

[Question 1] Introduction Can I speak to the person in charge of outgoing mail operations?

I'm calling to ask some questions about your company's use of First-Class Mail. We're collecting this information to help inform the United States Postal Service about which businesses could prepare their mail in the ways that would receive a discount. The information from this survey will be used to help set the rates that the Postal Service charges.

For these questions, I'm particularly interested in the letters that you send by First-Class Mail. By "letter" I mean the kind of envelope that holds a few folded sheets of paper. So, in answering the questions, please ignore the other types of First-Class Mail that your company may send, such as postcards, small packages, or larger envelopes that could fit a catalog, magazine or booklet.

[Question 2] In a typical month, does your company have at least one mailing of 500 letters or more that you send by First-Class Mail?

[1] Yes

[2] No

[3] DON'T KNOW

[Question 3] INELIGIBLE Thank you for providing this information. However, today we are only surveying companies that send at least 500 first class letters. Have a good rest of the day.

Interviewer be sure to record disposition as "Ineligible" .

[Question 4] In an AVERAGE MONTH how many letters does your company typically send by First-Class Mail?

[RECORD NUMBER. RANGE IS 1-100,000,000, or DON'T KNOW]

[Question 5] What are the primary ways that your company uses letters sent by First-Class Mail? Would you say to . . . Pay bills

[1] Yes

[2] No

[3] DON'T KNOW

[Question 6] Send statements or invoices to customers

[1] Yes
[2] No
[3] DON'T KNOW
[Question 7] Advertise or market
[1] Yes
[2] No
[3] DON'T KNOW
[Question 8] For general customer correspondence
[1] Yes
[2] No
[3] DON'T KNOW
[Question 9] Other use, specify below
[1] Yes
[2] No
[3] DON'T KNOW
[Question 10] Other use
[Question 11] The Postal Service offers discounts to customers that prepare their mail in certain ways. For example, discounts are offered for sorting the mail by ZIP Code. In general, does your company typically pay the undiscounted postage rate for your First-Class letters--44 cents for one ounce--or does it pay discounted postage rates? Would you say...
[1] Always undiscounted rates
[2] Some discounted rates, some not
[3] Always discounted rates
[4] DON'T KNOW
[Question 12] UNDISCOUNTED LETTERS Thinking only of the UNDISCOUNTED letters that your company sends by First-Class Mail, what is the PRIMARY way that

your company pays postage on this mail? Is it...

[READ ENTIRE LIST BEFORE RECORDING ONE ANSWER.]

[1] Stamps

[2] Postage meter

[3] Print postage using a computer, sometimes called 'PC postage'

[4] OTHER (SPECIFY)

[5] DON'T KNOW

[Question 13] Other way of paying

[Question 14] In general, are the addresses on your undiscounted First-Class Mail handwritten or printed?

[1] Handwritten

[2] Printed

[3] DON'T KNOW

[Question 15] How do you typically hand off your undiscounted First-Class Mail to the Postal Service? Do you...

[READ ENTIRE LIST BEFORE RECORDING ONE ANSWER.]

[1] Give it directly to your mail carrier

[2] Place it in your mailbox

[3] Place it in Postal Service 'blue boxes' on the street

[4] Place it in mail chutes in your building

[5] Place it in trays, tubs or sacks in your building for Postal Service pickup

[6] Drop it off at a Post Office

[7] OTHER (SPECIFY)

[Question 16] Other means of handing off

[Question 17] Do you generally put your undiscounted First-Class Mail into postal trays (open-topped cardboard or plastic boxes that are tall and wide enough to hold letters) before giving it to the Postal Service?

[1] Yes
[2] No
[3] DON'T KNOW
[Question 18] [ONLY ASK IF ANSWER TO PREVIOUS QUESTION IS 'YES']
If you put your undiscounted First-Class Mail in trays, are the pieces organized with the addresses on all pieces facing in the same direction?
[1] Yes
[2] No
[3] DON'T KNOW
[Question 19] There are companies that will pick up your company's First-Class Mail, sort it to qualify for discounted postage rates, and drop it off at the Postal Service for you. Would you consider using such a company if they offered you a discounted postage rate?
[1] Yes
[2] No
[3] Already use a sorting service
[4] DON'T KNOW
[Question 20] Thinking only of the DISCOUNTED letters your company sends by First-Class Mail, does your company DIRECTLY sort the mail to qualify for the discounted postage rate or do you CONTRACT WITH ANOTHER COMPANY to sort the mail for you?
[1] Sort directly
[2] Contract with another company
[3] DON'T KNOW
[Question 21] When did your company begin sending its First-Class Mail at discounted postage rates? [RECORD YEAR. RANGE IS 1900-2010, DON'T KNOW.]

[Question 22] Do you know about how your First-Class Mail was prepared before you started to receive discounted rates?

[1] Yes

[2] No

[3] DON'T KNOW

[Question 23] Before you started to receive discounted rates for your First-Class Mail, were the addresses on your mail generally handwritten or printed?

[1] Handwritten

[2] Printed

[3] DON'T KNOW

[Question 24] Before you started to receive discounted rates for your First-Class Mail, how did you typically hand off this mail to the Postal Service? Would you say you...
[READ ENTIRE LIST BEFORE RECORDING ONE ANSWER.]

[1] Give it directly to your mail carrier

[2] Place it in your mailbox

[3] Place it in Postal Service 'blue boxes' on the street

[4] Place it in mail chutes in your building

[5] Place it in trays, tubs or sacks in your building for Postal Service pickup

[6] Drop it off at a Post Office

[7] OTHER (SPECIFY)

[8] DON'T KNOW

[Question 25] Other way handed off

[Question 26] Did you generally put this mail into postal trays (open-topped cardboard or plastic boxes that are tall and wide enough to hold letters) before dropping it off to the Postal Service?

[1] Yes

[2] No

[3] DON'T KNOW

[Question 27] **ONLY ASK IF PREVIOUS QUESTION ANSWER IS YES'**

Were the pieces organized in the trays with the addresses on all pieces facing in the same direction?

[1] Yes

[2] No

[3] DON'T KNOW

[Question 28] How large is your company in terms of the number of employees?

[READ LIST. RECORD ONE ANSWER.]

[1] Under 20 employees

[2] 20 to 99 employees

[3] 100 to 499 employees

[4] 500 to 999 employees

[5] 1,000 or more employees

[Question 29] In what state is your company's headquarters?

[RECORD STATE, or DON'T KNOW.]

[Question 30] What general industry is your company in?

[READ LIST. RECORD ONE ANSWER.]

[1] Manufacturing or construction

[2] Wholesale or retail trade

[3] Transportation

[4] Information or communication

[5] Finance, insurance, or real estate

[6] Professional services

[7] Administrative and support services

[8] Health care and social assistance

[9] Arts, entertainment and recreation

[10] Accommodation and food services

[11] OTHER (SPECIFY)
[Question 31] What is your job title?
[RECORD TITLE, or DON'T KNOW.]
[Question 32] Thank you! That's all the questions we have for tonight. Thank you for your participation. Your input is valuable.
[Question 33] Other industry