

WEB

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FIELD FINAL - AUGUST 26, 2007

(12/1 Revisions highlighted in yellow)

PROJECT REGISTRATION #151930/151929

USPS

 N TRANSLATIONS

City Center: Government

2008 National [PR#151930]/

[PR#151929] Premier

 X SURVEY DESIGN:

December, 2007

n=

(PROGRAMMER NOTE: BANNER FOR THE TOP OF EACH SCREEN)

USPS FEEDBACK QUESTIONNAIRE

WEB SAMPLE FILE

(PROGRAMMER NOTE: Default no responses as otherwise in all logic notes)

A1. ACCOUNT TYPE: (Code from sample file)

- 1 National
- 2 Premier

(Questions A2a and A2b deleted)

(Question A3 deleted)

(Question A4 deleted)

A5. QUARTER:

- 1 Quarter 1
- 2 Quarter 2
- 3 Quarter 3
- 4 Quarter 4

New Screen

WEB INTRODUCTION SCREEN

Thank you for participating in the U.S. Postal Service Customer Feedback Survey. The purpose of the survey is to gather information that will help the Postal Service improve the service they provide to your business. Gallup will prepare reports for the Postal Service that show group totals from all survey respondents. Your individual answers will be kept strictly confidential.

This survey should be completed by the person at your location who can best evaluate your company's satisfaction with the U.S. Postal Service. If necessary, please forward this survey request and Access Code to the appropriate person at your business.

Please enter your Access Code from your invitation letter and click the "Begin Survey" button to continue.

<Begin Survey>

(PROGRAMMER NOTE: If invalid Access Code is entered, display the following Error Message:)

The Access Code you have entered is invalid. Please carefully re-enter your Access Code.

(PROGRAMMER NOTE: If no Access Code is entered, display the following Error Message:)

You must enter an Access Code to continue.

New Screen

(PROGRAMMER NOTE: If completed survey found in database for this Access Code, display the following Error Message:)

A survey has already been completed with this Access Code. Thank you for your participation.

If you feel you have received this message in error, please contact galluppoll@gallup.com for assistance.

New Screen

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

If you need assistance completing this survey, please contact Gallup Client Support at galluppoll@gallup.com or call 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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(Questions S1a-S3 moved to #169b-#169d)

New Screen

The following questions are just to verify we have reached the correct company.

S4. Is this **(SITE NAME from sample file)**

- 1 Yes
- 2 No

(If code 2 or No response in S4, Continue; Otherwise, Skip to Text before Clock #1)

New Screen

S5. Has your company ever been called (SITE NAME from sample file)?

- 1 Yes
- 2 No

(If code 2 or No response in S5, Continue; Otherwise, Skip to Text before Clock #1)

New Screen

S5a. What is the name of your company? (Fill in response)
(Allow 100 characters)

S6. Is this location part of (parent company from sample file)?

- 1 Yes
- 2 No

(If code 2 or No response in S6, Continue; Otherwise, Skip to Text before Clock #1)

New Screen

S6a. What is your company's relationship with (SITE NAME from sample file)?

- 1 Mailing House
- 2 Consolidator
- 3 Other
- 4 None/No relationship

(If code 4 or No response in S6a, Continue; Otherwise, Skip to Text before Clock #1)

New Screen

We have reached the wrong company.

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

(Terminate and Tally)

New Screen

This survey covers all types of mail your company sends and receives, as well as services associated with this mail. Your individual answers will be kept strictly confidential.

(Question S7 deleted)

(Clock #1)

New Screen

OVERALL PERFORMANCE

1. Thinking about **all aspects** of U.S. Postal Service performance during the **PAST THIRTY DAYS**, please rate the service your business has received.

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(Questions #2-#5 deleted)

6. How would you rate the **knowledge** of Postal Service employees concerning **Postal products and services**?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7. How would you rate the U.S. Postal Service in the past 30 days on **having courteous and friendly employees**?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7a. How would you rate the **business solutions** provided by the U.S. Postal Service versus other competitive providers?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7b. How would you rate the **value you receive** from U.S. Postal Service products and solutions relative to cost? (*By "solutions," we mean Postal services.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7c. How would you rate the U.S. Postal Service as **a leading provider of solutions** to help you achieve your business objectives?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7d. How likely are you to recommend the U.S. Postal Service to others, if asked?

- 5 Very likely
- 4 Somewhat likely
- 3 Neither likely nor unlikely
- 2 Somewhat unlikely
- 1 Very unlikely

(Clock #2)

New Screen

RECEIVING MAIL

8. Does this location of your company **PRIMARYLY** deal with sending mail, receiving mail, or both?

- 1 Sending
- 2 Receiving
- 3 Both

**(If code 2 or 3 in #8, Continue;
Otherwise, Skip to Clock #3)**

[Deleted Programmer Note]

New Screen

These next questions are about the mail your business has received in the past 30 days.

9. Are you able to answer questions about receiving mail in the past 30 days?

- 1 Yes
- 2 No

**(If code 1 in #9, Continue;
Otherwise, Skip to Clock #3)**

New Screen

10. What is **the main way** your business **RECEIVES** its U.S. mail?

- 1 Pick up at post office
- 2 Carrier Delivery
- 3 Both are main ways

(Note #1: If code 2 or 4 in A5, Continue; Otherwise, if code 1 or 3 in A5, Skip to Note before #17a)

(Note #2: If code 1 or 3 in #10, Continue; Otherwise, Skip to Note before #14)

New Screen

11. During the past 30 days, what time was your business mail usually available for pick-up at the post office?

- 1 8 a.m. or earlier
- 2 After 8 a.m. to 10 a.m.
- 3 After 10 a.m. to 12 noon
- 4 After 12 noon to 2 p.m.
- 5 After 2 p.m.
- 6 Varied too much to say

12. How would you rate the Postal Service on **availability of mail for pick-up at about the same time each day?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

13. How about **having mail available for pick-up early enough in the day to meet your company's business needs?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 2 or 3 in #10, Continue;
Otherwise, Skip to Note before #17a)**

New Screen

14. During the past 30 days, what time did the postal carrier usually deliver your business mail?

- 1 8 a.m. or earlier
- 2 After 8 a.m. to 10 a.m.
- 3 After 10 a.m. to 12 noon
- 4 After 12 noon to 2 p.m.
- 5 After 2 p.m.
- 6 Varied too much to say

15. How would you rate the Postal Service on **delivery of mail by postal carrier at about the same time each day?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

16. How about **carrier delivery of mail early enough in the day to meet your company's business needs?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 2 or 3 in #10, Continue;
Otherwise, Skip to Note before #17b)

New Screen

17a. How would you rate the Postal Service on **delivering your incoming mail to the correct address?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1 in #10, Continue;
Otherwise, Skip to #18)

New Screen

17b. How would you rate the Postal Service on **providing you with incoming mail for the correct address?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

New Screen

18. During the past 30 days, have you received **mail that** was intended for a different address?

- 1 No, not at all
- 2 Yes, once
- 3 Yes, 2 to 3 times
- 4 Yes, more than 3 times

(If code 4 in #18, Continue;
Otherwise, Skip to Note #1 before #20a)

New Screen

19. How often has this happened in the past 30 days?

- 1 Every day
- 2 A few days a week
- 3 Once a week
- 4 Less than once a week

(Note #1: If code 2 or 4 in A5, Continue;
Otherwise, Skip to Clock #3)

(Note #2: If code 2 or 3 in #10, Continue;
Otherwise, Skip to Note before #20b)

New Screen

20a. How would you rate the Postal Service on **delivering your incoming mail in good condition?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1 in #10, Continue;
Otherwise, Skip to #21)

New Screen

20b. How would you rate the Postal Service on **providing your incoming mail in good condition?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

New Screen

21. During the past 30 days, have you received damaged **letter mail**?

- 1 No, not at all
- 2 Yes, once
- 3 Yes, 2 to 3 times
- 4 Yes, more than 3 times

[Deleted Note]

(Question #22 deleted)

New Screen

23. During the past 30 days, have you received damaged **packages**?

- 1 No, not at all
- 2 Yes, once
- 3 Yes, 2 to 3 times
- 4 Yes, more than 3 times

[Deleted Note]

(Question #24 deleted)

(If code 1 or 2 to ANY in #12, #13, #15, #16, #17a, #17b, #20a, or #20b, Continue; Otherwise, Skip to Clock #3)

New Screen

24a. What one recommendation do you have for how the U.S. Postal Service can be better at providing you with your mail? (Fill in response) (Allow 300 characters)

(Clock #3)

(Question #25-#29 reinstated after Clock #16)

(Clock #4 reinstated after #29)

(If code 1 or 3 in #8, Continue;
Otherwise, Skip to Clock #13)

(Questions #30-#36 deleted)

(Clock #5 deleted)

New Screen

PRODUCT-SPECIFIC QUESTIONS

These next questions are about SENDING mail using Postal products.

35S. Please indicate whether or not your business sent each of the following classes of U.S. Postal Service mail in the past 30 days. (Display A-G)

A. First-Class Mail

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

B. Standard Mail (Standard Mail includes advertising mail, catalogs, and non-profit mailings.)

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

C. Periodicals Mail (Periodicals Mail includes newspapers, magazines, and other periodical publications.)

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

D. Express Mail (Express Mail is guaranteed next day service.)

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

E. Priority Mail (Priority Mail is expedited 2-3 days service.)

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

F. Package services, such as Parcel Post, Media Mail, Bound Printed Matter, or Library Mail

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

G. International Mail

- 1 Yes, in the past 30 days
- 2 HOLD
- 3 No, do not use it

(If code 1 or 3 in A5 AND code 3 or No response in #35S-D, #35S-E, #35S-F, OR #35S-G, Continue; Otherwise, Skip to Note before #36S)

New Screen

35S1. Does this location of your business send any of the following types of mail through delivery companies OTHER THAN the U.S. Postal Service? **(Display A-D, as appropriate)**

A. **(If code 3 or No response in #35S-D AND code 1 or 3 in A5:)** Overnight mail

- 1 Yes
- 2 No

B. **(If code 3 or No response in #35S-E AND code 1 or 3 in A5:)** Expedited 2 to 3 day mail

- 1 Yes
- 2 No

C. (If code 3 or No response in #35S-F AND code 1 or 3 in A5:) Parcels (Package services)

- 1 Yes
- 2 No

D. (If code 3 or No response in #35S-G AND code 1 or 3 in A5:) International mail

- 1 Yes
- 2 No

(Questions #35S2-#35S4 deleted)

(If code 3 or No response to ALL in #35S A-G,
Skip to Clock #12;
Otherwise, Continue)

New Screen

36S. Are you able to answer questions about the mail your company has sent over the past 30 days?

- 1 Yes
- 2 No

(If code 2 or No response in #36S,
Skip to Clock #12;
If code 1 in #35S-A, Continue;
Otherwise, Skip to Clock #6)

(Questions #36P and #36Q deleted)

[Deleted Read]

[Deleted Note]

New Screen

FIRST- CLASS MAIL

37. What is your **overall** rating of First-Class Mail during the past 30 days?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1-5 in #37 AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #41)**

New Screen

38. Do you send primarily discounted or full-rate First-Class Mail from this location?

- 1 Discounted
- 2 Full-rate
- 3 Both

39. How would you rate the Postal Service in the past 30 days on **the time it usually takes for a First-Class letter your business sends to be delivered in your local area?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

40. How about **the time it usually takes for a First-Class letter your business sends to be delivered in other parts of the country?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1-5 in #37, Continue;
Otherwise, Skip to Note before #42)**

New Screen

41. How about **your level of confidence that the First-Class Mail you send is received?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1 or 3 in #38 AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #44)**

New Screen

42. How about **how easy it is to complete the forms needed for sending discounted First-Class Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Unable to rate

43. How about **how easy it is to understand Postal Service rules and regulations regarding discounted First-Class Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

8 Don't know/Unable to rate

(If code 1 or 2 to ANY in #37, #39, #40, #41, #42, or #43, Continue; Otherwise, Skip to Clock #6)

New Screen

44. What one recommendation do you have for how the U.S. Postal Service can improve First Class Mail? (Fill in response) (Allow 300 characters)

(Clock #6)

(If code 1 in #35S-B, Continue; Otherwise, Skip to Clock #7)

New Screen

STANDARD MAIL

45. What is your **OVERALL** rating of U.S. Postal Service Standard Mail during the past 30 days? (Standard Mail includes advertising mail, catalogs, and non-profit mailings.)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1-5 in #45, Continue;
Otherwise, Skip to Clock #7)

New Screen

46. How would you rate the Postal Service in the past 30 days on **the time it usually takes for Standard Mail your business sends to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

47. How about **the consistency of delivery time for Standard Mail your business sends?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

48. How about **how easy it is to complete the forms needed for sending Standard Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know

49. How about **how easy it is to understand Postal Service rules and regulations for sending Standard Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know

(Question #50 deleted)

(If code 2 or 4 in A5, Continue;
Otherwise, Skip to Clock #7)

New Screen

50a. What one recommendation do you have for how Standard Mail could be better? (Fill in response) (Allow 300 characters)

(Clock #7)

(If code 1 in #35S-C, Continue;
Otherwise, Skip to Clock #8)

New Screen

PERIODICALS MAIL

51. What is your **OVERALL** rating of U.S. Postal Service Periodicals Mail during the past 30 days?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1-5 in #51 AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Clock #8)

New Screen

52. How would you rate the Postal Service in the past 30 days on **the time it usually takes for the periodicals you send to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

53. How about **the consistency of delivery time for periodicals you send?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

54. How about **how easy it is to complete the forms needed for mailing periodicals?**

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

55. How about **how easy it is to understand Postal Service rules and regulations for sending periodicals?**

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

(If code 1 or 2 to ANY in #51, #52, #53, #54, or #55, Continue; otherwise, Skip to Clock #8)

New Screen

55a. What one recommendation do you have for how the U.S. Postal Service can improve **Periodicals Mail?** (Fill in response) **(Allow 300 characters)**

(Question #56 deleted)

(Clock #8)

(If code 1 in #35S-D, Continue;
Otherwise, Skip to Clock #9)

New Screen

EXPRESS MAIL

57. What is your **overall** rating of U.S. Postal Service Express Mail during the past 30 days?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1-5 in #57 AND code 1 or 3 in A5 , Continue;
Otherwise, Skip to Clock #9)

New Screen

58. How would you rate Express Mail Next Day service in the past 30 days on **consistent overnight delivery**?

- 5 Excellent
 - 4 Very good
 - 3 Good
 - 2 Fair
 - 1 Poor
- 8 Do not use Next Day service

59. How about **the ability to track Express Mail**?

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

New Screen

133A. Roughly, what percentage of your overnight mail is sent using Postal Service EXPRESS MAIL versus other competitors? (Fill in response) (Allow 3 digits)
(PROGRAMMER NOTE: Add a percent sign to the right of the fill-in response box)

(Error Message:)

Please enter numbers only.

(If code 000 in #133A, Skip to Clock #9;
If code 100 in #133A, Skip to #60a;
Otherwise, Continue)

New Screen

145. Think about how Postal Service EXPRESS MAIL compares to other overnight delivery companies your business uses.

For CONSISTENCY OF DELIVERY TIMES for overnight mail, is U.S. Postal Service Express Mail:

- 5 Much better than other delivery companies you use for overnight delivery
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

146. How about VALUE FOR THE PRICE of overnight mail? Is U.S. Postal Service Express Mail:

- 5 Much better than other delivery companies you use for overnight delivery
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

(Question #60 deleted)

60a. What one recommendation do you have for how U.S. Postal Service Express Mail could be better? (Fill in response) **(Allow 300 characters)**

(Question #60 deleted)

(Clock #9)

**(If code 1 in #35S-E, Continue;
Otherwise, Skip to Clock #10)**

New Screen

PRIORITY MAIL

61. What is your **OVERALL** rating of U.S. Postal Service Priority Mail during the past 30 days?

?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1-5 in #61 AND code 1 or 3 in A5, Continue;
Otherwise, Skip to Clock #10)**

New Screen

62. How would you rate the Postal Service in the past 30 days on **delivery of Priority Mail in 2 to 3 days?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

63. How about **"DELIVERY CONFIRMATION" for Priority Mail?**
(*Delivery Confirmation service provides a mailer with the date that an article was delivered or the date that a delivery attempt was made. Inquiries can be made online or by telephone.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Don't use

64. How about **"SIGNATURE CONFIRMATION" for Priority Mail?**
(*Signature Confirmation has all the online features of Delivery Confirmation but also maintains a delivery record that includes the recipient's signature.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Don't use

New Screen

133B. Roughly, what percentage of your two to three day expedited mail is sent using Postal Service PRIORITY MAIL versus other competitors? (Fill in response) (Allow 3 digits) (PROGRAMMER NOTE: Add percent sign to the right of the fill-in response box)

(Error Message:)

Please enter numbers only.

(If code 000 in #133B, Skip to Clock #10;
If code 100 in #133B, Skip to #65a;
Otherwise, Continue)

New Screen

147. Think about how Postal Service Priority Mail compares to other companies your business uses for 2 to 3 DAY DELIVERY?

For CONSISTENCY OF DELIVERY WITHIN 2 TO 3 DAYS, is U.S. Postal Service Priority Mail:

- 5 Much better than other companies you use for 2 to 3 day delivery services
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

148. How about VALUE FOR THE PRICE for 2 to 3 day mail? Is U.S. Postal Service Priority Mail:

- 5 Much better than other companies you use for 2 to 3 day delivery services
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

(Question #65 deleted)

65a. What one recommendation do you have for how U.S. Postal Service Priority Mail could be better? (Fill in response) **(Allow 300 characters)**

(Clock #10)

**(If code 1 in #35S-F, Continue;
Otherwise, Skip to Clock #11)**

New Screen

PACKAGE SERVICES

66. Which of the following package services did this location of your business send in the past 30 days?
(Display A-E)

A. Single-piece Parcel Post (*Small and large packages, thick envelopes and tubes containing gifts or merchandise, shipped for individual pieces.*)

- 1 Yes
- 2 No

B. Bulk Parcel Post (*Small and large packages, thick envelopes and tubes containing gifts or merchandise, shipped for large volume mailings.*)

- 1 Yes
- 2 No

C. Media Mail (*Books, sheet music, printed educational material, film, video cassettes, and computer pre-recorded media, such as CD-ROMS.*)

- 1 Yes
- 2 No

D. Bound Printed Matter (*Permanently bound sheets of which at least 90 percent are advertising, directory, editorial material, or a combination of these, weighing not more than 15 pounds.*)

- 1 Yes
- 2 No

E. Library Mail (*Items on loan from or exchanged between academic institutions, public libraries, museums, and other authorized organizations.*)

- 1 Yes
- 2 No

**(If code 1 to ANY in #66 A-E, Continue;
Otherwise, Skip to Clock #11)**

New Screen

66a. What is your **overall** rating of U.S. Postal Service
(display A-E, as appropriate)?

A. **(If code 1 in #66-A:)** Single-piece Parcel Post

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

B. **(If code 1 in #66-B:)** Bulk Parcel Post

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

C. **(If code 1 in #66-C:)** Media Mail

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

D. **(If code 1 in #66-D:)** Bound Printed Matter

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

E. **(If code 1 in #66-E:)** Library Mail

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1 in #66 A or B AND code 1 or 3 in A5, Continue;
Otherwise, Skip to Note before #67m)**

New Screen

PARCEL POST

67. How would you rate Postal Service Parcel Post in the past 30 days on **the time it usually takes for parcels to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

68. How about **the consistency of delivery time for Parcel Post?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(Question #69 deleted)

**(If code 1 in #66-B, Continue;
Otherwise, Skip to #71)**

New Screen

70. How about **how easy it is to complete the forms needed for Parcel Post?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know

New Screen

71. How about **how easy it is to understand the rules and regulations for Parcel Post?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know

72. How would you rate the Postal Service on "**DELIVERY CONFIRMATION**" for Parcel Post? (*Delivery Confirmation service provides a mailer with the date that an article was delivered or the date that a delivery attempt was made. Inquiries can be made online or by telephone.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Do not use

73. How about "**SIGNATURE CONFIRMATION**" for Parcel Post? (*Signature Confirmation has all the online features of Delivery Confirmation but also maintains a delivery record that includes the recipient's signature.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Do not use

New Screen

133C. Roughly, what percentage of your ground parcels are sent using Postal Service PARCEL POST versus other competitors? (Fill in response) (Allow 3 digits)
(PROGRAMMER NOTE: Add percent sign to the right of the fill-in response box)

(Error Message:)

Please enter numbers only.

(If code 000 or No response in #133C,
Skip to Note before #67m;
If code 100 in #133C, Skip to Note #1 before #74a;
Otherwise, Continue)

New Screen

149. Think about how Postal Service PARCEL POST compares to other companies your business uses for ground parcels.

For CONSISTENCY OF DELIVERY TIMES for ground parcels, is Postal Service Parcel Post:

- 5 Much better than other companies you use for ground parcels
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

150. How about CONDITION OF GROUND PARCELS UPON DELIVERY? Is Postal Service Parcel Post:

- 5 Much better than other companies you use for ground parcels
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

151. How about VALUE FOR THE PRICE of ground parcels? Is Postal Service Parcel Post:

- 5 Much better than other companies you use for ground parcels
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

(Question #74 deleted)

(Note #1:

If code 1 or 2 to ANY in #66a-A, #66a-B, or Code 1 or 2 in #67, #68, #70, #71, #72, or #73, Continue; Otherwise, Skip to Note before #67m)

(Note #2:

If code 1 in #66-A, Continue; Otherwise, Skip to Note before #74b)

New Screen

74a. What one recommendation do you have for how the U.S. Postal Service can improve **single piece Parcel Post**? (Fill in response) (Allow 300 characters)

(If code 1 in #66-B, Continue; Otherwise, Skip to Note before #67m)

New Screen

74b. What one recommendation do you have for how the U.S. Postal Service can improve **Bulk Parcel Post**? (Fill in response) (Allow 300 characters)

(If code 1 in #66-C AND code 1 or 3 in A5, Continue; Otherwise, Skip to Note before #67b)

New Screen

MEDIA MAIL

Please think specifically about Media Mail.

67m. How would you rate Postal Service Media Mail in the past 30 days on **the time it usually takes for Media Mail to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

68m. How about **the consistency of delivery time for Media Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

70m. How about **how easy it is to complete the forms needed for Media Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

71m. How about **how easy it is to understand the rules and regulations for Media Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

72m. How would you rate the Postal Service on **"Delivery Confirmation" for Media Mail?** (*Delivery Confirmation service provides a mailer with the date that an article was delivered or the date that a delivery attempt was made. Inquiries can be made online or by telephone.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

8 Don't know/Do not use

73m. How about **"Signature Confirmation" for Media Mail?** (*Signature Confirmation has all the online features of Delivery Confirmation but also maintains a delivery record that includes the recipient's signature.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

8 Don't know/Do not use

(If code 1 OR 2 to ANY in #66a-C, #67m, #68m, #70m, #71m, #72m, or #73m, Continue; otherwise, Skip to Note before #67b)

New Screen

74m. What one recommendation do you have for how the U.S. Postal Service can improve **media mail**? (Fill in response) **(Allow 300 characters)**

(If code 1 in #66-D AND code 2 or 4 in A5, Continue; otherwise, Skip to Note before #671)

New Screen

BOUND PRINTED MATTER

Please think specifically about Bound Printed Matter.

67b. How would you rate Postal Service Bound Printed Matter in the past 30 days on **the time it usually takes for Bound Printed Matter to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

68b. How about **the consistency of delivery time for Bound Printed Matter?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

70b. How about **how easy it is to complete the forms needed for Bound Printed Matter?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

71b. How about **how easy it is to understand the rules and regulations for Bound Printed Matter?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

72b. How would you rate the Postal Service on **"Delivery Confirmation" for Bound Printed Matter?** (*Delivery Confirmation service provides a mailer with the date that an article was delivered or the date that a delivery attempt was made. Inquiries can be made online or by telephone.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

8 Don't know/Do not use

73b. How about **"Signature Confirmation" for Bound Printed Matter?** (*Signature Confirmation has all the online features of Delivery Confirmation but also maintains a delivery record that includes the recipient's signature.*)

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

8 Don't know/Do not use

(If code 1 or 2 to ANY in #66a-D or #67b, #68b, #70b, #71b, #72b, or #73b, Continue; Otherwise, Skip to Note before #671)

New Screen

74b. What one recommendation do you have for how the U.S. Postal Service can improve **Bound Printed Matter?** (Fill in response) (Allow 300 characters)

(If code 1 in #66-E AND code 2 or 4 in A5, Continue; Otherwise, Skip to Clock #11)

New Screen

LIBRARY MAIL

Please think specifically about library mail.

671. How would you rate Postal Service Library Mail in the past 30 days on **the time it usually takes for Library Mail to be delivered?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

681. How about **the consistency of delivery time for Library Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

701. How about **how easy it is to complete the forms needed for Library Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

711. How about **how easy it is to understand the rules and regulations for Library Mail?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

721. How would you rate the Postal Service on **"Delivery Confirmation" for Library Mail?** (*Delivery Confirmation service provides a mailer with the date that an article was delivered or the date that a delivery attempt was made. Inquiries can be made online or by telephone.*)

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

8 Don't know/Do not use

731. How about **"Signature Confirmation" for Library Mail?** (*Signature Confirmation has all the online features of Delivery Confirmation but also maintains a delivery record that includes the recipient's signature.*)

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

8 Don't know/Do not use

(If code 1 OR 2 to ANY in #66a-E or #671, #681, #701, #711, #721, or #731, Continue; Otherwise, Skip to Clock #11)

New Screen

741. What one recommendation do you have for how the U.S. Postal Service can improve **library mail**? (Fill in response) **(Allow 300 characters)**

(Clock #11)

**(If code 1 in #35S-G, Continue;
Otherwise, Skip to Clock #12)**

New Screen

INTERNATIONAL MAIL

75. Which of the following categories of U.S. Postal Service International Mail did you send at this business location during the past 30 days? **(Display A-F)**

A. First Class Mail International (*letter delivery available worldwide*)

- 1 Yes
- 2 No

B. Priority Mail International (*letter or parcel delivery in 6 to 10 days with some tracking*)

- 1 Yes
- 2 No

C. Express Mail International (*delivery in 3 to 5 days with tracking and insurance*)

- 1 Yes
- 2 No

D. Global Express Guaranteed (*delivery in 1 to 3 business days with tracking and insurance*)

- 1 Yes
- 2 No

E. International Priority Airmail, or IPA (*Bulk rate for international priority mail*)

- 1 Yes
- 2 No

F. International Surface Airlift, or ISAL (*Bulk rate for international First Class mail*)

- 1 Yes
- 2 No

(There is no question #75a)

(If code 1 to ANY in #75 A-F, Continue;
Otherwise, Skip to Clock #12)

New Screen

75b. What is your **OVERALL** rating of U.S. Postal Service:
(display A-F, as appropriate)?

A. (If code 1 in #75-A, display:) First Class Mail
International

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

B. (If code 1 in #75-B, display:) Priority Mail
International

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

C. (If code 1 in #75-C, display:) Express Mail
International

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

D. (If code 1 in #75-D, display:) Global Express
Guaranteed

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

E. **(If code 1 in #75-E, display:)** International Priority Airmail, or IPA *(Bulk rate for international priority mail)*

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

F. **(If code 1 in #75-F, display:)** International Surface Airlift or ISAL *(Bulk rate for international First Class mail)*

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(If code 1 in #75-A AND code 2 or 4 in A5, Continue; Otherwise, Skip to Note before #76b)

New Screen

76a. How would you rate First Class Mail International in the past 30 days on the following dimensions? **(Display A-C, as appropriate)**

A. Speed of delivery

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(There is no Item B)

C. Being reliable and consistent

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1 in #75-B AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #76c)**

New Screen

76b. How would you rate Priority Mail International in the past 30 days on the following dimensions? **(Display A-C)**

A. Speed of delivery

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

B. Track and trace

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

C. Being reliable and consistent

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1 in #75-C AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #76d)**

New Screen

76c. How would you rate Express Mail International in the past 30 days on the following dimensions? **(Display A-C)**

A. Speed of delivery

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

B. Track and trace

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

C. Being reliable and consistent

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

**(If code 1 in #75-D AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #76e)**

New Screen

76d. How would you rate Global Express Guaranteed in the past 30 days on the following dimensions? **(Display A-C)**

A. Speed of delivery

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

B. Track and trace

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

C. Being reliable and consistent

5 Excellent
4 Very good
3 Good
2 Fair
1 Poor

**(If code 1 in #75-E AND code 2 or 4 in A5, Continue;
Otherwise, Skip to Note before #76f)**

New Screen

76e. How would you rate International Priority Airmail in the past 30 days on the following dimensions? **(Display A-C, as appropriate)**

A. Speed of delivery

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(There is no Item B)

C. Being reliable and consistent

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

**(If code 1 in #75-F AND code 2 or 4 in A5, Continue;
Otherwise, Skip to #77)**

New Screen

76f. How would you rate International Surface Airlift in the past 30 days on the following dimensions? **(Display A-C, as appropriate)**

A. Speed of delivery

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(There is no Item B)

C. Being reliable and consistent

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

New Screen

77. Do you send your international mail directly, or do you use a consolidator?

- 1 Directly
- 2 Use a consolidator
- 3 Both

(If code 1 or 2 to ANY in #76a, #76b, #76c, #76d, #76e, or #76f, Continue; Otherwise, Skip to Clock #12)

New Screen

78. What one recommendation do you have for how the U.S. Postal Service can improve **international mail**? (Fill in response) **(Allow 300 characters)**

(Questions #76-#79 deleted)

(Clock #12)

(If code 1 or 3 in #38 OR [If code 1-5 in #45 OR if code 1 in #66-B OR if code 1 in #75-E OR If code 1 in #75-F (AND code 1 or 3 in A5)], Skip to #81; If code 1 or 3 in A5, Continue; Otherwise, Skip to Note before #87)

New Screen

BULK MAIL

80. In the past thirty days, has your company sent bulk rate or other discounted mail, such as non-profit, presorted, or automation rate mail? Please include mail sent through a third party vendor.

- 1 Yes
- 2 No

**(If code 1 in #80, Continue;
Otherwise, Skip to Clock #13)**

New Screen

81. The next questions are about mail transportation equipment and supplies provided by the Postal Service to your business, such as OTRs, pallets, trays, and sacks. (OTRs are over the road containers.)

Are you able to answer questions about equipment or supplies that the Postal Service provided your business in the past 30 days?

- 1 Yes
- 2 No

**(If code 1 in #81, Continue;
Otherwise, Skip to Note before #87)**

New Screen

82. How would you rate the Postal Service on **ease of obtaining the equipment and supplies you needed for preparing mailings?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7 Does not apply

83. How about **knowledge or understanding of your equipment and supply needs?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7 Does not apply

84. How about **maintaining Postal Service equipment in good working order?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

7 Does not apply

85. In the past 30 days, have you had difficulty obtaining equipment or supplies, like trays or sacks, you needed for this business location?

- 1 No, not at all
- 2 Yes, once
- 3 Yes, two or three times
- 4 Yes, more than three times

- 7 Does not apply

(Question #86 deleted)

(If code 2 or 4 in A5, Continue;
Otherwise, Skip to Clock #13)

New Screen

[Deleted Text]

87. Do Postal employees verify and accept bulk mail onsite at this location of your business? (This is commonly referred to as a DMU, or Detached Mail Unit.)

- 1 Yes
- 2 No

(If code 2 in #87, Continue;
Otherwise, Skip to Clock #13)

New Screen

87S. In the past 30 days, has your company or a third-party brought mail to a Business Mail Entry Unit? (A Business Mail Entry Unit, or BMEU, is a mail acceptance center for bulk mail transactions.)

- 1 Yes, my company
- 2 Yes, a third-party on behalf of my company
- 3 No
- 8 Don't know

(If code 1 or 2 in #87S, Continue;
Otherwise, Skip to Clock #13)

New Screen

88. Are you able to rate the Bulk Mail Clerks who have worked with you or your third-party in the past 30 days?

- 1 Yes
- 2 No

(If code 1 in #88, Continue;
Otherwise, Skip to Clock #13)

New Screen

89. How would you rate the Postal Service on having Bulk Mail Clerks who are consistent in their interpretation of rules and regulations?

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

New Screen

90. Thinking about **the last time** you or your third-party entered bulk or discounted mail at a Business Mail Entry Unit, or BMEU, please rate the Postal Service Bulk Mail Clerks on each of the following. **(Display A-C)**

A. How about **understanding the Postal Service requirements for your mailing?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 7 Does not apply
- 8 Don't know/Unable to rate

B. How about **clearly communicating the mailing requirements to you or your third-party?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 7 Does not apply
- 8 Don't know/Unable to rate

C. How about **treating you or your third-party like a valued customer?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 7 Does not apply
- 8 Don't know/Unable to rate

(Clock #13)

New Screen

NAM/AR/BSN CONTACT

(If code 1 in A1:) Next are some questions about recent contact with your National Account Manager and with your Business Service Network Representative. National Account Managers work with the Postal Service's largest customers to strategize with them at a national level, whereas Business Service Network Representatives are responsible for service support at a localized level.

(If code 2 in A1:) Next are some questions about recent contact with your Account Representative and with your Business Service Network Representative. Account Representatives work with the Postal Service's large business customers to strategize with them at a national level, whereas Business Service Network Representatives are responsible for service support at a localized level.

91. Have you been in contact with your [**(If code 1 in A1:)** National Account Manager/**(If code 2 in A1:)** Account Representative] from the Postal Service Sales Organization in the PAST THIRTY DAYS?

- 1 Yes
- 2 No
- 8 Don't know

92. Have you been in contact with your company's Business Service Network (BSN) Representative in the past 30 days?

- 1 Yes
- 2 No
- 8 Don't know

(Clock #14)

**(If code 1 in #91 , Continue;
Otherwise, Skip to Clock #15)**

New Screen

NAM/AR

93. How would you rate the **OVERALL** service provided by your [(If code 1 in A1:) National Account Manager/(If code 2 in A1:) Account Representative] in the past 30 days?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(Questions #94-#100 deleted)

(Questions #101-#105 deleted)

(Question #106 deleted)

(Question #107 deleted)

(Clock #15)

(If code 1 in #92, Continue;
Otherwise, Skip to Clock #16)

New Screen

BSN

108. **How** would you rate the **OVERALL** service provided by your Business Service Network Representative during the past 30 days?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

(Question #109-#117 deleted)

(Question #118 deleted)

[Deleted Note]

(Question #118a-#118b deleted)

(Clock #16)

(If code 3 in A5, Continue;
Otherwise, Skip to Clock #4)

New Screen

BUSINESS REPLY MAIL

25. Do you have a business reply mail account for this location of your business? (*Business reply mail allows the mailer, not the customer, to pay the return postage.*)

- 1 Yes
- 2 No

(If code 1 in #25, Continue;
Otherwise, Skip to Clock #4)

New Screen

26. Are you able to answer questions about business reply mail?

- 1 Yes
- 2 No

(If code 1 in #26, Continue;
Otherwise, Skip to Clock #4)

New Screen

27. How would you rate the Postal Service in the past 30 days on PROVIDING INFORMATION ABOUT YOUR ACCOUNT BALANCE?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Unable to rate

28. How about processing your incoming business reply mail in a timely manner?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Unable to rate

29. How about the **knowledge of postal employees concerning the business reply process?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

- 8 Don't know/Unable to rate

(Clock #4)

**(If code 2 in A5, Continue;
Otherwise, Skip to Clock #17)**

New Screen

INTERNET SECTION

119. Have you visited the Web site, usps.com, in the past 30 days? (*usps.com is the Postal Service's Web site.*)

- 1 Yes
- 2 No

**(If code 1 in #119, Continue;
Otherwise, Skip to Clock #17)**

New Screen

120. How would you rate usps.com on **having the information you needed?**

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

121. How about **being easy to find the information you needed** on usps.com?

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

122. How would you rate usps.com **as compared to Web sites of other delivery companies?**

- 5 Much better
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse

(Clock #17)

(Questions #123-#129 deleted)

(Clock #18 deleted)

(Questions #129S-#132 deleted)

[Deleted Note]

(Question #133A moved to after #59)

(Question #133B moved to after #64)

(Question #133C moved to after #73)

(Question #134 deleted)

(Questions #135-#142 deleted)

(Clock #19 deleted)

(If code 1 in #35S-D OR #35S-E OR #35S-F AND {code 001-099 in #133A, #133B, or #133C} AND code 1 or 3 in A5, Continue; Otherwise, Skip to Clock #20)

COMPETITIVE POSITION

(Questions #143-#143S deleted)

New Screen

144. Next, please think about the U.S. Postal Service in comparison to other delivery companies your business uses. Thinking about **OVERALL PERFORMANCE**, is the U.S. Postal Service:

- 5 Much better than other deliver companies you use
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

[Deleted Note]

(Questions #145 and #146 moved to after #133A)

[Deleted Note]

(Questions #147 and #148 moved to after #133B)

[Deleted Note]

(Questions #149-#151 moved to after #133C)

**(If code 1 in #91, Continue;
Otherwise, Skip to Note before #153)**

New Screen

152. Thinking about the **SERVICE** provided by your U.S. Postal Service [(If code 1 in A1:) National Account Manager/(If code 2 in A1:) Account Representative], is this service:

- 5 Much better than service provided by other delivery companies
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

- 6 I have no experience with USPS reps
- 7 I have no experience with reps at other delivery companies
- 8 Don't know

(If code 2 or 3 in #10, Continue;
Otherwise, Skip to #154)

New Screen

153. How about **HAVING CARRIERS OR DRIVERS WHO ARE COURTEOUS AND HELPFUL**? Is the U.S. Postal Service:

- 5 Much better than other delivery companies
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

- 8 Don't know/Unable to rate

New Screen

154. How about **BEING SECURE AND TRUSTED?** Is the U.S. Postal Service:

- 5 Much better than other delivery companies
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

- 8 Don't know/Unable to rate

155. How about **ABILITY TO TRACK YOUR MAIL PIECES?** Is the U.S. Postal Service:

- 5 Much better than other delivery companies
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

- 8 Don't know/Unable to rate

156. How about **DEVELOPING CUSTOMER RELATIONSHIPS?** Is the U.S. Postal Service:

- 5 Much better than other delivery companies
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse than others

- 8 Don't know/Unable to rate

157. How about **WORKING IN PARTNERSHIP WITH YOUR COMPANY TO FIND MUTUALLY BENEFICIAL BUSINESS SOLUTIONS?**

- 5 Much better than other delivery companies
 - 4 Somewhat better
 - 3 About the same
 - 2 Somewhat worse
 - 1 Much worse than others
- 8 Don't know/Unable to rate

(Question #158 deleted)

(Clock #20)

(If No response in #24a, #44, AND #74a, Continue;
Otherwise, Skip to Text before #164)

New Screen

159. Finally, what one recommendation do you have for how the U.S. Postal Service could improve the level of service they provide to your business? (Fill in response) (Allow 300 characters)

[Deleted Note]

(Questions #160-#163 deleted)

(Clock #21 Deleted)

New Screen

DEMOGRAPHICS

Please answer a few questions for classification purposes only.

164. What percentage of your company's mail is prepared and/or sent by vendors (such as a fulfillment company, a printer, or a consolidator)?

- 0 None/0%
- 1 1% to 25%
- 2 26% to 50%
- 3 51% to 75%
- 4 76% to 100%

[Deleted Note]

(Question #165 deleted)

New Screen

165a. Does your business prepare or send mail for other companies?

- 1 Yes
- 2 No
- 8 Don't know

New Screen

166. Which of the following best describes the area in which you work?

- 1 Logistics
- 2 Mailroom or mail center
- 3 Financial
- 4 General office administration
- 5 Sales and marketing
- 6 Warehouse, shipping, or distribution
- 7 Executive level, owner, CEO, or COO
- 8 Other (Fill in response) **(Allow 100 characters)**

166-1. Do you manage the relationship with the U.S. Postal Service, or does someone else at your business have that responsibility?

- 1 I do
- 2 Someone else
- 3 Both myself and someone else

New Screen

166a. Is the ZIP Code of this location of your business (ZIP Code from sample file)

- 01 ZIP Code is incorrect (Fill in response) (Allow 9 digits)
- 02 ZIP Code is correct

(Error Message:)

Please enter numbers only.

New Screen

167. When you were answering questions on this survey that asked you to think about "this location" of your business, were you thinking about the location where you work, a different location, or more than one location of your business?

- 1 This location where I work
- 2 A different location
- 3 More than one location

168. Are you the person who received the original invitation to participate in this survey, or was this survey request referred to you?

- 1 Original
- 2 Referred to me

(Question #169 deleted)

(There is no question #169a)

(Questions #169b-#169d moved to S4-S6)

New Screen

170. If you were selected to participate in this survey in the future, would you prefer to do the survey by telephone, or on the Web?

- 1 Prefer Phone Interview
- 2 Prefer Web survey

**(If code 1 in #168 AND code 2 in #170, Continue;
Otherwise, Skip to Note #2 before #171a)**

New Screen

171. Please provide your e-mail address so we may send you an electronic invitation to participate by Web if you are selected for a future survey. Your e-mail address will only be used for the purposes of this survey and will not be shared with anyone.

E-MAIL: (Fill in response) **(Allow 100 characters)**
(PROGRAMMER NOTE: Accept any response)

(Note #1: All in #171, Skip to #171b)

**(Note #2: If code 2 or No response in #168
AND code 2 in #170, Continue;
Otherwise, Skip to Note #2 before #171c)**

New Screen

171a. Please provide your name and e-mail address so we may send you an electronic invitation to participate by Web if you are selected for a future survey. Your e-mail address will only be used for the purposes of this survey and will not be shared with anyone.

NAME: (Fill in response) **(Allow 100 characters)**

E-MAIL: (Fill in response) **(Allow 100 characters)**
(PROGRAMMER NOTE: Accept any response)

New Screen

171b. In case the Web is not an option for you next time, please provide your phone number.

PHONE NUMBER: (Fill in response) (Allow 10 digits)

(Error Message:)

Please enter numbers only.

(Note #1: All in #171b, Skip to Submit Survey Screen)

(Note #2: If code 1 in #168 AND code 1 in #170, Continue; Otherwise, Skip to #171d)

New Screen

171c. Please provide your telephone number so we may contact you to participate if you are selected for a future survey. Your telephone number will only be used for the purposes of this survey and will not be shared with anyone.

PHONE NUMBER: (Fill in response) (Allow 10 digits)

(Error Message:)

Please enter numbers only.

(All in #171c, Skip to Submit Survey Screen)

New Screen

171d. (If code 2 in #168 AND code 1 in #170:) Please provide your name and telephone number so we may contact you to participate if you are selected for a future survey. Your name and telephone number will only be used for the purposes of this survey and will not be shared with anyone.

NAME: (Fill in response) (Allow 100 characters)

PHONE NUMBER: (Fill in response) (Allow 10 digits)

(Error Message:)

Please enter numbers only.

(Questions #172-#173 deleted)

(Questions C1-C8 deleted)

New Screen

(PROGRAMMER NOTE: Right above the "Submit Survey" button, display:)

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.

New Screen

Thank you for completing this survey.

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

REVISIONS

9/5/07 Revised: Note before #42, Note before #159

Renumbered: #43a to #44 and #158a to #159

9/26/07 Revised: Wording and formatting on #6,
Formatting on #7a, #7b, #7c, and #7d

12/1/07 Revised: Wording in Copyright message, #7d, #9,
#18, #35S, Code list in #35S, #35S-F,
#35S1-C, #36S, #37, #45, #51, #57,
#133A, #61, #133B, #66, #133C, #75,
#80, #88, #93, #26, #27,

Deleted: Text before #87

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