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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2001 | Docker No. R2001-1

OBJECTION OF THE UNITED STATES POSTAL SERVICE TO THE OFFICE OF THE CONSUMER ADVOCATE'S INTERROGATORIES OCA/USPS-51-57 and JOINT MOTION FOR PROTECTIVE CONDITIONS
(October 15, 2001)

In accordance with Rules 25 and 26 of the Commission's Rules of Practice and Procedure, the Postal Service hereby objects to interrogatories OCA/USPS-51-52, 54-57 filed on October 5, 2001. The Postal Service also partially objects to OCA/USPS-53. The main grounds for the objections are that the interrogatories request information that is irrelevant, commercially sensitive, overbroad, burdensome and privileged[1]. As a body, these interrogatories constitute a "fishing expedition" into important and sensitive research conducted in the ordinary course of postal business, and not offered in support of any proposal under consideration in this proceeding.

Some of the requested information in Interrogatory 53 is relevant but because of its commercially sensitive nature, it should not be provided unless it is subject to the standard protective conditions. The Postal Service hereby requests that the Commission establish protective conditions to govern the provision of the data. OCA counsel joins in the motion for protective conditions

as set forth in the Presiding Officer's Ruling Granting Joint Motion issued on October 12, 2001.

I.   Preliminary Statement

Interrogatories 51-57 request a variety of studies and surveys that measure customer or employee opinions on a number of topics. The specific objections are listed below. As discussed further below, the Postal Service is willing to provide part of the survey information responsive to Interrogatory 53 under protective conditions.

The undersigned counsel has discussed Interrogatory 53, the objection, and motion for protective order with OCA counsel. The Postal Service has informed OCA counsel that it does not oppose providing the national survey results from FY2000 and 2001 about specific classes of mail as long as the information is subject to protective conditions. OCA counsel has authorized the undersigned to make a joint motion for protective conditions, however, she reserves the right to seek additional information upon review of the survey forms. Moreover, OCA Counsel has agreed that the results may be provided at the national level and for the FY 2000 and 2001.

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[1] The Postal Service has not reviewed all reports that might be responsive because of the undue burden, as noted in its objection. The Postal Service reserves the right to raise a privilege objection, if appropriate.

II.   Specific Objections

OCA/USPS-51

This interrogatory references an AP report on the results of a survey of Northern Virginia residents, rating their experience with the Postal Service. The survey was reported as having begun in 1992. The report also stated that Northern Virginia received the highest rating of 85 districts surveyed. The interrogatory asks for "copies and any available summaries of the survey for all districts surveyed from 1992 to the present." The survey responsive to this request is the Residential Customer Satisfaction Survey which was sought in by OCA/USPS-7, except that the OCA now seeks results dating back as far as 1992.

As we noted in our partial objection to OCA/USPS-7 (Oct. 9, 2001), none of the questions in the Residential Survey seeks customer input about a specific class of mail; accordingly, none of the results are relevant to a proceeding under 39 U.S.C. §§ 3622 and 3623. Even if the responses did relate to specific classes, the individual results from 85 different districts would not be relevant to the Commission's evaluation of the overall value of service provided a particular class or service, on a system-wide basis.

In any event, survey results of this type must be considered commercially sensitive. As the Postal Service noted in its objection to OCA/USPS-7, release of the Postal Service's survey of customers to its private sector competitors would provide them, at no cost, with a valuable analysis of the market in which

they compete for business with many postal products and services. Such information could enable competitors to identify USPS strength and weaknesses.

In partial response to OCA/USPS-7, the Postal Service has agreed to release limited information from its Business Customer Satisfaction Survey, where the information is class- or service-specific, subject to protective conditions granted by the Commission. Presiding Officer's Ruling Granting Joint Motion, for protective conditions. (October 12, 2001.) However, it must be noted that the information being provided is limited to FY00 and FY01, only. Interrogatory OCA/USPS 51 is irrelevant and overbroad, insofar as it seeks any survey results (class-specific or otherwise) dating all the way back to 1992. In its interrogatory OCA/USPS-7, the OCA more reasonably limited the scope of its request to survey forms and results for FY00 and 01. Even assuming its relevance, information of this type, dating back beyond FY00, would not be current enough to be probative of any issue before the Commission in this omnibus rate proceeding.

OCA/USPS-52

This interrogatory asks for studies and surveys "related to the measurement, review, and/or evaluation of the quality of Postal Service products and services" produced since 1990, whether the work was performed by the Postal Service or some outside source.

Once again, the interrogatory is irrelevant to the extent that it encompasses survey material not related to specific classes or types of mail services, or surveys not conducted at national, system-wide level. To the extent

that system-wide, class-specific information does exist, identification, retrieval and provision of such information would place an undue and unjustifiable burden on the Postal Service, as explained below.

In addition, the Postal Service would consider any survey results encompassed by OCA/USPS-52 to be commercially sensitive and worthy of protection, for the reasons stated with respect to OCA/USPS-51, above.

Finally, it should be noted that this interrogatory is even broader than OCA/USPS-51, seeking survey results dating all the way back to 1990. Certainly, to this extent, the interrogatory is overbroad and irrelevant. As noted above, information of this type, dating back beyond FY00, would not be sufficiently current to aid the Commission in the performance of its statutory duties.

OCA/USPS-53

Interrogatory 53 asks for studies and surveys "related to the measurement, review, and/or evaluation of consumer satisfaction with Postal Service products and services", produced since 1990, whether the work was performed by the Postal Service or some outside source.

It appears likely that there is substantial overlap between information sought in this interrogatory and OCA/USPS-7 and -51. In any event, this interrogatory is objectionable on the same bases as those interrogatories. Insofar that it requests information that is neither class-or service-specific, nor aggregated to the national, system-wide level, it is irrelevant.. As such, it seeks

information not within the scope of the Commission's inquiry in this omnibus rate proceeding. Except for the information that the Postal Service is willing to provide under protective condition, there is other possibly responsive information that should not be released because it would place an undue and unjustifiable burden on postal resources, as explained below.

Again, the Postal Service considers this kind of feedback from its customers regarding their satisfaction with the service it provides to be commercially sensitive. Postal management needs to be able to communicate freely and frankly with the mailing public in this way, without running the risk of exposing its strengths and vulnerabilities to its competitors.

This interrogatory also seeks information dating all the way back to 1990, and so is objectionable as overbroad and irrelevant on the same basis as OCA/USPS-52, above.

Notwithstanding the foregoing, the Postal Service has two telephone surveys that it conducts of its National and Premier Accounts, the highest volume mailers. (Attached are the telephone scripts for these two surveys.) Only a few of the questions on these surveys request information about customers' experiences with specific classes of mail. For both surveys, see Questions 1 k, l, m, and o; 12 a-h, 13 a-h, 14 a-h, and 15 a-h. The rests of the questions are not class specific and therefore their results are irrelevant. Furthermore, the Postal Service objects to the general release of the results on the ground that they are commercially sensitive for the reasons stated above.

While the Postal Service is willing to provide the business survey results for Questions 1 k, l, m, and o; 12 a-h, 13 a-h, 14 a-h, and 15 a-h, subject to protective conditions, it does not concede the probative value of the information for a determination of the proposed rates and fees.

OCA/USPS-54

This interrogatory asks for studies and surveys "related to the measurement, review and/or evaluation of consumer preferences and needs with respect to existing or potential Postal Service products and services", produced since 1990, whether the work was performed by the Postal Service or some outside source.

This interrogatory is plainly objectionable, as seeking commercially sensitive and irrelevant information. To begin with, "consumer preferences and needs with respect to ... potential Postal Service products and services" are clearly not within the scope of issues appropriately before the Commission in this omnibus rate proceeding. Customer "wishlists" of future postal products are simply not relevant here, whether current, or dating all the way back to 1990.

Of even greater concern, however, is the highly proprietary nature of the information sought. Obviously, the Postal Service needs to be able to survey consumers in this way, whether it is evaluating the need for changes or enhancements to existing products and services, or considering the introduction of new ones. Market research studies of this kind can encompass highly sensitive topics such as market share positioning or product development strategies. It stands to reason that the competition would covet access to such

research, and the insight into postal decisionmaking that it could provide. The

Postal Service's ability to obtain customer responses could also be seriously

impaired, should it become known that customer-specific information might _

subsequently be disclosed in future Commission proceedings. Accordingly, the

Postal Services objects to providing any of the information sought in OCA/USPS-

54.

It is also worth noting that information of this kind would not be relevant to

an evaluation of the overall value of service provided a particular class or service,

unless it were aggregated to the national level. The identification, retrieval and

provision of any such arguably relevant material would place an undue and

unjustifiable burden on the Postal Service, as explained below.

OCA/USPS-55

This interrogatory asks for studies and surveys "related to the

measurement, review, and/or evaluation of window service furnished to

customers at Postal Service retail facilities", produced since 1990, whether the

work was performed by the Postal Service or some outside source.

This interrogatory is irrelevant and overbroad, because it asks for

information that can not be tied back to any specific class or type of mail service,

but rather focuses on the window service portion of the Postal Service's

operations, which involve a multitude of different products and services. For this

reason, and because it seeks noncurrent information dating back as far as 1990,

the interrogatory is not germane to this proceeding. Also the information is

commercially sensitive for the reasons stated above.

OCA/USPS-56

This interrogatory asks for studies and surveys "related to the measurement, review, and/or evaluation of assistance and/or information provided by Postal Service employees and contractors to the public in response to telephone inquiries", produced since 1990, whether the work was performed by the Postal Service or some outside source.

This interrogatory appears to focus on any efforts the Postal Service may have made to assess the quality of the telephone assistance provided its customers, dating all the way back to 1990. It is objectionable as irrelevant, overbroad, and commercially sensitive, on the same bases as OCA/USPS-55.

OCA/USPS-57

This interrogatory asks for studies and surveys "related to the measurement, review, and/or evaluation of the delivery service provided by Rural and City carriers to postal customers", without time limit.

This interrogatory focuses on the city and rural carrier delivery service portion of postal operations, completely without reference to specific classes or services, and is unlimited in its time frame. Again, it is irrelevant, overbroad, and commercially sensitive on the same bases as OCA/USPS-55 and 56.

BURDEN

In the objections to OCA/USPS-52, -53 and -54, it is noted that identification, retrieval and provision of any arguably relevant material falling within the scope of those interrogatories would place an undue and unjustifiable burden on postal resources. The Postal Service's office of Market Intelligence

and Segmentation conducted a search of its records, and estimated that there could be as many as 1,136 studies, just within its jurisdiction, containing material within the scope of the interrogatories. It is estimated that copying and reviewing each study could take an average of one hour or more. For one thousand studies, this would represent almost one-half of a workyear. Performing a reasonable level of review would take far longer, and we emphasize that such a review could well turn up information that would be privileged from disclosure, as exposing the deliberative processes of postal management. At $2-$3 per report, copying costs could run between $2000 and $3000, for one thousand reports. It would be entirely unreasonable to impose such a burden on the Postal Service, particularly at a time when resources are strained to the limit providing responses and information relevant to the proposals under consideration in this omnibus rate proceeding.

The Postal Service also notes that some of these studies may have privileged information that can only be determined by a review of the study. As such the Postal Service reserves the right to make a privilege objection, if appropriate.

III. Motion for Protective Conditions

The Postal Service and OCA respectfully request that the Commission adopt protective conditions so that the results of Questions 1 i, j, and m; 9 a-h, 27 a-d, and 28 a-d of attached surveys can be provided. The protective conditions are necessary because of the commercial sensitivity of the information. The Postal Service and OCA request that the Commission adopt the conditions as set

forth in the Presiding Officer's Ruling Granting Joint Motion, issued on October

12, 2001.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking

Nan K. McKenzie
Attorney

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all

participants of record in this proceeding in accordance with section 12 of the Rules of

Practice.

Nan K. McKenzie

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137

CRT

FINANCE,USP46923
F923

FIELD FINAL - OCTOBER 11, 1999
(Columns are "card/column")

AC1647
PROJECT REGISTRATION #120279
UNITED STATES POSTAL SERVICE

THE GALLUP ORGANIZATION

  X   APPROVED BY CLIENT

Business Customer Satisfaction
  Index National Accounts Study
Max Larsen/Linda Keil/Syed Ali
Stacey Richter
Brenda Sonksen, Specwriter
October, 1999 (AP02 2000)   n=330

  X   APPROVED BY PROJECT MANAGER

I.D.#:

  0   (1-6)

**AREA CODE AND TELEPHONE NUMBER:

_____

(1/32 - 1/41)

**INTERVIEW TIME:

_____

(2/49 - 2/54)

**(CAUTION: We have ONLY ONE OR TWO contacts for this
    company)**

INTRO #1

(If CONTACT NAME in "Fone" file, ask:) Hello, may
I speak to **(name from "Fone" file)**? **(When named**
respondent is reached, continue:) Hello, this is
_____, from The Gallup Organization. We
are conducting a survey for the U.S. Postal Service
to gather information that will help them improve
their service to your business.

1   Yes, respondent available - **(Skip to S6a)**

2   Respondent available at
    another phone number - **(Skip to S6)**

3   No longer works for this company/
    Responsibilities have changed/
    Someone better able to evaluate
      satisfaction - **(Skip to S4)**

5   Respondent unknown   **(Skip to R3)**

7   Busy/Out to lunch/Sick, etc. -
    (Set time to call back)

8   (Soft refused)
9   (Hard refused) - **(Skip to S2 on**
"hard" or "2nd")   _____ (5/12)

(If NO CONTACT NAME available, ask:) Hello, may I speak to the person who is in charge of your mailing operation? **(NOTE TO INTERVIEWER: Talk to the person best able to evaluate satisfaction with USPS)**

1   Yes, respondent available - **(Skip to R2)**

2   Respondent available at another phone
number - **(Skip to R4)**

3   No such person exists - **(Continue)**

5   Don't know if there is
such a person - **(Continue)**

7   Busy/Out to lunch/Sick, etc. -
(Set time to call back)

8   (Soft refused)
9   (Hard refused) - **(Skip to S2 on
"hard" or "2nd")**   _____ (5/12)

R1. This is _____,   from   The   Gallup Organization. We are conducting a survey for the U.S. Postal Service to gather information that will help them improve their service to your business. Is there anyone at this location who would be able to evaluate your company's satisfaction with the Postal Service?

1   Yes - **(Skip to R4)**

2   No   **(Thank and Terminate)**
8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (5/14)

R2. **(When mail operations person is reached, continue:)**
Hello, this is _____, from The Gallup Organization. We are conducting a survey for the U.S. Postal Service to gather information that will help them improve their service to your business. Would you be the best person at this location to evaluate your company's satisfaction with the Postal Service?

1   Yes - **(Skip to R4)**

2   No - **(Continue)**

8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (5/15)

R3. Who would be the best person to evaluate the Postal Service at this location?

NAME: **(Verify spelling)**

_____   (5/16 – 5/45)

(All in R3, Skip to S5)

R4. What is (your/person's) name?

NAME: **(Verify spelling)**

_____   (5/16 – 5/45)

**(If code "1" in R2, Skip to S6a;
Otherwise, Skip to S5)**

(There is no S1)   HOLD   ___0___ (7/52)

S2. **(INTERVIEWER CODE:)** What is the reason for refusal?

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   Too busy
    07   Respondent does not want to do this
         survey now or in the future
    08   Respondent does not want to do survey
         this quarter; call back during another
         field period
    09   No reason given/Hung up
    10   Corporate refusal against company policy
         to participate

_____   (7/53) (7/54)

S3. **(INTERVIEWER CODE:)** Who refused?

    1   Respondent
    2   Receptionist/Other office personnel   _____ (7/55)

(All in S3, Thank and Terminate)

S4. Who has taken over (his/her/your) responsibilities?

   01   Name given

   02   (DK) - **(Thank and Terminate)**

   03   (Refused)

   04   (Not applicable/No one has taken these
        responsibilities) - **(Thank and Terminate)**

   NAME: **(Verify spelling)**

   _____   (5/16 - 5/45)

S5. Can (he/she) be reached at this telephone number?

   1   Yes - **(Reset to "Intro")**

   2   No - **(Continue)**   _____ (7/56)

S6. May I have (his/her) telephone number, please?

   01   Yes, phone number given -
        (Reset to "Connect")

   02   (DK) - **(Thank and Terminate)**

   03   (Refused) - **(Reset to "Intro", and
        code as appropriate)**

(INTERVIEWER READ:) Just to verify I have reached the
                      correct company:

S6a. Is this **(name of company from "Fone" file)**?

   1   Yes - **(Skip to S6c)**

   2   No   **(Continue)**
   3   (DK)   **(Continue)**
   4   (Refused)   **(Continue)**   _____ (/)

S6b. **(If code "2", "8" or "9" in S6a, ask:)** Is this location part of **(name of parent company from "Fone" file)**?

    1   Yes - **(Continue)**

    2   No   -   **(Thank, Terminate and Tally on QSS screen, then say, "I'm sorry, I have reached the wrong company")**

    8   (DK) - **(Thank, Terminate and Tally on QSS screen, then say, "I'm sorry, I have reached the wrong company")**

    9   (Refused) - **(Thank, Terminate and Tally on QSS screen, then say, "I'm sorry, I have reached the wrong company")**   _____ (8/61)

S6c. What is your zip code?

    1   (Enter zip code) - **(Continue)**

    8   (DK)   **(Skip to S6e)**

    9   (Refused)   **(Skip to S6e)**   _____ (8/62)

S6c-1.   **(Enter zip code)**

_____   (8/65 - 8/69)

(SURVENT NOTE: Display:)

    "Fone" file zip code: **(Code from "Fone" file)**
    Zip code given by respondent: **(Code from S6c)**

S6d. **(INTERVIEWER CODE:)** **(On same screen with survent display)**

    1   Yes, first 3 digits of both
         zip codes are the same

    2   No, first 3 digits of both
         zip codes are not the same   _____ (8/63)

S6e. **(If code "8" or "9" in S6c or code "2" in S6d, ask:)** Is this company located in **(city and state from "Fone" file)**?

    1   Yes - **(Skip to "Interviewer Read" before S7)**

    2   No   **(Thank, Terminate and Tally**
    8   (DK)   **on QSS screen and continue**
    9   (Refused)   **with "Read")**   _____ (8/64)

    I'm sorry, I have reached the wrong location.

(INTERVIEWER READ:) This survey covers all types of mail your company sends and receives. Gallup will prepare reports for the Postal Service that show group totals from all survey respondents. Your individual answers will be kept strictly confidential.

S7. Does your company have mailing operations in more than one location?

    1   Yes   **(Continue)**

    2   No - **(Skip to #1)**

    8   (DK)   **(Thank and Terminate)**
    9   (Refused)   **(Thank and Terminate)**   _____ (8/52)

S8. Are you able to evaluate your company's satisfaction with the U.S. Postal Service in **(read 1-3)**?

1   This location only   **(Continue)**
2   This location and some other
       company locations, OR   **(Continue)**
3   All company locations   **(Continue)**

8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (5/53)

1.   Thinking about the service your business received from the U.S. Postal Service in the PAST THIRTY DAYS, how would you rate the U.S. Postal Service on **(read and rotate A-O)**? Would you say **(read 5-1)**?

5   Excellent
4   Very good
3   Good
2   Fair, OR
1   Poor

7   (Not applicable)
8   (DK)
9   (Refused)

A.   Providing products and services to meet the
     needs of your business   _____ (9/12)

B.   Providing products and services that are a
     good value for the price   _____ (9/13)

C.   Having rules and regulations that are easy to
     understand   _____ (9/14)

D.   Keeping you informed of changes in rules and
     regulations   _____ (9/15)

E.   The consistency of interpretation of rules
     and regulations by U.S. Postal Service
     employees   _____ (9/16)

1.   (Continued:)

    F.   The amount and complexity of paperwork   _____ (9/17)

    G.   Having employees who are responsive   _____ (9/18)

    H.   Having courteous and friendly employees   _____ (9/19)

    I.   Having employees who go out of their way to meet your mailing needs   _____ (9/20)

    J.   Having employees who are knowledgeable about U.S. Postal Service products and services   _____ (9/21)

    K.   The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in your local area   _____ (9/22)

    L.   The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in other parts of the country   _____ (9/23)

    M.   Delivering Standard Mail A within the expected number of days? **(If asked, say:)** Standard Mail A is advertising mail   _____ (9/24)

    N.   Delivery of mail in good condition   _____ (9/25)

    O.   The security of First-Class mail, that your mail will remain unopened and safe from theft and loss   _____ (11/12)

(There is no #2)   HOLD   0 (9/27-9/28)

3. During the PAST THIRTY DAYS, have you experienced errors by the U.S. Postal Service in processing money in your postage accounts? Would you say this has happened **(read 1-4)**?

  1   Never
  2   Once a week or less
  3   Two to three times a week, OR
  4   Nearly every day

  7   (Not applicable)
  8   (DK)
  9   (Refused)   _____ (9/29)

4. Does your business use a U.S. Postal Service Post Office box for receiving mail?

  1   Yes
  2   No
  8   (DK)
  9   (Refused)   _____ (9/30)

5. For mail received at your company location, how would you rate the U.S. Postal Service on delivering mail to the correct address? Would you say it is **(read 5-1)**? **(If code "1" in #4, say:)** Please consider mail delivered to your street address and your Post Office box.

  5   Excellent
  4   Very good
  3   Good
  2   Fair, OR
  1   Poor

  7   (Not applicable)
  8   (DK)
  9   (Refused)   _____ (9/31)

6. In the PAST THIRTY DAYS, have you received mail
    intended for a different address? **(If code "1" in
    #4, say:)** Please consider mail delivered to your
    street address and your Post Office box.

    1   Yes - **(Continue)**

    2   No   **(Skip to #9)**
    8   (DK)   **(Skip to #9)**
    9   (Refused)   **(Skip to #9)**   _____ (9/32)

7. **(If code "1" in #6, ask:)** How often has this
    occurred in the PAST THIRTY DAYS? Would you say
    (read 2-4)?

    1   (Not at all)
    2   Once
    3   Two or three times, OR
    4   More than three times

    8   (DK)
    9   (Refused)   _____ (9/33)

8. When mail was misdelivered to this company location
    in the PAST THIRTY DAYS, how much mail was
    delivered incorrectly to your address? Would you
    say **(read 1-4)**?

    1   One tray or less per day
    2   Two to five trays per day
    3   Six to ten trays per day, OR
    4   More than ten trays per day

    8   (DK)
    9   (Refused)   _____ (9/34)

9. Which of the following best describes how mail is delivered to this company location? Is it **(read 1-3)**? **(ENTER ALL RESPONSES)**

                                                                     *

1   Delivered by a U.S. Postal Service   _____ (9/35)

2   Picked up by one of your company's employees, OR

3   Delivered by a courier service you pay to pick up your mail and deliver it to your location

8   (DK)

9   (Refused)

(If code "2" or "3" in #9, Continue; Otherwise, Skip to "Note" before #10)

9a. Does your company use Caller Service or Firm Holdout Service?

1   Yes, Caller Service   **(Continue)**

2   Yes, Firm Holdout Service   **(Continue)**

3   (Both)   **(Continue)**

4   Neither – **(Skip to #9c)**

8   (DK)   **(Continue)**

9   (Refused)   **(Continue)**   _____ (12/12)

9b. **(If code "1", "2", "3", "8" or "9" in #9a, ask:)** How many times a day does your company usually pick up your mail at the Post Office (includes pick up by courier or company employees)? (Open ended **and code actual number)**

98   (DK)

99   (Refused)

                                          (12/13) (12/14)

9c. In the PAST THIRTY DAYS, how would you rate the U.S. Postal Service on consistency of having the mail available for pick up at the same time each day? Would you say it is **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair
    1   Poor

    8   (DK)
    9   (Refused)   _____ (9/37)

**(If code "1" in #9, Continue;
Otherwise, Skip to #12)**

10. Thinking about mail delivered to this company location by a U.S. Postal Service carrier during the PAST THIRTY DAYS, how would you rate the U.S. Postal Service on **(read and rotate A-B)**? Would you say it is **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair
    1   Poor

    8   (DK)
    9   (Refused)

    A.   Time of day mail is delivered to your
         location   _____ (11/20)

    B.   Consistency of delivering mail to your
         location within a half hour of the same time
         each day   _____ (11/21)

10a. During the PAST THIRTY DAYS, did you typically
     receive your mail at this location **(read 1-2)**?

     1   Before noon, OR
     2   After noon

     3   (Both/More than one delivery)

     8   (DK)
     9   (Refused)   _____ (11/22)

(There is no #11)

12. During the PAST THIRTY DAYS, has your business made
    substantial use of the following USPS products and
    services, either directly or through a vendor? How
    about **(read and rotate A-H, then I)**? **(NOTE: If
    respondent says "very little" or "not much", code
    as "2")**

     1   Yes
     2   No
     8   (DK)
     9   (Refused)

     A.   Express Mail   _____ (9/38)

     B.   Priority Mail   _____ (9/39)

     C.   Full-Rate, First-Class Mail   _____ (9/40)

     D.   Discounted First-Class Mail (presorted, bar-
          coded)   _____ (9/41)

     E.   Periodicals (e.g., magazines, newspapers;
          formerly second-class)   _____ (9/42)

     F.   Standard Mail A (e.g., advertising; formerly
          third-class)   _____ (9/43)

     G.   Standard Mail B (e.g., parcels; formerly
          fourth-class)   _____ (9/44)

     H.   International   _____ (9/45)

12. (Continued:)

I.   Some other product or service   _____ (9/79)

II. **(If code "1" in #12-I, ask:)** What product or
     service? (Open ended) **(Allow three responses)**

     01   Other (list)
     02   (DK)
     03   (Refused)
     04   No/No other product or service
     05   HOLD

     _____   1st
                                         Resp: (9/46) (9/47)

     _____   2nd
                                         Resp: (9/75) (9/76)

     _____   3rd
                                         Resp: (9/77) (9/78)

              **(If code "2", "8" or "9" to ALL
     in #12 A-H, and code "02", "03" or "04"
              in #12-II, Skip to #16;
              Otherwise, Continue)**

13. **(For each code "1" in #12 A-H, and "Specific" response in #12-II, ask:)** Based on your company's experience in the PAST THIRTY DAYS, how would you rate the performance of **(read and rotate A-I3, as appropriate)**? Would you say **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    8   (DK)
    9   (Refused)

    A.   Express Mail   _____ (9/48)

    B.   Priority Mail   _____ (9/49)

    C.   Full-Rate, First-Class Mail   _____ (9/50)

    D.   Discounted First-Class Mail (presorted, bar-
         coded)   _____ (9/51)

    E.   Periodicals (e.g., magazines, newspapers;
         formerly second-class)   _____ (9/52)

    F.   Standard Mail A (e.g., advertising; formerly
         third-class)   _____ (9/53)

    G.   Standard Mail B (e.g., parcels; formerly
         fourth-class)   _____ (9/54)

    H.   International   _____ (9/55)

    I1. **("1st Specific" response in #12-II)**   _____ (9/56)

    I2. **("2nd Specific" response in #12-II)**   _____ (10/70)

    I3. **("3rd Specific" response in #12-II)**   _____ (10/71)

14. **(For each code "1" in #12 A-H, or "Specific" response in #12-II, ask:)** In the next twelve months, do you intend to use **(read and rotate A-I3, as appropriate)** **(read 3-1)**?

    3   More than in the past twelve months
    2   About the same as in the past
         twelve months, OR
    1   Less than in the past twelve months

    8   (DK)
    9   (Refused)

    A.   Express Mail   _____ (9/57)

    B.   Priority Mail   _____ (9/58)

    C.   Full-Rate, First-Class Mail   _____ (9/59)

    D.   Discounted First-Class Mail (presorted, bar-
         coded)   _____ (9/60)

    E.   Periodicals (e.g., magazines, newspapers;
         formerly second-class)   _____ (9/61)

    F.   Standard Mail A (e.g., advertising; formerly
         third-class)   _____ (9/62)

    G.   Standard Mail B (e.g., parcels; formerly
         fourth-class)   _____ (9/63)

    H.   International   _____ (9/64)

    I1. **("1st Specific" response in #12-II)**   _____ (9/65)

    I2. **("2nd Specific" response in #12-II)**   _____ (10/72)

    I3. **("3rd Specific" response in #12-II)**   _____ (10/73)

15. **(For each code "1" in #12 A, B, F, G or H, ask:)** Would you recommend **(read and rotate A-I3, as appropriate)** to your business associates?

1   Yes
2   No
8   (DK)
9   (Refused)

A.   Express Mail   _____ (9/66)

B.   Priority Mail   _____ (9/67)

(There are no C-E)   HOLD   __0.__ (9/68-
                                                                  9/70)

F.   Standard Mail A (e.g., advertising; formerly
     third-class)   _____ (9/71)

G.   Standard Mail B (e.g., parcels; formerly
     fourth-class)   _____ (9/72)

H.   International   _____ (9/73)

(There is no I1)   HOLD   __0__   (9/74)

(There are no I2 and I3)   HOLD   __0__   (10/74-
                                                                  10/75)

16. Does the U.S. Postal Service pick up mail at your
     business location?

1   Yes - **(Continue)**

2   No   **(Skip to #19)**
8   (DK)   **(Skip to #19)**
9   (Refused)   **(Skip to #19)**   _____ (10/12)

17. **(If code "1" in #16, ask:)** Thinking about your experiences in the LAST THIRTY DAYS, how would you rate the U.S. Postal Service on convenience of mail pick up times by the USPS from your business location? Would you say it is **(read 5-1)**?

   5   Excellent
   4   Very good
   3   Good
   2   Fair, OR
   1   Poor

   8   (DK)
   9   (Refused)   _____ (10/13)

18. How would you rate the U.S. Postal Service on reliability of mail pick up times? Would you say it is **(read 5-1)**?

   5   Excellent
   4   Very good
   3   Good
   2   Fair
   1   Poor

   8   (DK)
   9   (Refused)   _____ (10/14)

18a. How would you rate the U.S. Postal Service on the number of pick up times? Would you say it is **(read 5-1)**?

   5   Excellent
   4   Very good
   3   Good
   2   Fair, OR
   1   Poor

   8   (DK)
   9   (Refused)   _____ (11/13)

19. Thinking about the equipment or supplies (trays, sacks) the U.S. Postal Service provided you in the LAST THIRTY DAYS, how would you rate the U.S. Postal Service on **(read A-C)**? Would you say **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    7   (Not applicable)
    8   (DK)
    9   (Refused)

    A.   Knowledge or understanding of your equipment
         needs   _____ (10/15)

    B.   Providing you with the equipment and supplies
         you need for preparing mailings   _____ (10/16)

    C.   Maintaining Postal Service equipment in good
         working order   _____ (10/17)

20. In the PAST THIRTY DAYS, how often have you had difficulty obtaining equipment or supplies (trays, sacks) you need for this business location? Would you say **(read 1-4)**?

    1   Not at all
    2   Once
    3   Two or three times, OR
    4   More than three times

    7   (Not applicable)
    8   (DK)
    9   (Refused)   _____ (10/18)

21. How would you rate the U.S. Postal Service on the ease of contacting someone who can answer your questions? Would you say **(read 5-1)**?

        5   Excellent
        4   Very good
        3   Good
        2   Fair, OR
        1   Poor

        7   (Not applicable)
        8   (DK)
        9   (Refused)   _____ (10/19)

22. Do you have regular contact with one main person at the U.S. Postal Service?

        1   Yes -   **(Continue)**

        2   No   **(Skip to #26)**
        8   (DK)   **(Skip to #26)**
        9   (Refused)   **(Skip to #26)**   _____ (10/20)

23. **(If code "1" in #22, ask:)** What is the job title of your main contact? (Open ended and code) **(If necessary, read 06-16)**

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   National Account Manager or Postal
         Account Manager
    07   Account Representative
    08   Facility Manager
    09   Postmaster
    10   Customer Service Representative
    11   Business Mail Entry Unit Supervisor
    12   Business Service Network Representative
    13   Business Mail Acceptance Clerk
    14   Postal Carrier
    15   Post Office Window Clerk
    16   Sales specialist

                                                        ‾‾‾‾‾‾‾   ‾‾‾‾‾‾‾
    _____   (10/21)   (10/22)

              (All in #23, Skip to #26a)

(There are no #24 and #25)   HOLD   __0__   (10/23-
                                                                 10/28)

(There is no #25a)   HOLD   __0__   (11/14)

26. How many different U.S. Postal Service employees are you in regular contact with? (Open ended and code)

    1   None
    2   Two
    3   Three
    4   Four
    5   Five or more
    8   (DK)
    9   (Refused)   _____ (10/29)

26a. Have you been in contact with your National Account Manager in the PAST THIRTY DAYS?

    1   Yes - **(Continue)**

    2   No   **(Skip to #27a)**
    8   (DK)   **(Skip to #27a)**
    9   (Refused)   **(Skip to #27a)**   _____ (11/30)

26b. **(If code "1" in #26a, ask:)** How would you rate your National Account Manager on **(read and rotate A-F)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair
    1   Poor

    8   (DK)
    9   (Refused)

A.   Understanding the mailing needs of your business   _____ (11/31)

B.   Working to find solutions to your mailing problems   _____ (11/32)

C.   Communicating to you changes in USPS rules, regulations, products or services relevant to your needs   _____ (11/33)

D.   Bringing you new ideas about how to handle your mailing needs   _____ (11/34)

E.   Speed of responding to your phone calls   _____ (11/35)

F.   Treating you like a valued customer   _____ (11/36)

26c. In the past thirty days, how long did it take, on average, to get in touch with your National Account Manager? Was it **(read 1-4)**?

    1   Less than two hours
    2   Between two and four hours
    3   Between four and eight hours, OR
    4   Eight hours or more

    7   (No contact in the past thirty days)
    8   (DK)
    9   (Refused)   _____ (7/57)

26d. How would you rate the overall service provided by your National Account Manager? Would you say **(5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    6   (DK)
    7   (Refused)   _____ (7/58)

(There is no #27)   HOLD   ___0___ (10/30-
                                                     10/31)

27a. Have you been in contact with your Business Service
Network Representative in the PAST THIRTY DAYS?
[**(If necessary, say:)** The Business Service Network
is a system started by the U.S. Postal Service to
get you information and solutions to problems by
providing a single point-of-contact.] **(NOTE TO
INTERVIEWER: Customer Service Representative is the
same as Business Service Network Representative)**

    1   Yes - **(Continue)**

    2   No   **(Skip to #28)**
    3   (Not familiar with BSN)   **(Skip to #28)**
    4   (Respondent calls his/
         her National Account
         Manager or Postal
         Account Manager for
         service problems   **(Skip to #28)**

    8   (DK)   **(Skip to #28)**
    9   (Refused)   **(Skip to #28)**   _____ (12/17)

27b. **(If code "1" in #27a, ask:)** How would you rate your
Business Service Network Representative on **(read
and rotate A-G)**? Would you say **(read 5-1)**? **(NOTE TO
INTERVIEWER: Customer Service Representative is the
same as Business Service Network Representative)**

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    8   (DK)
    9   (Refused)

27b. (Continued:)

A. Speed of responding to your phone calls _____ (12/18)

B. Treating you like a valued customer _____ (12/19)

C. Professionalism _____ (12/20)

D. Follow through on promised action(s) _____ (12/21)

E. Accuracy of information _____ (12/22)

F. Clarity of explanation _____ (12/23)

G. Helpfulness _____ (12/24)

27c. During the PAST THIRTY DAYS, do you feel the length
of time it took to answer your questions or resolve
your problems was **(read 1-3)**?

1 Less time than you expected
2 About the amount of time you
      expected, OR
3 More time than you expected

8 (DK)
9 (Refused) _____ (12/25)

27d. How would you rate the overall service provided by
your Business Service Network Representative during
the PAST THIRTY DAYS? Would you say **(read 5-1)**?
**(NOTE TO INTERVIEWER: Customer Service
Representative is the same as Business Service
Network Representative)**

5 Excellent
4 Very good
3 Good
2 Fair, OR
1 Poor

8 (DK)
9 (Refused) _____ (12/26)

28. Now, I am going to ask you about overall performance. Thinking about all aspects of U.S. Postal Service performance during the PAST THIRTY DAYS, how would you rate the service your business has received? Would you say **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    8   (DK)
    9   (Refused)   _____ (10/42)

(There are no #29 and #30)   HOLD   0   (10/43-
10/47)

31. During the PAST THIRTY DAYS, have you experienced serious problems with U.S. Postal Service products or services? Would you say **(read 1-4)**?

    1   Not at all   -   **(Skip to #33)**

    2   Once   **(Continue)**
    3   Two or three times, OR   **(Continue)**
    4   More than three times   **(Continue)**

    8   (DK)   **(Skip to #33)**
    9   (Refused)   **(Skip to #33)**`   _____ (10/48)

32. **(If code "2", "3" or "4" in #31, ask:)** What serious problems have you had in the PAST THIRTY DAYS? (Open ended) **(Allow two responses)**

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

1st
Resp: (10/49) (10/50)

2nd
Resp: (10/51) (10/52)

32a. Did you contact the postal service to discuss the problem? **(NOTE TO INTERVIEWER: If more than one problem, ask about the most recent one)**

    1   Yes - **(Continue)**

    2   No   **(Skip to #32c)**
    8   (DK)   **(Skip to #32c)**
    9   (Refused)   **(Skip to #32c)**   (11/37)

32b. **(If code "1" in #32a, ask:)** Who did you contact?
(Open ended and code)

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   National Account Manager or Postal
            Account Manager
    07   Account Representative
    08   Facility Manager
    09   Postmaster
    10   Customer Service Representative
    11   Business Mail Entry Unit Supervisor
    12   Business Service Network Representative
    13   Business Mail Acceptance Clerk
    14   Postal Carrier
    15   Post Office Window Clerk

                                              $\overline{(11/38)}$ $\overline{(11/39)}$

_____

**(If code "2", "3" or "4" in #31, Continue;
Otherwise, Skip to #33)**

32c. Would you like me to pass along what you have just
     told me to the Postal Service and have a Postal
     representative call you about these problems?

    1   Yes
    2   No
    8   (DK)
    9   (Refused)   _____ (10/76)

33. Do you prepare or send mail for other companies?

    1   Yes
    2   No
    8   (DK)
    9   (Refused)   _____ (10/53)

34. Do you use a vendor to prepare or send mail for your company?

    1   Yes - **(Continue)**

    2   No   **(Skip to #36)**

    8   (DK)   **(Skip to #36)**

    9   (Refused)   **(Skip to #36)**   _____ (10/54)

35. **(If code "1" in #34, ask:)** What percentage of your mail is prepared and/or sent by vendors? Is it **(read 1-4)**?

    1   0% to 25%

    2   26% to 50%

    3   51% to 75%, OR

    4   76% to 100%

    8   (DK)

    9   (Refused)   _____ (10/55)

36. In which of the following areas do you work? Is it **(read 06-10, then 01)**?

    01   OR, some other area (list)

    02   (DK)

    03   (Refused)

    04   HOLD

    05   HOLD

    06   Logistics

    07   Mailroom

    08   Financial operations

    09   General office administration

    10   Sales and marketing

    (10/56)   (10/57)

37. What is your job title? (Open ended and code)

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   Corporate officer/Owner
    07   Mail operations
    08   Financial operations
    09   Administrative/Clerical

_____   (10/58) (10/59)

38. Please estimate your company's yearly expenditures at this location on U.S. Postal Service products and services? (Open ended **and code actual amount)** **(NOTE TO INTERVIEWER: Enter ALL zeros; for example, "100 thousand" - enter "1000000")**

    DK   (DK)
    RF   (Refused)

_____   (10/60 - 10/68)

(There is no #39)   HOLD   0   (10/69)

(There is no #39a)   HOLD   0   (10/76)

(NOTE TO SURVENT: Display:)

FONE FILE NAME: **(Code from "Fone" file)**

_____ $\overline{(15/12} - \overline{15/36)}$

NEW RESPONDENT NAME: **(Code from S4)**

_____ $(\overline{5/16} - \overline{5/45)}$

40.   **(INTERVIEWER CODE:)** Who are you talking to?

    1   "Fone" file name
    2   New respondent   _____ (11/72)

41. Let me verify that your name, company name and address are **(read information from "Fone" file/S4)**? **(ENTER ALL THAT ARE INCORRECT)**

NAME: [**(If code "1" in #40, display from "Fone" file)/(if code "2" in #40, display from S4)**]

COMPANY NAME: **(Display from "Fone" file)**

ADDRESS: **(Display from "Fone" file)**

CITY: **(Display from "Fone" file)**

STATE: **(Display from "Fone" file)**

ZIP CODE: **(Display from "Fone" file)**

PHONE NUMBER: **(Display from "Fone" file)**

1   All information correct
2   Name is incorrect
3   Company name is incorrect
4   Address is incorrect
5   City is incorrect
6   State is incorrect
7   Zip code is incorrect
8   Phone number is incorrect   _____ (11/73)

(VALIDATE PHONE NUMBER AND THANK RESPONDENT)

(INTERVIEWER READ:) Those are all the questions I have for you. I really appreciate your taking the time to talk with me. This is an ongoing survey, so I will call you again in about three months.

42. COMMENTS: **(INTERVIEWER - Enter any observations)**

_____   (11/74) (11/75)

INTERVIEWER I.D.# _____ (2/41-
                                                                            2/44)

vkt\larsen\usps-bcs-national-ap02 2000-910

CRT

FIELD FINAL – OCTOBER 11, 1999
(Columns are "card/column")

AC1645
PROJECT REGISTRATION #120278
UNITED STATES POSTAL SERVICE

THE GALLUP ORGANIZATION

__X__ APPROVED BY CLIENT

Premier Business Customer Study
Max Larsen/Linda Keil/Syed Ali
Stacey Richter
Brenda Sonksen, Specwriter
October, 1999   (AP02 2000)   n=1,300

__X__ APPROVED BY PROJECT MANAGER

I.D.#:   __0__ (1-6)

**AREA CODE AND TELEPHONE NUMBER:

_____   (1/32 - 1/41)

**INTERVIEW TIME:

_____   (2/49 - 2/54)

RESPONDENT: **(Code from "Fone" file)

_____   (15/12 - 15/36)

COMPANY: **(Code from "Fone" file)

_____   (19/12 - 19/46)

(CAUTION: We have ONLY ONE contact for this company)

INTRO #1

__(If CONTACT NAME in "Fone" file, ask:)__ Hello, may
I speak to __(name from "Fone" file)__? __(When named__
__respondent is reached, continue:)__ Hello, this is
_____, from The Gallup Organization. We
are conducting a survey for the U.S. Postal Service
to gather information that will help them improve
their service to your business.

1   Yes, respondent available - **(Skip to S6a)**

2   Respondent available at
     another phone number - **(Skip to S6)**

3   No longer works for this company/
     Responsibilities have changed/
     Someone better able to evaluate
     satisfaction - **(Skip to S4)**

5   Respondent unknown - **(Skip to R3)**

7   Busy/Out to lunch/Sick, etc. -
     (Set time to call back)

9   (Refused) - **(Skip to S2)**   _____ (5/12)

(If NO CONTACT NAME available, ask:) Hello, may I speak to the person who is in charge of your mailing operation? **(NOTE TO INTERVIEWER: Talk to the person best able to evaluate satisfaction with USPS)**

1   Yes, respondent available - **(Skip to R2)**

2   Respondent available at another phone
     number - **(Skip to R4)**

3   No such person exists - **(Continue)**

5   Don't know if there is
     such a person - **(Continue)**

7   Busy/Out to lunch/Sick, etc. -
     (Set time to call back)

9   (Refused) - **(Thank and Terminate)**   _____ (5/12)

R1. This is _____,   from   The   Gallup
     Organization. We are conducting a survey for the
     U.S. Postal Service to gather information that will
     help them improve their service to your business.
     Is there anyone at this location who would be able
     to evaluate your company's satisfaction with the
     Postal Service?

     1   Yes - **(Skip to R4)**

     2   No   **(Thank and Terminate)**
     8   (DK)   **(Thank and Terminate)**
     9   (Refused)   **(Thank and Terminate)**   _____ (5/14)

R2. **(When mail operations person is reached, continue:)**
Hello, this is _____, from The Gallup Organization. We are conducting a survey for the U.S. Postal Service to gather information that will help them improve their service to your business. Would you be the best person at this location to evaluate your company's satisfaction with the Postal Service?

1   Yes - **(Skip to R4)**

2   No   - **(Continue)**

8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (5/15)

R3. Who would be the best person to evaluate the Postal Service at this location?

NAME: **(Verify spelling)**

_____   _____ _____
                                                           (5/16 - 5/45)

(All in R3, Skip to S5)

R4. What is (your/person's) name?

NAME: **(Verify spelling)**

_____   _____ _____
                                                           (5/16 - 5/45)

**(If code "1" in R2, Skip to S6a;
Otherwise, Skip to S5)**

(There is no S1)   HOLD   <u> 0 </u>   (7/50)

S2.   **(INTERVIEWER CODE:)** What   is   the   reason   for refusal?

    01   Other (list)
    02   (DK)
    03   HOLD
    04   HOLD
    05   HOLD

    06   Too busy
    07   Respondent does not want to do this
           survey now or in the future
    08   Respondent does not want to do survey
           this quarter; call back during another
           field period
    09   No reason given/Hung up
    10   Corporate refusal against company policy
           to participate

_____   (7/53)   (7/54)

S2a.   **(INTERVIEWER CODE:)** Describe what happened.

_____   (/)   (/)

S3.   **(INTERVIEWER CODE:)** Who refused?

    1   Respondent
    2   Receptionist/Other office personnel   _____   (7/55)

(All in S3, Thank and Terminate)

S4. Who has taken over (his/her/your) responsibilities?

   01   Name given

   DK   (DK)   **(Thank and Terminate)**
   RF   (Refused)   **(Thank and Terminate)**

   NA   (Not applicable/No one has taken these
        responsibilities) - **(Thank and Terminate)**

   <u>NAME</u>:   **(Verify spelling)**

   _____   (5/16 - 5/45)

S5. Can (he/she) be reached at this telephone number?

   1   Yes - **(Reset to "Intro")**

   2   No   - **(Continue)**   _____ (7/56)

S6. May I have (his/her) telephone number, please?

   01   Phone number given - **(Reset to "Connect")**

   DK   (DK) - **(Thank and Terminate)**

   RF   (Refused) - **(Reset to "Intro", and
        code as appropriate)**

S6a. Just to verify I have reached the correct company,
     is this <u>**(name of company from "Fone" file)**</u>?

   1   Yes - **(Skip to S6c)**

   2   No   **(Continue)**
   8   (DK)   **(Continue)**
   9   (Refused)   **(Continue)**   _____ (8/60)

S6b. Has your company ever been called **(name of company from "Fone" file)**?

    1   Yes - **(Skip to #S6c)**

    2   No   **(Continue)**
    8   (DK)   **(Continue)**
    9   (Refused)   **(Continue)**   _____ (8/61)

S6b-1.   **(If code "2", "8" or "9" in S6b, ask:)** Is this location part of **(name of parent company from "Fone" file)**?

    1   Yes - **(Continue)**

    2   No - **(Thank, Terminate & Tally on QSS screen, and say, "I'm sorry, I have reached the wrong company.")**

    8   (DK) - **(Thank, Terminate & Tally on QSS screen, and say, "I'm sorry, I have reached the wrong company.")**

    9   (Refused) - **(Thank, Terminate & Tally on QSS screen, and say, "I'm sorry, I have reached the wrong company.")**   _____ (7/59)

S6c. What is your zip code?

    1   (Enter zip code) - **(Continue)**

    8   (DK)   **(Skip to S6e)**
    9   (Refused)   **(Skip to S6e)**   _____ (8/62)

(SURVENT NOTE: Display:)

    "Fone" file zip code: **(Code from "Fone" file)**
    Zip code given by respondent: **(Code from S6c)**

S6d. **(INTERVIEWER CODE:)** **(on same screen with Survent display)**

    1   Yes, first three digits of both zip codes are the same

    2   No, first three digits of both zip codes are not the same   _____ (8/63)

(If code "1" in S6d, Skip to "Interviewer Read" before S7)

S6e. **(If code "8" or "9" in S6c or code "2" in S6d, ask:)** Is this company located in **(city and state from "Fone" file)**?

    1   Yes - **(Skip to "Interviewer Read" before S7)**

    2   No - **(Thank, Terminate and Tally on QSS screen, and Continue with "Interviewer Read")**

    8   (DK) - **(Thank, Terminate and Tally on QSS screen, and Continue with "Interviewer Read")**

    9   (Refused) - **(Thank, Terminate and Tally on QSS screen, and Continue with "Interviewer Read")**   _____ (8/64)

(If code "2", "8" or "9" in S6e, INTERVIEWER READ:) I'm sorry, I have reached the wrong location. - **(Terminate)**

(INTERVIEWER READ:) This survey covers all types of mail your company sends and receives. Gallup will prepare reports for the Postal Service that show group totals from all survey respondents. Your individual answers will be kept strictly confidential.

S7. Does your company have mailing operations in more than one location?

1   Yes   **(Continue)**

2   No - **(Skip to #1)**

8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (8/52)

S8. Are you able to evaluate your company's satisfaction with the U.S. Postal Service in **(read 1-3)**?

1   This location only   **(Continue)**
2   This location and some other
        company locations, OR   **(Continue)**
3   All company locations   **(Continue)**

8   (DK)   **(Thank and Terminate)**
9   (Refused)   **(Thank and Terminate)**   _____ (5/53)

1. Thinking about the service your business received from the U.S. Postal Service in the PAST THIRTY DAYS, how would you rate the U.S. Postal Service on **(read and rotate A-O)**? Would you say **(read 5-1)**?

   5   Excellent
   4   Very good
   3   Good
   2   Fair, OR
   1   Poor

   7   (Not applicable)
   8   (DK)
   9   (Refused)

   A. Providing products and services to meet the needs of your business   _____ (9/12)

   B. Providing products and services that are a good value for the price   _____ (9/13)

   C. Having rules and regulations that are easy to understand   _____ (9/14)

   D. Keeping you informed of changes in rules and regulations   _____ (9/15)

   E. The consistency of interpretation of rules and regulations by U.S. Postal Service employees   _____ (9/16)

   F. The amount and complexity of paperwork   _____ (9/17)

   G. Having employees who are responsive   _____ (9/18)

   H. Having courteous and friendly employees   _____ (9/19)

   I. Having employees who go out of their way to meet your mailing needs   _____ (9/20)

   J. Having employees who are knowledgeable about U.S. Postal Service products and services   _____ (9/21)

1. (Continued:)

K. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in your local area _____ (9/22)

L. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in other parts of the country _____ (9/23)

M. Delivering Standard Mail A within the expected number of days? **(If asked, say:)** Standard Mail A is advertising mail _____ (9/24)

N. Delivery of mail in good condition _____ (9/25)

O. The security of First-Class mail, that your mail will remain unopened and safe from theft and loss _____ (11/12)

(There is no #2)   HOLD   __0__ (9/27–
9/28)

3. During the PAST THIRTY DAYS, have you experienced errors by the U.S. Postal Service in processing money in your postage accounts? Would you say this has happened **(read 1-4)**?

1   Never
2   Once a week or less
3   Two to three times a week, OR
4   Nearly every day

7   (Not applicable)
8   (DK)
9   (Refused)   _____ (9/29)

4. Does your business use a U.S. Postal Service Post
    Office box for receiving mail?

    1   Yes
    2   No
    8   (DK)
    9   (Refused)   _____ (9/30)

5. For mail received at your company location, how
    would you rate the U.S. Postal Service on
    delivering mail to the correct address? Would you
    say it is **(read 5-1)**? **(If code "1" in #4, say:)**
    Please consider mail delivered to your street
    address and your Post Office box.

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    7   (Not applicable)
    8   (DK)
    9   (Refused)   _____ (9/31)

6. In the PAST THIRTY DAYS, have you received mail
    intended for a different address? **(If code "1" in
    #4, say:)** Please consider mail delivered to your
    street address and your Post Office box.

    1   Yes   -   **(Continue)**

    2   No   **(Skip to #9)**
    8   (DK)   **(Skip to #9)**
    9   (Refused)   **(Skip to #9)**   _____ (9/32)

7. **(If code "1" in #6, ask:)** How often has this occurred in the PAST THIRTY DAYS? Would you say **(read 2-4)**?

    1   (Not at all)
    2   Once
    3   Two or three times, OR
    4   More than three times

    8   (DK)
    9   (Refused)   _____ (9/33)

8. When mail was misdelivered to this company location in the PAST THIRTY DAYS, how much mail was delivered incorrectly to your address? Would you say **(read 1-4)**?

    1   One tray or less per day
    2   Two to five trays per day
    3   Six to ten trays per day, OR
    4   More than ten trays per day

    8   (DK)
    9   (Refused)   _____ (9/34)

9. Which of the following best describes how mail is delivered to this company location? Is it **(read 1-3)**? **(ENTER ALL RESPONSES)**

                                                           *
    1   Delivered by the U.S. Postal Service   _____ (9/35)
    2   Picked up by one of your company's
                employees, OR
    3   Delivered by a courier service you pay
                to pick up your mail and deliver it
                to your location

    8   (DK)
    9   (Refused)

9a. Does your company use Caller Service or Firm Holdout Service?

    1   Yes, Caller Service   **(Continue)**

    2   Yes, Firm Holdout
         Service   **(Continue)**

    3   (Both)   **(Continue)**

    4   Neither - **(Skip to #9c)**

    8   (DK)   **(Continue)**

    9   (Refused)   **(Continue)**   _____ (12/12)

9b. **(If code "1", "2", "3", "8" or "9" in #9a, ask:)**
How many times a day does your company usually pick up your mail at the Post Office (includes pick up by courier or company employees)? (Open ended **and code actual number)**

    98   (DK)

    99   (Refused)

_____   (12/13) (12/14)

9c. In the PAST THIRTY DAYS, how would you rate the U.S. Postal Service on consistency of having the mail available for pick up at the same time each day? Would you say it is **(read 5-1)**?

    5   Excellent

    4   Very good

    3   Good

    2   Fair

    1   Poor

    8   (DK)

    9   (Refused)   _____ (9/37)

10. Thinking about mail delivered to this company
location by a U.S. Postal Service carrier during
the PAST THIRTY DAYS, how would you rate the U.S.
Postal Service on **(read and rotate A-B)**? Would you
say it is **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair
    1   Poor

    8   (DK)
    9   (Refused)

    A.   Time of day mail is delivered to your
         location   _____ (11/20)

    B.   Consistency of delivering mail to your
         location within a half hour of the same time
         each day   _____ (11/21)

10a. During the PAST THIRTY DAYS, did you typically
receive your mail at this location **(read 1-2)**?

    1   Before noon, OR
    2   After noon
    3   (Both/More than one delivery)

    8   (DK)
    9   (Refused)   _____ (11/22)

(There is no #11)

12. During the PAST THIRTY DAYS, has your business made substantial use of the following USPS products and services, either directly or through a vendor? How about **(read and rotate A-H, then I)**? **(NOTE: If respondent says "very little" or "not much", code as "2")**

1 Yes
2 No
8 (DK)
9 (Refused)

A. Express Mail _____ (9/38)

B. Priority Mail _____ (9/39)

C. Full-Rate, First-Class Mail _____ (9/40)

D. Discounted First-Class Mail (presorted, bar-coded) _____ (9/41)

E. Periodicals (e.g., magazines, newspapers; formerly second-class) _____ (9/42)

F. Standard Mail A (e.g., advertising; formerly third-class) _____ (9/43)

G. Standard Mail B (e.g., parcels; formerly fourth-class) _____ (9/44)

H. International _____ (9/45)

I. Some other product or service _____ (9/79)

12.   (Continued:)

II.   **(If code "1" in #12-I, ask:)** What product or service? (Open ended) **(Allow three responses)**

01   Other (list)
02   (DK)
03   (Refused)
04   No/No other product or service
05   HOLD

_____   1st
                                 Resp: (9/46)   (9/47)

_____   2nd
                                 Resp: (9/75)   (9/76)

_____   3rd
                                 Resp: (9/77)   (9/78)

**(If code "2", "8" or "9" to ALL
in #12 A-H, and code "02", "03" or "04"
in #12-II, Skip to #16;
Otherwise, Continue)**

13. **(For each code "1" in #12 A-H, and "Specific"
     response in #12-II, ask:)** Based on your company's
     experience in the PAST THIRTY DAYS, how would you
     rate the performance of **(read and rotate A-I3, as
     appropriate)**? Would you say **(read 5-1)**?

     5   Excellent
     4   Very good
     3   Good
     2   Fair, OR
     1   Poor

     8   (DK)
     9   (Refused)

     A.   Express Mail   _____ (9/48)

     B.   Priority Mail   _____ (9/49)

     C.   Full-Rate, First-Class Mail   _____ (9/50)

     D.   Discounted First-Class Mail (presorted, bar-
          coded)   _____ (9/51)

     E.   Periodicals (e.g., magazines, newspapers;
          formerly second-class)   _____ (9/52)

     F.   Standard Mail A (e.g., advertising; formerly
          third-class)   _____ (9/53)

     G.   Standard Mail B (e.g., parcels; formerly
          fourth-class)   _____ (9/54)

     H.   International   _____ (9/55)

     I1. **("1st Specific" response in #12-II)**   _____ (9/56)

     I2. **("2nd Specific" response in #12-II)**   _____ (10/70)

     I3. **("3rd Specific" response in #12-II)**   _____ (10/71)

14. **(For each code "1" in #12 A-H, or "Specific" response in #12-II, ask:)** In the next twelve months, do you intend to use **(read and rotate A-I3, as appropriate) (read 3-1)**?

    3   More than in the past twelve months
    2   About the same as in the past
            twelve months, OR
    1   Less than in the past twelve months

    8   (DK)
    9   (Refused)

    A.   Express Mail   _____ (9/57)

    B.   Priority Mail   _____ (9/58)

    C.   Full-Rate, First-Class Mail   _____ (9/59)

    D.   Discounted First-Class Mail (presorted, bar-
         coded)   _____ (9/60)

    E.   Periodicals (e.g., magazines, newspapers;
         formerly second-class)   _____ (9/61)

    F.   Standard Mail A (e.g., advertising; formerly
         third-class)   _____ (9/62)

    G.   Standard Mail B (e.g., parcels; formerly
         fourth-class)   _____ (9/63)

    H.   International   _____ (9/64)

    I1. **("1st Specific" response in #12-II)**   _____ (9/65)

    I2. **("2nd Specific" response in #12-II)**   _____ (10/72)

    I3. **("3rd Specific" response in #12-II)**   _____ (10/73)

15. **(For each code "1" in #12 A-H, or "Specific" response in #12-II, ask:)** Would you recommend **(read and rotate A-I3, as appropriate)** to your business associates?

1   Yes
2   No
8   (DK)
9   (Refused)

A.   Express Mail   _____ (9/66)

B.   Priority Mail   _____ (9/67)

(There are no C-E)   HOLD   ___0___ (9/68-
                                                                                 9/70)

F.   Standard Mail A (e.g., advertising; formerly
      third-class)   _____ (9/71)

G.   Standard Mail B (e.g., parcels; formerly
      fourth-class)   _____ (9/72)

H.   International   _____ (9/73)

(There is no I1)   HOLD   ___0___ (9/74)

(There are no I2-I3)   HOLD   ___0___ (10/74-
                                                                                10/75)

16. Does the U.S. Postal Service pick up mail at your business location?

     1   Yes - **(Continue)**

     2   No   **(Skip to #19)**
     8   (DK)   **(Skip to #19)**
     9   (Refused)   **(Skip to #19)**   _____ (10/12)

17. **(If code "1" in #16, ask:)** Thinking about your experiences in the LAST THIRTY DAYS, how would you rate the U.S. Postal Service on convenience of mail pick up times by the USPS from your business location? Would you say it is **(read 5-1)**?

> 5   Excellent
> 4   Very good
> 3   Good
> 2   Fair
> 1   Poor
>
> 8   (DK)
> 9   (Refused)   _____ (10/13)

18. How would you rate the U.S. Postal Service on reliability of mail pick up times? Would you say it is **(read 5-1)**?

> 5   Excellent
> 4   Very good
> 3   Good
> 2   Fair
> 1   Poor
>
> 8   (DK)
> 9   (Refused)   _____ (10/14)

18a. How would you rate the U.S. Postal Service on the number of pick up times? Would you say it is **(read 5-1)**?

> 5   Excellent
> 4   Very good
> 3   Good
> 2   Fair, OR
> 1   Poor
>
> 8   (DK)
> 9   (Refused)   _____ (11/13)

19. Thinking about the equipment or supplies (trays, sacks) the U.S. Postal Service provided you in the *LAST THIRTY DAYS*, how would you rate the U.S. Postal Service on **(read A-C)**? Would you say **(read 5-1)**?

5 Excellent
4 Very good
3 Good
2 Fair, OR
1 Poor

7 (Not applicable)
8 (DK)
9 (Refused)

A. Knowledge or understanding of your equipment needs   _____ (10/15)

B. Providing you with the equipment and supplies you need for preparing mailings   _____ (10/16)

C. Maintaining Postal Service equipment in good working order   _____ (10/17)

20. In the *PAST THIRTY DAYS*, how often have you had difficulty obtaining equipment or supplies (trays, sacks) you need for this business location? Would you say **(read 1-4)**?

1 Not at all
2 Once
3 Two or three times, OR
4 More than three times

7 (Not applicable)
8 (DK)
9 (Refused)   _____ (10/18)

21. How would you rate the U.S. Postal Service on the ease of contacting someone who can answer your questions? Would you say **(read 5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    7   (Not applicable)
    8   (DK)
    9   (Refused)   _____ (10/19)

22. Do you have regular contact with one main person at the U.S. Postal Service?

    1   Yes - **(Continue)**

    2   No   **(Skip to #26)**
    8   (DK)   **(Skip to #26)**
    9   (Refused)   **(Skip to #26)**   _____ (10/20)

23. **(If code "1" in #22, ask:)** What is the job title of your main contact? (Open ended and code) **(If necessary, read 06-16)**

   01   Other (list)
   02   (DK)
   03   (Refused)
   04   HOLD
   05   HOLD

   06   National Account Manager
   07   Account Representative
   08   Facility Manager
   09   Postmaster
   10   Customer Service Representative
   11   Business Mail Entry Unit Supervisor
   12   Business Service Network Representative
   13   Business Mail Acceptance Clerk
   14   Postal Carrier
   15   Post Office Window Clerk
   16   Sales specialist

   (10/21) (10/22)

<u>**(All in #23, Skip to #26a)**</u>

(There are no #24 and #25)   HOLD   0   (10/23-
                                                               10/28)

(There is no #25a)   HOLD   0   (11/14)

26. How many different U.S. Postal Service employees are you in regular contact with? (Open ended and code)

1   None
2   Two
3   Three
4   Four
5   Five or more

8   (DK)
9   (Refused)   _____ (10/29)

26a. Have you been in contact with your Account Representative in the PAST THIRTY DAYS?

1   Yes - (Continue)

2   No   (Skip to #27a)
3   (DK)   (Skip to #27a)
4   (Refused)   (Skip to #27a)   _____ (11/30)

26b. How would you rate your Account Representative on **(read and rotate A-F)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair
    1   Poor

    8   (DK)
    9   (Refused)

    A.   Understanding the mailing needs of your
         business   _____ (11/31)

    B.   Working to find solutions to your mailing
         problems   _____ (11/32)

    C.   Communicating to you changes in USPS rules,
         regulations, products or services relevant to
         your needs   _____ (11/33)

    D.   Bringing you new ideas about how to handle
         your mailing needs   _____ (11/34)

    E.   Speed of responding to your phone calls   _____ (11/35)

    F.   Treating you like a valued customer   _____ (11/36)

26c. In the past thirty days, how long did it take, on average, to get in touch with your account representative? Was it **(read 1-4)**?

    1   Less than two hours
    2   Between two and four hours
    3   Between four and eight hours, OR
    4   Eight hours or more

    7   (No contact in the past thirty days)
    8   (DK)
    9   (Refused)   _____ (7/57)

26d. How would you rate the overall service provided by your account representative? Would you say **(5-1)**?

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    6   (DK)
    7   (Refused)   _____ (7/58)

(There is no #27)   HOLD   0   (10/30-
                                                  10/31)

27a. Have you been in contact with your Business Service
Network Representative in the PAST THIRTY DAYS?
[**(If necessary, say:)** The Business Service Network
is a system started by the U.S. Postal Service to
get you information and solutions to problems by
providing a single point-of-contact.] **(NOTE TO
INTERVIEWER: Customer Service Representative is the
same as Business Service Network Representative)**

    1   Yes - **(Continue)**

    2   No   **(Skip to #28)**
    3   (Not familiar with BSN)   **(Skip to #28)**
    4   (Respondent calls his/
          her National Account
          Manager for service
          problems   **(Skip to #28)**

    8   (DK)   **(Skip to #28)**
    9   (Refused)   **(Skip to #28)**   _____ (12/17)

27b. **(If code "1" in #27a, ask:)** How would you rate your
Business Service Network Representative on **(read
and rotate A-G)**? Would you say **(read 5-1)**? **(NOTE TO
INTERVIEWER: Customer Service Representative is the
same as Business Service Network Representative)**

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    8   (DK)
    9   (Refused)

27b. (Continued:)

    A.   Speed of responding to your phone calls   _____ (12/18)

    B.   Treating you like a valued customer   _____ (12/19)

    C.   Professionalism   _____ (12/20)

    D.   Follow through on promised action(s)   _____ (12/21)

    E.   Accuracy of information   _____ (12/22)

    F.   Clarity of explanation   _____ (12/23)

    G.   Helpfulness   _____ (12/24)

27c. During the PAST THIRTY DAYS, do you feel the length of time it took to answer your questions or resolve your problems was **(read 1-3)**?

    1   Less time than you expected
    2   About the amount of time you
           expected, OR
    3   More time than you expected

    8   (DK)
    9   (Refused)   _____ (12/25)

27d. How would you rate the overall service provided by your Business Service Network Representative during the PAST THIRTY DAYS? Would you say **(read 5-1)**? **(NOTE TO INTERVIEWER: Customer Service Representative is the same as Business Service Network Representative)**

    5   Excellent
    4   Very good
    3   Good
    2   Fair, OR
    1   Poor

    8   (DK)
    9   (Refused)   _____ (12/26)

28. Now, I am going to ask you about overall performance. Thinking about all aspects of U.S. Postal Service performance during the PAST THIRTY DAYS, how would you rate the service your business has received? Would you say **(read 5-1)**?

      5   Excellent
      4   Very good
      3   Good
      2   Fair, OR
      1   Poor

      8   (DK)
      9   (Refused)   _____ (10/42)

(There are no #29 and #30)   HOLD   0   (10/43– 10/47)

31. During the PAST THIRTY DAYS, have you experienced serious problems with U.S. Postal Service products or services? Would you say **(read 1-4)**?

      1   Not at all – **(Skip to #33)**

      2   Once   **(Continue)**
      3   Two or three times, OR   **(Continue)**
      4   More than three times   **(Continue)**

      8   (DK)   **(Skip to #33)**
      9   (Refused)   **(Skip to #33)**   _____ (10/48)

32. **(If code "2", "3" or "4" in #31, ask:)** What serious problems have you had in the PAST THIRTY DAYS? (Open ended) **(Allow two responses)**

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

1st
Resp: _____ _____ (10/49) (10/50)

_____

2nd
Resp: _____ _____ (10/51) (10/52)

_____

32a. Did you contact the postal service to discuss the problem? **(NOTE TO INTERVIEWER: If more than one problem, as about the most recent one)**

    1   Yes - **(Continue)**

    2   No   **(Skip to #32c)**
    3   (DK)   **(Skip to #32c)**
    4   (Refused)   **(Skip to #32c)**   _____ (11/37)

32b. **(If code "1" in #32a, ask:)** Who did you contact?
(Open ended and code)

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   National Account Manager
    07   Account Representative
    08   Facility Manager
    09   Postmaster
    10   Customer Service Representative
    11   Business Mail Entry Unit Supervisor
    12   Business Service Network Representative
    13   Business Mail Acceptance Clerk
    14   Postal Carrier
    15   Post Office Window Clerk

                                                                (11/38) (11/39)

(If code "2", "3" or "4" in #31, Continue; Otherwise, Skip to #33)

32c. Would you like me to pass along what you have just told me to the Postal Service and have a Postal representative call you about these problems?

    1   Yes
    2   No
    8   (DK)
    9   (Refused)   _____ (10/76)

33. Do you prepare or send mail for other companies?

    1   Yes
    2   No
    8   (DK)
    9   (Refused)   _____ (10/53)

34. Do you use a vendor to prepare or send mail for your company?

    1   Yes - **(Continue)**

    2   No   **(Skip to #36)**
    8   (DK)   **(Skip to #36)**
    9   (Refused)   **(Skip to #36)**   _____ (10/54)

35. **(If code "1" in #34, ask:)** What percentage of your mail is prepared and/or sent by vendors? Is it **(read 1-4)**?

    1   0% to 25%
    2   26% to 50%
    3   51% to 75%, OR
    4   76% to 100%

    8   (DK)
    9   (Refused)   _____ (10/55)

36. In which of the following areas do you work? Is it **(read 06-10, then 01)**?

    01   OR, some other area (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   Logistics
    07   Mailroom
    08   Financial operations
    09   General office administration
    10   Sales and marketing

_____   (10/56) (10/57)

37. What is your job title? (Open ended and code)

    01   Other (list)
    02   (DK)
    03   (Refused)
    04   HOLD
    05   HOLD

    06   Corporate officer/Owner
    07   Mail operations
    08   Financial operations
    09   Administrative/Clerical

    _____   (10/58) (10/59)

38. Please estimate your company's yearly expenditures
    at this location on U.S. Postal Service products
    and services? (Open ended **and code actual amount)**
    (NOTE TO INTERVIEWER: Enter ALL zeros; for example,
    "100 thousand" - enter "100000")

    DK   (DK)
    RF   (Refused)

    _____   (10/60 - 10/68)

(There is no #39)   HOLD   ___0___ (10/76)

FONE FILE NAME: **(Code from "Fone" file)**

_____   (15/12 - 15/36)

NEW RESPONDENT NAME: **(Code from S4, R3 or R4,
as appropriate)**

_____   (5/16 - 5/45)

40.   **(INTERVIEWER CODE:)** Who are you talking to?

1   "Fone" file name
2   New respondent   _____ (11/72)

41. In case your name is drawn in the future, let me verify that your name, company name and address are **(read information from "Fone" file/S4)**? **(ENTER ALL THAT ARE INCORRECT)**

NAME: [**(If code "1" in #40, display from "Fone" file)/(if code "2" in #40, display from S4, R3 or R4, as appropriate)**]

COMPANY NAME: **(Display from "Fone" file)**

ADDRESS: **(Display from "Fone" file)**

CITY: **(Display from "Fone" file)**

STATE: **(Display from "Fone" file)**

ZIP CODE: **(Display from "Fone" file)**

PHONE NUMBER: **(Display from "Fone" file)**

1   Information is all correct
2   Name is incorrect
3   Company name is incorrect
4   Address is incorrect
5   City is incorrect
6   State is incorrect
7   Zip code is incorrect
8   Phone number is incorrect   _____ (11/73)

(INTERVIEWER READ:) Those are all the questions I have for you. I really appreciate your taking the time to talk with me. This is an ongoing survey, so I may call you again in about six months.

(VALIDATE PHONE NUMBER AND THANK RESPONDENT)

42. COMMENTS: **(INTERVIEWER - Enter any observations)**

_____ $\overline{(11/74)}$ $\overline{(11/75)}$

INTERVIEWER I.D.# _____   (2/41-
                                         2/44)

vkt\larsen\usps-premier business customer-ap02 2000-910