

FY09 Evaluation Draft

Wait Time In Line	total 25 pts
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1. How long was your wait in line?

2. Select the category that includes your wait time.

0:00 – 5:00

25 pts

5:01 – 6:00

15 pts

Greater than 6:00

0 pts

2a. Please provide comments on why your wait time was so long (WTIL over 10:00 minutes)._____

3. How many workstations were there (including all areas where a register is available)? _____ [This number is data driven from RDM Terminal Usage Report]

3a. What was the highest number of workstations staffed from the time you entered the line until completion of the transaction?

3b. When you entered the line, how many customers were in line ahead of you?

4. When you entered the line, how many customers appeared to be conducting transactions at the counter?

5. Were there any employees assisting customers in the lobby area or from behind the counter prior to customers reaching the counter?

Yes

No

HazMat	total 10 pts
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6. Did the employee ask whether the parcel (item, article) contained anything fragile, liquid, perishable, or potentially hazardous? [If "Yes", skip to Q7]

Yes

10pts

No

6a. Which part(s) of the question did they miss? [Check all that apply]

Fragile

Liquid

Perishable

Hazardous

7. Did the employee offer a specific product for you to mail your package?
[Employee has to state the specific name of the product] [If "No," skip Q7a, Q8,
Q8a, Q9]

- Yes
 No

7a. Specify which product(s) were offered by the employee to mail your package
(check all that apply). [Employee has to state the product by name] [Skip Q8, Q8a,
and Q9 if Express is not checked] [Skip 9a if "Express is checked"]

- Express
 Priority
 First Class
 Parcel Post
 Media Mail
 Library Mail

8. Was Express offered 'First' (before any other mail class)?
[Must have Q8 and Q8a answered Yes to receive points]

- Yes
 No

10 pts

8a. When Express Mail was offered, did the employee mention that 'Insurance'
and 'Tracking' were included?

- Yes
 No

9. After you refused Express Mail, what product did the employee offer second
(choose one)? [Points only given for Priority Mail]

- Priority
 First Class
 Parcel Post
 Media Mail
 Library Mail

3 pts

9a. Was Priority mail offered first? Note: Shoppers are instructed to go to
this question, if Q8 was answer "No"

- Yes
 No

Note: This question will only appear if Priority was offered and not Express
Mail.

10. Did the employee offer any Extra Services? [Employee has to state the specific
name of an Extra Service]

- Yes
 No

10a. Specify the Extra Service(s) offered by the employee. Mystery Shopper should purchase Delivery Confirmation and Insurance.

[Maximum of 5 points provided for combinations any of the following special services]

- Delivery Confirmation (2 Points) 5 pts
- Insurance (3 Points)
- Signature Confirmation (2 Points)
- Certified Mail (1 Point)
- Return Receipt (1 point)
- Certificate of Mailing (0 Points)
- Registered (0 Points)
- Restricted Delivery (0 Points)

Note: If Delivery Confirmation & Insurance, no revenue loss
If Signature Confirmation & Insurance, no revenue loss
If Certified, Return Receipt & Insurance, no Revenue loss

11. Specify additional product(s) offered (check all that apply).

[Points would only be given for Stamps, Packaging/shipping products, P.O. Box Rental, Passports, and Money Orders]

- Stamps 5 pts
- Packaging/Shipping Products
- P.O. Box Rental
- Passports
- Money Order
- None of the listed additional products offered

12. Did the employee provide or offer a receipt without you having to ask for one?

- Yes 2 pts
- No

Product Knowledge/Product Explanations	total 20 pts
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13. Did the employee explain any benefits or features of Priority Mail?

- Yes 7 pts
- No

13a. Specify the benefits or features of Priority mail that were explained [check all that apply]

- 2-3 Days
- Free Packaging
- More Affordable than most of our competitors
- Other

14. Did the employee explain any features of the Extra Service(s) offered?

- Yes
- No

14a. Specify the Extra Service(s) for which features of the item(s) offered were explained (check all that apply). [Points only provided if all special services offered in Q10a are explained]

- Delivery Confirmation 6 pts
- Insurance
- Signature confirmation
- Certified Mail

- Return Receipt
- Certificate of Mailing
- Registered
- Restricted Delivery

14b. Which Extra Service(s) offered were not explained? [The answer to this will be computer-generated, based on the response to Q10a.]

- Delivery Confirmation
- Insurance
- Signature Confirmation
- Certified Mail
- Return Receipt
- Certificate of Mailing
- Registered
- Restricted Delivery

15. Please specify the additional product(s) offered for which features were explained. [Points only given for Stamps, Packaging/shipping products, P.O. Box Rental, Passports, and Money Orders] [Associate has to state at least one feature of the product to get credit. Any explanation will be accepted] [See attached "Customer Engagement" for examples]

- Stamps 7 pts
- Packaging/Shipping Products
- P.O. Box Rental
- Passports
- Money Order
- No Explanation given

16. Was your type of shop a Dimensional Weight shop?

- Yes
- No

16a. Does your receipt specify the word 'Dimensional' under Billable Weight?

- Yes
- No

Promotion and Merchandising	total 10 pts
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17. Were you able to locate the form for the Extra Service you were instructed to find in the lobby PRIOR to being served?

- Yes 2 pts
- No

18. Were ReadyPost retail packaging/shipping supplies displayed?

- Yes 4 pts
- No
- There were no ReadyPost supplies displayed in the full-service lobby

19. Were complimentary shipping supplies displayed (Express Mail, Priority Mail)?

- Yes 4 pts
- No

20. Were ALL Continuity menu boards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter?

- Yes
- No
- No Continuity menu boards were present.

20a. If Question 20 is "No," please specify why:

- Continuity menu boards not side-by-side
- Continuity menu boards somewhere else in the office other than directly above or behind the retail counter
- Other signage placed in between Continuity menu boards (Promotional Messaging menu boards are acceptable and could be placed in between)

21. Were ALL Promotional Messaging menu boards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter?

- Yes
- No
- No Promotional Messaging menu board present

21a. If Question 21 is "No," please specify why:

- Promotional Messaging menu boards not side-by-side
- Promotional Messaging menu boards somewhere else in the office other than directly above or behind the retail counter
- Other signage placed in between Promotional Messaging menu boards, (Continuity menu boards are acceptable and could be placed in between)

22. Were the Promotional Messaging menu boards for the current time period the ONLY ones displayed?

- Yes
- No
- No Promotional Messaging menu boards

Image	total 10 pts
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23. Was the employee wearing the complete uniform?

- Yes
 - No
- 2 pts

23a. If Question 23 is "No," the employee was not wearing proper:

- Top
- Bottom
- Tie/Neckwear
- Nametag
- Additional non-compliant clothing was worn

24. Did the employee greet you pleasantly, make eye contact at the beginning of the transaction, and end the transaction in a pleasant manner?

- Yes
 - No
- 2 pts

25. Was the employee attentive during the entire transaction?

- Yes
 - No
- 2 pts

25a. If Question 25 is "No," these problems were noted:

- On the phone
- Talking to other customer(s)
- Talking to other employee(s)
- Other distraction or interruption

26. Were all signs and displays professional in appearance, including posting and lettering?

- Yes
- No

2 pts

26a. If Question 26 is "No," the following problems were noted:

- Poor condition
- Handwritten signs
- Visibly taped

26b. Please specify what signage or display(s) had problems. [Record a description of the signage or display and where it was located]

27. Was the interior neat, clean and well maintained?

- Yes
- No

2 pts

27a. If Question 27 is "No," please explain why:

28. Was the exterior neat, clean and well maintained?

- Yes
- No

28a. If Question 28 is "No," please explain why: _____