

(PROGRAMMER NOTE: If completed survey found in database for this ID Code, display the following error message:)

No QTag A survey has already been completed with this ID Code. Thank you for your participation.

If you feel you have received this message in error, please contact Gallup Client Support at galluppoll@gallup.com or call 1-888-297-8999.

NEW SCREEN

(PROGRAMMER NOTE: Display the following at the bottom of each screen:)

No QTag If you need assistance completing this survey, please contact Gallup Client Support by sending an e-mail to galluppoll@gallup.com or by calling 1-888-297-8999 from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Thursday, or 8:00 a.m. to 6:00 p.m. Eastern Time on Fridays.

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NEW SCREEN

No QTag **FIRST-CLASS MAIL**

Q1 Has your business ever sent or received First-Class Mail®?

First-Class Mail® includes postcards, letters, and large envelopes. This service is typically used for personal and business correspondence and bills.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q1, Continue; Otherwise, Skip to Q4)**

NEW SCREEN

Q2 Now, thinking about your experience, what is your overall rating of the service for First-Class Mail® your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag (If code 1-5 in Q2, Continue;
Otherwise, Skip to Q4)

NEW SCREEN

Q3 Please select the one choice that most appropriately describes the reason for your rating of First-Class Mail®.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag PERIODICALS

Q4 Has your business ever sent or received Periodicals?

Periodicals include newspapers and magazines.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag (If code 1-3 in Q4, Continue;
Otherwise, Skip to Q7)

NEW SCREEN

Q5 Now, thinking about your experience, what is your overall rating of the service for Periodicals your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag *(If code 1-5 in Q5, Continue;
Otherwise, Skip to Q7)*

NEW SCREEN

Q6 Please select the one choice that most appropriately describes the reason for your rating of Periodicals.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **STANDARD MAIL**

Q7 Has your business ever sent or received Standard Mail®?

Standard Mail® includes advertising mail/junk mail. These are typically single sheet advertising materials that are small in volume and size, such as flyers and coupons.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag *(If code 1-3 in Q7, Continue;
Otherwise, Skip to Q10)*

NEW SCREEN

Q8 Now, thinking about your experience, what is your overall rating of the service for Standard Mail® your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag **(If code 1-5 in Q8, Continue;
Otherwise, Skip to Q10)**

NEW SCREEN

Q9 Please select the one choice that most appropriately describes the reason for your rating of Standard Mail®.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **SINGLE-PIECE PARCEL POST**

Q10 Has your business ever sent or received Single-Piece Parcel Post?

Single-Piece Parcel Post can be used to send small and large packages, thick envelopes, and tubes containing gifts and merchandise. It is a lower cost service and packages are transported exclusively by surface transportation, such as shipping bulk items that are not sent Priority/Overnight Mail.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q10, Continue;
Otherwise, Skip to Q13)**

NEW SCREEN

Q11 Now, thinking about your experience, what is your overall rating of the service for Single-Piece Parcel Post your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag **(If code 1-5 in Q11, Continue; Otherwise, Skip to Q13)**

NEW SCREEN

Q12 Please select the one choice that most appropriately describes the reason for your rating of Single-Piece Parcel Post.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **MEDIA MAIL**

Q13 Has your business ever sent or received Media Mail®?

Media Mail® includes books, sound recordings, recorded video tapes, printed music, and recorded computer-readable media, such as CDs, DVDs, and diskettes. Media Mail® cannot contain advertising, except for incidental announcements of books. Examples would be orders from Netflix®, Amazon, Blockbuster®.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q13, Continue; Otherwise, Skip to Q16)**

NEW SCREEN

Q14 Now, thinking about your experience, what is your overall rating of the service for Media Mail® your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag **(If code 1-5 in Q14, Continue; Otherwise, Skip to Q16)**

NEW SCREEN

Q15 Please select the one choice that most appropriately describes the reason for your rating of Media Mail®.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **BOUND PRINTED MATTER**

Q16 Has your business ever sent or received Bound Printed Matter?

Bound Printed Matter consists of advertising, promotional, directory, or editorial material that is securely bound, such as store catalogs or trade journals.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q16, Continue; Otherwise, Skip to Q19)**

NEW SCREEN

Q17 Now, thinking about your experience, what is your overall rating of the service for Bound Printed Matter your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag **(If code 1-5 in Q17, Continue; Otherwise, Skip to Q19)**

NEW SCREEN

Q18 Please select the one choice that most appropriately describes the reason for your rating of Bound Printed Matter.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **LIBRARY MAIL**

Q19 Has your business ever sent or received Library Mail?

Library Mail is mailings to/from nonprofit religious, educational, scientific, or philanthropic organizations. These include any books, catalogs, film, sound recordings, music, and other materials sent to and from schools, colleges, universities, public libraries, museums, or fraternal organizations.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q19, Continue; Otherwise, Skip to Q22)**

NEW SCREEN

Q20 Now, thinking about your experience, what is your overall rating of the service for Library Mail your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag **(If code 1-5 in Q20, Continue; Otherwise, Skip to Q22)**

NEW SCREEN

Q21 Please select the one choice that most appropriately describes the reason for your rating of Library Mail.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

No QTag **SINGLE-PIECE FIRST-CLASS MAIL INTERNATIONAL**

Q22 Has your business ever sent or received Single-Piece First-Class Mail International?

Single-Piece First-Class Mail International includes postcards, letters, large envelopes, and packages sent to, or received from, other countries.

- 1 Yes, sent
- 2 Yes, received
- 3 Yes, both sent and received
- 4 No

No QTag **(If code 1-3 in Q22, Continue; Otherwise, Skip to P4)**

NEW SCREEN

Q23 Now, thinking about your experience, what is your overall rating of the service for Single-Piece First-Class Mail International your business sent or received?

- 1 Poor
- 2 Fair
- 3 Good
- 4 Very good
- 5 Excellent
- 8 Don't know

No QTag *(If code 1-5 in Q23, Continue; Otherwise, Skip to P4)*

NEW SCREEN

Q24 Please select the one choice that most appropriately describes the reason for your rating of Single-Piece First-Class Mail International.

- 1 Speed of delivery
- 2 Accuracy of delivery
- 3 Reliability of service
- 4 Security of the mail
- 5 Value for the price

NEW SCREEN

P4 We are always trying to improve our questionnaires and would like you to rate your interest in the questions we asked on this survey.

- 1 Not at all interesting
- 2
- 3
- 4
- 5 Extremely interesting

NEW SCREEN

No QTag Please submit your survey to Gallup by clicking the "Submit Survey" button below. Once you close your browser, you will no longer be able to view the survey or change your responses.

No QTag <Submit Survey>

NEW SCREEN

No QTag Thank you for participating in the U.S. Postal Service Delivery
Opinion Survey.

You may now close your browser or go to another Web site.