



August 23, 2010

Shannon M Kuhrt
Vice President M&M Wintergreens Inc
3728 Fulton Rd
Cleveland OH 44109

Ms. Kuhrt,

This letter is in regards to the situation we discussed on the phone last week regarding the CD type discs that are being mailed to potential clients from your company. You stated in your phone call and in follow up e mails that the product that you deposit in the mail is a single CD type disc placed in a 5.25" x 5.25" (approximately) cardboard type mailer containing the words "First Class", your company return address in the top left corner, full rate postage in the top right corner and a delivery address on the face of the mailpiece. You also submitted a sample of the CD and mailer to my office via U S Mail.

You stated that even though you find your packaging to be in compliance with postal regulations for mailing a letter sized mailpiece and understanding that your letter size mailpiece contains characteristics that make it non machinable, some post offices are trying to qualify your mailpiece as a parcel and charge the higher parcel rate. This is delaying your mail and potentially costing your company business. Via fax you submitted 2 documents: 1. a letter dated June 28, 2007 from William Helmdal, then Mailpiece Design Analyst from the Northern Illinois District, and 2. a P&C Weekly article addressing letter size First Class mail containing CDs or DVDs.

Both of these documents, along with my examination of this sample, substantiate your claim that the single disc that you submitted to me in the cardboard mailer should be classified as a non machinable letter and be charged a non machinable surcharge (currently \$0.20 per piece) and not the higher parcel rate.

As a representative of the United States Postal Service I want to offer my apologies for the misunderstanding surrounding the pricing and processing of your mailpiece. Your business is very important to us and I want to assure you that we are doing everything possible to improve the line of communication with our colleagues in the field to avoid problems such as this in the future. I have brought this matter to the attention of the District Manager of Marketing, Mr. Harry Myers, as well as the District Manager of Retail, Ms Peggy Havanas. I am sure that you understand that any steps the Postal Service takes to address service issues with their employees are done internally and may not be available for your records.

Thank You,

Paul Hirschfelt
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