

**BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001**

Postal Rate and Fee Changes, 2005

Docket No. R2005-1

**DOUGLAS F. CARLSON
INTERROGATORY TO THE UNITED STATES POSTAL SERVICE
(DFC/USPS-61)**

May 19, 2005

Pursuant to sections 25–27 of the *Rules of Practice*, I hereby submit this interrogatory to the United States Postal Service.

The instructions contained in my interrogatories DFC/USPS-1–19 are incorporated herein by reference.

Respectfully submitted,

Dated: May 19, 2005

DOUGLAS F. CARLSON

DFC/USPS-61. Please refer to the response to DFC/USPS-25. Please provide documents relating to a Postal Service policy or practice for retail window clerks to encourage or induce customers to use Priority Mail or Express Mail, rather than First-Class Mail or Package Services, to send items that they present to the retail window clerk for mailing. This request specifically encompasses records relating to employee training manuals, policies establishing employee sales goals or quotas, directions to employees relating to communication of service standards to customers, and documents describing sales techniques to encourage or induce customers to use Priority Mail or Express Mail, rather than First-Class Mail or Package Services, to send items that they present to the retail window clerk for mailing.