

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

EXPERIMENTAL PREMIUM  
FORWARDING SERVICE

Docket No. MC2005-1

DIRECT TESTIMONY  
OF  
SAMUEL J. KOROMA  
ON BEHALF OF THE  
UNITED STATES POSTAL SERVICE

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**AUTOBIOGRAPHICAL SKETCH**

My name is Samuel J Koroma. I am an economist in the Office of Specialty Pricing, Pricing and Classification, of the United States Postal Service Marketing Department. I testified in Docket No. R2001-1 on the Postal Service's proposed fee and classification changes for selected special services (USPS-T-37). I also presented the Postal Service's proposal for a permanent Periodicals "Ride-Along" classification in the same docket (USPS-T-44). My primary responsibilities have included Parcel Post and other pricing issues. Most recently, I have been tasked with developing a pricing and classification proposal for an experimental special service called Premium Forwarding Service, as embodied in this testimony.

Prior to becoming a career postal employee, I worked in 1995 as an intern and later as an economic analyst for the National Mail Transportation Purchasing department of the United States Postal Service. My responsibilities included conducting various economic studies on the respective modes of transportation.

I earned a Master of Arts degree in Economics from Howard University, Washington, D.C., and also a Bachelor of Science degree in Economics from the University of Sierra Leone.

1 **I. PURPOSE AND SCOPE OF TESTIMONY**

2

3 My testimony presents the Postal Service's classification and pricing proposal for an  
4 experimental special service called "Premium Forwarding Service" ("PFS"). This  
5 testimony discusses the pricing and classification rationale for the proposal, the  
6 justification for an experiment, the potential financial impacts, and the statutory criteria  
7 supporting the proposed changes.

8

9

10 **II. GUIDE TO TESTIMONY AND SUPPORTING DOCUMENTATION**

11

12 I attach to my testimony supporting spreadsheets. My testimony also uses the  
13 description of PFS presented by witness Cobb (USPS-T-1), the cost estimates  
14 presented by witness Abdirahman (USPS-T-3), and the market research results for PFS  
15 presented by witness Rothschild in her testimony (USPS-T-2) and library reference,  
16 USPS-LR-1/MC2005-1.

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1 **III. OVERVIEW OF PFS PROPOSAL**

2

3 **A. Description of the Experimental Classification.**

4 The Postal Service is proposing an experimental Premium Forwarding Service  
5 (PFS) classification as a supplement to temporary forwarding, permanent forwarding,  
6 and hold mail, all of which will remain unchanged. PFS is the term for weekly shipment  
7 by Priority Mail of substantially all of a customer's mail to a temporary address. The  
8 proposed classification would involve the reshipment of most classes of mail; mail that  
9 requires a scan upon delivery, or which is too large for the PFS shipment, would be  
10 shipped separately. Customers would sign up for a minimum of two weeks and not  
11 more than a year. This service is designed for one or more individual addressees, or an  
12 entire household, who want to receive all their mail at a temporary address for a specific  
13 period of time while away from the primary residence. Only domestic addresses would  
14 qualify for this service. No formal temporary or permanent Change of Address (PS Form  
15 3575) would be filed. For a more detailed description of the proposed experimental  
16 service, please refer to USPS-T-1.

17

18 **B. Description of Experimental Fee Structure.**

19 I propose a one-time nonrefundable \$10.00 enrollment fee along with a fixed  
20 charge of \$10.00 per shipment. The per-shipment charge includes a \$2.85 fee plus the  
21 Priority Mail postage for a three pound, zone 6 parcel, which currently is \$7.15.

1 **C. Rationale for the Proposal.**

2 The Postal Service provides two forwarding options to customers who relocate,  
3 vacation from home for an extended period of time, or move out of town on a long-term  
4 work assignment. As specified in the Domestic Mail Manual (DMM), Section F,  
5 temporary and permanent forwarding include primarily First-Class Mail while excluding  
6 most other mail. Some customers, however, want to receive all of their mail while away  
7 from home. PFS would allow such customers to continue receiving their catalogs and  
8 periodicals beyond the limitations of current options. PFS also offers customers the  
9 opportunity to maintain their professional, personal, and community ties with their local  
10 areas while temporarily away.

11 The Postal Service recognizes that some customers spend extended periods of  
12 time at second homes, or are away from home for several weeks or months at a time  
13 while on business or at school. These customers would welcome the opportunity to  
14 receive all of their correspondence, bills, announcements, and publications at an  
15 alternate address, without having to change their primary address or notify their  
16 correspondents of an address change.

17

18 **IV. DESIGNATION AS AN EXPERIMENT**

19

20 **A. Objectives of the Proposed Experiment**

21 The goals of the proposed experimental classification are to gather information  
22 about the viability of the service, including demand and customer needs, along with  
23 information about the weight and zone of PFS pieces. In addition, an experiment would

1 provide an opportunity to obtain better cost information if a request for permanent  
2 authorization follows. Finally, an experiment can help determine the most efficient  
3 operational procedures for a nationwide service whose demand may vary  
4 geographically or seasonally. The Postal Service would accordingly monitor and collect  
5 data on zone profile, revenue, volume, and cost. The data collection plan is addressed  
6 more specifically in section IV.B.3 and Attachment A.

7

## 8 **B. Compliance with Section 3001.67**

### 9 **1. Novelty**

10 As discussed in witness Cobb's testimony (USPS-T-1), the Postal Service offers  
11 conventional forwarding options; however, PFS is a novel concept. It would provide  
12 customers the capability of receiving all of their mail while temporarily away from  
13 primary addresses. By providing an alternative mail redirection method that combines  
14 and reships all mail classes for an entire household or individuals, the Postal Service is  
15 proposing a novel approach that warrants an experimental classification change.

16 PFS would be the first classification, experimental or otherwise, to meet the  
17 needs of seasonal residents. It also combines fee elements which, while not necessarily  
18 novel in and of themselves, constitute a unique combination of rate and fee design. The  
19 experimental classification would entail payment by addressees. An addressee rarely  
20 pays for mail service, and the combination of enrollment and weekly fees, plus postage,  
21 is unique. PFS' novelty is also enhanced by the flat charge payment mechanism.

22 The experimental charges are fixed, with available data used to identify an  
23 appropriate Priority Mail rate cell. The fixed postage rate is one component of the

1 reshipment charge. The other component, which is also fixed, is the reshipment fee.  
2 Both the postage and fee are combined to get a fixed reshipment charge. This fixed  
3 nature facilitates payment of known charges in advance.

4

## 5 **2. Magnitude of Proposed Change**

6 The magnitude of the proposed experiment is expected to be minimal. While  
7 potential users of the proposed service include customers who now use the existing  
8 forwarding options, customers also use a variety of other methods for managing the  
9 flow of mail when they are away from their primary addresses. Accordingly, the Postal  
10 Service does not anticipate that a significant proportion of mail now being forwarded  
11 would migrate to PFS. The proposed experiment is thus expected to have minimal  
12 impact on existing forwarding options. These options meet the needs of some  
13 customers with a temporary or permanent change of address. But, as witness Cobb  
14 notes in section IV of her testimony, customers now use a wide variety of alternative  
15 arrangements, many of which are extrinsic to those offered by the Postal Service. The  
16 Postal Service is proposing a new option for patrons who want all their mail reshipped in  
17 a manner not provided by the existing options.

18 Some new Priority Mail volume and postage revenue would be generated, since the  
19 reshipped mail would travel as Priority Mail. But this revenue is not expected to be  
20 substantial in comparison to total Priority Mail revenues. Revenue generated from PFS  
21 (the enrollment and reshipment fees) is also expected to be small. Attachment B shows  
22 the expected financial impact, which is discussed in detail in section VII.

1 The impact of the classification change on Postal Service competitors is expected to  
2 be minimal, if any. There are other services, but none allows customers to keep their  
3 current postal address. Commercial Mail Receiving Agencies (CMRAs) offer a service  
4 limited to mail received at a CMRA, while recreational vehicle (RV) owners have a  
5 network of RV clubs and associations that will redirect their mail as one element in a  
6 package of travel-related services. PFS should not impact any of these alternatives.

7

### 8 **3. Data Collection**

9 The Postal Service plans to collect and report various data elements. The primary  
10 ones are counts of customers, duration of service, revenue, and weight and zone of the  
11 Priority Mail reshipments. These data elements may be available through existing data  
12 systems; if not, then some form of special study would be necessary. Additional data  
13 elements would be available from respective offices' Master and Tracking Logs. As with  
14 any experiment, operational experience would inform judgment as to whether a  
15 permanent service is warranted. Such information would, however, be largely  
16 qualitative. Attachment A details the data collection plan.

17

## 18 **V. PRICING**

### 19 **A. Pricing Approach and Rationale**

20 In an effort to minimize cost and provide a simple product, I propose that a single  
21 per-week price be charged for all shipments. Such a structure is easy to communicate  
22 and understand, allows the customer to know the total charge for the service in  
23 advance, and simplifies the weekly shipment activity. An alternative approach would

1 have been to vary the weekly charge based on the weight and distance of the shipment.  
2 This alternative, however, would not have the positive features that are embodied in the  
3 single-price approach: it would be more difficult to understand and communicate;  
4 customers would not know in advance how much they have to pay; and there would be  
5 higher administrative costs for weighing and rating that would need to be recovered in  
6 the price.

7 The pricing approach entails two critical assumptions that are supported by existing  
8 data:

9 1) I assumed that the average weight per week for reshipped mail would be less  
10 than 3 pounds. According to the Household Diary Study, the average household  
11 received about 2.53 pounds of mail per week in postal fiscal year 2003.<sup>1</sup> This  
12 weight includes heavier packages, along with mail requiring a scan or signature,  
13 that would be excluded from the weekly shipments. Moreover, customers might  
14 not receive as much mail at their permanent addresses when they are  
15 temporarily away, since some correspondents would be aware of this change in  
16 location. This makes the 3-pound estimate reasonable for the purpose of an  
17 experiment. However, the Postal Service plans to collect data during the  
18 experiment on shipment weights to test the 3-pound assumption, and the  
19 propriety of a fixed price.

20 2) I also assumed that PFS customers would on average travel between 1,000 and  
21 1,400 miles from their primary residences, making zone 6 the appropriate choice.

22 See DMM G030.2.2. The rationale for the choice of zone 6 is that potential PFS

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<sup>1</sup> Attachment B (Calculation of Average Shipment Weight).

1 customers traditionally move between the north and south with the seasons, and  
2 typically the North-South distance in the continental United States for seasonal  
3 moves appears to be within the range of 1000 miles to 1400 miles. A few  
4 examples illustrate this: New York to Miami (1088 miles), Detroit to Tampa (995  
5 miles), Chicago to Tampa (1001 miles), and Chicago to Phoenix (1447 miles).

6 The use of zone 6 constitutes a conservative, qualitative choice. As mentioned  
7 above, the Postal Service would collect data on the origins and destinations of  
8 shipments during the experiment.

9 These assumptions allow for the selection of the zone 6, 3 pound rate to apply to  
10 each weekly shipment. The current postage rate for sending Priority Mail weighing 3  
11 pounds to zone 6 is \$7.15.<sup>2</sup>

12 In addition, for price simplification, I propose a fee of \$2.85 to cover the \$2.76  
13 cost of repackaging PFS mail for the weekly reshipment. See USPS-T-3 at 5. Adding  
14 this fee to the postage rate of \$7.15 results in a proposed \$10.00 charge for each  
15 shipment. I also propose an enrollment fee of \$10.00 to cover the set-up costs of \$5.01.  
16 *Id.* Attachment B supports this analysis. The \$10.00 enrollment and \$10.00 per  
17 shipment fees not only promote price simplification, but also foster ready understanding  
18 by customers.

19 I am proposing an overall PFS cost coverage of 118 percent based on the  
20 estimated average number of weeks the service would be used, which is 10 weeks.<sup>3</sup>  
21 The proposed cost coverage does not include any contribution from new Priority Mail  
22 volume. This cost coverage is calculated by dividing the total revenue from the

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<sup>2</sup> No further mark-up is applied to the Priority Mail postage of \$7.15.

<sup>3</sup> USPS-T-2, at 8.

1 repackaging and enrollment fees (\$13,167,000) by the total costs of repackaging and  
2 enrollment (\$11,153,000). See Attachment B.

3 From a marketing perspective, I believe the weekly fee is the more important  
4 component for customer acceptance, and have designed the prices accordingly. The  
5 proposed weekly fee would accordingly generate relatively little contribution, which  
6 together with markup over costs underlying the enrollment fee would collectively  
7 achieve the appropriate cost coverage.

8

## 9 **B. Pricing Criteria**

10 The proposed fees presented in this testimony were designed using the pricing  
11 criteria from Section 3622(b) of Title 39, United States Code:

- 12 1. the establishment and maintenance of a fair and equitable schedule;
- 13 2. the value of the mail service actually provided each class or type of  
14 mail service to both the sender and the recipient, including but not  
15 limited to, the collection, mode of transportation, and priority of delivery;
- 16  
17 3. the requirement that each class of mail or type of mail service bear the direct  
18 and indirect postal costs attributable to that class or type plus that portion of  
19 all other costs of the Postal Service reasonably assignable to such class or  
20 type;
- 21  
22 4. the effect of rate increases upon the general public, business mail users, and  
23 enterprises in the private sector of the economy engaged in the delivery of  
24 mail matter other than letters;
- 25  
26 5. the available alternative means of sending and receiving letters and other  
27 mail matter at reasonable costs;
- 28  
29 6. the degree of preparation of mail for delivery into the postal system performed  
30 by the mailer and its effect upon reducing costs to the Postal Service;
- 31  
32 7. simplicity of structure for the entire schedule and simple, identifiable  
33 relationships between the rates or fees charged the various classes of mail  
34 for postal services;

1  
2 8. the educational, cultural, scientific, and informational value to the recipient of  
3 mail matter; and

4  
5 9. such other factors as the Commission deems appropriate.  
6

7  
8 The proposed pricing is fair and equitable (Criterion 1). It reflects a balanced  
9 consideration of the criteria, while mitigating the impact on customers who have been  
10 relying upon informal arrangements with their local post offices and who will therefore  
11 see substantial price increases.

12 While PFS would definitely have value to temporary movers, it also most  
13 resembles temporary forwarding which is free and which therefore tends to have a  
14 slightly moderating influence on the value of service (Criterion 2). For that matter, some  
15 of the service's value of service is due to the reliance upon Priority Mail, whose  
16 contribution is not accounted for here. One central characteristic of PFS is the  
17 convenience it offers customers in the receipt of their mail in one package. It also  
18 provides customers with additional flexibility over their mail delivery options.

19 Furthermore, PFS is valuable to customers who want to maintain their professional,  
20 personal, and community ties since they can receive all of their mail (including, for  
21 example, community newsletters and local newspapers) when they are away from their  
22 primary addresses.

23 As discussed above, the proposed fees for PFS cover the costs of the service  
24 and provide a reasonable contribution (Criterion 3). The effect of the fees on customers  
25 was carefully considered, resulting in a low weekly fee and a relatively modest cost  
26 coverage overall. The effect of the proposed prices on other private sector enterprises  
27 was also considered; PFS is not expected to compete directly with private sector

1 alternatives (Criterion 4). PFS only supplements current forwarding and hold options;  
2 existing options will remain unchanged (Criterion 5). Finally, the proposed fee structure  
3 is simple and easy for customers to remember (Criterion 7). The fixed weekly charge  
4 avoids the complexities of weighing and rating, and provides customers with advance  
5 knowledge of the total cost of service.

6

## 7 **VI. FINANCIAL IMPACT**

8 Any request dictates an assessment of the expected financial impact. However,  
9 unlike most postal services, PFS entails no fixed costs that would need to be spread  
10 over the expected volume and built into the price. As such, the price is not dependent  
11 upon the volume projections. Nonetheless, the Postal Service recognizes the need to  
12 estimate financial impact. Witness Rothschild's estimate of 1,711,544 customers would  
13 result in total PFS revenue of about \$66 million, and a contribution of about \$10 million.  
14 However, her projections assume that all potential customers would be aware of a  
15 choice between forwarding and PFS. Especially in the first year of an experiment, this  
16 assumption is optimistic. Accordingly, to account for any other factors that might limit  
17 participation or awareness of the experiment in the early years of the service's life, a  
18 factor of 20 percent is applied to the projected participation. This estimate is judgmental  
19 and conservative, reducing the potential for overstating demand or contribution.  
20 Moreover, since all costs are volume variable (by customer or by week), the volume  
21 estimate is not critical from a cost recovery perspective.

22 The 20 percent factor generates an estimate of 342,000 customers that would  
23 use PFS in the first year. Using this projected volume, I calculated the financial impact

1 of the proposed fees as shown in Attachment B. Total cost for the special service is  
2 estimated at approximately \$11 million and total revenue is approximately \$13 million,  
3 with a contribution of approximately \$2 million. See attachment B.

4

## 5 **VII. CLASSIFICATION CRITERIA**

6 Section 3623(c) of Title 39, U.S.C., requires the Commission to consider the  
7 following factors:

- 8 1. the establishment and maintenance of a fair and equitable classification  
9 system for all mail;
  - 10 2. the relative value to the people of the kinds of mail matter entered into the  
11 postal system and the desirability and justification for special classifications  
12 and services of mail;
  - 13 3. the importance of providing classifications with extremely high degrees of  
14 reliability and speed of delivery;
  - 15 4. the importance of providing classifications which do not require an extremely  
16 high degree of reliability and speed of delivery;
  - 17 5. the desirability of special classifications from the point of view of both the user  
18 and of the Postal Service; and
  - 19 6. such other factors as the Commission may deem appropriate.
- 20  
21  
22  
23  
24  
25  
26

27 The proposed classification is fair and equitable (Criterion 1) because the Postal  
28 Service would offer a consistent, standardized service available to all. Customers in all  
29 areas would have an equal opportunity to use the service at the same fair and equitable  
30 price. The proposal is also fair and equitable in that customers who utilize the service  
31 would pay for it without burdening those customer who do not. As discussed above,  
32 some customers value receiving all their mail at an alternate address when they are

1 temporarily away from their primary residence (Criterion 2). By offering this service, the  
2 Postal Service is responding to customer demand. Since Priority Mail is used for the  
3 reshipments, this service would have a high degree of reliability and speed of delivery,  
4 consistent with criterion 3. The stipulation of a specific day for shipments further  
5 enhances the degree of reliability, allowing customers to know when to expect their  
6 mail. PFS is a desirable special classification from the point of view of the customer and  
7 the Postal Service (Criterion 5). With this proposal, the Postal Service would expand  
8 upon the existing range of forwarding options from which customers who want access to  
9 their hardcopy communication can choose. The proposal is also desirable from the point  
10 of view of the Postal Service, which benefits by offering a more consistent and  
11 standardized service to all customers. The service also has the potential to generate  
12 contribution to help cover the institutional costs of the Postal Service.

13

#### 14 **VIII. DMCS AND RATE AND FEE SCHEDULE CHANGES**

15 The Postal Service is proposing that the Commission recommend PFS as an  
16 experimental service at the proposed fees discussed in this testimony. I propose a one-  
17 time, non-refundable enrollment fee of \$10.00 and a weekly reshipment charge totaling  
18 \$10.00. The DMCS would show the \$2.85 weekly reshipment fee, along with the  
19 application of the Zone 6, 3 pound Priority Mail rate. The proposed DMCS language  
20 defines the critical elements of PFS.

21 Furthermore, I propose that the experiment be nationwide, set to expire two  
22 years after implementation. A two year experiment would provide adequate time to  
23 obtain data on weight, zone, customer demand and costs, which could be used in

- 1 preparing a request for a permanent service. I also propose language that would allow
- 2 the experiment to continue during the Commission's consideration of a request for a
- 3 permanent service.

1 **ATTACHMENT A**

2 **MC2005-1 Data Collection Plan**

3 This attachment describes the Postal Service's data collection plan for the PFS  
4 experiment. A major purpose of the data collection plan is to determine zone and  
5 weight of PFS Priority Mail pieces in a context that would inform judgment as to the  
6 viability of a permanent classification with appropriate fees. This plan is designed to  
7 collect data required by the Commission's Rules 64 and 54 and data needed for postal  
8 management's evaluation of the proposed classification change.

9 The Postal Service's first preference is to rely upon existing data systems to  
10 estimate average zone and weight of PFS Priority Mail. If necessary, special studies  
11 would be conducted to generate these estimates. The experiment would also permit  
12 qualitative evaluation of planned operations as a guide to whether operational changes  
13 would be necessary for any permanent service. The Postal Service proposes to file  
14 reports with the Commission every six months that estimate: number of customers,  
15 number of mail pieces, revenue, and zone and weight of pieces. Each report would also  
16 include a qualitative summary of major issues that have arisen.

17 The first report might cover more or less than six months' activity so that  
18 subsequent reports could harmonize with the quarterly data systems reports. Each  
19 report would be filed within eight weeks of the close of a reporting period.

20

21

**ATTACHMENT B**

**COST AND REVENUE CALCULATIONS**

**Assumptions/Input**

<b>Estimated Demand (Customers)</b>	<b>A-1</b>	<b>342,000</b>
<b># of Shipments</b>	<b>A-2</b>	<b>1</b>
<b>Average # of weeks</b>	<b>A-3</b>	<b>10</b>
<b>Repackaging Cost (per week)</b>	<b>A-4</b>	<b>\$2.76</b>
<b>One time set-up Cost</b>	<b>A-5</b>	<b>\$5.01</b>
<i>Average Destination - 3lb to Zone 6</i>	<i>A-6</i>	<i>\$7.15</i>
<i>Repackaging fee</i>	<i>A-7</i>	<i>\$2.85</i>
<b>Weekly Price</b>	<b>A-8</b>	<b>\$10.00</b>
<b>Enrollment Fee (one time)</b>	<b>A-9</b>	<b>\$10.00</b>

**PFS Contribution Calculation (\$000)**

Repackaging Revenue	A-10	\$ 9,747
Enrollment Fee Revenue	A-11	\$ 3,420
<b>Total Revenue</b>	<b>A-12</b>	<b>\$ 13,167</b>
Repackaging Cost	A-13	\$ 9,439
One time set-up Costs	A-14	\$ 1,713
<b>Total Cost</b>	<b>A-15</b>	<b>\$ 11,153</b>
<b>Total Contribution</b>	<b>A-16</b>	<b>\$ 2,014</b>
<b>Cost Coverage</b>	<b>A-17</b>	<b>118%</b>

**Attachment B, page 2**

Explanation		
Line		Descriptions
A-1	Estimated Demand	Estimated number of customers enrolling for the Premium Forwarding Service.
A-2	# of Shipments	Customers will receive only one shipment per week.
A-3	Mean # of weeks	The average length of service is for ten weeks (USPS-T-2 at 8)
A-4	Repackaging Cost (per week)	Repackaging cost from USPS-T-3, page 5.
A-5	One-time set-up Cost	These are the costs associated with setting up the service. Cost from USPS-T-3, page 6.
A-6	Average Destination - 3lb to Zone 6	This is the Priority Mail Postage for a 3 lbs shipment to Zone 6.
A-7	Repackaging Fee	The \$2.85 represents the price to be charged for the bundling and packaging of the mail for shipping.
A-8	Weekly Price	The weekly price is the cost of the postage plus the repackaging fee
A-9	Enrollment Fee (one-time)	This is a one time fee enrolling a customer.
A-10	Repackaging Revenue	Shipment Revenue is derived by multiplying lines A-1, A-2, A-3, and A-7.
A-11	Enrollment Fee Revenue	Enrollment Fee Revenue is derived by multiplying lines A-1 and A-9.
A-12	Total Revenue	Total Revenue is the sum of lines A-10 and A-11.
A-13	Repackaging Cost	This is derived by multiplying lines A-1, A-3, and A-4.
A-14	One-time set-up Costs	This is derived by multiplying lines A-1 and A-5.
A-15	Total Cost	Total cost = the sum of lines A-13 and A-14.
A-16	Total Contribution	Line A-15 subtracted from Line A-12 = Total Contribution.
A-17	Cost Coverage	Cost Coverage = Line A-12 divided by Line A-15.

## ATTACHMENT C

Calculation of Average Shipment Weight			
Classification	Pieces per household per Week	Weight/Piece (Ounces)	Total Weight (Pounds)
<i>First-Class Mail</i>	10.2	0.681	0.434
<i>Standard Mail - Regular</i>	10.7	2.072	1.386
<i>Standard Mail - Nonprofit</i>	2.1	1.122	0.147
<i>Expedited Mail*</i>	0.1	1.971	0.012
<i>Periodicals</i>	1.2	6.883	0.516
<i>Package Services</i>	0.3	1.953	0.037
			<b>2.532</b>

\* Expedited Mail includes Priority Mail & Express Mail which generally will not be reshipped as part of the weekly reshipment.

Source: Postal Fiscal Year 2003 Household Diary Study - Tables 2.3 & 2.5