

NAPM Members "New To Presort" Customer Survey - Letters Edition

1. Contact Information

This survey is based on Letter mail. For Flat mail, please go to <http://www.surveymonkey.com/s/napmsurvey2> . Please fill out as many questions as possible regarding this survey. The survey will take 10-15 minutes to complete, and is divided into 4 sections:

Your Company Information

Customer A

Customer B

Customer C

★ **1. Please fill out your contact information.**

Company name and Email Address fields are Required.

Name:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text" value="6"/>
ZIP:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

2. About Your Company

2. Regarding minimum volumes, which of the following most accurately describes your policy for customers?

I have a daily minimum volume requirement.

I have a weekly minimum volume requirement.

I have a monthly minimum volume requirement.

I have an annual minimum volume requirement.

Please state what that volume is

* 3. Have you reduced your minimum volume requirement...

In the last year

In the last two years

No

3. About Your Company

4. What caused you to reduce your minimum volume requirements?

- Increased efficiency of pickups
- Increased number of routes
- Needed additional business
- Other (please specify)

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4. Customer A

The following questions are regarding one of your customers, in this case being Customer A. These questions will be repeated two more times, for Customer B and Customer C. Please only select customers that are "new-to-presort" and did not previous do their own presorting or previously used another presort bureau.

5. What is Customer A's average daily First-Class volume?

6. What form of postage is currently being applied to Customer A's mail now that it is a presort bureau customer? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

7. Would Customer A separate...

You may not know these answers for sure, but you do know how they present mail to you and what you have had to do and on occasion must still do to get customers to present mail to you in the best way possible.

	Yes	No
Stamped and Metered Mailpieces from BREs and CREs	<input type="checkbox"/>	<input type="checkbox"/>
Stamped Mailpieces from Metered Mail	<input type="checkbox"/>	<input type="checkbox"/>
Letters from Flats	<input type="checkbox"/>	<input type="checkbox"/>
Express and Priority Mail from First-Class Letters and Flats	<input type="checkbox"/>	<input type="checkbox"/>
Packages from Non-Packages	<input type="checkbox"/>	<input type="checkbox"/>
Odd Shapes from Other Mail	<input type="checkbox"/>	<input type="checkbox"/>

8. Would Customer A face their mailpieces before they submitted mail to you, the presort bureau?

Yes

No

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9. Before Customer A began using your services, what form of postage were they applying to their mail? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

10. Before Customer A began using your services, which of the following applied?

Customer A brought mail to a Post Office.

USPS picked up Customer A's mail.

5. Customer A

11. When Customer A had mail picked up by USPS, where was it picked up? Please select all that apply.

- Blue collection boxes
- Customer Mailbox
- Mail chutes
- Handed to carrier
- Tubs/Sacks/Trays in Lobby
- Customer's Loading Dock

6. Customer A

12. How would Customer A deliver mail to the USPS?

Customer Mailbox

USPS Drop Box

USPS Dock

Courier

Other (please specify)

13. If you were not picking up Customer A's mail, what time each day would they deliver their mail to the USPS facility?

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7. Customer A

14. When Customer A submitted mail directly to USPS was it:

	Yes	No
Trayed?	jn	jn
Faced?	jn	jn

15. Would Customer A present their mailpieces in..
(please select all that apply)

- Postal Trays
- Bags
- Boxes
- Other (please specify)

8. Customer A

16. If Customer A was presenting mail to the USPS in postal trays, how would they obtain the trays?

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9. Customer A

17. When Customer A submitted mail directly to USPS did the customer check for:

	Yes	No
Unsealed Envelopes	<input type="radio"/>	<input type="radio"/>
Envelopes Stuck Together	<input type="radio"/>	<input type="radio"/>
Additional Postage on Letters > 1oz	<input type="radio"/>	<input type="radio"/>
Proper Endorsements	<input type="radio"/>	<input type="radio"/>
Automation compatibility	<input type="radio"/>	<input type="radio"/>
Move Update compliance	<input type="radio"/>	<input type="radio"/>
Correct Date on Meter	<input type="radio"/>	<input type="radio"/>
Legibility	<input type="radio"/>	<input type="radio"/>

18. With Customer A, was mail with different postage systems mixed together - i.e., stamped mail, metered mail, permit imprint mail, etc?

Yes

No

19. Regarding Customer A, do you ever find mail with no postage applied to it with mail that has postage applied?

Yes

No

20. When Customer A began using your services, which of the following issues did you have to work with the customer on? Please select all that apply.

Font size

Barcode Skew

Address placement

Move Update

Color of envelope/font

Envelope size

Barcode clear zone

Other (please specify)

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21. If Customer A would have presented mail in boxes, would every other handful be inverted to make placing it in boxes without flared ends easier?

Yes

No

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10. Customer B

The following questions are regarding one of your customers, in this case being Customer B. These questions will be repeated one more time, for Customer C. Please only select customers that are "new-to-presort" and did not previously do their own presorting or previously used another presort bureau.

22. What is Customer B's average daily First-Class volume?

23. What form of postage is currently being applied to Customer B's mail now that it is a presort bureau customer? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

24. Would Customer B separate...

You may not know these answers for sure, but you do know how they present mail to you and what you have had to do and on occasion must still do to get customers to present mail to you in the best way possible.

	Yes	No
Stamped and Metered Mailpieces from BREs and CREs	<input type="checkbox"/>	<input type="checkbox"/>
Stamped Mailpieces from Metered Mail	<input type="checkbox"/>	<input type="checkbox"/>
Letters from Flats	<input type="checkbox"/>	<input type="checkbox"/>
Express and Priority Mail from First-Class Letters and Flats	<input type="checkbox"/>	<input type="checkbox"/>
Packages from Non-Packages	<input type="checkbox"/>	<input type="checkbox"/>
Odd Shapes from Other Mail	<input type="checkbox"/>	<input type="checkbox"/>

25. Would Customer B face their mailpieces before they submitted mail to you, the presort bureau?

Yes

No

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26. Before Customer B began using your services, what form of postage were they applying to their mail? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

27. Before Customer B began using your services, which of the following applied?

Customer B brought mail to a Post Office

USPS picked up Customer B's mail

11. Customer B

28. When Customer B had mail picked up by the USPS, where was it picked up? Please select all that apply.

- Blue collection boxes
- Customer Mailbox
- Mail chutes
- Handed to carrier
- Tubs/Sacks/Trays in Lobby
- Customer's Loading Dock

12. Customer B

29. How would Customer B deliver mail to the USPS?

Customer Mailbox

USPS Drop Box

USPS Dock

Courier

Other (please specify)

30. If you were not picking up Customer B's mail, what time each day would they deliver their mail to the USPS facility?

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13. Customer B

31. When Customer B submitted mail directly to USPS was it:

	Yes	No
Trayed?	jn	jn
Faced?	jn	jn

32. Would Customer B present their mailpieces in...

Please select all that apply.

Postal Trays

Bags

Boxes

Other (please specify)

14. Customer B

33. If Customer B was presenting mail to the USPS in postal trays, how would they obtain the trays?

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15. Customer B

34. When Customer B submitted mail directly to USPS did the customer check for:

	Yes	No
Unsealed Envelopes	<input type="radio"/>	<input type="radio"/>
Envelopes Stuck Together	<input type="radio"/>	<input type="radio"/>
Additional Postage on Letters > 1oz	<input type="radio"/>	<input type="radio"/>
Proper Endorsements	<input type="radio"/>	<input type="radio"/>
Automation Compatibility	<input type="radio"/>	<input type="radio"/>
Move Update Compliance	<input type="radio"/>	<input type="radio"/>
Correct Date on Meter	<input type="radio"/>	<input type="radio"/>
Legibility	<input type="radio"/>	<input type="radio"/>

35. With Customer B, was mail with different postage systems mixed together - i.e., stamped mail, metered mail, permit imprint mail, etc?

Yes

No

36. Regarding Customer B, do you ever find mail with no postage applied to it with mail that has postage applied?

Yes

No

37. When Customer B began using your services, which of the following issues did you have to work with the customer on? Please select all that apply.

- Font Size
- Barcode Skew
- Address Placement
- Move Update
- Color of Envelope/Font
- Envelope Size
- Barcode Clear Zone
- Other (please specify)

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38. If Customer B would have presented mail in boxes, would every other handful be inverted to make placing it in boxes without flared ends easier?

Yes

No

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16. Customer C

The following questions are regarding one of your customers, in this case being Customer C. Please only select customers that are "new-to-presort" and did not previously do their own presorting or previously used another presort bureau.

39. What is Customer C's average daily First-Class volume?

40. What form of postage is currently being applied to Customer B's mail now that it is a presort bureau customer? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

41. Would Customer C separate...

You may not know these answers for sure, but you do know how they present mail to you and what you have had to do and on occasion must still do to get customers to present mail to you in the best way possible.

	Yes	No
Stamped and Metered Mailpieces from BREs and CREs	<input type="checkbox"/>	<input type="checkbox"/>
Stamped Mailpieces from Metered Mail	<input type="checkbox"/>	<input type="checkbox"/>
Letters from Flats	<input type="checkbox"/>	<input type="checkbox"/>
Express and Priority Mail from First-Class Letters and Flats	<input type="checkbox"/>	<input type="checkbox"/>
Packages from Non-Packages	<input type="checkbox"/>	<input type="checkbox"/>
Odd Shapes from Other Mail	<input type="checkbox"/>	<input type="checkbox"/>

42. Would Customer C face their mailpieces before they submitted mail to you, the presort bureau?

Yes

No

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43. Before Customer C began using your services, what form of postage were they applying to their mail? Please select all that apply.

Stamps

Meters

Permit Imprint

PC Postage

Other (please specify)

44. Before Customer C began using your services, which of the following applied?

Customer C brought mail to a Post Office

USPS picked up Customer C's mail

17. Customer C

45. When Customer C had mail picked up by USPS, where was it picked up? Please select all that apply.

- Blue Collection Boxes
- Customer Mailbox
- Mail Chutes
- Handed to Carrier
- Tubs/Sacks/Trays in Lobby
- Customer's Loading Dock

18. Customer C

46. How would Customer C deliver mail to the USPS?

- Customer Mailbox
- USPS Drop Box
- USPS Dock
- Courier
- Other (please specify)

47. If you were not picking up Customer C's mail, what time each day would they deliver their mail to the USPS facility?

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19. Customer C

48. When Customer C submitted mail directly to USPS was it:

	Yes	No
Trayed?	jn	jn
Faced?	jn	jn

49. Would Customer A present their mailpieces in...

Please select all that apply.

Postal Trays

Bags

Boxes

Other (please specify)

20. Customer C

50. If Customer C was presenting mail to the USPS in postal trays, how would they obtain the trays?

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21. Customer C

51. When Customer C submitted mail directly to USPS did the customer check for:

	Yes	No
Unsealed Envelopes	<input type="radio"/>	<input type="radio"/>
Envelopes Stuck Together	<input type="radio"/>	<input type="radio"/>
Additional Postage on Letters > 1oz	<input type="radio"/>	<input type="radio"/>
Proper Endorsements	<input type="radio"/>	<input type="radio"/>
Automation Compatibility	<input type="radio"/>	<input type="radio"/>
Move Update Compliance	<input type="radio"/>	<input type="radio"/>
Correct Date on Meter	<input type="radio"/>	<input type="radio"/>
Legibility	<input type="radio"/>	<input type="radio"/>

52. With Customer C, was mail with different postage systems mixed together - i.e., stamped mail, metered mail, permit imprint mail, etc?

Yes

No

53. Regarding Customer C, do you ever find mail with no postage applied to it with mail that has postage applied?

Yes

No

54. When Customer C began using your services, which of the following issues did you have to work with the customer on? Please select all that apply.

- Font Size
- Barcode Skew
- Address Placement
- Move Update
- Color of Envelope/Font
- Envelope Size
- Barcode Clear Zone
- Other (please specify)

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55. If Customer C would have presented mail in boxes, would every other handful be inverted to make placing it in boxes without flared ends easier?

Yes

No