

Docket No. N2012-2

LIBRARY REFERENCE USPS-LR-N2012-2/13

**MATERIAL SUPPORTING RESPONSES OF  
POSTAL SERVICE TO QUESTIONS POSED DURING  
ORAL CROSS-EXAMINATION OF WITNESS DAY**

**PREFACE**

**PURPOSE:** USPS-LR-N2012-2/13 contains a draft of the customer survey to be used during implementation of POSTPlan. This is a Category 4 library reference, as it provides material in support of the response of the Postal Service to Questions Posed During Oral Cross-Examination of Witness Day.

**PREDECESSOR MATERIAL:** None.

**CONTENTS:** The library reference contains a draft of the customer survey to be used during implementation of POSTPlan.

- *Draft POSTPlan Customer Survey.pdf*