

**Question 17 (continued)**

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied	Don't Use Product
International Mail (letters, postcards, packages) . . . . .	<input type="checkbox"/>						
Periodicals (newspapers and magazines) . . .	<input type="checkbox"/>						
Bound Printed Matter (bound directories, trade journals) . . . . .	<input type="checkbox"/>						
Library Mail (film and music for schools and libraries) . . . . .	<input type="checkbox"/>						



If you would rather complete this survey online, please go to [postalexperience.com/sb](http://postalexperience.com/sb) and enter your . . .  
**LOGIN:** <123456789>  
**PASSWORD:** <123456789>

**USPS IN GENERAL**

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
18. Based on your experience as a business customer with the USPS, generally, please rate us on each of the following:						
Mail pieces are safe with the USPS . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS is a trusted organization . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS values my business . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS keeps me informed of the products and services they offer . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS guides and manuals provide the answers to my questions about sending and receiving letters and packages . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. How likely are you to recommend the USPS to others? . . . . .	Very Likely <input type="checkbox"/>	Most Likely <input type="checkbox"/>	Somewhat Likely <input type="checkbox"/>	Somewhat Unlikely <input type="checkbox"/>	Most Unlikely <input type="checkbox"/>	Very Unlikely <input type="checkbox"/>
20. The USPS offers several ways for businesses to purchase stamps. Please review the list of options for purchasing stamps below. For the options you have used, please indicate how likely you are to use the option when you need stamps again.	Very Likely	Somewhat Likely	Neither Likely Nor Unlikely	Somewhat Unlikely	Very Unlikely	Have Not Used
Post Office Window . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grocery Store or Other Store . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated Postal Center (APC Self-Service) . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamps by Mail . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamps Online . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**MAILING AND SHIPPING MANAGER**

<ABC COMPANY>  
 <123 MAIN STREET>  
 <HOMETOWN US 12345-6789>



Dear Business Customer:

I am writing to ask you to share the experiences you, as a business customer, have had with the United States Postal Service (USPS). Please let us know how well we have been serving your business by taking a few minutes to answer this survey. Maritz Research will take your answers and combine them with others to help us improve our service to customers. Your answers will be kept completely confidential.

You can complete this survey on the Web by entering the link above and using the login and password provided. Otherwise, please complete the attached questionnaire and return it in the postage-paid envelope to Maritz Research.

We appreciate your business very much and look forward to your participation. If you have any questions or need help with this survey, please send an email to [postalexperience@maritz.com](mailto:postalexperience@maritz.com) or call the Postal Experience Help Desk at 1-888-878-7402.

Sincerely,  
  
 Delores J. Killeto  
 Vice President and Consumer Advocate

**DESCRIBING YOUR BUSINESS**

- Where is your business located?  
 Storefront  Home office  Building with multiple businesses  Building with only your business  Other
- About how many people are employed at your location?  1-4  5-10  11-100  100+
- Does your business prepare or send mail or packages for other companies or organizations?  
 Yes  No
- Does your business use other companies to prepare or send mail or packages for your business?  
 Yes  No
- Which service does your business use most frequently to send packages?  USPS  Other delivery service
- Which of the following best describes your job position?  
 Corporate Officer/Owner  Financial operations  Office manager  
 Mail operations  Clerical  Other
- Is anyone in your household employed by a shipping or delivery company?  
 Yes, U.S. Postal Service  Yes, Other Company  No
- How important is your **personal** experience with the USPS to your decisions to use us for **business** purposes? . . . . .  

	Very Important	Somewhat Important	Neither Important nor Unimportant	Somewhat Unimportant	Very Unimportant
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Would you allow the USPS to contact you via e-mail with additional questions? (*Information will not be shared outside USPS.*)  
 Yes — (Please print your e-mail address.) \_\_\_\_\_  
 No

**Thank you for completing this survey!**

Please return your completed questionnaire in the enclosed postage-paid envelope.

If you no longer have the return envelope, mail to:

Maritz Research, Customer Experience Feedback Survey, P.O. Box 10054, Toledo, OH 43682-4434.

- First of all, thinking about all aspects of recent experiences your business has had with the U.S. Postal Service, how satisfied are you with us? . . . . .  

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>					
- What should the USPS do to improve your satisfaction with us in the future?  
 \_\_\_\_\_  
 \_\_\_\_\_

**RECEIVING LETTERS OR PACKAGES**

- Please indicate your agreement with each statement based on your business experiences with the letters or packages you recently RECEIVED for each of the following.  

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
Letters or packages are consistently delivered when expected . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letters or packages are delivered to the right address . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letters or packages are delivered in good condition . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letter carriers are friendly/courteous . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letter carriers perform their job well . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Now, just thinking about your overall experience with the letters or packages your business recently RECEIVED, how satisfied are you with USPS performance? . . . . .  

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>					



4b. What should the USPS do to improve your satisfaction with how we DELIVER letters or packages to your business in the future?

**SENDING LETTERS OR PACKAGES**

5. Recently, where did you mail business letters? (Please check all that apply.)

- No letters sent
- Post Office
- Mail collection box
- Home mail box
- Mail drop at work
- Letter carrier picked up with outgoing mail
- Other

6. Recently, how did you send business packages? (Please check all that apply.)

- No packages sent
- Post Office clerk
- Mail collection box
- Automated Postal Center® (self-service)
- Requested Carrier Pickup™ (online, phone)
- Letter carrier picked up with outgoing mail
- Other delivery service

7. Please indicate your agreement with each statement based on your experiences with letters or packages you recently SENT as a business customer using the USPS.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
The mail collection box pickup schedule is convenient for my business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail collection boxes are conveniently located for my business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to schedule pickup from USPS (Carrier Pickup™ or Pickup on Demand®)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduled pickup from USPS is reliable (Carrier Pickup™ or Pickup on Demand®)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Letters or packages my business sends arrive at the right address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letters or packages my business sends arrive in the time promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8a. Now, just thinking about your recent experience with SENDING letters or packages for your business, how satisfied are you with USPS performance?

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>					

8b. What should the USPS do to improve your satisfaction with how we SEND letters or packages for your business in the future?

**VISITING THE POST OFFICE**

9. How many times did you visit a Post Office in the PAST MONTH for business purposes?

Not at All (Skip to Q12a)	1-2 Times	3-5 Times	6-10 Times	11 or More Times
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Please indicate your agreement with each statement based on your recent experience with the Post Office you visit most often for business purposes.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
The Post Office location is convenient for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation are convenient for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to find what I need inside the Post Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking is available when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamps that I need are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free 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"/>
Forms that I need are easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Post Office location has enough lines open to serve customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Post Office location has enough self-service alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Question 10 (continued)**

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
Post Office clerks are knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office clerks are friendly/courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office clerks are attentive to my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office clerks are efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. During your most recent visit to the Post Office, how long did you wait in line for a clerk?

	Less Than 1 Minute / No Wait / No Line	1-3 Minutes	4-5 Minutes	6-10 Minutes	11-15 Minutes	16 Minutes or More	Don't Know/ Don't Recall
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12a. Now, just thinking about the Post Office you visit most frequently, how satisfied are you with their performance?

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>					

12b. What should the USPS do to improve your satisfaction with the service you receive at that Post Office?

**CONTACTING USPS**

13. Did you contact the USPS recently to get information or report a problem for business purposes? Yes  No (skip to Q17)

14. How did you recently contact the USPS to get information or report a problem for business purposes?

	To Get Information (check all that apply)	To Report a Problem (check all that apply)	Most Recent Contact (check one)
Telephoned local Post Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephoned a toll-free number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spoke in person with an employee at local Post Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spoke with my letter carrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USPS Web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-mailed USPS via Web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please indicate your agreement with each statement based on your MOST RECENT contact with the USPS for business purposes.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
Was available at a time convenient for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was easy to reach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was friendly/courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided the information I needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolved the issue promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assumed ownership of my issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16a. Now, thinking about your MOST RECENT contact with the USPS for business purposes, how satisfied are you with that experience?

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>					

16b. What should we do to improve your satisfaction with your USPS contact experience for business purposes in the future?

**USING USPS PRODUCTS AND SERVICES**

17. Please respond for each USPS product listed below that your business uses. (If not familiar, just mark "Don't Use Product.") OVERALL how satisfied are you with . . .

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied	Don't Use Product
First-Class Mail® (letters, bills, postcards, large envelopes)	<input type="checkbox"/>						
Express Mail® (guaranteed expedited service)	<input type="checkbox"/>						
Priority Mail® (non-guaranteed 2-3 day letters and packages)	<input type="checkbox"/>						
Parcel Post® (lower cost service, surface transportation)	<input type="checkbox"/>						
Media Mail® (books, videos, CDs, DVDs)	<input type="checkbox"/>						
Standard Mail® (advertising, catalogs, non-profit)	<input type="checkbox"/>						