**USPS 5-Day Delivery Research**
**- Questionnaire: Master Version (Across Segments Except Consumer) -**

*NOTE:  DIRECTIONS IN BOLD UPPER CASE ARE PROGRAMMER INSTRUCTIONS; THESE INSTRUCTIONS WILL NOT BE SHOWN TO INTERVIEWERS OR RESPONDENTS.  THE PROGRAMMER WILL ENSURE THAT ONLY THE APPLICABLE QUESTIONS/RESPONSES WILL BE SHOWN TO EACH RESPONDENT, BASED ON THEIR SEGMENT AND THEIR PRIOR RESPONSES.*

## INTRODUCTION

**IF WEB SURVEY (SMALL BUSINESS), THEN DISPLAY:**
Thank you for your interest in our survey.  Please answer the few questions that follow to see if you qualify.

**IF PHONE SURVEY (NATIONAL, PREMIER AND PREFERRED ACCOUNTS), THEN READ:**
**IF NON SUPPLEMENTAL PREFERRED ACCOUNTS, READ:**
Hello, my name is _____ calling from Opinion Research Corporation on behalf of the United States Postal Service.  May I please speak with the person who makes decisions and/or recommendations on how to send your organizations mail and packages?

**IF NATIONAL, PREMIER ACCOUNT OR SUPPLEMENTAL PREFERRED, READ:**
Hello, my name is _____ calling from Opinion Research Corporation on behalf of the United States Postal Service.  May I please speak with the person who makes decisions and/or recommendations on how your organization sends **(INSERT APPLICATIONS FOR PRODUCT FROM SAMPLE.  FOR FCM, PM, AND EM LIST THE APPLICATIONS IN BULLET POINT FORM.  RANDOMIZE THE ORDER THE APPLICATIONS ARE DISPLAYED)**?

**INTERVIEWER NOTE: IF MULTIPLE APPLICATIONS LISTED, THEN ASK FOR THE PERSON RESPONSIBLE FOR THE FIRST APPLICATION LISTED.  IF THAT PERSON IS NOT AVAILABLE OR IF GATEKEEPER IS UNSURE WHO THAT PERSON IS, THEN ASK FOR THE NEXT APPLICATION UNTIL YOU FIND THE CORRECT PERSON.**

**RECORD ON PAPER/IN COMMENTS WHAT APPLICATION RESPONDENT IS RESPONSIBLE FOR.**

| Product | Application |
|---------|-------------|
| First-Class Mail (FCM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. |
| Priority Mail (PM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.<br>6. Packages |
| Express Mail (EM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.<br>6. Packages |
| Periodicals (PE) | 5. Periodicals or newspapers |
| Standard Mail (SM) | 3. Advertising or marketing materials including flyers, circulars, catalogs, etc. |
| Parcel Select (PS) | 6. Packages |
| Parcel Post (PP) | 6. Packages |

    1      CONNECTING **(CONTINUE)**
    2      RESPONDENT NOT AVAILABLE **(SCHEDULE CALLBACK)**
    3      DOES NOT SEND MAIL/PACKAGES **(THANK AND CONCLUDE)**
    4      REFUSED **(THANK AND CONCLUDE)**
    5      REQUESTS INFORMATIONAL E-MAIL TO BE SENT **(SCHEDULE CALLBACK)**
    6      REQUESTS INFORMATIONAL FAX TO BE SENT **(SCHEDULE CALLBACK)**

**IF PHONE SURVEY: ONCE CONNECTED WITH RESPONDENT, READ:**
Hello, my name is _____ calling from Opinion Research Corporation. We have been commissioned by the United States Postal Service to contact organizations nationwide to obtain feedback on how organizations may react to potential changes in USPS services. Your feedback will help ensure that your voice is heard on this very important subject.

First, I have a few questions to ask you to see if you qualify. If you do, the survey will take less than 10 minutes to complete. We know your time is very valuable, so we are offering a $50 gift card as a token of our appreciation for completing the survey.

    1      ALLOWS YOU TO CONTINUE **(CONTINUE)**
    2      RESPONDENT NOT AVAILABLE AT THIS TIME **(SCHEDULE CALLBACK)**
    3      REFERRAL PROVIDED **(OBTAIN NAME AND PHONE NUMBER, ASK TO BE TRANSFERRED AND START OVER)**
    4      DOES NOT SEND MAIL **(THANK AND CONCLUDE)**
    5      REFUSED **(THANK AND CONCLUDE)**
    6      REQUESTS INFORMATIONAL E-MAIL TO BE SENT **(SCHEDULE CALLBACK)**
    7      REQUESTS INFORMATIONAL FAX TO BE SENT **(SCHEDULE CALLBACK)**

**INSERT TIMER INTRO**

<u>**SCREENER: NATIONAL, PREMIER AND PREFERRED ACCOUNTS AND SMALL BUSINESS**</u>

**IF SMALL BUSINESS, THEN ASK S1**

S1      First, are you currently employed?

        1       Yes **(CONTINUE)**
        2       No **(THANK AND CONCLUDE)**

**IF SMALL BUSINESS OR PREFERRED, THEN ASK S2A**

S2A     Are you the person in your business that is primarily responsible for deciding how to send your business' mail and/or packages?

        1       Yes **(CONTINUE)**
        2       No **(IF SMALL BUSINESS, THANK AND CONCLUDE.  IF PREFERRED, ASK TO SPEAK WITH PERSON WHO IS RESPONSIBLE AND START OVER)**

**IF SUPPLEMENTAL PREFERRED, PREMIER OR NATIONAL, THEN ASK S2B**

S2B     Are you the person in your business that is primarily responsible for how your organization sends **(INSERT APPLICATIONS FOR PRODUCT FROM SAMPLE.  FOR FCM, PM, AND EM LIST THE APPLICATIONS IN BULLET POINT FORM.  RANDOMIZE THE ORDER THE APPLICATIONS ARE DISPLAYED)**?

        **INTERVIEWER NOTE: IF MULTIPLE APPLICATIONS LISTED, THEN ASK ABOUT APPLICATION THEY ARE RESPONSIBLE FOR FROM INTRO.**

| Product | Application |
|---|---|
| First-Class Mail (FCM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. |
| Priority Mail (PM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.<br>6. Packages |
| Express Mail (EM) | 1. Bills, invoices or statements<br>2. Payments<br>4. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.<br>6. Packages |
| Periodicals (PE) | 5. Periodicals or newspapers |
| Standard Mail (SM) | 3. Advertising or marketing materials including flyers, circulars, catalogs, etc. |
| Parcel Select (PS) | 6. Packages |
| Parcel Post (PP) | 6. Packages |

1        Yes **(CONTINUE)**
2        No **(ASK TO SPEAK WITH PERSON WHO IS RESPONSIBLE AND START OVER)**

S3      Do you or any close family members work in …

1        Advertising or Public Relations **(THANK AND CONCLUDE)**
2        Market Research **(THANK AND CONCLUDE)**
3        Mail or Small Package Delivery **(THANK AND CONCLUDE)**
4        None of the above **(CONTINUE)**

S4      Which of the following best describes your organization's primary industry?

1        Agriculture, Forestry, and Fishing
2        Mining
3        Construction
4        Manufacturing
5        Transportation
6        Telecommunications
7        Utilities
8        Wholesale Trade
9        Retail Trade or Mail Order
10       Finance, Insurance, or Real Estate
11       Publishing
12       Services (including non-profit organizations or membership organizations)
13       Government or Public Administration
95       Some other industry _____ **(SPECIFY)**

**IF SMALL BUSINESS SAMPLE AND S4 = CODE 12 OR 95, THEN ASK S4A**
S4A     Which of the following, if any, best describes your organization?

1        Letter shop **(THANK AND CONCLUDE)**
2        Printer **(THANK AND CONCLUDE)**
3        Presort Bureau **(THANK AND CONCLUDE)**
4        Mail Service Provider **(THANK AND CONCLUDE)**
7        None of the above **(CONTINUE)**

S5      Including yourself, how many people are employed by your company at your location?

_____ **(RECORD NUMBER OF EMPLOYEES 1 – 9999)**

**(IF SMALL BUSINESS AND S5 = 101 OR MORE, THANK AND CONCLUDE)**

**IF SMALL BUSINESS SAMPLE, THEN ASK S6**

S6      How does your organization currently pay for postage?  *Please select all that apply.*

    1         Postage stamps
    2         Postage meter
    3         Online postage (e.g., Click-N-Ship, Stamps.com, Endicia.com, etc.)
    4         Permit imprint
    5         Pre-cancelled stamps
    6         Express Mail corporate account
    95       Some other way _____ **(SPECIFY)**
    98       Don't know

**(IF S6 = 2, 4, 5, 6, 95 OR 98, THANK AND CONCLUDE)**

**(PROGRAMMING NOTE: FCM = FIRST-CLASS MAIL, SM = STANDARD MAIL, PM = PRIORITY MAIL, EM = EXPRESS MAIL, PE = PERIODICALS, PS = PARCEL SELECT, PP = PARCEL POST)**

**IF PREMIER OR NATIONAL, THEN READ:**
For the remainder of the survey, please think only about the mail or package applications you are responsible for.

**IF SMALL BUSINESS OR PREFERRED ACCOUNT, USE THIS TEXT:**

S7      Which of the following, if any, has your organization sent in the past 12 months?  [IF WEB SURVEY DISPLAY: *Please select all that apply.* **(RANDOMIZE CODES 1 – 6)**

**IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT ONLY SHOW APPLICATIONS THAT APPLY FOR PRODUCT BEING ASKED ABOUT, AS INDICATED IN THE LIST BELOW, AND USE THIS TEXT:**

S7      For which of the following mail or package applications do you have responsibility? **(READ LIST 1 - 91)  (RANDOMIZE CODES 1 – 6)**

    1         Bills, invoices or statements **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> PE, SM, PS OR PP]**
    2         Payments **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> PE, SM, PS OR PP]**
    3         Advertising or marketing materials including flyers, circulars, catalogs, etc. **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> FCM, PM, EM, PE, PS OR PP]**
    4         General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> PE, SM, PS OR PP]**
    5         Periodicals or newspapers **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> FCM, PM, EM, SM, PS OR PP]**
    6         Packages **[DO NOT SHOW IF NATIONAL, PREMIER OR SUPPLEMENTAL PREFERRED ACCOUNT <u>AND</u> FCM, SM OR PE]**
    91       Some other type _____ **(SPECIFY) (IF ONLY RESPONSE, THANK AND CONCLUDE)**
    92       Some other type _____ **(SPECIFY) (IF ONLY RESPONSE, THANK AND CONCLUDE)**
    97       None of the above **(THANK AND CONCLUDE)**
    98       Don't know **(THANK AND CONCLUDE)**

**SCREENER: CONSUMER**

S8      NOT ASKED

S9      NOT ASKED

S10     NOT ASKED

S11     NOT ASKED

**INSERT TIMER SCREENER**

**MAIN QUESTIONNAIRE**

**IF WEB SURVEY (SMALL BUSINESS), THEN DISPLAY:**

Congratulations, you qualify for the survey.  This survey is being conducted on behalf of the United States Postal Service (USPS).  We appreciate your willingness to help us.  The focus of this research is to understand how organizations may react to potential changes in USPS services.  Your feedback will help ensure that your voice is heard on this very important subject.

**Instructions:**

- Please answer all questions according to your organization's experience, knowledge and preferences.
- The survey should take no more than 10 minutes to complete.
- Some of the questions will pertain to mail volume, so please be careful when entering large numeric values.
- After completing the questions that appear on the screen, please click "next" shown at the bottom of the screen to advance to the next question.
- Please review each question and your responses carefully before proceeding.  Please try to avoid using the "Back" button on your browser, as this may erase some of your responses.
- The data we collect is for research purposes only.  When reporting your results, your answers will be combined with those of other companies and will not be associated with your name or your organization.

**IF PHONE SURVEY (NATIONAL, PREMIER, PREFERRED ACCOUNTS), THEN DISPLAY:**

Congratulations, you qualify for the survey.  We appreciate your willingness to help us.  The focus of this research is to understand how organizations may react to potential changes in USPS services.  Your feedback will help ensure that your voice is heard on this very important subject.

**ONLY DISPLAY APPLICATIONS SELECTED IN S7**

Q1      First, during the past 12 months, how many unique pieces of the following did your organization send?  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

**IF WEB SURVEY (SMALL BUSINESS), USE THIS TEXT:** Since some organizations send large amounts of mail, to avoid problems with lots of zeros, this question is set up in a way to capture the information easily and accurately.   Please select the denomination first and then enter the number of digits up to 3.  One of the digits can be a decimal if you prefer.

For example, if you sent 2.5 million pieces of that particular mail, you would select "million" and then enter 2.5.  If you sent 200,000, you would select "thousand" and enter 200.  If you only sent 50, you would select "999 or less" and enter 50.  If you only sent 375, you would also select "999 or less" and enter 375.   Please insert a number for each area shown and only include in this figure mail for which you have some decision making authority.  Your best estimate is fine.

**IF PHONE SURVEY (NATIONAL, PREMIER OR PREFERRED ACCOUNTS), USE THIS TEXT:**  As I read each area please provide the number of unique pieces your organization has sent during the past 12 months.  **INTERVIEWER NOTE:  SELECT THE DENOMINATION FIRST AND THEN INSERT THE VALUE UP TO 3 DIGITS – ONE OF THE DIGITS CAN BE A DECIMAL – EXAMPLE – 1.5 MILLION – SELECT CODE 4 AND THEN INSERT 1.5 AS THE VALUE.**

| | Number of Pieces Sent in Past 12 Months (Denomination) | | Number of Pieces in Sent in Past 12 Months (Digits) |
|---|---|---|---|
| A.  Bills, invoices or statements | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| B.  Payments | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| C.  Advertising or marketing materials including flyers, circulars, catalogs, etc. | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| D.  General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| E.  Periodicals or newspapers | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| F.  Packages | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| I.  **INSERT CODE 91 FROM S7** | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| J.  **INSERT CODE 92 FROM S7** | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |

**PROGRAMMING NOTE: THANK AND CONCLUDE INTERVIEW IF DON'T KNOW OR ZERO PIECES SENT FOR ALL APPLICATIONS ASKED ABOUT.**

**IF DON'T KNOW OR ZERO PIECES SENT FOR AN APPLICATION IN Q1, DO NOT ASK ABOUT THAT APPLICATION FOR THE REMAINDER OF THE SURVEY**

**ASK Q2 FOR EACH APPLICATION SELECTED IN S7 AND Q1 > 0**

Q2      Again thinking just about the **(INSERT APPLICATION A - J)** your organization has sent during the past 12 months, how have you sent them?  Have you sent them via … **(IF PHONE SURVEY: READ LIST 1 - 91.  IF WEB SURVEY: DISPLAY LIST)** [IF WEB SURVEY DISPLAY: *Please select all that apply.*]  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

A.      Bills, invoices or statements
B.      Payments
C.      Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.      General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.      Periodicals or newspapers
F.      Packages
I.      **INSERT CODE 91 FROM S7**
J.      **INSERT CODE 92 FROM S7**

1       [DO NOT SHOW FOR PREFERRED, PREMIER OR NATIONAL SEGMENT] USPS First-Class Mail
2       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate First-Class Mail
3       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Pre-Sort First-Class Mail
4       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Standard Mail
5       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Standard Mail
6       USPS Priority Mail
7       USPS Express Mail
8       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Parcel Select
9       USPS Parcel Post
10      [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Periodical Mail
11      [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Periodical Mail
12      UPS
13      FedEx
14      [DO NOT SHOW FOR PACKAGING APPLICATION] Email
15      [ONLY SHOW FOR PAYMENTS APPLICATION] Online bill payment
16      [ONLY SHOW FOR PAYMENTS APPLICATION] Automated payment from checking account or credit card
17      [ONLY SHOW FOR BILLS, INVOICES OR STATEMENTS APPLICATION] Online billing, invoicing or statement presentation
91      Some other way _____ **(SPECIFY)**
92      Some other way _____ **(SPECIFY)**

**MUST SELECT CODE 1 – 11 FOR AT LEAST ONE APPLICATION, OTHERWISE THANK AND CONCLUDE**

**IF NATIONAL OR PREMIER <u>AND</u> FCM AND CODES 1, 2 OR 3 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER OR SUPPLEMENTAL PREFERRED <u>AND</u> SM AND CODES 4 OR 5 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER <u>AND</u> PM AND CODE 6 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER OR SUPPLEMENTAL PREFERRED <u>AND</u> EM AND CODE 7 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER OR SUPPLEMENTAL PREFERRED <u>AND</u> PS AND CODE 8 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER OR SUPPLEMENTAL PREFERRED <u>AND</u> PP AND CODE 9 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**IF NATIONAL OR PREMIER OR SUPPLEMENTAL PREFERRED <u>AND</u> PE AND CODES 10 OR 11 NOT SELECTED IN Q2, CHANGE QUOTA GROUP TO PRODUCT SELECTED IN Q2.  IF MULTIPLE PRODUCTS SELECTED, RANDOMLY SELECT ONE.**

**ASK Q3 FOR EACH APPLICATION SELECTED IN S7 AND Q1 > 0 IN Q1 THAT HAS MULTIPLE RESPONSES IN Q2. ONLY SHOW PRODUCTS/SERVICES MENTIONED FOR THAT APPLICATION IN Q2. IF AN APPLICATION HAS EXACTLY ONE RESPONSE IN Q2, AUTOPUNCH 100 FOR IT IN Q3.**

Q3     Again thinking just about the **(INSERT APPLICATION A - J)** your organization has sent in the past 12 months, what percent was sent via … [IF WEB SURVEY DISPLAY: *Please have the total equal 100%.*] **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

**INTERVIEWER NOTE:  THE TOTALS SHOULD EQUAL 100%**

A.     Bills, invoices or statements
B.     Payments
C.     Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.     General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.     Periodicals or newspapers
F.     Packages
I.     **INSERT CODE 91 FROM S7**
J.     **INSERT CODE 92 FROM S7**


|  |  |  |
|---|---|---|
| a. USPS First-Class Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| b. USPS Full Rate First-Class Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| c. USPS Pre-Sort First-Class Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| d. USPS Full Rate Standard Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| e. USPS Non-Profit Standard Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| f. USPS Priority Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| g. USPS Express Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| h. USPS Parcel Select | _____ | **(RECORD PERCENT 1 – 100)** |
| i. USPS Parcel Post | _____ | **(RECORD PERCENT 1 – 100)** |
| j. USPS Full Rate Periodical Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| k. USPS Non-Profit Periodical Mail | _____ | **(RECORD PERCENT 1 – 100)** |
| l. UPS | _____ | **(RECORD PERCENT 1 – 100)** |
| m. FedEx | _____ | **(RECORD PERCENT 1 – 100)** |
| n. Email | _____ | **(RECORD PERCENT 1 – 100)** |
| o. Online bill payment | _____ | **(RECORD PERCENT 1 – 100)** |
| p. Automated payment | _____ | **(RECORD PERCENT 1 – 100)** |
| q. Online billing, invoicing or statement presentation | _____ | **(RECORD PERCENT 1 – 100)** |
| r. **INSERT CODE 91 FROM Q2** | _____ | **(RECORD PERCENT 1 – 100)** |
| s. **INSERT CODE 92 FROM Q2** | _____ | **(RECORD PERCENT 1 – 100)** |
|  | **TOTAL = 100%** | |


**INSERT TIMER PAST 12 MONTHS**

Now we would like you to focus on the <u>next</u> 12 months.

**ONLY DISPLAY APPLICATIONS SELECTED IN S7 AND Q1 > 0**
**IF WEB SURVEY (SMALL BUSINESS), USE THIS QUESTION TEXT**
Q4      Listed in the table below are the number of pieces you indicated your organization sent during the past 12 months.  In the next 12 months, how many unique pieces of each of the following do you anticipate your organization will send?  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

Again, since some organizations send large amounts of mail, to avoid problems with lots of zeros, this question is set up in a way to capture the information easily and accurately.   Please select the denomination first and then enter the number of digits up to 3.  One of the digits can be a decimal if you prefer.

For example, if you sent 2.5 million pieces of that particular mail, you would select "million" and then enter 2.5.  If you sent 200,000, you would select "thousand" and enter 200.  If you only sent 50, you would select "999 or less" and enter 50.  If you only sent 375, you would also select "999 or less" and enter 375.   Please insert a number for each area shown and only include in this figure mail for which you have some decision making authority.  Your best estimate is fine.

**IF PHONE SURVEY (NATIONAL, PREMIER AND PREFERRED ACCOUNTS), USE THIS QUESTION TEXT**
Q4      I am going to read to you the number of pieces you indicated your organization has sent during the past 12 months and I would like for you to tell me in the next 12 months, how many unique pieces of each of the following you anticipate your organization will send?  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

During the past 12 months, you indicated you had sent **(INSERT RESPONSE FROM Q1 FOR APPLICATION)**.

In the next 12 months, how many unique pieces do you anticipate your organization will send? **INTERVIEWER NOTE:  SELECT THE DENOMINATION FIRST AND THEN INSERT THE VALUE UP TO 3 DIGITS – ONE OF THE DIGITS CAN BE A DECIMAL – EXAMPLE – 1.5 MILLION – SELECT CODE 4 AND THEN INSERT 1.5 AS THE VALUE.  REPEAT FOR EACH APPLICATION**

**PROGRAMMING NOTE: WHEN INSERTING RESPONSE FROM Q1, INSERT DIGITS FIRST AND THEN DENOMINATION SECOND (I.E., 100 MILLION OR 225 THOUSAND)**

| | Number of Pieces Sent in Past 12 Months | Number of Pieces in Next 12 Months (Denomination) | | Number of Pieces in Next 12 Months (Digits) |
|---|---|---|---|---|
| A. Bills, invoices or statements | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| B. Payments | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| C. Advertising or marketing materials including flyers, circulars, catalogs, etc. | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| D. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| E. Periodicals or newspapers | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| F. Packages | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| I. **INSERT CODE 91 FROM S7** | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| J. **INSERT CODE 92 FROM S7** | INSERT RESPONSE FROM Q1 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |

**IF DON'T KNOW OR ZERO PIECES SENT FOR AN APPLICATION IN Q4, DO NOT ASK ABOUT THAT APPLICATION FOR THE REMAINDER OF THE SURVEY**

**ASK Q5 FOR EACH APPLICATION SELECTED IN S7 AND Q1 AND Q4 > 0**

Q5      Again thinking just about the **(INSERT APPLICATION A - J)** you anticipate your organization will send in the next 12 months, how do you plan to send them?  Do you plan to send them via … **(IF PHONE SURVEY: READ LIST 1 - 91.  IF WEB SURVEY: DISPLAY LIST)** [IF WEB SURVEY DISPLAY: *Please select all that apply.*]  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

    A.     Bills, invoices or statements
    B.     Payments
    C.     Advertising or marketing materials including flyers, circulars, catalogs, etc.
    D.     General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
    E.     Periodicals or newspapers
    F.     Packages
    I.     **INSERT CODE 91 FROM S7**
    J.     **INSERT CODE 92 FROM S7**

        1     [DO NOT SHOW FOR PREFERRED, PREMIER OR NATIONAL SEGMENT] USPS First-Class Mail
        2     [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate First-Class Mail
        3     [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Pre-Sort First-Class Mail
        4     [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Standard Mail
        5     [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Standard Mail
        6     USPS Priority Mail
        7     USPS Express Mail
        8     [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Parcel Select
        9     USPS Parcel Post
        10    [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Periodical Mail
        11    [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Periodical Mail
        12    UPS
        13    FedEx
        14    [DO NOT SHOW FOR PACKAGING APPLICATION] Email
        15    [ONLY SHOW FOR PAYMENTS APPLICATION] Online bill payment
        16    [ONLY SHOW FOR PAYMENTS APPLICATION] Automated payment from checking account or credit card
        17    [ONLY SHOW FOR BILLS, INVOICES OR STATEMENTS APPLICATION] Online billing, invoicing or statement presentation
        91    Some other way _____ **(SPECIFY)**
        92    Some other way _____ **(SPECIFY)**

**ASK Q6 FOR EACH APPLICATION SELECTED IN S7 AND Q1 AND Q4 > 0 THAT HAS MULTIPLE RESPONSES IN Q5. ONLY SHOW PRODUCTS/SERVICES MENTIONED FOR THAT APPLICATION IN Q5. IF AN APPLICATION HAS EXACTLY ONE RESPONSE IN Q5, AUTOPUNCH 100 FOR IT IN Q6.**

Q6    Again thinking just about the **(INSERT APPLICATION A - J)** you anticipate your organization will send in the next 12 months, what percent will you send via … [IF WEB SURVEY DISPLAY: *Please have the total equal 100%.*] **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

**INTERVIEWER NOTE: THE TOTALS SHOULD EQUAL 100%**

A.    Bills, invoices or statements
B.    Payments
C.    Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.    General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.    Periodicals or newspapers
F.    Packages
I.    **INSERT CODE 91 FROM S7**
J.    **INSERT CODE 92 FROM S7**

| | |
|---|---|
| a. USPS First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| b. USPS Full Rate First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| c. USPS Pre-Sort First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| d. USPS Full Rate Standard Mail | _____ **(RECORD PERCENT 1 – 100)** |
| e. USPS Non-Profit Standard Mail | _____ **(RECORD PERCENT 1 – 100)** |
| f. USPS Priority Mail | _____ **(RECORD PERCENT 1 – 100)** |
| g. USPS Express Mail | _____ **(RECORD PERCENT 1 – 100)** |
| h. USPS Parcel Select | _____ **(RECORD PERCENT 1 – 100)** |
| i. USPS Parcel Post | _____ **(RECORD PERCENT 1 – 100)** |
| j. USPS Full Rate Periodical Mail | _____ **(RECORD PERCENT 1 – 100)** |
| k. USPS Non-Profit Periodical Mail | _____ **(RECORD PERCENT 1 – 100)** |
| l. UPS | _____ **(RECORD PERCENT 1 – 100)** |
| m. FedEx | _____ **(RECORD PERCENT 1 – 100)** |
| n. Email | _____ **(RECORD PERCENT 1 – 100)** |
| o. Online bill payment | _____ **(RECORD PERCENT 1 – 100)** |
| p. Automated payment | _____ **(RECORD PERCENT 1 – 100)** |
| q. Online billing, invoicing or statement presentation | _____ **(RECORD PERCENT 1 – 100)** |
| r. **INSERT CODE 91 FROM Q5** | _____ **(RECORD PERCENT 1 – 100)** |
| s. **INSERT CODE 92 FROM Q5** | _____ **(RECORD PERCENT 1 – 100)** |
| | **TOTAL = 100%** |

**INSERT TIMER NEXT 12 MONTHS**

And now we are going to provide a description of a proposed change in service from the USPS.

Despite very aggressive cost cutting, the Postal Service is projecting financial losses for this and the next several years.  This is due to a significant decline in mail volume and a major requirement to prefund its retiree's health benefits.  The Postal Service is committed to fulfilling its fundamental role as a deliverer of mail and packages to all Americans.  To accomplish this, the Postal Service is developing a plan to transition from six- to five-day delivery on a national basis. This will remove delivery costs and help bring the financial picture into better balance.

The key components to the 5-Day plan are as follows:

- No Saturday delivery of mail to homes and businesses.  Delivery of mail will be Monday – Friday only.

- Mail will continue to be delivered to PO Box addresses [ADD THE FOLLOWING FOR ALL NATIONAL ACCOUNTS, ALL PREMIER ACCOUNTS, AND PREFERRED ACCOUNTS THAT Q2 = 3, 4, 5, 10 OR 11: (including PO Boxes, Caller Service and National Firm Holdouts)] Monday - Saturday.

- [INCLUDE FOR ALL NATIONAL ACCOUNTS, ALL PREMIER ACCOUNTS, AND PREFERRED ACCOUNTS THAT Q2 = 3, 4, 5, 10 OR 11; DO NOT INCLUDE FOR ANY CONSUMERS OR SMALL BUSINESSES] Remittance mail that is picked up at a plant on Saturday and/or Sunday will continue to be picked up on those days.

- Post Offices will remain open on Saturday.

- No mail collected from street addresses, businesses, collection boxes, or Post Offices on Saturday.  Mail dropped off at a Post Office or in a collection box after the last Friday scheduled pickup time will be collected and processed on Monday.

- [INCLUDE FOR ALL NATIONAL ACCOUNTS, PREMIER ACCOUNTS AND PREFERRED ACCOUNTS THAT Q2 = 3, 4, 5, 10 OR 11; DO NOT INCLUDE FOR ANY CONSUMERS OR SMALL BUSINESSES] Bulk mail entry units will be closed on Saturday.  However, Detached Mail Units currently open on Saturday and/or Sunday will remain open.  Mail will continue to be accepted and verified at DMUs on Saturday and/or Sunday.

- [INCLUDE FOR ALL NATIONAL ACCOUNTS, PREMIER ACCOUNTS AND PREFERRED ACCOUNTS THAT Q2 = 3, 4, 5, 10 OR 11; DO NOT INCLUDE FOR ANY CONSUMERS OR SMALL BUSINESSES] Destinating entry bulk mail can continue to be drop shipped at plants on Saturday and Sunday and at delivery units on Saturday.  However, time slots for dropping the mail will be shortened.  Mail dropped shipped at a plant on Saturday or Sunday will be processed on Monday.  Standard Mail dropped shipped at a delivery unit on Saturday will be delivered by Tuesday.

- Elimination of Saturday collection, processing and delivery will generally add a day to the delivery of mail that is currently collected and processed or scheduled to be delivered on Saturday.

- Express Mail will continue to be delivered 7 days a week.  Express Mail will continue to be accepted and processed on Saturday at Post Offices.  However, there will be no carrier pickup of Express or Priority Mail on Saturday.

For the next several questions, please answer based on the assumption that the changes described would happen.

**INSERT TIMER DESCRIPTION**

**ONLY DISPLAY APPLICATIONS SELECTED IN S7 AND Q1 AND Q4 > 0**
**IF WEB SURVEY (SMALL BUSINESS), USE THIS QUESTION TEXT**
Q7      Listed in the table below are the number of pieces you said your organization will send in the next 12 months.  In the first 12 months <u>after the change in service is implemented</u>, how many unique pieces of each of the following do you anticipate your organization would send?  **[IF WEB SURVEY AND MORE THAN ONE APPLICATION IN S7, DISPLAY:** *Please type in one answer for each.***]  (RANDOMIZE A – J IN THE SAME ORDER AS S7)**

Again, since some organizations send large amounts of mail, to avoid problems with lots of zeros, this question is set up in a way to capture the information easily and accurately.   Please select the denomination first and then enter the number of digits up to 3.  One of the digits can be a decimal if you prefer.

For example, if you sent 2.5 million pieces of that particular mail, you would select "million" and then enter 2.5.  If you sent 200,000, you would select "thousand" and enter 200.  If you only sent 50, you would select "999 or less" and enter 50.  If you only sent 375, you would also select "999 or less" and enter 375.   Please insert a number for each area shown and only include in this figure mail for which you have some decision making authority.  Your best estimate is fine.

**IF PHONE SURVEY (NATIONAL, PREMIER AND PREFERRED ACCOUNTS), USE THIS QUESTION TEXT**
Q7      Now I am going to read to you the number of pieces you said your organization will send in the next 12 months and I would like for you to tell me in the first 12 months <u>after the change in service is implemented</u>, how many unique pieces of each of the following do you anticipate your **organization** would send?  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

In the next 12 months you indicated your organization will send **(INSERT APPLICATION A – J IN THE SAME ORDER AS S7)**.

In the first 12 months <u>after the change in service is implemented</u>, how many unique pieces do you anticipate your organization will send?  **INTERVIEWER NOTE:  SELECT THE DENOMINATION FIRST AND THEN INSERT THE VALUE UP TO 3 DIGITS – ONE OF THE DIGITS CAN BE A DECIMAL – EXAMPLE – 1.5 MILLION – SELECT CODE 4 AND THEN INSERT 1.5 AS THE VALUE.  REPEAT FOR EACH APPLICATION**

**PROGRAMMING NOTE: WHEN INSERTING RESPONSE FROM Q1, INSERT DIGITS FIRST AND THEN DENOMINATION SECOND (I.E., 100 MILLION OR 225 THOUSAND)**

| | Number of Pieces Anticipating Sending in Next 12 Months | Number of Pieces in Next 12 Months (Denomination) | | Number of Pieces in Next 12 Months (Digits) |
|---|---|---|---|---|
| A. Bills, invoices or statements | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| B. Payments | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| C. Advertising or marketing materials including flyers, circulars, catalogs, etc. | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| D. General communications including customer notifications, holiday cards, investor/shareholder mailings, etc. | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| E. Periodicals or newspapers | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| F. Packages | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| I. **INSERT CODE 91 FROM S7** | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |
| J. **INSERT CODE 92 FROM S7** | INSERT RESPONSE FROM Q4 | 1<br>2<br>3<br>4<br>98 | 999 or Less<br>Thousand<br>Million<br>Billion<br>Don't Know | _____<br>(RECORD NUMBER UP TO 3 DIGITS) |

**IF DON'T KNOW OR ZERO PIECES SENT FOR AN APPLICATION IN Q7, DO NOT ASK ABOUT THAT APPLICATION FOR THE REMAINDER OF THE SURVEY**

**ASK Q8 FOR EACH APPLICATION SELECTED IN S7 AND Q1 AND Q4 AND Q7 > 0**

Q8       Thinking about the **(INSERT APPLICATION A - J)** you anticipate your organization would send after the change is implemented, how do you think you would send them?  Would you send them via … **(IF PHONE SURVEY: READ LIST 1 - 91.  IF WEB SURVEY: DISPLAY LIST)** [IF WEB SURVEY DISPLAY: *Please select all that apply.*]  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

A.      Bills, invoices or statements
B.      Payments
C.      Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.      General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.      Periodicals or newspapers
F.      Packages
I.      **INSERT CODE 91 FROM S7**
J.      **INSERT CODE 92 FROM S7**

1       [DO NOT SHOW FOR PREFERRED, PREMIER OR NATIONAL SEGMENT] USPS First-Class Mail
2       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate First-Class Mail
3       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Pre-Sort First-Class Mail
4       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Standard Mail
5       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Standard Mail
6       USPS Priority Mail
7       USPS Express Mail
8       [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Parcel Select
9       USPS Parcel Post
10      [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Full Rate Periodical Mail
11      [DO NOT SHOW FOR SMALL BUSINESS SEGMENT] USPS Non-Profit Periodical Mail
12      UPS
13      FedEx
14      [DO NOT SHOW FOR PACKAGING APPLICATION] Email
15      [ONLY SHOW FOR PAYMENTS APPLICATION] Online bill payment
16      [ONLY SHOW FOR PAYMENTS APPLICATION] Automated payment from checking account or credit card
17      [ONLY SHOW FOR BILLS, INVOICES OR STATEMENTS APPLICATION] Online billing, invoicing or statement presentation
91      Some other way _____ **(SPECIFY)**
92      Some other way _____ **(SPECIFY)**

**ASK Q9 FOR EACH APPLICATION SELECTED IN S7 AND Q1 AND Q4 AND Q7 > 0 THAT HAS MULTIPLE RESPONSES IN Q8. ONLY SHOW PRODUCTS/SERVICES MENTIONED FOR THAT APPLICATION IN Q8. IF AN APPLICATION HAS EXACTLY ONE RESPONSE IN Q8, AUTOPUNCH 100 FOR IT IN Q9.**

Q9    Again thinking just about the **(INSERT APPLICATION A - J)** you anticipate your organization would send after the change in service is implemented, what percent would you send via … [IF WEB SURVEY DISPLAY: *Please have the total equal 100%.*] **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

**INTERVIEWER NOTE: THE TOTALS SHOULD EQUAL 100%**

A.    Bills, invoices or statements
B.    Payments
C.    Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.    General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.    Periodicals or newspapers
F.    Packages
I.    **INSERT CODE 91 FROM S7**
J.    **INSERT CODE 92 FROM S7**

| | |
|---|---|
| a. USPS First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| b. USPS Full Rate First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| c. USPS Pre-Sort First-Class Mail | _____ **(RECORD PERCENT 1 – 100)** |
| d. USPS Full Rate Standard Mail | _____ **(RECORD PERCENT 1 – 100)** |
| e. USPS Non-Profit Standard Mail | _____ **(RECORD PERCENT 1 – 100)** |
| f. USPS Priority Mail | _____ **(RECORD PERCENT 1 – 100)** |
| g. USPS Express Mail | _____ **(RECORD PERCENT 1 – 100)** |
| h. USPS Parcel Select | _____ **(RECORD PERCENT 1 – 100)** |
| i. USPS Parcel Post | _____ **(RECORD PERCENT 1 – 100)** |
| j. USPS Full Rate Periodical Mail | _____ **(RECORD PERCENT 1 – 100)** |
| k. USPS Non-Profit Periodical Mail | _____ **(RECORD PERCENT 1 – 100)** |
| l. UPS | _____ **(RECORD PERCENT 1 – 100)** |
| m. FedEx | _____ **(RECORD PERCENT 1 – 100)** |
| n. Email | _____ **(RECORD PERCENT 1 – 100)** |
| o. Online bill payment | _____ **(RECORD PERCENT 1 – 100)** |
| p. Automated payment | _____ **(RECORD PERCENT 1 – 100)** |
| q. Online billing, invoicing or statement presentation | _____ **(RECORD PERCENT 1 – 100)** |
| r. **INSERT CODE 91 FROM Q8** | _____ **(RECORD PERCENT 1 – 100)** |
| s. **INSERT CODE 92 FROM Q8** | _____ **(RECORD PERCENT 1 – 100)** |
| | **TOTAL = 100%** |

**INSERT TIMER AFTER CHANGE**

**ASK Q10 FOR EACH APPLICATION SELECTED IN S7 AND Q1 > 0**

Q10    If the service change described does happen, what is the likelihood that this change would cause your organization to modify the number of **(INSERT APPLICATION A – J)** your organization sends or the way you send it?  Please answer using a scale from 0 to 10, where "10" means extremely likely and a "0" means extremely unlikely.  **(RANDOMIZE A – J IN THE SAME ORDER AS S7)**

[**IF PHONE AND MORE THAN ONE APPLICATION DISPLAY**: And the next one is …**]**

A.    Bills, invoices or statements
B.    Payments
C.    Advertising or marketing materials including flyers, circulars, catalogs, etc.
D.    General communications including customer notifications, holiday cards, investor/shareholder mailings, etc.
E.    Periodicals or newspapers
F.    Packages
I.    **INSERT CODE 91 FROM S7**
J.    **INSERT CODE 92 FROM S7**

10    Extremely likely
9
8
7
6
5
4
3
2
1
0    Extremely unlikely

Q11    Does your firm currently have a Post Office Box, or do you have plans to get one?

1    Currently have one
2    Have plans to get one
3    Neither have one nor plan to get one

**IF Q11 = CODE 3, THEN ASK Q12**

Q12 If the change in USPS service is implemented, do you anticipate that your firm would get a Post Office Box?

1 Yes
2 No


**INSERT TIMER MISCELLANEOUS**


**FIRMOGRAPHICS / DEMOGRAPHICS**


And these last few questions are for classification purposes only.


Q13 What day(s) of the week does your organization currently <u>send</u> mail? **(MULTIPLE RESPONSE)**

1 Mondays
2 Tuesdays
3 Wednesdays
4 Thursdays
5 Fridays
6 Saturdays
7 Sundays
98 Don't Know


**ONLY DISPLAY CODES SELECTED IN Q13**
**IF ONLY ONE CODE SELECTED IN Q13, AUTO PUNCH Q14 WITH THAT CODE**

Q14 And, which <u>one</u> day of the week is your organization's heaviest day for <u>sending</u> mail? **(SINGLE RESPONSE)**

1 Mondays
2 Tuesdays
3 Wednesdays
4 Thursdays
5 Fridays
6 Saturdays
7 Sundays
97 None of the above. All days are even
98 Don't Know

Q15    What day(s) of the week does your organization currently <u>receive</u> mail?  **(MULTIPLE RESPONSE)**

1        Mondays
2        Tuesdays
3        Wednesdays
4        Thursdays
5        Fridays
6        Saturdays
7        Sundays
98      Don't Know

**ONLY DISPLAY CODES SELECTED IN Q15**
**IF ONLY ONE CODE SELECTED IN Q15, AUTO PUNCH Q16 WITH THAT CODE**
Q16    And, which <u>one</u> day of the week is your organization's heaviest day for <u>receiving</u> mail?  **(SINGLE RESPONSE)**

1        Mondays
2        Tuesdays
3        Wednesdays
4        Thursdays
5        Fridays
6        Saturdays
7        Sundays
97      None of the above.  All days are even
98      Don't Know

Q17    What day(s) of the week does your organization currently <u>send</u> <u>packages</u>?  **(MULTIPLE RESPONSE)**

1        Mondays
2        Tuesdays
3        Wednesdays
4        Thursdays
5        Fridays
6        Saturdays
7        Sundays
98      Don't Know

**ONLY DISPLAY CODES SELECTED IN Q17**
**IF ONLY ONE CODE SELECTED IN Q17, AUTO PUNCH Q18 WITH THAT CODE**
Q18     And, which <u>one</u> day of the week is your organization's heaviest day for <u>sending</u> <u>packages</u>?
        **(SINGLE RESPONSE)**

        1       Mondays
        2       Tuesdays
        3       Wednesdays
        4       Thursdays
        5       Fridays
        6       Saturdays
        7       Sundays
        97      None of the above.  All days are even
        98      Don't Know

Q19     What day(s) of the week does your organization currently <u>receive</u> packages?   **(MULTIPLE RESPONSE)**

        1       Mondays
        2       Tuesdays
        3       Wednesdays
        4       Thursdays
        5       Fridays
        6       Saturdays
        7       Sundays
        98      Don't Know

**ONLY DISPLAY CODES SELECTED IN Q19**
**IF ONLY ONE CODE SELECTED IN Q19, AUTO PUNCH Q20 WITH THAT CODE**
Q20     And, which <u>one</u> day of the week is your organization's heaviest day for <u>receiving</u> <u>packages</u>?
        **(SINGLE RESPONSE)**

        1       Mondays
        2       Tuesdays
        3       Wednesdays
        4       Thursdays
        5       Fridays
        6       Saturdays
        7       Sundays
        97      None of the above.  All days are even
        98      Don't Know

**IF SMALL BUSINESS, THEN ASK Q21**
Q21     To verify, what is the name of the organization in which you work?

        _____ **(RECORD NAME OF ORGANIZATION)**

        99      REFUSED

**(IF SMALL BUSINESS SAMPLE: CHECK ORGANIZATION NAME AGAINST LISTS OF PREFERRED, PREMIER AND NATIONAL ACCOUNTS; IF MATCH, DO NOT INCLUDE THIS SURVEY IN THE DATASET TO BE ANALYZED.)**

**IF SMALL BUSINESS, THEN ASK Q22**
Q22     In what state do you work?

         INSERT ALPHABETICAL LIST OF STATES

Q23     NOT ASKED


**CLOSING**


**IF WEB SURVEY (SMALL BUSINESSES), THEN DISPLAY:**
Thank you for participating in this important research study. (SEND TO PANEL VENDOR SITE FOR INCENTIVE INFORMATION)

**IF TELEPHONE SURVEY (NATIONAL, PREMIER AND PREFERRED ACCOUNTS), THEN ASK Q24**
Q24     Those are all the research questions we have for you today.  As a token of our appreciation for participating, we will be sending you a $50 gift card for Amazon.com.

         1       I accept the Amazon.com gift card
         2       I decline or cannot accept the Amazon.com gift card.

**IF Q24 = CODE 1, THEN ASK Q25A**
Q25a    What e-mail address would you like to have the gift card sent?

         _____ **(RECORD E-MAIL ADDRESS)**

**IF Q24 = CODE 1, THEN ASK Q25B**
Q25b    And I would just like to confirm that I entered your e-mail address correctly.  Is it **(INSERT E-MAIL ADDRESS FROM Q25A)**?

         1       Yes, that is correct
         2       No, that is not correct

**IF Q25B = CODE 2, THEN ASK Q25C**
Q25c    And what is the correct e-mail address?

         _____ **(RECORD E-MAIL ADDRESS)**

**IF Q24 = 1, THEN DISPLAY:**
Thank you again for participating in this important research study.   The gift card will be emailed sometime in November when the study is completed.

**IF Q24 = 2, THEN DISPLAY:**
Thank you again for participating in this important research study.