

Appendix C: Survey Administration

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Section I: Interviewer Training Manual

**United States Postal Service
First-Class Mail Destination-Entry Discount Survey**

**Interviewer Training Manual
July 1999**

USPS First-Class Mail Destination-Entry Discount Survey

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Appendix: Mail-Out Materials

**USPS First-Class Mail Destination-Entry Discount Survey
Data Facts Sheet**

When will I receive the package? (screening questionnaire only)

You should receive the package in about 1-2 weeks. A PricewaterhouseCoopers representative will be calling shortly after you receive the package.

We don't own that permit number.

The United States Postal Service gave PwC permission to verify ownership of permits for this study. Ownership of your permit has been verified by [ISSUING POST OFFICE]. Perhaps there is another contact who may be familiar with this permit number.

THE NAME OF THE ISSUING POST OFFICE IS AT THE TOP OF YOUR SCREEN.
IF NECESSARY, OFFER TO FAX A LETTER FROM THE USPS THAT VERIFIES THAT THIS COMPANY OWNS THE PERMIT NUMBER.

We only mail a small amount under that permit.

That is fine; your input on this potential discount is still helpful.

Why should I participate in this study?

Your input will help the U.S. Postal Service assess the impact of this possible new discount. The data collected from this survey may be used in a rate case before the Postal Rate Commission.

What is the purpose of the study?

This is a study for the United States Postal Service. The purpose of this study is to obtain mailer reaction to a potential new worksharing discount available to mailers of discounted First-Class Mail.

What does the mail package contain?

The package contains:

- 1) A cover letter explaining the study,
- 2) A worksheet that includes your 1998 mail volume for the specified mail type and permit number,
- 3) Instructions on how to complete the worksheet, and
- 4) A list of destination-entry discount requirements and definitions.

NOTE: Except for the cover letter, all of the materials needed for the preparation of completing the worksheet are printed on tan paper. The actual worksheet is printed on blue paper.

How long will the survey take?

After the completion of the worksheet, the survey should take about 5-10 minutes.

Who are you interviewing?

We are interviewing business locations who send discounted First-Class Mail.

We need to speak with the person most responsible for making decisions about discounted First-Class Mail for a specific permit number.

Where did you get your list of businesses?

The United States Postal Service provided a list of businesses owning discounted First-Class mail permits that were active in 1998.

I haven't received the package yet.

If I may get your fax number, I can fax you the packet, and we can set up an appointment for another time.

IF THEY DO NOT HAVE A FAX MACHINE: You should probably get the package within the next couple of days. I can try you back in 2-3 days. What time would be best for you?

I have already been called for a USPS sponsored survey.

If you have participated in prior studies, you are still eligible to participate in this survey.

Will my answers be confidential?

Confidentiality is guaranteed. We will not make the results of this study available in any form that allows identification of your organization.

When will we hear about the results of the survey?

We anticipate that the results of this study will be available to the public some time in late fall.

Who can I contact for more information?/Who can I contact to verify the legitimacy of the study?

You may contact Kelly Thomas with PricewaterhouseCoopers at 301-897-4308.

**USPS First-Class Mail Destination-Entry Discount Survey
Three Possible Scenarios**

1) IF YOU'RE SPEAKING WITH A COMPANY THAT OWNS THE PERMIT, BUT THE COMPANY'S MAILER DEPOSITS UNDER THE PERMIT:

I would like to confirm that (COMPANY NAME) owns this permit and that you are the person within (COMPANY NAME) most responsible for making decisions about this permit.

IF THE COMPANY REFERS YOU TO THEIR MAILER, READ:

Could I please have the company name, a contact name, and a phone number in order to share this material with them?

CALL THE MAILING COMPANY. IF YOU DON'T HAVE A CONTACT NAME, READ:

Hello my name is _____ from PricewaterhouseCoopers. We are conducting a study for the U.S. Postal Service with organizations that send discounted First-Class Mail.
May I speak with the person most responsible for making decisions about the mail sent on behalf of (COMPANY NAME) under (PERMIT NUMBER)?

WHEN SPEAKING TO CONTACT FROM MAILING COMPANY, READ:

Hello my name is _____ from PricewaterhouseCoopers. (CONTACT NAME) at (COMPANY NAME) asked me to call you regarding the (MAIL TYPE) you send on their behalf under permit number (PERMIT NUMBER).

We are calling because the U.S. Postal Service is obtaining input from mailers to help it assess the impact of a possible new worksharing discount available to mailers of discounted First-Class Mail.

We would like to fax you a description of the potential discount. Could I please have your fax number?

After you receive the information we will call you back to get your reactions to the discount. When would be best for you?

2) IF YOU'RE SPEAKING WITH A MAILING SERVICE AND THE SERVICE OWNS THE PERMIT, BUT INDICATES THAT THEY NEED TO FIRST TALK TO THEIR CLIENTS:

I would like to confirm that (MAILING COMPANY NAME) owns this permit and that you are the most responsible person for making decisions about this permit.

This potential discount primarily impacts where you would drop the mail for your clients. Since your company owns the permit, you would be getting the discount as well as incurring the transportation costs. Therefore, we would like to get your reaction to the potential discount.

3) **IF THE RESPONDENT DOES NOT SEEM TO UNDERSTAND WHAT WE ARE ASKING FOR OR WHAT BENEFIT THE USPS IS GETTING FROM THIS DISCOUNT:**

What we are asking you to estimate is the portion of your expected 1999 discounted First-Class Mail volume that you would deposit "destination-entry."

Destination-entry is the process of bringing prepared, workshared mail from its point of production to a postal facility located closer to that mail's destination for entry into the USPS processing system.

The discount would only apply to mail that was deposited at the Destination Sectional Center Facility (DSCF) corresponding to the 3-digit destinating ZIP Code.

The benefit to the post office is that you would be incurring transportation costs that the Post Office would otherwise have to incur to get the mail to its destinating SCF.

USPS First-Class Mail Destination-Entry Discount Survey Glossary of Terms

Automation: Mail that can be scanned and processed by automated mail processing equipment such as a barcode sorter.

Nonautomation: Mail that cannot be scanned and processed by automated mail processing equipment.

Presort: The process of sorting mail according to USPS standards before presenting the mail at a post office. The sortation is usually by ZIP Code or a carrier route. All automation rate mail is presorted by the mailer.

Card: Postcard.

Letter: Standard envelope with dimensions not exceeding 11-1/2" in length, 6-1/8" in height, and 1/4" in thickness.

Flat: Large envelope with dimensions exceeding that of letter size but not exceeding the maximum dimensions for flats (15" long, 12" high, 3/4" thick).

Parcel: A package that does not meet the mail processing category for letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a carton.

Indicia: Imprinted designation on mail that denotes postage payment. Types include permit imprint, metered, or precanceled stamp mail.

Permit Imprint: Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer.

Metered Mail: Any mail class (except periodicals) with postage printed by a USPS-approved postage meter.

Precanceled Stamp Mail: A postage stamp canceled by marking across the face before it is sold to mailers for use with bulk mailings.

Destination-entry (Dropship): Destination-entry is the process of bringing prepared, workshared mail from its point of production to a postal facility located closer to that mail's destination for entry into the USPS processing system.

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.

**USPS First-Class Mail Destination-Entry Discount Survey
Screening Questionnaire**

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

May I 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)?

IF CORRECT CONTACT, CONTINUE

IF GETTING TRANSFERRED TO CONTACT, REPEAT INTRODUCTION

IF CONTACT NOT AVAILABLE, RECORD CALL BACK DATE AND TIME

2. The Postal Service is obtaining input from mailers to help it assess the impact of a possible new worksharing discount available to mailers of discounted First-Class Mail.

Has your organization sent or planned to send any discounted (MAIL TYPE/INDICIA) for First-Class Mail permit number _____ (PERMIT NUMBER) in calendar year 1999?

1 YES

2 NO GO TO DECISION

3A. We would like to mail you a package containing a description of the potential new discount. In order to do so, I need to collect some information. Could I please have your name, title, and telephone number?

NAME: _____

TITLE: _____

TELEPHONE NUMBER: _____

3B. I would also like to verify your mailing address. I have your mailing address as (ADDRESS, CITY, STATE, ZIP). Is this correct?

1 YES GO TO CLOSING

2 NO GO TO Q4

8 DON'T KNOW GO TO CLOSING

9 REFUSED GO TO CLOSING

4. 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 discounted First-Class Mail sent under permit number _____ (PERMIT NUMBER) in 1999. Thank you for your time.

CLOSING: Thank you very much. A PricewaterhouseCoopers representative will be calling shortly after you receive the package describing this new worksharing discount to get your organization's reactions.

**USPS First-Class Mail Destination-Entry Discount
Survey Questionnaire**

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

IF CONTACT NAME, CONTINUE

IF GETTING TRANSFERRED TO CONTACT NAME, REPEAT INTRODUCTION

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

I'm calling to follow-up on a package that you should have received containing a description of a new potential discount, requirements, and a worksheet with your 1998 mail volume for (MAIL TYPE) 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.

PROMPT: The pages in the package are on tan sheets of paper and the worksheet is on blue paper.

Throughout this interview, please think only of all the discounted (MAIL TYPE) 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.

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.

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 will you have sent at the end of 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

I have recorded _____ pieces.

2. In calendar year 1998, you sent (1998 GROUP 2 VOLUME) pieces of automation letters and flats. Approximately what volume will you have sent at the end of calendar year 1999?

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

I have recorded _____ pieces.

3. In calendar year 1998, you sent (1998 GROUP 3 VOLUME) pieces of cards, bulk nonautomation presort and automation. Approximately what volume will you have sent at the end of calendar year 1999?

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

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

_____ pieces
DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

IF ANY OR ALL OF Q1-Q3 ARE DK, GO TO Q4c

4a. For permit number (PERMIT NUMBER), your TOTAL volume of discounted First-Class Mail was (1998 TOTAL VOLUME) pieces. I compute your TOTAL estimated calendar year 1999 volume 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	GO TO Q5
2	NO	RE-ASK Q1-Q3
8	DON'T KNOW	RE-ASK Q1-Q3
9	REFUSED	GO TO Q5

IF Q1-Q3 ARE CORRECT AND Q4a=2, GO TO Q4b.

IF Q1-Q3 ARE CORRECT AND Q4a=8, GO TO Q5.

4b. What is your expected total volume?

_____ pieces
DK DON'T KNOW
RF REFUSED

GO TO Q5

4c. For permit number (PERMIT NUMBER), your TOTAL volume of discounted First-Class Mail was (1998 TOTAL VOLUME) pieces. What is your TOTAL estimated calendar year 1999 volume under this permit?

_____ pieces
DK DON'T KNOW
RF REFUSED

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 1

An organization may be able to receive a zero point four 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 which corresponds to the three-digit ZIP Code of the destination address of the mail being sent. 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 zero point four 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) included in your mail package with your worksheet.

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

Please refer to column B on the worksheet.

- 6. You estimated that in 1999 your organization will send _____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 5pm in 1999?

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

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

I have recorded _____ pieces.

- 7. You estimated that in 1999 your organization will send _____ (Q2) pieces of automation letters and flats. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 9pm in 1999?

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

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

I have recorded _____ pieces.

8. You estimated that in 1999 your organization will send ____ (Q3) cards, nonautomation presort and automation. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry in 1999?

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

PROMPT: To receive a zero point four 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

I have recorded ____ pieces.

IF ANY OR ALL OF Q6-Q8 ARE DK, GO TO Q9c.

- 9a. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail your organization will send was ____ (Q4) pieces. With a zero point four cent discount per piece, I compute your calendar year 1999 EXPECTED TOTAL 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 GO TO Q10
2 NO RE-ASK Q6-Q8
8 DON'T KNOW RE-ASK Q6-Q8
9 REFUSED GO TO Q10

IF Q6-Q8 ARE CORRECT AND Q9a=2, GO TO Q9b.

IF Q6-Q8 ARE CORRECT AND Q9a=8, GO TO Q10.

- 9b. What is your expected total volume?

____ pieces

DK DON'T KNOW
RF REFUSED

GO TO Q10

- 9c. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail your organization will send was ____ (Q4) pieces. With a zero point four cent discount per piece, what is your 1999 EXPECTED TOTAL volume that your organization would send destination-entry?

____ pieces

DK DON'T KNOW
RF REFUSED

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 2

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

10. If you received a one 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 Q15a |
| 3 | YES, SAME AS COLUMN B | GO TO Q15a |
| 8 | DON'T KNOW | GO TO Q15a |
| 9 | REFUSED | GO TO Q15a |

Please refer to column C on the worksheet.

11. You estimated that in 1999 your organization will send ____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 5pm in 1999?

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

_____ pieces

- DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

12. You estimated that in 1999 your organization will send ____ (Q2) pieces of automation letters and flats. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 9pm in 1999?

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

_____ pieces

- DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

13. You estimated that in 1999 your organization will send ____ (Q3) cards, nonautomation presort and automation. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry in 1999?

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

PROMPT: To receive a one 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

I have recorded _____ pieces.

IF ANY OR ALL OF Q11-Q13 ARE DK, GO TO Q14c.

- 14a. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail that your organization will send was (Q4) pieces. With a one cent discount per piece, I compute your calendar year 1999 EXPECTED TOTAL 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	GO TO Q15a
2	NO	RE-ASK Q11-Q13
8	DON'T KNOW	RE-ASK Q11-Q13
9	REFUSED	GO TO Q15a

IF Q11-Q13 ARE CORRECT AND Q14a=2, GO TO Q14b.
IF Q11-Q13 ARE CORRECT AND Q14a=2, GO TO Q15a.

- 14b. What is your expected total volume?

____ pieces
DK DON'T KNOW
RF REFUSED

GO TO Q15a

- 14c. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail that your organization will send was (Q4) pieces. With a one cent discount per piece, what is your calendar year 1999 EXPECTED TOTAL volume that your organization would send destination-entry?

____ pieces
DK DON'T KNOW
RF REFUSED

- 15a. WAS THIS INTERVIEW COMPLETED WITH (CONTACT)?

1	YES	GO TO CLOSING
---	-----	---------------

2 NO

15b. Can I please have your name, title and phone number?

Name: _____

Title: _____

Phone Number: _____

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.

Appendix

«CONTACT»
«TITLE»
«COMPANY»
«ADDRESS»
«CITY», «STATE» «ZIP»

«DATE»

Dear «CONTACT»,

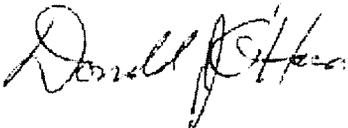
The U.S. Postal Service has asked PricewaterhouseCoopers to help assess the impact of a potential new worksharing discount for discounted First-Class Mail entered at its destination processing facility. In a recent screening interview, you were identified to participate in this study to discuss your organization's use of discounted First-Class Mail. 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.

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. However, the U.S. Postal Service cannot guarantee any discounts shown as part of this survey; these discounts are used solely for this research study.

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»
 PERMIT ISSUE DATE: «PERMIDATE»

ISSUING POST OFFICE: «POCITY», «POSTATE» «POZIP»
 TYPE OF MAIL (INDICIA): «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»

A

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			A4. _____

II. ESTIMATED 1999 DESTINATION-ENTRY VOLUME FOR PERMIT «PERMIT» AT TWO POTENTIAL DISCOUNT RATES

B

Discount Rate 1	Estimated 1999 Volume Entered at DSCFs at 0.4 cent discount ²
0.4 cent discount	B1. _____
0.4 cent discount	B2. _____
0.4 cent discount	B3. _____
	B4. _____

C

Discount Rate 2	Estimated 1999 Volume Entered at DSCFs at 1 cent discount ²
1 cent discount	C1. _____
1 cent discount	C2. _____
1 cent discount	C3. _____
	C4. _____

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 estimate the volume you would mail destination-entry in 1999 given a 0.4 cent discount per piece.

In Column C estimate the volume you would mail destination-entry in 1999 given a 1 cent discount per piece.

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 destination-entry discount available for discounted First-Class Mail entered at its Destination Sectional Center Facility (DSCF).

Destination-entry means that mail is deposited at the Destination Sectional Center Facility which corresponds to the three-digit ZIP Code of the destination address of the mail being sent under the following time of day requirements:

- Nonautomation First-Class Mail must be deposited at the DSCF by 5pm
- Automation First-Class Mail must be deposited at the DSCF by 9pm

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.

You will soon be contacted for a brief telephone interview by a PricewaterhouseCoopers interviewer. TO PREPARE FOR THAT INTERVIEW 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.

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 DEFINITIONS AND REQUIREMENTS

DEFINITIONS

Destination-entry: Destination-entry is the process of bringing prepared, workshared 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 Domestic Mail Manual (DMM) for specific rules.

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)

**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	STEBENVILLE	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

DESTINATING 3-DIGIT ZIP	FACILITY	STATE	DESTINATING 3-DIGIT ZIP	FACILITY	STATE
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 II: Screening Questionnaire

**USPS First-Class Mail Destination-Entry Discount Survey
Screening Questionnaire**

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

May I 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)?

IF CORRECT CONTACT, CONTINUE

IF GETTING TRANSFERRED TO CONTACT, REPEAT INTRODUCTION

IF CONTACT NOT AVAILABLE, RECORD CALL BACK DATE AND TIME

2. The Postal Service is obtaining input from mailers to help it assess the impact of a possible new worksharing discount available to mailers of discounted First-Class Mail.

Has your organization sent or planned to send any discounted (MAIL TYPE/INDICIA) for First-Class Mail permit number _____ (PERMIT NUMBER) in calendar year 1999?

1 YES

2 NO

GO TO DECISION

- 3A. We would like to mail you a package containing a description of the potential new discount. In order to do so, I need to collect some information. Could I please have your name, title, and telephone number?

NAME: _____

TITLE: _____

TELEPHONE NUMBER: _____

- 3B. I would also like to verify your mailing address. I have your mailing address as (ADDRESS, CITY, STATE, ZIP). Is this correct?

1 YES

GO TO CLOSING

2 NO

GO TO Q4

8 DON'T KNOW

GO TO CLOSING

9 REFUSED

GO TO CLOSING

4. 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 discounted First-Class Mail sent under permit number _____ (PERMIT NUMBER) in 1999. Thank you for your time.

CLOSING: Thank you very much. A PricewaterhouseCoopers representative will be calling shortly after you receive the package describing this new worksharing discount to get your organization's reactions.

Section III: Advance Mail Package

«CONTACT»
«TITLE»
«COMPANY»
«ADDRESS»
«CITY», «STATE» «ZIP»

«DATE»

Dear «CONTACT»,

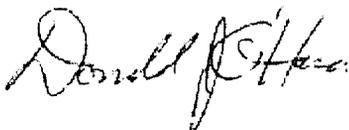
The U.S. Postal Service has asked PricewaterhouseCoopers to help assess the impact of a potential new worksharing discount for discounted First-Class Mail entered at its destination processing facility. In a recent screening interview, you were identified to participate in this study to discuss your organization's use of discounted First-Class Mail. 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.

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. However, the U.S. Postal Service cannot guarantee any discounts shown as part of this survey; these discounts are used solely for this research study.

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»
 PERMIT ISSUE DATE: «PERMDATE»

ISSUING POST OFFICE: «POCITY», «POSTATE» «POZIP»
 TYPE OF MAIL (INDICIA): «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			A4. _____

II. ESTIMATED 1999 DESTINATION-ENTRY VOLUME FOR PERMIT «PERMIT» AT TWO POTENTIAL DISCOUNT RATES

Discount Rate 1	Discount Rate 2	Estimated 1999 Volume Entered at DSCFs at 0.4 cent discount ²	Estimated 1999 Volume Entered at DSCFs at 1 cent discount ²
0.4 cent discount	1 cent discount	B1. _____	C1. _____
0.4 cent discount	1 cent discount	B2. _____	C2. _____
0.4 cent discount	1 cent discount	B3. _____	C3. _____
		B4. _____	C4. _____

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 estimate the volume you would mail destination-entry in 1999 given a 0.4 cent discount per piece.

In Column C estimate the volume you would mail destination-entry in 1999 given a 1 cent discount per piece.

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 destination-entry discount available for discounted First-Class Mail entered at its Destination Sectional Center Facility (DSCF).

Destination-entry means that mail is deposited at the Destination Sectional Center Facility which corresponds to the three-digit ZIP Code of the destination address of the mail being sent under the following time of day requirements:

- Nonautomation First-Class Mail must be deposited at the DSCF by 5pm
- Automation First-Class Mail must be deposited at the DSCF by 9pm

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.

You will soon be contacted for a brief telephone interview by a PricewaterhouseCoopers interviewer. TO PREPARE FOR THAT INTERVIEW 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.

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 DEFINITIONS AND REQUIREMENTS

DEFINITIONS

Destination-entry: Destination-entry is the process of bringing prepared, workshared 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 Domestic Mail Manual (DMM) for specific rules.

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)

**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

DESTINATING 3-DIGIT ZIP	FACILITY	STATE	DESTINATING 3-DIGIT ZIP	FACILITY	STATE
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 IV: Survey Questionnaire

**USPS FIRST-CLASS MAIL DESTINATION-ENTRY DISCOUNT SURVEY QUESTIONNAIRE
MAIN STUDY VERSION**

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

IF CONTACT NAME, CONTINUE

IF GETTING TRANSFERRED TO CONTACT NAME, REPEAT INTRODUCTION

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

I'm calling to follow-up on a package that you should have received containing a description of a new potential discount, requirements, and a worksheet with your 1998 mail volume for (MAIL TYPE) 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.

PROMPT: The pages in the package are on tan sheets of paper and the worksheet is on blue paper.

Throughout this interview, please think only of all the discounted (MAIL TYPE) 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.

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 will you have sent at the end of 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

I have recorded _____ pieces.

2. In calendar year 1998, you sent (1998 GROUP 2 VOLUME) pieces of automation letters and flats. Approximately what volume will you have sent at the end of calendar year 1999?

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

I have recorded _____ pieces.

3. In calendar year 1998, you sent (1998 GROUP 3 VOLUME) pieces of cards, bulk nonautomation presort and automation. Approximately what volume will you have sent at the end of calendar year 1999?

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

I have recorded _____ pieces.

IF ANY OR ALL OF Q1-Q3 ARE DK, GO TO Q4c

4a. For permit number (PERMIT NUMBER), your TOTAL volume of discounted First-Class Mail was (1998 TOTAL VOLUME) pieces. I compute your TOTAL estimated calendar year 1999 volume 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	GO TO Q5
2	NO	RE-ASK Q1-Q3
8	DON'T KNOW	RE-ASK Q1-Q3
9	REFUSED	GO TO Q5

IF Q1-Q3 ARE CORRECT AND Q4a=2, GO TO Q4b.

IF Q1-Q3 ARE CORRECT AND Q4a=8, GO TO Q5.

4b. What is your expected total volume?

_____ pieces
DK DON'T KNOW
RF REFUSED

GO TO Q5

4c. For permit number (PERMIT NUMBER), your TOTAL volume of discounted First-Class Mail was (1998 TOTAL VOLUME) pieces. What is your TOTAL estimated calendar year 1999 volume under this permit?

_____ pieces
DK DON'T KNOW
RF REFUSED

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 1

An organization may be able to receive a zero point four 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 which corresponds to the three-digit ZIP Code of the destination address of the mail being sent. 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 zero point four 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) included in your mail package with your worksheet.

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

Please refer to column B on the worksheet.

6. You estimated that in 1999 your organization will send ____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 5pm in 1999?

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

_____ pieces
DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

7. You estimated that in 1999 your organization will send ____ (Q2) pieces of automation letters and flats. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 9pm in 1999?

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

_____ pieces
DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

8. You estimated that in 1999 your organization will send ____ (Q3) cards, nonautomation presort and automation. At a zero point four cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry in 1999?

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

PROMPT: To receive a zero point four 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

I have recorded _____ pieces.

IF ANY OR ALL OF Q6-Q8 ARE DK, GO TO Q9c.

- 9a. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail your organization will send was ____ (Q4) pieces. With a zero point four cent discount per piece, I compute your calendar year 1999 EXPECTED TOTAL 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	GO TO Q10
2	NO	RE-ASK Q6-Q8
8	DON'T KNOW	RE-ASK Q6-Q8
9	REFUSED	GO TO Q10

IF Q6-Q8 ARE CORRECT AND Q9a=2, GO TO Q9b.

IF Q6-Q8 ARE CORRECT AND Q9a=8, GO TO Q10.

- 9b. What is your expected total volume?

_____ pieces
DK DON'T KNOW
RF REFUSED

GO TO Q10

- 9c. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail your organization will send was ____ (Q4) pieces. With a zero point four cent discount per piece, what is your 1999 EXPECTED TOTAL volume that your organization would send destination-entry?

_____ pieces
DK DON'T KNOW
RF REFUSED

ESTIMATED 1999 DESTINATION-ENTRY VOLUME AT RATE SCENARIO 2

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

10. If you received a one 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 Q15a |
| 3 | YES, SAME AS COLUMN B | GO TO Q15a |
| 8 | DON'T KNOW | GO TO Q15a |
| 9 | REFUSED | GO TO Q15a |

Please refer to column C on the worksheet.

11. You estimated that in 1999 your organization will send ____ (Q1) pieces of nonautomation presort letters, flats, and parcels. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 5pm in 1999?

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

____ pieces
DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

12. You estimated that in 1999 your organization will send ____ (Q2) pieces of automation letters and flats. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry by 9pm in 1999?

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

____ pieces
DK DON'T KNOW
RF REFUSED

I have recorded _____ pieces.

13. You estimated that in 1999 your organization will send ____ (Q3) cards, nonautomation presort and automation. At a one cent discount per piece, what is the EXPECTED volume of this type of mail that your organization would send destination-entry in 1999?

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

PROMPT: To receive a one 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

I have recorded _____ pieces.

IF ANY OR ALL OF Q11-Q13 ARE DK, GO TO Q14c.

- 14a. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail that your organization will send was (Q4) pieces. With a one 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	GO TO Q15a
2	NO	RE-ASK Q11-Q13
8	DON'T KNOW	RE-ASK Q11-Q13
9	REFUSED	GO TO Q15a

IF Q11-Q13 ARE CORRECT AND Q14a=2, GO TO Q14b.
IF Q11-Q13 ARE CORRECT AND Q14a=8, GO TO Q15a.

- 14b. What is your expected total volume?

_____ pieces
DK DON'T KNOW
RF REFUSED

GO TO Q15a

- 14c. For permit number (PERMIT NUMBER), your estimated TOTAL volume of discounted First-Class Mail that your organization will send was (Q4) pieces. With a one cent discount per piece, what is your calendar year 1999 EXPECTED TOTAL volume that your organization would send destination-entry?

_____ pieces
DK DON'T KNOW
RF REFUSED

- 15a. WAS THIS INTERVIEW COMPLETED WITH (CONTACT)?

1	YES	GO TO CLOSING
2	NO	

- 15b. Can I please have your name, title and phone number?

Name: _____

Title: _____

Phone Number: _____

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.