

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

POSTAL RATE AND FEE CHANGES
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORIES OF DOUGLAS CARLSON
[DFC/USPS-24-25]
(May 5, 2005)

The United States Postal Service hereby provides its responses to the above-listed interrogatories of Douglas Carlson, filed on April 21, 2005. Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking

Eric P. Koetting

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-2992, Fax -5402

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-24. Please refer to the response to DFC/USPS-14(a) in Docket No. R2000-1. Please provide a current, updated copy of the Mystery Shopper Handbook.

RESPONSE:

A handbook for the Mystery Shopper program no longer exists.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-25. Please refer to the response to DFC/USPS-14(d) in Docket No. R2000-1. Please provide a current, updated copy of the checklist or other rating sheet that the mystery shopper completes after visiting a retail window.

RESPONSE:

Please see the attached.



US Postal Service Mystery Shopper Program
Service Evaluation

Date: Monday, 03/07/2005
Overall Score: 88/100 88.0%

Operational Efficiency

1	How long was your wait in line? (minutes:seconds)	03:35		
2	Was your wait in line 5 minutes or less?	Yes	12/12	
2a	How many stations were there (including all areas where a register is available)?	3		
2b	What was the highest number of stations staffed from the time you entered the line until completion of the transaction?	2		
2c	Were there any employees assisting customers in the lobby area or from behind the counter prior to customers reaching the counter?	No		
3	Did the postage vending machines appear to be in proper working order?	Yes		
		Operational Efficiency	12/12	100.0%

HazMat

4	Did the employee ask whether the parcel (item, article) contained anything fragile, liquid, perishable, or potentially hazardous?	Yes	10/10	
4a	Which part(s) of the question did the employee miss?	N/A		
		HazMat	10/10	100.00%

Sales Skills and Product Knowledge

5	Did the employee inquire when you wanted the item to arrive OR offer Express or Priority Mail and state the service standard?	Yes	12/12	
5a	Which method did the employee use? The employee inquired when I wanted the item to arrive			
6	Did the employee offer you a mail class?	Yes		
6a	Specify the class(es) of mail offered by the employee. Priority Parcel Post			
7	Did the employee explain any features of the recommended class of mail?	Yes	4/4	
8	Did the employee offer any special services?	Yes	12/12	
8a	Specify the special service(s) offered by the employee. Insurance			
9	Did the employee explain OR offer to explain any features of the recommended special service?	Yes	4/4	
10	Did the employee suggest any additional items to purchase?	No	0/7	
11	Specify additional item(s) offered.	N/A		



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12 Did the employee provide or offer a receipt without you having to ask for one? Yes 4/4
Sales Skills and Product Knowledge 36/43 83.7%

Courtesy and Professionalism

13 Did the employee greet you pleasantly? Yes 6/6
14 Was the employee wearing the complete uniform? Yes 4/4
15 If Q14 is "NO", the employee was not wearing: N/A
16 Did the employee end your transaction in a pleasant manner? Yes 4/4
17 Was the employee attentive during the entire transaction? Yes 6/6
18 If Q17 is "NO", these problems were noted: N/A
19 Was the interior neat, clean and well maintained? Yes 2/2
20 If Q19 is "NO", please explain why. N/A
Courtesy and Professionalism 22/22 100.0%

Retail Products and Services

21 Were you able to locate the special service form you were instructed to find in the lobby PRIOR to being served? Yes 5/5
22 Were free shipping supplies displayed (Express Mail, Priority Mail)? Yes 3/3
23 Were Ready Post retail packaging/shipping supplies (available for purchase) displayed or was a sample display or poster available? No 0/5
24 Were all signs and displays professional in appearance, including posting and lettering? Yes
25 If Q24 is "NO", these problems were noted: N/A
26 Please specify what signage or display(s) had problems. N/A
Retail Products and Services 8/13 61.5%

Facility

27 Was the exterior neat, clean and well maintained? Yes
28 If Q27 is "NO", please explain why. N/A
29 Was the employee workstation neat and clean? Yes
30 If Q29 is "NO", please explain why. N/A



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31 Was the Point Of Purchase Continuity signage, or the specified element in the Business Solutions Display unit, displayed? Yes

Evaluation Information

32 USPS Scenario ID: F2
33 Day of the week shop performed (e.g., Tuesday): Monday
34 Amount of sale from receipt: \$6.20
35 Revenue loss (based on scenario expectation): \$0.00
36 Post office zip code on receipt:
37 Evaluation Sequence: FY05 Q2 - Shop 2

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

Eric P. Koetting

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