

GMU PRC Small Business / Small Nonprofits

Questionnaire # \_\_\_\_\_

Q1: What best describes your area of responsibility?

Upper management ..... 1  
Advertising/marketing ..... 2  
Billing/accounting ..... 3  
Order fulfillment or circulation .... 4  
Other ..... 5  
Refused ..... 9

For the following questions, please provide answers for your **local** office or branch, not for any regional or national organization or corporation you might be affiliated with.

Q2: How many full time employees does your company or organization employ at your location? Is it more than 100, 50 to 100, 10 to 49, 1 to 9, or zero?

More than 100 ... 1  
50 to 100 ..... 2  
10 to 49 ..... 3  
1 - 9 ..... 4  
0 ..... 5  
Don't know ..... 8  
Refused ..... 9

Q3: What is the major product or service your company or organization provides?

\_\_\_\_\_

Q4: What is your 5-digit zip code?

..... \_\_\_\_\_

Q5: Is your company or organization part of a regional or national organization or corporation?

Yes ..... 1  
No ..... 2  
Don 't know ... 8  
Refused ..... 9

Q6: Are you a tax-exempt non-profit organization?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q7: Does your company or organization send out large mailings such as catalogs, newsletters, or solicitations?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q8: Approximately how often do you send large mailings? Is it annually, monthly, weekly, daily, or something else?

Annually ..... 1  
Monthly ..... 2  
Weekly ..... 3  
Daily ..... 4  
Something else .... 5  
Don't know ..... 8  
Refused ..... 9

Q9: About how many times do you send out mailings in a year?

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Q10: What is the average number of pieces in each mailing? Is it less than 1,000, 1,000 to 10,000, 10,000 to 100,000, or over 100,000?

Less than 1,000 ..... 1  
1,000 to 10,000 ..... 2  
10,000 to 100,000 ... 3  
Over 100,000 ..... 4  
Don't know ..... 8  
Refused ..... 9

Q11: Do you use a third party to mail them?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q12: Thinking about the mailing that you might send out on a daily basis, that are not large mailings, about how many letters does your organization mail per week? Is it less than 100, 100 to 500, 500 to 1,000, or over 1,000?

Less than 100 ... 1  
100 to 500 ..... 2  
500 to 1,000 ..... 3  
Over 1,000 ..... 4  
Don't know ..... 8  
Refused ..... 9

Q13: How does your company or organization most often obtain postage? Do you use a meter, have a permit, buy stamps at a post office, order stamps by mail or telephone from the US postal service, print postage online from the US postal service website, or something else?

Meter .....	1
Permit .....	2
Buy at post office .....	3
Order by mail or telephone from USPS ...	4
Order online from USPS .....	5
Something else .....	6
Don't know .....	8
Refused .....	9

Q14: How do you usually mail your letters? A collection box on the street, a collection box in your building, at a household mail box, at a post office, or something else?

Collection box on the street ...	1
Collection box in building .....	2
Household mail box .....	3
Post office .....	4
Something else .....	5
Don't know .....	8
Refused .....	9

Q15: About how many parcels does your company send in a month?

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Q16: How do you usually send parcels? The US postal service, FedEx, UPS, DHL, or some other way?

US Postal Service ...	1
FedEx .....	2
UPS .....	3
DHL .....	4
Some other way .....	5
Don't know .....	8
Refused .....	9

Q17: Why does your company use [ANSWER TO Q. 16] to send parcels? Is it because they are cheapest, most convenient, most reliable, or some other reason?

Cheapest .....	1
Most convenient .....	2
Most reliable .....	3
Other reason .....	4
More than one of these reasons ....	5
Don't know .....	8
Refused .....	9

Q18: How difficult would it be for your organization to use another shipper? Would you say very difficult, somewhat difficult, not very difficult, or not difficult at all?

Very difficult ..... 1  
Somewhat difficult ... 2  
Not very difficult ..... 3  
Not difficult at all ..... 4  
Depends ..... 5  
Don't know ..... 8  
Refused ..... 9

Q19: Does your company rent a post office box at a post office?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q20: About how long does it take you to get to your local post office, in minutes?

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Q21: About how often does an employee of your company visit a post office on company business? Would you say daily, at least once a week, at least once a month, or less often than once a month?

Daily ..... 1  
At least once a week ..... 2  
At least once a month ..... 3  
Less than once a month ... 4  
Don't know ..... 8  
Refused ..... 9

Q22: Please specify all reasons why company employees visit a post office on behalf of your company? To buy stamps? Mail packages? Pick up packages? Pick up mail? Mail letters? Send or receive registered, certified, insured or COD mail? Some other reason?

[check all that apply]

Buy stamps ..... 1  
Mail packages ..... 2  
Pick up packages ..... 3  
Pick up mail ..... 4  
Mail letters ..... 5  
Send or receive registered, certified, insured or COD mail .... 6  
Don't know ..... 8  
Refused ..... 9

Q23: Do you use a company like Mail Boxes, ETC.?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q24: What services do you receive from them? A PO box? Receive mail? Send mail? Other mail related services? Other non-mail related services?

[check all that apply]

PO box .....	1
Receive mail .....	2
Send mail .....	3
Other mail related services .....	4
Other non-mail related services ....	5
Don't know .....	8
Refused .....	9

Q25: Does your company or organization have access to a broadband internet connection?

Yes .....	1
No .....	2
Don't know ...	8
Refused .....	9

Q26: Do you send bills or invoices by mail?

Yes .....	1
No .....	2
Don't know ...	8
Refused .....	9

Q27: Approximately how many bills or invoices do you send per month? Is it less than 10, 10 to 50, 50 to 100, or over 100?

Less than 10 ...	1
10 to 50 .....	2
50 to 100 .....	3
Over 100 .....	4
Don't know .....	8
Refused .....	9

Q28: How do you mail them most often? Do you use stamps, a meter, a permit, a mailing firm, or something else?

Stamps .....	1
Meter .....	2
Permit .....	3
Mailing firm .....	4
Something else ....	5
Don't know .....	8
Refused .....	9

Q29: About what percent of the bills and invoices that our company or organization issues do you send via email or internet? Is it less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ...	1
10 to 20% .....	2
20 to 30% .....	3
More than 30% ...	4
Don't know .....	8
Refused .....	9

Q30: Do you send advertising or fundraising letters by mail?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q31: Approximately how many do you send per month? Is it less than 100, 100 to 500, 500 to 1,000, or over 1,000?

Less than 100 ... 1  
100 to 500 ..... 2  
500 to 1,000 ..... 3  
1,000 or over ..... 4  
Don't know ..... 8  
Refused ..... 9

Q32: How do you mail them most often? Do you use stamps, a meter, a permit, a mailing firm, or something else?

Stamps ..... 1  
Meter ..... 2  
Permit ..... 3  
Mailing firm ..... 4  
Something else .... 5  
Don't know ..... 8  
Refused ..... 9

Q33: About what percentage of the advertising or fundraising letters that your organization issues do you send via email or internet? Is it less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q34: Over the past 3 years, would you say that your company's total mail volume was generally increasing, decreasing, or remained about the same?

Increasing ..... 1  
Decreasing ... 2  
Same ..... 3  
Don't know .... 8  
Refused ..... 9

Q35: By about what percentage has the volume increased? Was it less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q36: By about what percentage has the volume decreased? What it less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q37: Looking ahead 5 years from now, do you expect your company's total mail volume to increase, decrease, or remain the same?

Increase ..... 1  
Decrease ..... 2  
Same ..... 3  
Don't know ... 8  
Refused ..... 9

Q38: By about what percentage will the volume increase? Less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q39: By about what percentage will the volume decrease? Less than 10%, 10 to 20%, 20 to 30%, or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q40: Looking ahead 5 years from now, how much do you expect your current mail volume to shift to the internet? By less than 10%, 10 to 20%, 20 to 30% or more than 30%?

Less than 10% ... 1  
10 to 20% ..... 2  
20 to 30% ..... 3  
More than 30% ... 4  
Don't know ..... 8  
Refused ..... 9

Q41: Do you regularly send letters or packages internationally?

Q42: Is that letters, packages or both?

No ..... 1  
Yes, letters only ..... 2  
Yes, packages only ..... 3  
Yes, letters and packages ... 4  
Don't know ..... 8  
Refused ..... 9

Q43: For the following categories you **receive**, please answer yes or no if your company would be inconvenienced if it were delivered one day later. What about bills?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q44: What about statements?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q45: What about payments?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q46: What about letters?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q47: What about advertisements?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9

Q48: What about packages?

Yes ..... 1  
No ..... 2  
Don't know ... 8  
Refused ..... 9



Q49: For the following categories of mail you **send**, please answer yes or no if your company would be inconvenienced if it were delivered one day later. What about bills?

Yes .....	1
No .....	2
Not applicable (don't send bills) ....	3
Don't know .....	8
Refused .....	9

Q50: What about statements?

Yes .....	1
No .....	2
Not applicable (don't send statements) ....	3
Don't know .....	8
Refused .....	9

Q51: What about payments?

Yes .....	1
No .....	2
Don't know ...	8
Refused .....	9

Q52: What about letters?

Yes .....	1
No .....	2
Don't know ...	8
Refused .....	9

Q53: What about advertisements?

Yes .....	1
No .....	2
Don't know ...	8
Refused .....	9

Q54: What about packages?

Yes .....	1
No .....	2
Not applicable (don't send) ....	3
Don't know .....	8
Refused .....	9

Q55: How much would you be affected if the postal service delivered all your mail to your place of business only 5 days a week instead of 6? Would you say not at all, not much, significantly, or very significantly?

Not at all .....	1
Not much .....	2
Significantly .....	3
Very Significantly ..	4
Don't know .....	8
Refused .....	9

IQ56: If the postal service reduced delivery to 5 days a week, eliminating which day of the week would work best for your business?

Monday .....	1
Tuesday .....	2
Wednesday ...	3
Thursday .....	4
Friday .....	5
Saturday .....	6
Don't know ....	8
Refused .....	9

Q57: If the postal service had to choose between reducing delivery to 5 days a week, or increasing postage rates, how much overall rate increase would your company be willing to pay to maintain 6 day a week delivery? Would you say nothing, about 2.5%, 5%, 7.5% or more than 7.5%?

Nothing .....	1
2.5% .....	2
5% .....	3
7.5% .....	4
More than 7.5% ..	5
Don't know .....	8
Refused .....	9

Q58: How much would you be affected if the postal service delivered all your mail to your place of business only 3 days a week? Would you say not at all, not much, significantly, or very significantly?

Not at all .....	1
Not much .....	2
Significantly .....	3
Very significantly ..	4
Don't know .....	8
Refused .....	9

Q59: If the postal service chose to convert to 3 days of residential delivery a week instead of the current 6 days, how would your company or organization respond to this change in terms of total mail volume? Would it increase, decrease or stay the same?

Increase .....	1
Decrease .....	2
Stay the same ...	3
Don't know .....	8
Refused .....	9

Q60: By how much would the volume decrease or increase? By less than 5%, 5 to 10%, 10 to 25%, 25 to 50%, or more than 50%?

Less than 5% ....	1
5 to 10% .....	2
10 to 25% .....	3
25 to 50% .....	4
More than 50% ..	5
Don't know .....	8
Refused .....	9

Q61: How would your company respond to a 3 day delivery reduction in terms of total mail volume if it were accompanied by a 10% postage rate decrease? Would you mail volume increase, decrease, or stay the same?

Increase ..... 1  
Decrease ..... 2  
Stay the same ... 3  
Don't know ..... 8  
Refused ..... 9

Q62: Which does your company value more: speed of delivery or predictability of the date of delivery?

Speed ..... 1  
Predictability ... 2  
Depends ..... 3  
Don't know ..... 8  
Refused ..... 9

Q63: Who do you think should be responsible for monitoring and reporting USPS service performance? Should it be the US Postal service itself, the Postal Regulatory Commission, another government agency, or an independent accounting firm?

US Postal service itself ..... 1  
Postal Regulatory Commission ..... 2  
Another government agency ..... 3  
An independent accounting firm .... 4  
Don't know ..... 8  
Refused ..... 9

Q64: Do you think that mail service in the country would improve or deteriorate if the law was changed to allow other companies to compete with the postal service in the delivery of mail?

Improve ..... 1  
Deteriorate ... 2  
Depends ..... 3  
Don't know ... 8  
Refused ..... 9

Q65: Do you think that postage rates would be higher or lower if there was competition?

Higher ..... 1  
Lower ..... 2  
Depends ..... 3  
Don't know ... 8  
Refused ..... 9

Q66: If the postal service could save 10 to 15% of its total costs by reducing delivery to 3 days per week and closing the 10,000 smallest of the 40,000 post offices, how likely would your company be to support these service reductions if it resulted in a 10% reduction in postage rates? Would you say very likely, somewhat likely, not very likely, or not at all likely?

Very likely ..... 1  
Somewhat likely ... 2  
Not very likely ..... 3  
Not at all likely ..... 4  
Depends ..... 5  
Don't know ..... 8  
Refused ..... 9

Thank you for answering our questions. If you have any questions about this research you can call Christine Pommerening at George Mason University at 703-993-3132. You may contact the George Mason University Office of Research Subject Protections at 703-993-4121 if you have questions or comments regarding your rights as a participant in the research.