

Appendix A: Questionnaire Development

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Section I: Screening Questionnaire

**USPS FIRST-CLASS MAIL DESTINATION-ENTRY DROPSHIP SURVEY
SCREENING QUESTIONNAIRE
PRETEST VERSION**

1. Hello, my name is _____ with PricewaterhouseCoopers. We are conducting a study for the U.S. Postal Service of organizations who send discounted First-Class Mail.

Because of the nature of this study, we need to speak with the person most responsible at _____ (COMPANY NAME) for making decisions about the discounted _____ (MAIL TYPE/INDICIA) for First-Class Mail permit number _____ (PERMIT NUMBER). Are you that person?

IF CORRECT CONTACT, CONTINUE
IF GETTING TRANSFERRED TO CONTACT, REPEAT INTRODUCTION
IF CONTACT NOT AVAILABLE, RECORD CALL BACK DATE AND TIME

2. I am calling from PricewaterhouseCoopers on behalf of the U.S. Postal Service about a potential new worksharing discount available to mailers of discounted First-Class Mail. The Postal Service is obtaining input from mailers to help it assess the impact of this possible new discount. Are you the person most responsible for making decisions regarding discounted _____ (MAIL TYPE/INDICIA) for First-Class Mail sent out by your organization or a mailing service under permit number _____ (PERMIT NUMBER) at _____ (COMPANY NAME)?

- | | | |
|---|------------|-------------|
| 1 | YES | GO TO Q.2.A |
| 2 | NO | GO TO Q.2.B |
| 8 | DON'T KNOW | GO TO Q.2.B |
| 9 | REFUSED | GO TO Q.2.B |

- 2.A. May I have your name, title, and direct phone number?

CONTACT NAME: _____
TITLE: _____
PHONE NUMBER: _____

CATI: GO TO Q.3

- 2.B. Who is most responsible for making decisions regarding the discounted _____ (MAIL TYPE/INDICIA) for First-Class Mail permit number _____ (PERMIT NUMBER) at _____ (COMPANY NAME)?

CONTACT NAME: _____
TITLE: _____
PHONE NUMBER: _____

I'm going to ask you a few questions about the discounted First-Class Mail that you send. All questions in this survey deal with _____ (MAIL TYPE/INDICIA) for First-Class Mail permit number _____ (PERMIT NUMBER).

3. Has your organization sent or planned to send any discounted First-Class Mail under permit number _____ (PERMIT NUMBER) in calendar year 1999?

- 1 YES
- 2 NO GO TO DECISION
- 8 DON'T KNOW
- 9 REFUSED

4. As I mentioned before, the survey we are conducting is the for the U.S. Postal Service. They are conducting a study regarding a potential new worksharing discount available to organizations that send discounted First-Class Mail. We will be mailing a package containing a description of the study and a description of the potential new discount to you. We would like to verify our listing for your organization.

Is your mailing address (ADDRESS, CITY, STATE, ZIP)?

- 1 YES GO TO CLOSING
- 2 NO GO TO Q5
- 8 DON'T KNOW GO TO CLOSING
- 9 REFUSED GO TO CLOSING

5. What is your correct mailing address?

COLLECT NEW INFORMATION:
ADDRESS: _____
CITY: _____
STATE: _____
ZIP: _____

GO TO CLOSING

DECISION: I'm sorry, for this study, we are only interested in your 1999 volume of First-Class Mail under permit number _____ (PERMIT NUMBER). Thank you for your time.

CLOSING: Thank you very much for your help. A PricewaterhouseCoopers representative will be calling shortly after you receive the packet to get your organization's reactions to this new service. Thank you again.

Section II: Advance Mail Package

«Contact»
«Title»
«Customer»
«Address»
«City», «STATE» «ZIP»

June 1999

Dear «Contact»:

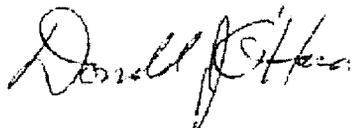
The U.S. Postal Service has asked PricewaterhouseCoopers to help assess the impact of a potential new worksharing discount for discounted First-Class Mail entered at its destination processing facility. The information collected during this study will help the Postal Service determine whether it should continue developing this new discount. In addition, the information collected may be used to develop a discount proposal for a future postal rate case.

In a recent screening interview, you were identified to participate in this study to discuss your organization's use of discounted First-Class Mail. PricewaterhouseCoopers will be contacting you for a telephone interview to obtain your organization's reactions to the proposed discount. We have enclosed a description of the requirements for the potential new destination-entry discount for First-Class Mail. Also enclosed is a worksheet that shows your current volumes and rates and contains questions for you to answer prior to your being contacted by the interviewer.

PricewaterhouseCoopers will not make the results of this study available in any form that allows identification of your organization, so the confidentiality of your responses is guaranteed.

A PricewaterhouseCoopers interviewer will be calling you soon to get your reactions to the potential new discount. If you have any questions, please contact Kelly Thomas of PricewaterhouseCoopers at (301) 897-4308 or kelly.thomas@us.pwcglobal.com. The U.S. Postal Service values your opinions and sincerely appreciates your help.

Sincerely,



Donald J. O'Hara
Manager, Classification and Product Development
Marketing Systems

Attachments

ORGANIZATION: «COMPANY NAME»
 FCM PERMIT NUMBER: «PERMIT NUMBER»

ISSUING POST OFFICE:
 TYPE OF MAIL (INDICIA):

«POCITY», «POSTATE», «POZIP»
 «MAILTYPE»

USPS WORKSHEET FOR FIRST-CLASS MAIL DESTINATION-ENTRY DISCOUNT

Please complete all questions on this worksheet, focusing exclusively on the volume indicated for permit number «PERMIT NUMBER». Your 1998 calendar year volume under this permit is shown below in panel I. In panel I, please estimate your calendar year 1999 permit volume for each of the rate groupings listed below. Then estimate your calendar year 1999 discounted volume that would be entered at DSCFs (Destination Sectional Center Facilities) for permit number «PERMIT NUMBER» assuming the additional discount for destination-entry. Please estimate your destination-entry volume under the two potential discount rate scenarios shown in panel II (Volume that would not be entered at DSCFs should be excluded from columns B & C).

I. DISCOUNTED FIRST-CLASS MAIL VOLUMES FOR PERMIT «PERMIT NUMBER»

Rate Groups	1998 Volume	1998 Average Rate ¹	Estimated 1999 Discounted Volume ²
Rate Group 1: Nonautomation presort letters, flats, and parcels	«VOLUME»	(\$.xxx/piece)	A1. _____
Rate Group 2: Automation letters and flats	«VOLUME»	(\$.xxx/piece)	A2. _____
Rate Group 3: Cards (bulk nonautomation presort and automation)	«VOLUME»	(\$.xxx/piece)	A3. _____
ANNUAL TOTAL	«TOTAL»		A4. _____

II. ESTIMATED 1999 TOTAL DISCOUNTED AND DROPPED VOLUME FOR PERMIT «PERMIT NUMBER» AT TWO POTENTIAL DISCOUNT RATES

Discount Rate 1	Estimated 1999 Volume Entered at DSCFs at 0.3 cent discount ²	Discount Rate 2	Estimated 1999 Volume Entered at DSCFs at 1 cent discount ²
0.3 cent discount	B1. _____	1 cent discount	C1. _____
0.3 cent discount	B2. _____	1 cent discount	C2. _____
0.3 cent discount	B3. _____	1 cent discount	C3. _____
ANNUAL TOTAL	B4. _____		C4. _____

¹ The 1998 Average Rate is a weighted average of all rates in the specific rate group, based on your 1998 calendar year permit volume.
² Please refer to the Requirements document included in this package for a table of current and proposed rates for each product in the rate groups.

**INSTRUCTIONS FOR THE U.S. POSTAL SERVICE
FIRST-CLASS MAIL DESTINATION-ENTRY DISCOUNT SURVEY**

Thank you for participating in this survey to assess mailer reaction to a potential new dropship or destination-entry discount available for discounted First-Class Mail entered at its Destination Sectional Center Facility (DSCF).

You will soon be contacted for a brief telephone interview by a PricewaterhouseCoopers interviewer. TO PREPARE FOR THE TELEPHONE CALL PLEASE:

1. Review the enclosed description of the potential new destination-entry discount's requirements and definitions.
2. REVIEW AND COMPLETE THE ENCLOSED WORKSHEET. This information is critical in assessing mailers' reaction to the potential new destination-entry discount. In some cases, you may need to consult with others to complete the worksheet. We appreciate your efforts.

You will ONLY be asked about discounted First-Class Mail volumes under the permit number and mail type shown at the top of the worksheet. Please fill out the worksheet based only on this First-Class Mail permit number and mail type. Your 1998 calendar year mail volumes under this permit have been filled in for you.

3. The worksheet and survey ask about three scenarios:
 - Estimated calendar year 1999 discounted First-Class Mail volume under the specified permit number and mail type (Column A)
 - Expected calendar year 1999 destination-entered First-Class Mail volume under the specified permit number and mail type given a **0.3 cent** discount per piece (Column B)
 - Expected calendar year 1999 destination-entered First-Class Mail volume under the specified permit number and mail type given a **1 cent** discount per piece (Column C)
4. When filling out the worksheet, please consider discounted First-Class Mail under this permit in calendar year 1999. In Column A indicate the volume sent to date in 1999 plus the estimate of the volume for the rest of 1999. In Column B and C, please estimate the volume you would have mailed for the entire period between January 1, 1999 and December 31, 1999 under each potential destination-entry discount scenario.
5. Hold on to these materials for use during the telephone interview.
6. When we call, it is important that we talk to the person MOST RESPONSIBLE FOR MAKING DECISIONS ABOUT THE MAIL under the First-Class Mail permit number and mail type specified at the top of the worksheet.
7. PricewaterhouseCoopers will not make the results of this study available in any form that allows identification of your organization, so the confidentiality of your responses is guaranteed.
8. The U.S. Postal Service cannot guarantee any discounts shown as part of this survey; these discounts are used solely for market research.

If you have questions about the study, please contact Ms. Kelly Thomas of the PricewaterhouseCoopers Survey Research Center at (301) 897-4308 or kelly.thomas@us.pwcglobal.com.

FIRST-CLASS MAIL DESTINATION-ENTRY DISCOUNT REQUIREMENTS

The U.S. Postal Service is considering a new worksharing discount for discounted First-Class Mail (FCM) entered at the mail processing facility where the mail is destined. This destination-entry discount would be an *additional* discount on top of the existing workshare discounts for presorting and prebarcoding. The level of the discount would be the same regardless of mail shape (letter, flat, parcel, or card) or other workshare preparation.

REQUIREMENTS

- Mail must be deposited at the Destination Sectional Center Facility (DSCF) corresponding to the three-digit ZIP Code of the mail being sent (see the list of designated DSCFs included in this package)
- Mail must be entered at the designated DSCF by the following times:

Nonautomation presorted First-Class Mail by **5pm**

Automation presorted First-Class Mail by **9pm**

- Mail must be bulk-entered presorted or automation First-Class Mail; single-piece mail would not be eligible
- All current mail preparation standards for presorted and automation mail would still apply in order to receive the destination-entry discount
- All current content and eligibility standards for the following would still apply:

Current basic eligibility standards for First-Class Mail (DMM Section E110)

Non-automation presort letters, flats, and parcels (DMM Sections C810, C820, E130)

Automation letters and flats (DMM Sections C810, C820, E140)

Automation or Nonautomation Cards (DMM Sections C810, E130, E140)

DEFINITIONS

Destination-entry/Dropship: Destination-entry or dropshipping is the process of bringing prepared, workshered mail from its point of production to a postal facility located closer to that mail's destination for entry into the USPS processing system. In the case of this specific discount, the mailer must deposit the First-Class Mail at the Destination Sectional Center Facility (DSCF) corresponding to the 3-digit destinating ZIP Code.

Destination Sectional Center Facility (DSCF): A Sectional Center Facility (SCF) is a mail processing facility which processes mail originating and destinating in that SCF's service area. There are approximately 460 SCFs, and each SCF's service area is composed of one or more 3-digit ZIP Codes. A **Destination** Sectional Center Facility (DSCF) is a postal facility which handles the sorting/distribution of the mail for the first 3-digits of the ZIP Code of the destinating address.

Workshare Discounts: Workshare discounts are obtained by mailers when they presort and or prebarcode their mail, thereby "sharing" in the processing work required to move mail through the USPS system. Differing rules apply to the varying levels of worksharing (see the DMM for specific rules).

PLEASE REFER TO THE BACK OF THIS PAGE FOR A TABLE OF CURRENT RATES FOR EACH PRODUCT IN THE RATE GROUPS SHOWN ON THE WORKSHEET.

**LIST OF DESTINATION SECTIONAL CENTER FACILITIES (DSCFs)
TO ACCEPT DESTINATION-ENTRY FIRST-CLASS MAIL**

<u>DESTINATING 3-DIGIT ZIP</u>	<u>FACILITY</u>	<u>STATE</u>	<u>DESTINATING 3-DIGIT ZIP</u>	<u>FACILITY</u>	<u>STATE</u>
997	FAIRBANKS	AK	063-066	SCF SOUTHERN	CT
998	JUNEAU	AK	068, 069	SCF STAMFORD	CT
999	KETCHIKAN	AK	200, 202-205	SCF WASHINGTON DC	DC
995, 996	SCF ANCHORAGE	AK	197-199	SCF WILMINGTON	DE
354	TUSCALOOSA	AL	321	DAYTONA BEACH	FL
362	ANNISTON	AL	323	TALLAHASSEE	FL
363	DOTHAN	AL	324	PANAMA CITY	FL
364	EVERGREEN	AL	325	PENSACOLA	FL
350-352, 355, 359	SCF BIRMINGHAM	AL	327	MID-FLORIDA	FL
356-358	SCF HUNTSVILLE	AL	330	SOUTH FLORIDA	FL
360, 361, 367, 368	SCF MONTGOMERY	AL	333	FT LAUDERDALE	FL
365, 366	SCF MOBILE	AL	337	ST PETERSBURG	FL
716	PINE BLUFF	AR	338	LAKELAND	FL
717	CAMDEN	AR	342	MANASOTA	FL
719	HOT SPRINGS NTL PK	AR	320, 322	SCF JACKSONVILLE	FL
724	JONESBORO	AR	326, 344	SCF GAINESVILLE	FL
725	BATESVILLE	AR	328, 329, 347	SCF ORLANDO	FL
726	HARRISON	AR	331, 332	SCF MIAMI	FL
727	FAYETTEVILLE	AR	334, 349	SCF WEST PALM BCH	FL
728	RUSSELLVILLE	AR	335, 336, 346	SCF TAMPA	FL
729	FORT SMITH	AR	339, 341	SCF FT MYERS	FL
720-722	SCF LITTLE ROCK	AR	304	SWAINSBORO	GA
855	GLOBE	AZ	315	WAYCROSS	GA
859	SHOW LOW	AZ	316	VALDOSTA	GA
860	FLAGSTAFF	AZ	317	ALBANY	GA
863	PRESCOTT	AZ	298, 308, 309	SCF AUGUSTA	GA
864	KINGMAN	AZ	299, 313, 314	SCF SAVANNAH	GA
850, 852, 853	SCF PHOENIX	AZ	300, 301	SCF NORTH METRO	GA
856, 857	SCF TUCSON	AZ	302, 303, 311, 399	SCF ATLANTA	GA
928	ANAHEIM	CA	305, 306	SCF ATHENS	GA
930	OXNARD	CA	310, 312	SCF MACON	GA
935	MOJAVE	CA	318, 319	SCF COLUMBUS	GA
939	SALINAS	CA	969	BARRIGADA	GU
955	EUREKA	CA	967, 968	SCF HONOLULU	HI
959	MARYSVILLE	CA	505	FORTDODGE	IA
960	REDDING	CA	508	CRESTON	IA
900, 901	SCF LOS ANGELES	CA	514	CARROLL	IA
902-905	SCF INGLEWOOD	CA	520	DUBUQUE	IA
906-908	SCF LONG BEACH	CA	521	DECORAH	IA
910-912	SCF PASADENA	CA	526	BURLINGTON	IA
913-916	SCF VAN NUYS	CA	500-503, 509, 525	SCF DES MOINES	IA
917, 918	SCF INDUSTRY	CA	504, 506, 507	SCF WATERLOO	IA
919-921	SCF SAN DIEGO	CA	510-513	SCF SIOUX CITY	IA
922-925	SCF SN BERNARDINO	CA	522-524	SCF CEDAR RAPIDS	IA
926, 927	SCF SANTA ANA	CA	833	TWIN FALLS	ID
931, 934	SCF SANTA BARBARA	CA	832, 834	SCF POCATELLO	ID
932, 933	SCF BAKERSFIELD	CA	835, 994	SCF LEWISTON	ID
936-938	SCF FRESNO	CA	836, 837, 979	SCF BOISE	ID
940, 941, 943, 944	SCF SAN FRANCISCO	CA	604	S SUBURBAN	IL
942, 956-958	SCF SACRAMENTO	CA	605	FOX VALLEY	IL
945-948	SCF OAKLAND	CA	609	KANKAKEE	IL
949, 954	SCF NORTH BAY	CA	613	LASALLE	IL
950, 951	SCF SAN JOSE	CA	614	GALESBURG	IL
952, 953	SCF STOCKTON	CA	617	BLOOMINGTON	IL
805	LONGMONT	CO	624	EFFINGHAM	IL
810	PUEBLO	CO	628	CENTRALIA	IL
811	ALAMOSA	CO	629	CARBONDALE	IL
812	SALIDA	CO	527, 528, 612	SCF ROCK ISLAND	IL
813	DURANGO	CO	600, 602	SCF PALATINE	IL
816	GLENWOOD SPRINGS	CO	601, 603	SCF CAROL STREAM	IL
800-804	SCF DENVER	CO	606-608	SCF CHICAGO	IL
806, 807	SCF BRIGHTON	CO	610, 611	SCF ROCKFORD	IL
808, 809	SCF COLORADO SPGS	CO	615, 616	SCF PEORIA	IL
814, 815	SCF GRAND JUNCTION	CO	618, 619	SCF CHAMPAIGN	IL
67	WATERBURY	CT	623, 634, 635	SCF QUINCY	IL
060-062	SCF HARTFORD	CT	625-627	SCF SPRINGFIELD	IL

DESTINATING 3-DIGIT ZIP	FACILITY	STATE	DESTINATING 3-DIGIT ZIP	FACILITY	STATE
469	KOKOMO	IN	486, 487	SCF SAGINAW	MI
472	COLUMBUS	IN	488, 489	SCF LANSING	MI
473	MUNCIE	IN	490, 491	SCF KALAMAZOO	MI
474	BLOOMINGTON	IN	493-495	SCF GRAND RAPIDS	MI
479	LAFAYETTE	IN	498, 499	SCF IRON MOUNTAIN	MI
424, 476, 477	SCF EVANSVILLE	IN	559	ROCHESTER	MN
460-462	SCF INDIANAPOLIS	IN	562	WILLMAR	MN
463, 464	SCF GARY	IN	563	ST CLOUD	MN
465, 466	SCF SOUTH BEND	IN	564	BRAINERD	MN
467, 468	SCF FORT WAYNE	IN	565	DETROIT LAKES	MN
475, 478	SCF TERRE HAUTE	IN	566	BEMIDJI	MN
667	FT SCOTT	KS	567	THIEF RIVER FALLS	MN
673	INDEPENDENCE	KS	540, 550, 551	SCF ST PAUL	MN
675	HUTCHINSON	KS	553-555	SCF MINNEAPOLIS	MN
676	HAYS	KS	556-558	SCF DULUTH	MN
677	COLBY	KS	560, 561	SCF MANKATO	MN
678	DODGE CITY	KS	646	CHILLICOTHE	MO
660-662	SCF KANSAS CITY	KS	647	HARRISONVILLE	MO
664-666, 668	SCF TOPEKA	KS	620, 622, 630, 631, 633	SCF ST LOUIS	MO
669, 674	SCF SALINA	KS	636-639	SCF CAPE GIRARDEAU	MO
670-672	SCF WICHITA	KS	640, 641, 649	SCF KANSAS CITY	MO
679, 739	SCF LIBERAL	KS	644, 645	SCF ST JOSEPH	MO
420	PADUCAH	KY	648, 654-658	SCF SPRINGFIELD	MO
423	OWENSBORO	KY	650-653	SCF MID-MISSOURI	MO
427	ELIZABETHTOWN	KY	387	GREENVILLE	MS
400-402, 471	SCF LOUISVILLE	KY	388	TUPELO	MS
403-406	SCF LEXINGTON	KY	389	GRENADA	MS
407-409	SCF LONDON	KY	394	HATTIESBURG	MS
411, 412	SCF ASHLAND	KY	395	GULFPORT	MS
413, 414	SCF CAMPTON	KY	396	MCCOMB	MS
415, 416	SCF PIKEVILLE	KY	397	COLUMBUS	MS
417, 418	SCF HAZARD	KY	369, 393	SCF MERIDIAN	MS
421, 422	SCF BOWLING GREEN	KY	390-392	SCF JACKSON	MS
425, 426	SCF SOMERSET	KY	592	WOLF POINT	MT
703	HOUMA	LA	593	MILES CITY	MT
704	MANDEVILLE	LA	594	GREAT FALLS	MT
705	LAFAYETTE	LA	595	HAVRE	MT
706	LAKE CHARLES	LA	596	HELENA	MT
712	MONROE	LA	597	BUTTE	MT
700, 701	SCF NEW ORLEANS	LA	598	MISSOULA	MT
707, 708	SCF BATON ROUGE	LA	599	KALISPELL	MT
710, 711	SCF SHREVEPORT	LA	590, 591, 821	SCF BILLINGS	MT
713, 714	SCF ALEXANDRIA	LA	285	KINSTON	NC
12	PITTSFIELD	MA	286	HICKORY	NC
24	NORTHWEST BOS	MA	270-274	SCF GREENSBORO	NC
010, 011, 013	SCF SPRINGFIELD	MA	275-277	SCF RALEIGH	NC
014-017	SCF WORCESTER	MA	278, 279	SCF ROCKY MOUNT	NC
018, 019, 055	SCF MIDDLESEX-ESX	MA	280-282, 297	SCF CHARLOTTE	NC
020, 023	SCF BROCKTON	MA	283, 284	SCF FAYETTEVILLE	NC
021, 022	SCF BOSTON	MA	287-289	SCF ASHEVILLE	NC
025, 026	SCF CAPE COD	MA	582	GRAND FORKS	ND
217	FREDERICK	MD	583	DEVILS LAKE	ND
206, 207	SCF SOUTHERN	MD	584	JAMESTOWN	ND
208, 209	SCF SUBURBAN	MD	587	MINOT	ND
210, 211, 214	SCF LINTHICUM	MD	588	WILLISTON	ND
212, 219	SCF BALTIMORE	MD	580, 581	SCF FARGO	ND
215, 267	SCF CUMBERLAND	MD	585, 586	SCF BISMARCK	ND
216, 218	SCF EASTERN SHORE	MD	690	MCCOOK	NE
040-043, 045, 048	SCF PORTLAND	ME	691	NORTH PLATTE	NE
044, 046, 047, 049	SCF BANGOR	ME	692	VALENTINE	NE
492	JACKSON	MI	693	ALLIANCE	NE
496	TRAVERSE CITY	MI	515, 516, 680, 681	SCF OMAHA	NE
497	GAYLORD	MI	683-685	SCF LINCOLN	NE
480, 483	SCF ROYAL OAK	MI	686, 687	SCF NORFOLK	NE
481, 482	SCF DETROIT	MI	688, 689	SCF GRAND ISLAND	NE
484, 485	SCF FLINT	MI	030-034	SCF MANCHESTER	NH

DESTINATING 3-DIGIT ZIP	FACILITY	STATE	DESTINATING 3-DIGIT ZIP	FACILITY	STATE
038, 039	SCF PORTSMOUTH	NH	745	MCALESTER	OK
76	HACKENSACK	NJ	746	PONCA CITY	OK
070-073	SCF NEWARK	NJ	747	DURANT	OK
074, 075	SCF PATERSON	NJ	748	SHAWNEE	OK
077, 087	SCF MONMOUTH	NJ	749	POTEAU	OK
078, 079	SCF WEST JERSEY	NJ	730, 731	SCF OKLAHOMA CITY	OK
080-084	SCF SOUTH JERSEY	NJ	740, 741, 743	SCF TULSA	OK
085, 086	SCF TRENTON	NJ	973	SALEM	OR
088, 089	SCF KILMER	NJ	974	EUGENE	OR
874	FARMINGTON	NM	975	MEDFORD	OR
877	LAS VEGAS	NM	976	KLAMATH FALLS	OR
878	SOCORRO	NM	977	BEND	OR
879	TRUTH OR CONS	NM	978	PENDLETON	OR
880	LAS CRUCES	NM	970-972, 986	SCF PORTLAND	OR
881	CLOVIS	NM	156	GREENSBURG	PA
882	ROSWELL	NM	158	DUBOIS	PA
883	CARRIZOZO	NM	163	OIL CITY	PA
884	TUCUMCARI	NM	167	BRADFORD	PA
865, 873	SCF GALLUP	NM	150-154	SCF PITTSBURGH	PA
870-872, 875	SCF ALBUQUERQUE	NM	155, 157, 159	SCF JOHNSTOWN	PA
893	ELY	NV	160-162	SCF NEW CASTLE	PA
898	ELKO	NV	164, 165	SCF ERIE	PA
889-891	SCF LAS VEGAS	NV	166, 168	SCF ALTOONA	PA
894, 895, 897, 961	SCF RENO	NV	169, 177	SCF WILLIAMSPORT	PA
103	STATEN ISLAND	NY	170-172, 178	SCF HARRISBURG	PA
104	BRONX	NY	173-176	SCF LANCASTER	PA
109	ROCKLAND	NY	179, 195, 196	SCF READING	PA
111	LONG ISLAND CITY	NY	180, 181, 183	SCF LEHIGH VALLEY	PA
112	BROOKLYN	NY	182, 186, 187	SCF WILKES BARRE	PA
115	WESTERN NASSAU	NY	184, 185, 188	SCF SCRANTON	PA
128	GLENS FALLS	NY	189, 193, 194	SCF SOUTHEASTERN	PA
129	PLATTSBURGH	NY	190-192	SCF PHILADELPHIA	PA
136	WATERTOWN	NY	006, 007, 009	SCF SANJUAN	PR
147	JAMESTOWN	NY	027-029	SCF PROVIDENCE	RI
005, 117-119	SCF MID-ISLAND	NY	294	CHARLESTON	SC
100-102	SCF NEW YORK	NY	295	FLORENCE	SC
105-108	SCF WESTCHESTER	NY	290-292	SCF COLUMBIA	SC
110, 113, 114, 116	SCF QUEENS	NY	293, 296	SCF GREENVILLE	SC
120-123	SCF ALBANY	NY	574	ABERDEEN	SD
124-127	SCF MID-HUDSON	NY	575	PIERRE	SD
130-132	SCF SYRACUSE	NY	576	MOBRIDGE	SD
133-135	SCF UTICA	NY	577	RAPID CITY	SD
137-139	SCF BINGHAMTON	NY	570, 571	SCF SIOUX FALLS	SD
140-143	SCF BUFFALO	NY	572, 573	SCF DAKOTA CENTRAL	SD
144-146	SCF ROCHESTER	NY	376	JOHNSON CITY	TN
148, 149	SCF ELMIRA	NY	382	MCKENZIE	TN
439	STEUBENVILLE	OH	383	JACKSON	TN
456	CHILLICOTHE	OH	384	COLUMBIA	TN
457	ATHENS	OH	385	COOKEVILLE	TN
458	LIMA	OH	307, 373, 374	SCF CHATTANOOGA	TN
410, 450-452, 459, 470	SCF CINCINNATI	OH	370-372	SCF NASHVILLE	TN
430-433	SCF COLUMBUS	OH	375, 380, 381, 386, 723	SCF MEMPHIS	TN
434-436	SCF TOLEDO	OH	377-379	SCF KNOXVILLE	TN
437, 438	SCF ZANESVILLE	OH	750	NORTH TEXAS	TX
440, 441	SCF CLEVELAND	OH	754	GREENVILLE	TX
442, 443	SCF AKRON	OH	758	PALESTINE	TX
444, 445	SCF YOUNGSTOWN	OH	759	LUFKIN	TX
446, 447	SCF CANTON	OH	763	WICHITA FALLS	TX
448, 449	SCF MANSFIELD	OH	778	BRYAN	TX
453-455	SCF DAYTON	OH	779	VICTORIA	TX
734	ARDMORE	OK	785	MCALLEN	TX
735	LAWTON	OK	792	CHILDRESS	TX
736	CLINTON	OK	718, 755	SCF TEXARKANA	TX
737	ENID	OK	733, 786, 787, 789	SCF AUSTIN	TX
738	WOODWARD	OK	751-753	SCF DALLAS	TX
744	MUSKOGEE	OK	756, 757	SCF EAST TEXAS	TX

<u>DESTINATING 3-DIGIT ZIP</u>	<u>FACILITY</u>	<u>STATE</u>	<u>DESTINATING 3-DIGIT ZIP</u>	<u>FACILITY</u>	<u>STATE</u>
760-762, 764	SCF FT WORTH	TX	980, 981	SCF SEATTLE	WA
765-767	SCF WACO	TX	983, 984	SCF TACOMA	WA
768, 795, 796	SCF ABILENE	TX	539	PORTAGE	WI
769, 797	SCF MIDLAND	TX	544	WAUSAU	WI
770-772	SCF HOUSTON	TX	545	RHINELANDER	WI
773-775	SCF NORTH HOUSTON	TX	546	LA CROSSE	WI
776, 777	SCF BEAUMONT	TX	547	EAU CLAIRE	WI
780-782, 788	SCF SAN ANTONIO	TX	548	SPOONER	WI
783, 784	SCF CORPUS CHRISTI	TX	549	OSHKOSH	WI
790, 791	SCF AMARILLO	TX	530-532, 534	SCF MILWAUKEE	WI
793, 794	SCF LUBBOCK	TX	535, 537, 538	SCF MADISON	WI
798, 799, 885	SCF EL PASO	TX	541-543	SCF GREEN BAY	WI
840-844	SCF SALT LAKE CTY	UT	249	LEWISBURG	WV
845-847	SCF PROVO	UT	254	MARTINSBURG	WV
201	DULLES	VA	260	WHEELING	WV
226	WINCHESTER	VA	261	PARKERSBURG	WV
227	CULPEPER	VA	266	GASSAWAY	WV
239	FARMVILLE	VA	268	PETERSBURG	WV
242	BRISTOL	VA	246-248	SCF BLUEFIELD	WV
245	LYNCHBURG	VA	250-253	SCF CHARLESTON	WV
220-223	SCF NORTHERN	VA	255-257	SCF HUNTINGTON	WV
224, 225, 230-232, 238	SCF RICHMOND	VA	258, 259	SCF BECKLEY	WV
228, 229, 244	SCF CHARLOTTESVLE	VA	262-265	SCF CLARKSBURG	WV
233-237	SCF NORFOLK	VA	820	CHEYENNE	WY
240, 241, 243	SCF ROANOKE	VA	822	WHEATLAND	WY
035-037, 050-053, 057-059	SCF WHITE RIV JCT	VT	823	RAWLINS	WY
054, 056	SCF BURLINGTON	VT	824	WORLAND	WY
982	EVERETT	WA	825	RIVERTON	WY
985	OLYMPIA	WA	826	CASPER	WY
988	WENATCHEE	WA	827	GILLETTE	WY
989	YAKIMA	WA	828	SHERIDAN	WY
993	PASCO	WA	829-831	SCF ROCK SPRINGS	WY
838, 990-992	SCF SPOKANE	WA			

Section III: Survey Questionnaire

pwcid: _____
initials: _____

USPS FIRST-CLASS MAIL DESTINATION-ENTRY DISCOUNT SURVEY QUESTIONNAIRE PRETEST VERSION

Hello, my name is _____ with PricewaterhouseCoopers. May I please speak with _____
(CONTACT NAME)?

IF CONTACT NAME, CONTINUE

IF GETTING TRANSFERRED TO CONTACT NAME, REPEAT INTRODUCTION

IF CONTACT NAME NOT AVAILABLE, RECORD CALL BACK DATE AND TIME

We are conducting a study for the U.S. Postal Service to obtain mailer reaction to a potential new worksharing discount available to mailers of discounted First-Class Mail. The data collected from this survey may be used in a rate case before the Postal Rate Commission.

You should have received a package in the mail recently on tan sheets of paper containing a description of the potential new discount, requirements, and a worksheet on blue paper with your 1998 mail volume for _____ (MAIL TYPE/INDICIA) under permit number _____ (PERMIT NUMBER). The questions I am going to ask you refer only to mail associated with that permit as indicated on the blue worksheet sent to you.

Throughout this interview, please think only of all the discounted _____ (MAIL TYPE/INDICIA) for First-Class Mail you send under permit number _____ (PERMIT NUMBER). This may include mail you send directly or mail you send using a mailing service.

PROMPT: PricewaterhouseCoopers will not make the results of this study available in any form that allows identification of your organizations, so the confidentiality of your responses is guaranteed.

ESTIMATED 1999 VOLUME

Please refer to the blue worksheet included in the mail package to answer the following questions. First we would like to collect your estimated 1999 calendar year volume of discounted First-Class Mail under this permit assuming no change to the current rates. Please refer to column A on the worksheet.

IF RESPONDENT DOES NOT HAVE WORKSHEET: Please give me your best estimate for each question.

1. In calendar year 1998, you sent ____ (1998 GROUP 1 VOLUME) pieces of nonautomation presort letters, flats, and parcels. Approximately what volume did you or will you send in calendar year 1999 under permit number ____ (PERMIT NUMBER)?

PROMPT: See line A1 (First row, first column)

PROMPT: Please estimate your calendar year 1999 volume for nonautomation presort letters, flats, and parcels assuming no change to the current rates.

____ pieces
DK DON'T KNOW
RF REFUSED

2. In calendar year 1998, you sent ____ (1998 GROUP 2 VOLUME) pieces of automation letters and flats. Approximately what volume did you or will you send in calendar year 1999 under permit number ____ (PERMIT NUMBER)?

PROMPT: See line A2 (Second row, first column)

PROMPT: Please estimate your calendar year 1999 volume for automation letters and flats assuming no change to the current rates.

____ pieces
DK DON'T KNOW
RF REFUSED

3. In calendar year 1998, you sent ____ (1998 GROUP 3 VOLUME) pieces of cards, bulk nonautomation presort and automation. Approximately what volume did you or will you send in calendar year 1999 under permit number ____ (PERMIT NUMBER)?

PROMPT: See line A3 (Third row, first column)

PROMPT: Please estimate your calendar year 1999 volume cards assuming no change to the current rates.

____ pieces
DK DON'T KNOW
RF REFUSED

4. In calendar year 1998, your TOTAL volume of discounted First-Class Mail under permit number _____ (PERMIT NUMBER) was _____ (1998 TOTAL VOLUME) pieces. I compute your TOTAL estimated calendar year 1999 volume of discounted First-Class Mail under this permit as _____ (TOTAL OF Q1+Q2+Q3). Is this correct?

PROMPT: See line A4, first column.

PROMPT: Please estimate your total calendar year 1999 volume assuming no change to the current rates.

- | | | |
|---|------------|--------------|
| 1 | YES | |
| 2 | NO | RE-ASK Q1-Q3 |
| 8 | DON'T KNOW | |
| 9 | REFUSED | |

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 1

Now, we would like to collect your estimated calendar year 1999 volume of discounted First-Class Mail that you would expect to send destination-entry given a **0.3 cent discount** per piece. Please refer to column B on the worksheet.

An organization may be able to receive a 0.3 cent discount per piece by sending discounted First-Class Mail destination-entry. Destination-entry means that mail is deposited at the Destination Sectional Center Facility, or DSCF, which corresponds to the three-digit ZIP Code of the destination address of the mail being sent. As a reminder, nonautomation First-Class Mail must be deposited at the DSCF by 5pm and automation First-Class Mail must be deposited by 9pm.

IF RESPONDENT DOES NOT HAVE WORKSHEET: Please give me your best estimate for each question.

5. If you received a 0.3 cent discount per piece under these requirements, would your organization EXPECT to send destination-entry any of your discounted First-Class Mail in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: Please refer to the list of designated Destination Sectional Center Facilities (DSCFs) mail included in your mail package with your worksheet.

- 1 YES
2 NO GO TO Q10
8 DON'T KNOW
9 REFUSED

6. You estimated that in calendar year 1999 your organization will send approximately _____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a 0.3 cent discount per piece, what is the EXPECTED volume of nonautomation presort letters, flats, and parcels that your organization would send destination-entry by 5pm in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: See line B1 (First row, second column)

- _____ pieces
DK DON'T KNOW
RF REFUSED

7. You estimated that in calendar year 1999 your organization will send approximately _____ (Q2) pieces of automation letters and flats. At a 0.3 cent discount per piece, what is the EXPECTED volume of automation letters and flats that your organization would send destination-entry by 9pm in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: See line B2 (Second row, second column)

- _____ pieces
DK DON'T KNOW
RF REFUSED

8. You estimated that in calendar year 1999 your organization will send approximately ____ (Q3) cards, nonautomation presort and automation. At a 0.3 cent discount per piece, what is the EXPECTED volume of cards, nonautomation presort and automation, that your organization would send destination-entry in calendar year 1999 under permit number ____ (PERMIT NUMBER)?

PROMPT: See line B3 (Third row, second column)

PROMPT: To receive a 0.3 cent discount per piece, your nonautomation First-Class Mail must be deposited at the DSCF by 5pm and your automation First-Class Mail must be deposited by 9pm.

____ pieces
DK DON'T KNOW
RF REFUSED

9. In calendar year 1999, your estimated TOTAL volume of discounted First-Class Mail under permit number ____ (PERMIT NUMBER) that your organization will send was (Q4) pieces. With a 0.3 cent discount per piece, I compute your calendar year 1999 EXPECTED TOTAL of volume that your organization would send destination-entry to be ____ (TOTAL OF Q6+Q7+Q8). Is this correct?

PROMPT: See line B4, second column.

1 YES
2 NO RE-ASK Q6-Q8
8 DON'T KNOW
9 REFUSED

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 2

Now, we would like to collect your estimated calendar year 1999 volume of discounted First-Class Mail that you would expect to send destination-entry given a **1 cent discount** per piece. Please refer to column C on the worksheet.

IF RESPONDENT DOES NOT HAVE WORKSHEET: Please give me your best estimate for each question.

10. If you received a 1 cent discount per piece, would your organization EXPECT to send any of your discounted First-Class Mail destination-entry in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: Please refer to the list of designated Destination Sectional Center Facilities (DSCFs) included in your mail package with your worksheet.

- 1 YES
- 2 NO GO TO CLOSING
- 8 DON'T KNOW
- 9 REFUSED

11. You estimated that in calendar year 1999 your organization will send approximately _____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a 1 cent discount per piece, what is the EXPECTED volume of nonautomation presort letters, flats, and parcels that your organization would send destination-entry by 5pm in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: See line C1 (First row, third column)

- _____ pieces
- DK DON'T KNOW
 - RF REFUSED

12. You estimated that in calendar year 1999 your organization will send approximately _____ (Q2) pieces of automation letters and flats. At a 1 cent discount per piece, what is the EXPECTED volume of automation letters and flats that your organization would send destination-entry by 9pm in calendar year 1999 under permit number _____ (PERMIT NUMBER)?

PROMPT: See line C2 (Second row, third column)

- _____ pieces
- DK DON'T KNOW
 - RF REFUSED

13. You estimated that in calendar year 1999 your organization will send approximately ____ (Q3) cards, nonautomation presort and automation. At a 1 cent discount per piece, what is the EXPECTED volume of cards, nonautomation presort and automation, that your organization would send destination-entry in calendar year 1999 under permit number ____ (PERMIT NUMBER)?

PROMPT: See line C3 (Third row, third column)

PROMPT: To receive a 1 cent discount per piece, your nonautomation First-Class Mail must be deposited at the DSCF by 5pm and your automation First-Class Mail must be deposited by 9pm.

____ pieces
DK DON'T KNOW
RF REFUSED

14. In calendar year 1999, your estimated TOTAL volume of discounted First-Class Mail under permit number ____ (PERMIT NUMBER) that your organization will send was (Q4) pieces. With a 1 cent discount per piece, I compute your calendar year 1999 EXPECTED TOTAL of volume that your organization would send destination-entry to be ____ (TOTAL OF Q11+Q12+Q13). Is this correct?

PROMPT: See line C4, third column.

1 YES
2 NO RE-ASK Q11-Q13
8 DON'T KNOW
9 REFUSED

CLOSING: Thank you very much for your time. The Postal Service cannot guarantee any rates shown as part of this survey; these rates are used solely for market research.

Section IV: Recommended Revisions

Recommended Revisions

PricewaterhouseCoopers conducted the Destination-Entry Discount Pretest interviews from June 22 through June 29, 1999. A total of 22 screening interviews and 12 survey interviews were completed with First-Class Mail permit owners.

Several issues surfaced during the pretest. The following list describes each issue then presents the recommended revision.

A. Screening Questionnaire

- Respondents were impatient with the lengthy introductory description of the study. They often wanted to have the details mailed to them and discuss it further during the main interview.

-Edits will be made to shorten the wording of the screener. The result will be a concise screening questionnaire that asks the screening question and verifies the respondent's mailing address.

B. Mail Package

- Some respondents were confused by the description of the potential discount, the requirements, and the instructions for completing the worksheet.

-Changes will be made to the mailing materials in an effort to better explain the discount and how to use the worksheet. The revisions will simplify the instructions while continuing to communicate all relevant information about the potential discount. The largest change will be moving all worksheet instructions onto the worksheet itself instead of on the separate instruction sheet. Each instruction will point to the section of the worksheet to which it pertains. In addition, some of the points on the separate instruction sheet will be eliminated because they are already mentioned in the cover letter. Overall, changes will be made to the wording to allow for less reading and better understanding for the respondent.

C. Survey Questionnaire

- At the beginning of the questionnaire, a few respondents thought that they were being called for the screening questionnaire again. (Both the screening questionnaire and the main questionnaire started with the purpose of the study.)

-The new introduction will state in the first sentence that we are calling to follow up on a package that they should have received.

- Many respondents were frustrated with the length of the survey. They often preferred to read the numbers on their worksheet instead of being asked the survey questions.

-We will shorten the wording as much as possible without sacrificing important information.

- Many respondents often had the same answers for the 1 cent discount as for the 0.3 cent discount. They wanted to quickly give their answers without being asked the questions again.

-A new response category, "Yes, same as column B", will be added to Q10. If the respondent volunteers that the volume information is the same for both discount levels, the interviewer will be able to select this new category rather than asking each individual volume question.

- A few respondents were confused about the discount.

-We will add a brief paragraph before the questions asking about the discount. This will communicate the main requirements of the potential discount.

- When the respondent answered 'Don't Know' or 'Refused' to any of the volume questions, the questions that automatically calculated and asked the respondent to confirm the total mail volume did not make sense.

-A new question will be asked for this situation. Instead of confirming the total, it will ask for their expected total volume.

-A similar question collecting a total volume was added for those respondents whose estimated total volume was not the sum of the three volumes previously given. This did not happen in the pretest, but was added as a precaution. In addition, the interviewers will be instructed to write a problem sheet for this situation.

- Occasionally a respondent who received the package realized that there was a better contact to complete the questionnaire. During the pretest, the interviewer was able to record new contact information on hard copy.

-For the main questionnaire, a question will be added to record new contact information in the CATI system.

D. Training Points

- There were three situations that arose during the pretest where the respondent felt unable to respond to the question:
 1. The respondent's company owns the permit but uses a mailing service.
 2. A mailing service owns the permit; however, the respondent indicates that they need to talk with their clients before answering questions.
 3. The respondent does not understand the potential discount.

-A script for each of the above scenarios will be added to the interviewer training manual.

- Some respondents insisted that they did not own the sampled permit and, therefore could not complete the survey.

-A script will be added to the Data Facts Sheet of the interviewer training manual for the interviewer's reference when this situation arises.

In addition to the changes recommended as a result of the pretest, the USPS decided to change one of the discount scenarios from a 0.3 cent discount per piece to a 0.4 cent discount per piece. All of the mail package materials and the survey questionnaire will be revised to reflect the 0.4 cent discount level.