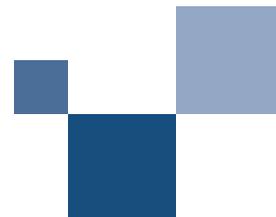


## POSTAL DELIVERY OPINION SURVEY



Dear (Prefix/First Name/Last Name/Suffix):

On behalf of the Gallup Panel, we would like to thank you for being a Panel member. This survey asks about your experiences and opinions regarding the different types of mail your household sends and receives. Even if you do not use some of the types of mail referenced in this survey, your input is still important.

You may either fill out this paper survey and mail it back to Gallup, or you can enter your responses online by going to:

<https://gx.gallup.com/panelpostal.gx>

Log on using the following **ID Code**:

If you need assistance, please contact Gallup Panel Support at [galluppanel@gallup.com](mailto:galluppanel@gallup.com) or 1-888-297-8999.

As usual, your responses are confidential. The Gallup Panel will never release any of your information.

Thank you in advance for your valued input.

Sincerely,

Mike McDonald  
Panel Relationship Manager

### FIRST-CLASS MAIL

- 1** Has anyone in your household ever sent or received First-Class Mail®? (Mark your response with an  using a blue or black ink pen.)

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

- Yes, sent  
 Yes, received  
 Yes, both sent and received  
 No → *Skip to Question 4*

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

- Poor  
 Fair  
 Good  
 Very good  
 Excellent  
 Don't know → *Skip to Question 4*

- 3** Please select the one choice that most appropriately describes the reason for your rating of First-Class Mail®. (Mark only one.)

- Speed of delivery  
 Accuracy of delivery  
 Reliability of service  
 Security of the mail  
 Value for the price

## PERIODICALS

- 4** Has anyone in your household ever sent or received Periodicals?

*Periodicals include newspapers and magazines.*

- Yes, sent
- Yes, received
- Yes, both sent and received
- No → *Skip to Question 7*

- 5** Now, thinking about your experience, what is your overall rating of the service for Periodicals you sent or received?

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't know → *Skip to Question 7*

- 6** Please select the one choice that most appropriately describes the reason for your rating of Periodicals. (Mark only one.)

- Speed of delivery
- Accuracy of delivery
- Reliability of service
- Security of the mail
- Value for the price

## STANDARD MAIL

- 7** Has anyone in your household 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.*

- Yes, sent
- Yes, received
- Yes, both sent and received
- No → *Skip to Question 10*

- 8** Now, thinking about your experience, what is your overall rating of the service for Standard Mail® you sent or received?

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't know → *Skip to Question 10*

- 9** Please select the one choice that most appropriately describes the reason for your rating of Standard Mail®. (Mark only one.)

- Speed of delivery
- Accuracy of delivery
- Reliability of service
- Security of the mail
- Value for the price

## SINGLE-PIECE PARCEL POST

- 10** Has anyone in your household 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.*

- Yes, sent
- Yes, received
- Yes, both sent and received
- No → *Skip to Question 13*

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

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't know → *Skip to Question 13*

- 12** Please select the one choice that most appropriately describes the reason for your rating of Single-Piece Parcel Post. (Mark only one.)

- Speed of delivery
- Accuracy of delivery
- Reliability of service
- Security of the mail
- Value for the price

## MEDIA MAIL

- 13** Has anyone in your household 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®.*

- Yes, sent  
 Yes, received  
 Yes, both sent and received  
 No → *Skip to Question 16*

- 14** Now, thinking about your experience, what is your overall rating of the service for Media Mail® you sent or received?

- Poor  
 Fair  
 Good  
 Very good  
 Excellent  
 Don't know → *Skip to Question 16*

- 15** Please select the one choice that most appropriately describes the reason for your rating of Media Mail®. (Mark only one.)

- Speed of delivery  
 Accuracy of delivery  
 Reliability of service  
 Security of the mail  
 Value for the price

## BOUND PRINTED MATTER

- 16** Has anyone in your household 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.*

- Yes, sent  
 Yes, received  
 Yes, both sent and received  
 No → *Skip to Question 19*

- 17** Now, thinking about your experience, what is your overall rating of the service for Bound Printed Matter you sent or received?

- Poor  
 Fair  
 Good  
 Very good  
 Excellent  
 Don't know → *Skip to Question 19*

- 18** Please select the one choice that most appropriately describes the reason for your rating of Bound Printed Matter. (Mark only one.)

- Speed of delivery  
 Accuracy of delivery  
 Reliability of service  
 Security of the mail  
 Value for the price

## LIBRARY MAIL

- 19** Has anyone in your household 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.*

- Yes, sent  
 Yes, received  
 Yes, both sent and received  
 No → *Skip to Question 22*

- 20** Now, thinking about your experience, what is your overall rating of the service for Library Mail you sent or received?

- Poor  
 Fair  
 Good  
 Very good  
 Excellent  
 Don't know → *Skip to Question 22*

Continue ➔

**21** Please select the one choice that most appropriately describes the reason for your rating of Library Mail. (Mark only one.)

- Speed of delivery
- Accuracy of delivery
- Reliability of service
- Security of the mail
- Value for the price

### **SINGLE-PIECE FIRST-CLASS MAIL INTERNATIONAL**

**22** Has anyone in your household 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.*

- Yes, sent
- Yes, received
- Yes, both sent and received
- No → *Skip to Question 25*

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

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't know → *Skip to Question 25*

**24** Please select the one choice that most appropriately describes the reason for your rating of Single-Piece First-Class Mail International. (Mark only one.)

- Speed of delivery
- Accuracy of delivery
- Reliability of service
- Security of the mail
- Value for the price

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

Not at all interesting					Extremely interesting
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Thank you for completing the survey. Please place your questionnaire in the postage-paid envelope provided and return it to Gallup. If you have any comments about this survey, you can enclose them on a separate piece of paper.

Please visit <https://panelmembers.gallup.com/> to comment on this survey, read about new findings from the Gallup Panel, meet other Panel members, update your contact information, and more.