

Brian Carr  
1201 Brady Drive  
Irving, TX 75061  
[carrbp@gmail.com](mailto:carrbp@gmail.com)  
518-227-0129

Dear Sir / Madam:

11. Mar. 2025

I am seeking cumulative data with no personal identifying information. I am generally seeking information concerning refunds of 'Guaranteed Delivery' costs where the item was not delivered according to the applicable service standard. I am interested in refund requests submitted online and am seeking a break down of requests which were approved and denied as well as the break down of requests where an appeal was submitted.

I am seeking annual totals since Jan 2017 up to 2025 with quarterly break downs for 2024 and any completed quarter in 2025 when the results computed.

I would like the number of refunds requested online for delayed delivery with guaranteed delivery with the average refund requested as well as standard deviation, maximum, and minimum.

Further I would an additional break down with a Group By of 'Refund Approved' and 'Refund Denied' in the initial application.

For the 'Refund Denied' group, I would like an additional Group By break down with 'No Appeal Submitted' or 'Appeal Submitted'.

For the 'Appeal Submitted' group, I would like an additional Group By by with 'Refund Denied' or 'Refund Approved'.

For the each of the 'Refund Approved' groups above, I would like an additional Group By break down with the bank to which the refund was routed to with:

Chase,  
Capital One,  
American Express,  
Bank of America,  
Citibank,  
Discover,  
U.S. Bank,  
Wells Fargo,

Other Bank, and  
No Record of Bank Transfer

I am particularly interested in tracking number 9470103699300057573507 delivered late on 15 Apr 2021 and refund request submitted on 16 Apr 2021 and appeal updated to 'Dispute Paid' on 6 May 2021, but no transaction for the refund has been located to date (so the refund would be expected to be listed in the 'No Record of Bank Transfer').

Also, while the FOIA does not require any agency to retain or produce new records, queries against existing databases to produce cumulative totals are not considered new records.

See the 9th Circuit Decision in <https://www.eff.org/document/cir-v-doj-9th-cir-opinion>, DktEntry: 64-1 states 'the use of a query to search for and extract a particular arrangement or subset of existing data from the ... [agency] database does not require the creation of a "new" agency record under FOIA.'

If possible, I prefer machine readable pdf files.

Thanks for your assistance in this matter.



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Date: 11. Mar. 2025

Location: Irving, TX