

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

For the first question, and all questions using a rating scale, please answer by saying only a number between 1 and 5. 1 is the worst possible rating, 5 is the best, and you can say any number in between. Here's the question. On a scale from 1 to 5, how satisfied are you with the US

Q1 Postal Service overall?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

The next question is about your call today. Please answer by saying "yes", "no", or "still waiting." Was the issue or question that you called about resolved, answered or documented to your satisfaction?

Q2

- 1 = Yes
- 2 = No
- 3 = Still waiting

Q2A Please tell me what you plan to do next by saying one of these choices:

- 1 = Call back
later
- 2 = Visit a local post office
- 3 = Visit
USPS.com
- 4 = Email USPS
- 5 = Talk to your local mail carrier
- 6 = Other

Next, I'd like to ask you how many times you called USPS, including today's call, about the specific question or problem you discussed. Please

Q3 answer by saying one of these choices:

- 1
- 2
- 3
- 4

5 or more calls

Q3a Please tell me what method you previously used to contact USPS regarding this issue or question by saying one of these choices. You can answer immediately when you hear the right one:

- 1 = contacted a local post office
- 2 = called a USPS toll-free number
- 3 = searched USPS.com

- 4 = used the "email us" feature on USPS.com
- 5 = used USPS online chat
- 6 = talked to your mail carrier
- 7 = used a mobile application
- 8 = went to a retail store partner such as a supermarket, bank or superstore
- 9 = more than one of the previous options

For the next question, think about your entire call today, and answer by saying a rating number.

Q4 On a scale from 1 to 5, where 5 is the best, how satisfied were you with the overall quality of your customer service experience?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q5 Would you like to leave a recorded comment telling us why you rated your satisfaction with the experience as you did?

1 = Yes

2 = No

Q5A Please begin speaking after the tone, and just remain silent when you're finished.

(Open-end)

Q6 On a scale from 1 to 5, how satisfied were you with the time it took to reach an agent?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Now, please think only about the agent who handled your call today. On a scale from 1 to 5, how would you rate the agent's overall quality of service?

Q7

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q8 How would you rate the agent's knowledge of products and services related to your question or concern?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q9 How would you rate the agent's understanding of your question or concern?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q10 How would you rate the agent's courtesy?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q11 On a scale from 1 to 5, how satisfied were you with the agent's authority to resolve your question or concern?

1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q12 How would you rate the agent's ability to provide accurate information?
1 = not at all satisfied 2 3 4 5 = extremely satisfied

Q13 How would you rate the agent's ability to provide confident responses?
1 = not at all satisfied 2 3 4 5 = extremely satisfied

The next question is about shipping. That means shipping packages and large envelopes, and not mailing letters or cards. On a scale from 1 to 5, where 5 is extremely likely, how likely are you to select the US Postal Service for your next shipping need?
Q14 1 = Extremely unlikely 2 3 4 5 = Extremely likely

Q15 Please answer the next two questions by saying “yes”, “no”, or “not sure”. Have you ever recommended the US Postal Service to anyone?
1 = Yes
2 = No

Q16 Have you ever discouraged someone from using the US Postal Service?
1 = Yes
2 = No

Q17 Did you call today for business reasons, personal reasons, or both?
1 = Yourself/another person (personal reason)
2 = Business
3 = Both

Q18 Please say the category that best describes your age.
1 = under 25
2 = 25 - 34
3 = 35-44
4 = 45-54
5 = 55-64
6 = 65+

Q19 Please tell me the highest level of education you've completed by saying one of the following options:
1 = Less than high school degree
2 = High school degree
3 = Some college

4 = 4-year college degree

5 = Post-Graduate

Q20 Finally, please say your 5-digit zip code, one digit at a time.

(Open-end)

Thank you for taking our survey - and for helping us serve you better. <p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.