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FINANCE, USP46924
F924

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 X APPROVED BY PROJECT MANAGER
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October, 1999 (AP02 2000) n=1,300

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

**AREA CODE AND TELEPHONE NUMBER:

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

* * INTERVIEW TIME:

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

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

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

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

$$\overline{(19/12 - 19/46)}$$

(CAUTION: We have ONLY ONE contact 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)
 - 9 (Refused) - **(Skip to S2)** _____ (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)**
 - 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 0 (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)

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 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 (name of company from "Fone" file)?

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
- 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) |
| 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:	<u>(9/46)</u>	<u>(9/47)</u>
_____	2nd Resp:	<u>(9/75)</u>	<u>(9/76)</u>
_____	3rd Resp:	<u>(9/77)</u>	<u>(9/78)</u>

(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)

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

9 (Refused)

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9      (Refused)      (Skip to #26)

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10/19/01

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)

(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 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) |

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)

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(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)

(NOTE TO SURVENT: Display:)

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)**

_____ (11/74) (11/75)

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

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