

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
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October, 1999 (AP02 2000) n:

X APPROVED BY PROJECT MANAGER

I.D.#: 0 (1-6)

**AREA CODE AND TELEPHONE NUMBER:

$$\overline{(1/32 - 1/41)}$$

* * INTERVIEW TIME:

$$\overline{(2/49 - 2/54)}$$

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

(If no name in "Fone" file,
Skip to "Intro #2")

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)

INTRO #2

(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)

(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

8 (DK) on QSS screen and continue

9 (Refused) with "Read")

_____ (8/64)

(If code "2", "8" or "9" in S6e,
INTERVIEWER READ:) 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-0)? 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? <u>(If asked, say:)</u> 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
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)

*

_____ (9/35)

(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) |

HOLD $\frac{0}{10/32-10/41}$

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

(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 "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)**

_____ (15/12 - 15/36)

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

_____ (5/16 - 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)

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