

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

EVOLUTIONARY NETWORK DEVELOPMENT
SERVICE CHANGES, 2006

Docket No. N2006-1

RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS WILLIAMS
TO POSTCOM INTERROGATORIES
(POSTCOM/USPS-T2-4 THROUGH 6 AND 11 THROUGH 13)

The United States Postal Service hereby submits the response of witness Williams to the following interrogatories of the Association for Postal Commerce, filed on May 19, 2006: POSTCOM/USPS-T2-4 through 6 and 11 through 13.

Each interrogatory is stated verbatim and followed by the response.

Objections to POSTCOM/USPS-T2-7 through 10 were filed on May 31, 2006.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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June 5, 2006

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILLIAMS
TO INTERROGATORY OF POSTCOM**

POSTCOM/USPS-T2-4. The USPS Area Mail Processing Communications Plan, USPS Library Reference N2006-1/4, identifies three events that trigger various communication responsibilities. The responsibilities are triggered upon:

1. a decision to undertake a feasibility study;
 2. completion of a feasibility study and approval decision to consolidate mail processing operations; and
 3. completed transfer of mail processing operations.
- a. Does the Postal Service have an Area Mail Processing Communications Plan *upon implementation*? If so, please provide a copy. If not, why not?
 - b. What forms of communications are *available to the Postal Service* to inform mailers of anticipated and effective changes in bulk mail entry locations, mail preparation or entry requirements, and any other changes in mail processing operations that affect mailers?
 - c. What forms of communications are *used by the Postal Service* to inform mailers of anticipated and effective changes in bulk mail entry locations, mail preparation or entry requirements, and any other changes in mail processing operations that affect mailers?
 - d. . Will the Postal Service develop a communications plan for each approved AMP consolidation decision in the future, to inform mailers of anticipated and effective changes in bulk mail entry locations, mail preparation or entry requirements, and any other changes in mail processing operations that affect mailers? If not, why not?

RESPONSE:

- (a) No. Because the Postal Service has not determined that it needs to develop standardized plans to publicly communicate all of the events that could be depicted in documents such as the attachment to the response to POSTCOM/USPS-T2-1(b&c).
- (b) The following forms of communication are among those available to the Postal Service to inform mailers of changes:

Print media, such as *Postal Bulletin*, *Domestic Mail Manual*, *Federal Register*, press releases and other hard copy forms.

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RESPONSE to POSTCOM/USPS-T2-4 (continued):

- Electronic transmissions through DMM Advisory, usps.com, RIBBS, Facility Access and Shipment Tracking (FAST), and others.
 - Broadcast media, such as the Postal Service Television Network (PSTN), local and commercial television networks
 - Videos produced by the Postal Service
 - Face-to-face meetings with mailers, such as Postal Customer Council (PCC), Mailers Technical Advisory Committee, industry conventions, and other local meetings
 - Telephone calls from the Business Service Network to national and premier accounts
- (c) The same as in response to subpart (b).
- (d) The Postal Service expects that local managers will take necessary steps to inform local BMEU and retail customers who are directly affected by local changes.

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POSTCOM/USPS-T2-5. Please describe all the ways the Postal Service communicates with mailers regarding changes in its operations during the implementation of mail processing consolidations.

RESPONSE:

Please see the response to POSTCOM/USPS-T2-4(b).

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POSTCOM/USPS-T2-6. Please explain how the Postal Service evaluates the effectiveness of its communications with mailers regarding changes in its operations during the implementation of mail processing consolidations.

RESPONSE:

The Postal Service has not settled upon a method for evaluating the effectiveness of such communications.

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POSTCOM/USPS-T2-11. Please identify and describe all the sources of Postal Service data or information that mailers use in the course of mail preparation or entry that may potentially need to be changed or updated as a result of an AMP implementation or consolidation. Please describe the content and use of each source or dataset. (For example, some of these sources may include the following: the "dropship" file; "ZIP/CIN" file; "DEPS", electronic labeling lists; FAST destinations/redirections)

RESPONSE:

Sources of data or information that could need to be updated:

Source	Content	Use
Domestic Mail Manual	Labeling lists	Container labels for presort
FAST	DEPS	Redirections
zone charts	origin and destination 3-digit and zones	Identifies distance between origin and destination pairs
Marketing publications	<i>Memo to Mailers</i> <i>Mailers Companion</i>	Provides general information
usps.com	Postal Explorer, Business Mail 101, publications	Provides general and specific information about mailings

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POSTCOM/USPS-T2-12. Please provide copies of the Postal Service's plans and procedures for ensuring that each of these sources are updated on a timely basis to ensure that mail can be and is prepared in a manner that conforms to the reconfigured network.

RESPONSE:

Copies are not available at this time.

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POSTCOM/USPS-T2-13. Please indicate how much notice prior to implementation of each approved AMP consolidation will be given to mailers entering mail at each facility that has been affected by that consolidation.

RESPONSE:

The Postal Service works with mailers on a local basis to keep them informed of AMP consolidations as it deems necessary. The degree of advance notice can be expected to vary depending on the complexity of the particular consolidation and other local circumstances.