

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

REVISED RESPONSE OF POSTAL SERVICE WITNESS MITCHUM  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-T40-71) (Errata)

The United States Postal Service hereby provides the revised response of witness Mitchum to the above-listed interrogatory of the Office of the Consumer Advocate, filed on July 14, 2006. The only revision is to change 10 days to 48 days in the response to part (g), subpart (a). The revision reflects a misunderstanding about what was being requested.

The interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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August 14, 2006

RESPONSE OF POSTAL SERVICE WITNESS MITCHUM  
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Revised August 14, 2006

- OCA/USPS-T40-71.** What targets or performance objectives (including metric measures) has the Postal Service established for Insurance for the following:
- a. Time for processing an insurance claim, as measured from the time an insurance claim form is submitted until the time that a decision letter is issued and sent to the claimant?
  - b. Time for issuing a decision on an appeal from the St. Louis Accounting Service Center (ASC), as measured from the time the appeal is submitted until the time that a decision letter is issued and sent to the claimant?
  - c. Time for issuing a decision from the USPS Consumer Advocate, as measured from the time an appeal is submitted until the time that a decision letter is issued and sent to the claimant?
  - d. Time that an insurance claim form is held at the retail office where the claim is filed, as measured from the time the form is completed at the window until the time that the form is sent to the ASC?
  - e. Number of complaints per number of Insurance claims?
  - f. Any other objectives (including revenue objectives) for Insurance?
  - g. For parts a. – f. above, provide any data on how well the Postal Service is meeting its established targets and objectives? If data are unavailable, provide a verbal statement on how well the Postal Service is doing on meeting its targets and objectives.

**RESPONSE:**

- a. Since the ASC relies on the local Post Office, a proper completed form should be processed within 10 working days once it has been entered into the CCRS system.
- b. The customer should expect to receive a response within 30 days of receipt of the appeal.
- c. 2<sup>nd</sup> level appeals – measurement of cycle time - target for FY2006 is an average of 19 days.
- d. The claims are sent to the ASC on a daily basis.
- e. See the Postal Services response to OCA/USPS-16.
- f. I am not aware of any other objectives with regard to insurance.

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g.

- a. The average time for processing a properly completed claim as measured from the time a claim is submitted at the retail window until a claim decision is issued is 48 days.
- b. Decisions on appeals: 30 days
- c. 2<sup>nd</sup> level appeals - we are currently meeting the target.
- d-f. The Postal Service is making incremental improvements to improve the Insurance product and the Insurance claims process.