

Large Commercial Business Customer Online Survey Usage and Rating Questions for Market Dominant Products

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.

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.

A. First-Class Mail

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

G. International Mail

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

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

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

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

PACKAGE SERVICES

66. Which of the following package services did this location of your business send in the past 30 days?

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

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

66a. What is your **overall** rating of U.S. Postal Service?

A. Single-piece Parcel Post

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

C. Media Mail

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

D. Bound Printed Matter

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

E. Library Mail

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

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?

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

- 1 Yes
- 2 No

75b. What is your **OVERALL** rating of U.S. Postal Service?

A. First Class Mail International

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

Thank you for completing this survey.