

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

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DAVID B. POPKIN
(DBP/USPS-99-102)
(June 28, 2006)

The United States Postal Service hereby provides its institutional responses to interrogatories DBP/USPS-99-102, filed on June 14, 2006.

Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-99.

- (a) With Express Mail there are three separate times for guaranteed delivery, 10 AM, 12 Noon, and 3 PM. If a specific delivery office has one of these times for a guaranteed delivery on a specific day, confirm, or explain if you are unable to confirm, that the guaranteed time will apply regardless of the origin of the article. For example, Express Mail destined to Closter NJ 07624 will be guaranteed for delivery by 3 PM on a nonholiday weekday. Does that 3 PM guaranteed time apply for any Express Mail sent to Closter guaranteed for Next Day delivery regardless of whether it is sent from California, New York, or a neighboring town in New Jersey?
- (b) If not, please explain.

RESPONSE:

(a)-(b) PO-PO Express Mail articles always receive a delivery commitment of 10 AM, and PO-Addressee Express Mail articles committed for delivery on a Sunday or holiday always receive a 3 PM commitment. PO-Addressee Express Mail items committed for delivery on a particular non-holiday day at a particular destination office, however, will not necessarily have the same guaranteed delivery time: the same office may have some articles committed for noon delivery and others committed for 3PM delivery, depending on their origin and their time of acceptance.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-100.

- (a) If the recipient of an Express Mail article incurs an expense due to the failure of the Postal Service to deliver the article by the guaranteed delivery time, may a claim be made under the merchandise and/or document reconstruction insurance to cover out-of-pocket expenses incurred up to the limits of indemnity (I assume that a refund of postage is also available since the article was not delivered on time)? Please ensure that the response provides a general response to the question as well as the following specific examples:
1. Replacement of sporting or entertainment tickets.
 2. The need to reship or retransmit documents.
 3. The need to purchase a replacement article of merchandise for availability at a specific event.
- (b) If not, why not?

RESPONSE:

Please see DMM § 609.4.0.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-101.

- (a) If a mailer submits a claim for indemnity (Express Mail, Registered Mail, Insurance, or COD) which is denied, will an explanation of the reasons for denial and the regulatory support be provided to the mailer?
- (b) If not, why not?
- (c) Please describe the rights of appeal that may be made by the mailer.

RESPONSE:

(a) An explanation of why the claim was denied is provided, but a reference to the regulatory support is not always provided.

(b) The Postal Service believes that generally the explanation is adequate. Also, the Domestic Claim or Registered Mail Inquiry form (PS Form 1000) includes the following statement:

“If you need more information, ask for a copy of Publication 122, Customer Guide to Filing Domestic Claims or Registered Mail Inquiry, or visit www.usps.com.”

Therefore, the Postal Service notifies the mailer that more information is available at their Post Office or from www.usps.com.

(c) Sections 609.6.2-3 of the DMM provide the customer’s rights of appeal.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO DAVID B. POPKIN INTERROGATORY

DBP/USPS-102. Please describe any differences that exist in the criteria of what is covered and the extent to which it is covered for loss or damage to a mailpiece that is covered by merchandise insurance vs. a COD mailpiece.

RESPONSE:

Aside from the indemnity level ceiling difference between merchandise insurance and COD, the criteria for payable claims, along with any differences between merchandise insurance and COD, may be found in DMM § 609.