

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268B0001

STATION AND BRANCH OPTIMIZATION AND
CONSOLIDATION INITIATIVE, 2009

Docket No. N2009-1

UNITED STATES POSTAL SERVICE NOTICE OF ERRATA IN
FILING OF RESPONSE OF WITNESS VANGORDER TO
PUBLIC REPRESENTATIVE INTERROGATORY PR/USPS-T1-1(a)
(July 28, 2009) [ERRATA]

The United States Postal Service hereby provides this notice of an inadvertent omission of the four-page attachment to the response of witness Alice VanGorder to Public Representative interrogatory PR/USPS-T1-1(a) that was filed yesterday, at 1:39:10 pm.

A revised version of the response to that interrogatory, accompanied by the attachment, is hereby provided, and supersedes the response filed earlier today. There are no changes in the narrative portion of the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS VANGORDER
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

PR/USPS-T1-1

Page 6 of your testimony on page 4 of the Request explain that the leading alternative to post offices, stations, and branches is the Internet at www.usps.com

- a. Please identify and describe all postal products that a customer can purchase at a postal retail facility that a customer cannot purchase on www.usps.com
- b. Please describe whether there are currently quantity restrictions on purchases on www.usps.com that do not exist when purchased at a postal retail facility (e.g., the purchase of 1 or 17 stamps).
- c. When a customer requests postal products via the www.usps.com what is the range (minimum to maximum) of time that a customer must wait to receive those stamps or other postal products from when the stamps or other postal products are ordered through the point in time which they are delivered.
- d. Are there currently any minimum ordering requirements for postal products ordered via www.usps.com (e.g., can a customer purchase one stamp online)? If so, please explain.
- e. Are there any shipping and/or handling charges associated with the purchase of stamps or other postal products ordered via www.usps.com? If so, please describe these charges and provide all documents detailing these charges.
- f. Does the Postal Service accept the same methods of payment for delivery of stamps and other postal products ordered by via www.usps.com as those methods accepted at postal retail facilities? If not, please describe the differences in payment types?
- g. Describe the Postal Service offer via www.usps.com the ability for a customer to print shipping labels (with postage paid) for the following mailpieces:
 1. Express Mail envelope.
 2. Express Mail package.
 3. Priority Mail envelope.
 4. Priority Mail package.
 5. First-Class Mail letter.
 6. First-Class Mail flat.
 7. First-Class Mail parcel.
 8. Media Mail package.
 9. Parcel Post package.
- h. For each time in paragraph (g) of this interrogatory that the Postal Service answers in the negative, please explain why these services are not available via www.usps.com.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS VANGORDER
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

RESPONSE TO PR/USPS-T1-1 (continued)

- a. In order to respond to this interrogatory, I requested that various retail program managers responsible for the different channel prepare a matrix relating to services offered across various channels. A copy is attached.
- b. I am informed that stamps are available for purchase only as full panels online.
- c. I am informed that online stamp purchases are generally delivered within 2-5 days after the order is placed.
- d. See the response to subpart (b) above.
- e. There is a \$1.00 handling fee for online stamp and philatelic purchases.
- f. Credit and debit card are the two forms of payments accepted for online purchases.
- g. 1-9: Printed shipping labels are available online for the following:
 - (1) Express Mail envelope
 - (2) Express Mail package
 - (3) Priority Mail envelope
 - (4) Priority Mail package
- h. I am informed that the initial focus for this capability was on the competitive products identified in response to subpart (g). I am informed that the Postal Service is exploring the feasibility of expanding the availability of printed shipping labels to First-Class Mail large envelopes and parcels, Media Mail and Parcel Post.

Product		Brick & Mortar			Online Channels			Mail		Phone
		Retail Counter	Automated Postal Center	Contract Postal Center	USPS.com	eBay	PC Postage	Stamps by Mail	Stamps Fulfillment	Call Center
Mailing	Domestic	First Class Large Envelope	✓	✓	✓			✓		✓
		First Class Letter	✓	✓	✓			✓		✓
	Int'l	First-Class International	✓	✓	✓			✓		✓
		First-Class International Large Env	✓	✓	✓			✓		✓
Shipping	Domestic	Express Mail Flat Rate Post Office to Addressee	✓	✓	✓	✓	✓	✓		✓
		Express Mail Hold for Pickup	✓	✓	✓	✓		✓		✓
		Express Mail Hold for Pickup flat rate	✓	✓	✓	✓	✓	✓		✓
		Express Mail Post Office to Addressee	✓	✓	✓	✓	✓	✓		✓
		PM APO/FPO Flat Rate Box	✓		✓	✓	✓	✓		✓
		PM Medium Flat Rate Box	✓	✓	✓	✓	✓	✓		✓
		PM Small Flat Rate Box	✓	✓	✓	✓		✓		✓
		PM Flat Rate Box	✓	✓	✓	✓	✓	✓		✓
		PM Flat Rate Envelope	✓	✓	✓	✓	✓	✓		✓
		PM Large Flat Rate Box	✓	✓	✓	✓		✓		✓
	Priority Mail - Weight based	✓	✓	✓		✓	✓		✓	
	First Class Parcel	✓	✓	✓		✓	✓		✓	
	Library Mail	✓		✓			✓		Referred to Bulk Mail Center	
	Media Mail (Book Rate)	✓		✓		✓	✓		✓	
	Parcel Post	✓	✓	✓		✓	✓		✓	
	Domestic Matter for the Blind	✓		✓					✓	
	Bound Printed Matter	✓		✓			✓		Referred to Local PO	
	Int'l	Express Mail International	✓	✓	✓		✓	✓		✓
		Express Mail International Flat Rate	✓	✓	✓		✓	✓		✓
		Global Express Guaranteed	✓		✓	✓	✓	✓		✓
PM International Large Flat Rate Box		✓		✓	✓	✓	✓		✓	
Priority Mail International		✓		✓	✓	✓	✓		✓	
Priority Mail International Flat Rate Box		✓		✓	✓	✓	✓		✓	
Priority Mail International Flat Rate Envelope		✓		✓	✓	✓	✓		✓	
First-Class International Package		✓		✓			✓		✓	
Airmail M-Bag		✓		✓					✓	
Matter for the Blind by Air		✓		✓			✓		✓	
Domestic	Certificate of Mailing	✓		✓			✓		✓	
	Domestic Balloon Parcel Post	✓	✓	✓		✓	✓		✓	
	Domestic Balloon Priority Mail	✓	✓	✓		✓	✓		✓	
	Domestic Certificate of Mailing	✓		✓			✓		✓	
	Domestic Certified	✓		✓			✓		✓	

Product		Brick & Mortar			Online Channels			Mail		Phone	
		Retail Counter	Automated Postal Center	Contract Postal Center	USPS.com	eBay	PC Postage	Stamps by Mail	Stamps Fulfillment	Call Center	
Extra Services	Domestic	Domestic COD	✓		✓			✓			✓
		Domestic Delivery Confirmation	✓	✓	✓	✓	✓	✓			✓
		Domestic Electronic Return Receipt	✓					✓			✓
		Domestic First Class Enclosure	✓		✓			✓			✓
		Domestic Insurance	✓	✓	✓	✓	✓	✓			✓
		Domestic Non-Machinable Parcel Post	✓		✓			✓			✓
		Domestic Non-Standard	✓		✓			✓			✓
		Domestic Oversize Parcel Post	✓		✓			✓			✓
		Domestic Parcel Air Lift	✓		✓			✓			
		Domestic Registered with Insurance	✓		✓			✓			✓
		Domestic Restricted Delivery	✓		✓			✓			✓
		Domestic Return Receipt	✓		✓			✓			✓
		Domestic Return Receipt for Merchandise	✓		✓			✓			✓
		Domestic Signature Confirmation	✓		✓	✓		✓			✓
		Domestic Special Handling	✓		✓			✓			✓
		Live Animal Surcharge	✓		✓			✓			✓
		Return Receipt After Mailing	✓		✓						✓
	Int'l	International Certificate of Mailing	✓		✓			✓			✓
		International Insurance	✓		✓			✓			✓
		International Registered	✓		✓			✓			✓
International Restricted Delivery		✓		✓			✓			✓	
International Return Receipt		✓		✓			✓			✓	
Non-Machinable First-Class International Surcharge		✓		✓			✓			✓	

Product		Brick & Mortar			Online Channels			Mail		Phone
		Retail Counter	Automated Postal Center	Contract Postal Center	USPS.com	eBay	PC Postage	Stamps by Mail	Stamps Fulfillment	Call Center
Shop	Forever Stamp Sales	✓	✓	✓	✓			✓	✓	✓
	Breast Cancer Stamp Sales	✓		✓	✓			✓	✓	✓
	Stamp Sales	✓		✓	✓			✓	✓	✓
	Precancelled Stamp Sales	✓			✓			✓	✓	✓
	Bird Stamp Sales (Department of the Interior)	✓						✓	✓	✓
	Philatelic Product Sales	✓		✓	✓			✓	✓	✓
	Postal Related Merchandise Sales	✓		✓	✓				✓	Referred to Stamp Fulfillment Services
	Packaging Product Sales	✓		✓	✓				✓	Referred to Stamp Fulfillment Services
	Local Commemorative Envelopes Sales	✓							✓	Referred to Stamp Fulfillment Services
Manage Mail	PO Box Initiation	✓		✓						Referred to Local PO
	PO Box Renewal Fees	✓	✓	✓	✓					Referred to Local PO/www.usps.com
	Premium Forwarding Service Application Fees	✓								✓
	Pick Up On Demand	✓								✓
	Premium Forwarding Service Fees	✓								✓
Business Mailing Fees	Business Reply Mail/Postage Due Adv Deposits	✓								Referred to Bulk Mail Center
	Express Mail Advance Deposits	✓								✓
	Customer Permit Account Advance Deposit	✓								Referred to Local PO
	Qualified BRM (QBRM) Quarterly Billing Fee	✓								✓
	Bulk Parcel Return Service Accounting Fee	✓								✓
	Periodicals-In County (only) Postage	✓								Referred to Bulk Mail Center
	Returns and Shipper-Paid Forwarding Acct Fee	✓								Referred to Bulk Mail Center
	Reimbursement Misc Services, Non-Gov Agencies	✓								Referred to Bulk Mail Center
	Bound Printed Destination BMC Annual Fee	✓								Referred to Bulk Mail Center
	Permit Imprint-Parcel Post Postage	✓								Refer to LPO/Bulk Mail acceptance
	BRM, Qualified, and Wt. Avg. Annual Acct Fee	✓								Referred to Bulk Mail Center
	First-Class Presort Annual Mailing Fee	✓								Referred to Bulk Mail Center
	Media and Library Mail Presort Mail Fees	✓								Referred to Bulk Mail Center
Correction of Mailing Lists Fees	✓								Referred to Bulk Mail Center	

Product		Brick & Mortar			Online Channels			Mail		Phone
		Retail Counter	Automated Postal Center	Contract Postal Center	USPS.com	eBay	PC Postage	Stamps by Mail	Stamps Fulfillment	Call Center
	Permit Imprint First-Class Mail Postage	✓								Referred to Bulk Mail Center
	Permit Imprint-Stand. Mail (not non-profit)	✓								Referred to Bulk Mail Center
	Permit Imprint- Bound Printed Matter Postage	✓								Referred to Bulk Mail Center
	Permit Imprint-International (only) Postage	✓								Referred to Bulk Mail Center
	Business Reply Mail - Annual Permit Fee	✓								Referred to Bulk Mail Center
	Periodicals-Outside County (only) Postage	✓								Referred to Bulk Mail Center
	Annual Bulk Mailing Fees	✓								Referred to Bulk Mail Center
	Periodicals Application Fees	✓								Referred to Bulk Mail Center
	Permit Imprint Application Fees	✓								Referred to Bulk Mail Center
	Merchandise Return Permit Fee	✓								Referred to Bulk Mail Center
	Parcel Select-Annual Mailing Fee	✓								Referred to Bulk Mail Center
	Permit Imprint-Media Mail and Library Mail	✓								Referred to Bulk Mail Center
	Permit Imprint -Standard Mail-Nonprofit	✓								Referred to Bulk Mail Center
Miscellaneous	Freedom of Information Fees	✓								✓
	Lobby Services Revenue	✓								✓
	Miscellaneous Non-Postal Revenue	✓		✓						✓
	Privacy Act Copying Fees	✓								✓
	Change of Address Information Fees	✓								✓
	USPS Customs Fees and Storage Charges	✓								✓
	Customs Collections	✓		✓						✓
	Vending Equipment Postage Sales	✓								
	Money Orders	✓		✓						Referred to Local PO
Non-Rev Services	Carrier Pick Up				✓	✓				✓
	Hold Mail	✓			✓					✓
	Mail Pick Up	✓								✓
	Free Shipping Supplies	✓	✓	✓	✓	✓				✓
	ZIP Code Lookup	✓	✓	✓	✓	✓				✓
	Rate Calculator	✓	✓	✓	✓	✓				✓
	Change of Address	✓		✓	✓					✓

* ATM and Consignment offer stamps only.