

Ofcom; Business Postal Tracker Annual tables Q3 - Q4 2018 to Q1 - Q2 2019

Table of Contents

Table 1	C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at? Base: All	Page 1
Table 2	C2a. What is the approximate annual turnover of your whole organisation in the UK? Base: All	Page 16
Table 3	C3. Where in the UK do you work? Base: All	Page 46
Table 4	C1. To which industry does your organisation belong to? Base: All	Page 64
Table 5	C4. Is your location the headquarters or a local branch / office? Base: All	Page 95
Table 6	C5. Do you have an internet connection in the location where your organisation is based? Base: All	Page 110
Table 7	C6. Please could you tell me which type of department you work in? Base: All	Page 125
Table 8	C7. Which one of the following statements best describes the role of postal services to your organisation? Base: All	Page 143
Table 9	C8. Do you have an Account Manager with your postal services provider? Base: All	Page 158
Table 10	QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation. Base: All	Page 173
Table 11	QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)? Base: All	Page 222
Table 12	Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.) Base: All sending large letters (QV6a=1 or 2)	Page 252

Table 13	Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.) Base: All sending parcels and packets (QV6a=3)	Page 267
Table 14	Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.) Base: All sending other postal items (QV6a=4-8 or 98)	Page 282
Table 15	QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation. Base: All where letters or large letters are sent (QV6a=1-2)	Page 297
Table 16	QV2a.1 On average, how often does your organisation send letters and large letters? Base: All where letters or large letters are sent (QV6a=1-2)	Page 312
Table 17	QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation. Base: All where parcels and packets are sent (QV6a=3)	Page 327
Table 18	QV2b.1 On average, how often does your organisation send parcels and packets? Base: All where parcels and packets are sent (QV6a=3)	Page 342
Table 19	QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products? Base: All where parcels and packets are sent (QV6a=3)	Page 357
Table 20	QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)	Page 372
Table 21	QV3. Thinking about postal services, which providers can you think of? Base: All	Page 387
Table 22	QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. Base: All	Page 422
Table 23	QV4. No. of mentions (And who does your organisation use for its postal service?) Base: All	Page 453
Table 24	QV4. Main provider (And who does your organisation use for its postal service?) Base: All	Page 468

Table 25	QV4. Main provider selected (And who does your organisation use for its postal service?) Base: All selecting more than one provider	Page 498
Table 26	QV4. Second provider selected (And who does your organisation use for its postal service?) Base: All selecting more than one provider	Page 528
Table 27	QV4. Other providers used (And who does your organisation use for its postal service?) Base: All selecting more than 2 providers	Page 558
Table 28	QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send? Base: All who send letters/large letters at (QV6a=1 or 2)	Page 573
Table 29	QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send? Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)	Page 598
Table 30	QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them? Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)	Page 616
Table 31	QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them? Base: All who send parcels/packets at (QV6a=3)	Page 631
Table 32	QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters Base: All where letters are sent (QV6a=1)	Page 659
Table 33	QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters Base: All where large letters are sent (QV6a=2)	Page 674
Table 34	QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets Base: All where parcels/ packets are sent (QV6a=3)	Page 689
Table 35	QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for? Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)	Page 704

Table 36	QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters? Base: All who use RM to send letters or large letters (QV6a2=1-2)	Page 719
Table 37	Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 734
Table 38	Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 749
Table 39	1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 764
Table 40	2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 779
Table 41	Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 794
Table 42	Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 809
Table 43	PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 824
Table 44	PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 839
Table 45	Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.) Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)	Page 854

Table 46	Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 869
Table 47	Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 884
Table 48	Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 899
Table 49	Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 914
Table 50	Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 929
Table 51	Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 944
Table 52	Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 959
Table 53	Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	Page 974
Table 54	QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets? Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)	Page 989

Table 55	Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1019
Table 56	Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1034
Table 57	Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1049
Table 58	Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1064
Table 59	Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1079
Table 60	Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1094
Table 61	Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1109
Table 62	Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1124
Table 63	Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1139
Table 64	International Tracked (previously Ainsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1154

Table 65	International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1169
Table 66	International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1184
Table 67	International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1199
Table 68	International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...) Base: All using RM to send parcels and packets (QV6a2=3)	Page 1214
Table 69	Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1229
Table 70	Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1244
Table 71	Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1259
Table 72	Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1274
Table 73	Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1289
Table 74	Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)	Page 1304

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 75	Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1319
Table 76	Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1334
Table 77	Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1349
Table 78	Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1364
Table 79	Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1379
Table 80	Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1394
Table 81	Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1409
Table 82	Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1424

Table 83	Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	Page 1439
Table 84	QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery? Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)	Page 1454
Table 85	QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters? Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)	Page 1469
Table 86	QV7a. In the last 12 months, has your organisation: Base: All using RM (QV4=1)	Page 1484
Table 87	QV7b.1 And why is this? Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)	Page 1499
Table 88	QV7a.1 In the last 12 months, has your organisation: Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)	Page 1514
Table 89	QV7b. And why have you <answer from QV7a.1>? Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)	Page 1529
Table 90	QV8n. Do you use any of the following products to send your bulk mailings? Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)	Page 1543
Table 91	QV8o. Do you use any of the following products to send your bulk mailings? Royal Mail unsorted bulk mail Base: All sending unsorted bulk mailing (QV8n=1)	Page 1558
Table 92	QV8p. Do you use any of the following products to send your bulk mailings? Royal Mail sorted bulk mail Base: All sending sorted bulk mailing (QV8n=2)	Page 1572
Table 93	QV8q. Do you use any of the following products to send your bulk mailings? Royal Mail Wholesale Access Base: All sending Wholesale Access (QV8n=3)	Page 1587
Table 94	QV8r. Do you use any of the following products to send your bulk mailings? Bulk mail product from a different provider - other) Base: All sending bulk mail product from a different provider (QV8n=4)	Page 1601
Table 95	QV8o/p. Do you use any of the following products to send your bulk mailings? Royal Mail bulk mail	Page 1615

Base: All sending bulk mailing (QV8n=1,2)

Table 96	QV9a. Which of the following types of mail does your organisation regularly receive at your location? Base: All	Page 1630
Table 97	QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters Base: All who regularly receive letters at their location (QV9a=1)	Page 1660
Table 98	QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters Base: All who regularly receive large letters at their location (QV9a=2)	Page 1675
Table 99	QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets Base: All who regularly receive parcels and packets at their location (QV9a= 3)	Page 1690
Table 100	QNN3. When you receive post or parcels in the mail, do you normally... Base: All	Page 1705
Table 101	QNN4. You say you don't open everything on the day it was received. When would you normally open these items? Base: All who don't open everything on the same day (QNN3=2-4)	Page 1720
Table 102	QNN5. When you receive items of post how often do you reply via post on the same day? Base: All	Page 1735
Table 103	QRM1. At what time do you usually receive your Royal Mail delivery at your premises? Base: All using RM (QV4=1)	Page 1750
Table 104	QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender? Base: All using RM (QV4=1)	Page 1765
Table 105	Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1780
Table 106	Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1795

Table 107	Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1810
Table 108	Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1825
Table 109	Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1840
Table 110	Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1855
Table 111	Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1870
Table 112	Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?) Base: All using RM (QV4=1)	Page 1885
Table 113	QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months? Base: All using RM (QV4=1)	Page 1900
Table 114	Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects) Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)	Page 1930
Table 115	The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects) Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)	Page 1945
Table 116	The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:) Base: All using RM (QV4=1)	Page 1960

Table 117	The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:) Base: All using RM (QV4=1)	Page 1975
Table 118	QRM6b. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? Base: All in Northern Ireland	Page 1990
Table 119	QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]? Base: All those who use other providers to RM (QV4=2-16,98)	Page 2005
Table 120	Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2020
Table 121	Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2035
Table 122	Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2050
Table 123	Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2065
Table 124	Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2080
Table 125	Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied Base: All those who use other providers to RM (QV4=2-16,98)	Page 2095
Table 126	Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied	Page 2110

Base: All those who use other providers to RM (QV4=2-16,98)

Table 127	Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied	Page 2125
	Base: All those who use other providers to RM (QV4=2-16,98)	
Table 128	QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?	Page 2140
	Base: All those who use other providers to RM (QV4=2-16,98)	
Table 129	Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)	Page 2170
	Base: All who have had a problem with DHL in the last 6 months (QOP3=2)	
Table 130	The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)	Page 2185
	Base: All who have had a problem with DHL in the last 6 months (QOP3=2)	
Table 131	Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)	Page 2200
	Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)	
Table 132	The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)	Page 2214
	Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)	
Table 133	Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)	Page 2228
	Base: All who have had a problem with UPS in the last 6 months (QOP3=5)	
Table 134	The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)	Page 2243
	Base: All who have had a problem with UPS in the last 6 months (QOP3=5)	
Table 135	Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)	Page 2258
	Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)	

Table 136	The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)	Page 2272
	Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)	
Table 137	Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)	Page 2286
	Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)	
Table 138	The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)	Page 2301
	Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)	
Table 139	Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)	Page 2316
	Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)	
Table 140	The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)	Page 2331
	Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)	
Table 141	Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)	Page 2346
	Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)	
Table 142	The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)	Page 2360
	Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)	
Table 143	Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)	Page 2374
	Base: All who have had a problem with DX in the last 6 months (QOP3=11)	

Table 144	The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)	Page 2388
	Base: All who have had a problem with DX in the last 6 months (QOP3=11)	
Table 145	Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)	Page 2402
	Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)	
Table 146	The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)	Page 2416
	Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)	
Table 147	Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)	Page 2430
	Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)	
Table 148	The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)	Page 2445
	Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)	
Table 149	Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)	Page 2460
	Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)	
Table 150	The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)	Page 2475
	Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)	
Table 151	Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)	Page 2490
	Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)	

Table 152	The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)	Page 2504
	Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)	
Table 153	The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)	Page 2518
	Base: All those who use DHL (QV4=2)	
Table 154	The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)	Page 2533
	Base: All those who use DHL (QV4=2)	
Table 155	The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)	Page 2548
	Base: All those who use UK Mail (QV4=4)	
Table 156	The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)	Page 2563
	Base: All those who use UK Mail (QV4=4)	
Table 157	The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)	Page 2578
	Base: All those who use UPS (QV4=5)	
Table 158	The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)	Page 2593
	Base: All those who use UPS (QV4=5)	
Table 159	The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)	Page 2608
	Base: All those who use Yodel (QV4=6)	
Table 160	The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)	Page 2622
	Base: All those who use Yodel (QV4=6)	
Table 161	The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)	Page 2636
	Base: All those who use Parcelforce (QV4=7)	

Table 162	The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)	Page 2651
	Base: All those who use Parcelforce (QV4=7)	
Table 163	The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)	Page 2666
	Base: All those who use Hermes (QV4=8)	
Table 164	The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)	Page 2681
	Base: All those who use Hermes (QV4=8)	
Table 165	The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)	Page 2696
	Base: All those who use FedEx (QV4=9)	
Table 166	The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)	Page 2711
	Base: All those who use FedEx (QV4=9)	
Table 167	The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)	Page 2726
	Base: All those who use Secured Mail (QV4=10)	
Table 168	The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)	Page 2740
	Base: All those who use Secured Mail (QV4=10)	
Table 169	The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)	Page 2754
	Base: All those who use DX (QV4=11)	
Table 170	The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)	Page 2768
	Base: All those who use DX (QV4=11)	
Table 171	The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)	Page 2782
	Base: All those who use Pitney Bowes (QV4=13)	

Table 172	The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)	Page 2796
	Base: All those who use Pitney Bowes (QV4=13)	
Table 173	The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)	Page 2810
	Base: All those who use TNT Express (QV4=14)	
Table 174	The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)	Page 2825
	Base: All those who use TNT Express (QV4=14)	
Table 175	The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)	Page 2840
	Base: All those who use Whistl (QV4=15)	
Table 176	The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)	Page 2854
	Base: All those who use Whistl (QV4=15)	
Table 177	The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)	Page 2868
	Base: All those who use Other (1st) (QV4=98)	
Table 178	The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)	Page 2883
	Base: All those who use Other (1st) (QV4=98)	
Table 179	The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)	Page 2898
	Base: All those who use Other (2nd) (QV4=99)	
Table 180	The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)	Page 2912
	Base: All those who use Other (2nd) (QV4=99)	
Table 181	DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)	Page 2926
	Base: All those who use DHL (QV4=2)	

Table 182	UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use UK Mail (QV4=4)	Page 2941
Table 183	UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use UPS (QV4=5)	Page 2956
Table 184	Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Yodel (QV4=6)	Page 2971
Table 185	Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Parcelforce (QV4=7)	Page 2985
Table 186	Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Hermes (QV4=8)	Page 3000
Table 187	FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use FedEx (QV4=9)	Page 3015
Table 188	Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Secured Mail (QV4=10)	Page 3030
Table 189	DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use DX (QV4=11)	Page 3044
Table 190	Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Pitney Bowes (QV4=13)	Page 3058
Table 191	TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use TNT Express (QV4=14)	Page 3072
Table 192	Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Whistl (QV4=15)	Page 3087

Table 193	Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Other (1st) (QV4=98)	Page 3101
Table 194	Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Other (2nd) (QV4=99)	Page 3116
Table 195	Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?) Base: All those who use Other (3rd) (QV4=100)	Page 3130
Table 196	QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money Base: All respondents	Page 3144
Table 197	QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same? Base: All respondents	Page 3159
Table 198	QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes? Base: All with increased volume of post sent in the last 12 months (QS1=1)	Page 3174
Table 199	QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes? Base: All with decreased volume of post sent in the last 12 months (QS1=3)	Page 3191
Table 200	QS2a. What would you say are the reasons for this increase? Base: All with increased volume of post sent in the last 12 months (QS1=1)	Page 3221
Table 201	QS3a. What would you say are the reasons for this decrease? Base: All with decreased volume of post sent in the last 12 months (QS1=3)	Page 3236
Table 202	QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]? Base: All respondents	Page 3260
Table 203	QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items? Base: All who have not considered trying another postal provider (QS4=3)	Page 3275
Table 204	QF4. Over the last 12 months, has your organisation moved some post to other communication methods? Base: All respondents	Page 3320
Table 205	QF5. Why have you not moved any post to other communication methods in the last 12 months?	Page 3335

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Table 206 QF6. Why have you moved post to other communication methods in the last 12 months? Page 3365

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Table 207 Weighting Var Page 3395

Base: All