

**Mystery Shopper Evaluation Changes
FY 08 - FY 09 Comparison**

FY 2008	FY 2009 Changes
Wait Time in Line (30 Points)	Wait Time in Line (25 Points)
(Q1) How Long was your Wait Time?	(Q1) How Long was your Wait Time? No change
(Q2) Select the Category that includes your wait time 0:00-5:00 - 30 points 5:01-6:00 - 15 points Greater than 6:00 - 0 points	(Q2) Select the Category that includes your wait time 0:00-5:00 - 25 points 5:01-6:00 - 15 points Greater than 6:00 - 0 points
Explanation for WTIL over 15:00 minutes (not reported).	(Q2a) Please provide comments on why your wait time was so long (WTIL over 10:00) New
(Q2a) How many stations were there? (Info is provided by POS ONE Terminal Usage Report)	(Q3) How many workstations were there? No Change
(Q2b) What was the highest number of work stations staffed from the time you entered the line until completion of the transaction?	(Q3a) What was the highest number of workstations staffed from the time you entered the line until completion of the transaction? No Change
(Q3) When you entered the line, how many customers were in line ahead of you?	(Q3b) When you entered the line, how many customers were in line ahead of you? No change.
(Q3a) When you entered the line, how many customers appeared to be conducting transactions at the counter?	(Q4) When you entered the line, how many customers appeared to be conducting transactions at the counter? No Change.
(Q2c) Were there any employees assisting customers in the lobby area or from behind the counter prior to customer reaching counter?	(Q5) Were there any employees assisting customers in the lobby area or from behind the counter prior to customer reaching counter? No Change.
Hazmat (10 Points)	HazMat (10 Points)
(Q4) Did the employee ask whether the parcel (item, article) contained anything fragile, liquid, perishable, or potentially hazardous? (10 Points)	(Q6) Did the employee ask whether the parcel (item, article) contained anything liquid, fragile, perishable, or potentially hazardous? (10 Points) No change.
(Q4a) Which Part(s) of the question did they miss?	(Q6a) Which Part(s) of the question did they miss?
Sales Skills (24 Points)	Sales Skills/Product Offering (25 Points)
(Q5) Did the employee greet you pleasantly, make eye contact at the beginning of the transaction, and end the transaction in a pleasant manner? (2 Points)	Moved to "Image Category" New
(Q6) Was the employee wearing the complete uniform? (2 Points)	Moved to new "Image Category" New
(Q7) Did the employee offer you a mail class?	(Q7) Did the employee offer a specific product for you to mail your package?
(Q7a) Specify the classes) of mail offered by the employee. (6 Points) (Express or Priority must be offered to receive credit).	(Q7a) Specify which product(s) were offered by the employee to mail your package?
	(Q8*) Was Express Mail Offered "first" [before any other mail class]? (10 Points*) New. *Must have Q8 and Q8a answered "Yes" to receive points.
	(Q8a) When Express Mail was offered, did the employee mention that "Insurance" and "Tracking" was included? New
	(Q9a) After you refused Express Mail, what product did the employee offer second? (3 Points) New. Points only provided for Priority Mail.

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Sales Skills (24 Points) (Continued)	Sales Skills/Product Offering (25 Points) (Continued)
	(Q9b) Was Priority Mail offered first (if Express Mail is not offered)? New. Note: Question will only be answered if Priority Mail was offered and not Express Mail. Points will be provided if Priority was offered first.
(Q8) Did the employee offer any extra services?	(Q10) Did the employee offer any extra services? The employee has to state the specific name of an extra service. No change.
(Q8a) Specify the Extra Service(s) offered by the employee? Signature Confirmation (SC) and Insurance OR Delivery Confirmation (DC) and Insurance (6 Points) Any extra services other than SC & Insurance OR DC & Ins.together (1 Pt) No extra services – 0 Points	(Q10a) Specify the Extra Service(s) offered by the employee? Maximum of 5 points provided for combinations of any of the following special services. (5 Points) New Insurance (3 Points) Delivery Confirmation (2 Points) Signature Confirmation (2 Points) Certified Mail (1 Point) Return Receipt (1 Point) Certificate of Mailing (0 Points) Registered Mail (0 Points) Restricted Delivery (0 Points)
(Q9a) Specify the Additional Items Offered by the employee (4 points) Retail Associate received credit, with anything that was offered. Click-N-Ship Framed Art Home Office Supplies Packaging/Shipping Products Passports Post Office Box Rental Stamps Other	(Q11) Specify the additional product offered: (5 points) New Employee must offer one of the following to get credit: Money Order Packaging/Shipping Products Passports Post Office Box Rental Stamps None of the listed additional products were offered
(Q10) Did the employee provide or offer a receipt without you having to ask for one? (2 points)	(Q12) Did the employee provide or offer a receipt without you having to ask for one? (2 points) No Change
(Q11) Was the employee attentive during the entire transaction (2 points)	Moved to "Image Category" New

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Product Knowledge/Product Explanations (10 Points)	Product Knowledge/Product Explanations (20 Points)
(Q12) Did the employee explain any features of the class(es) of mail offered? (5 points)	(Q13) Did the employee explain any benefits or features of Priority Mail? (7 Points) *No Points will be given if Package Services were offered and explained.
	(Q13a) Specify the benefits or features of Priority Mail that were explained. 2-3 Days Free Packaging More affordable than most of our competitors Other Note: Any explanation is acceptable.
(Q13) Did the employee explain or offer to explain any features of the Extra Service(s) offered?	(Q14) Did the employee explain any features of the Extra Service(s) offered? The words "offer to explain" were removed from the question.
(Q13a) Specify the extra service(s) for which features were explained or offered. Delivery Confirmation and Insurance (5 points); Delivery Confirmation by itself or with a service other than Delivery Confirmation (2 Points); Insurance by itself or with a service other than Delivery Confirmation (2 Points); Any Extra Service other than Delivery Confirmation (2 Points); No extra services (0 Points)	(Q14a) Specify the extra service(s) for which features were explained (6 Points)? Note: Points only provided if all special services offered in Q10a are explained.
	(Q15) Please specify the additional product(s) for which features were explained (7 points). New (Any explanation is acceptable) Points only provided if additional products offered in Q11 are explained.
(Q13b) Please indicate the inquiry you asked the employee (PO Box, International or Dim Weight)	Question Deleted in FY 2009
(Q13c) When asked, did the employee offer the acceptable packaging options for International shipping?	Question Deleted in FY 2009
(Q13d) When you inquired regarding the benefits of having a Post Office Box, did the employee offer one of the acceptable responses?	Question Deleted in FY 2009
(Q13e) When asked, did the employee explain the price increase?	Question Deleted in FY 2009
(Q13f). Did the retail associate offer packaging advice for future mailings?	Question Deleted in FY 2009
(Q13g) Does your receipt specify the word 'Dimensional' under Billable Weight?	(Q16) Was your type of shop a Dimensional Weight shop? New (Q16a) Does your receipt specify the word "Dimensional" under Billable Weight? No change. *Dimensional Weight Mail Pieces will be used in 2,000 offices per quarter.
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Promotion and Merchandising (26 Points)	Promotion and Merchandising (10 points)
(Q14). Were you able to locate the extra service form you were instructed to find in the lobby? (2 Points)	(Q17). Were you able to locate the form for the extra service you were instructed to find in the lobby? (2 Points) No Change.
(Q15a) Were ReadyPost retail packaging/shipping supplies prominently displayed? (2 Points)	(Q18) Were ReadyPost retail packaging/shipping supplies displayed? (4 Points) Removed the word "prominent." To receive points for this question, ReadyPost must be displayed in the full service area.

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Promotion and Merchandising (26 Points)	Promotion and Merchandising (10 points)
(Q15b) Were ReadyPost retail packaging/shipping supplies prominently displayed such that a customer would notice them first, prior to the complimentary Express or Priority Mail shipping supplies? (2 points)	Question Deleted in FY 2009
(Q16) Were complimentary shipping supplies displayed? (2 Points)	(Q19) Were complimentary shipping supplies displayed? (4 Points) No Change
(Q18) Were ALL Continuity menuboards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter? (2 Points)	(Q20) Were ALL Continuity menuboards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter? Points removed.
(Q18a). If Question 18 is "No", please specify why: Continuity menuboards not side-by-side Continuity menuboards somewhere else in the office other than directly above or behind the retail counter Other signage placed in between Continuity menuboards (Promotional Messaging menuboards are acceptable and could be placed in between)	(Q20a). If Question 20 is "No," please specify why: No change. Continuity menuboards not side-by-side Continuity menuboards somewhere else in the office other than directly above or behind the retail counter Other signage placed in between Continuity menuboards (Promotional Messaging menuboards are acceptable and could be placed in between)
(Q18b) Were ALL Promotional Messaging menuboards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter? (4 Points)	(Q21) Were ALL Promotional Messaging menuboards that were present in the office ONLY displayed side-by-side, directly above or behind the retail counter? Points Removed.
(Q18c). If Question 18b is "No", please specify why: Promotional Messaging menuboards not side-by-side Promotional Messaging menuboards somewhere else in the office other than directly above or behind the retail counter Other signage placed in between Promotional Messaging menuboards, (Continuity menuboards are acceptable and could be placed in between)	(Q21a) If Question 21 is "No", please specify why: No Change. Promotional Messaging menuboards not side-by-side Promotional Messaging menuboards somewhere else in the office other than directly above or behind the retail counter Other signage placed in between Promotional Messaging menuboards, (Continuity menuboards are acceptable and could be placed in between)
(Q19). Were the Promotional Messaging menuboards for the current time period the ONLY ones displayed? (8 Points)	(Q22). Were the Promotional Messaging menuboards for the current time period the ONLY ones displayed? Points Removed
(Q20). Was the interior neat, clean and well maintained? (2 Points)	Moved to "Image Category" New
(Q21) Was the exterior neat, clean and well maintained?	Moved to "Image Category" New
FY 2008	FY 2009 Changes
	Image (10 points) New Category
	(Q23) Was the employee wearing the complete uniform? (2 Points)
	(Q23a) If Question 23 is "No," the employee was not wearing: Top Bottom Tie/Neckwear Nametag Additional non-compliant clothing was worn

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	Image (10 points) New Category
	(Q24) Did the employee greet you pleasantly, make eye contact at the beginning of the transaction, and end the transaction in a pleasant manner? (2 Points)
	(Q24a) If Question 24 is "No," which part(s) of the question did they miss? The employee did not greet me pleasantly The employee did not make eye contact at the beginning of the transaction The employee did not end the transaction in a pleasant manner
	(Q25) Was the employee attentive during the entire transaction? (2 Points)
	(Q25a) 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
	(Q26) Were all signs and displays professional in appearance, including posting and lettering? (2 Points)
	(Q26a) If Question 26 is "No," the following problems were noted: Poor condition Handwritten signs Visibly taped
	(Q26b) Please specify what signage or display(s) had problems.
	(Q27) Was the interior neat, clean and well maintained? (2 Points)
	(Q27a) If Question 27 is "No," please explain why
	(Q28) Was the exterior neat, clean and well maintained?
	(Q28a) If Question 28 is "No," please explain why