

## **POS Online Survey Usage and Rating Questions for Market Dominant Products**

Welcome to the U.S. Postal Service Customer Satisfaction Questionnaire Web site.

Please select your language preference.

English  
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### **U.S. POSTAL SERVICE CUSTOMER SATISFACTION QUESTIONNAIRE**

Thank you for participating in the U.S. Postal Service Customer Satisfaction Questionnaire.

Your questionnaire responses are important to help us improve postal service in your area.

This questionnaire should be completed by the person who recently made a purchase at a local post office. Your responses will be kept strictly confidential.

Please enter the ZIP + 4 Code printed at the top of the receipt below the location of the post office and above the date and phone number (see below).

Once you've entered the ZIP + 4 Code, please click the "Begin Questionnaire" button to continue.

**DATE:** Please enter the DATE (Month and Day) of your transaction from the top of the receipt. (See example below.)

**TIME:** Please enter the TIME of your transaction from the top of the receipt. (See example below.)

E1. Have you 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

E2. Now thinking about your experience, what is your overall rating of the service for First-Class Mail you have sent/received/ sent or received?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E3. Have you ever sent or received periodicals?  
*Periodicals include newspapers and magazines.*

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

E4. Now thinking about your experience, what is your overall rating of the service for periodicals you have sent/received/ sent or receive]?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E5. Have you 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

E6. Now thinking about your experience, what is your overall rating of the service for Standard Mail you have sent/received/ sent or received?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E7. Have you 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

E8. Now thinking about your experience, what is your overall rating of the service for Single-Piece Parcel Post you have sent/received/ sent or received?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E9. Have you ever received or sent 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.*

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

E10. Now thinking about your experience, what is your overall rating of the service for Media Mail you have sent/received/ sent or received?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E11. Have you 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

E12. Now thinking about your experience, what is your overall rating of the service for Bound Printed Matter you have sent/received/ sent or received]?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E13. Have you ever sent or received Library Mail? *Library Mail is mailings to/from non-profit religious, educational, or scientific 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

E14. Now thinking about your experience, what is your overall rating of the service for Library Mail you have sent/received/ sent or received]?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

E15 Have you 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

E16. Now thinking about your experience, what is your overall rating of the service for Single-Piece First-Class Mail International you have sent/received/ sent or received]?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Don't Know

Thank you for completing the U.S. Postal Service Customer Satisfaction Questionnaire.