

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN
(DBP/USPS-121, 122, 124)
(July 31, 2006)

The United States Postal Service hereby provides its institutional responses to the above-listed interrogatories, filed on June 28, 2006.

Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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DBP/USPS-121

- [a] Please confirm, or explain if you are unable to confirm, that mailers of certain accountable mail are able to enter the mailpiece number on the Internet and/or telephone and track the mailpiece and/or request an e-mail notification of either the current status or future activity of the mailpiece.
- [b] Please advise the categories of accountable mail, such as Certified Mail or Express Mail, which may be tracked on the Internet.
- [c] Please advise the categories of accountable mail, such as Certified Mail or Express Mail, which may be tracked on the telephone.
- [d] Please advise the categories of accountable mail, such as Certified Mail or Express Mail, which may not be tracked on the Internet.
- [e] Please advise the categories of accountable mail, such as Certified Mail or Express Mail, which may not be tracked on the telephone.
- [f] For each of the categories of accountable mail provided in response to subparts d and/or e above, please advise whether postal employees are able to track the mail on the USPS Intranet.
- [g] For each affirmative response to subpart f above, please advise why the information is not made available to the public and any plans to do so.

RESPONSE:

a. Confirmed that the final disposition of certain accountable mail can be obtained via the telephone or the Internet, and e-mail notifications can be requested.

b-c. The final disposition of mail using the following services may be obtained on the Internet or via phone:

Certified Mail
Express Mail
Registered Mail

d-e. The final disposition of insured items may not be obtained via the Internet or phone.

f. See witness Mitchum's response to DFC/USPS-T40-5.

g. As noted in witness Mitchum's response to DFC/USPS-T40-3, only 17 percent of insured items include Delivery Confirmation service, which provides access to information about the final disposition of items. To provide this information for insured items without Delivery Confirmation service, the Postal Service would have to raise the price for all Insurance to cover the cost of providing access to information about the final

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disposition of the mailpiece, when the vast majority of mailers choose not to purchase
Delivery Confirmation service to receive that information.

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DBP/USPS-122 This Interrogatory refers to a request made for an e-mail notification for accountable mail tracking as referenced in Interrogatory DBP/USPS-121.

[a] Please confirm, or explain if you are unable to confirm, that this e-mail notification adds to the value of service.

[b] Please confirm, or explain if you are unable to confirm, that this e-mail notification may not be requested until the mailpiece has been scanned into the system.

[c] Please advise the various types of scans that are made and the conditions under which they are made and, if appropriate, the categories of accountable mail that they apply to.

[d] Please advise why a mailer must wait for an initial scan before being able to make a request for an e-mail notification.

[e] Please confirm, or explain if you are unable to confirm, that this initial scan may not take place for one or more days after mailing and that a mailer may have to make several Internet inquiries before discovering that the initial scan has been made allowing for an e-mail request.

[f] Please confirm, or explain if you are unable to confirm, that these repetitive checks reduce the value of the service to the mailer.

[g] Please list and describe those categories of accountable mail and/or mailing conditions such as method of mailing and/or method of paying for the postage that must be scanned at the time of acceptance.

[h] Please list and describe those categories of accountable mail and/or mailing conditions such as method of mailing and/or method of paying for the postage that may be scanned at the time of acceptance.

[i] Please list and describe those categories of accountable mail and/or mailing conditions such as method of mailing and/or method of paying for the postage that must be scanned at the time of acceptance if a request is made by the mailer.

[j] Please explain and discuss the methods by which the scanned information is processed from the individual scanner to the master Internet database and the times involved both as to when and how long it takes.

RESPONSE:

a-b. Confirmed.

c. All barcodes on accountable mailpieces are scanned when the fee for the accountable mailpiece is paid at the retail window. The barcodes on Express Mail and GXG mailpieces for which the total postage and fees have been paid are scanned at the retail window. Originating barcode scans are required only for accountable mail with guaranteed service commitments. Certified Mail, Registered Mail and Signature Confirmation may be scanned at the time of acceptance if the customer requests it and

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the accepting office has time to honor the customer's request in instances when the postage was already applied to the mail piece by the customer. Express Mail mailed at an Automated Postal Center (APC), and mail for which insurance over \$50 is purchased at the APC, are scanned at the office of mailing. Express Mail articles mailed in lobby drops, in collection boxes, mailed with a pickup service, or tendered to a city delivery, highway contract, or rural letter carrier, are scanned at the office of mailing. The following final disposition scans are applicable to Global Express Mail and Global Express Guaranteed: attempted abroad, delivered abroad and foreign return to sender. The following final disposition scans are applicable to Express Mail, Certified Mail, Registered Mail and Signature Confirmation: delivered, notice left, refused, undeliverable-as-addressed, forwarded, return to sender, dead letter, arrival at pick-up-point, no such number, insufficient address, moved--left no address, forwarded expired, address unknown, vacant, and unclaimed.

d. The record is not created in the database until a scan is made

e. Confirmed. It is possible the initial scan may not occur on the same day the service was purchased.

f. The Postal Service is unable to confirm or disconfirm this statement. However, the alternative to the repetitive checks might be higher fees, or the removal of the email notification option.. As is currently stands, e-mail notification is provided to the customer at no additional charge to the customer.

g-i. See the response to part c. .Express Mail must be scanned at the time of acceptance if a request is made by the mailer.

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j. Once the scanner is cradled, the information is uploaded to the master Internet database within 15 minutes or less.

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DBP/USPS-124 This Interrogatory relates to the mailing of a single-piece Insured Mail article.

[a] Please advise the various methods that such an article may be entered into the system, such as, a retail window, an APC, Click 'N Ship, etc.

[b] For each of the methods enumerated in response to subpart a, please indicate the maximum value of insurance that may be obtained.

[c] For each of the methods enumerated in response to subpart a, please provide a copy of a sample receipt that would be provided to the mailer. If different types are utilized for different ranges of insurance value, please provide copies of all and state the range of insurance values to which they would apply.

[d] For each of the methods enumerated in response to subpart a, please provide a copy of the label that would be affixed to the mailpiece. If different types are utilized for different ranges of insurance value, please provide copies of all and state the range of insurance values to which they would apply.

[e] Please describe the methods of processing and delivering an Insured Mail article from the time that it arrives at the delivery office until it is delivered to the addressee including, but not limited to, the scans that are made, the accountability of the mail to each of the delivering carriers, and the delivery to the addressee. Please provide copies of any forms that are utilized. If different methods are utilized for different insurance values, please discuss and explain.

[f] Is electronic or hard copy [green card] Return Receipt service available for all classes and categories of Insured Mail?

[g] If not, please discuss explain.

RESPONSE:

a. Insured articles may be entered via Carrier Pick-up, blue collection boxes, delivery carrier, APCs, and at the window.

b. Online Insurance - up to \$500, APCs - up to \$500, and POS - up to \$5000

c. Please see the attached. PS Form 3813, shown in Attachment 1, as well as the left side of Attachment 2, are the receipts given for items insured under \$50. For items insured over \$50, customers would receive either receipt shown on the right side of the Attachment 2. Attachment 3 shows the receipt customers would receive at an APC for an item insured over \$50. For items insured under \$50, customers would receive the same type of receipt, only without the tracking number.

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d. Please see Attachment 4. Form 3813-P is affixed to mailpieces insured over \$50.

No label is affixed to items insured under \$50.

Attachment 1

RECEIPT FOR DOMESTIC INSURED PARCEL
(Not for International Mail)

ADDRESSED FOR DELIVERY AT (P.O., State & ZIP Code)	
POSTAGE	POSTMARK OF
INSURANCE FEE	
SPECIAL DELIVERY	
SPECIAL HANDLING	
TOTAL	
INSURANCE COVERAGE \$	MAILING OFFICE
<input type="checkbox"/> Fragile <input type="checkbox"/> Liquid <input type="checkbox"/> Perishable	
POSTMASTER (By)	
SENDER — Enter name and address of addressee on the reverse and read information regarding insurance coverage and claims.	

PS Form 3813, January 1991

SAVE THIS RECEIPT UNTIL PACKAGE IS ACCOUNTED FOR

COVERAGE — Postal insurance covers (1) the value of the article(s) at time of mailing, if lost or totally damaged, or (2) the cost of repairs. It does not cover spoilage of perishable items. Coverage may not exceed the limit fixed for the insurance fee paid. Consult postmaster for details of insurance limits and coverage.

FILING CLAIM — Indemnity claims must be filed within one year from the date the article was mailed. The original mailing receipt must be presented when filing a claim. Claims for complete or partial loss of contents, damage, or alleged rifling must be filed immediately. The article, container and packaging must be presented to file a claim for damage or loss of contents. Submit sales slips, receipts, bills, or repair estimates to substantiate your claim.

Enter below name and complete address of addressee. Show if addressed in care of person, hotel, etc.

SENT TO _____

(ZIP Code)

PS Form 3813, January 1991 (Reverse)

Attachment 3

***** WELCOME TO *****
L INFANT PAPA SIA
437 L INFANT PLAZA SW
WASHINGTON, DC 20026-4250
12/16/05 04:43PM

Transaction Number 95
USPS # 104978-9554

1. Priority Mail service .01
Destination: 39211
Weight: 0 lb. 11.60 oz
Affix. Post.: -6.04
Total Cost: 6.05
Base Rate: 3.85
Tracking #:
7303 3105 4900 0432 0163
SERVICES
\$69.00 insurance 2.20

Subtotal .01
Total Charged .01
DebitCard .01

<23-901890004-99>

DebitCard
ACCT. NUMBER TRANS # AUTH
7720 723 560101
RECEIPT # 007174

Thanks.

It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE.
REFUNDS FOR GUARANTEED SERVICES ONLY.

VF 023 621 776 US

United States Postal Service®
INSURED MAIL
 DOMESTIC - INTERNATIONAL



VF 023 621 776 US

NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.

VF 023 621 776 US

**U.S. Postal Service®
 INSURED MAIL RECEIPT**

OFFICIAL USE

Postage	\$	<input type="checkbox"/> Fragile <input type="checkbox"/> Liquid
Insurance Fee		<input type="checkbox"/> Perishable
Restricted Delivery Fee (Domestic only; endorsement required)		Insurance Coverage:
Special Handling Fee		Postmark Here
Return Receipt Fee (Except for Canada: endorsement required)		
Total Postage & Fees	\$	

Sent to:

Street, Apt. No., or PO Box No.

City, State, ZIP+4®, Country

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e. Numbered Insured is an accountable item that requires the carrier to complete a PS Form 3849, obtain a customer signature, and scan the barcode as delivered. If the customer is not home to sign for the parcel, the PS Form 3849 is left in the customer's mail receptacle, the barcode is scanned as "Attempted", and the Number Insured is returned to the Post Office. If the customer fails to pick up the parcel within 5 days, a second notice (another PS Form 3849) is delivered to the customer. If the customer fails to pickup the parcel within 15 days, the parcel is returned to the sender as "Unclaimed" and the barcode is scanned as "Return to Sender, Unclaimed". In most offices Insured Parcels are worked to the Carrier's Parcel Hamper and the carrier completes the PS Form 3849 on the street, obtains a signature, and scans the Barcode as delivered or attempted.

Unnumbered Insured packages are handled as regular parcels that do not require a notice to be left, do not require a signature, and do not require a scan. The parcel can be delivered if it can be left at a secure location. If the Unnumbered Insured package can not be left at a secure location, a PS Form 3849 is left in the customer's mail receptacle and the parcel is returned to the Post Office.

f-g. No, Return Receipt is not available for items insured under \$50.