

USPS Large Business Questionnaire

You are invited to share your experiences with the United States Postal Service (USPS) and let us know how well we have been serving your business.

We have asked Maritz Research, an independent market research company, to conduct a survey on our behalf. Your answers will be kept completely confidential and will be analyzed with those of the other participants.

Your answers will help us improve our service to our business customers.

S1. If the ZIP Code printed below is **not** the one for your business location, please update it below.

- | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|---------------------------|------------------------------|----------------------------|--------------------------|
| | <u>Very Satisfied</u> | <u>Mostly Satisfied</u> | <u>Somewhat Satisfied</u> | <u>Somewhat Dissatisfied</u> | <u>Mostly Dissatisfied</u> | <u>Very Dissatisfied</u> |
| 1. First of all, thinking about all aspects of recent experiences your business has had with the U.S. Postal Service (USPS), how satisfied are you with us? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 2. Based on the experiences your business has had what does the USPS do BEST to meet your needs and fulfill your expectations?**

- 3. What things could the USPS do better to meet your shipping and mailing needs and fulfill your expectations in the future?**

4. Which USPS products and services does your business use?	<u>Use Most Every Business Day</u>	<u>Use at Least Weekly</u>	<u>Use Monthly</u>	<u>Use Less Than Monthly</u>	<u>Do Not Use This Product</u>	<u>Not Familiar with this Product</u>
First-Class Mail® (letters, bills, postcards, large envelopes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Express Mail® (guaranteed expedited service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Priority Mail® (non-guaranteed 2-3 day letters and packages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parcel Post® (low cost service, surface transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Mail® (books, videos, CDs, DVDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard Mail® (advertising, catalogs, non-profit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Mail (letters, postcards, packages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodicals (newspapers and magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bound Printed Matter (bound directories, trade journals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Mail (film and music for schools and libraries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For Q5, ask each product/service if respondent answered “Use most every business day”, “Use at least weekly”, “Use monthly”, or “Use less than monthly” to that product/service in Q4.

5. Overall, how satisfied are you with your experience with each product you use?	<u>Very Satisfied</u>	<u>Mostly Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Mostly Dissatisfied</u>	<u>Very Dissatisfied</u>
First-Class Mail® (letters, bills, postcards, large envelopes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Express Mail® (guaranteed expedited service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Priority Mail® (non-guaranteed 2-3 day letters and packages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parcel Post® (low cost service, surface transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Mail® (books, videos, CDs, DVDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard Mail® (advertising, catalogs, non-profit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Mail (letters, postcards, packages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodicals (newspapers and magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bound Printed Matter (bound directories, trade journals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Mail (film and music for schools and libraries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For Q6, for each product/service if respondent answered “Use most every business day”, “Use at least weekly”, Use monthly”, or “Use less than monthly” to that product/service in Q4.

6. We would like to better understand your opinion of our performance. Please indicate your agreement with each statement based on your business experiences with <PRODUCT NAME > for each of the following.	<u>Strongly Agree</u>	<u>Somewhat Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Somewhat Disagree</u>	<u>Strongly Disagree</u>	<u>Don't Know</u>
CONSISTENCY – Consistently delivered when expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCURACY – Delivered to the right address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SAFETY/SECURITY – Delivered in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MATERIALS – Shipping materials that I need are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EQUIPMENT – USPS provides the equipment I need for mailing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRACKING – If I purchase the service, USPS tracking is effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please indicate about how often you interact with the U.S. Postal Service through each of the following points of contact.	<u>Contact most every business day</u>	<u>Contact at least weekly</u>	<u>Contact monthly</u>	<u>Contact less than monthly</u>	<u>Do not use this contact</u>	<u>Not Familiar With This Contact Option</u>
Business Service Network (BSN) Representative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales/Account Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS District Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS Plant Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Post Office Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Mail Entry Unit (BMEU) Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detached Mail Unit (DMU) Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-service via USPS website (www.usps.com)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ask each point of contact if respondent answered “Contact most every business day”, Contact at least weekly”, Contact monthly”, or “Contact less than monthly”, to that point of contact in Q7

8. Overall, how satisfied are you with your experience with each point of contact you use?	<u>Very Satisfied</u>	<u>Mostly Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Mostly Dissatisfied</u>	<u>Very Dissatisfied</u>
Business Service Network (BSN) Representative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales/Account Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS District Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS Plant Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Post Office Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Mail Entry Unit (BMEU) Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detached Mail Unit (DMU) Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-service via USPS website (www.usps.com)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ask Q9 for up to 3 randomly selected points of contact, with a response of “Contact most every business day”, “Contact at least weekly”, “Contact monthly”, or “Contact less than monthly”, to that point of contact in Q7, excluding self-service via USPS website.

9. We would like to better understand your opinion of your contact experience for some of your contacts. We are asking about a random subset of the contacts you have recently made. Please indicate your agreement with each statement below based on business experiences contacting (NAME OF CONTACT POINT):

- COURTESY – Contact provided a courteous response to my inquiry.
- KNOWLEDGEABLE – Contact was able to provide accurate information.
- SPEED OF RESPONSE – Contact handled my inquiry quickly.
- FOLLOW-THROUGH ON ACTIONS PROMISED – Contact completed the actions promised to me.
- OWNERSHIP OF MY ISSUE – Contact took ownership of my issue.
- BUSINESS RELATIONSHIP – Contact understood my business and looked for solutions to meet my mailing/shipping needs.
- ISSUE RESOLUTION – Contact was able to resolve my issue and meet my business needs.
- VALUES YOUR BUSINESS – Contact makes me feel like my company’s business is important to the USPS.
- EDUCATE/INFORM – Contact informs me about changes to, as well as new USPS products and services.

	<u>Strongly Agree</u>	<u>Somewhat Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Somewhat Disagree</u>	<u>Strongly Disagree</u>	<u>Don't Know/Not Applicable</u>
COURTESY – Contact provided a courteous response to my inquiry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNOWLEDGEABLE – Contact was able to provide accurate information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEED OF RESPONSE – Contact handled my inquiry quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOLLOW-THROUGH ON ACTIONS PROMISED – Contact completed the actions promised to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OWNERSHIP OF MY ISSUE – Contact took ownership of my issue.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUSINESS RELATIONSHIP – Contact understood my business and looked for solutions to meet my mailing/shipping needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ISSUE RESOLUTION – Contact was able to resolve my issue and meet my business needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VALUES YOUR BUSINESS – Contact makes me feel like my company’s business is important to the USPS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EDUCATE/INFORM – Contact informs me about changes to, as well as new USPS products and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ask Q9a for each additional point of contact selected in Q7. (Ask up to 2 times in order to complete the 3 randomly selected points of contact)

9A. Next please indicate your agreement with each statement below based on your business experiences with the (NAME OF CONTACT POINT).

- COURTESY – Contact provided a courteous response to my inquiry.
- KNOWLEDGEABLE – Contact was able to provide accurate information.
- SPEED OF RESPONSE – Contact handled my inquiry quickly.
- FOLLOW-THROUGH ON ACTIONS PROMISED – Contact completed the actions promised to me
- OWNERSHIP OF MY ISSUE – Contact took ownership of my issue.
- BUSINESS RELATIONSHIP – Contact understood my business and looked for solutions to meet my mailing/shipping needs.
- ISSUE RESOLUTION – Contact was able to resolve my issue and meet my business needs.
- VALUES YOUR BUSINESS – Contact makes me feel like my company’s business is important to the USPS.
- EDUCATE/INFORM – Contact informs me about changes to, as well as new USPS products and services

	<u>Strongly Agree</u>	<u>Somewhat Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Somewhat Disagree</u>	<u>Strongly Disagree</u>	<u>Don't Know/Not Applicable</u>
COURTESY – Contact provided a courteous response to my inquiry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNOWLEDGEABLE – Contact was able to provide accurate information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEED OF RESPONSE – Contact handled my inquiry quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOLLOW-THROUGH ON ACTIONS PROMISED – Contact completed the actions promised to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OWNERSHIP OF MY ISSUE – Contact took ownership of my issue.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUSINESS RELATIONSHIP – Contact understood my business and looked for solutions to meet my mailing/shipping needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ISSUE RESOLUTION – Contact was able to resolve my issue and meet my business needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VALUES YOUR BUSINESS – Contact makes me feel like my company’s business is important to the USPS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EDUCATE/INFORM – Contact informs me about changes to, as well as new USPS products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9B. If you would like to give us some information about other contacts you had, please choose the contact(s) from the following list, write in the contact title, and provide comments about those contact(s) here.

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Business Service Network (BSN) Representative • Sales/Account Manager • USPS District Management • USPS Plant Management | <ul style="list-style-type: none"> • Local Post Office Staff • Business Mail Entry Unit (BMEU) Staff • Detached Mail Unit (DMU) Staff • Self-service via USPS website (www.usps.com) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

10. Compared to other delivery service companies, please rate the services provided to your business by the United States Postal Service on:

	<u>Much Better</u>	<u>Somewhat Better</u>	<u>About the Same</u>	<u>Somewhat Worse</u>	<u>Much Worse</u>	<u>Don't Know</u>
Overall performance	<input type="checkbox"/>					
Offers services and products that meet your needs	<input type="checkbox"/>					
Overall image	<input type="checkbox"/>					
Delivers as promised	<input type="checkbox"/>					
Is secure and trusted	<input type="checkbox"/>					
Value for the price	<input type="checkbox"/>					
Building customer relationships	<input type="checkbox"/>					
Knowledgeable employees	<input type="checkbox"/>					
Easy to contact a representative	<input type="checkbox"/>					
Tracking capabilities	<input type="checkbox"/>					
Speed of delivery	<input type="checkbox"/>					
Delivery in good condition	<input type="checkbox"/>					
Offers free packaging supplies	<input type="checkbox"/>					
Offers convenient payment options	<input type="checkbox"/>					
Keeps me informed of the products and services they offer	<input type="checkbox"/>					

11. Which service delivery companies do you use most frequently for your business shipping and why?

12. How likely are you to recommend the USPS to others?

	<u>Very Likely</u>	<u>Most Likely</u>	<u>Somewhat Likely</u>	<u>Somewhat Unlikely</u>	<u>Mostly Unlikely</u>	<u>Very Unlikely</u>
	<input type="checkbox"/>					

13. About how many people are employed at your location?

- Less than 250
- 250-500
- 501-750
- 751-1000
- More than 1000

14. Which of the following best describes your area of responsibility within your company?

- Corporate Officer/Owner
- Financial operations
- Mailing/shipping operations
- Marketing/Sales function
- Office manager
- Clerical
- Other (Title) _____

15. Does your business perform the functions of a mailing house or consolidator (presort vendor)? (Please check all that apply)

- My business performs the functions of a mailing house
- My business performs the functions of a consolidator
- My business does not perform these functions

16. How important is your personal experience with the U.S. Postal Service to your decisions to use the U.S. Postal Service for business purposes?

- Very Important
- Somewhat Important
- Neither Important nor Unimportant
- Somewhat Unimportant
- Very Unimportant

17. Would you allow the USPS to contact you again via e-mail with additional questions about your business experience with the USPS? (Information will not be shared outside USPS.)

- Yes – Please print your email address for future contact: _____
- No

Thank you for participating in this survey.

We appreciate you taking the time to provide us with feedback that will help us improve service.