

Ofcom Business Postal Tracker Q4 2015

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Table 131	<p>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.)</p> <p>Base: All of the respondents who have contacted UK Mail with a complaint</p>
Table 132	<p>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.)</p> <p>Base: All of the respondents who have contacted UPS with a complaint</p>
Table 133	<p>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.)</p> <p>Base: All of the respondents who have contacted Yodel with a complaint</p>
Table 134	<p>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.)</p> <p>Base: All of the respondents who have contacted Parcelforce with a complaint</p>
Table 135	<p>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.)</p> <p>Base: All of the respondents who have contacted Hermes with a complaint</p>
Table 136	<p>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.)</p> <p>Base: All of the respondents who have contacted FedEx with a complaint</p>
Table 137	<p>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.)</p> <p>Base: All of the respondents who have contacted DX with a complaint</p>
Table 138	<p>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.)</p> <p>Base: All of the respondents who have contacted Pitney Bowes with a complaint</p>

Table 139	<p>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.)</p> <p>Base: All of the respondents who have contacted TNT Express with a complaint</p>
Table 140	<p>The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)</p> <p>Base: All of the respondents who have contacted TNT Post UK with a complaint</p>
Table 141	<p>The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)</p> <p>Base: All of the respondents who have contacted QV4a Other (1st) with a complaint</p>
Table 142	<p>The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)</p> <p>Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint</p>
Table 143	<p>The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)</p> <p>Base: All of the respondents who have contacted QV4b Other (1st) with a complaint</p>
Table 144	<p>The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)</p> <p>Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint</p>
Table 145	<p>QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)</p> <p>Base: All of the respondents who have contacted [QV4 provider] with a complaint</p>
Table 146	<p>QOP3A. SUMMARY. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)</p> <p>Base: All of the respondents who have contacted [QV4 provider] with a complaint</p>

Table 147 The quality of the mail services provided by DHL in the last 12 months (QOP42. 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:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Table 148 The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

Table 149 The quality of the mail services provided by UK Mail in the last 12 months (QOP44. 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:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

Table 150 The quality of the mail services provided by UPS in the last 12 months (QOP45. 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:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Table 151 The quality of the mail services provided by Yodel in the last 12 months (QOP46. 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:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Table 152 The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. 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:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

Table 153 The quality of the mail services provided by Hermes in the last 12 months (QOP48. 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:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Table 154 The quality of the mail services provided by FedEx in the last 12 months (QOP49. 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:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Table 155 The quality of the mail services provided by DX in the last 12 months (QOP411. 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:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

Table 156 The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. 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:)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Table 157 The quality of the mail services provided by TNT Express in the last 12 months (QOP414. 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:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Table 158 The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. 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:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

Table 159 The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

Table 160 The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

Table 161 The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

Table 162 The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

Table 163 QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects: The quality of the mail services provided by [QV5C] in the last 12 months
Base: All Respondents who use more than one mail service provider

Table 164 The price of the postal services provided by DHL in the last 12 months (QOP42. 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:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Table 165 The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

Table 166 The price of the postal services provided by UK Mail in the last 12 months (QOP44. 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:)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

Table 167 The price of the postal services provided by UPS in the last 12 months (QOP45. 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:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Table 168 The price of the postal services provided by Yodel in the last 12 months (QOP46. 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:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Table 169 The price of the postal services provided by Parcelforce in the last 12 months (QOP47. 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:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

Table 170 The price of the postal services provided by Hermes in the last 12 months (QOP48. 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:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Table 171 The price of the postal services provided by FedEx in the last 12 months (QOP49. 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:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Table 172 The price of the postal services provided by DX in the last 12 months (QOP411. 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:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

Table 173 The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. 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:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Table 174 The price of the postal services provided by TNT Express in the last 12 months (QOP414. 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:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Table 175 The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. 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:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

Table 176	<p>The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)</p> <p>Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail</p>
Table 177	<p>The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)</p> <p>Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail</p>
Table 178	<p>The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)</p> <p>Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail</p>
Table 179	<p>The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)</p> <p>Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail</p>
Table 180	<p>QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects: The price of the postal services provided by [QV5C] in the last 12 months</p> <p>Base: All Respondents who use more than one mail service provider</p>
Table 181	<p>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 ...?)</p> <p>Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail</p>
Table 182	<p>TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (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 ...?)</p> <p>Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail</p>

Table 183	<p>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 ...?)</p> <p>Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail</p>
Table 184	<p>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 ...?)</p> <p>Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail</p>
Table 185	<p>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 ...?)</p> <p>Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail</p>
Table 186	<p>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 ...?)</p> <p>Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail</p>
Table 187	<p>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 ...?)</p> <p>Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail</p>
Table 188	<p>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 ...?)</p> <p>Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail</p>
Table 189	<p>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 ...?)</p> <p>Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail</p>

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 of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

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 of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Table 192 TNT Post UK (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 of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

Table 193 QV4a 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 of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

Table 194 QV4a 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 of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

Table 195 QV4b 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 of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

Table 196 QV4b 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 of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

Table 197 QOP5B. SUMMARY. 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 Respondents who use more than one mail service provider

Table 198	<p>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 mail services in the UK provide good value for money</p> <p>Base: All Respondents</p>
Table 199	<p>QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?</p> <p>Base: All Respondents</p>
Table 200	<p>QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?</p> <p>Base: All with increase at QS1</p>
Table 201	<p>QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?</p> <p>Base: All with decrease at QS1</p>
Table 202	<p>QS2a. What would you say are the reasons for the expected increase?</p> <p>Base: All respondents who anticipate volume of mail to increase</p>
Table 203	<p>QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.</p> <p>Base: All with 2 or more reasons for an increase in volume</p>
Table 204	<p>QS3a. What would you say are the reasons for the expected decrease?</p> <p>Base: All who anticipate volume of mail to decrease</p>
Table 205	<p>QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.</p> <p>Base: All with 2 or more reasons for an decrease in volume</p>
Table 206	<p>QS4. Have you or your organisation ever considered trying a postal provider?</p> <p>Base: All Respondents</p>
Table 207	<p>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?</p> <p>Base: All those not considering another supplier</p>
Table 208	<p>QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?</p> <p>Base: All Respondents</p>
Table 209	<p>QF5. Why have you not moved any mail to other communication methods in the last 12 months?</p> <p>Base: All who have not moved some mail to other communication methods</p>

Table 210 QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

Table 211 Weighting Var
Base: All Respondents