivery / Mail Pick-up	Requested Service	Delivery Changes	1,891
		Delivery Confirmation	2,328
		Hold Mail	15,124
		Left Notice Mail	1,765
		Redelivery	6,540
		Signature Confirmation	766
		Sub-Total	**28,414**
Delivery / Mail Pick-up	Time of Delivery	A ives Early	387
		Arrives Late	11,503
		Inconsistent	3,595
		Not up by Posted time	691
		Wants Delivery Time Changed	3,030
		Sub-Total	**19,206**
Delivery / Mail Pick-up	Unsolicited Mail	Advertisement	1,671
		Letter	1,015
		Parcel	292
		Sub-Total	**2,978**
Personnel	Appearance	Letter Carrier	306
		Manager / Supervisor	21
		Postmaster	37
		Retail Clerk	74
		Sub-Total	**438**
Personnel	Behavior	Letter Carrier	42,072
		Manager / Supervisor	3,244
		Other Personnel	2,483
		Postmaster	2,002
		Window Clerk	7,047
		Sub-Total	**56,848**

Category	Involve	Detail	Total Count
Personnel	**Knowledge**	Letter Carrier	2,847
		Manager / Supervisor	394
		Other Personnel	474
		Postmaster	318
		Window Clerk	1,961
		Sub-Total	**5,994**
Personnel - Behavior	**800-ASK-USPS Agent**	800-ASK-USPS Agent	765
		Agent hung up / terminated call	169
		Agent refused request for Post Office referral	20
		Agent refused to escalate call	50
		Agent was Rude/Unprofessional	290
		Other	128
		Sub-Total	**1,422**
Personnel - Knowledge	**800-ASK-USPS Agent**	800-ASK-USPS Agent	214
		Didn't know the answer	19
		Didn't provide all service offerings	19
		Gave incorrect change of address information	10
		Gave incorrect delivery information	13
		Gave incorrect hours and location information	8
		Gave incorrect other information	63
		Gave incorrect phone number	4
		Gave incorrect rates information	5
		Gave incorrect ZIP Code information	2
		Hard to understand	7
		Unable to make decision	9
		Sub-Total	**373**
Post Office / Equipment	**Appearance**	Collection Box	164
		NDCBU / Centralized Delivery	390
		Post Office	445
		Postal Vehicles	9
		Sub-Total	**1,008**
Post Office / Equipment	**Disability Issue**	Other Location	144
		Post Office	354
		Sub-Total	**498**
Post Office / Equipment	**Environmental Issues**	Postal Facility	292
		Postal Vehicles	44
		Sub-Total	**336**
Post Office / Equipment	**Lobby Equipment**	Copier	22
		Postal Mailing Center	108
		Scales	50
		Stamp Machines	2,101
		Sub-Total	**2,281**
Post Office / Equipment	**Location**	Collection Box	894
		NDCBU / Centralized Delivery	855
		Other Location	503
		Post Office	1,292
		Sub-Total	**3,544**
Post Office / Equipment	**Mailing Equipment / Supplies**	Other Location	235
		Post Office	384
		Sub-Total	**619**

Category	Involve	Detail	Total Count
Post Office / Equipment	**Safety**	Other Location	173
		Post Office	181
		Postal Vehicles	245
		Sub-Total	**599**
Post Office / Equipment	**Vandalism / Theft**	No Details	73,066
		Sub-Total	**73,066**
Retail	**Claim Filed**	Claims Appeal	476
		Domestic Mailing	1,060
		International Mailing	907
		Sub-Total	**2,443**
Retail	**Hours of Service**	Changed hours of operation	536
		Closed early	393
		Closed for lunch	164
		Hours not convenient	434
		Sub-Total	**1,527**
Retail	**Lobby**	Forms	63
		Supplies	75
		Sub-Total	**138**
Retail	**Misc. Services**	Business Reply	50
		Post Office Box	647
		Postage Due	75
		Stamps by Mail	572
		Stamps by Phone	11
		Stamps Online	37
		Sub-Total	**1,392**
Retail	**Products**	Envelopes / Postcards	28
		Mailing Products	163
		Money Order	406
		Philatelic	88
		Phone Cards	6
		Stamps / Commemoratives	338
		Sub-Total	**1,029**
Retail	**Rate change**	C.O. D.	6
		Certified	13
		Delivery Confirmation	12
		Express Mail	20
		First Class	22
		Insured	2
		International	3
		Military	2
		Money Order	7
		Other	25
		Package Services	6
		Periodicals	4
		Post Office box	54
		Priority Mail	35
		Return Receipt	16
		Signature Confirmation	1
		Sub-Total	**228**

Category	Involve	Detail	Total Count
Retail	**Sure Money**	Customer Could Not Send Money	3
		Recipient Can't Collect Money	97
		Refunds	3
		Status Dispute	6
		Sub-Total	**109**
Retail	**Transaction**	Charged wrong amount	149
		Couldn't find item for pick-up	14
		Didn't receive item paid for	150
		Equipment problem	71
		Incorrect change	66
		Mailing refused	88
		Payment method not accepted	151
		Received wrong item	19
		Refund wanted	219
		Scale weight incorrect	15
		Service not available	147
		Service paid for/not provided	188
		Stock not available	17
		Sub-Total	**1,294**
Retail	**USPS Advertisement**	Inaccurate information	50
		Objects to spokesperson	3
		Objects to USPS advertisement	30
		Other	59
		USPS spends too much money	6
		Sub-Total	**148**
Retail	**Waiting Time**	Did not open on time	36
		Equipment problems	92
		Insufficient staff	1,437
		Long lines	2,068
		Other	672
		Sub-Total	**4,305**
Web Site / Contacting USPS	**800-ASK-USPS**	800-ASK-USPS	1,560
		Busy Signal	4
		Disconnected	97
		Excessive time waiting on Hold	51
		Issue with Automated Voice Response Unit	238
		No Answer	15
		Objects to 800#	133
		Out of Service	5
		System Down / Information not available	21
		Technical problem with Automated Voice Respc	84
		Sub-Total	**2,208**
Web Site / Contacting USPS	**Calling the USPS**	Other 800 #	77
		Other Postal Location	75
		Post Office	878
		Sub-Total	**1,030**
Web Site / Contacting USPS	**District / Area Web Site**	Design	3
		Information	27
		Performance	35
		USPS Advertisements	1
		Sub-Total	***66***

Category	Involve	Detail	Total Count
Web Site / Contacting USPS	**USPS.com Web Site**	Design	24
		Information	248
		Performance	333
		USPS Advertisements	12
		Sub-Total	**617**
Web Site / Contacting USPS	**Web Products**	eBill Pay	37
		Electronic Postmark	12
		PC Postage	113
		Posters	1
		Sub-Total	**163**
		Total All Service Issues	**964,807**

SERVICE ISSUES FY2004 QTR 1, QTR 2, QTR 3 & QTR 4

Category	Involve	Detail	Total Count
elivery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	5,468
		Didn't Start as Requested	127,742
		Error on Confirmation Letter	64,137
		Fraudulent COA	24,257
		Mail forwarded to Wrong Address	12,140
		No Mail Received at New Address	206,704
		Received Confirmation Letter No COA filed	16,724
		Some Mail Delivered to Old address	112,327
		Specific Items Not Forwarded	50,786
		Too long to Receive Forwarded Mail	29,435
		Wrong Family(s)/Individual(s) Mail Forwarded	68,745
		Sub-Total	**718,465**
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	7,112
		Contents Damaged	22,975
		Crammed in Mailbox	5,159
		Crushed	6,800
		Left Outside Mailbox	5,610
		Philatelic Item Mishandled	250
		Torn / Ripped	27,924
		Wet	6,885
		Sub-Total	**82,715**
Delivery / Mail Pick-up	Delay	2 to 4 Days	29,534
		5 to 8 Days	32,728
		9 to 12 Days	17,171
		Over 12 Days	47,922
		Sub-Total	**127,355**
livery / Mail Pick-up	Did not receive mail	Audio / Visual	14,761
		Cash / Coins	5,630
		Charitable Contributions	190
		Check / Money Orders	111,161
		Credit/Debit/ATM/Phone/Gift Cards	7,212
		Electronic Merchandise	17,042
		Event / Travel Tickets	2,743
		Greeting Cards	5,101
		Jewelry / Precious Metals	7,494
		None of the Above	347,943
		Prescription Drugs	8,293
		Stocks / Bonds / Securities	2,352
		Sub-Total	**529,922**
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	1,126
		Lottery	743
		Mail Order	4,681
		Prizes / Sweepstakes	1,363
		Sub-Total	**7,913**
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	1,336
		Heightened Security: 16 oz. and over	177
		Not Picked Up	35,873
		Picked Up Early	655
		Picked Up Late	1,092
		Want Additional Pick-ups	846
		Want more end of day Pick-ups	352
		Sub-Total	**40,331**

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	**Mail Returned to Sender**	Address is Correct	43,761
		Did Not Receive Notice	10,709
		Don't Know Why	71,531
		Endorsed Forwarding Order Expired	4,216
		Endorsed Insufficient Address	4,091
		Endorsed Moved Left no Address	8,771
		Endorsed No Mail Receptacle	567
		Endorsed No Such Number / No Such Street	6,427
		Endorsed Not Deliverable as Addressed	22,928
		Endorsed Refused	827
		Endorsed Unclaimed	1,076
		Insufficient Postage	927
		Sub-Total	**175,831**
Delivery / Mail Pick-up	***Misdelivery***	*Name Incorrect; All Else Correct*	46,867
		Name/5-digit ZIP Code Incorrect	18,501
		Name/Street Name Incorrect; ZIP Code Correct	54,573
		Name/Street# Incorrect; Street /ZIP Correct	143,333
		Sub-Total	**263,274**
Delivery / Mail Pick-up	**No Delivery**	Did Not Receive Sample	2,130
		Dog Issue	4,548
		More Than One Day	209,941
		Notice Left; No Attempt	23,353
		Regular Occurrence	39,478
		Today	35,626
		Sub-Total	**315,076**
Delivery / Mail Pick-up	**Requested Service**	Delivery Changes	5,962
		Delivery Confirmation	9,439
		Hold Mail	50,514
		Left Notice Mail	7,336
		Redelivery	21,734
		Signature Confirmation	2,941
		Sub-Total	**97,926**
Delivery / Mail Pick-up	**Time of Delivery**	Arrives Early	1,058
		Arrives Late	36,698
		Inconsistent	12,082
		Not up by Posted time	3,123
		Wants Delivery Time Changed	10,876
		Sub-Total	**63,837**
Delivery / Mail Pick-up	**Unsolicited Mail**	Advertisement	5,629
		Letter	3,367
		Parcel	683
		Sub-Total	**9,679**
Personnel	***Appearance***	Letter Carrier	647
		Manager / Supervisor	59
		Postmaster	67
		Retail Clerk	203
		Sub-Total	**976**

Category	Involve	Detail	Total Count
Personnel	**Behavior**	Letter Carrier	148,653
		Manager / Supervisor	9,975
		Other Personnel	7,786
		Postmaster	6,652
		Window Clerk	24,151
		Sub-Total	**197,217**
Personnel	**Knowledge**	Letter Carrier	7,717
		Manager / Supervisor	1,135
		Other Personnel	1,245
		Postmaster	885
		Window Clerk	6,164
		Sub-Total	**17,146**
Personnel - Behavior	**800-ASK-USPS Agent**	800-ASK-USPS Agent	3,416
		Agent hung up / terminated call	1,684
		Agent refused request for Post Office referral	215
		Agent refused to escalate call	485
		Agent was Rude/Unprofessional	2,410
		Other	820
		Sub-Total	**9,030**
Personnel - Knowledge	**800-ASK-USPS Agent**	800-ASK-USPS Agent	1,511
		Didn't know the answer	276
		Didn't provide all service offerings	201
		Gave incorrect change of address information	103
		Gave incorrect delivery information	209
		Gave incorrect hours and location information	64
		Gave incorrect other information	989
		Gave incorrect phone number	73
		Gave incorrect rates information	97
		Gave incorrect ZIP Code information	67
		Hard to understand	73
		Unable to make decision	97
		Sub-Total	**3,760**
Post Office / Equipment	**Appearance**	Collection Box	585
		NDCBU / Centralized Delivery	1,217
		Post Office	1,313
		Postal Vehicles	54
		Sub-Total	**3,169**
Post Office / Equipment	**Disability Issue**	Other Location	314
		Post Office	850
		Sub-Total	**1,164**
Post Office / Equipment	**Environmental Issues**	Postal Facility	696
		Postal Vehicles	142
		Sub-Total	**838**
Post Office / Equipment	**Lobby Equipment**	Copier	50
		Postal Mailing Center	314
		Scales	167
		Stamp Machines	6,496
		Sub-Total	**7,027**

Category	Involve	Detail		Total Count
Post Office / Equipment	Location	Collection Box		2,693
		NDCBU / Centralized Delivery		2,415
		Other Location		1,667
		Post Office		3,816
			Sub-Total	10,591
Post Office / Equipment	Mailing Equipment / Supplies	Other Location		824
		Post Office		1,108
			Sub-Total	1,932
Post Office / Equipment	Safety	Other Location		462
		Post Office		681
		Postal Vehicles		972
			Sub-Total	2,115
Post Office / Equipment	Vandalism / Theft	No Details		41,349
			Sub-Total	41,349
Retail	Claim Filed	Claims Appeal		844
		Domestic Mailing		2,305
		International Mailing		1,753
			Sub-Total	4,902
Retail	Hours of Service	Changed hours of operation		1,235
		Closed early		1,361
		Closed for lunch		436
		Hours not convenient		1,553
			Sub-Total	4,585
etail	Lobby	Forms		97
		Supplies		189
			Sub-Total	286
Retail	Misc. Services	Business Reply		127
		Post Office Box		1,666
		Postage Due		181
		Stamps by Mail		2,662
		Stamps by Phone		55
		Stamps Online		201
			Sub-Total	4,892
Retail	Products	Envelopes / Postcards		82
		Mailing Products		401
		Money Order		853
		Philatelic		251
		Phone Cards		27
		Stamps / Commemoratives		989
			Sub-Total	2,603

Category	Involve	Detail	Total Count
Retail	Rate change	C.O. D.	8
		Certified	30
		Delivery Confirmation	24
		Express Mail	73
		First Class	39
		Insured	4
		International	27
		Military	3
		Money Order	16
		Other	109
		Package Services	22
		Periodicals	2
		Post Office box	66
		Priority Mail	87
		Registered	3
		Return Receipt	18
		Signature Confirmation	4
		Standard Mail	10
		Merchandise Return Receipt	1
		Sub-Total	**546**
Retail	Sure Money	Customer Could Not Send Money	13
		Overcharged	1
		Recipient Can't Collect Money	172
		Refunds	17
		Status Dispute	12
		Sub-Total	**215**
Retail	Transaction	Charged wrong amount	548
		Couldn't find item for pick-up	62
		Didn't receive item paid for	532
		Equipment problem	181
		Incorrect change	269
		Mailing refused	259
		Payment method not accepted	432
		Received wrong item	91
		Refund wanted	703
		Scale weight incorrect	43
		Service not available	401
		Service paid for/not provided	660
		Stock not available	46
		Sub-Total	**4,227**
Retail	USPS Advertisement	Inaccurate information	117
		Objects to spokesperson	9
		Objects to USPS advertisement	61
		Other	154
		USPS spends too much money	10
		Sub-Total	**351**
Retail	Waiting Time	Did not open on time	176
		Equipment problems	167
		Insufficient staff	4,317
		Long lines	5,711
		Other	1,658
		Sub-Total	**12,029**

Category	Involve	Detail	Total Count
Web Site / Contacting USPS	800-ASK-USPS	800-ASK-USPS	3,277
		Busy Signal	17
		Disconnected	338
		Excessive time waiting on Hold	242
		Issue with Automated Voice Response Unit	1,381
		No Answer	38
		Objects to 800#	705
		Out of Service	24
		System Down / Information not available	90
		Technical problem with Automated Voice Respoı	433
		Sub-Total	**6,545**
Web Site / Contacting USPS	Calling the USPS	Other 800 #	240
		Other Postal Location	165
		Post Office	3,000
		Sub-Total	**3,405**
Web Site / Contacting USPS	District / Area Web Site	Design	4
		Information	81
		Performance	281
		USPS Advertisements	11
		Sub-Total	**377**
Web Site / Contacting USPS	USPS.com Web Site	Design	38
		Information	634
		Performance	748
		USPS Advertisements	21
		Sub-Total	**1,441**
'eb Site / Contacting USPS	Web Products	eBill Pay	69
		Electronic Postmark	47
		PC Postage	320
		Posters	6
		Sub-Total	**442**
		Total All Service Issues	**2,775,484**

SERVICE ISSUES FY2005 QTR 1 & QTR 2

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	2,393
		Didn't Start as Requested	49,302
		Error on Confirmation Letter	26,102
		Fraudulent COA	8,204
		Mail forwarded to Wrong Address	5,073
		No Mail Received at New Address	75,010
		Received Confirmation Letter No COA filed	5,304
		Some Mail Delivered to Old address	41,283
		Specific Items Not Forwarded	18,146
		Too long to Receive Forwarded Mail	12,415
		Wrong Family(s)/Individual(s) Mail Forwarded	19,893
		Sub-Total	**263,125**
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	3,621
		Contents Damaged	13,590
		Crammed in Mailbox	2,643
		Crushed	3,610
		Left Outside Mailbox	3,315
		Philatelic Item Mishandled	315
		Torn / Ripped	19,594
		Wet	4,711
		Sub-Total	**51,399**
Delivery / Mail Pick-up	Delay	2 to 4 Days	14,500
		5 to 8 Days	16,550
		9 to 12 Days	8,576
		Over 12 Days	20,607
		Sub-Total	**60,233**
Delivery / Mail Pick-up	Did not receive mail	Audio / Visual	6,568
		Cash / Coins	2,365
		Charitable Contributions	113
		Check / Money Orders	35,646
		Credit/Debit/ATM/Phone/Gift Cards	7,317
		Electronic Merchandise	8,065
		Event / Travel Tickets	740
		Greeting Cards	1,737
		Jewelry / Precious Metals	3,153
		None of the Above	171,535
		Prescription Drugs	3,497
		Stocks / Bonds / Securities	701
		Sub-Total	**241,437**
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	444
		Lottery	411
		Mail Order	2,269
		Prizes / Sweepstakes	633
		Sub-Total	**3,757**
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	595
		Heightened Security: 16 oz. and over	84
		Not Picked Up	15,794
		Picked Up Early	201
		Picked Up Late	660
		Want Additional Pick-ups	411
		Want more end of day Pick-ups	114
		Sub-Total	**25,373**

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Mail Returned to Sender	Address is Correct	34,310
		Did Not Receive Notice	6,286
		Don't Know Why	41,312
		Endorsed Forwarding Order Expired	2,584
		Endorsed Insufficient Address	2,002
		Endorsed Moved Left no Address	5,856
		Endorsed No Mail Receptacle	316
		Endorsed No Such Number / No Such Street	3,375
		Endorsed Not Deliverable as Addressed	12,690
		Endorsed Refused	376
		Endorsed Unclaimed	538
		Insufficient Postage	429
		Sub-Total	**110,074**
Delivery / Mail Pick-up	Misdelivery	Name Incorrect; All Else Correct	27,108
		Name/5-digit ZIP Code Incorrect	5,733
		Name/Street Name Incorrect; ZIP Code Correct	45,873
		Name/Street# Incorrect; Street /ZIP Correct	55,802
		Sub-Total	**134,516**
Delivery / Mail Pick-up	No Delivery	Did Not Receive Sample	3,523
		Dog Issue	1,801
		More Than One Day	116,793
		Notice Left; No Attempt	9,410
		Regular Occurrence	21,405
		Today	14,599
		Sub-Total	**167,531**
Delivery / Mail Pick-up	Requested Service	Delivery Changes	3,731
		Delivery Confirmation	4,555
		Hold Mail	17,658
		Left Notice Mail	3,608
		Redelivery	6,196
		Signature Confirmation	1,374
		Sub-Total	**37,122**
Delivery / Mail Pick-up	Time of Delivery	Arrives Early	541
		Arrives Late	19,704
		Inconsistent	7,742
		Not up by Posted time	2,094
		Wants Delivery Time Changed	7,146
		Sub-Total	**37,227**
Delivery / Mail Pick-up	Unsolicited Mail	Advertisement	1,752
		Letter	1,071
		Parcel	126
		Sub-Total	**2,949**
Personnel	Appearance	Letter Carrier	267
		Manager / Supervisor	20
		Postmaster	17
		Retail Clerk	57
		Sub-Total	**361**
Personnel	Behavior	Letter Carrier	51,314
		Manager / Supervisor	5,107
		Other Personnel	6,445
		Postmaster	3,013
		Window Clerk	6,986
		Sub-Total	**72,865**

Category	Involve	Detail	Total Count
Personnel	Knowledge	Letter Carrier	2,783
		Manager / Supervisor	554
		Other Personnel	1,405
		Postmaster	364
		Window Clerk	2,111
		Sub-Total	7,217
Personnel - Behavior	800-ASK-USPS Agent	800-ASK-USPS Agent	1,143
		Agent hung up / terminated call	618
		Agent refused request for Post Office referral	107
		Agent refused to escalate call	201
		Agent was Rude/Unprofessional	819
		Other	313
		Sub-Total	3,201
Personnel - Knowledge	800-ASK-USPS Agent	800-ASK-USPS Agent	721
		Didn't know the answer	194
		Didn't provide all service offerings	55
		Gave incorrect change of address information	27
		Gave incorrect delivery information	116
		Gave incorrect hours and location information	20
		Gave incorrect other information	494
		Gave incorrect phone number	33
		Gave incorrect rates information	24
		Gave incorrect ZIP Code information	44
		Hard to understand	40
		Unable to make decision	46
		Sub-Total	1,814
›st Office / Equipment	Appearance	Collection Box	98
		NDCBU / Centralized Delivery	898
		Post Office	523
		Postal Vehicles	24
		Sub-Total	1,543
Post Office / Equipment	Disability Issue	Other Location	112
		Post Office	257
		Postal Facility	259
		Postal Vehicles	53
		Sub-Total	681
Post Office / Equipment	Lobby Equipment	Copier	27
		Postal Mailing Center	418
		Scales	36
		Stamp Machines	2,567
		Sub-Total	3,048
Post Office / Equipment	Location	Collection Box	312
		NDCBU / Centralized Delivery	608
		Other Location	484
		Post Office	1,079
		Sub-Total	2,483
Post Office / Equipment	Mailing Equipment / Supplies	Other Location	644
		Post Office	452
		Sub-Total	1,096
Post Office / Equipment	Safety	Other Location	155
		Post Office	237
		Postal Vehicles	240
		Sub-Total	632

Category	Involve	Detail	Total Count
Post Office / Equipment	Vandalism / Theft	No Details	9,763
		Sub-Total	9,763
etail	Claim Filed	Claims Appeal	394
		Domestic Mailing	744
		International Mailing	412
		Sub-Total	1,550
Retail	Hours of Service	Changed hours of operation	411
		Closed early	547
		Closed for lunch	179
		Hours not convenient	605
		Sub-Total	1,742
Retail	Lobby	Forms	28
		Supplies	97
		Sub-Total	125
Retail	Misc. Services	Business Reply	87
		Post Office Box	595
		Postage Due	101
		Stamps by Mail	656
		Stamps by Phone	16
		Stamps Online	101
		Sub-Total	1,556
Retail	Products	Envelopes / Postcards	51
		Mailing Products	340
		Money Order	306
		Philatelic	107
		Phone Cards	11
		Stamps / Commemoratives	392
		Sub-Total	1,207
Retail	Rate change	Delivery Confirmation	3
		Express Mail	4
		First Class	18
		Insured	6
		International	7
		Military	5
		Money Order	2
		Other	28
		Package Services	11
		Post Office box	8
		Priority Mail	11
		Registered	1
		Signature Confirmation	1
		Standard Mail	5
		Sub-Total	110
Retail	Sure Money	Customer Could Not Send Money	3
		Recipient Can't Collect Money	15
		Refunds	2
		Status Dispute	2
		Sub-Total	22

Category	Involve	Detail	Total Count
Retail	Transaction	Charged wrong amount	246
		Couldn't find item for pick-up	27
		Didn't receive item paid for	157
		Equipment problem	84
		Incorrect change	98
		Mailing refused	103
		Payment method not accepted	148
		Received wrong item	43
		Refund wanted	368
		Scale weight incorrect	16
		Service not available	182
		Service paid for/not provided	338
		Stock not available	17
		Sub-Total	**1,827**
Retail	*USPS Advertisement*	Inaccurate information	58
		Objects to spokesperson	1
		Objects to USPS advertisement	29
		Other	47
		USPS spends too much money	2
		Sub-Total	**137**
Retail	Waiting Time	Did not open on time	43
		Equipment problems	65
		Insufficient staff	1,466
		Long lines	1,851
		Other	540
		Sub-Total	**3,965**
Web Site / Contacting USPS	800-ASK-USPS	800-ASK-USPS	591
		Busy Signal	3
		Disconnected	64
		Excessive time waiting on Hold	38
		Issue with Automated Voice Response Unit	233
		No Answer	22
		Objects to 800#	126
		Out of Service	5
		System Down / Information not available	38
		Technical problem with Automated Voice Respons	62
		Sub-Total	**1,182**
Web Site / Contacting USPS	Calling the USPS	Other 800 #	66
		Other Postal Location	80
		Post Office	1,022
		Sub-Total	**1,168**
Web Site / Contacting USPS	District / Area Web Site	Information	9
		Performance	88
		USPS Advertisements	1
		Sub-Total	**98**
Web Site / Contacting USPS	USPS.com Web Site	Design	32
		Information	237
		Performance	184
		USPS Advertisements	10
		Sub-Total	**463**
Web Site / Contacting USPS	Web Products	eBill Pay	10
		Electronic Postmark	10
		PC Postage	118
		Posters	2

Category	Involve	Detail	Total Count
		Sub-Total	140
		Total All Service Issues	1,254,739

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-4. For each of the past three years, and for each category or type of First-Class Mail (excluding Priority Mail) for which the Postal Service collects data, please provide nationwide data from EXFC, ODIS, and any other applicable systems showing:

a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;

b. The average number of days to delivery.

RESPONSE:

a. EXFC is an external measurement system of collection box to mailbox delivery performance. EXFC continuously tests a panel of 463 ZIP Code areas selected on the basis of geography and volume density from which 90% of First-Class volume originates and 80% destinates. EXFC is not a system-wide measurement of all First-Class Mail performance.

EXFC On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
Overnight	93.71%	94.78%	95.27%
Two-Day	85.32%	90.34%	91.31%
Three Day	80.09%	88.02%	88.84%

ODIS On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	89.57%	89.66%	89.44%
Two Day	81.73%	84.77%	85.89%
Three Day	76.96%	83.21%	84.02%

(FY 04 data from ODIS-RPW System; other years from ODIS.)

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

Response to DFC/USPS-4 continued:

b.

EXFC Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
Overnight	1.12	1.10	1.09
Two-Day	2.08	1.98	1.97
Three Day	3.06	2.84	2.83

ODIS Average Days to Delivery			
	FY2002	FY2003	FY2004
One Day	1.16	1.15	1.16
Two Day	2.11	2.04	2.03
Three Day	3.05	2.85	2.85

(FY 04 data from ODIS-RPW System; other years from ODIS.)

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-5. For each of the past three years, and for each category or type of Priority Mail for which the Postal Service collects data, please provide nationwide data from PETE, ODIS, and any other applicable systems showing:

a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
b. The average number of days to delivery.

RESPONSE:

a.

ODIS On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	81.42%	83.89%	83.77%
Two Day	66.87%	79.18%	79.18%
Three Day	59.97%	73.54%	71.52%

(FY 04 data from ODIS-RPW System; other years from ODIS.)

PETE On Time Percentage, by Service Standard			
Service Standard	FY2002	FY2003	FY2004
Overnight	89.98%	92.21%	92.69%
Two-Day	74.93%	87.64%	89.44%

(PETE does not measure three-day service standard for Priority Mail.)

Delivery Confirmation On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	93.30%	94.68%	89.81%
Two Day	87.02%	91.00%	84.70%
Three Day	94.56%	88.78%	81.64%

(Includes data for Priority Mail with Signature Confirmation or Delivery Confirmation service only, not all Priority Mail. Limited data exist for FY 2002.)

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

Response to DFC/USPS-5 continued:

b.

ODIS Days to Delivery By Service Standard			
	FY2002	FY2003	FY2004
One Day	1.33	1.26	1.27
Two Day	2.53	2.22	2.23
Three Day	3.78	3.07	3.12

(FY 04 data from ODIS-RPW System; other years from ODIS.)

PETE Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
Overnight	1.15	1.11	1.11
Two-Day	2.32	2.05	2.02

PETE does not measure three-day service standard for Priority Mail.

Delivery Confirmation Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
One Day	1.11	1.10	1.19
Two Day	1.93	1.68	2.04
Three Day	1.59	1.94	3.13

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-6. For each of the past three years, and for each category or type of Express Mail for which the Postal Service collects data, please provide nationwide data showing:

(a) The percentage of the time that mail is delivered within the number of days specified by the applicable service standard or delivery guarantee;

(b) The average number of days to delivery.

RESPONSE:

(a) The following data from Product Tracking System (PTS) data shows service performance success percentages for Express Mail. Please note that the scheduled delivery date under PTS may not necessarily correspond to the guarantee that the customer receives and upon which refund decisions are based. Also, please note that there was a change in the reporting system which resulted in a partial year of data being reported for FY 2002.

Post Office to Post Office	**2002**	**2003**	**2004**
Express Mail - Domestic - Next Day	95%	95%	96%
Express Mail - Domestic - 2 Day	95%	94%	95%

Post Office to Addressee	**2002**	**2003**	**2004**
Express Mail - Domestic - Next Day	93%	94%	95%
Express Mail - Domestic - 2 Day	95%	94%	95%

	2002	**2003**	**2004**
Custom Design	On time data not reported		

Note: Custom Design is omitted from this measurement as some are overnight and some are 2-day and the Product Tracking System (PTS) does not distinguish between commitments on Custom Design – it is either on-time or late.

(b) Information on Express Mail performance as reported in the Product Tracking System (PTS) reflects the average time of delivery for Express Mail:

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-6, Page 2 of 2

Post Office to Post Office	**2002**	**2003**	**2004**
Express Mail - Domestic - Next Day	0.87	0.86	0.86
Express Mail - Domestic - 2 Day	1.32	1.36	1.34

Post Office to Addressee	**2002**	**2003**	**2004**
Express Mail - Domestic - Next Day	0.95	0.95	0.94
Express Mail - Domestic - 2 Day	1.46	1.49	1.47

	2002	**2003**	**2004**
Custom Design	1.31	1.33	1.58

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-7. Please confirm that EXFC does not test delivery times of SPR's and letters that, due to thickness or other characteristics, cannot be processed on automated sorting equipment.

RESPONSE:

Confirmed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-9. Please provide all policies and directives governing employees responsible for scanning mail that bears a Special Services bar code.

RESPONSE:

Please see Attachments 1 through 6.

UNITED STATES POSTAL SERVICE

Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures

Handbook PO-610

December 2004
Transmittal Letter 3

A. **Purpose.** This handbook is intended for use by postmasters, managers, supervisors, and employees who deal with the handling and/or delivery of accountable, signature, and/or special services mail. It provides guidance for scanning activities in association with an electronic record management system. This guide does not apply to Army Post Office or Fleet Post Office (APO/FPO) sites, or to any U.S. territories, possessions, or freely associated states (with the exception of Puerto Rico and the Virgin Islands).

Key strategies in the Postal Service™ Transformation Plan are growth through added value to customers and operational efficiency. Clear and streamlined procedures promote customer satisfaction and employee productivity. This handbook provides daily policies and procedures that optimize use of the electronic system for all domestic delivery records.

B. **Explanation.** This full revision replaces Handbook PO-610, *Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures*, July 2003.

C. **Availability.** This handbook is accessible on the Postal Service PolicyNet Web site at *http://blue.usps.gov/cpim* — click on *HBKs* and then on the title of the handbook (or click on the text-only web site, then on *Handbooks by Identification Number* or *Handbooks by Title*, and then on the desired handbook).

D. **Use of Materials.** These materials are intended for reference and training purposes only, and they are to be used only on Postal Service property. They have been prepared in accordance with existing Postal Service policies and standards.

E. **Comments on Content.** Send written comments about the content of this handbook to the following address:

MANAGER
PRODUCT INFORMATION REQUIREMENTS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 425 PROMENADE
WASHINGTON DC 20260-0425

F. **Effective Date.** This handbook is effective December 2004.

Christine Ray
Acting Manager
Product Information Requirements
Product Development

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1 Introduction

1-1 Overview

The signature capture and electronic record management program provides the infrastructure to electronically store delivery records and to allow easy access to such records by customers and Postal Service employees. The Postal Service maintains all domestically delivered Postal Service delivery records electronically in a national database — the Product Tracking System (PTS) — and has discontinued the manual filing of delivery records — PS Form 3849, *Delivery Notice/Reminder/Receipt* — in participating offices. After it electronically stores the signature image and links it to the delivery record, the Postal Service destroys the hardcopy PS Form 3849.

This electronic record management system houses all delivery records, including signature images, for the following classes of mail and/or special services:

a. Certified Mail™ service.

b. Collect on Delivery (COD) mail.

c. Express Mail® service.

d. Inbound international accountable mail (which includes registered mail, recorded delivery mail, insured parcel post, numbered ordinary parcel post, and Global Express Mail™ service).

e. Numbered insured mail.

f. Registered Mail™ service.

g. Return receipt for merchandise.

h. Signature Confirmation™ service.

This database also stores electronic information for Delivery Confirmation™ service items. Throughout this document, the items listed above are referred to as "service types." Different service types are handled in different ways by both handheld scanners and POS ONE terminals/scanners. The scanning event tables in subchapter 2-6 clearly define scan events corresponding to various service types.

Note: The standard operating procedures in this handbook do not pertain to offices not participating in the signature capture and electronic record management programs. A full listing of participating sites is contained in *Postal Operations Manual* (POM) 619.

1-2 Operational Process

Delivery employees must follow the basic procedures noted in this subchapter when using either handheld scanners or POS ONE terminals/scanners to record event information for Express Mail services, special services, or international accountable mail. Scanning instructions for handheld scanners are provided in the Handheld Scanner Training User Guide, Revision F, Course 23Q01-13. Instructions for scanning at/with POS ONE terminals/scanners are provided throughout this handbook and in the POS ONE Procedure Guide.

The following steps apply for capturing signatures electronically:

a. At delivery, the employee identifies the mailpieces that require scanning and a customer signature. All scanners determine the need for the customer's signature based on the service type of the mailpiece.

   Note: Delivery Confirmation items require only a scan, not a signature.

b. The employee scans/enters the barcode(s) on the accountable mailpiece or numbered insured item with the handheld scanner or POS ONE scanner and has the customer sign and print his or her name in the delivery section on the barcoded side of PS Form 3849.

c. The employee also uses PS Form 3849 to capture the customer signatures for Express Mail, COD, and firm sheet items.

   Note: Firm sheets are used to deliver six or more signature items to a single address. The Postal Service has removed signature blocks from COD and firm sheet forms. If using an old form that has signature blocks, do not have the customer sign twice.

d. The employee ensures that the customer address is recorded in the delivery section on the barcoded side of PS Form 3849.

e. The employee scans the barcode below the signature block on PS Form 3849.

f. The employee turns in forms as usual to the accountable cage or clearance employee.

After proper clearance procedures, the Postal Service employee routes all signed PS Forms 3849 to the Computerized Forwarding System (CFS) site for optical scanning (see chapter 3). The optical scanner creates an electronic image of the recipient's signature, name, and address and transmits it to the PTS database. The barcode on PS Form 3849 is used to link the signature to the barcode on the special service or Express Mail label.

Exhibit 1-2a shows the front side of PS Form 3849. The current valid form edition is November 1999. Use of older versions of PS Form 3849 may result in lost delivery records and will increase errors during processing of forms at CFS.

Exhibit 1-2b shows the reverse, barcoded side of PS Form 3849, including the delivery section.

The recipient (or agent) must be present to accept a signature item. If the recipient (or agent) is not available to sign for the item, the delivery employee must leave a notice. The delivery employee must check the box on the front of the PS Form 3849 that states, "If checked, you or your agent must be present at the time of delivery to sign for item," and must record the appropriate scan event. A signed PS Form 3849 left by a customer does *not* constitute a valid signature for delivery. Exceptions for signature capture are allowed only for items that are endorsed with a Waiver of Signature. See subchapter 2-11 for information on Signature Waiver.

Additional information on completion of PS Form 3849 is available in Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, Subchapter 33, "Delivery of Special Services Mail."

Exhibit 1-2a
PS Form 3849: Front Side

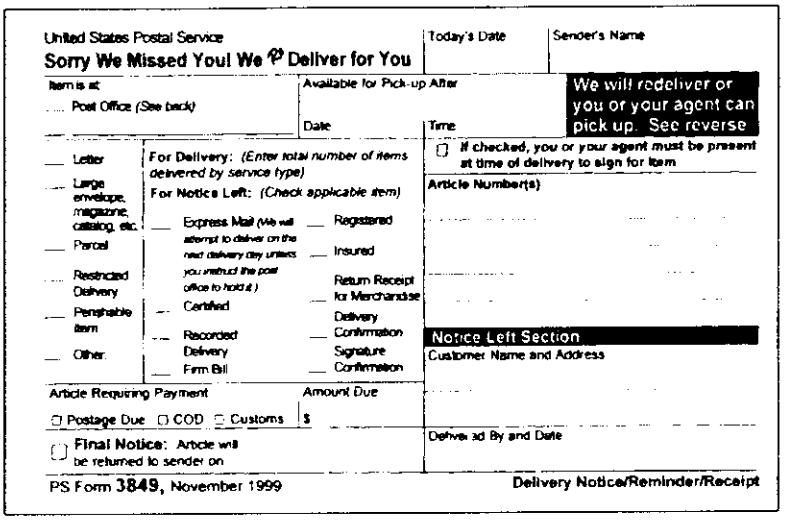
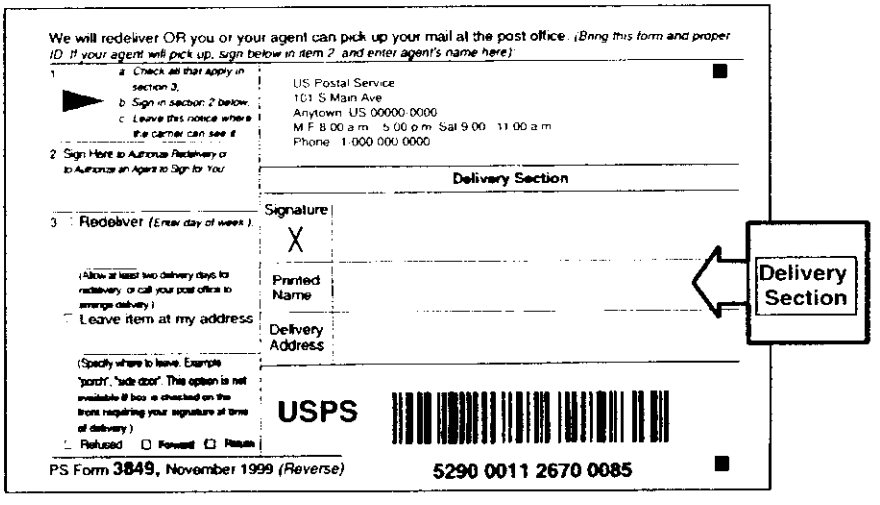

United States Postal Service
Sorry We Missed You! We Deliver for You
Today's Date
Sender's Name
Item is at:
Post Office (See back)
Available for Pick-up After
Date
Time
We will redeliver or you or your agent can pick up. See reverse
Letter
Large envelope, magazine, catalog, etc.
Parcel
Restricted Delivery
Perishable item
Other:
For Delivery: (Enter total number of items delivered by service type)
For Notice Left: (Check applicable item)
Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.)
Certified
Recorded Delivery
Firm Bill
Registered
Insured
Return Receipt for Merchandise
Delivery Confirmation
Signature Confirmation
If checked, you or your agent must be present at time of delivery to sign for item
Article Number(s)
Notice Left Section
Customer Name and Address
Article Requiring Payment
Postage Due COD Customs
Amount Due
$
Final Notice: Article will be returned to sender on
Delivered By and Date
PS Form 3849, November 1999
Delivery Notice/Reminder/Receipt

Exhibit 1-2b
PS Form 3849: Reverse Side


We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):
1 a. Check all that apply in section 3.
b. Sign in section 2 below.
c. Leave this notice where the carrier can see it.
2 Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You
US Postal Service
101 S Main Ave
Anytown US 00000-0000
M-F 8:00 a.m. - 5:00 p.m. Sat 9:00 - 11:00 a.m.
Phone 1-000-000-0000
Delivery Section
3 Redeliver (Enter day of week.)
(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)
Leave item at my address
(Specify where to leave. Example "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)
Refused Forward Return
Signature
X
Printed Name
Delivery Address
USPS
PS Form 3849, November 1999 (Reverse)
5290 0011 2670 0085
Delivery Section

1-3 Completing and Handling PS Form 3849

A complete and accurate delivery record is necessary to meet Postal Service requirements of service offerings and to protect the Postal Service from fraudulent claims. Delivery employees must follow the rules listed here when completing PS Form 3849 for *all deliveries*:

a. Three items of information must be present in the Delivery Section on the barcoded PS Form 3849:

   (1) Recipient signature.

   (2) Printed name.

   (3) Delivery address.

b. The delivery employee must use PS Form 3849 for all signature deliveries — the employee cannot use signature blocks (if present) on the COD or firm sheet. See subchapter 2-10 for scanning international accountable mail.

c. The delivery employee and recipient must complete PS Form 3849 in blue or black ink. Pencil or red ink is not acceptable.

d. If the recipient does not fill in his or her printed name, the delivery employee is required to fill in the information.

   Note: The Postal Service does not have control over the format of customer signatures and cannot guarantee legibility or readability — only that the recipient's signature and printed name is captured.

e. The customer must *not* sign or print a company name in the delivery section. The mailer wants to know the name of the person who signed for it. However, in accordance with *Domestic Mail Manual* (DMM®) D042.1.7.g, authorized companies and agencies may use hand stamps.

f. The delivery employee can record and link up to five mailpieces for one delivery address on a single PS Form 3849.

g. The delivery employee cannot record forward or return information on PS Form 3849 — the employee must capture this information with the handheld scanner.

h. For notice left, the delivery employee must record the delivery address on the barcoded side of the form. If different sender information occurs for multiple items attempted, the employee provides the sender information for each item on one PS Form 3849.

i. It is critical that all offices include their Post Office™ identification information on PS Form 3849. Offices must preprint this information on PS Forms 3849 or apply it with a hand stamp.

j. All employees must keep the signed PS Form 3849 intact and in good condition, free of folds, tape, and tears. This ensures that the CFS site can image the form properly on the Optical Scanning Workstation.

k. *The employee must not make extra marks on the barcoded side of* PS Form 3849. Several preprinted marks on these forms serve as identification points for optical scanning processes.

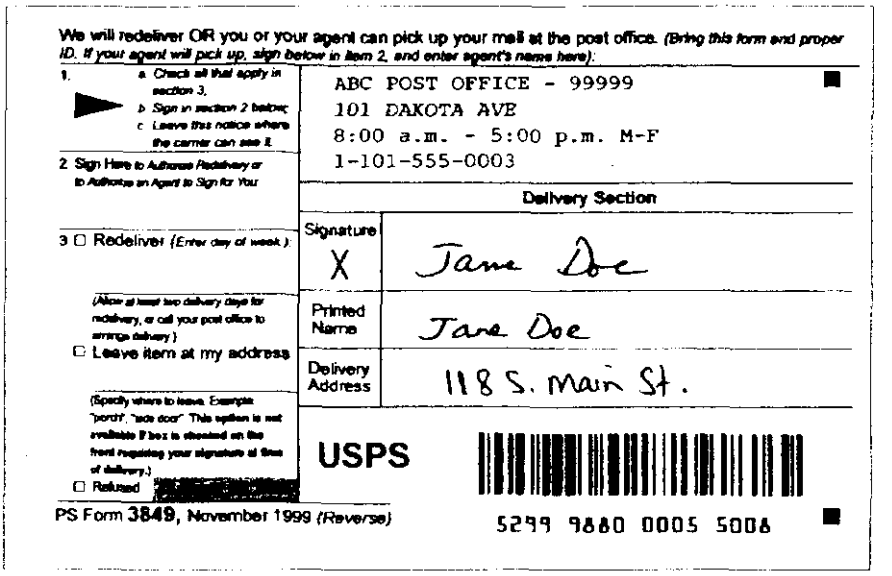
l. Upon return to the delivery unit or completion of delivery functions, the employee turns in all signed PS Forms 3849 receipts for clearance.

m. The employee places the handheld scanner into its appropriate cradle to download delivery information.

n. An accountable clerk clears the employee and routes PS Forms 3849 to CFS using the CFS Change-of-Address (COA) pouch.

Exhibit 1-3 shows a sample of a properly completed PS Form 3849 after delivery has been made.

Exhibit 1-3
Properly Completed PS Form 3849 — After Delivery


We will redeliver OR you or your agent can pick up your mail at the post office. *(Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):*

1. a. Check all that apply in section 3.
b. Sign in section 2 below.
c. Leave this notice where the carrier can see it.

2 Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You

3 ☐ Redeliver *(Enter day of week.)*

(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)

☐ Leave item at my address

(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)

☐ Refused [redacted]

PS Form 3849, November 1999 *(Reverse)*

ABC POST OFFICE - 99999
101 DAKOTA AVE
8:00 a.m. - 5:00 p.m. M-F
1-101-555-0003

Delivery Section

Signature	X Jane Doe
Printed Name	Jane Doe
Delivery Address	118 S. Main St.

USPS

5299 9880 0005 5008

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2 Scanning Procedures

2-1 Overview

The Postal Services uses basic handheld scanning procedures for the following services:

a. Certified Mail.

b. COD mail.

c. International accountable mail (unrecognized barcoded mailpieces).

d. Numbered insured mail.

e. Registered Mail.

f. Return receipt for merchandise.

Scanning procedures are provided in detail in the Handheld Scanner Training User Guide, Revision F, Course 23Q01-13. Some items require additional steps at scanning, or special scenarios may arise that are outside the general scanning techniques learned. Those items are explained in detail in the following sections of this handbook. The scanner software prompts the delivering employee for the correct entries.

Note: If numbers on items such as Certified Mail or insured mail items are not in compliance with the prescribed guidelines provided by the Postal Service, they are not accepted by the handheld scanner. See subchapter 2-10 for additional details.

2-2 Alternate Scanning Procedures

2-2.1 Manually Entered Name

Express Mail, Signature Confirmation, and firm sheet delivery items require the delivery employee to manually enter the recipient's first initial and last name. The handheld scanner or POS ONE terminal prompts the employee when to manually enter a name.

Note: The delivery employee must enter a recipient's name (not the business name) at this point.

2-2.2 Signature Waiver — Return Receipt for Merchandise, Express Mail, and Signature Confirmation Items

The mailer may waive the recipient signature for return receipt for merchandise, Express Mail, and Signature Confirmation (note, though, that the waiver feature for Signature Confirmation is scheduled for discontinuance in early 2005). If the waiver of signature is checked or indicated, the delivery employee may deliver a package if the customer is *not available* to sign for it (assuming there is a secure location to leave the package). *The employee must complete and sign PS Form 3849 for these packages at delivery.* This applies to both street and Post Office box deliveries. The same scanning procedures apply as when a customer is signing for the mailpiece, except data entry of the delivery employee name is not required.

Note: A delivery employee cannot leave an item without a recipient/agent signature unless the mailer has chosen the waiver of signature option and the mailpiece is endorsed accordingly. Waiver of signature does not apply if the recipient is available to sign for the item.

2-3 Firm Sheet Scanning Procedures

2-3.1 Firm Sheet — Creation

PS Form 3849 can link up to five signature items for one delivery address. When delivering six or more signature articles to a single address, the appropriate Postal Service employee should create a firm sheet.

In the signature capture process, there are two types of firm sheet creation options: manual and electronic. (Firm sheet creation options do not apply to POS ONE terminals.)

a. *Manual.* Using the manual firm sheet option, the Postal Service employee scans mailpiece IDs with a handheld scanner and records them manually on the barcoded PS Form 3883, *Firm Delivery Receipt for Accountable and Bulk Delivery Mail*, a three-part carbonless form, which the Postal Service employee also scans. (See Exhibit 2-3.1.)

b. *Electronic.* Sites with Firm Print Workstations use these systems to create barcoded firm sheets. Instructions for operating the Firm Print Workstation were provided with those units.

Note: Postal Service employees must scan all mailpieces and/or label IDs associated with a particular firm sheet. Failure to scan mailpieces results in the loss of the delivery record.

The manual linking process is simple:

1. Using the handheld scanner, select the "Create Firm Sheet" option from the main menu.
2. Scan/enter mailpieces (package IDs) when prompted.
3. Scan/enter firm sheet barcode when prompted.

4. Enter/select firm name when prompted.
5. Write the article numbers on the firm sheet and scan the firm sheet barcode upon delivery or attempt of delivery.

Exhibit 2-3.1
PS Form 3883

United States Postal Service®
Firm Delivery Receipt for
Accountable and Bulk Delivery Mail
- SAMPLE -
5145 8976 4578 5367 1098

☐ Certified ☐ COD ☐ Delivery Confirmation™ Service ☐ Express Mail® Service ☐ Insured ☐ Registered ☐ Return Receipt for Merchandise ☐ Signature Confirmation™ Service
Mail for/Bill Number

Article Number	* Code	Office of Origin (International)	Article Number	* Code	Office of Origin (International)
1			11		
2			12		
3			13		
4			14		
5			15		
6			16		
7			17		
8			18		
9			19		
10			20		

* CODE: DC = Received in Damaged Condition. R = Return Receipt Requested. RS = Returned to Sender.

Date of Delivery
Number of pieces described above
Recipient signs Form 3849.
Postmark - Delivery Office
Delivered By (Clerk/Carrier)
ERM sites: send Form 3849 to CFS
Form 3849 Barcode Number
MRM sites: file Form 3849 with Form 3883

PS Form 3883, February 2002 1- Delivery 2- Office 3-Customer
◆ Follow proper scanning procedures for all articles.

Postal Service employees may use only the Firm Print Workstation to electronically produce firm sheets. Other automated equipment such as Delivery Confirmation Receipt System (DCRS) or Electronic Delivery Confirmation Receipt System (EDCRS) *must not be used with the signature capture process or electronic record system.* Postal Service employees may use the DCRS or EDCRS only for Registry dispatch functions.

Note: These instructions do not apply to manual record management sites. Those offices must continue to use the traditional manual method of creating and filing PS Form 3883, which is used for delivery of high-volume accountable mail. Delivery employees must capture all signatures on PS Form 3849.

2-3.2 Firm Sheet — Delivery

Delivery processes are the same for firm sheet and single mailpieces. Delivery employees simply scan the firm sheet barcode and link it to the PS Form 3849 delivery receipt that the customer has signed. *Do not rescan individual mailpieces at the time of delivery (unless an exception noted in 2-3.3 applies). Do not have the customer sign PS Form 3883.*

2-3.3 Important Notes Regarding Firm Sheet Creation and Delivery

The delivery employee must be aware of the following information when creating and delivering firm sheets:

a. Create all firm sheets, both manual and electronic, using the handheld scanner.

b. Upload firm sheet creation data to the Product Tracking System database via the handheld scanner cradles.

c. Create a firm sheet for each 5-digit ZIP Code™ when a firm sheet customer has multiple destination ZIP Codes assigned.

d. Deleting a firm sheet ID from the scanner deletes all articles associated with the firm sheet.

e. Handheld scanners configured to create firm sheets from Firm Print Workstations cannot be used to create manual firm sheets, unless re-configured as such, and vice versa.

2-3.4 Firm Sheet Exceptions

On occasion, a firm will accept a large volume of accountable mail prior to verifying all mailpieces in the delivery. This practice creates unique scanning scenarios for modifying the delivery record created in 2-3.2. The following sections contain some possible scenarios for firm deliveries.

2-3.4.1 Adding One or More Mailpieces to an Existing Firm Sheet

The scanning procedures to add one or more items to a firm sheet are the same as for creating the firm sheet initially. If a delivery employee receives additional items to add to a firm sheet after conducting the initial "Create Firm Sheet" process but prior to delivery, he or she simply does the following:

1. Select "Create Firm Sheet."
2. Select "Option 2: Add Label ID(s)."
3. Scan the items.
4. Scan/enter the firm sheet barcode.

Note: Items cannot be added to a firm sheet *after* delivery has been made. A firm sheet ID can be scanned as delivered only one time. If delivery has been completed, the delivery employee must create a new firm sheet or, if there are five or fewer pieces, use a single PS Form 3849 instead.

2-3.4.2 Refusal of Mailpiece Prior to Delivery of Firm Sheet

If a customer refuses one or more articles *before* the delivery employee scans the firm sheet as "Delivered," the employee must delete the refused articles as follows:

1. Select "Firm Sheet Options" and then select "Remove Label ID."
2. Scan/enter the mailpiece ID to remove it from the firm sheet.
3. Scan/enter the firm sheet ID.
4. Cross out the label ID written on the firm sheet.
5. Return the refused article to the accountable clerk.

2-3.4.3 Refusal of Mailpiece After Delivery of Firm Sheet

If a customer refuses one or more articles *after* the delivery employee scans the firm sheet as "Delivered" but while the firm sheet is still available, the employee must follow the procedure described in 2-3.4.2. However, if the firm sheet is no longer available, the employee does the following:

1. Select "Review Entries."
2. Select "Mail Entries."
3. Scan/enter the label ID.
4. Select the "Remove Label ID" option.
5. Rescan the mailpiece with the appropriate event (missent, refused, etc.).
6. Return the refused article to the accountable clerk.

Keep in mind that customers are responsible for verifying what pieces they are accepting prior to signing. Items handled in this manner will be indicated in the electronic system of record as "Limited," meaning that an incorrect delivery was made and that the signature is on file for Postal Service use only.

2-4 COD and Customs Clearance Procedures

Hardcopy COD and customs delivery receipts contain additional information that is needed in the electronic delivery record, including the following:

a. The amount returned to the mailer.

b. The customer's check or money order number(s).

The employee who is responsible for submitting collected COD or customs funds to the mailer must enter this information using the handheld scanner or POS ONE terminal. The employee must complete this procedure for all individual COD and customs items *after* delivery. This option is available *only* on the In-Office User function on the handheld scanner. When submitting funds to the customer, the employee must follow normal procedures. The handheld scanning process is simple:

1. Select "COD/Customs Clearance" from the main options menu.
2. Scan/enter the COD or customs label ID.

3. Enter the check or money order number(s).
4. Enter the dollar amount of the check or money order(s).
5. When the handheld scanner displays the message "COD Successfully Cleared," the process is completed.

Note: To guarantee that the Postal Service does not pay indemnity claims for incomplete records, employees must make sure all clearance procedures are completed for every item delivered with COD or customs service.

2-5 Undeliverable Accountable Mail

2-5.1 Overview

The processes for handling accountable mail when a customer has moved have not changed. However, the Postal Service has added scanning procedures so that this information is contained in the electronic record. *The signature capture process eliminates the need to record forward or return information on PS Form 3849.*

2-5.2 On-Street Users

If the delivery employee identifies the item on the street as a forward, or if the item is undeliverable for any reason, the delivery employee does the following:

1. Scan/enter the article barcode using the handheld scanner.
2. Select the appropriate event.
3. Return the article to the accountable clerk for forwarding procedures.

Note: Forwarding options are not available on POS ONE.

2-5.3 In-Office Users

In-office users are responsible for using the handheld scanner to record specific forwarding or return information for all accountable/signature mail. In some offices, one particular person or persons may be responsible for handling all accountable/signature mail that is forwarded or returned. The procedures for handling these items include scanning the barcode and entering the appropriate event. Users may scan only one piece at a time for forward and return scan events.

Note: Forwarding options are not available on POS ONE.

2-5.3.1 Forwarding Express Mail

For Express Mail items scanned as "forwarded" using the handheld scanner, in-office employees are prompted to enter the forwarding or destination ZIP Code. They must enter the 9-digit destination ZIP Code (if the last four digits

are not available, the scanner allows a 5-digit ZIP Code). Users may scan only one piece at a time for forwarding scan events.

Note: Forwarding options are not available on POS ONE.

2-5.3.2 Dead Mail Event

In-office employees must use the "Dead Mail" event on a handheld scanner to scan undeliverable items that cannot be forwarded or returned and that meet the criteria for routing to a Mail Recovery Center.

Note: This option is not available on POS ONE.

2-5.3.3 Scanner Malfunction or Sites Without Scanners

If an employee's handheld scanner malfunctions, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Later, when the handheld scanner is functioning properly or another scanner is available, the employee can use the scanner to record the manual entries designated for this activity. The process is simple:

1. Select "Manual Input" from the main options menu.
2. Enter the label ID.
3. When prompted, scan the PS Form 3849 (for delivered items only).
4. When prompted, enter the appropriate mailing date and time.
5. Send PS Form 3849 to CFS for optical scanning.

For a site that does not have a scanner, such as a contract Post Office, the process is similar. As in the first scenario, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Then the employee follows the standard procedures for handling a PS Form 3849 by forwarding it to the designated facility that completes the processing of these forms. There, a Postal Service employee performs the process noted above.

2-5.3.4 Forwarded Mail Inquiries

Postal Service employees must handle inquiries and release of information on the disposition of a forwarded mailpiece as usual. Information on the forwarding address can be found on the original PS Form 3575, *Change-of-Address Order,* or PS Form 3982, *Change of Address (card),* which is kept at the carrier's case. Alternately, the postmaster or station manager can make these inquiries to the CFS manager or supervisor.

2-6 Scanning Events

There are multiple scanning events on the handheld scanner. All scans are related only to Postal Service–identified special services items (see 1-1), international mail service, and Express Mail service. The employee must not scan any letter or parcel that is not identified with a Postal Service special service ID or international special service ID. Also, the employee must scan each label for each special service, because an item may have multiple special services and multiple label IDs.

Exhibit 2-6a describes all handheld scanner scanning events and their appropriate use in relation to individual service types.

Exhibit 2-6b lists POS ONE scan events.

Exhibit 2-6a
Scanning Events for a Handheld Scanner

Event No.		Event Description	Event Use	Service Type
1		DELIVERED	Delivery is made on item(s).	All service types.
2		ATTEMPTED	Item(s) cannot be delivered and a notice is left.	All service types.
3		ACCEPT/PICK-UP	ACCEPT: Used to indicate that an item has been accepted into the mailstream. PICK-UP: Not used at this time.	Confirmation Services: non-IRT and POS sites only. *Not for Express Mail acceptance.*
4		REFUSED	Item(s) refused by the addressee.	All service types.
5		UNDELIV AS ADDRSSD	On-street user: item(s) undeliverable. In-office user: item(s) undeliverable and the final status is not known.	All service types.
6		FORWARDED	In-office user: undeliverable item(s) having a valid forwarding address or item(s) forwarded due to customer addressing error.	All service types.
7		ARRIVAL AT UNIT	Scan Express Mail item(s) when entering facility of destination.	Express Mail items.
8		MISSENT	Item(s) missent due to Postal Service error.	All service types.
9		RETURN TO SENDER (See events listed below in items 1-9)	In-office user: undeliverable, unforwardable item(s) with valid return address.	All service types.
RETURN TO SENDER EVENT	1	NO SUCH NUMBER	Item(s) having such numbers do not exist.	All service types.
	2	INSUFFICIENT ADDR	Item(s) that have an incorrect or insufficient address for delivery.	All service types.
	3	UNABLE TO FORWARD	Item(s) that cannot be forwarded.	All service types.
	4	FORWARD EXPIRED	Item(s) where the forwarding order has expired.	All service types.
	5	ADDRESSEE UNKNOWN	Item(s) where the addressee is unknown at the address.	All service types.
	6	VACANT	Item(s) addressed to vacant premises.	All service types.
	7	UNCLAIMED	Item(s) that have been attempted and held the allotted amount of time but remain unclaimed.	All service types.
	8	DECEASED	Item(s) sent to deceased persons.	All service types.
	9	OTHER	Item(s) not meeting any of the specific return events provided.	All service types.
0		ENROUTE (processing scan)	Used mainly on Express Mail items to track progress through mailstream. Generally scanned at each processing site.	Express Mail items.
A		ARRIVAL AT PICK-UP POINT	Used when an Express Mail piece arrives at the Postal Service destination designated as a pick-up location.	Express Mail items.
D		VISIBLE DAMAGE	Used on items that have obvious visible damage.	COD, Express Mail, numbered insured mail, Registered Mail, international accountable mail.
G		AUTHORIZED AGENT	Used when an addressee designates an agent to sign for his or her item(s) using PS Form 3849 and the agent is there to receive the item(s).	All service types.
J		DEAD MAIL	Item(s) that cannot be delivered, forwarded, or returned sent to a mail recovery center.	All service types.
M		MISSHIPPED	Used for Parcel Select items with Delivery or Signature Confirmation that have either been left at the incorrect entry facility by the shipper or returned to the shipper for other shipping error.	Parcel Select with Delivery Confirmation or Signature Confirmation.
P		DC/EVS Arrive	Used for Parcel Select items with Delivery Confirmation when the mailpiece enters the facility of destination.	Parcel Select with Delivery Confirmation

Exhibit 2-6b
Scanning Events for POS ONE

Event No.	Event Description	Event Use	Service Type
1	DELIVERED	Delivery is made on item(s).	All service types.
3	ACCEPT/PICK-UP	Used when an item is accepted at the retail counter.	Express Mail, Delivery Confirmation, and Signature Confirmation items.
4	REFUSED	Item(s) refused by the addressee.	All service types.
5	UNDELIV AS ADDRSSD	Item(s) undeliverable and the final status is not known.	All service types.

2-7 Authorized Agent Event and Usage

The authorized agent section of PS Form 3849 allows a customer to authorize *someone else* to sign for a signature item in the customer's absence.

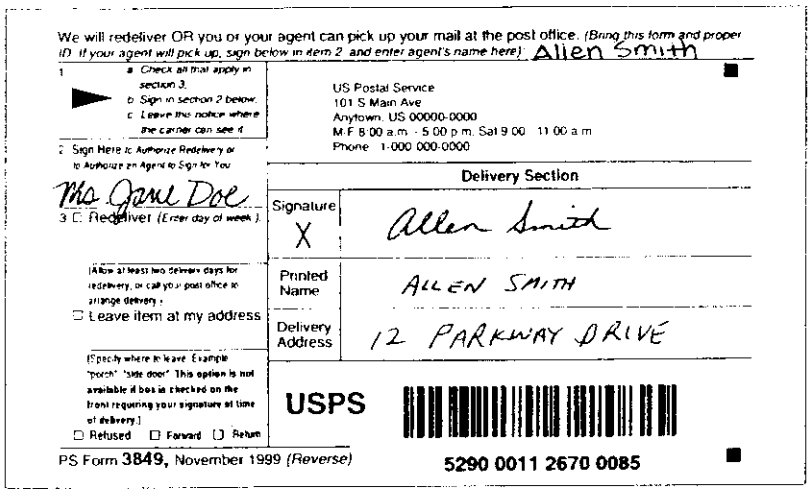
For authorized agent redeliveries of signature items, the same PS Form 3849 that includes the recipient's name and the designated agent's name must be used for the authorized agent's signature.

For signature items, the authorized agent approval must be captured as a handheld scanner or POS ONE scan event. The process is simple:

1. Scan/enter the mailpiece barcode.
2. Select the "Authorized Agent" event on the handheld scanner or POS ONE.
   (a) For a handheld scanner, record this scan as a separate event in addition to the delivery scan event. This scan is allowed only at the time of delivery, just prior to the delivery scan event. Scan the item and select the authorized agent event (event "G"). The scanner will return to the event screen for the next event selection.
   (b) For POS ONE, select the authorized agent option during processing functions for each individual mailpiece.
3. Obtain the authorized agent's signature and printed name on the same barcoded PS Form 3849 that has the addressee's authorizing signature.
4. Verify that the customer's address (or authorized agent's address, if different) is recorded in the delivery section below the signature and printed name blocks. If it is not recorded, do so at the time of delivery.

Exhibit 2-7 shows a sample of a properly completed authorized agent PS Form 3849.

Exhibit 2-7
Sample of a Properly Completed Authorized Agent PS Form 3849


We will redeliver OR you or your agent can pick up your mail at the post office. *(Bring this form and proper ID. If your agent will pick up, sign below in item 2 and enter agent's name here).* Allen Smith

1 a. Check all that apply in section 3.
b. Sign in section 2 below.
c. Leave this notice where the carrier can see it.

US Postal Service
101 S Main Ave
Anytown, US 00000-0000
M-F 8:00 a.m. - 5:00 p.m. Sat 9:00 11:00 a.m.
Phone 1-000 000-0000

2 Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You

Ms Jane Doe

Delivery Section

Signature X Allen Smith

3 ☐ Redeliver *(Enter day of week.)*

[Allow at least two delivery days for redelivery, or call your post office to arrange delivery.]

☐ Leave item at my address

[Specify where to leave. Example "porch" "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.]

☐ Refused ☐ Forward ☐ Return

Printed Name ALLEN SMITH

Delivery Address 12 PARKWAY DRIVE

USPS

PS Form **3849**, November 1999 *(Reverse)*

5290 0011 2670 0085

PS Form 3849 allows the addressee to authorize an agent for an *individual* delivery event. For long-term authorized agent purposes, a customer must use PS Form 3801, *Standing Delivery Order.* Alternately, the customer can submit a letter to the local Post Office authorizing an agent (as described in DMM S916.3.3). When a PS Form 3801 or letter is on file locally, the delivery employee does not need to obtain an individual authorized agent scan for deliveries. However, if a PS Form 3801 or letter is not on file locally, the delivery employee must complete an authorized agent scan event using PS Form 3849. The Postal Service does not maintain a copy of the PS Form 3849 with the addressee's signature authorizing an agent.

Note: For a restricted delivery item, only the addressee or the person authorized in writing on PS Form 3801 or letter may sign for the item. If the Post Office has no standing delivery order or letter on file, the delivery employee may leave a PS Form 3849 for the authorization. On the back of the form, the addressee enters (along the top line, where instructed) the name of the person designated as the authorized agent and signs section 2. The employee must follow the procedures outlined in this section for obtaining the authorized agent signature information. Additional information on restricted delivery service can be found in DMM S916.

2-8 Visible Damage Event

If an indemnity item has "visible damage" — which is described as any visible evidence that the U.S. Postal Service™ mishandled the mailing container — the employee must record the event using the handheld scanner or POS ONE. Recording this information assists the Postal Service in processing claims. Delivery employees should make this scan at the time of delivery *for indemnity items only.*

a. For a handheld scanner, this is a separate scan event in addition to the delivery scan. Employees use event "D" on the handheld scanner to

record visible damage, and then move on to the appropriate delivery scans.

b. Employees using POS ONE are allowed to indicate that the item is damaged for each scanned mailpiece. The default is "no damage."

Indemnity items include the following:

a. COD mail.

b. Express Mail.

c. International accountable mail.

d. Numbered insured mail.

e. Registered Mail.

2-9 Scanning Multiple Items at a Single Delivery Point

The signature capture software on the handheld scanner or POS ONE terminal allows the delivery employee to link multiple mailpieces to a single signature at a delivery point. This means that the employee can deliver up to five pieces of signature mail and have the customer sign only one PS Form 3849. The scanning process is simple:

1. Scan each piece.
2. Press enter.
3. Select the "Delivered" event for handheld scanner. (For POS ONE, "Delivered" is the default event.)

Note: Express Mail and Signature Confirmation items require a manually entered name. Employees must follow the prompts from the handheld scanner or POS ONE, which will enable them to record the highest level of service.

2-10 Scanning International Accountable Mail

Incoming international accountable mail requires signatures. These items are usually limited to international registered, customs, or insured items or incoming Global Express Mail items. Postal Service employees must scan/enter all incoming accountable international parcels that contain a barcode or handwritten/stamped number that indicates the item is accountable.

a. The process for scanning or entering international accountable mail is similar to domestic deliveries. If a mailpiece does not have an identifiable barcode (such as CA123456789GB), then the Postal Service employee must manually enter on the scanner the letters and/or numbers that indicate that the item is accountable. The scanner will ask if the piece is international. Answering "no" means that the scan will not be accepted. Answering "yes" will activate prompts that will allow the employee to continue the signature capture process. Exhibit 2-10a shows examples of handwritten/stamped accountable

numbers on incoming international items. Employees should enter the preceding special service identifier if available (such as R or V), and the numbers written on the mailpiece.

b. The U.S. Customs Service of the Department of the Treasury originates Customs Form 3419A. The delivery employee must have the customer sign both PS Form 3849 and Customs Form 3419A. On Customs Form 3419A, the employee scans only the ME# barcode (the left barcode), and then scans PS Form 3849 when prompted. The employee must submit forms as usual. Exhibit 2-10b shows a sample of Customs Form 3419A.

Exhibit 2-10a
Samples of Accountable Numbers on Incoming International Items

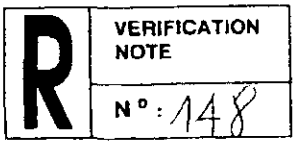
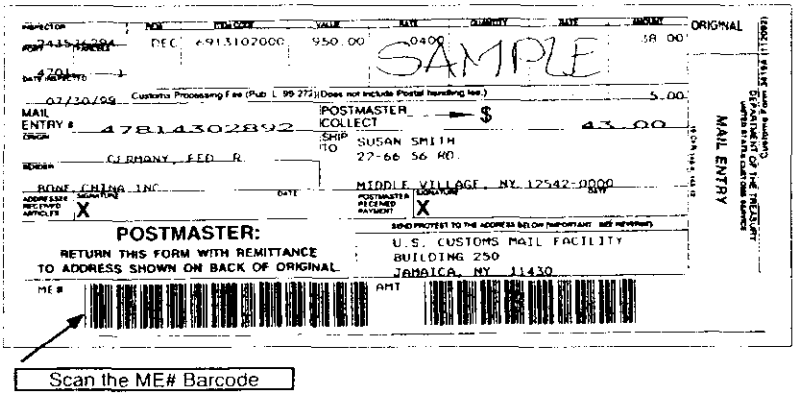


Exhibit 2-10b
Sample of Customs Form 3419A



Scan the ME# Barcode

2-11 Waiver and Non-Waiver Items

Listed below are special situations that employees might encounter during delivery of signature capture items.

2-11.1 Customer Is Not Available

The delivery employee must follow these procedures when a customer is not available for a delivery of multiple items when one or more of the items allow a waiver of signature (endorsed by the mailer) and one or more of the items

do not. (This example involves delivery of both a waiver item and a non-waiver item — Certified Mail — to the same address.)

1. Scan/enter the barcode of the item that has the waiver endorsement and select "waived" at the signature capture screen on the handheld scanner.
2. Sign PS Form 3849 and scan the PS Form 3849 barcode.
3. Leave the mailpiece with signature waiver in a secure location.
4. Fill out another PS Form 3849 for the Certified Mail item and leave it for the customer as a notice-left attempt.
5. Scan the Certified Mail item according to Exhibit 2-6a.

Note: The only special service offerings that allow signature waiver are return receipt for merchandise, Express Mail, and Signature Confirmation (note, though, that the waiver feature for Signature Confirmation is scheduled for discontinuance in early 2005). However, even these items require a signature unless the mailer has chosen the waiver of signature option and the mailpiece is endorsed accordingly.

2-11.2 Customer Is Available

The delivery employee must follow these procedures when a customer is available for a delivery of multiple items when one or more of the items allow a waiver of signature (endorsed by the mailer) and one or more of the items do not.

1. Scan/enter all mailpiece barcodes.
2. Have the customer sign PS Form 3849 and print his or her name.
3. Manually enter the customer's first initial and last name when prompted by the handheld scanner or POS ONE terminal.
4. Scan PS Form 3849.

2-12 Scanning Multiple Barcodes on a Single Package

On occasion, delivery employees may find that a single package has multiple labels. For example, a likely combination would be a numbered insured item with Delivery Confirmation service. In these instances, the delivery employee must scan *both* labels at the time of delivery — similar to scanning two separate mailpieces. The employee would then capture a signature on PS Form 3849 for the insurance portion.

3 Routing PS Forms 3849 to CFS

3-1 Overview

The Postal Service personnel operating in the Computerized Forwarding System (CFS) unit are responsible for optically scanning all signed PS Forms 3849. This scanning process completes the record that was initially created by the delivery employee.

The accountable clerk must perform the following functions daily, regardless of PS Form 3849 volume:

a. During the clearance procedure, check that all forms have been properly completed with a signature, printed name, and address in the delivery section on the barcoded side of the form. Bring all forms that are not properly completed to the attention of the delivery employee or supervisor. If possible, have the delivery employee or supervisor make corrections immediately — employees can correct a form that is missing a printed name or an address but not a signature. Instruct the delivery employee to properly complete forms in the future.

b. Do not include forward/return PS Forms 3849 with those being sent to CFS. Instruct employees not to record forward/return information on PS Forms 3849.

c. Properly face all forms, and remove any tape, staples, etc.

d. Secure the bundle of PS Forms 3849 with rubber bands or clips and place the bundle in the CFS pouch. Send only signed, properly faced PS Forms 3849 to CFS.

e. Give any forms returned from CFS to the postmaster/manager or supervisor for corrective action.

f. *All sites must send signed PS Forms 3849 to CFS daily.* (Only manual record management units are exempt.)

3-2 Processing PS Form 3849 Errors

3-2.1 Overview

CFS has two methods of reporting errors on PS Forms 3849. Forms scanned in CFS have a 5-digit number printed down the left-hand side of the reverse

(barcoded) side of PS Form 3849. This is a sequence number that is used to retrieve the form if required.

3-2.1.1 Method 1: Returning PS Form 3849 for Remedial Action

CFS may return PS Forms 3849 to the delivery unit for remedial action. These returns are limited to PS Forms 3849 that were scanned in CFS but were not apparently linked to a mailpiece at the time of delivery. (The CFS site receives daily reports showing PS Forms 3849 that are not linked to a mailpiece delivery event.) The responsible manager, supervisor, or other employee at a delivery unit that receives a form back from CFS indicating that the mailpiece delivery link is missing must do the following:

1. If the form was used for delivery, select the "Manual Input" option on the main options menu of the handheld scanner (item number 5). Because there is no manual input option on POS ONE, the delivery unit must use the handheld scanner in all instances.
2. Manually enter the article number(s) from the front of PS Form 3849 and make the appropriate scans.
3. Discard the signed PS Form 3849 — *do not* reroute it to CFS for *additional scanning*.

If the PS Form 3849 was not used for delivery, instruct the employee on the proper use of forms for events other than delivery.

3-2.1.2 Method 2: Site-Specific Reports

CFS creates a site-specific report on PS Form 3849 problems. These types of errors include but are not limited to the following:

a. Improper form used (obsolete PS Forms 3849 dated prior to November 1999).

b. Improperly prepared forms:

   (1) Forms are not faced properly.

   (2) Forms have tape or staples.

c. Improperly completed forms:

   (1) Customer signature appears in the authorized redelivery/agent section rather than in the delivery section.

   (2) Form was used for other than delivery (forward/return).

   (3) Form is missing a signature, printed name, and/or address.

In all instances, the manager or supervisor must inform the delivery employee responsible for the discrepancy of the deficiencies and instruct the employee on the proper procedures to capture delivery receipt information.

3-2.2 Unresolved Errors on PS Form 3849

The accountable clerk or designated employee must discard PS Forms 3849 that have been returned from CFS with errors that cannot be resolved. *Failure to perform the proper functions at the time of delivery or when a form is returned from CFS results in the record being irretrievable for future customer requests or for claims purposes.*

PS Forms 3849 that are used for functions other than delivery (notice left, postage due, etc.) may be discarded with recycled paper.

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4 Delivery Inquiries and Retrieval

4-1 Delivery Record Storage

Under the signature capture program, there are two possible storage scenarios:

a. *Electronic Record Management (ERM) Site Items.* These records are filed electronically in a national database by offices that participate in the electronic system of records. This national database includes records for all items destined to all sites in the U.S., including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

   Note: When requesting a record from an ERM site, the customer can receive the search result by fax, e-mail, or mail, whichever the customer requests. See 4-3.1.2 for more information.

b. *Manual Record Management (MRM) Site Items.* These records are filed manually at the office of delivery (for the required retention period). APO/FPO offices and certain territories, possessions, and freely associated states do not participate in the signature capture or electronic record management program at this time. A list of participating sites is in *Postal Operations Manual* (POM) 619.

   Note: When requesting a record from an MRM site, the customer can receive the search result by mail *only*. See 4-3.1.3 for more information.

Refer to Appendix A for information on accessing the delivery record database through the Postal Service Intranet. Refer to the matrix in Appendix B for specific information about requesting stored records by service type.

4-2 Delivery Inquiries

4-2.1 Overview

There are two basic types of delivery record inquiries: external (Postal Service customer) and internal (Postal Service employee). Within each query type, the inquiry may be for the delivery status or for the delivery record of the mailpiece.

4-2.2 Delivery Status Request

With a delivery status request, the customer wants to know if an item was delivered. The Postal Service can release this information for Express Mail, Delivery Confirmation, Signature Confirmation, Certified Mail, and Registered Mail items, according to the procedures noted below.

a. Express Mail, retail rate Confirmation Services, Certified Mail, and Registered Mail customers can request delivery status information by calling the toll-free number -- 800-222-1811 — or by accessing the Track & Confirm Web site at *www.usps.com.*

b. Mailers who use electronic option Confirmation Services can inquire about delivery status only by accessing the Track & Confirm Web site at *www.usps.com* (not by calling the toll-free number).

Note: Postal Service personnel are not allowed to provide verbal confirmation of delivery (delivery status request) for items not supported by the Internet or toll-free number. Customers must make a delivery record request and pay the appropriate fees. Additional information on electronic option Delivery Confirmation and Signature Confirmation service is available in DMM S918 and S919.

4-2.3 Delivery Record Request

With a delivery record request, the customer wants a copy of the delivery record, including the signature. Customers can make delivery record requests for most special service items -- refer to the DMM for restrictions and fees. *Delivery record requests include return receipt after mailing,* duplicate return receipts, and Return Receipt (Electronic) items. Delivery record requests are free of charge for Express Mail, Signature Confirmation, and Return Receipt (Electronic) items.

Note: Delivery record requests for all other special services articles require additional fees or proof of purchase.

Retrieval of delivery records in the electronic record management system is easy, quick, and convenient for offices with access to the Postal Service Intranet. Offices without access to the Postal Service Intranet are required to use a centralized manual retrieval method. A Postal Service employee must verify all delivery record requests (i.e., proof of purchase or payment of fees). See 4-3 through 4-5 for additional information.

4-3 Retrieving Delivery Records

4-3.1 Completing PS Form 3811-A

4-3.1.1 Overview

Before the Postal Service employee can retrieve a delivery record, the customer (with the Postal Service employee's assistance, if necessary) must complete Section 2 of PS Form 3811-A, *Request for Delivery Information/Return Receipt After Mailing.* The Postal Service uses this single-sheet form to retrieve both electronic and manual records. Only forms dated September 2004 or later are acceptable for inquiries. Exhibit 4-3.1.1 shows a copy of this form, which is also accessible from the Postal Service Intranet home page at *http://blue.usps.gov* (under "Essential Links" in the left-hand column, click on *References*; under "References" in the right-hand column, click on *PolicyNet;* click on *Forms*; and then click on the form number or form name).

Note: The customer must complete Section 2 *accurately and completely* to ensure that the Postal Service can send the search result to the customer. See 4-3.1.2 and 4-3.1.3.

4-3.1.2 Requesting a Record From an ERM Site

When requesting a record from an electronic record management (ERM) site, the customer can receive the search result by fax, e-mail, or mail. In Part D of Section 2 of PS Form 3811-A, the customer must provide either a mailing address or a fax number or e-mail address. The system will send a response by only one method, whichever the customer requests.

ERM sites are in the United States (including Alaska and Hawaii), Puerto Rico, and the U.S. Virgin Islands. For delivery records at these sites, retrieve a record following the process described in 4-3.2. (For more information on ERM sites, see POM 619.)

Exhibit 4-3.1.1

PS Form 3811-A, Request for Delivery Information/Return Receipt After Mailing (September 2004)

United States Postal Service®

Request for Delivery Information/Return Receipt After Mailing

INSTRUCTIONS FOR USE:

Accepting Office

1. *Internal Use Only* Help the customer complete Section 2 of this form and carefully compare it to the customer's receipt. Complete the shaded portions in Section 1.
2. Collect fees if required.
3. Select ONE of the following two options.

A. __ If the item was mailed to an office using electronic record management (all offices in the U.S., including Alaska, Puerto Rico, and the Virgin Islands), choose one of the following two options:

- ❑ If your office has Intranet access, use the Intranet to generate the request via fax, mail, or e-mail.
- ❑ If your office does not have Intranet access, send this entire form, with Sections 1 and 2 completed, to a designated inquiry location.

If electronic record is found, request the record electronically and discard this form. If the electronic record is not found, manually complete Section 3 and mail to the customer.

B. __ If the item was mailed to an office using manual record management (refer to POM Part 619 for full listing), send this entire form, with Sections 1 and 2 completed, to the delivery office.

Delivery Office - Use Only for Manually Filed Delivery Record Inquiries (3B checked above)

1. If the fee is not attached or the form is not postmarked to show that the fee was paid at the time of the mailing, return this form to the accepting office.
2. Complete the items in Section 3 below. Enter the delivery information or indicate the reason for no information.
3. After completion, detach and insert the bottom portion of this document in an envelope addressed to the requestor and deposit it in the mailstream. Discard the remaining portion.

Section 1

Accepting Office: Postmark if Return Receipt fee was paid at time of mailing.

❑ Return Receipt fee WAS paid at time of mailing. (Customer has provided receipt. Postmark where indicated at left.)

❑ Return Receipt fee WAS NOT paid at time of mailing. (Attach fee below.)

Attach fee here if applicable

Accepting Office City/State/ZIP Code™ _____

Delivery Office/Manual Inquiries: Detach at dotted line and return bottom portion to customer when inquiry is resolved; discard remainder of form. **Electronic Inquiries:** Generate request from Intranet and discard the entire form if record is found.

Section 2

A. TYPE OF SERVICE

- ❑ Certified Mail™
- ❑ COD
- ❑ Express Mail®
- ❑ Numbered Insured
- ❑ Registered Mail™
- ❑ Return Receipt for Merchandise

C. ARTICLE INFORMATION

Article Number

Mailing Date (mm/dd/yy)

B. ARTICLE ADDRESSED TO

Addressee Name

Addressee Address

(No., street, apt./rte. no.)

(City, state, ZIP Code™)

D. REQUESTOR

Requestor Name

Requestor Address

(No., street, apt./rte. no.)

(City, state, ZIP Code)

Fax Number (include area code) or email address (Complete ONLY if an electronic inquiry)

Section 3

For Delivery Office Use Only

Postal Service records show no delivery information because:

- ❑ Record not found
- ❑ Forwarded (date _____)
- ❑ Returned (date _____)

Delivered to the following individual, company or organization

Delivery Date

Delivery Address *(if different from address in section 2B)*

Delivery Office Postmark

PS Form **3811-A**, September 2004 (PSN 7530-02-000-9054) **Request for Delivery Information/Return Receipt After Mailing** United States Postal Service®

4-3.1.3 Requesting a Record From an MRM Site

When requesting a record from a manual record management (MRM) site, the customer can receive the search result by mail *only*. In Part D of Section 2 of PS Form 3811-A, the customer must provide a mailing address (*not* a fax number or e-mail address).

MRM sites are in the U.S. military (APO/FPO sites), American territories and possessions (such as American Samoa), and freely associated states (such as the Marshall Islands). For delivery records at these sites, retrieve a record following the process described in 4-3.3. (For more information on MRM sites, see POM 619.)

4-3.2 Retrieving a Delivery Record From an ERM Site

4-3.2.1 Overview

A Postal Service employee can retrieve a delivery record from an electronic record management (ERM) site whether or not the employee's office has access to the Postal Service Intranet.

4-3.2.2 Offices With Intranet Access

A Postal Service employee whose office has access to the Postal Service Intranet does the following:

1. The employee accesses the Track & Confirm Web site (see Appendix A) and inputs the article number from PS Form 3811-A.
2. If the database finds the record, the database generates the response and sends it directly to the customer (by fax, e-mail, or mail, whichever the customer requested) using PS Form 3819, *Electronic Delivery Record*. (See Exhibit 4-4.1 for a sample of a computer-generated PS Form 3819.) The employee then discards the PS Form 3811-A.

   Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.
3. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form to the requestor.

4-3.2.3 Offices Without Intranet Access

A Postal Service employee whose office does not have access to the Postal Service Intranet relies on a designated site to process electronic delivery record requests. Each district has designated an established network to support delivery record inquiries from offices without access to the Postal Service Intranet. (For information on a district's designated location, contact the district's Delivery Confirmation coordinator.) The process is simple:

1. The employee at the office without Intranet access sends PS Form 3811-A to the designated location within the district.
2. The designated location inputs the article number from PS Form 3811-A.

3. If the database finds the record, the database generates the response and sends it directly to the customer (by fax, e-mail, or mail, whichever the customer requested) using PS Form 3819, *Electronic Delivery Record.* (See Exhibit 4-4.1 for a sample of a computer-generated PS Form 3819.) The employee then discards the PS Form 3811-A.

   Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.

4. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form to the requestor.

4-3.3 Retrieving a Delivery Record From an MRM Site

To retrieve a delivery record from a manual record management (MRM) site, the Postal Service employee must place the PS Form 3811-A in an envelope addressed to the delivery unit. Once received, the office or delivery unit generates the response manually and sends it directly to the customer using Section 3 of PS Form 3811-A.

4-4 Responding to Delivery Record Requests

4-4.1 Information Available — Automatically Generated Response (PS Form 3819)

The Track & Confirm application provides the majority of customer responses from the centralized database by automatically generating a letter — PS Form 3819, *Electronic Delivery Record* — and sending it to the customer (by fax, e-mail, or mail, whichever the customer requested).

Electronic record searches result in five possible responses:

a. Item Found — Delivery w/Signature Appended.

b. Item Found — Delivery, Signature Missing.

c. Item Found — Delivery, Waiver of Signature Option Exercised (no signature included).

d. Item Found — No Delivery Event.

e. Duplicate — Unable to Resolve.

Exhibit 4-4.1 shows a sample response letter for an item found with a signature appended.

Offices with Postal Service Intranet access are able to print active delivery receipts locally; however, such offices should use this option only when necessary.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that the delivery has been made.

Exhibit 4-4.1
Sample of Computer-Generated PS Form 3819, Electronic Delivery Record

UNITED STATES POSTAL SERVICE

Date: November 29, 2004

JOHN DOE
PO BOX 12
ANYTOWN US 55555-55555

Dear John Doe:

The following is in response to your November 29, 2004 request for delivery information on your Certified item number 7099 7856 4563 7869 9182. The delivery record shows that this item was devlivered November 18, 2004 at 10:31 a.m. The scanned image of the recipient information is provided below.

Signature of Recipient: Mark Olson
M Olson

Address of Recipient: 11 Deming Dr.

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,

United States Postal Service

4-4.2 Information Not Available — Manual Response on PS Form 3811-A

If the database does not find a record of the mailpiece, the Track & Confirm application cannot provide an electronically generated response. In such cases, the Postal Service employee must complete the customer response manually using PS Form 3811-A and then send the form back to the customer.

4-5 Retaining Delivery Records

4-5.1 ERM Sites

4-5.1.1 Retention

The national database keeps electronic records as follows:

a. Express Mail: 2 years.

b. Delivery Confirmation: 6 months.

c. Signature Confirmation: 1 year.

d. Certified Mail, COD, inbound international accountable mail, insured mail, Registered Mail, and return receipt for merchandise: 2 years.

4-5.1.2 Archiving

Delivery records for all products and services reside "live" in the PTS database for 3 months. During this "live" period, the Postal Service will return all event information and related signature images for a query. (*Exception*: Incoming international items with incomplete accountable numbers, such as R123, reside "live" in the database for 6 months.) After this "live" period, the Postal Service sends items requiring additional retention to offline archive storage, where employees and customers can still query the record for the remainder of the retention period.

If information on an article is not found in a live database/Intranet search (quick search), a Postal Service employee can request an archived database/Intranet search (extensive search). Postal Service customers using the Internet or the toll-free number to query items will receive information on all available search items, including archived items. No extensive search function is necessary.

As with "live" delivery record requests (both from the Internet and Postal Service Intranet), the Track & Confirm application will automatically send a response letter to the requestor by fax, e-mail, or mail (as selected by the requestor) as soon as the archived search is complete.

Additionally, Postal Service employees and customers can restore an archived record. Restoration brings back all events for the mailpiece to the "live" database (for a period of 30 days). The restoration of a record is beneficial if the requestor requires additional event-level information. The

Postal Service generally requires up to 4 hours to process a restoration request, but processing some items might take up to 24 hours.

Note: Signature and address images will not be available for viewing for any archived or restored delivery record. However, the images will appear in the appropriate response letter.

4-5.1.3 Disposition of Forms

4-5.1.3.1 PS Forms 3849

As stated previously, a designated employee must route all PS Forms 3849 to CFS for optical scanning.

4-5.1.3.2 Other Forms

Employees in electronic record management (ERM) sites should handle remaining forms as follows:

a. *Express Mail Labels.* Postal Service employees are not required to record delivery information (date and time) on the Express Mail label, nor are they required to remove the delivery copy of the Express Mail label. The only exception to this scenario is if the postmaster has received a written request from the Postal Inspection Service to retain the delivery copy for investigative purposes. Unless these alternative instructions are received, the delivery copy should remain affixed to the package. This will enable the customer who receives the mailpiece to have a legible copy of the label.

b. *COD Labels.* Postal Service employees must continue to use the appropriate COD label for sending payment to the mailer. Because of electronic COD clearance, employees do not need to retain COD labels for filing purposes. Continue to use the appropriate COD label for sending payment to the mailer.

c. *Firm Sheet Receipts (PS Form 3883).* Continue to use copies of the firm sheet for clearance and customer receipts. Firm sheet receipts do not need to be retained for filing purposes.

4-5.2 MRM Sites

The manual record management (MRM) site must keep PS Forms 3849 on file for the required retention period (as it does for the records for all other special services listed in 1-1). For the current required retention period, see *Administrative Support Manual* (ASM) Exhibit 351.11.

MRM sites must use PS Form 3849 to capture signatures for all items, including Express Mail, COD, and firm items. The designated employee should still route the Express Mail label itself for processing to an Expedited Special Services or designated office, as appropriate.

An employee in an MRM site may not record multiple items on a single PS Form 3849; instead, the delivery employee must use a single PS Form 3849 for each mailpiece.

4-6 Claims and Inquiry Process

Basic processes for handling indemnity claims have not changed. Postal Service employees can research domestic items delivered/filed electronically. *Postal Service employees must research/request records filed in manual record management sites with the delivery Post Office.*

5 Retail

5-1 Lobby Sweeps

When an office conducts a lobby sweep to reduce the time customer have to wait in line, the employee conducting the sweep must have access to either a handheld scanner or a POS ONE terminal to capture the appropriate delivery information for signature items.

5-2 Entering Customer Name

When entering the customer's name into the handheld scanner or POS ONE terminal, the employee should review the customer's identification card (e.g., driver's license, passport, etc.) or the signed PS Form 3849 to avoid having the customer verbally state his or her name.

5-3 Signature Waiver Items

Signature waivers do not apply to retail operations. If a customer is at the retail counter to pick up an item, the waiver no longer applies, and the customer must sign for the article.

5-4 Verifying Address on PS Form 3849

For each delivery made, the retail employee must verify that the delivery address is recorded on the barcoded side (delivery section) of PS Form 3849. If the address is not present, the employee is responsible for recording this information on the PS Form 3849. The address on the PS Form 3849 must reflect the address of the customer picking up the mailpiece.

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Appendix A

Retrieving Electronic Delivery Record Information From the National Database

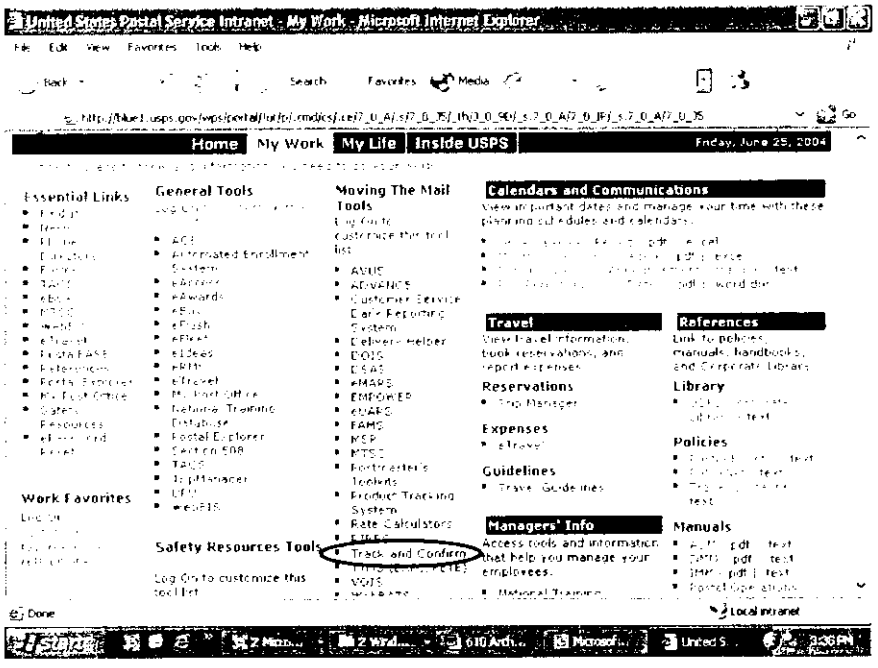
Postal Service Intranet Retrieval

Retrieving delivery record information from the Postal Service Intranet is fast and efficient. Shown in this appendix are the screens that appear for record inquiry. Use PS Form 3811-A (shown in Exhibit 4-3.1.1) to gather customer information to make a query.

Access Screen

To gain access to the delivery record database, go to the Postal Service Intranet home page at *http://blue.usps.gov;* under "Essential Links" in the left-hand column, click on *References*; and then under "Moving the Mail Tools" in the middle column, click on *Track & Confirm.* Exhibit A-1 shows this page and highlights the Track & Confirm link with a circle.

Exhibit A-1
Access Page



Inquiry Pages

Exhibit A-2a shows the inquiry page. Users can choose from a quick or extensive search.

a. Quick search is for items that are not more than 90 days old (with the exception of non-standard international items such as R123).

b. Extensive search is for items that are more than 90 days old (up to full retention period).

Exhibit A-2a
Inquiry Page

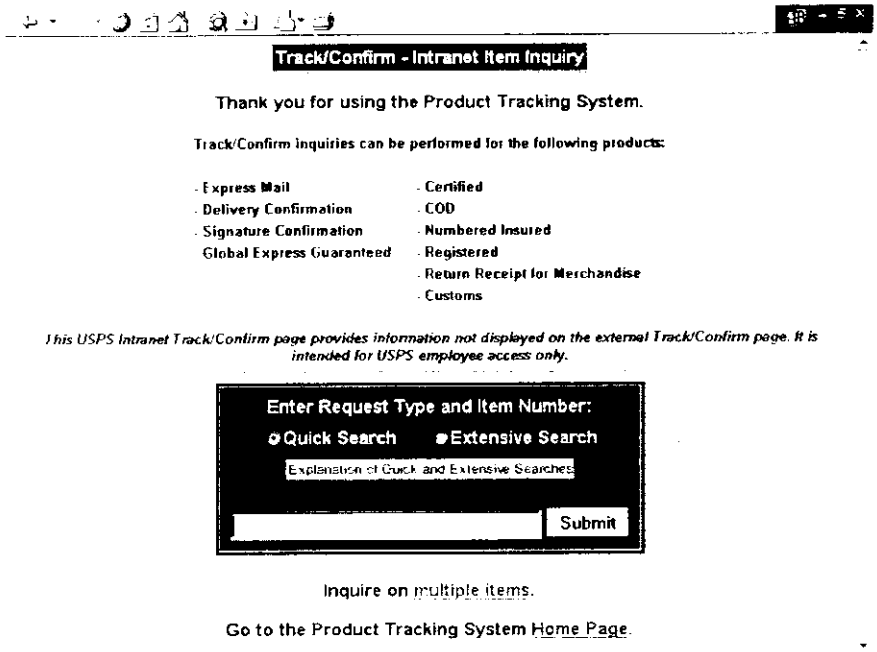
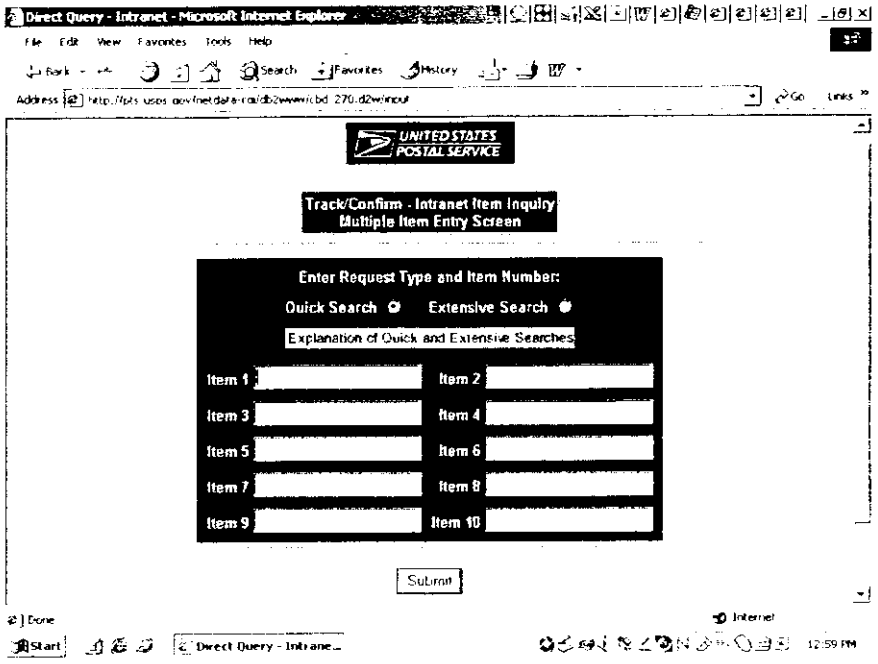


Exhibit A-2b shows the page allowing users to make multiple inquiries. Users access this page by selecting the "Inquire on multiple items" link near the bottom of the inquiry page (see Exhibit A-2a). On the multiple inquiries page, users can make inquiries for up to 10 item numbers at one time.

Exhibit A-2b
Multiple Inquiries Page



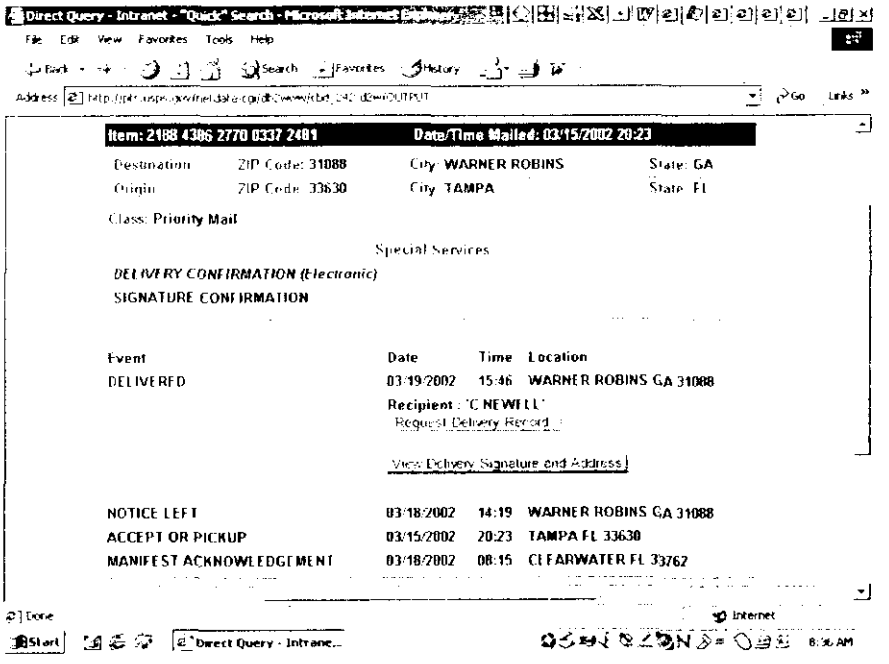
Delivery Record Request Page

Exhibit A-3 shows the page allowing users to request a Delivery Record.

Note: In some cases, a delivery event may be present although the "View Delivery Signature and Address" button may not be present. In such cases, the item might have been delivered only recently and the signature record might not yet have been scanned into the database during CFS operations. Allow up to 5 days after delivery for signature records to be scanned in CFS operations.

In some cases, users can request delivery records on items when a delivery event is not present. In such cases, the system generates a response letter stating that a delivery record was not found (see 4-4.1, item d). This type of request is allowed when the last non-delivery event on the mailpiece is at *least 8 days for Express Mail service*, at least 16 days for First-Class Mail service or Priority Mail service, or at least 31 days for Package Services items or undetermined mail classes.

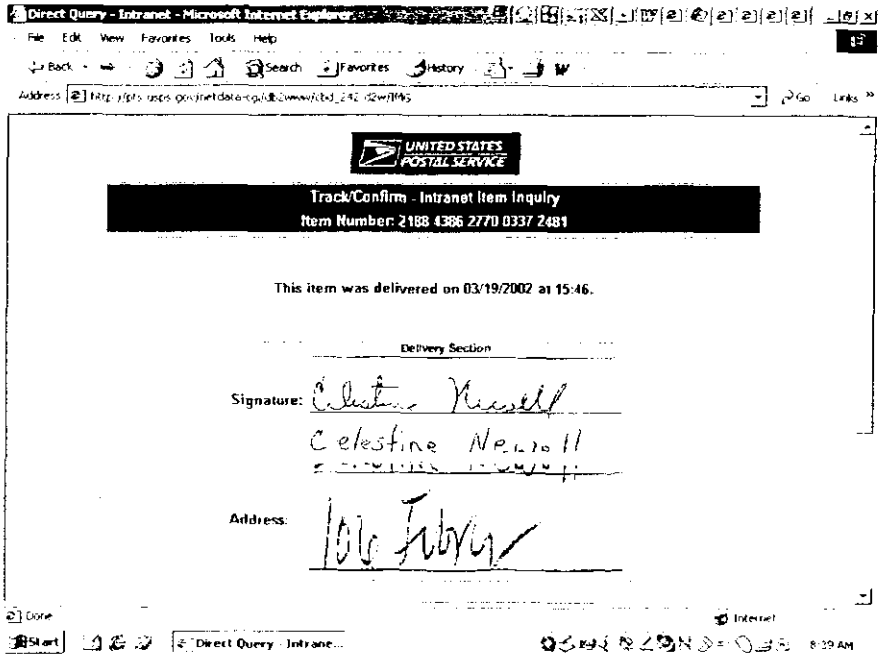
Exhibit A-3
Delivery Record Request Page



Delivery Signature Page

Exhibit A-4 shows the delivery signature page. For items with a delivery signature appended, users can view the recipient signature and address. If there is no signature image, the "View Delivery Signature and Address" button will not be enabled.

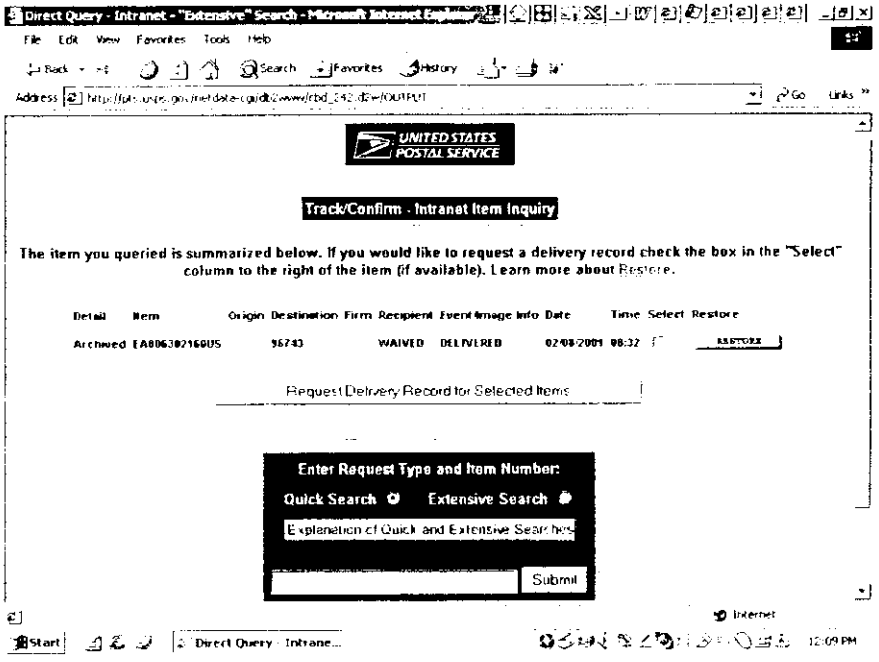
Exhibit A-4
Delivery Signature Page



Item Summary Page

Exhibit A-5 shows the item summary page. The database indicates items that are archived and lists all delivery events. If the item has not been delivered, the database lists the first scan event date. A user can make a Delivery Record request by clicking on the check box in the "Select" column and selecting the "Request Delivery Record for Selected Items" button. Users can also restore records (if necessary) by clicking on the "Restore" button.

Exhibit A-5
Item Summary Page



Validation and Notification Pages

Exhibits A-6a and A-6b show the validation dialog box and the page for requesting a notification.

The system prompts users to validate Delivery Record/Proof of Delivery requests. The Track & Confirm application will send the recipient a delivery record request by fax, e-mail, or mail (as selected by the requestor). Alternately, for live records, users can print a record locally by clicking the "Show Delivery Record" link.

Note: Postal Service employees must *not* provide screen shots to customers.

Note: The Track & Confirm application provides records requested through the Intranet as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter.

Exhibit A-6a
Validation Page

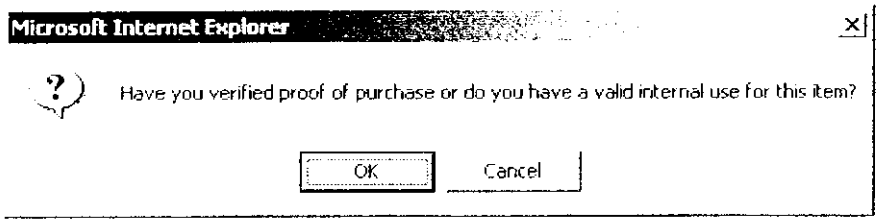
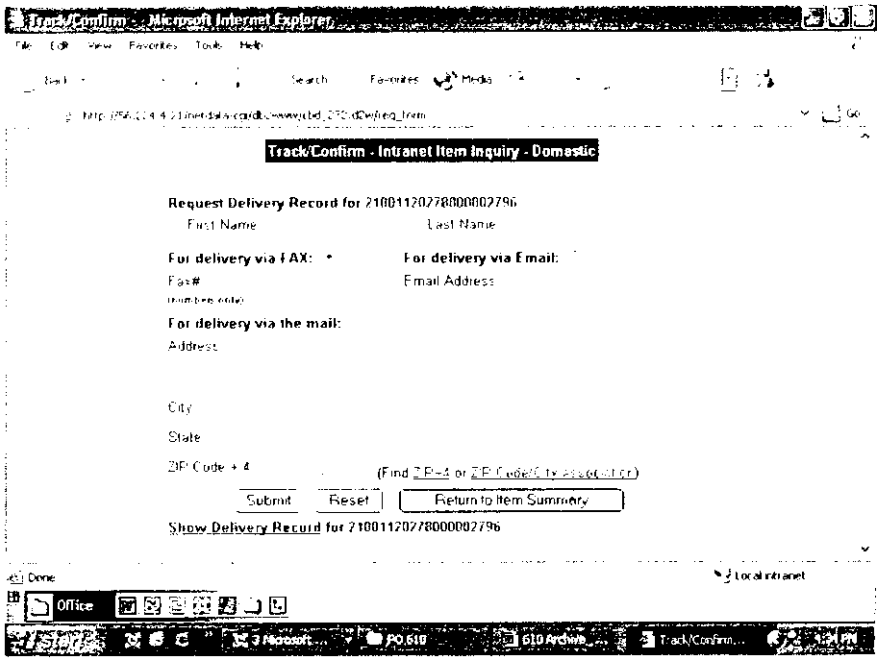


Exhibit A-6b
Notification Request Page



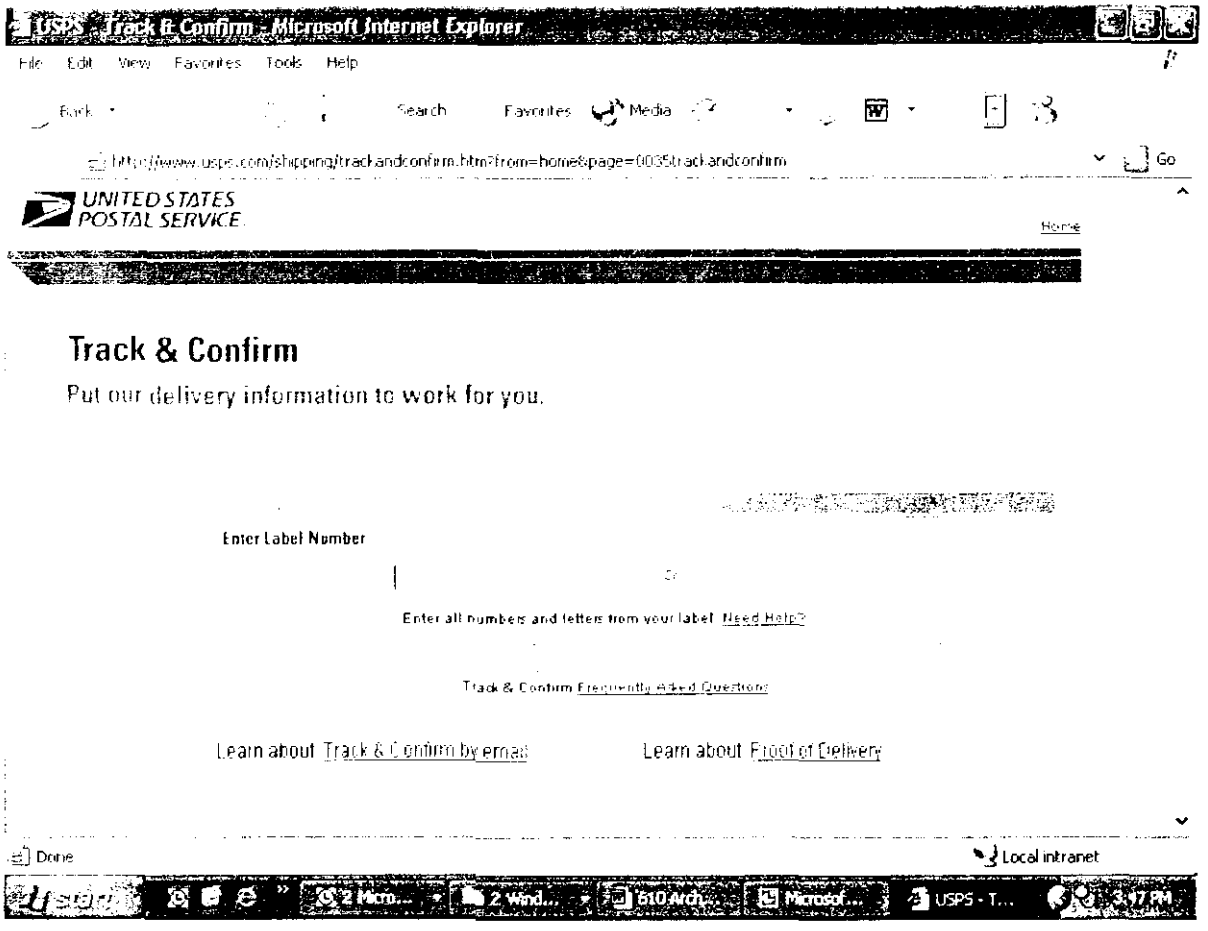
Internet Retrieval

Postal Service customers can retrieve delivery status (date and time) and *delivery record (date, time, and signature) information from the Postal* Service Internet Track & Confirm Web site. This is a convenient way to get immediate access to delivery status information. Customers can access the Track & Confirm Web site by going to *www.usps.com* and then clicking on *Track & Confirm.*

Main Track & Confirm Page

Exhibit A-7 shows the main page for the Postal Service's Internet Track & Confirm Web site. Through the Internet Track & Confirm site, customers can determine delivery status of their Express Mail, Global Express Mail™ (GEM™), Global Express Guaranteed® (GXG™), Signature Confirmation, Delivery Confirmation, Certified Mail, and Registered Mail service mailings. Customers can also request e-mail notification, which provides an e-mail on the current status of the mailpiece or provides future e-mails with the updated status of the mailpiece.

Exhibit A-7
Main Track & Confirm Page



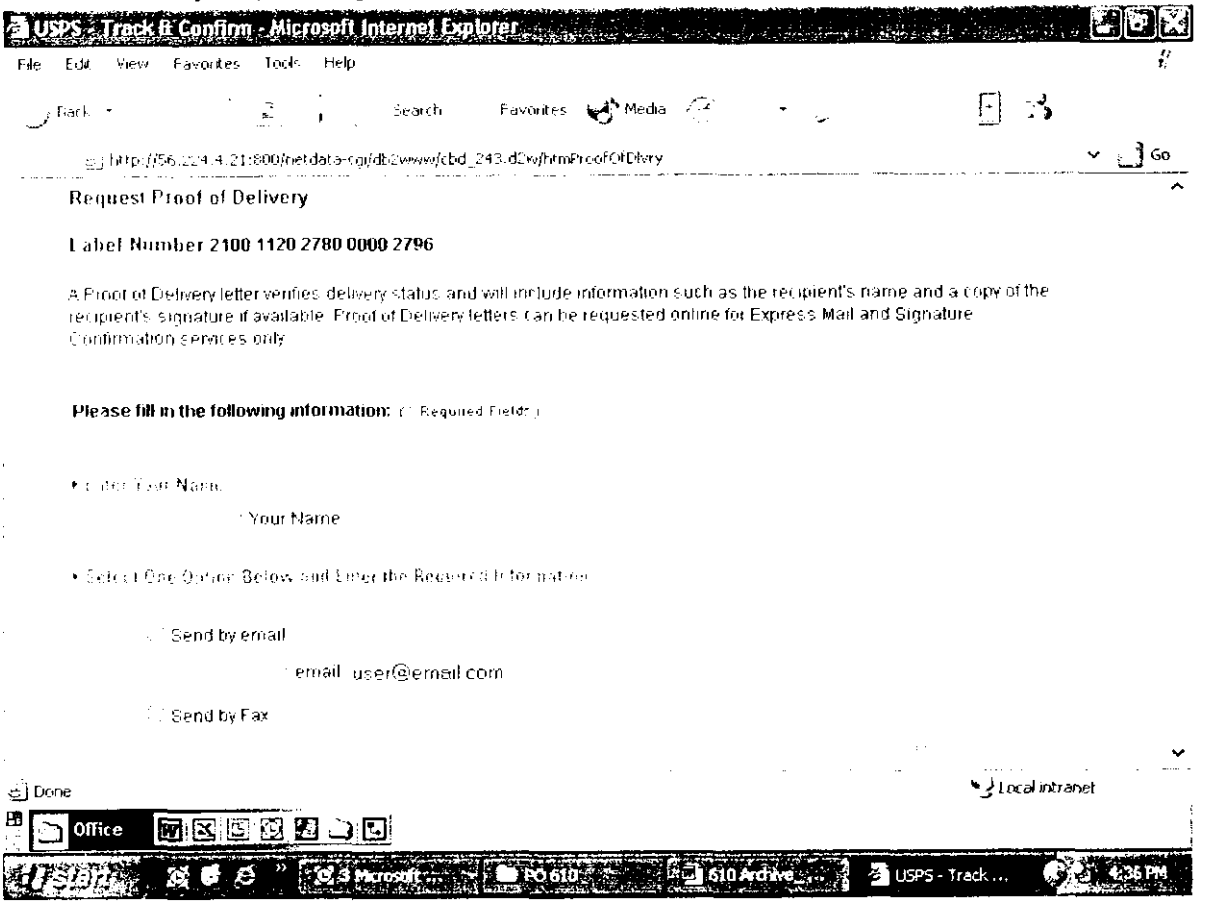
Proof of Delivery Request Page

Exhibit A-8 shows the Postal Service Internet Track & Confirm screen that customers can use to request a proof of delivery record. Customers can request that the Track & Confirm application send them a proof of delivery record (for Express Mail and Signature Confirmation items) by fax, e-mail, or mail.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that the delivery has been made.

For complete details on processing delivery records requests, please contact the program office listed in the Transmittal Letter of this handbook.

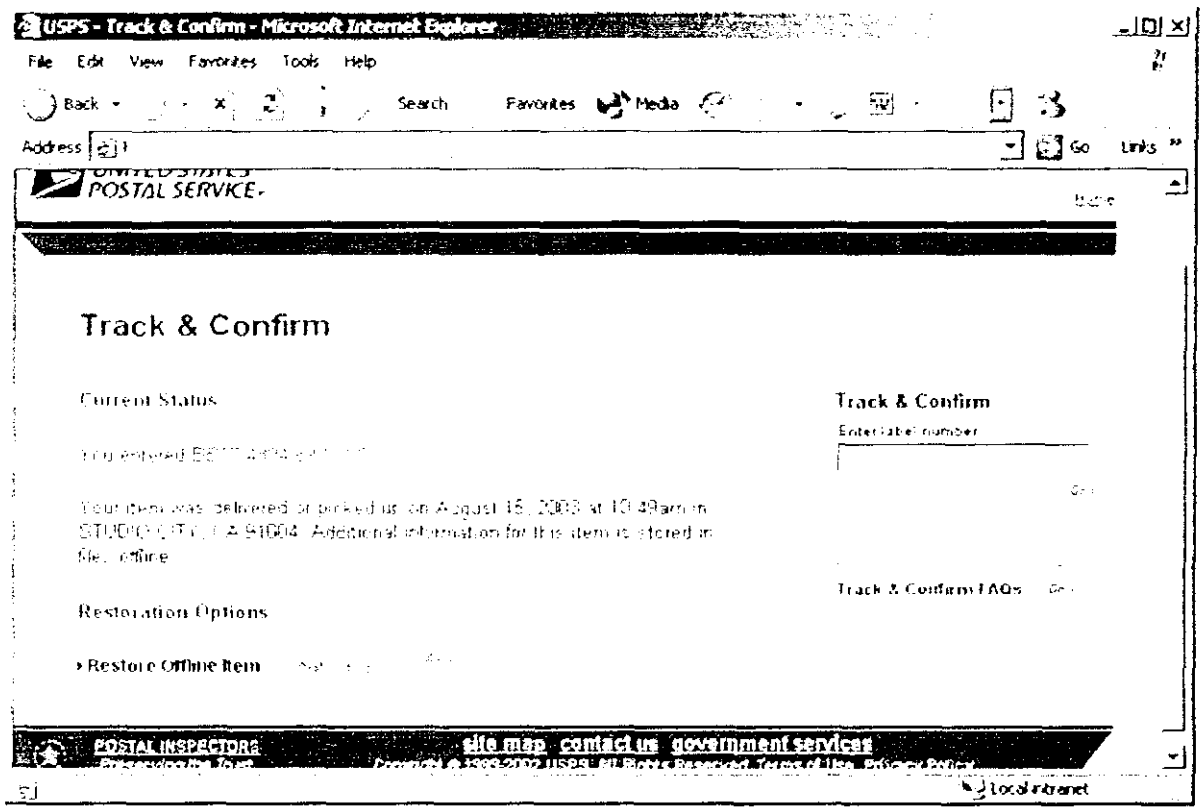
Exhibit A-8
Proof of Delivery Request Page



Archive and Restoration Page

Exhibit A-9 shows the Postal Service Internet Track & Confirm archive and restoration screen. When presented with this screen, customers can restore an archived item and, if they prefer, request an e-mail with the restoration and events. If a delivery event is available, it is displayed. If no delivery event is present, the screen simply indicates that event information on the item is stored in files offline.

Exhibit A-9
Archive and Restoration Page



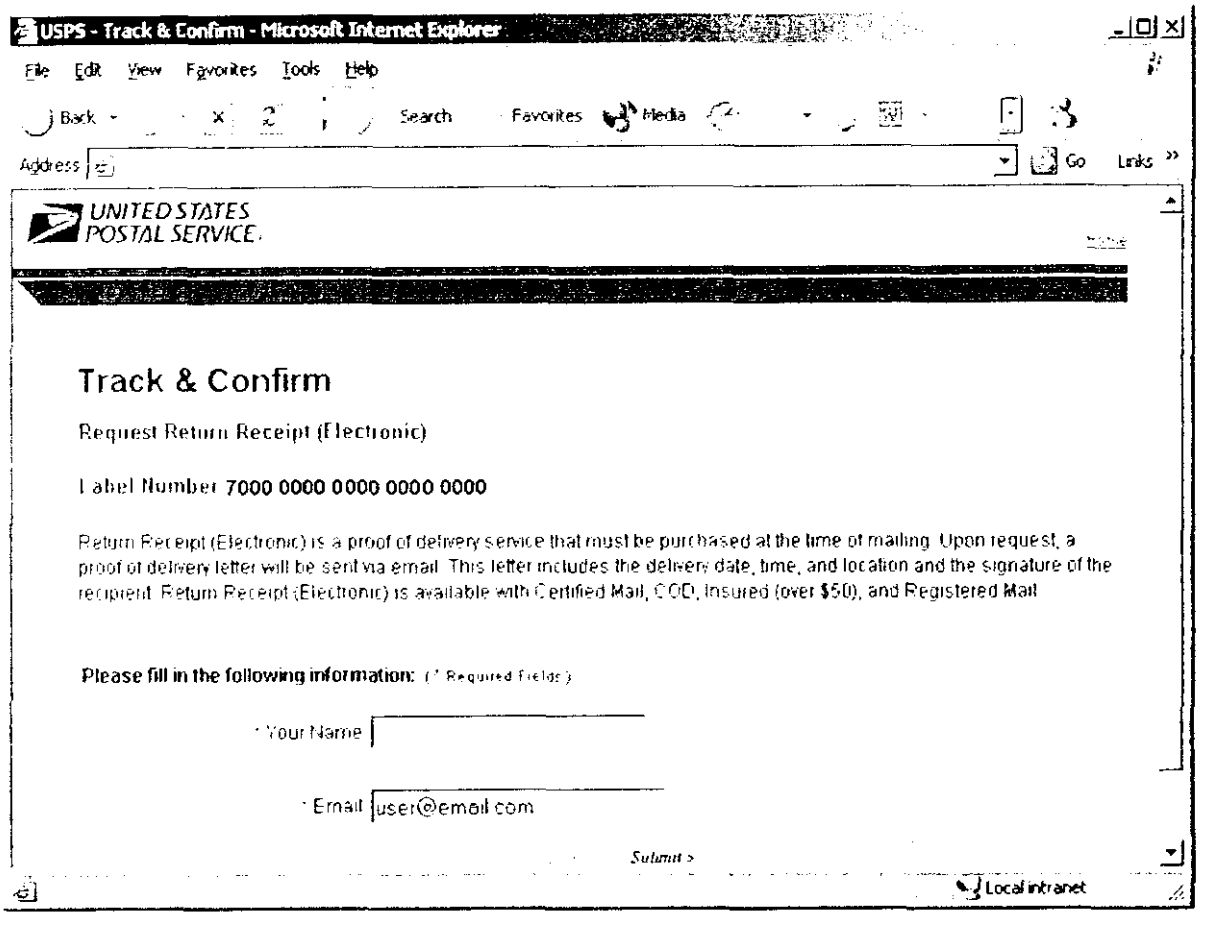
Return Receipt (Electronic) Page

Exhibit A-10 shows the Postal Service Internet Track & Confirm screen that customers can use to request a Return Receipt (Electronic) for Certified Mail, Registered Mail, numbered insured mail, and COD items. The Track & Confirm application will send this receipt to the customer by e-mail.

Note: The customer must have purchased this service at the time of mailing. Customers who purchase Return Receipt (Electronic) at retail units must make their delivery record requests through the Track & Confirm site on *www.usps.com*.

For more information on Return Receipt (Electronic), speak with a retail associate, see DMM S915, or access the Track & Confirm Web site at *www.usps.com*.

Exhibit A-10
Postal Service Intranet Retrieval: Return Receipt (Electronic) Page



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Appendix B

Quick Reference Guide for Delivery Status/Delivery Record Requests

Overview

There are two basic types of delivery record inquiries: external (Postal Service customer) and internal (Postal Service employee). Within each query type, the inquiry may be for the delivery status or for the delivery record of the mailpiece. (See Exhibit B for specific information about requesting stored records by service type.)

Delivery Status Request

With a delivery status request, the customer wants to know if an item was delivered. The Postal Service can release this information for Express Mail, Delivery Confirmation, Signature Confirmation, Certified Mail, and Registered Mail items, according to the procedures noted below.

a. Express Mail, retail rate Confirmation Services, Certified Mail, and Registered Mail customers can request delivery status information by calling the Postal Service's toll-free number — 800-222-1811 — or by accessing the Track & Confirm Web site at *www.usps.com.*

b. Mailers who use electronic option Confirmation Services can inquire on delivery status only by accessing the Track & Confirm Web site at *www.usps.com* (not by calling the toll-free number).

Note: Postal Service personnel are not allowed to provide verbal confirmation of delivery (delivery status request) for items not supported by the Internet or toll-free number. Customers must make a delivery record request and pay the appropriate fees. Additional information on electronic option Delivery Confirmation and Signature Confirmation service is available in DMM S918 and S919.

Delivery Record Request

With a delivery record request, the customer wants a copy of the delivery record, including the signature. Customers can make proof of delivery record requests for most special service items — refer to the DMM for restrictions and fees. Delivery record requests include return receipt after mailing and duplicate return receipts. Delivery record requests are free of charge for Express Mail and Signature Confirmation items.

Note: Delivery record requests for all other special services articles require additional fees or proof of purchase. Customers who purchase Return Receipt (Electronic) at retail units must make their delivery record requests at the Track & Confirm site on *www.usps.com*.

Retrieving Records

Retrieving delivery records in the electronic record management system is easy, quick, and convenient for offices with access to the Postal Service Intranet. Offices without access to the Postal Service Intranet are required to make queries using a designated centralized inquiry location. A Postal Service employee must verify all delivery record requests (i.e., proof of purchase or payment of fees). See 4-3 through 4-5 for additional information. When allowed, Postal Service customers can make their own proof of delivery requests through the Postal Service Internet. Customer procedures for access are available in Appendix A.

Note: For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that delivery has been made.

For the Intranet, the Track & Confirm application provides records as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter. For complete details on processing delivery records requests, please contact the program office listed in the Transmittal Letter of this handbook.

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Exhibit B
Quick Reference Guide for Delivery Status/Delivery Record Requests

Service Type	Request Type[1]	Intranet/Internet Procedure	Other Procedure	Response
Items mailed to manual record management site (see POM 619), regardless of service type	Delivery record	Not applicable.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to Post Office of delivery.	Post Office of delivery searches for record and completes PS Form 3811-A before returning to customer.
	Delivery status	Not applicable.	Information not provided.	Information not provided.
Certified Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]
COD	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Delivery Confirmation	Delivery record	Not applicable.	Not applicable.	Not applicable.
	Delivery status	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)
Express Mail	Delivery record	No fees required. Employee generates request via Intranet. No fee retrieval available by customer inquiry. [2]	No fees required. Employee sends completed PS Form 3811-A to designated inquiry site. No fee retrieval available by customer inquiry. [2]	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]
Global Express Mail sent from the U.S.	Delivery record	No fees required. Employee directs customer to make inquiry or request receipt by phone. [2]	No fees required. Employee directs customer to make inquiry or request receipt by phone. [2]	International Call Center provides response to customer.
	Delivery status	Employees directs customer to make inquiry. [2]	Employees directs customer to make inquiry. [2]	Employees directs customer to make inquiry. [2]
Global Express Mail sent to the U.S.	Delivery record	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	Origin post office provides response to customer.
	Delivery status	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]

[1] Delivery Record Request: Hardcopy record requested via PS Form 3811-A or by user for Express Mail or Signature Confirmation service.

Delivery Status Request: Verbal information request — allowed only for Express Mail, Confirmation Services, Certified Mail, and Registered Mail items.

[2] Customer can make inquiries via Track & Confirm on *www.usps.com* or toll free at 800-222-1811.

Exhibit B
Quick Reference Guide for Delivery Status/Delivery Record Requests

Service Type	Request Type[1]	Intranet Procedure	Non-Intranet Procedure	Response
Inbound international registered, insured, numbered ordinary parcel post, and recorded delivery (inquiry initiated in U.S.) [3]	Delivery record	No fees required. Employee verifies proof of mailing. Complete PS Form 542 and send to appropriate ICIO. See IMM 920.	No fees required. Employee verifies proof of mailing. Complete PS Form 542 and send to appropriate ICIO. See IMM 920.	ICIO responds to request for delivery information.
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Insured mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Registered Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]
Return Receipt (Electronic)	Delivery record	Employee directs customer to make online inquiry. [2]	Employee directs customer to make online inquiry. [2]	Employee directs customer to make online inquiry. [2]
	Delivery status	Not applicable	Not applicable.	Not applicable.
Return Receipt for Merchandise	Delivery record	Employee verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee verifies proof of purchase for duplicate return receipt. Complete PS Form 3811-A and send it to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Signature Confirmation	Delivery record	Employee directs customer to make inquiry. [2]	Employee directs customer to make inquiry. [2]	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. [2] (Phone inquiry not allowed for electronic rate items.)

[3] Product Tracking System is not available for outbound international inquiries. Follow procedures in IMM 920. For international inquiries for mail originating in a foreign postal administration, the foreign postal administration must send an inquiry to the appropriate International Claims and Inquiries Office (ICIO).

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Processing Operations
Service Talk #6

Handheld Scanner Use

The handheld scanner we use to provide the entry scan for mail received on the back dock has been used for many years by clerks and carriers to capture delivery information. The handheld scanner has proven to be a safe, sturdy device for daily employee use.

Here is a list of a few services that the scanner supports:

- Express Mail, Delivery Confirmation, and Signature Confirmation barcodes are scanned for date, time and location of delivery. This delivery information is then available to customers via a toll-free number, or the Track & Confirm site on www.usps.com.
- Special Services' mail is scanned to retain electronic delivery records.
- And now we perform "entry" scans on drop shipments received on the platform to "start the clock" for service performance measurement.

Mailers, who want an "entry" scan, must print a USPS ASN barcode on PS Form 8125. Once a shipment is unloaded, the handheld scanner will be used to scan this barcode. When the handheld scanner is cradled, information is uploaded to a national database. The national database provides shipment information electronically to the mailer.

The handheld scanner plays a critical role in the success of many current and planned USPS programs. These programs help us compete in today's competitive market.

STANDARD OPERATING PROCEDURES

RETAIL ACCEPTANCE
SCANNING OF AUTOMATED POSTAL CENTER (APC) GENERATED LABELS

This standard operating procedure outlines the process of handling articles collected from the APC parcel drum and articles retrieved from all other collection location with labels generated from the APC.

Do not scan the following articles with Delivery Confirmation labels generated from the APC:

- Priority Mail
- First Class
- Parcel Post

Note: Customers are paying for delivery information, not acceptance tracking information on these articles.

Scan all Express Mail Articles with labels generated from the APC using the following scenarios:

- ***Scenario 1 – Article with APC generated label and Form 11B***

  If the article has an APC generated label and an Express Mail Form 11B **Scan both** labels.

- Scenario 2 - Article with an APC generated label and with typewritten and/or handwritten sender and recipient addresses.

  Scan the APC generated label

Note: Always remember, the APC is used to provide our customers ease of use and therefore customers should not be directed to proceed to the full service window after finalizing an APC transaction.

The Toolkit
Information for Retail Personnel

Retail Talk
FY 02 AP 11 WK 02

Let's Talk Retail

Internet Access Certified Mail and Registered Mail Service

On June 30, 2002, customers will have Internet access to the delivery status information of their Certified Mail and Registered Mail items. Customers will view their information via the Track & Confirm website at www.usps.com.

The success of this new service offering depends on the highest level of **scanning** accuracy possible! Please ensure that the barcode on every Certified and Registered Mail item is scanned at the point of delivery or delivery attempt. Without a delivery or delivery attempt scan, customers *will not be able to access their information*. Remember customers will be eligible for a refund for services not rendered if we do not follow proper scanning procedures. With Internet access to Certified and Registered mail information at their fingertips, our ability to follow proper scanning procedures is now going to be on display. Let's prove we can deliver!

Here's some additional information that you need to know about Internet Certified Mail and Registered Mail service:

- Access to the delivery status information (date and time) is not available through our 800 numbers. **This information is only available through the Internet.**
- Internet access to delivery information is not available on mail addressed to APOs and FPOs.
- The same refund policies for these services still apply. Additionally, refunds will still be processed at the post office. See DMM P014 for information on refund policies.
- Information will be available online for 6 months. After that, customers will need to purchase a Return Receipt After Mailing to get information on their mailpiece.
- If a customer needs a copy of the recipient's signature, they must also purchase a Return Receipt After Mailing.

The success of this value-added service depends on you! So remember to scan the barcode on all Certified and Registered Mail items. We do not get a second chance to make a good first impression!

Local Notes

Let's Talk Retail

Delivery Confirmation Label, PS Form 152

IMPORTANT: Placement of retail Delivery Confirmation Labels, PS Form 152, must always be placed so that it can be readily identified and scanned at delivery.

Label Placement on Package

- On address side of package.
- Above the delivery address and to the right of the return address or to the left of the delivery address within ½ inch. On odd-sized packages, the label must be placed so that the barcode can be scanned. (i.e., on tubes, place the label so that the barcode is horizontal to the length of the package).
- Do not bend label around the package edge.
- Do not cover barcode with tape or plastic wrap.
- When used in combination with other special services, keep the two labels as close to each other as possible for easy identification at delivery.

Local Notes

Let's Talk Retail

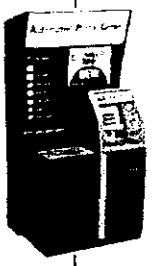
To Scan or Not to Scan... that is the question?

Labels generated online or via other automated methods do not adhere to the same procedures as labels purchased from retail units. Outlined below is the process for handling specific articles collected from Carrier Pick-Up, Automated Postal Center (APC) parcel drums or lobby mail drops.

Click-N-Ship®

Carrier Pickup

Customers purchase postage online or through an APC for convenience and ease of use; therefore they should not be directed to proceed to the full service window or Postal Store Register to deposit their mail.



All postage-paid APC, Click-N-Ship® and PC Postage® mail transactions are recorded; therefore; it is not required to scan online **Signature Confirmation®** and **Delivery Confirmation®** mail found in the various mail receptacles. Acceptance scans are not mandatory unless they are part of a POS ONE sale.

On the other hand, acceptance scans are mandatory on ALL Express Mail®, Global Express Guaranteed®, and Global Express Mail™ online labels. These customers are paying for fast, end-to-end tracking of their mail and as such these articles MUST have an acceptance scan before dispatching.

Note: All Express items MUST be scanned with either the POS or IRT scanners and NOT with he MDCD handheld.

There are two **APC** scenarios which need more clarification:

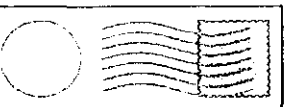
- ***Scenario 1 – Article with APC generated label and Form 11B***
  If the article has an APC generated label and an Express Mail Form 11B
  Scan both labels.
- ***Scenario 2*** - Article with an APC generated label and with typewritten and/or handwritten sender and recipient addresses.
  Scan the APC generated label

Providing excellent customer service means getting it right the first time and knowing the correct procedures will ensure that we keep delivering results.

Delivery Scans –

When delivering accountable mail articles, **always scan ALL barcodes at delivery**. Customers who purchase our additional services deserve to receive the service for which they have paid.

Retail Tip :



As experts in each local post office, be sure you are familiar with our online services at usps.com. Advertising running right now encourages customers to visit usps.com and learn more about services available online.

Look out for the new postal service T.V., the web, radio and magazine ads publicizing ***"Almost anything you can do at the Post Office you can do online at usps.com".***

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-10. Please provide all facts and information indicating that postal employees are or are not properly completing Form 3811, Domestic Return Receipt.

RESPONSE:

The Postal Service does not track either proper or improper completion of Form 3811 by postal employees as a separate category.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS F. CARLSON

DFC/USPS-11. Please provide all information concerning time to delivery and other aspects of delivery performance that is or may be available from an analysis of data collected from the scanning of bar-coded labels for Express Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt for Merchandise, Delivery Confirmation, and Signature Confirmation.

RESPONSE:

Information concerning time to delivery and other aspects of delivery performance is available from barcoded label scans for Express Mail, and for Priority Mail and Package Services mail with Delivery Confirmation or Signature Confirmation, when the pieces receive both an acceptance scan and a delivery scan. The information for Priority Mail derives from incomplete data sets which are still under development. As a result, the data are not necessarily indicative of delivery performance for all Priority Mail pieces, or even for all Priority Mail pieces with Delivery Confirmation or Signature Confirmation. In particular, year-to-year comparisons are not considered to be reliable.

The Postal Service's responses to DFC/USPS-5 and DFC/USPS-6 provide information concerning delivery performance collected from barcoded label scans for Priority Mail (subject to the data limitations mentioned above) and Express Mail, respectively. In addition, the following information is available for Package Services and Priority Mail.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS F. CARLSON

Package Services*

	Service Standard	Avg. Days to Delivery, FY 2003	Avg. Days to Delivery, FY 2004
Parcel Select	1-day DDU	0.82	0.69
	2-day DBMC	1.70	1.60
All Other	1-day	1.44	1.89
	2-day	1.26	1.33
	3-day	2.24	2.51
	4-day	3.60	3.84
	5-day	4.25	4.70
	6-day	5.67	6.03
	7-day	6.27	6.61
	8-day	7.02	7.31
	9-day	7.56	8.03
	10-day	7.95	8.29

* Based on available information. Pieces that fail to meet the delivery standard for 7 days or beyond are treated as arriving on Day 8 or the day after the scheduled delivery date, whichever is greater, even though delivery may have taken additional days.

Priority Mail**

	% Delivered Within 1 Day	% Delivered Within 2 Days	% Delivered Within 3 Days	% Delivered Within 4 Days	% Delivered In 5 Or More Days
FY 2004	23.91%	75.14%	91.81%	96.39%	3.61%

**Based on incomplete data set. The results may not reflect delivery performance for all Priority Mail, or even for all Priority Mail with Delivery Confirmation or Signature Confirmation. Prior years are not included because data sets at the time were nascent.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-12. Please provide data describing the extent to which delivery employees scan Delivery Confirmation bar codes. Also, please identify the measurement system.

RESPONSE:

Based on Web-Enabled Enterprise Information System (WEBeis) data, the Delivery Confirmation scan rates for January through March of 2005 were 98 percent for Priority Mail, 97 percent for Package Services parcels, and 94 percent for First-Class Mail Letters and Sealed Parcels subclass parcels.

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

DFC/USPS-14. For the most-recent fiscal year for which data are available, please provide the percentage of mail bearing a Special Services bar code that received a scan after acceptance but that did not receive a scan indicating a final disposition or delivery. Please provide detailed numbers for each type of scan (e.g., percentage that received a scan indicating arrival at the delivery unit but no final disposition or delivery, percentage that received an en-route scan but no scan indicating a final disposition or delivery, etc.).

RESPONSE:

Data are available only for recent 30-day periods. The complex analysis required to respond was run over several days in early May, for the preceding 30-day period. Following are events, volumes, and percentages for mail with a special services barcode that received a scan after acceptance, but did not receive a final disposition or delivery scan. The total number of special services barcoded mailpieces for the 30-day period was 80,993,078. Of this number, 1,236,418 mailpieces or 1.53 percent of the total received a scan after acceptance but had not received a final disposition or delivery scan at the time of the analysis. Some pieces may have received a final disposition scan after the analysis was completed. A breakdown by scan type is provided below.

Response of the United States Postal Service to
Interrogatory of Douglas F. Carlson
DFC/USPS-14, Page 2 of 2

SPECIAL SERVICES BARCODED MAIL VOLUME
RECEIVING A SCAN AFTER ACCEPTANCE BUT
NOT RECEIVING A FINAL DISPOSITION OR DELIVERY SCAN
(APRIL 10 THROUGH MAY 10, 2005)

EVENT	VOLUME	PERCENT OF VOLUME
Manifest Acknowledgement (Electronic notification from customer with intent to mail)	33,505	2.71%
Attempted Delivery	491,566	39.76%
Customer Refused Delivery of Mailpiece	7,684	0.62%
Mailpiece Undeliverable As Addressed	32,688	2.64%
Mailpiece Forwarded	32,829	2.66%
Mailpiece Scan Upon Arrival at Destination Unit	430,066	34.78%
Missent (Mistake in sortation and mailpiece sent to incorrect destination unit)	6,219	0.50%
Enroute Scan	44,723	3.62%
Mailpiece Scan at the Pickup Point	7,575	0.61%
Electronic Verification System Scan	3,844	0.31%
Mailpiece Picked Up at Postal Facility By Mail Consolidator/Shipping Partner	95	0.01%
Mailpiece Arrived at Mail Consolidator/Shipping Partner Facility	680	0.05%
Mailpiece Departed Mail Consolidator/Shipping Partner Facility	35	0.00%
Bulk Enroute Scan	144,909	11.72%
TOTAL	1,236,418	

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-15. Please provide the percentage of Certified Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery.

RESPONSE:

For January through March of 2005, WEBeis data show that 6 percent of Certified Mail received an acceptance scan at a retail terminal but did not receive a scan indicating a final disposition, including delivery.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-16. Please provide the percentage of electronic return receipts purchased for which no signature appears on file.

RESPONSE:

For the period 2/1/05-4/1/05, 5 percent of mail for which electronic return receipt was purchased received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-17. Please provide the percentage of Signature Confirmation items for which a scan indicating a final disposition or delivery exists but for which no signature is on file. For this response, please differentiate between mail pieces for which the sender waived the signature and mail pieces for which the sender did not waive the signature.

RESPONSE:

For the period 2/1/05-4/1/05, 8 percent of Signature Confirmation pieces without signature waiver requested received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece. In addition, another 1 percent of Signature Confirmation pieces had signature waiver requested, received a scan indicating a final disposition, and did not have a signature linked to the piece.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-18. Please provide the percentage of Delivery Confirmation items for which an acceptance scan at a retail terminal exists but for which no scan is on record indicating a final disposition or delivery.

RESPONSE:

The percentage of Delivery Confirmation items for which an acceptance scan at a retail terminal exists, but for which no scan is on record indicating a final disposition or delivery, for January through March of 2005, is 2 percent for Priority Mail, 3 percent for Package Services parcels, and 3 percent for First-Class Mail Letters and Sealed Parcels subclass parcels.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-19. Please provide all facts and information indicating that postal employees are or are not properly scanning mail that bears a Special Services bar code.

RESPONSE:

Please see the responses to interrogatories DFC/USPS-9, 12, 14, 15, 16, 17, and 18. Also, the scan performance for special services not reported in those responses, with acceptance at a retail terminal or by electronic manifest, for January through March, 2005, is 94 percent for Certified Mail, 93 percent for Registered Mail, 96 percent for Signature Confirmation on Priority Mail, 95 percent for Signature Confirmation on Package Services parcels, and 93 percent for Signature Confirmation on First-Class Mail Letter and Sealed Parcels subclass parcels. The Postal Service has pursued improved scan performance by its field employees.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-21.

c. *Please confirm that data from the Collection Box Management* System (CBMS) reflects data available at the headquarters level and that this data may have differed from the data maintained in the CBMS at the district level. *If you do not confirm, please explain.*

Response:

Confirmed.

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

DFC/USPS-22.

a. Please confirm that customers who purchase Certified Mail from Automated Postal Centers (APC's) do not receive proof of mailing. If you do not confirm, please explain.
b. Please confirm that the APC does not inform or warn customers that they will not receive proof of mailing when they purchase Certified Mail from the APC. If you do not confirm, please provide the text that informs or warns customers that they will not receive proof of mailing when they purchase Certified Mail from the APC.

RESPONSE:

a. Not confirmed. After using the APC, the customer can take the Certified Mail article to the retail window, where a window clerk can provide a postmarked mailing receipt.

b. Confirmed.

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

DFC/USPS-23. Please provide the number of claims that were received for Registered Mail and Insured Mail, the number that were approved and paid, the number that were denied, and the reason for the claim (e.g., loss, damage, etc.) or denial (e.g., insufficient documentation, item not covered by postal insurance, etc.).

RESPONSE:

The requested information for Registered Mail, Numbered Insured Mail and Unnumbered Insured Mail, to the extent data are available, is provided in the following tables. Complete data are not available for Insured Mail claims that are locally adjudicated.

REGISTERED CLAIMS PAID OR DENIED – FY 2004
Data From St. Louis Accounting Service Center

Number Of Claims	Paid Claims	Reason for the Claim	Total Amount Paid
78	Payment Certified	All contents damaged	$152,490
412	Payment Certified	Article not delivered	$1,467,398
27	Payment Certified	Some contents delivered	$34,348
10	Payment Certified	Container only delivered	$52,417
70	Payment Certified	Only some contents damaged	$50,999
15	Payment Certified	Repair of damaged contents	$8,616
612	**TOTAL PAID**		$1,766,268
	Denied Claims		
13	ASC Adjudication	All contents damaged	
104	ASC Adjudication	Article not delivered	
12	ASC Adjudication	Some contents delivered	
6	ASC Adjudication	Container only delivered	
7	ASC Adjudication	Only some contents damaged	
6	First Appeal Denied	All contents damaged	
15	First Appeal Denied	Article not delivered	
5	First Appeal Denied	Some contents delivered	
4	First Appeal Denied	Container only delivered	
5	First Appeal Denied	Only some contents damaged	
1	Locally Adjudicated	All contents damaged	
1	Locally Adjudicated	Article not delivered	
5	Second Appeal Denied	All contents damaged	
1	Second Appeal Denied	Article not delivered	
2	Second Appeal Denied	Some contents delivered	
1	Second Appeal Denied	Only some contents damaged	
2	Damage not caused by USPS	All contents damaged	
4	Damage not caused by USPS	Container only delivered	
1	Damage not caused by USPS	Only some contents damaged	
1	Damage not caused by USPS	Repair of damaged contents	
91	Proof of delivery provided	Article not delivered	
1	Proof of delivery provided	No COD remittance received	
5	Response Tolerance Exceeded	All contents damaged	
33	Response Tolerance Exceeded	Article not delivered	
7	Response Tolerance Exceeded	Some contents delivered	
1	Response Tolerance Exceeded	Container only delivered	
3	Response Tolerance Exceeded	Only some contents damaged	
1	Response Tolerance Exceeded	Repair of damaged contents	
5	Exceeded Maximum Filing Tolerance	All contents damaged	
11	Exceeded Maximum Filing Tolerance	Article not delivered	
3	Exceeded Maximum Filing Tolerance	Container only delivered	
3	Exceeded Maximum Filing Tolerance	Only some contents damaged	
1	Article purchase dates after mailing date	All contents damaged	
1	Article purchase dates after mailing date	Article not delivered	
362	**TOTAL DENIED**		

NUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004
Data From St. Louis Accounting Service Center

Number Of Claims	Paid Claims	Reason for the Claim	Total Amount Paid
36,569	Payment Certified	All contents damaged	$7,607,576
21,588	Payment Certified	Article not delivered	$7,332,001
2,618	Payment Certified	Some contents delivered	$613,944
2,232	Payment Certified	Container only delivered	$653,189
18,379	Payment Certified	Only some contents damaged	$2,217,918
1,363	Payment Certified	Repair of damaged contents	$288,228
1	Locally Adjudicated	Article not delivered	$93
1	Locally Adjudicated	Only some contents damaged	$25
82,751	**TOTAL PAID**		$18,712,973
	Denied Claims		
337	ASC Adjudication	All contents damaged	
747	ASC Adjudication	Article not delivered	
52	ASC Adjudication	Some contents delivered	
101	ASC Adjudication	Container only delivered	
109	ASC Adjudication	Only some contents damaged	
39	ASC Adjudication	Repair of damaged contents	
188	First Appeal Denied	All contents damaged	
135	First Appeal Denied	Article not delivered	
17	First Appeal Denied	Some contents delivered	
33	First Appeal Denied	Container only delivered	
80	First Appeal Denied	Only some contents damaged	
18	First Appeal Denied	Repair of damaged contents	
59	Locally Adjudicated	All contents damaged	
28	Locally Adjudicated	Article not delivered	
6	Locally Adjudicated	Some contents delivered	
1	Locally Adjudicated	Container only delivered	
36	Locally Adjudicated	Only some contents damaged	
8	Locally Adjudicated	Repair of damaged contents	
37	Second Appeal Denied	All contents damaged	
24	Second Appeal Denied	Article not delivered	
1	Second Appeal Denied	Some contents delivered	
2	Second Appeal Denied	Container only delivered	
12	Second Appeal Denied	Only some contents damaged	
2	Second Appeal Denied	Repair of damaged contents	
2	Package Resides at MRC	All contents damaged	
125	Package Resides at MRC	Article not delivered	
1	Attempt to pay USPS Site	All contents damaged	
1	Attempt to pay USPS Site	Article not delivered	
444	Damage not caused by USPS	All contents damaged	
19	Damage not caused by USPS	Container only delivered	
210	Damage not caused by USPS	Only some contents damaged	
35	Damage not caused by USPS	Repair of damaged contents	
9	Proof of delivery provided	All contents damaged	
3,629	Proof of delivery provided	Article not delivered	
3	Proof of delivery provided	Some contents delivered	

NUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004, CONT.

Number Of Claims	Denied Claims	Reason for the Claim	Total Amount Paid
6	Proof of delivery provided	Container only delivered	
2	Proof of delivery provided	No COD remittance received	
2	Proof of delivery provided	Only some contents damaged	
1,265	Response Tolerance Exceeded	All contents damaged	
639	Response Tolerance Exceeded	Article not delivered	
221	Response Tolerance Exceeded	Some contents delivered	
124	Response Tolerance Exceeded	Container only delivered	
850	Response Tolerance Exceeded	Only some contents damaged	
131	Response Tolerance Exceeded	Repair of damaged contents	
2,076	Exceeded Maximum Filing Tolerance	All contents damaged	
208	Exceeded Maximum Filing Tolerance	Article not delivered	
21	Exceeded Maximum Filing Tolerance	Some contents delivered	
232	Exceeded Maximum Filing Tolerance	Container only delivered	
1,101	Exceeded Maximum Filing Tolerance	Only some contents damaged	
77	Exceeded Maximum Filing Tolerance	Repair of damaged contents	
219	Article purchase dates after mailing date	All contents damaged	
79	Article purchase dates after mailing date	Article not delivered	
43	Article purchase dates after mailing date	Some contents delivered	
5	Article purchase dates after mailing date	Container only delivered	
151	Article purchase dates after mailing date	Only some contents damaged	
26	Article purchase dates after mailing date	Repair of damaged contents	
14,028	**TOTAL DENIED**		

UNNUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004
Data From St. Louis Accounting Service Center

Number Of Claims	Paid Claims	Reason for the Claim	Total Amount Paid
9,415	Locally Adjudicated	All contents damaged	$253,538
6,203	Locally Adjudicated	Article not delivered	$190,190
317	Locally Adjudicated	Some contents delivered	$6,944
276	Locally Adjudicated	Container only delivered	$8,484
3,480	Locally Adjudicated	Only some contents damaged	$65,128
148	Locally Adjudicated	Repair of damaged contents	$3,584
19,839	**TOTAL PAID**		$527,868
	Denied Claims		
276	Locally Adjudicated	All contents damaged	
75	Locally Adjudicated	Article not delivered	
9	Locally Adjudicated	Some contents delivered	
3	Locally Adjudicated	Container only delivered	
102	Locally Adjudicated	Only some contents damaged	
1	Locally Adjudicated	Repair of damaged contents	
466	**TOTAL DENIED**		

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-24. Please refer to the response to DFC/USPS-14(a) in Docket No. R2000-1. Please provide a current, updated copy of the Mystery Shopper Handbook.

RESPONSE:

A handbook for the Mystery Shopper program no longer exists.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

DFC/USPS-25. Please refer to the response to DFC/USPS-14(d) in Docket No. R2000-1. Please provide a current, updated copy of the checklist or other rating sheet that the mystery shopper completes after visiting a retail window.

RESPONSE:

Please see the attached.

UNITED STATES POSTAL SERVICE

US Postal Service Mystery Shopper Program
Service Evaluation

Date: Monday, 03/07/2005
Overall Score: 88/100 88.0%

Operational Efficiency

1	How long was your wait in line? (minutes:seconds)	03:35	
2	Was your wait in line 5 minutes or less?	Yes	12/12
2a	How many stations were there (including all areas where a register is available)?	3	
2b	What was the highest number of stations staffed from the time you entered the line until completion of the transaction?	2	
2c	Were there any employees assisting customers in the lobby area or from behind the counter prior to customers reaching the counter?	No	
3	Did the postage vending machines appear to be in proper working order?	Yes	
	Operational Efficiency	12/12	100.0%

HazMat

4	Did the employee ask whether the parcel (item, article) contained anything fragile, liquid, perishable, or potentially hazardous?	Yes	10/10
4a	Which part(s) of the question did the employee miss?	N/A	
	HazMat	10/10	100.00%

Sales Skills and Product Knowledge

5	Did the employee inquire when you wanted the item to arrive OR offer Express or Priority Mail and state the service standard?	Yes	12/12
5a	Which method did the employee use?		
	The employee inquired when I wanted the item to arrive		
6	Did the employee offer you a mail class?	Yes	
6a	Specify the class(es) of mail offered by the employee.		
	Priority Parcel Post		
7	Did the employee explain any features of the recommended class of mail?	Yes	4/4
8	Did the employee offer any special services?	Yes	12/12
8a	Specify the special service(s) offered by the employee.		
	Insurance		
9	Did the employee explain OR offer to explain any features of the recommended special service?	Yes	4/4
10	Did the employee suggest any additional items to purchase?	No	0/7
11	Specify additional item(s) offered.	N/A	

Maritz Research Confidential

UNITED STATES POSTAL SERVICE

US Postal Service Mystery Shopper Program
Service Evaluation

Date: Monday, 03/07/2005

	Overall Score:	88/100	88.0%
	Did the employee provide or offer a receipt without you having to ask for one?	Yes	4/4
	Sales Skills and Product Knowledge	36/43	83.7%
	Courtesy and Professionalism		
13	Did the employee greet you pleasantly?	Yes	6/6
14	Was the employee wearing the complete uniform?	Yes	4/4
15	If Q14 is "NO", the employee was not wearing:	N/A	
16	Did the employee end your transaction in a pleasant manner?	Yes	4/4
17	Was the employee attentive during the entire transaction?	Yes	6/6
18	If Q17 is "NO", these problems were noted:	N/A	
19	Was the interior neat, clean and well maintained?	Yes	2/2
20	If Q19 is "NO", please explain why.	N/A	
	Courtesy and Professionalism	22/22	100.0%
	Retail Products and Services		
21	Were you able to locate the special service form you were instructed to find in the lobby PRIOR to being served?	Yes	5/5
	Were free shipping supplies displayed (Express Mail, Priority Mail)?	Yes	3/3
23	Were Ready Post retail packaging/shipping supplies (available for purchase) displayed or was a sample display or poster available?	No	0/5
24	Were all signs and displays professional in appearance, including posting and lettering?	Yes	
25	If Q24 is "NO", these problems were noted:	N/A	
26	Please specify what signage or display(s) had problems.	N/A	
	Retail Products and Services	8/13	61.5%
	Facility		
27	Was the exterior neat, clean and well maintained?	Yes	
28	If Q27 is "NO", please explain why.	N/A	
29	Was the employee workstation neat and clean?	Yes	
30	If Q29 is "NO", please explain why.	N/A	

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UNITED STATES POSTAL SERVICE

US Postal Service Mystery Shopper Program
Service Evaluation

Date: Monday, 03/07/2005
Overall Score: 88/100 88.0%

31	Was the Point Of Purchase Continuity signage, or the specified element in the Business Solutions Display unit, displayed?	Yes

Evaluation Information

32	USPS Scenario ID:	F2
33	Day of the week shop performed (e.g., Tuesday).	Monday
34	Amount of sale from receipt:	$6.20
35	Revenue loss (based on scenario expectation):	$0.00
36	Post office zip code on receipt:	
37	Evaluation Sequence:	FY05 Q2 - Shop 2

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RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS F. CARLSON

DFC/USPS-26. Please refer to Library Reference USPS-LR-I-326 and 327 in Docket No. R2000-1. Please provide current statements of work or similar documents describing the operation of the EXFC measurement system, the PETE measurement system, the measurement system for Express Mail delivery times, and the measurement system for Delivery Confirmation scanning.

RESPONSE:

The statement of work for the EXFC measurement system and the PETE measurement system is filed in USPS Library Reference K-127.

The Express Mail Service Performance Reporting Requirements Document is attached to this response.

The Delivery Confirmation Scan Performance Report Requirements documentation also is attached. This documentation relates to using the PTS source system data and replicating the current WebEIS reports in the data warehouse. Original documentation for PTS scan performance reporting is unavailable.

REQUIREMENTS DOCUMENT
Product Tracking System

TITLE: **Express Mail Service Performance Reporting**

PROJECT ID: CCB 231
AUTHOR:
DATE: August 1, 2001

BUSINESS NEEDS DESCRIPTION

The USPS business need is to evaluate the service performance of Express Mail next day service. In quarter 3 of fiscal year 2002, Express Mail service performance will be measured as a compensable goal. The service performance for this goal will be reported on WebEIS for the initial reporting phase. The source data for this measurement will be PTS. A second business need is to provide diagnostic tools and data in an effort to help identify service improvements. Web EIS and the PTS data mart along with on-line analytical processing (OLAP) tools will be used for the analysis of Express Mail service performance. PTS will provide the source data for WebEIS and the data mart for this second phase. The following requirements document the PTS modifications needed to provide the Express Mail service performance data to WebEIS for the first phase of this effort. A subsequent or revised document will include more detailed information for the second phase.

FUNCTIONAL REQUIREMENTS

FR1 PTS must create a weekly summary file of Express Mail records. The summary file must contain records that represent the mail piece, not each individual scan on that mail piece. The file must contain records for domestic post office to addressee Express Mail as well as post office to post office Express Mail. This file must include mail pieces that have no acceptance information.

- Express Mail records must be determined by the class of mail - "EX" in the mail piece table.
- If the class of mail is 'Null', then the Service Type Code must be used to determine if the piece should be included in the Express Mail Summary file. All Express service type codes would be included with the exception of Custom Design (service type code = CD).
- Domestic Express Mail must be determined by a 5 digit destination ZIP Code in the mail piece table.
- Express Mail must have a service level of "B" for Post Office to Addressee service or "A" for PO to PO service in the mail piece table.

FR2 The summary file must be created from a daily extract file of raw data. This file shall contain individual scan information for each mail piece and will be the basis for the phase 2 extract file. This daily extract file must include all Express Mail records posted to the database that day – (the posting date/time stamp is equal to the system date/time). The extract file must contain labels with the following Service Type Codes:

- 'AB' - 'AZ', 'BA', 'DA','DB', 'EA' - 'EZ', 'FA', 'FB','GA', 'GB', 'HA ','HB', 'IA', 'JA', 'JB', 'KA', 'KB', 'MA', 'MB', 'NA', 'NB', 'OA', 'OB', 'PA', 'PB', 'QA', 'QB', 'SA', 'SB', 'TA', 'TB', 'UA', 'UB', 'WA', 'WB', 'XA', 'XB', 'YA', 'YB', 'ZA', 'ZB'.

FR3 Only mail pieces that have both acceptance and a "stop the clock" scan must be included in the Express Mail service performance reports. WebEIS shall exclude those without acceptance.

FR4 The summary file must contain a method of acceptance indicator. This acceptance method indicator must be set to "MNF" when an Express Mail piece has an "MA" event.

FR5 Only retail Express Mail must be included in the Express Mail service performance reports - manifested Express Mail pieces will not be included. WebEIS must include only those mail pieces with an acceptance indicator of "RET".

FR6 The summary file must include a field indicating the service standard for the Express Mail piece. The service standard must be determined by the difference between the acceptance date and time and the scheduled delivery date and time. The indicators must include next day by noon (ND12), next day by 3:00 PM (ND03), next day by 10:00 AM (ND10), as well as 2 day by 10:00 AM (2D10), 2 day by noon (2D12), and 2 day by 3:00 PM (2D03). The committed service can sometimes be more than 2 days because of weekends/holidays or missed cut-off times for a 2 day service standard. (3D12, 4D12 etc.)

FR7 Only Express Mail pieces with a next day service standard must be included in the Express Mail service performance reports. WebEIS must exclude all mail pieces with a service standard equal or greater than 2 days (2D10, 2D12, 2D03, 3D10, 3D12 etc.). Express Mail records to be included must have a commitment of next day by noon (ND12), next day by 3:00 PM (ND03), or next day by 10:00 AM (ND10).

FR8 The summary file must contain Express Mail records where the earliest "stop the clock" event occurred within the previous Postal week (determined by the event date/time). The "stop the clock" events are included in the attachment.

FR9 The summary file must contain the earliest "stop the clock" event and the earliest "start the clock" (acceptance) event information. (Acceptance events include event 03 and event "MA" which is created from the receipt of an electronic file. There is also an 03 event that is created from the scan of the electronic file number at the time the mail is tendered. This is the true "start the clock" event. However, for this requirement, this electronic file acceptance event will not be captured in the summary file. When manifest Express Mail is included in service reporting, the file will have to be modified to include this information).

FR10 The summary file must contain a "manually entered" indicator for Express Mail records that have a "stop the clock" event that was manually entered. A manually entered scan shall be determined by an "M" in the tracking input indicator (MDCD manual entry) or a source type code of "EB" (EMRS batch) from the tracking event table. The new field must be populated with the following values:

M = MDCD manually entered
E = EMRS manually entered
S = Scanned

FR11 Express Mail service reports will not include any pieces where the "stop the clock" event has been manually entered. WebEIS must only include records with a "manually entered" indicator of "S".

FR12 PTS must determine whether a mail piece has met the service commitment by comparing the scheduled delivery date/time to the actual "stop the clock" event date/time. If the actual "stop the clock" event date/time is later than the scheduled delivery date/time, the service commitment has not been met. If the actual "stop the clock" event date/time is earlier than or equal to the scheduled delivery date/time, the service commitment has been met. The summary file must contain a field with the following values:

0 = Not On Time
1 = On Time
Spaces = no acceptance

FR13 The summary file must contain a field to indicate when the delivered ZIP Code is different than the acceptance destination ZIP Code. The "mismatched ZIP Code" field must be set to "Y" when these ZIP Codes are different.

FR14 PTS must create separate weekly, AP, and quarterly files containing the Express Mail records. Based on the "stop the clock" event date/time, the mail piece information must be assigned to the weekly, AP, quarterly files. The summary files must be created by concatenating and summarizing daily extract files to include 10 days of data prior to the reporting period, the days of the reporting period, and 4 days after the reporting period.

Weekly - 10 days prior
7 day reporting period
4 days after

AP - 10 days prior
28 day reporting period
4 days after

QTR - 10 days prior
84 day reporting period
4 days after

FR15 The summary file must contain the following fields:

- Label ID
- Class of mail
- Earliest Acceptance Date
- Earliest Acceptance Time
- Earliest "Stop the Clock" Date
- Earliest "Stop the Clock" Time
- "Stop the Clock" event code
- Origin Zip Code
- Destination/Delivered Zip Code
- Mismatched Delivery Zip Code Indicator
- Service level (PO to Addressee, PO to PO)
- Scheduled delivery date/time
- Service standard/commitment (ND10, ND12, ND03, DY02)
- Manual entry indicator (M, E, or blank)
- Commitment met/not met indicator (0 or 1)
- Acceptance Method Indicator (RET, MNF)
- Customer Number
- Transportation Mode
- Responsive/Non Responsive (Y or N)
- Compensable/Non Compensable (Y or N)
- Total Delivery Scans (all stop the clock except for 'Attempt")
- Total Attempt Scans
- Total Retail Acceptance
- Total Manifested Acceptance

FR16 The daily extract file must contain (at a minimum) the following fields:

- Label ID
- Class of mail
- Earliest Acceptance Date
- Earliest Acceptance Time
- Earliest "Stop the Clock" Date
- Earliest "Stop the Clock" Time
- "Stop the Clock" event code
- Origin Zip Code

- Destination/Delivered Zip Code
- Mismatched Delivery Zip Code Indicator
- Service level (PO to Addressee, PO to PO)
- Scheduled delivery date/time
- Service standard/commitment (ND10, ND12, ND03, DY02)
- Manual entry indicator (M, E, or blank)
- Commitment met/not met indicator (0 or 1)
- Acceptance Method Indicator (RET, MNF)
- Customer Number
- Origin city and country (inbound international)
- Destination/Delivered ZIP Code
- Destination city and country (outbound international)
- Weight
- Postage
- Method of payment
- Account number
- Special service codes/fees
- Service standard/commitment
- Transportation Mode
- Responsive/Non Responsive (Y or N)
- Compensable/Non Compensable (Y or N)
- Total Delivery Scans (all stop the clock except for 'Attempt")
- Total Attempt Scans
- Total Retail Acceptance
- Total Manifested Acceptance

DOCUMENTATION/APPENDICES:

APPROVALS:

_____ Team Leader

_____ Business Needs Requestor

_____ Change Board

_____ Manager, E/PS IS

Configuration Change Request No.: CR #
Configuration Title: EDW Scan Performance Reporting

Program/Subsystem:	EDW
Initiator:	
Business Owner:	Product Information Requirements
Date Initiated:	2/10/05
Req. Comp. Date:	
Date Received:	
Assigned To:	
Type (New or Amendment to Previous Changes):	New

Description (Summary) and Initially Identified System Component Impacts:

Scan performance requirements for EDW scan performance reports.

DOES THIS REQUEST REQUIRE CHANGES TO THE FOLLOWING PROCESSES?
(INDICATE Y/N, AND SPECIFIC INFORMATION AS APPLICABLE):

INPUTS:	Yes/No	Comments
IRT/POS Acceptance or Delivery?	N	
Interface In (indicate)?	N	
MDCD Software (Indicate Drop No.)?	N	
Mailer Manifest File?	N	
OSW Software?	N	
Other?	N	

DATA HANDLING CHANGES:	Yes/No	Comments
Event Code?	N	
Service Type Code?	N	
Bar Code (subroutine)?	N	
Other?	N	

OUTPUTS	Yes /No	COMMENTS
IVR?	N	
Agent Application (CCM)?	N	
API?	N	
Intranet?	N	
Internet?	N	
Mailer Extract File?	N	
Interface File(s)Outgoing? (indicate)	N	
Other?	N	

DOES THIS REQUEST REQUIRE CHANGES TO THE FOLLOWING PROCESSES?
INDICATE Y/N, AND SPECIFIC INFORMATION AS APPLICABLE):

PTS REPORTS:	Yes /No	COMMENTS
End of Run?	N	
Mailer Error/Warning Report?	N	
Manual/Multiple?	N	
Retail Revenue?	N	
Scan Performance?	N	
Service Performance?	N	
Unmatched Signature/Delivery?	N	
Summary File?	N	
Other?	N	

WebEIS:	Yes /No	COMMENTS
Folders/Menu Items?	N	
Manual/Multiple?	N	
Scan Performance?	N	
Service Performance?	N	
WebEIS Extract?	N	
Other?	N	

Data Warehouse:	Yes /No	COMMENTS
Data Elements?	Y	Need to exclude certain mail pieces based on business rules.
Report Layouts?	Y	New report
Service Performance Reporting?	N	
Quality Assurance Reporting?	N	
Other?	N	

Attachment(s)	Info No.:
- Attached Requirements Document	

Configuration Control Board

	$	Hours
Estimated Total Cost :	_____	_____
Estimated Total Savings :	_____	_____
Actual Cost:	_____	_____
Risk Assessment :	_____	_____

CCB Comments:

CCB Approvals:

_____

CCB Chairperson Signature

REQUIREMENTS DOCUMENT
Product Tracking System

REFERENCE:

Change Request No.:
Change Request Name: EDW Scan Performance reporting
Author:
Rev./Date: 2/10/05

BUSINESS NEEDS DESCRIPTION

Scan performance reports allow field managers and HQ employees to monitor how well the field provides stop the clock scan for mail pieces that it has accepted.

FUNCTIONAL REQUIREMENTS

FR1 TO BE DISCUSSED IN FURTHER DETAIL. Scan performance reports apply to mail pieces with valid Package Services, Priority Mail, Certified (Service Type Codes 70 and 71 only), Registered (Service Type Codes 77 or RA to RZ only), Express Mail, or First Class Parcels service type codes and mail classes as specified in the service type code and information outputs document. These are the current rules that are used to identify these products:

- Check the service type code of the piece.
  - If it is 03, 04, 14, 23, 24, or 34, take the following steps:
    - Check the class of mail.
      - If it is blank, place the piece on the First Class, Priority, and Package Services split files.
      - If it is not blank, place the piece on the appropriate split file according to its mail class (First Class, Priority, or Package Services).
  - If it is NOT 03, 04, 14, 23, 24, or 34, take the following steps:
      - If it is a Special Services service type code (05 to 12, 25, 26, 29 to 32, 60, 70, 71, 73, 74, 75, 77, 78, 79, 80, 81, 82, 83, 85, M, N, P, Z, R, RA to RZ, VA to VZ, V), place the piece on the special services split file.
      - If it is a Priority service type code (01, 05, 07, 09, 11, 12, 21, 25, 29, 31, 32) take the following steps:
        - Check the class of mail.
          - If it is First Class, place the piece on the First Class split file.
          - If it is NOT First Class, place the piece on the Priority split file.
      - If it is a Package Services service type code (02, 06, 08, 10, H, 22, 26, 30, S) place the piece on the Package Services split file.
      - If it is an Express mail service type code, place the piece on the Express mail split file according to existing rules.

FR2 The scan performance score reflects what percentage of mail pieces that were committed for a reporting week received a valid stop the clock scan. This is evaluated specifically as:

If the label is valid and the scheduled delivery date falls within the reporting period (week, month, quarter, etc), then that piece counts as one in the accepted volume bucket.

If the above is true and that piece received a valid stop the clock scan ((total delivered scan gt 0) or (total attempted scan gt 0) on the summary file) then that piece counts as one in the delivered volume bucket.

From there, the score is delivered volume/accepted volume * 100.

Here is an example of how the report would look:

Destination ZIP Code	Accepted Volume	Delivered Volume	% Delivered
00850	1000	900	90%

FR3 User shall be able to drill to mail pieces contained within the selected report. Template shall include the following elements: PIC, Origin ZIP Code, Destination ZIP Code (either Stop the Clock or destination ZIP Code from acceptance event), Shipper DUNS (if available), Manifest Number (if available), Tracking Device ID, Deleted? (indicates whether mail piece was associated with a manifest that is deleted. See rules below.)

FR4 Users shall be able to advance drill from the template to Destination location, Origin location, shipper, customer (for those with appropriate access), scheduled delivery date, product.

FR5 The report shall display reports at the National, Area, District, 3-digit, and 5-digit destination ZIP Code levels. The destination ZIP Code shall be the stop the clock ZIP Code or the destination ZIP Code from the MA event if there is no stop the clock.

FR6 Users must be able to Group By shipper, shipper location, and customer (if they have the correct permissions).

FR7 Users must be able to the data in the following ways:

- all of the data for non-API mailers **(API mailers will be defined below)**
- data that was included for non-API mailers **(exclusion logic will be outlined below)**
- data that was excluded for non-API mailers (only viewable to users with correct access or permission)
- all of the data for API mailers
- data that was included for API mailers
- data that was excluded for API mailers (only viewable to users with correct access or permission)

FR8 API mailers enable customers to submit electronic files through a web interface, but PTS does not capture retail acceptance events on these pieces. Thus, the customers may never tender a package to the Postal Service for which they have submitted an electronic file, and there would never be a delivery. The piece then counts as a failure against the Post Office to which the mail piece was destined in the electronic file. As such, the Postal Service still reports on this mail, but it is just separated out of the mail that counts towards NPA scores in the report.

The following DUNS and all associated mail should be treated as API customers:

FR9 The Postal Service must be able to add and delete customers from the list as necessary.

PRIORITY MAIL AND PACKAGE SERVICES

FR10 Mail pieces that belong to test mailers or manifests that do not pass HQ quality requirements must be excluded from scan performance reports.

a. The mail piece should be excluded if the customer is a test customer.
b. Mail pieces must be marked for deletion for failing to meet guidelines. The mail piece should be excluded if it is marked for deletion. The manifest is marked for deletion if it meets the following criteria:

- **Priority Mail with Delivery Confirmation**: Volume is greater than 49 pieces and the percent of that volume receiving valid stop the clock scans is less than or equal to 87.9%.
- **Package Services with Delivery Confirmation**: Volume is greater than 19 pieces and the percent of that volume receiving valid stop the clock scans is less than or equal to 69.9%.
- **Priority Mail with Signature Confirmation**: Volume is greater than 10 pieces and the percent of that volume receiving valid stop the clock scans is less than or equal to 88%.
- **Package Services with Signature Confirmation**: Volume is greater than 10 pieces and the percent of that volume receiving valid stop the clock scans is less than or equal to 69.9%.

c. Delivery Confirmation is defined by service type codes:

Service Type Code
01*
02
03 %*
04 %*
05*
06
07*
08
09*
10
11*
12*
14*
H

* Priority Mail and First Class Service Type Code
% Retail Service Type Code

d. Signature Confirmation is defined by service type codes:

Service Type Code
21*
22
23 %*
24 %*
25*
26
29*
30
31*
32*
34*
S

* Priority Mail and First Class Service Type Code
% Retail Service Type Code

FR11 This program shall run once per week and once per Quarter on the following schedule:

- Priority Mail: Run on the Thursday following the close of the reporting week and run on the 29th of the month following the reporting month.
- Package Services: Run on the 2nd Thursday following the close of the reporting week. There is currently no Quarterly run, but that may change in the future.
- Express Mail: Run on the Wednesday following the close of the reporting week, run on the 2nd Wednesday following the close of the reporting month, and run on the 2nd Wednesday of the month following the reporting quarter.

FR12 The program office would like to be able to manipulate these volumes, percentages, and run times as changes in performance dictate.

EXPRESS MAIL

FR13 The mail piece must have a valid stop the clock ZIP Code or destination ZIP Code from the acceptance event. The ZIP Code must be validated against the CALLCITY_ACTIVE_ZIP_LKP from AMS. Each week, the CALLCITY_ACTIVE_ZIP_LKP must be purged of all records and loaded from the current weekly CALLCITY file. The resulting table will be used for zip validation when processing any period of Express Mail Scan performance. This frequency is needed because ZIP Codes can become active or inactive from week to week.

FR14 The mail piece must have a valid scheduled delivery time of '1000', '1200', '1500', '1700'.

FR15 The mail piece must have another event besides an acceptance record, TM, MA, or 03.

ACCEPTANCE CRITERIA

RISK ASSESSMENT

Approvals:

_____

Project Manager

_____

Manager, IP Product Tracking

_____

Chairperson, CCB

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS CARLSON

Revised: May 24, 2005

DFC/USPS-27. Suppose an EXFC test letter between two cities whose First-Class Mail service standard is three days is mailed on a Friday and delivered on Monday. Assuming no holiday occurs on Friday, Saturday, Sunday, or Monday, please provide the number of days to delivery that will be calculated and reported in the EXFC system for this letter.

RESPONSE:

The number of calendar days until delivery for the scenario as given is three days. Induction on a Friday; first day is Saturday; second day is Sunday; delivery is due Monday. For the purposes of measuring on time service performance, if the First-Class Mail service standard is three days and a letter is mailed on a Friday and delivered on Monday and no holiday occurs on Friday, Saturday, Sunday, or Monday; the EXFC system would report this letter as being delivered on time in two delivery days.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-28. Please provide a further breakdown of the data filed in response to DFC/USPS-4 for mail destined to post-office boxes and mail not destined to post-office boxes.

RESPONSE:

DFC/USPS-4 provided service performance data from the ODIS-RPW and EXFC systems.

ODIS-RPW data cannot be used to estimate transit time information for post-office boxes versus. mail not destined to post office boxes because (a) ODIS-RPW sampling units are not defined or classified by delivery unit type such as post office box, carrier route, etc. and (b) no part of a sampled mail piece's mailing address is recorded in ODIS-RPW.

The following table presents EXFC on-time service performance by quarter for FY 2002, FY 2003 and FY 2004. This data is based on a very small sample and cannot be aggregated in a statistically significant way to an annual average. Similarly, service performance is not aggregated for "non PO boxes". The volume sent to PO Boxes is not large enough to represent a meaningful comparison to other delivery methods including non post office box deliveries.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

Response to DFC/USPS-28 continued:

EXFC On-Time Service Performance for Post Office Boxes

	Service Standard		
	Overnight	Two-Day	Three-Day
Quarter	Percent On Time	Percent On Time	Percent On Time
Q1 FY2002	91.02	81.98	70.52
Q2 FY2002	90.98	80.85	70.26
Q3 FY2002	91.85	84.65	81.34
Q4 FY2002	92.90	87.83	85.09
Q1 FY2003	92.10	88.47	85.73
Q2 FY2003	91.78	87.03	80.31
Q3 FY2003	93.22	89.84	87.26
Q4 FY2003	94.31	90.70	89.12
Q1 FY2004	93.64	90.23	84.75
Q2 FY2004	93.92	90.34	83.60
Q3 FY2004	94.03	89.37	86.87
Q4 FY2004	94.17	89.91	87.78

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-29. Please provide a further breakdown of the data filed in response to DFC/USPS-5 for mail destined to post-office boxes and mail not destined to post-office boxes.

RESPONSE:

DFC/USPS-5 provided service performance data from the ODIS-RPW, PETE, and Delivery Confirmation systems.

ODIS-RPW data cannot be used to estimate transit time information for post-office boxes vs. mail not destined to post office boxes because (a) ODIS-RPW sampling units are not defined or classifed by delivery unit type such as post office box, carrier route, etc. and (b) no part of a sampled mail piece's mailing address is recorded in ODIS-RPW.

The PETE report on service performance to post office boxes was discontinued in FY 2002, because there were insufficient data to produce the report. Therefore, the requested data is not available.

For the Delivery Confirmation system, a post office box delivery indicator is not collected at of acceptance for Priority Mail. The delivery record only includes the 5-digit delivery ZIP code which provides insufficient information to distinguish post-office box versus non-post office box deliveries. For many post offices, the same 5-digit ZIP Code is used for both carrier delivery and post office box deliveries.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-30. Please provide a further breakdown of the data filed in response to DFC/USPS-6 for mail destined to post-office boxes and mail not destined to post-office boxes.

RESPONSE:
Following are the data from the past three years representing the percentage of the time that Express Mail is delivered within the number of days specified by the applicable service standard or delivery guarantee. The 2002 data may not be complete because during 2002 there was a migration of the data from the Express Mail Reporting System to the Electronic Data Warehouse and there was also a conversion from the 28-day accounting period reporting cycle to a monthly reporting cycle, both of which had impacts on data collected.

	Percent Delivered On Time		
	2002	2003	2004
All Express Mail Destined to PO Boxes	96%	96%	96%
All Express Mail Not Destined to PO Boxes	94%	94%	95%

Data on the average number of days to delivery for the above breakdowns are not available.

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.

Revised June 21, 2005

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

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 generally attempt to abide by all relevant regulations governing the delivery of mail and proper completion of return receipts. However, the Postal Service has acknowledged in past cases, and continues to maintain in this response, that the practicalities of delivering return receipt mail to high volume addresses may not allow for obtaining signatures on the green card return receipts before the mail is transferred to the recipient. See Docket No. R97-1, USPS-RT-20, at 5-9; Docket No. R2000-1, Tr. 14/5551; LR-I-200, at 18-25; Docket No. R2001-1, Tr. 10-C/3465-3509. Moreover, like any employee performing a detailed, time-sensitive operation, all postal employees may not always abide by every regulation and complete all return receipts properly.

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

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.

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

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.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-35. For the data reported in response to DFC/USPS-15, please identify all assumptions and search parameters used in querying, analyzing, and reporting the data (e.g., a scan indicating final disposition or delivery was either "Delivered" or "Returned to Sender," and an article was deemed not to have received a scan indicating final disposition or delivery if no such scan was recorded within N days after the acceptance scan).

RESPONSE:

These data are 100 percent minus the percentage of all pieces receiving an Acceptance or Manifest Acknowledgement (electronic shipping information received) event with delivery expected by March 31, that also received one of the following six event scans:

Delivered; Arrival at Pick Up Point; Attempted; Return to Sender; Forwarded; and Undeliverable as Addressed.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-40. Please provide the percentage of Signature Confirmation pieces for which delivery records show that the customer waived the signature.

RESPONSE:

This percentage is not available. When the customer waives the signature, a signature is still obtained if the recipient is available to sign at delivery. Information about whether the customer waived the signature is retained only in those cases in which the recipient's signature was not obtained. For that information, see the response to DFC/USPS-17.

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

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.

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

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.

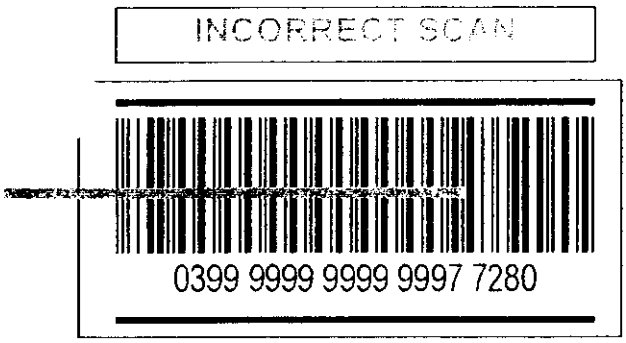
Also see the attachment to this response [5/13/02 Service Talk on correct scanning procedures], and the attachments to the response to interrogatory DFC/USPS-9.

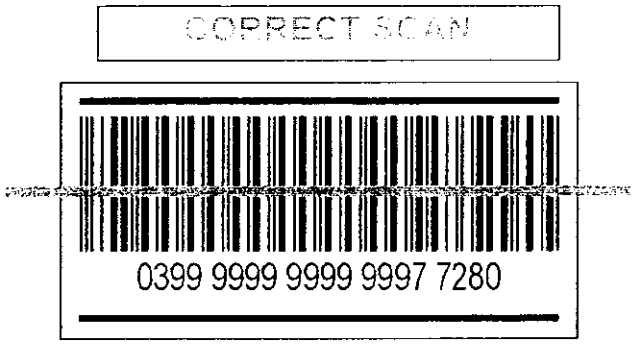
Processing Operations
Service Talk #10

Correct Scanning Procedures

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





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.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-43

For each year since and including 2001, please identify the percentage of First-Class Mail that was destined to one-day, two-day and three-day delivery areas, according to the Postal Service's service standards for First-Class Mail. Please specify whether the response includes Priority Mail.

RESPONSE:

First-Class Mail Volume Under Given First-Class Service Standards

(Data in 1,000s)

	1-Day Standard	2-day Standard	3-day Standard
2001	45,741,920	27,583,145	30,330,536
2002	45,353,755	27,076,928	29,947,949
2003	43,886,328	26,327,674	28,844,854
2004	43,542,648	25,981,558	28,402,190

Priority Mail volumes are not included.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-44. For each year since and including 2001, please identify the percentage of Priority Mail that was destined to one-day, two-day, and three-day delivery areas, according to the Postal Service's service standards for First-Class Mail.

RESPONSE:

Percentage of Priority Mail Volume Under Given First-Class Service Standards

	1-Day Standard	2-Day Standard	3-Day Standard
2001	19.7%	28.3%	52.0%
2002	19.9%	27.7%	52.3%
2003	20.8%	28.4%	50.8%
2004	20.3%	28.5%	51.2%

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-45. Please identify the volume, percentage, and weight distribution of Priority Mail flat-rate envelopes that were destined to a ZIP Code for which the service standards for Priority Mail and First-Class Mail were identical. The response should provide all available data, including, at a minimum, data derived from transactions at retail terminals. In your response, please separate data derived from transactions at retail terminals from other data.

RESPONSE:

Data on transactions at retail terminals (i.e., POS ONE) are compiled in the Retail Data Mart. Until the Priority Mail flat-rate *box* was introduced on November 20, 2004, records of Priority Mail flat-rate-*envelope* transactions were not considered to be reliable because they were sometimes confused with 1-pound transactions, which carry the same $3.85 rate. Therefore, the data below are post-November 19, 2004.

From November 20, 2004 through May 31, 2005, a total of 4,953,095 Priority Mail flat-rate envelopes in the range of 0 - 13 ounces (the range over which there are service standards for First-Class Mail) were mailed through retail terminals. Of that total, 2,565,387, or 51.8 percent, had a service standard that was faster than if the piece had been mailed instead as First-Class Mail. The remaining 2,387,708 (48.2 percent) had a service standard identical to the First-Class Mail service standard (on the same route). The distribution of those 2,387,708 pieces by weight increment is as follows:

Ounce Increment	Volume	Percent of Total
1	226,706	9.5%
2	487,797	20.4%
3	338,664	14.2%
4	250,043	10.5%
5	197,959	8.3%
6	165,385	6.9%
7	132,742	5.6%
8	116,618	4.9%
9	111,104	4.7%
10	101,668	4.3%
11	93,000	3.9%
12	85,593	3.6%
13	80,429	3.4%
Total	2,387,708	

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

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.

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

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.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-50. Please describe how Certified Mail letters and flats are separated, mechanically or manually, from mail that does not require a signature upon delivery.

RESPONSE:

The wide field of view camera on the BCS letter equipment (e.g. DBCS, DIOSS) provides the capability of holding out Certified Mail within incoming secondary distribution operations. The UFSM 1000 equipment is also capable of holding out Certified Mail using the Certified label barcode when the machine is used for incoming secondary distribution. The AFSM 100s do not have this capability. APPS equipment can also perform a separate sort off the Certified barcode, but it is not likely that a sort plan would contain separate accountable mail runouts for each zone. Finally, when incoming secondary distribution is performed manually at either the plant or at a delivery unit, Certified Mail pieces will be isolated and directed to the accountables mail clerk. Any Certified Mail pieces sorted directly to the carriers (e.g. through AFSM 100 incoming secondary distribution) would be sorted out by the carriers and directed to the accountables mail clerk.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-52. Please provide documents issued since Docket No. 2001-1 was filed that relate to delivery of Certified Mail to high-volume recipients including, but not limited to, the Internal Revenue Service and state tax agencies.

RESPONSE:

Please see Attachments 1 and 2.

PROCESSING AND DISTRIBUTION CENTER OPERATIONS

UNITED STATES POSTAL SERVICE

March 17, 2005

MANAGERS, IN-PLANT SUPPORT (AREA)

SUBJECT: Certified Mail Holdouts for Federal & State Tax Center Assignments.

In order to expedite the processing of certified tax returns, certified mail holdouts for tax centers should be assigned immediately by following the directions below:

Letters:

- Certified mail (Federal / State Tax Center) should be separated at origin P&DCs and P&DFs when volume warrants.
- Certified mail holdouts can only be on automated letter equipment with WFOV cameras (DIOSS/MPBCS/DBCS/DBCS EC).
- Up to a maximum of 20 certified mail holdouts can be made per sort program.
- Only Outgoing Primary/Outgoing Secondary/Incoming Primary sort programs should be modified during tax season to include certified holdouts.
- Use the Certified Mail Detector (CMD) function in SPS (<PF1> <D>).
- Certified Mail holdouts are assigned by five- or nine-digit ZIP Code. No "default" certified stacker holdout is assigned on primary sort programs.
- Assign the same ZIP Code (five- or nine-digit) destinations to a certified and non-certified stacker, e.g.,
  - Non-certified - Memphis Service Center 37501-0102 Bin 43
  - Certified - Memphis Service Center 37501-0102 Bin 52
- Give the sort program a different loadable name since this sort program is temporary.
- Dispatch certified trays using CIN 229.

Flats:

Headquarters has worked with area flat coordinators and software specialists to install software for the UFSM 1000s in the cities that host IRS Tax Centers and some State Capitals. The software will read certified from non-certified mail based on a new sort program that allows separation of any of the USPS Special Service codes (Certified, Del Con, etc.) If the sort program flags a bin as a "Firm Manifest", such as the IRS certified bin, all the scans that were read will be automatically sent up to the PTS system and a manifest will be printed. At these locations, the following procedures should be followed:

475 L'ENFANT PLAZA SW ROOM 7631
WASHINGTON, DC 20260-2814
202-268-5072
FAX: 202-268-5388

- Certified Mail (Federal / State Tax Centers) should be separated at destination P&DCs and P&DFs when volume warrants.
- AFSM100 – Assign a bin for the local IRS Tax Center and for the State Tax Center. Once the tax volume is identified, flow to the UFSM1000.
- UFSM1000 – Assign the same ZIP Code (five- or nine-digit) destinations to a certified and non-certified stacker, e.g.,
    - Non-certified - Memphis Service Center 37501-0102 Bin 43
    - Certified - Memphis Service Center 37501-0102 Bin 52
- *Dispatch certified trays with CIN 286.*

Additionally, the Internal Revenue Service has consolidated filing locations for individual tax returns. There are now seven locations for filing individual returns. As an aid, a complete listing of the processing locations and a map are attached.

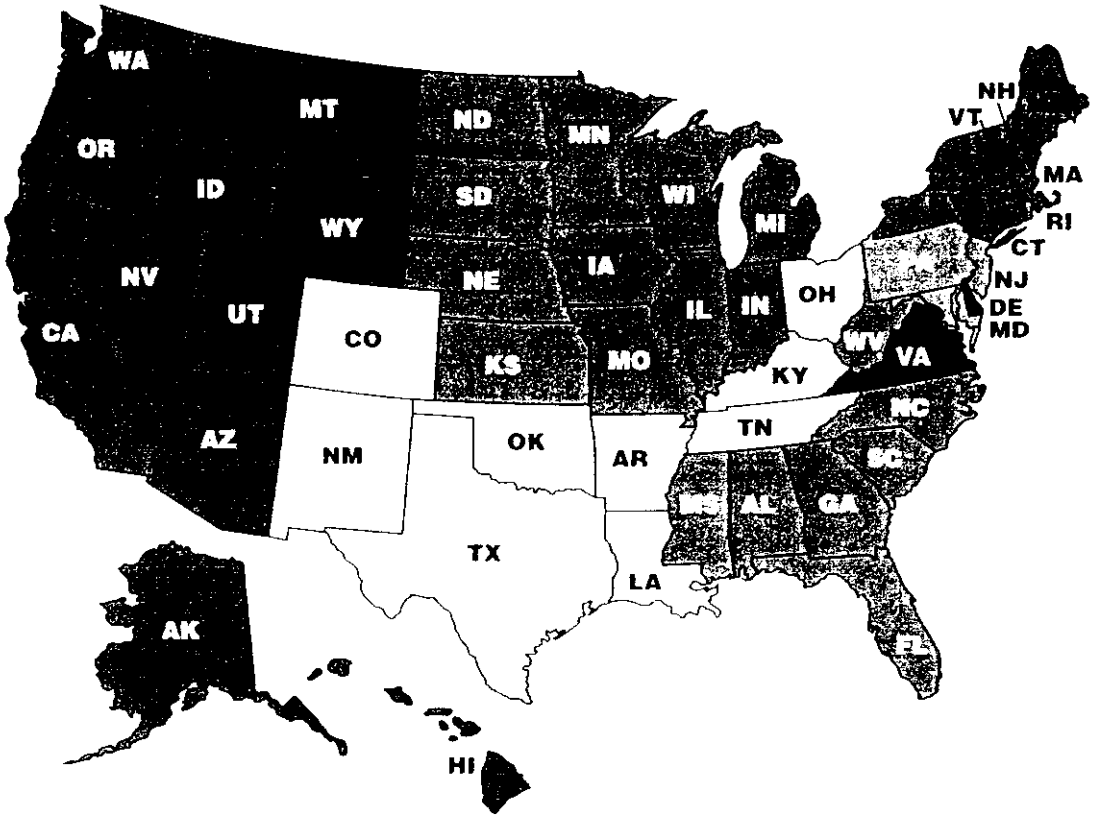
Should you have questions regarding the above strategy, you can contact Cynthia King at 202-268-4064 for letters, or Mauro Licciardello at 202-268-4148 for flats.

for Robert W. Fiedler
David E. Williams

Attachments

cc Walter O'Tormey

2005 INDIVIDUAL TAX RETURN PROCESSING MIGRATION



FILING LOCATIONS

- Fresno, CA
- Austin, TX
- Kansas City, MO
- Memphis, TN
- Atlanta, GA
- Philadelphia, PA
- Andover, MA

IRS

Department of the Treasury
Internal Revenue Service

www.irs.gov

Publication 4738 (Rev. 6-2004)
Catalog Number 34341A

IRS Individual tax return processing centers

Refund	Payment	Refund	Payment
Andover, MA 05501-0002	Andover, MA 05501-0102	Kansas City, MO 64999-0002	Kansas City, MO 64999-0102
Andover, MA 05501-0014	Andover, MA 05501-0114	Kansas City, MO 64999-0014	Kansas City, MO 64999-0114
Andover, MA 05501-0015	Andover, MA 05501-0115	Kansas City, MO 64999-0015	Kansas City, MO 64999-0115
Atlanta, GA 39901-0002	Atlanta, GA 39901-0102	Memphis, TN 37501-0002	Memphis, TN 37501-0102
Atlanta, GA 39901-0014	Atlanta, GA 39901-0114	Memphis, TN 37501-0014	Memphis, TN 37501-0114
Atlanta, GA 39901-0015	Atlanta, GA 39901-0115	Memphis, TN 37501-0015	Memphis, TN 37501-0115
Austin, TX 73301-0002	Austin, TX 73301-0102	Philadelphia, PA 19255-0002	Philadelphia, PA 19255-0102
Austin, TX 73301-0014	Austin, TX 73301-0114	Philadelphia, PA 19255-0014	Philadelphia, PA 19255-0114
Austin, TX 73301-0015	Austin, TX 73301-0115	Philadelphia, PA 19255-0015	Philadelphia, PA 19255-0115
Fresno, CA 93888-0002	Fresno, CA 93888-0102		
Fresno, CA 93888-0014	Fresno, CA 93888-0114		
Fresno, CA 93888-0015	Fresno, CA 93888-0115		

Internal Use Only Do Not Provide To Customers

Frequently Asked Questions
Individual Tax Returns to Internal Revenue Service
Using Priority Mail™ with Confirmation Services;
Delivery Confirmation™ and Signature Confirmation™

IT IS THE U.S.P.S. UNDERSTANDING THAT THE IRS DOES NOT ACCEPT EITHER DELIVERY CONFIRMATION OR SIGNATURE CONFIRMATION SERVICE AS PROOF OF DELIVERY. IF YOU NEED PROOF OF MAILING ACCEPTABLE TO THE IRS, THEN USE CERTIFIED MAIL OR REGISTERED MAIL, AND OBTAIN A POSTMARKED MAILING RECEIPT.

Question: Can I use Priority Mail with Delivery Confirmation or Signature Confirmation service to mail my tax return?

Answer: Yes, but the IRS does not accept either service as proof of mailing or proof of delivery. If you need proof of mailing and delivery acceptable to the IRS, then use Certified Mail or Registered Mail, and obtain a postmarked mailing receipt.

Question: What is provided when I use Priority Mail with either Delivery or Signature Confirmation service when mailing my tax return to the IRS?

Answer: Priority Mail with Delivery Confirmation service will provide you a mailing receipt for your records and allows you to verify, electronically via the web at www.usps.com or through our toll free number 800-222-1811, that your package was delivered to the Internal Revenue Service. **This electronic confirmation is not *currently accepted as proof of delivery* by the IRS,** but the postmark on the package, if on or before the deadline, is treated as showing timely filing, even if the delivery is after the deadline.

Priority Mail with Signature Confirmation service will provide you a mailing receipt for your records, and allows you to verify, electronically via the web at www.usps.com or through our toll free number 800-222-1811, that your package was delivered to the Internal Revenue Service. You may also request to have a copy of the recipient signature image mailed or faxed to you for no additional fee. Again, **this electronic confirmation is not currently accepted as proof of delivery by the IRS,** but the postmark on the package can be used to show timely filing.

Question: Should I use Priority Mail with Delivery or Signature Confirmation service in place of Certified Mail or Registered Mail?

Answer: Generally no. Certified Mail is the IRS approved proof of delivery product for most letter-size and flat-size mail. As of June 2002, Certified Mail service provides Internet access to delivery information. So for tax returns 8 ounces or less, First-Class Mail with Certified Mail service costs less than and provides more than Priority Mail with Delivery Confirmation service. According to IRS Publication 17, "your paper return

is filed on time if it is mailed in an envelope that is properly addressed and postmarked by the due date. The envelope must have enough postage. If you send your return by Registered Mail, the date of the registration is the postmark date. The registration is evidence that the return was delivered. If you send a return by Certified Mail and have your receipt postmarked by a postal employee, the date on the receipt is the postmark date. The postmarked Certified Mail receipt is evidence that the return was delivered".

The IRS treats the date stamped on your mailing receipt for Certified Mail or Registered Mail as the postmark date on the mail, in case the actual postmark is not available. The IRS does not give a similar benefit for the mailing receipts for Delivery Confirmation and Signature Confirmation service.

Also, there are several situations when the IRS requires Certified Mail or Registered Mail to be used as proof of delivery. If you are corresponding with the IRS on a matter other than the filing of your tax return, it is suggested that you ask the IRS which mailing method it requires.

Question: What about my state income tax?

Answer: Priority Mail with Delivery Confirmation or Signature Confirmation service is available, but we don't know how many states will accept Priority Mail with Delivery or Signature Confirmation service as proof of mailing and/or proof of delivery when corresponding with them. You may want to confirm with your state office as to whether or not they will accept either of these services as legal proof of mailing and/or proof of delivery.

Question: Will Priority Mail with Delivery Confirmation or Signature Confirmation service get my return to the IRS faster?

Answer: Our service standard for Priority Mail is two to three business days, similar to the standards for First-Class Mail. Delivery Confirmation or Signature Confirmation service adds value but will not impact delivery time.

Question: Will using Delivery Confirmation or Signature Confirmation service slow down my return?

Answer: No, your mail piece will receive the same delivery service as pieces without Delivery Confirmation or Signature Confirmation service, but you will be able to electronically confirm when it was delivered.

Question: Where can I find more information on Delivery Confirmation or Signature Confirmation Service?

Answer: Answers to the most frequently asked questions can be found by visiting our Track & Confirm page on the USPS Web Site at www.usps.com.

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

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-

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.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-54. *Please refer to the response to DFC/USPS-28. For each quarter in FY* 2002, FY 2003, and FY 2004, please provide the overall overnight, two-day, and three-day EXFC scores and the overnight, two-day, and three-day EXFC scores for mail not destined to post-office boxes.

RESPONSE:

EXFC On-Time Service Performance,
By Quarter, FY 2002-2004

		Service Standard		
Year	**Quarter**	**Overnight**	**Two Day**	**Three Day**
2002	1	93%	82%	72%
	2	94%	82%	74%
	3	94%	86%	83%
	4	94%	89%	88%
2003	1	94%	90%	88%
	2	95%	88%	83%
	3	95%	91%	89%
	4	95%	91%	90%
2004	1	95%	90%	85%
	2	95%	91%	88%
	3	96%	92%	91%
	4	95%	92%	91%

As noted in the response to DFC/USPS-28, EXFC service performance data is not aggregated for "mail not destined to post-office boxes." The service performance data for mail destined to post-office boxes provided in response to DFC/USPS-28, as indicated in that response and the response to DFC/USPS-55, are not statistically reliable.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-55. *Please refer to the response to DFC/USPS-28. Please explain why* service performance to post-office boxes differs from service performance to addresses other than post-office boxes, and please provide documents describing plans or efforts to address this disparity.

RESPONSE:

The post office box reporter sampling is not meant to be used as a separate sampling but is rather a subset of the complete EXFC panel. The post office box sampling is not a valid sampling method, in and of itself, and it is not statistically reliable as a separate measurement.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-56. Please refer to the response to DFC/USPS-13. Please estimate the percentage of addresses during the time when Docket No. R2000-1 was being litigated to which the Express Mail network was designed to deliver Express Mail on Sundays and holidays.

RESPONSE:

The requested information is not available.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-57.

(a) Please confirm that Express Mail sent between some addresses is not transported by air.
(b) Please describe the characteristics of the situations in which Express Mail sent between some addresses is not transported by air.
(c) Please confirm that Express Mail sent between some addresses is transported by commercial airplanes not operated by FedEx.
(d) Please describe the characteristics of the situations in which Express Mail sent between some addresses is transported by commercial airplanes not operated by FedEx.
(e) Please explain why the limitations of the FedEx network would cause the Postal Service to cease delivering all Express Mail on Sundays and holidays in some ZIP Codes containing street addresses if some of the Express Mail would be transported without using FedEx airplanes even if the FedEx network were in operation on the applicable day of the week.
(f) Please explain how the Postal Service transports Express Mail to the ZIP Codes for which the Postal Service still provides delivery of Express Mail on Sundays and holidays.
(g) Please explain how the Postal Service decided in which ZIP Codes to discontinue delivery of Express Mail on Sundays and holidays and in which ZIP Codes to continue delivery of Express Mail on Sundays and holidays.
(h) Please provide documents relating to the Postal Service's determination of the public's need for Express Mail delivery on Sundays or holidays.
(i) Please provide documents relating to or discussing the effect on the public of a reduction in the number of ZIP Codes to which Express Mail would be delivered on Sundays and holidays.
(j) Please identify alternatives to Express Mail for the public to use to achieve delivery of mail on Sundays and holidays.

RESPONSE:

(a) Confirmed.

(b) Express Mail is transported via other than air transportation where existing surface transportation is available and is service-responsive.

(c) Confirmed.

(d) Express Mail may be transported by commercial airplanes not operated by FedEx on days that the FedEx network does not operate, or when the Express Mail contains mailable matter not accepted on the FedEx network.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

(e) Unreliable and/or unavailable commercial air operations as well as problematic highway routings on the weekend negatively affected the ability to continue to support Sunday and holiday delivery to some ZIP Codes. Other operational issues were considered such as, but not limited to, ability to provide local transportation, available staffing and delivery personnel, and proximity of the addresses to the processing and distribution centers.

(f) The Postal Service transports Express Mail committed for Sunday and holiday delivery by commercial air and surface routings that have been demonstrated to provide reliable and timely service.

(g) The decisions to include or exclude individual ZIP Codes for Sunday and holiday delivery were based upon the existence of reliable transportation to the destinating processing and distribution centers, availability of local transportation, available staffing and delivery personnel, and proximity from the processing center.

(h) Documents describing the Postal Service's determination of a need for Express Mail, including for delivery on Sundays and holidays, may be found in Commission proceedings concerning the establishment of Express Mail (Express Mail was established as a permanent mail class in October 1977, though it was introduced as an experimental service beginning in June 1970). For the last three decades, Express Mail has met the needs of many by providing delivery on Sundays and holidays.

(i) No such documents have been found.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

(j) Express Mail is the only service provided by the Postal Service that provides for Sunday or holiday delivery.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-58. Please refer to the response to DFC/USPS-13.

(a) For an average origin ZIP Code on a weekday mailing date that does not immediately precede a holiday, please provide the average number of ZIP Codes to which Next Day Service is available.

(b) For an average origin ZIP Code on a Saturday mailing date, please provide the average number of ZIP Codes to which Next Day Service is available.

(c) For an average origin ZIP Code on a weekday mailing date that does not immediately precede a holiday, please provide the average number of addresses to which Next Day Service is available.

(d) For an average origin ZIP Code on a Saturday mailing date, please provide the average number of addresses to which Next Day Service is available.

For this interrogatory, data for an average origin ZIP Code may be calculated by adding the number of ZIP Codes to which Next Day Service is available for each origin ZIP Code nationwide and then dividing this sum by the total number of ZIP Codes. If a different calculation is used to define an average origin ZIP Code, please explain the calculation.

RESPONSE:

(a)-(d) Because of the number of network nodes (over 42,500 originating and destinating ZIP Codes) and continually changing local and network transportation schedules, there is no meaningful way to determine "an average origin ZIP Code" and its corresponding number of Next Day commitments. In addition, FedEx, commercial air, and surface transportation schedules change regularly. These changes can affect all commitments associated with them.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON **(REVISED 7/13/05)**

DFC/USPS-59. Please refer to the response to DFC/USPS-6. Please explain whether Express Mail is considered delivered on-time to a post-office box if a signature for the item is required and if the Postal Service places a notice of attempted delivery, such as a Form 3849, in the customer's post-office box after the last time on that day in which the Postal Service provides retail or other service that would allow the customer to pick up the item (e.g., a delivery attempt at 2:20 PM in a post office whose retail window and pick-up services ended at 2:00 PM).

RESPONSE:

Delivery of Express Mail addressed to a post office box is attempted when a notice is placed in the box. If the notice is placed in the post office box by the guaranteed time, the Express Mail piece is considered delivered on-time.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON

DFC/USPS-60. *Please refer to the response to DFC/USPS-13. Please estimate the* percentage of ZIP Codes during the time when Docket No. R2000-1 was being litigated to which the Express Mail network was designed to deliver Express Mail on Sundays and holidays.

RESPONSE:

The requested information is not available.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-62. Please identify and describe the cost savings associated with the reduction in the volume of Express Mail that is delivered on Sundays and holidays that has occurred since Docket No. R2001-1 was filed.

RESPONSE:

The existence of any such "cost savings" cannot be captured by the Postal Service's data systems.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON **(REVISED 7/12/05)**

DFC/USPS-64. Please explain any instances in which an Express Mail item would be guaranteed delivery on the "next delivery day." If such instances exist, please explain how this delivery guarantee will be indicated on Label 11-B.

RESPONSE:

An Express Mail piece may be guaranteed for delivery on the "next delivery day" if it is accepted on a Saturday or day before a weekday holiday to a destination ZIP Code that does not have Sunday or holiday delivery. There is a box on Label 11-B for the scheduled date of delivery.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-65. Please provide the percentage of Certified Mail delivery records for which the recipient's address of delivery is not on file.

RESPONSE:

The Postal Service does not know the number or percentage of Certified Mail delivery records for which the recipient's address of delivery is not on file, and was unable to develop this percentage despite efforts to do so.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-66. Please provide the percentage of electronic return receipts for which the recipient's address of delivery is not on file.

RESPONSE:

Analysis for April and May of 2005 indicates that the recipient's address of delivery was not on file for 9.6 percent of electronic return receipts, but this number might be overstated because some records may have been double counted.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-68. Suppose a customer receives magazines in the mail that the publisher sent to the customer at the Periodicals rate. May this customer place these magazines into a box and ship the box at the rate for Bound Printed Matter? Please explain why this shipment would or would not qualify for the Bound Printed Matter rate.

RESPONSE:

It would, under DMCS 511(c)(ii), assuming it were sent by a member of the public, that the individual magazines met the requirements for Bound Printed Matter, and that the box were within the weight limit and other applicable requirements for Bound Printed Matter.

Revised
7/19/05

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-69. Suppose a customer receives newspapers in the mail that the publisher sent to the customer at the Periodicals rate. May this customer permanently bind these newspapers with staples, place these newspapers into a box, and ship the box at the rate for Bound Printed Matter? Please explain why this shipment would or would not qualify for the Bound Printed Matter rate.

RESPONSE:

Although these items would not appear to qualify as Bound Printed Matter, it is not possible to answer your question in the abstract. Rulings about actual items and their eligibility for mailing are made under the procedures in Domestic Mail Manual 607.2 by local postal officials and/or the Pricing and Classification Service Center in New York, which can review the mailpiece and the circumstances involved in the mailing. This question does not seem to have been ruled on before. It is, therefore, unlikely that there have been or would be sufficient volumes of such material to have any effect on matters at issue in the instant docket.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-70. For every postal facility that provides Post Office Box service, please identify the fee group to which those boxes belong.

RESPONSE:

Please see the Excel file associated with this response.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-71. Please refer to the response to DFC/USPS-22. Please explain the type of receipt that would be postmarked and how this receipt would show the name and address of the recipient.

RESPONSE:

Customers can get the credit/debit card receipt that is generated by the APC postmarked if the customer submits the mail piece to the window clerk. This receipt will only show the destination ZIP Code.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-72. Please provide the percentage of Certified Mail pieces for which the customer purchased a return receipt. Please provide a breakdown by Form 3811 return receipts and electronic return receipts.

RESPONSE:

Seventy-nine percent of Certified Mail had a return receipt in FY 2004. See LR-K-77, page K-1. Since electronic return receipts were first offered toward the end of FY 2004, a breakdown between Form 3811 return receipt and electronic return receipts has not been developed.

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-73. For each year since and including 2001, please identify the percentage of Priority Mail that was destined to one-day, two-day, and three-day delivery areas, as defined by the Postal Service's service standards for Priority Mail.

RESPONSE:

Please see the following table.

Percentage of Priority Mail Volume Under Given Priority Service Standards

	1-Day Standard	2-Day Standard	3-Day Standard
2001	19.7%	76.2%	4.1%
2002	20.0%	75.7%	4.3%
2003	20.9%	74.9%	4.3%
2004	20.3%	75.3%	4.4%

RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-74. Please refer to the response to DFC/USPS-44. For each year since and including 2001, for Priority Mail volume destined to a ZIP Code for which the First-Class Mail service standard was one day or two days, please provide a percentage breakdown of this volume by weight (if available, by ounce for Priority Mail weighing 13 ounces or less, and by pound for Priority Mail weighing more than 13 ounces.)

RESPONSE:

The requested information for FY 2004 is provided on the following pages. Prior to FY 2004, ODIS and RPW were separate systems. RPW collected information on weight but ODIS did not. Because ODIS was used for service standard analysis, volume by service standards by weight cannot be provided for the FY2001-FY2003 period. In FY2004, with the merged ODIS-RPW system, this analysis can be provided.

DFC/USPS-74 (continued)

Percentage Breakdown of Priority Volume by Weight Step for Priority Mail Origin-Destination Pa
One-Day First-Class Service Standard

POUND INCREMENT	OUNCE INCREMENT	PERCENT OF TOTAL VOLUME
	1	1.28
	2	2.17
	3	2.01
	4	1.77
	5	1.50
	6	1.29
	7	1.18
	8	1.29
	9	1.13
	10	1.18
	11	1.26
	12	1.19
	13	1.72
	14	7.99
	15	7.13
	16	6.36
2		39.95
3		10.23
4		4.04
5		2.03
6		1.09
7		0.64
8		0.39
9		0.27
10		0.16
11		0.12
12		0.09
13		0.08
14		0.05
15		0.04
16		0.04
17		0.04
18		0.03
19		0.03
20		0.03
21		0.03
22		0.03
23		0.02
24		0.01
25		0.00
26		0.01
27		0.01
28		0.01
29		0.01
30		0.00

DFC/USPS-74 (continued)

31	0.01
32	0.00
33	0.00
34	0.00
35	0.00
36	0.00
37	0.00
38	0.00
39	0.00
40	0.00
41	0.00
42	0.00
43	0.00
44	0.00
45	0.00
46	0.00
48	0.00
49	0.00
50	0.00
52	0.00
57	0.00
58	0.00
62	0.00
63	0.00
70	0.00

DFC/USPS-74 (continued)

Percentage Breakdown of Priority Volume by Weight Step for Priority Mail Origin-Destination Pairs with a Two-Day First-Class Service Standard

POUND INCREMENT	OUNCE INCREMENT	PERCENT OF TOTAL VOLUME
	1	2.39
	2	3.43
	3	2.39
	4	2.19
	5	2.12
	6	1.91
	7	1.70
	8	1.80
	9	1.73
	10	1.73
	11	1.64
	12	1.55
	13	1.91
	14	5.08
	15	4.75
	16	4.30
2		33.87
3		11.76
4		5.27
5		2.87
6		1.73
7		1.10
8		0.66
9		0.49
10		0.33
11		0.24
12		0.19
13		0.15
14		0.11
15		0.08
16		0.07
17		0.05
18		0.05
19		0.05
20		0.04
21		0.04
22		0.03
23		0.02
24		0.02
25		0.02
26		0.02
27		0.01
28		0.01
29		0.01
30		0.01

DFC/USPS-74 (continued)

31	0.01
32	0.01
33	0.01
34	0.01
35	0.01
36	0.01
37	0.00
38	0.00
39	0.00
40	0.00
41	0.00
42	0.00
43	0.00
44	0.00
45	0.00
46	0.00
47	0.00
48	0.00
49	0.00
50	0.00
51	0.00
52	0.00
53	0.00
55	0.00
56	0.00
57	0.00
58	0.00
59	0.00
60	0.00
61	0.00
65	0.00
66	0.00
69	0.00

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-75. Please refer to the response to DFC/USPS-21(c).

(a) Please explain how and why data maintained in the CBMS at the headquarters level may have differed from data maintained in the CBMS at the district level. If one reason is that districts upload data to the headquarters level only periodically, in your response please identify how often districts upload data to the headquarters level.

(b) Please confirm that the CBMS data held at the district level more accurately reflect actual operational data, including the number of collection boxes, than CBMS data held at the nationwide level. If you do not confirm, please explain.

RESPONSE:

a) The differences between the data in the National-level and District-level CBMS files result from the structure of the National CBMS file. The National-level file does not contain all the data in the District file. The Districts provided monthly updates (which leads to day-to-day differences), and, at any given time, some District's upload may not have been completed.

b) The National CBMS file does not contain all of the detail data in the District-level CBMS file. With the upload of District data, as described above, the National and District files matched with regard to the number of collection boxes.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON **(REVISED 7/18/05)**

DFC/USPS-76. Please refer to the response to DFC/USPS-58.

(a) Please select a weekday between June 6, 2005, and June 17, 2005. For an average origin ZIP Code on the selected weekday, please provide the number of ZIP Codes to which Next Day Service is available.

(b) For an average origin ZIP Code on Saturday, June 11, 2005, or Saturday, June 18, 2005, please provide the number of ZIP Codes to which Next Day Service is available.

(c) Please select a weekday between June 6, 2005, and June 17, 2005. For an average origin ZIP Code on the selected weekday, please provide the number of addresses to which Next Day Service is available.

(d) For an average origin ZIP Code on Saturday, June 11, 2005, or Saturday, June 18, 2005, please provide the number of addresses to which Next Day Service is available.

For this interrogatory, data for an average origin ZIP Code may be calculated by adding the number of ZIP Codes (or addresses) to which Next Day Service is available for each origin ZIP Code nationwide and then dividing this sum by the total number of ZIP Codes. If a different calculation is used to define an average origin ZIP Code, please explain the calculation. If an average origin ZIP Code cannot be calculated, please provide the data for a typical or representative origin ZIP Code.

RESPONSE:

The following data was provided using a mean ZIP code derived from a sample of 10 originating ZIP Codes which the Postal Service feels is geographically representative of the United States. Those ZIP Codes are as follows:

02127 Boston, MA
12205 Albany, NY
21233 Baltimore, MD
30355 Atlanta, GA
53714 Madison, WI
60610 Chicago, IL
75219 Dallas, TX
80910 Colorado Springs, CO
92405 San Bernardino, CA
95813 Sacramento, CA

(a) The mean ZIP Code derived from this sample would have serviced 17,761 ZIP Codes Next Day if acceptance was on Monday, June 6th, 2005.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS CARLSON **(REVISED 7/18/05)**

(b) The mean ZIP Code derived from this sample would have serviced 1,035 ZIP Codes Next Day if acceptance was on Saturday, June 11th, 2005.

(c) The mean ZIP Code derived from this sample would have serviced 92.3 million addresses Next Day if acceptance was on Monday, June 6th, 2005.

(d) The mean ZIP Code derived from this sample would have serviced 7.2 million addresses Next Day if acceptance was on Saturday, June 11th, 2005.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-77. For each number of guaranteed days to delivery (e.g., one, two, three, four, etc.), please provide the percentage of the total volume of Express Mail that is guaranteed for delivery on that number of guaranteed days to delivery.

RESPONSE:

The following data is from the Product Tracking System (PTS) (please see the response to OCA/USPS-73 for a discussion of PTS):

Day One: 70%

Day Two: 19%

Day Three: 7%

Day Four: 4%

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-79.

(a) Please confirm that the Postal Service retains an electronic record of the date and time of delivery of numbered Insured Mail.

(b) Except for Express Mail, please explain why the Postal Service does not provide the electronic record of the date and time of delivery of numbered Insured Mail to customers whose only special service purchased is Insured Mail.

RESPONSE:

(a) Confirmed.

(b) Insured mail customers purchase indemnity insurance in the event of loss, damage, or rifling of items of intrinsic value. Less than 2/10ths of 1 percent of the insured mail transactions in 2004 had return receipts (which provide a delivery date, signature and address if different from the address to which the article was addressed), so there may not be a strong demand for insurance customers to know when their package arrived, rather than to know that they are protected in the event of loss or damage. Providing delivery information as part of insurance would be expected to increase insurance costs to some extent. Also, in response to interrogatory DBP/USPS-77 in Docket No. R2001-1, the Postal Service stated that "[a] management decision was made to extend this enhancement [providing delivery information] only to certified and registered mail, as the focus was to enhance the service for First-Class Mail letters."

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-80. *Please provide the percentage of volume in each eligible service for* which customers purchased return receipts (e.g., customers purchased a return receipt along with 75 percent of Certified Mail, 10 percent of Insured Mail, etc.).

RESPONSE:

For FY 2004, the following host special services had these percentages of return receipts purchased in conjunction with them.

Certified Mail	86.2 percent
Registered Mail*	9.0 percent
Insured Mail	0.2 percent

* Include non-USPS volumes only, because there was no Postal Service use of return receipts with registered mail.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-81. For total return receipt volume, please provide the percentage that customers purchased with each eligible service (e.g., 85 percent of total return-receipt volume was associated with Certified Mail, two percent was associated with Express Mail, etc.).

RESPONSE:

For FY 2004, the following is the percentage breakdown of return receipt volume by host special service*.

Certified Mail	98.9 percent
Registered Mail	0.2 percent
Insured Mail	0.04 percent

* Return receipt for merchandise, which does not require a host special service, accounted for 0.8 percent of total return receipt volume. USPS certified mail return receipts accounted for 0.6 percent of total return receipt volume and are included in the percentage for certified mail above.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-82. Please explain how the Postal Service advises employees that they should not include the weight of the Express Mail label in calculating the postage rate for an Express Mail item that a customer presents at a retail counter without the label already attached. Also, please explain where customers may find this policy or how customers may direct postal employees to this policy.

RESPONSE:

While the response to DBP/USPS-28 reflects the standard practice, there is no formal standard operating procedure instructing clerks to apply the label after weighing the mail piece.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-83. For Express Mail and single-piece First-Class Mail, please provide information identifying the percentage of total volume that enters the postal system by each of the available modes of collection or deposit (e.g., leave for carrier, deposit in collection box, mail at post office, mail at retail window at a post office, etc.). If breakdowns for the category of single-piece First-Class Mail are available — e.g., stamped versus metered, or everything except bulk metered mail — please provide the information broken down by the available categories.

RESPONSE:

The Postal Service does not track this information.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-84. Please refer to the response to DFC/USPS-45. For the Priority Mail flat-rate envelopes that were destined to cities for which the Priority Mail service standard was the same as the First-Class Mail service standard, please provide a breakdown by ounce of the percentage of the volume for which the customer purchased Delivery Confirmation or Signature Confirmation for the flat-rate envelope.

Response:

Ounce Increment	Percentage with DC or SC
1	36.94%
2	42.86%
3	34.88%
4	29.67%
5	27.37%
6	25.83%
7	24.77%
8	23.68%
9	22.75%
10	22.02%
11	21.08%
12	20.75%
13	19.88%
Total	31.14%

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-85. Please provide a breakdown, by ounce for weights one pound and under and by pound for weights over one pound, of the volume of Priority Mail and Express Mail flat-rate envelopes.

RESPONSE:

The breakdown for the Priority Mail flat-rate envelope is as follows:

Priority Mail
Flat-Rate Envelope
Volume Distribution, FY 2004

WEIGHT STEP	Perc. of Total	Volume
1 OUNCE	0.3788%	306,968
2 OUNCES	12.8954%	10,450,331
3 OUNCES	9.7930%	7,936,197
4 OUNCES	7.3358%	5,944,898
5 OUNCES	6.1450%	4,979,867
6 OUNCES	5.1274%	4,155,199
7 OUNCES	3.8768%	3,141,731
8 OUNCES	3.6912%	2,991,331
9 OUNCES	3.4344%	2,783,193
10 OUNCES	2.9088%	2,357,282
11 OUNCES	2.6996%	2,187,700
12 OUNCES	2.4275%	1,967,206
13 OUNCES	2.4931%	2,020,379
14 OUNCES	2.5085%	2,032,905
15 OUNCES	2.3959%	1,941,654
16 OUNCES	2.7171%	2,201,893
2 POUNDS	22.9339%	18,585,481
3 POUNDS	5.0176%	4,066,203
4 POUNDS	0.9649%	781,977
5 POUNDS	0.1989%	161,227
6 POUNDS	0.0314%	25,483
7 POUNDS	0.0092%	7,443
8 POUNDS	0.0051%	4,152
9 POUNDS	0.0021%	1,733
10 POUNDS	0.0009%	744
11 POUNDS	0.0000%	0
12 POUNDS	0.0037%	3,033
13 POUNDS	0.0002%	160
14 POUNDS	0.0009%	765
15 POUNDS	0.0006%	492
16 POUNDS	0.0000%	0
17 POUNDS	0.0000%	0
18 POUNDS	0.0020%	1,604
19 POUNDS	0.0000%	0
20-70 LBS.	0.0000%	0
Total	100.0000%	81,039,231

The breakdown for the Express Mail flat-rate envelope is as follows:

Express Mail
Flat-Rate Envelope
Volume Distribution, FY
2004

WEIGHT STEP Pound	Ounce	Perc. Of Total	Volume
0	1	1.6634%	215,799
0	2	37.6703%	4,887,049
0	3	19.4809%	2,527,299
0	4	7.5103%	974,332
0	5	4.6328%	601,024
0	6	3.2326%	419,373
0	7	2.3913%	310,223
0	8	2.0256%	262,784
0	9	3.5858%	465,199
0	10	2.9819%	386,854
0	11	2.4010%	311,488
0	12	1.9762%	256,374
0	13	1.5681%	203,432
0	14	1.2944%	167,923
0	15	1.0955%	142,124
1	0	1.0626%	137,857
1	1	0.8240%	106,897
1	2	0.6362%	82,530
1	3	0.5425%	70,374
1	4	0.4709%	61,089
1	5	0.4029%	52,265
1	6	0.3502%	45,432
1	7	0.3037%	39,402
1	8	0.2607%	33,815
1	9	0.2185%	28,344
1	10	0.1871%	24,275
1	11	0.1580%	20,502
1	12	0.1344%	17,435
1	13	0.1167%	15,146
1	14	0.0985%	12,778
1	15	0.0838%	10,876
2	0	0.0861%	11,171
2	1	0.0626%	8,121
2	2	0.0558%	7,233
2	3	0.0492%	6,377
2	4	0.0437%	5,668
2	5	0.0358%	4,645

2	6	0.0306%	3,968
2	7	0.0253%	3,281
2	8	0.0232%	3,011
2	9	0.0195%	2,525
2	10	0.0168%	2,185
2	11	0.0159%	2,059
2	12	0.0136%	1,766
2	13	0.0115%	1,497
2	14	0.0101%	1,304
2	15	0.0092%	1,188
3	0	0.0100%	1,301
4	0	0.0652%	8,457
5	0	0.0192%	2,493
6	0	0.0094%	1,221
7	0	0.0060%	777
8	0	0.0049%	637
9	0	0.0026%	339
10	0	0.0022%	283
11	0	0.0016%	204
12	0	0.0015%	194
13	0	0.0017%	226
14	0	0.0008%	98
15	0	0.0007%	92
16	0	0.0006%	75
17	0	0.0006%	76
18	0	0.0003%	45
19	0	0.0004%	51
20	0	0.0003%	40
21	0	0.0003%	35
22	0	0.0002%	21
23	0	0.0001%	17
24	0	0.0001%	18
25	0	0.0001%	18
26	0	0.0001%	15
27	0	0.0001%	8
28	0	0.0001%	17
29	0	0.0002%	22
30	0	0.0001%	19
31	0	0.0001%	7
32	0	0.0000%	4
33	0	0.0001%	9
34	0	0.0000%	6
35	0	0.0000%	3
36	0	0.0000%	5
37	0	0.0000%	4
38	0	0.0000%	4
39	0	0.0000%	3
40	0	0.0001%	7
41	0	0.0000%	6

42	0	0.0000%	4
43	0	0.0000%	3
44	0	0.0000%	5
45	0	0.0000%	1
46	0	0.0000%	1
47	0	0.0000%	2
48	0	0.0000%	2
49	0	0.0000%	1
50	0	0.0000%	3
51	0	0.0000%	0
52	0	0.0000%	0
53	0	0.0000%	4
54	0	0.0000%	2
55	0	0.0000%	2
56	0	0.0000%	6
57	0	0.0000%	2
58	0	0.0000%	1
59	0	0.0000%	0
60	0	0.0000%	0
61	0	0.0000%	2
62	0	0.0000%	1
63	0	0.0000%	0
64	0	0.0000%	1
65	0	0.0000%	0
66	0	0.0000%	1
67	0	0.0000%	2
68	0	0.0000%	2
69	0	0.0000%	0
70	0	0.0000%	2
Total		100.0000%	12,973,200

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-89. *Please refer to the response to DFC/USPS-69.*

a. For the example provided in DFC/USPS-69, please identify which of the elements of DMCS § 522.1 the newspapers permanently bound with staples do not satisfy.

b. Please explain why the newspapers in the example in DFC/USPS-69 are not Bound Printed Matter.

c. Please identify the DMCS section that requires Bound Printed Matter to be "created as" Bound Printed Matter.

d. Please confirm that the Postal Service shipped copies of the Docket No. R2005-1 request for an opinion and recommended decision as unbound sheets of paper.

e. If a rate-case participant bound the Postal Service's request for an opinion and recommended decision described in part (d) with spiral bindings or stitching, would the opinion and recommended decision be eligible for shipment as Bound Printed Matter (assuming it met the weight limits of Bound Printed Matter)? If not, please explain why not and include specific citations to the DMCS.

RESPONSE:

It is not possible to answer your questions in the abstract. Rulings about actual items and their eligibility for mailing are made under the procedures in Domestic Mail Manual 607.2 by local postal officials and/or the Pricing and Classification Service Center in New York, which can review the mailpiece and the circumstances involved in the mailing. This question does not seem to have been ruled on before. It is therefore, unlikely that there have been or would be sufficient volumes of such material to have any effect on matters at issue in the instant docket.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-98. Please refer to the response to DFC/USPS-14. Please explain what a "bulk enroute scan" is.

RESPONSE:

A "Bulk Enroute" scan is a scan that is collected passively by overhead scanners at

USPS Bulk Mail Centers on packages that have Confirmation Services barcodes.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-103. Please refer to the response to DFC/USPS-T24-4. Please provide the Postal Service's estimate of the actual cost in the base year and test year for transmitting signatures by e-mail to customers who purchase Signature Confirmation and electronic return receipts.

RESPONSE:

The Postal Service does not have estimates of the base year or test year costs for transmitting signatures by email to customers.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF DOUGLAS F. CARLSON

DFC/USPS-104. Please confirm that the Postal Service stated in Docket No. R2001-1 *that it would transmit signatures by a digitally secure, encrypted method to customers* who purchase Signature Confirmation and electronic return receipts. If you confirm, please explain how, when, and why this plan changed. If you do not confirm, please state how the Postal Service described the transmission method in Docket No. R2001-1.

RESPONSE:

Confirmed for electronic return receipt, but not for Signature Confirmation. In Docket No. R2001-1, Signature Confirmation signatures were to be provided only by fax or mail, so nothing was said about encryption of the signature for email transmission.

After the record closed in Docket No. R2001-1, the Postal Service needed to reevaluate its technological model for electronic return receipt, and decided during that period that encryption of the signature was not required, and could cause problems for customers unable to decrypt the signature.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DOUGLAS F. CARLSON INTERROGATORY

DFC/USPS-105. Please refer to the response to DFC/USPS-83. For Express Mail and single-piece First-Class Mail, please provide information identifying the percentage of total volume that enters the postal system by each of the available modes of collection or deposit (e.g., leave for carrier, deposit in collection box, mail at post office, mail at retail window at a post office, etc.). This interrogatory specifically encompasses information gained from studies, research, or surveys of consumers, including, but not limited, to the research referred to on page 21 of the Answer of the United States Postal Service in Docket No. C2003-1.

RESPONSE:

As indicated in the response to DFC/USPS-83, the Postal Service does not track the percentages requested. The research referred to in the Answer in Docket No. C2003-1 was a one-time study and provided no specific information regarding the total volume of either the Express Mail class or the single-piece First-Class Mail rate category.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-1.

a. On its website, the Postal Service calls R2005-1 the "Escrow Rate Case". (See http://www.usps.com/ratecase.) However, the escrow fund created by PL 108-18 does not increase the Service's expenses relative to what they would have been if PL 108-18 had not been enacted. The equivalent of the escrow payments was built into the rate base in R2001-1. Relative to the rate base in R2001-1, the Services costs have increased because of increases throughout its cost structure (higher costs for wages, health benefits, fuel, etc.). Please explain why the Service attributes this rate case to the escrow fund rather than to increases throughout its cost structure.

b. It is true that the Service would not be filing for a rate increase now if Congress relieved the Service of the expenses that are to be paid to the escrow fund, but the same would be true if Congress relieved the Service of various other expenses it must pay under current law or if Congress gave the Service a multibillion dollar annual appropriation. Please explain why the Postal Service attributes this rate case solely to one expense from which Congress has not relieved the Service.

RESPONSE:

a. and b. The Postal Service attributes the current rate case to the escrow requirement because without it rates would not have to be increased until after FY 2006. As witness Tayman points out on page 12 of his testimony (USPS-T-6), "the amount of the escrow expense is arbitrarily determined in the sense that it represents the difference between the funding requirement relating to a legitimate estimate of Postal Service's CSRS obligations and an estimate of these obligations that was determined to be substantially in error."

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-2. As noted above in IRET/USPS-1, the rise in the Service's costs over its current rate base is not due to the escrow fund but to increases throughout its cost structure. Most of those costs are a mixture of attributable and institutional costs. Hence, wouldn't it be factually wrong, as well as inconsistent with previous rate cases, to classify 100% of the added costs in this rate case as institutional costs? Please explain your answer.

RESPONSE:

As stated in response to IRET/USPS-1, the Postal Service would not have filed this case if the escrow requirement did not exist in 2006. As stated on page 12 of witness Tayman's testimony (USPS-T-6), "*Congress has provided no* legislative direction concerning the use of these funds." Therefore, the cost is not attributed to classes of mail, and the full amount of the escrow expense must be assigned to institutional costs.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-3.

a. Even if USPS did not have to put $3.1 billion into escrow, wouldn't it still need to raise rates in order responsibly to pre-fund its post-retirement health benefit obligations? Please explain.

b. In the past, the Postal Service has taken the position that it is not required to record and disclose its health benefit obligations as they accrue because it is a participant in a multi-employer plan. (See U.S. Postal Service, 2004 Annual Report, p. 27.) Is it the Postal Service's position that it would be violating the law if it attempted to pre-fund its post-retirement health benefit obligations? Please explain.

RESPONSE:

a. Postal Service funding of retiree health benefit costs is in accordance with current law and is consistent with that typical of funding requirements of participants in multi-employer plans. It is worth noting that the Postal Service is the only federal agency, including other self-funding agencies, to directly pay the employer cost of retiree health benefits.

b. It is not clear if voluntarily pre-funded amounts would be considered expenses of the Postal Service under the Act.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-4. In its "Cost Segments and Components Analysis for FY 2004", under Administration and Area Operations, the Postal Service lists Administration Personnel costs of $634.5 million for Headquarters and $243.65 million for Area Administration (See Library Reference USPS-LR-K-3, p. 56.) Although Headquarters staff and Area Administration staff spend considerable time dealing with the problems and opportunities posed by specific products and services, it appears from the "Summary Description of USPS Development of Costs by Segments and Components, FY 2004" that the Postal Service classifies these Headquarters and Area Administration expenses as entirely institutional, with very limited exceptions for money orders and international mail. (See Library Reference USPS-LR-K-1, cost segments 18.1.1 and 18.1.3.) Is this what the Service is doing? Has the Service undertaken any internal surveys or interviews with Headquarters and Area Administration personnel to ascertain what portion of their time these employees spend dealing with specific products and services? Please elaborate.

RESPONSE:

Included in LR-K-72, (Supporting Materials Relating to Incremental Cost Model), are the product specific costs for money orders and international mail costs found in Segment 18. The Postal Service is continuing to assign money order and international mail costs in Cost Segment 18 as described in USPS-LR-K-1. These costs are included in the incremental costs for BY 2004.

In preparation for Docket No. R97-1, the Postal Service commissioned a consultant to conduct pilot interviews of headquarters personnel to determine the feasibility of a survey to determine what portions of their time were spent dealing exclusively with specific products and services. The analysis revealed that, at headquarters, analysts (1) do not keep track of their hours by product and, what is more important, (2) generally work on more than one product at a time.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-5.

a. In its "Cost Segments and Components Analysis for FY 2004", under Supplies And Services, the Postal Service lists Advertising costs of $107.6 million. (See Library Reference USPS-LR-K-3, p. 52.) The Service apparently lists here only those Advertising costs that it does not attribute to specific products. (See Library Reference USPS-LR-K-1, cost segment 16.3.5.) Please confirm. For the same period, please provide data on the Service's total advertising costs, both attributable and institutional.

b. Please provide any studies or analyses the Service has performed or commissioned that have examined whether its advertising expenditures increase mail volume.

c. For any of its advertising campaigns, such as the (now discontinued), Tour de France sponsorship and the current NASCAR sponsorship, has the Service performed or commissioned any studies examining which classes of mail are benefited?

d. Please provide any studies or analyses the Service has performed or commissioned following advertising campaigns to assess whether the campaigns achieved their objectives. If no such follow up studies have been performed or commissioned assessing advertising-campaign effectiveness, please confirm.

RESPONSE:

(a) Advertising costs are not volume variable, so therefore they are not included in the volume variable costs of postal products. Instead, advertising costs associated with specific product are considered product specific costs and are included in the incremental costs of products or groups of products. The library reference for advertising costs, both product specific and institutional, broken out for purposes of incremental costs is USPS-LR-K-72 (Supporting Materials Relating to Incremental Cost Model), page 9.

(b)-(d) Objections filed.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-6.

a. In its "Cost Segments and Components Analysis for FY 2004", in the Cost Segment Summary, the Postal Service lists Research and Development costs of $51.3 million. (See Library Reference USPS-LR-K-3, p. 4.) The Service appears to classify all these costs as institutional costs and none as attributable. (See Library Reference USPS-LR-K-1, cost segment 17) Is this what the Service is doing? Please elaborate.

b. If the Service attributes some research and development costs to specific products, please indicate the dollar amount of attributed research and development costs in FY 2004.

c. Does the Service undertake any research and development aimed at improving the quality or lowering the production costs of existing products? Please elaborate.

RESPONSE:

(a) Confirmed. The Postal Service continues to treat the $51.3 million as institutional and none as attributable. As shown in Library Reference USPS-LR-K-1, page 17-1, these activities are the result of management decisions and do not result from changes in mail volume, so the costs are classified as institutional. Also see the response to c. below.

(b) The Postal Service does not attribute these research and development costs to specific products.

(c) The Postal Service routinely seeks to improve the quality of its products and lower the costs of production of its (existing) products. As evidence, the amount for research and development is routinely in the millions. During FY 2004 the research and development included programs to reduce costs and improve service quality in the areas of piece distribution for letters, flats and parcels; material handling, and in vehicle operations.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-7. Does the Postal Service attribute any of the costs of its call centers to specific products or services? If so, please show total all center costs broken down into attributable costs and institutional costs. Has the Service undertaken any surveys or interviews with call center personnel to ascertain what portion of their time these employees spend dealing with specific products and services? Please elaborate.

RESPONSE:

The data systems for cost attribution do not provide separate costs for the call centers nor a method for extracting the information. However, the Postal Service has been able to obtain the following information. The total for all center costs was approximately $95 million in FY 2004.

The best estimate of the amount that was attributable (i.e. volume variable) was approximately $28.4 million which was distributed to all classes of mail based on an all labor distribution key and included in their volume variable costs as reported in the CRA. The remaining $66.3 million was treated as non-volume variable (i.e. institutional).

A nascent effort is currently underway to determine the most correct treatment for call center costs. However, the only product of this effort so far has been the location and identification of call center-related costs (which have been provided above), so that further work can proceed. The management of the Postal Service will determine if time and resources are sufficient for further study of the call center costs.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-8. As the owner of over 212,000 vehicles in 2004 (2004 Annual Report, p. 21), the Postal Service is a heavy user of motor vehicle fuel.

a. Please provide a library reference in the current rate case to the Service's costs for motor vehicle fuel in the test year.

b. Does the Postal Service pay federal and state excise taxes on its fuel purchases? If so, please break the excise tax payments into federal and state portions.

c. If the Postal Service is able in some cases to buy motor vehicle fuel on a tax-exempt basis (or eligible to have taxes it pays rebated), please provide details. Also, if the answer is affirmative, please include estimates of the number of gallons of fuel on which federal and/or state motor vehicle taxes were not paid or paid at reduced rates, in each year since the last rate case (R2001-1).

d. Are Postal Service contractors ever eligible to obtain motor vehicle fuel on a tax-exempt basis on work they do for the Service or eligible to taxes it pays rebated? Please explain.

RESPONSE:

(a) Objection filed. Notwithstanding this objection, the Postal Service states that its highway fuel costs were approximately $628 million in FY2003 and approximately $704 million in FY2004.

(b)-(c) Objections filed. Notwithstanding this objection, the Postal Service states that it pays the Federal excise tax except, in Puerto Rico. The exceptions are stated at PM/IIPG 7.3.2., provided below for your convenience.

7.3.2 **Federal Excise Taxes**

7.3.2.a *Applicability.* Federal excise taxes are levied on the sale or use of particular supplies and services. Subtitle D of the Internal Revenue Code of 1954, Miscellaneous Excise Taxes, 26 U.S.C. 4041 et seq., and its implementing regulations, 26 CFR 40 through 299, cover miscellaneous federal excise tax requirements. Questions on federal excise taxes should be directed to assigned counsel. The most common excise taxes are:

1. Manufacturers' excise taxes imposed on certain motor vehicle articles, tires and inner tubes, gasoline, lubricating oils, coal, firearms, shells, and cartridges sold by manufacturers, producers, or importers; and

2. Special fuels excise taxes imposed at the retail level on diesel fuel and special motor fuels.

7.3.2.b *General Exemptions from Federal Excise Taxes.* No federal manufacturers' or special fuels excise taxes are imposed when the supplies are for any of the following:

1. *Shipment to a U.S. possession or Puerto Rico, or for export.* Shipment or export must occur within 6 months of the time when title passes to the Postal Service. When the exemption is claimed, the words "for export or shipment to a possession" must appear on the contract or purchase document, and the contracting officer must furnish the seller proof of export or shipment to a possession (see 26 CFR 48.4041-12).

2. Further manufacture, or resale for further manufacture (this exemption does not include tires and inner tubes, however) (see U.S.C. 4221).

3. Emergency vehicles (see 26 U.S.C. 4064(a) and 4064(b)(1)(c)).

7.3.2.c *Solicitations.* Contracting officers must solicit price proposals on a tax-exclusive basis when it is known that the Postal Service is exempt from federal excise taxes and the exemption is at least $100. Proposals must be solicited on a tax-inclusive basis when no exemption exists or the exemption is less than $100.

Turning to state taxes, the answer depends on the nature of the tax and whether the "incidence" of the tax is on the Postal Service or the seller, and thus the answer would vary from state to state.

(d) Objection filed. Notwithstanding this objection, the Postal Service states that it is unaware of any circumstances where Postal Service contractors are eligible to obtain motor vehicle fuel on a tax-exempt basis on work they do for the Service or eligible to have taxes it pays rebated. However, this is a situation which would depend on the laws of the jurisdiction under which the contractor might be attempting to exempt its tax payments, and the contractor should be

referred to both the taxing jurisdiction and to the contractor's legal staff before proceeding.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-9. In its Cost Segments and Components Analysis for FY 2004, under Miscellaneous Operating Costs, the Postal Service lists Tolls and Ferriage costs of $361,000. (See Library Reference USPS-LR-K-3, p. 40, cost segment 13.2.) Do Postal Service vehicles pay highway and bridge tolls at the same rates as private-sector commercial vehicles? If the answer is not a categorical "yes" or "no", please provide details.

RESPONSE:

The Postal Service pays tolls the same as private-sector commercial vehicles.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-10. In its "Cost Segments and Components Analysis for FY 2004", under Administration and Area Operations, the Postal Service lists Unemployment Compensation costs of $46.1 million. (See Library Reference USPS-LR-K-3, p. 61, cost segment 18.3.5.) Does the Postal Service pay the Federal Unemployment Tax, or, due to its Federal status, does it in effect self-insure and pay reimbursement for claims filed. Please provide details. Also, please list how much the Service has paid in unemployment benefits (in numbers of claims and dollars) in each year since the last rate case (R2001-1).

RESPONSE:

The Department of Labor (DOL) invoices the Postal Service quarterly for unemployment benefits paid to former postal employees by states and U.S. territories.

Since Docket No. R2001-1, the Postal Service's unemployment expense and the annual number of wage verifications resulting from initial claims are as follows:

	Expense	Wage Verifications
FY 2001	$ 60,820,218	75,506
FY 2002	$133,552,544	78,928
FY 2003	$ 60,449,756	59,961
FY 2004	$ 45,927,359	39,029

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-11.
As a government entity, is the Postal Service assigned a portion of the electromagnetic spectrum that it may use without charge? If so, please provide details on which portion this is and how the Postal Service is currently using it.

RESPONSE:

No.

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE INSTITUTE FOR RESEARCH ON THE ECONOMICS OF TAXATION

IRET/USPS-12.

a. Please list the total revenue and costs of USPS eBillPay and USPS Send Money in each year since the last rate case (R2001-1).
b. Please list the total revenue and costs of USPS Electronic Postmark (EPM) in each year since the last rate case (R2001-1).
c. Please list the total revenue and costs of DineroSeguro, and any other its international money wire services you have offered, in each year since the last rate case (R2001-1).
d. Please list the total revenue and costs of NetPost CardStore in each year since the last rate case (R2001-1).
e. Please list the total revenue and costs of the Online Magazine Subscription service offered through the USPS website in each year since the last rate case (R2001-1).
f. Please list the total revenue and costs of Pickup On Demand in each year since the last rate case (R2001-1) or, if a shorter period, in each year since development of this service began.
g. The Postal Service sells various packing and shipping supplies to the public, such as the BoxPak, TubePak, and SpecialtyPak Lines of products offered on the USPS website (see http://www.onepak.com/products/index.php) and an assortment of envelopes, boxes, bubble wrap, packaging tape, carton markers, and miscellaneous other packaging supplies that may be purchased at many post offices. For each year since the last rate case, please list the types of packaging products that the Service offered for sale to the public, the quantities sold, total revenue, and costs.

RESPONSE:

(a)-(e) Objections filed.

(f) Pickup on Demand is a service feature available for Express Mail, Priority Mail, and Parcel Post, pursuant to DMCS §§ 123.2, 223.6, and 322.18, for which an additional fee is charged. Total revenue associated with Pickup on Demand was $ 6,018,502.00 in FY02, $ 6,579,397.25 in FY03, and $ 6,199,762.50 in FY04. Any costs associated with this service feature, however, are reported within the costs for the relevant subclasses.

(g) Objection filed

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF THE LEXINGTON INSTITUTE

LI/USPS-1. There have been reports that the Postal Service is planning to file for a rate increase again in 2006.

a. In light of those concerns, please explain the necessity for the currently-proposed increase in the R2005-1 rate case.

Response:

The currently proposed increase Is necessary in order to fund the escrow obligation created by Public Law 108-18.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF THE LEXINGTON INSTITUTE

LI/USPS-2. We appreciate and support the recent cost reductions the Postal Service has already achieved, particularly in the area of labor costs.

a. Please list the major cost reductions that have been achieved under Postmaster General Potter.
b. Please estimate what the revenue requirements of the current rate case would now be had these cost controls not been put into place by Postmaster General Potter.

Response:

a. Information on the major cost reductions achieved under Postmaster General Potter are contained in the Annual Reports of the United States Postal Service and the Comprehensive Statements on Postal Operations that have been filed since he became Postmaster General.

b. These estimates have not been calculated.