

U.S. Postal Service® Shipping Survey

This survey focuses on the shipping needs of U.S. Postal Service Free Package Pickup* customers. Free Package Pickup makes shipping your packages quick and convenient. You simply go to usps.com/smallbiz and schedule a next-day or advanced package pickup (up to 3 months in the future). Postal carriers will then pick up your packages when your regular mail is delivered.

We would like to know more about your experience as a past or current Free Package Pickup user. Please take a moment to complete this survey about your shipping activity, usage, and experience with Free Package Pickup.

Return this survey by February 16 to receive your complimentary \$5 Starbucks Card†

First, we would appreciate your answering a few questions related to your current shipping activity:

1. How often do you ship packages? (please check only one box)

- | | | |
|---|--|---|
| <input type="checkbox"/> 1–2 times per week | <input type="checkbox"/> 3–4 times per week | <input type="checkbox"/> 5–6 times per week |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> 2–3 times per month | <input type="checkbox"/> Less than once per month |

2. On average, how many packages do you usually ship at one time? (please check only one box)

- | | | | | | |
|-------------------------------|------------------------------|------------------------------|--------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 1–4 | <input type="checkbox"/> 5–9 | <input type="checkbox"/> 10–20 | <input type="checkbox"/> 21–99 | <input type="checkbox"/> 100 or more |
|-------------------------------|------------------------------|------------------------------|--------------------------------|--------------------------------|--------------------------------------|

3. On average, what percentage of your package shipping business is with the U.S. Postal Service? (please check only one box)

- | | | | | |
|-------------------------------|------------------------------------|----------------------------------|----------------------------------|-----------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> Up to 25% | <input type="checkbox"/> 26%–50% | <input type="checkbox"/> 51%–75% | <input type="checkbox"/> 76%–100% |
|-------------------------------|------------------------------------|----------------------------------|----------------------------------|-----------------------------------|

Next, we would appreciate your answers to the following questions related to your online experience with Free Package Pickup:

4. Why did you originally go online to usps.com and request Free Package Pickup? (please check only one box)

- | | |
|--|---|
| <input type="checkbox"/> Convenience of not having to go to the Post Office™ | <input type="checkbox"/> Needed one-time Package Pickup service |
| <input type="checkbox"/> Wanted to try the service | <input type="checkbox"/> Don't remember |
| <input type="checkbox"/> Less expensive than alternative package shipping carriers | |
| <input type="checkbox"/> Other _____ | |

5. Please tell us the approximate total number of times you have gone online to usps.com and requested Free Package Pickup? (please check only one box)

- | | | | | | |
|------------------------------|------------------------------|--------------------------------|--------------------------------|--------------------------------------|---|
| <input type="checkbox"/> 1–4 | <input type="checkbox"/> 5–9 | <input type="checkbox"/> 10–20 | <input type="checkbox"/> 21–99 | <input type="checkbox"/> 100 or more | <input type="checkbox"/> Don't remember |
|------------------------------|------------------------------|--------------------------------|--------------------------------|--------------------------------------|---|

6. When was the last time you went to usps.com and requested Free Package Pickup? (please check only one box)

- | | |
|--|--|
| <input type="checkbox"/> Within the last 1–3 months: October–December 2006 (skip 6a) | <input type="checkbox"/> During 2005 (go to 6a) |
| <input type="checkbox"/> 4–6 months ago: July–September 2006 (go to 6a) | <input type="checkbox"/> During 2004 (go to 6a) |
| <input type="checkbox"/> 7–12 months ago: January–June 2006 (go to 6a) | <input type="checkbox"/> Don't remember (go to 6a) |

6a. If you have not gone online to usps.com and requested Free Package Pickup in the last three months, please tell us why. (please check all that apply)

- | |
|--|
| <input type="checkbox"/> I used Free Package Pickup once through usps.com , then arranged for scheduled, automatic pickup service with the Postal Service™ |
| <input type="checkbox"/> Because I hand packages to my Postal carrier for shipping |
| <input type="checkbox"/> I no longer need to ship any packages |
| <input type="checkbox"/> I'm concerned about leaving package unattended |
| <input type="checkbox"/> I'm dissatisfied with Free Package Pickup experience |
| <input type="checkbox"/> My package needed to be shipped the same day |
| <input type="checkbox"/> I'm currently using a different carrier to ship packages |
| <input type="checkbox"/> Shipping packages with the Postal Service is too expensive |
| <input type="checkbox"/> My company is no longer in business |
| <input type="checkbox"/> I prefer to take packages to the Post Office myself |
| <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> I don't know/remember |

*Available with Express Mail®, Priority Mail®, and International services. Visit usps.com/smallbiz for Terms.

†While supplies last. Limit one per completed original survey. To be eligible for offer, survey must be postmarked by 2/16/07.

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CPSB

We realize not everyone goes online to usps.com to request Free Package Pickup. Some Postal carriers will, at times, take your packages for shipping without the formal online request. Please tell us about your experience handing your packages to your Postal carrier:

7. Please tell us the approximate total number of times you have handed packages to your Postal carrier for shipping instead of going online to usps.com and requesting Free Package Pickup? (please check only one box)

- ☐ 1–4 ☐ 5–9 ☐ 10–20 ☐ 21–99 ☐ 100 or more ☐ Don't remember
☐ Never handed packages off to Postal carrier for shipping (Go to 9)

8. When was the last time you handed packages to your Postal carrier for shipping? (please check only one box)

- ☐ Within the last 1–3 months: October–December 2006 ☐ During 2005
☐ 4–6 months ago: July–September 2006 ☐ During 2004
☐ 7–12 months ago: January–June 2006 ☐ Don't remember

Next, please tell us a little more about your satisfaction with the U.S. Postal Service® and Free Package Pickup:

9. Overall, how would you rate your satisfaction with Free Package Pickup? (please check only one box)

- ☐ Extremely satisfied (go to 9a) ☐ Somewhat dissatisfied (skip to 9b)
☐ Somewhat satisfied (go to 9a) ☐ Extremely dissatisfied (skip to 9b)

9a. Please tell us what you like about Free Package Pickup. (please check all that apply)

- ☐ Convenient/Saves time ☐ Saves money
☐ Saves a trip to the Post Office™ ☐ Easy to go online to usps.com and request Free Package Pickup
☐ Eliminates one of the many things I have to do ☐ Don't remember
☐ Other _____

(Go to 10)

9b. Please tell us what you dislike about Free Package Pickup. (please check all that apply)

- ☐ Packages weren't picked up ☐ Unsure how to calculate postage
☐ Pickup time wasn't convenient ☐ Don't want to print labels/postage
☐ Package needed to be shipped the same day ☐ Shipping supplies not readily available
☐ Too expensive to ship Priority Mail®/Express Mail® service ☐ Don't remember
☐ Other _____

10. On a scale of 1 to 10, with 1 meaning extremely unlikely and 10 meaning extremely likely, how likely would you be to recommend the U.S. Postal Service to a friend or colleague as a shipping resource? (please select only one number)

Extremely Unlikely 1 2 3 4 5 6 7 8 9 10 Extremely Likely

Lastly, a couple of questions about you and/or your company. The following questions are for classification purposes only.

11. When you ship, is it predominantly for... ☐ A home-based business ☐ An office-based business ☐ Personal needs

12. Are you an eBay shipper? (please check only one box) ☐ Yes ☐ No

Confidentiality Notice: Your responses will be entered and analyzed anonymously and kept in the strictest confidence. Your name and address will only be used for fulfillment of the offer.



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