



Date 01/31/2003

Dear Mr. Seabrook,

Enclosed you will find information concerning one businessman's opinion of some ideas to help the US Postal Service in increasing revenue and quality of their products also use new product technology. There are samples of our product and actually you received this mail piece in the 9X12 product. These products are patent pending and approved by the USPS but they are products that will make using certified mail as a one-time user to a corporation that run thousands per day easy to use. They're also cheaper to the consumer because of the patent pending process that they go through in the mail stream. I am sending each one of the subcommittee members that analyze the private sector this document. I have spent over 24 years in the computer world and the last 15 years running my own companies. The last 11 years I have been writing software to work with the USPS and their customers. The last 5 of those 11 years I have worked even closer with Washington HQ showing new ideas and have even secured contracts and an alliance agreement.

I believe in what I am doing and I know I have helped the USPS with the ideas I have. I believe in this so much I have spent over \$6 million dollars of my own money to show the USPS the ability of the new technology that is out there. The USPS seems to believe in my ideas because over the past 4 years I have secured contracts and an alliance agreement with them, started a web site that is hosted by my company and used in the [www.usps.com](http://www.usps.com) web site. But it seems that the USPS would rather spend money with people that say they have the answer. They have convinced the USPS to spend millions on software that they now own and this software is already out dated. (In my opinion the USPS should not be in the software business.) On the other hand the consumer seems to really like what I have to offer and wants to use what we have created.

We envisioned we would write the software and the USPS personnel would promote, sell and educate the consumer. That has not happened.


I stated above that I had invested over \$6 million in this project and I have. We are still not at break-even point in my company. The reason is not because of the products. It is because the USPS is not behind the product. They are still behind a product they own and have spent millions on. I am paying a revenue share to the USPS for the products the National Marketing reps. claim as their accounts. Remember we are still not at break-even point in my company.

This is not a complaint letter; it is a document to show concern for the USPS and to the American people. I am experienced in my field and others like myself need to have input

on these kinds of issues. Please no disrespect intended but I know more about mail and the USPS than all four of the committee members I am addressing this letter to. Everyone of you are the epitome of the American businessman in the highest and I think you can help bring the USPS into the 21<sup>st</sup> century but you do need the help from people like myself and others like me. Some of us know technology and some understand the user/customer/consumer and their needs and some of us know how to use and create the programming in computers for those users/customer/consumer. I have knowledge in all the above. I also hold Patent pending on several ideas that the USPS is starting to think might be important to the Postal service.

If you are interested please read what I have compiled here. This letter is a plea to the committee to just listen. I think you will find that I am a family man, American and a pretty good businessman. I know if you will take the time to read this I will be in front of the committee to help the USPS move into the 21<sup>st</sup> century. There are many more like me out here that can help. The USPS has been around for over 226 years and I would like to think it would be here another 200 years or more and using technology to stay competitive with the Fed-X's, UPS's and others that would like to put the USPS out of business altogether.

Thank You,



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To: Subcommittee for analyzing the current role of the private sector in the mail delivery system,  
Joseph Wright, Don Cogman and Norman Seabrook:

I would like to introduce myself to you by giving you a Bio of my business life. I hope you will take the time to read what I have done with the USPS and I want to offer myself and the services of my company to the committee and also to the well being of the USPS. I feel My Ideas, patents etc. have had a great impact on the USPS and in a very positive way. But I also feel that because of the bureaucracy of the USPS my ideas and others are not being heard. I have spent over 10 years working with the USPS. I have written software that makes it easier to work with the USPS mailing system. I have in the pass 4 years secured contracts with the USPS to produce web sites to produce US Certified Mail Online and you never have to go to the Post Office and/or fill out forms to send certified mail. I have created true Hybrid Mail, (Platinum First Class™). This system will turn Special Services and First Class Letter services into one to two day deliveries with proof of delivery of the mail piece (track first class mail), by the end of the year, if the USPS would put their approval to this product and promote. Yes this will make my company money, but I haven't mention that I have put over \$6 million dollars and four (4) years into this project of my money and time. So far we have not broken even in production however we are paying revenue share to the USPS department that heads our contracts and projects. These new products also give the consumer that has used the USPS for 226 years a better product, And did I mention that it cost less than going to the US Post Office to purchase a first class or certified letter and these products give the consumer/customer a much better product than they have today.

**Biography:**

**William Thomas Carter** - Tom attended 1,1/2 years of college before joining the Air Force. Spent 7 years active with 4 years in Vietnam. Specialized in special weapons, explosives and nuclear weapons. Upon discharge Tom continued his degree in Computer Science. Also attended IBM schools in training for RPG II & RGP III. Tom attended several top management training schools given by IBM and also 3 other RGP Programming workshops with OCL. In 1987 Tom had the honor to attend the IBM Executive Institute in San Jose CA. Originally started as a computer operator with Ryder Truck Rentals, based in Miami FL. Moved to First National Bank in Birmingham AL as a JCL Specialist in Data Processing. Then Procedures Analysis/Programmer with Vulcan Materials for four years. Became manager of Data Processing with Alabama Oxygen Co. before moving to MIS Director with Daniel Realty Co. At Daniel Realty Tom developed Daniel's Property Management and Investment Relations system (K1 processing) and other software.

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In 1988 formed Future Computer Systems, Inc. These positions give Tom bottom to top experience with over 24 years in the computer industry. Plus these experiences give Tom the advantage of totally understanding the customer's daily problems and needs. In 1991 he started specializing in the USPS mail process and has written software that has been tested and certified by the USPS, (CASS – Coding Accuracy Support System & PAVE – Presort Accuracy Validation Evaluation). In 1998 he submitted and is Patent Pending processes to produce Electronic/Hybrid mail and 4 other Patent Pending products that are in the mailing industry. In 1999 Tom created the company USCertifiedLetters (USCL), which whole the web-sites also off-line versions of his software that produce Certified Mail via the Internet. USCL In 2000, after working with USPS Headquarters in Washington DC he has completed alliance contracts to partner with the USPS and IBM to introduce USCertifiedLetters not only to the USA but also Internationally via his web-sites and off-line versions of the software (USCertifiedLetters.COM now and GlobalCertifiedPost.COM to be seen soon.

Tom had the honor to be on the World Business Review hosted by Alexander Haig and is taped in Washington, DC. Robert Krause, VP E-Commerce, USPS and Dan Mirlovic, VP Collaborative Commerce, Gartner Gp. Organ, were also on the panel to discuss advanced communications solutions for the future. Now that Certified Mail can be done via the Internet and offline via USCL's CMMS (Corporate Mail Management Systems) and (EMMS Enterprise Mail Management Solutions) he feels that USCL and his team is ahead of anyone in bring technology and full Internet solutions to the user in not only certified and special services for the US Postal Service but many other products that will help the user communicate with the world.

Though people though Dot Com when they heard about USCertifiedLetters, Toms' creation of this software never intended it to be a Dot Com, but to give the user a complete software service solution that could be run through the Internet as the communication port just as we look at the net work within our offices from any computer system. In 2002 at the National Postal Forum in Boston, Ma. Tom was honored with a Special Achievement Award.

I am proud to be a business alliance partner with the USPS NetPost™ Certified Mail offering. I believe that the value-added products that we have produced for the customer and also offer some solutions to the USPS to help improve overall Certified Mail and First Class mail stream in processing and in saving the USPS time, effort and money. These include, but are not limited, to the following:

**Electronic Signature Return Receipt (ETC™):** USCL has the technology to conduct a transaction with NetPost Certified Mail customers to provide them with an electronic copy of the delivery record and signature. **USPS Automated Certified Mail with *Electronic Tracking & Confirmation* (ETC™)** It was designed to greatly automate the information collected by the USPS Certified Mail Tracking System which provides you with valuable information about each and every one of your Automated Certified Letters on a daily basis. Our patented automation process exclusively provides you the proper Certifying documentation necessary, through the Entry Mail Manifest (PS-3877) with official USPS Round Date Stamp and Signature of the USPS employee as well as the final Delivery Confirmation with its ***Electronic Return Receipt***.

These services are available with all Enterprise and Enterprise-Lite Automated Certified Mail Solutions, but only limited service is available sending letters Online.

We also have the technology built to enable this transaction to be conducted for ALL certified mail customers after mailing under the approved Internet Return Receipt Postal Rate. Customers could request and pay for a return receipt after mailing online, avoiding a trip to the post office, and eliminating a potentially high cost retail transaction. This could happen very quickly!

**Preprinted Form 3849 (brown Card):** We currently have the capability to pre-print the signature capture card a carrier completes for certified mail for customers who are sending mail with no green card requested. We have one customer in Nevada we could pilot this with that does approximately 5000 pieces a day. These pre-populated forms would eliminate manual entry of information by carrier. It would also eliminate a costly form.

**Electronic BMEU Acceptance:** With our current technology and approval in Birmingham, we could enter mail into the BMEU electronically, eliminating the paper manifest. These documents are sometimes many pages long, requiring and The 3877 would be entered and approved electronically.

**Platinum First Class:** First Class mail to the consumer with 1 or 2 day delivery and be able to track the mail piece to its' Post Office of delivery.

**Business Reply Envelopes – BRE's:** Consumer can now track BRE's on the inbound. This means consumer can better plan Accounts Receivables coming back and what steps to take on BRE's that are not inbound.

**PrePrinted Envelopes:** Our Patented Certified Mail Envelope System simplifies and automates the preparation, mailing, tracking and delivery confirmation of your Certified & Registered Mail. Our bright white envelopes come with the distinguished USPS Certified Mail and Automation Markings already attached. Everything you need is included: mailing address inserts, return receipt or green cards, our quick start user guide, on-line help, plus you can use any ink jet, bubble jet or laser printer with our Windows® Certified Mail Envelope Software. Mail documents, product materials, tax returns, checks, tickets, CD's, videotapes, ID Cards, certificates, invitations or anything else that you can fit into our 9"x12" or 6"x9" Certified Mail envelopes.

These are just a few ideas. As you can probably imagine, I have many more....all designed at saving the US Postal Service time, effort and money, while improving service to the our mutual customers.

Please let me know when it would be convenient to accept your invitation and schedule a meeting I am available to come to Washington, DC to meet with you and your staff at your convenience.

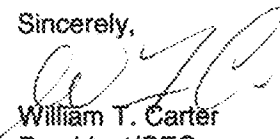
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Sincerely,



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