

Supplemental documentation

Reasons why individuals at the Escalon PO have taken a personal dislike towards me, resulting in denial of certain postal services.

Incidents with the Escalon Post Office

Unwelcome comments from Postal clerk Andy

I moved from the city of Mountain View, CA to this rural town back in 2004. At that time I used to go to the local PO in Escalon. But I didn't like the interrogating comments from Andy, a postal clerk who used his station as an opportunity to make personal chat and tell jokes. He made me uncomfortable by asking too many questions about my eBay sales.

Andy seemed to force me into proving what I did on eBay, as if he suspected I was doing something illegal. I suspected that this was typical scrutiny of a newcomer in a small town. But it made me uncomfortable.

When I explained what I sold on eBay he still didn't seem to believe me and I remember printing out a screenshot from my computer to show him the antique books & postcards collection I sold.

Disabled Parking spot used by employees¹

It is hard for a non-disabled person to understand the frustration a disabled person feels at seeing a non-disabled person using the disabled only parking spot.

A young lady drove in the wrong way—entering through the exit—and took the last available parking spot; the one reserved for Disabled Parking.

Inside the Escalon PO I asked the young woman if she had a disabled placard for her car. She maintained it was OK to use the Disabled spot because she was a friend of John, the Postmaster.

Postmaster John and clerk Andy came out into the lobby and witnessed our discussion. *The young lady insisted she was a friend of the Postmaster.* (I believe she said she worked there part time.)

John, the Postmaster, would not say a word. In retrospect I believe this is because he did not want anyone to quote him because there were witnesses present. Needless to say, I was stunned. The Escalon PO does not recognize disabled persons, not uphold the law regarding this matter?

¹ California law requires an unauthorized person who parks or leaves a vehicle standing in a space reserved for a disabled person or disabled veteran in an off-street parking facility without displaying the required special license plate, placard, or temporary placard, to be subject to being convicted of an infraction and fined not less than \$250.

Delivery Confirmation failure

The Escalon PO sold me, for cash, Priority Mail with Delivery Confirmation that latter could not be tracked.

There was a dispute with an online merchant that caused me to file for a refund with my credit card company. The merchant claimed the USPS tracking number did not indicate I returned the item.

I presented the USPS Priority Mail receipt to the Escalon PO clerk "Andy". He could not track it—it came up blank. Then supervisor Ritchie got involved. Ritchie & Andy went in back to use other computers, make phone calls, etc.

They left me standing in the lobby for a prolonged time—which I can't do because of the pain from the degenerative disc disease. But Andy would not let me leave. *He told me to stay while Ritchie figured it out.*

They were confused because the cash receipt had the Escalon PO stamp on it. They agreed it was valid, they had sold it to me, but they could not track the \$482 valued package.

I begged Andy to let me leave and to let me know later what was the status of the tracking. Instead I had to sit in the lobby for 20 minutes while he waited on other patrons. He drew attention to my presence by telling people in line that I was not "next" and to ignore me. I think he said *"He's just the class dunce—pay no attention to him."*

Finally Andy blamed me—saying that it was over 90 days. He said it was my fault for not tracking the package before 90 days had expired.

Andy claimed the USPS throws out all tracking information after 90 days because there are so many billions of transactions that they would not have the computer space to store it all.

I requested Ritchie issue a letter clarifying the declaration made by Andy. If tracking was only available for 90 days would he please verify that was USPS policy? I gave him my name and addresses. He agreed to find out and state the reason in a letter.

Ritchie was supposed to verify that the USPS purges tracking info after 90 days as Andy claimed. I asked him to verify, in the letter, that the receipt

with an Escalon PO stamped on it was valid. I explained this was necessary to substantiate the \$482 credit card dispute.

Ritchie took my name and address and agree to "*get to the bottom of this*" and send me a letter. Ritchie never sent any letter.

Signature confirmation problems

When I lived in Mountain View, California I could sign the orange slip left for signature, with a written request to deliver the item, and my postal route person would do so.

However, in Escalon they will not release items even if I sign the orange slip and request delivery in writing. They insist I drive to the PO and sign in their presence.

The Escalon PO has refused all requests to accept my letters of authorization—issued for a particular shipment—and deliver my mail. I have sent several letters to them with my signature as full legal authority yet they still will not deliver.

This inflexibility resulted in medication (ordered by Dr. Kornei) to be returned unclaimed to the pharmacy. It wasted a considerable amount of my time, that of the pharmacy staff and my physician's office staff.

In another instance the local PO refused to deliver \$160 worth of rare plant seeds ordered from Germany. Finally they had to be returned all the way back to the supplier in Germany. They shipped them to me a second time—but without signature confirmation so I received my purchase. But it had to go from Germany to California and back to Germany and back to California.

The local PO has ignored all my written requests to waive "*sign in the presence of a postal employee*". I believe they simply don't like me and feel that I'm just a "fat & lazy" person. One who should stand in line like everyone else to sign in their presence.

As a result of their policy I have to prevent suppliers from sending items through the Escalon PO.

END