

Surveys will be sent to Mailing Agents/Mail Owners who present mail at designated BMEUs within 30 mins of their mail being accepted. The survey will be sent to the BSA identified in the BCG for Manage Mailing Activity. An email address will not receive a survey more frequently than once in a 30 day period.

The following is the list of questions contained in the survey:

Question #1

What was the nature of your most recent visit/Call to the BMEU? (Select all that apply)

- a. Presented a mailing
- b. Inquiry
- c. Problem
- d. Other

(If (a) is selected, question #2 and all subsequent questions will be displayed)

(If (b) or (c) is selected, question #1a and all subsequent questions will be displayed)

(If (d) is selected, question 3 and all subsequent questions will be displayed)

Question #1a

Was your inquiry answered or your problem resolved?

- a. Yes
- b. No

Question #2

Select one of the following about the mailing that was presented:

- a. I prepared the mailing
- b. I am the owner of the mailing
- c. I am the owner and preparer of the mailing
- d. Other (Fill in response in freeform text box)

Question #3

Please indicate your agreement with the following statements about the employees at the BMEU:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
a. The employee(s) were knowledgeable					
b. The employee(s) were efficient					
c. The employee(s) treated me in a professional manner					

Question #4

Please rate your overall experience:

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied

Question #5

What can the employee(s) at the BMEU do to improve your overall experience? (Free form text box)

Question #6

Would you like to be contacted regarding this experience?