

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

RATE AND SERVICE CHANGES TO IMPLEMENT  
BASELINE NEGOTIATED SERVICE AGREEMENT  
WITH BANK OF AMERICA CORPORATION

Docket No. MC2007-1

**RESPONSE OF UNITED STATES POSTAL SERVICE  
WITNESS AYUB TO INTERROGATORY OF THE OFFICE OF CONSUMER  
ADVOCATE (OCA/USPS-T1-28)**  
(April 26, 2007)

The United States Postal Service hereby provides the response of witness Ayub to the following interrogatory of the Office of Consumer Advocate: OCA/USPS-T1-28, filed on March 2, 2007. The interrogatory is stated verbatim and is followed by the response. The Postal Service's response to OCA/USPS-T1-27 will be forthcoming.

UNITED STATES POSTAL SERVICE

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**OCA/USPS-T1-28.** Please refer to your testimony at page 16, lines 8-9, and page 21, lines 1-2, which reference the baseline value read/accept rates for First-Class Mail and Standard Mail letters, respectively.

- a. For First-Class Mail and Standard Mail, separately (if different), please rank order and discuss the 10 most important factors related to mail preparation, performance of the mailer, etc., that you believe cause the failure of barcodes on automation letters to be read and accepted.
- b. For First-Class Mail and Standard Mail, separately (if different), please explain and discuss what you believe the mailer could do to eliminate or address each of the factors identified in part a. of this interrogatory, above, in order to improve the read and accept rate of barcodes on automation letters.

**RESPONSE:**

- a. To my knowledge, the Postal Service does not rank the factors related to mail preparation or mailer performance that cause or contribute to the failure of barcodes on automation letters to be read and accepted. However, it is my understanding that many factors may cause or contribute to such failures, including:

- Bar codes that do not match the address on the mailpiece
- Insufficient barcode print quality
- Improper barcode placement, often caused by shifting of inserts containing a barcode inside a window envelope
- Skewed barcode; barcode not parallel with edge of piece,
- Improper paper material used (shiny, flimsy, thin, etc. pose reading and feeding problems)
- Invalid business entity ID

Although there may be other factors related to mail preparation or mailer performance not included in the list above, I believe these to be the primary

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causes or contributors to the failure of barcodes on automation letters to be read and accepted.

- b. The quality of the barcode can be improved by following the guidelines identified in the Domestic Mail Manual (DMM) section 708.4.0 (“Technical Specifications: Barcoding Standards for Letters and Flats”). The mailer may improve the quality of its barcodes through a higher quality production environment and improved internal controls. Achieving these improvements can require increases in both capital and operating costs.

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

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