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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
None - self employed or 1 other employee	**657**	657	-	-	-	-	439	108	5	7	4
	33%	*34%*	*-%*	*-%*	*-%*	*-%*	*60%*	*20%*	*4%*	*18%*	*6%*
		bcde					**bcde**	**ce**		**ce**	
2-9	**1283**	1283	-	-	-	-	284	417	112	26	44
	64%	*66%*	*-%*	*-%*	*-%*	*-%*	*39%*	*79%*	*91%*	*72%*	*74%*
		bcde						a	**abde**	a	a
10-25	**25**	-	25	-	-	25	2	4	3	2	3
	1%	*-%*	*62%*	*-%*	*-%*	*41%*	**%*	*1%*	*3%*	*5%*	*5%*
			acde			**acd**			a	**ab**	**ab**
26-49	**15**	-	15	-	-	15	*	1	1	1	4
	1%	*-%*	*38%*	*-%*	*-%*	*25%*	**%*	**%*	*1%*	*4%*	*7%*
			acde			**acd**				**ab**	**abc**
50 - 99	**14**	-	-	14	-	14	*	*	2	*	2
	1%	*-%*	*-%*	*100%*	*-%*	*23%*	**%*	**%*	*1%*	*1%*	*4%*
				abde		**abd**			**ab**	a	**ab**
100 - 249	**7**	-	-	-	7	7	*	*	*	*	2
	****%***	*-%*	*-%*	*-%*	*100%*	*11%*	**%*	**%*	**%*	**%*	*4%*
					abce	**abc**					**abc**
Net: Micro	**1940**	1940	-	-	-	-	723	526	118	33	47
	97%	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*99%*	*95%*	*90%*	*80%*
		bcde					**cde**	**cde**	e		
Net: Small	**40**	-	40	-	-	40	2	5	4	3	7
	2%	*-%*	*100%*	*-%*	*-%*	*66%*	**%*	*1%*	*3%*	*8%*	*12%*
			acde			**acd**			**ab**	**ab**	**abc**
Net: Medium	**20**	-	-	14	7	20	*	1	2	1	5
	1%	*-%*	*-%*	*100%*	*100%*	*34%*	**%*	**%*	*1%*	*2%*	*8%*
				abe	**abe**	**ab**			a	**ab**	**abc**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
None - self employed or 1 other employee	**657**	86	24	80	24	49	115	63	66	44	550	39	37	31
	33%	*37%*	*20%*	*29%*	*35%*	*28%*	*35%*	*33%*	*39%*	*30%*	*32%*	*39%*	*36%*	*33%*
		b					b	b	b		b	**bcej**	b	b
2-9	**1283**	140	94	190	42	118	208	125	95	97	1108	56	63	55
	64%	*60%*	*78%*	*69%*	*62%*	*68%*	*63%*	*65%*	*57%*	*66%*	*65%*	*56%*	*60%*	*60%*
			adfghjkl m	**hkl**		k					k			
10-25	**25**	3	1	2	1	3	2	2	3	3	19	2	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
26-49	**15**	1	1	1	1	2	1	1	1	1	10	1	1	2
	1%	*1%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
50 - 99	**14**	1	1	1	1	1	2	1	1	1	10	1	1	1
	1%	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**7**	1	*	*	-	1	*	1	1	1	5	1	*	1
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*
Net: Micro	**1940**	226	118	270	66	166	323	188	161	141	1659	95	100	86
	97%	*97%*	*98%*	*98%*	*97%*	*96%*	*99%*	*98%*	*96%*	*96%*	*97%*	*95%*	*95%*	*94%*
				m			**lm**				m			
Net: Small	**40**	4	2	4	1	5	3	2	4	4	29	3	4	4
	2%	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*3%*	*2%*	*3%*	*3%*	*4%*
														fj
Net: Medium	**20**	2	1	2	1	2	2	2	2	2	16	1	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
None - self employed or 1 other employee	**657**	39	40	**	45	211	14	32	261	519	138	612	45
	33%	*49%*	*23%*	**	*28%*	*36%*	*25%*	*28%*	*34%*	*34%*	*30%*	*34%*	*26%*
		bcdefgh				b			b			b	
2-9	**1283**	39	125	**	108	370	41	81	479	979	304	1164	119
	64%	*50%*	*71%*	**	*68%*	*63%*	*70%*	*70%*	*62%*	*64%*	*66%*	*64%*	*68%*
			aeh	a	a	a	a	a	a				
10-25	**25**	*	5	**	2	4	1	1	11	17	7	21	4
	1%	*1%*	*3%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
			e										
26-49	**15**	*	2	**	2	2	*	1	7	11	4	12	3
	1%	**%*	*1%*	**	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**14**	*	2	**	1	2	1	1	7	10	4	11	2
	1%	*1%*	*1%*	**	*1%*	**%*	*2%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**7**	*	2	**	1	1	*	*	3	6	1	4	2
	%	**%*	*1%*	**	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	*1%*
													a
Net: Micro	**1940**	78	165	**	154	581	55	113	740	1498	442	1776	164
	97%	*99%*	*94%*	**	*96%*	*98%*	*94%*	*98%*	*96%*	*97%*	*96%*	*97%*	*94%*
						bfh						b	
Net: Small	**40**	*	7	**	4	6	2	2	17	28	12	33	7
	2%	*1%*	*4%*	**	*3%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*
			e										a
Net: Medium	**20**	1	4	**	1	3	2	1	9	16	5	16	5
	1%	*1%*	*2%*	**	*1%*	**%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*
							e						a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
None - self employed or 1 other employee	**657**	588	69	400	83	153
	33%	*31%*	*62%*	*32%*	*29%*	*35%*
			a			
2-9	**1283**	1241	42	809	192	263
	64%	*66%*	*37%*	*65%*	*68%*	*61%*
		b				
10-25	**25**	24	1	15	3	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
26-49	**15**	15	-	9	2	4
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
50 - 99	**14**	14	-	9	2	3
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
100 - 249	**7**	7	*	4	*	2
	%	*%*	*%*	*%*	*%*	*1%*
Net: Micro	**1940**	1829	111	1209	275	416
	97%	*97%*	*99%*	*97%*	*97%*	*96%*
Net: Small	**40**	39	1	24	6	10
	2%	*2%*	*1%*	*2%*	*2%*	*2%*
Net: Medium	**20**	20	*	13	2	5
	1%	*1%*	*%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
None - self employed or 1 other employee	**657**	608	47	**	**	**	**	**	**	655	2	**	351	257	49
	33%	*35%*	*20%*	**	**	**	**	**	**	*34%*	*5%*	**	*43%*	*29%*	*17%*
		bcj	**cj**							**bcj**			**bc**	c	
2-9	**1283**	1068	175	**	**	**	**	**	**	1243	40	**	452	615	215
	64%	*62%*	*73%*	**	**	**	**	**	**	*64%*	*86%*	**	*56%*	*68%*	*75%*
			ai	**abi**							**abi**			a	**ab**
10-25	**25**	18	6	**	**	**	**	**	**	24	1	**	5	13	7
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*3%*	**	*1%*	*1%*	*2%*
			a												a
26-49	**15**	9	5	**	**	**	**	**	**	14	1	**	2	7	6
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*2%*	**	*%*	*1%*	*2%*
			ai												a
50 - 99	**14**	9	4	**	**	**	**	**	**	13	1	**	2	6	5
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*1%*	**	*%*	*1%*	*2%*
			ai												a
100 - 249	**7**	3	2	**	**	**	**	**	**	5	1	**	1	2	3
	%	*%*	*1%*	**	**	**	**	**	**	*%*	*3%*	**	*%*	*%*	*1%*
			a	**ai**							**ai**				**ab**
Net: Micro	**1940**	1675	222	**	**	**	**	**	**	1898	42	**	803	872	265
	97%	*98%*	*93%*	**	**	**	**	**	**	*97%*	*91%*	**	*99%*	*97%*	*93%*
		bcj								**bj**			**bc**	c	
Net: Small	**40**	27	11	**	**	**	**	**	**	38	2	**	7	20	13
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*5%*	**	*1%*	*2%*	*5%*
			ai											a	**ab**
Net: Medium	**20**	12	6	**	**	**	**	**	**	18	2	**	3	9	8
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*4%*	**	*%*	*1%*	*3%*
			ai	a							**ai**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
None - self employed or 1 other employee	**657**	347	220	403	230	110	379	387	11	**	**	**	**	**
	33%	*29%*	*29%*	*30%*	*31%* e	*26%*	*30%*	*31%*	*21%*	**	**	**	**	**
2-9	**1283**	800	514	890	476	296	860	830	35	**	**	**	**	**
	64%	*67%*	*67%*	*66%*	*65%*	*70%*	*67%*	*66%*	*71%*	**	**	**	**	**
10-25	**25**	17	11	18	9	8	17	16	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**
26-49	**15**	12	9	13	8	4	11	10	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	** a	**	**	**	**
50 - 99	**14**	12	10	12	6	5	10	10	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**
100 - 249	**7**	5	5	6	4	3	5	5	1	**	**	**	**	**
	%	*%*	*1%*	*%*	*%*	*1%*	*%*	*%*	*1%*	**	**	**	**	**
Net: Micro	**1940**	1148	734	1293	706	406	1239	1218	46	**	**	**	**	**
	97%	*96%*	*96%*	*96%*	*96%*	*95%*	*97%*	*97%* bc	*92%*	**	**	**	**	**
Net: Small	**40**	28	20	31	17	12	28	25	2	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	** a	**	**	**	**
Net: Medium	**20**	17	14	18	10	7	14	15	2	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%* a	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
None - self employed or 1 other employee	**657**	230	**	**	**	**	**	**	**	180	144	58	20	**
	33%	*32%*	**	**	**	**	**	**	**	*37%*	*35%*	*19%*	*14%*	**
										cd	**cd**			
2-9	**1283**	464	**	**	**	**	**	**	**	292	253	234	108	**
	64%	*65%*	**	**	**	**	**	**	**	*61%*	*62%*	*77%*	*75%*	**
												ab	**ab**	
10-25	**25**	9	**	**	**	**	**	**	**	5	4	5	4	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*3%*	**
26-49	**15**	7	**	**	**	**	**	**	**	2	4	3	4	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*3%*	**
													a	
50 - 99	**14**	6	**	**	**	**	**	**	**	2	3	4	4	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*3%*	**
													ab	
100 - 249	**7**	3	**	**	**	**	**	**	**	1	1	1	4	**
	%	*%*	**	**	**	**	**	**	**	*%*	*%*	*%*	*2%*	**
													abc	
Net: Micro	**1940**	694	**	**	**	**	**	**	**	472	396	292	128	**
	97%	*97%*	**	**	**	**	**	**	**	*98%*	*97%*	*96%*	*90%*	**
										d	d	d		
Net: Small	**40**	16	**	**	**	**	**	**	**	7	8	8	8	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*5%*	**
													ab	
Net: Medium	**20**	9	**	**	**	**	**	**	**	3	3	4	7	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*5%*	**
													abc	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
None - self employed or 1 other employee	**657**	113	46	52	15	**	151	**	74	592	65	388	15
	33%	*37%*	*30%*	*29%*	*19%*	**	*34%*	**	*26%*	*34%*	*27%*	*30%*	*28%*
		d					c						
2-9	**1283**	185	101	125	57	**	276	**	194	1121	162	855	35
	64%	*60%*	*66%*	*68%*	*73%*	**	*63%*	**	*69%*	*64%*	*68%*	*66%*	*66%*
					a								
10-25	**25**	3	2	2	2	**	6	**	4	20	5	17	*
	1%	*1%*	*1%*	*1%*	*3%*	**	*1%*	**	*1%*	*1%*	*2%*	*1%*	*1%*
26-49	**15**	3	1	2	1	**	4	**	4	12	3	11	2
	1%	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*3%*
50 - 99	**14**	2	2	2	1	**	2	**	4	12	1	12	1
	1%	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**7**	1	*	1	2	**	2	**	2	5	2	5	*
	%	*%*	*%*	*%*	*2%*	**	*%*	**	*1%*	*%*	*1%*	*%*	*1%*
Net: Micro	**1940**	298	146	177	72	**	427	**	268	1713	227	1244	50
	97%	*97%*	*97%*	*97%*	*92%*	**	*97%*	**	*95%*	*97%*	*96%*	*96%*	*94%*
		d											
Net: Small	**40**	6	3	3	4	**	9	**	8	32	8	28	2
	2%	*2%*	*2%*	*2%*	*5%*	**	*2%*	**	*3%*	*2%*	*3%*	*2%*	*4%*
Net: Medium	**20**	3	2	2	3	**	4	**	5	17	3	17	1
	1%	*1%*	*1%*	*1%*	*3%*	**	*1%*	**	*2%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
None - self employed or 1 other employee	**657**	28	30	39	**	171	59	124	324	43	**
	33%	*35%*	*19%*	*20%*	**	*34%*	*26%*	*30%*	*29%*	*35%*	**
		b				b					
2-9	**1283**	50	120	144	**	313	160	269	765	72	**
	64%	*62%*	*76%*	*75%*	**	*62%*	*70%*	*66%*	*68%*	*59%*	**
			a				a		c		
10-25	**25**	1	3	3	**	5	4	6	16	2	**
	1%	*1%*	*2%*	*2%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
26-49	**15**	*	2	2	**	5	3	4	11	2	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
50 - 99	**14**	*	2	2	**	5	2	5	11	3	**
	1%	*%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
100 - 249	**7**	*	1	2	**	2	1	2	5	2	**
	%	*1%*	*1%*	*1%*	**	*%*	*1%*	*%*	*%*	*2%*	**
Net: Micro	**1940**	78	150	182	**	485	219	393	1089	115	**
	97%	*98%*	*95%*	*95%*	**	*97%*	*96%*	*96%*	*96%*	*94%*	**
Net: Small	**40**	1	5	5	**	10	7	9	27	3	**
	2%	*1%*	*3%*	*3%*	**	*2%*	*3%*	*2%*	*2%*	*3%*	**
Net: Medium	**20**	1	3	4	**	7	3	7	17	4	**
	1%	*1%*	*2%*	*2%*	**	*1%*	*1%*	*2%*	*1%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
None - self employed or 1 other employee	**657**	113	194	35	**	163	151	45	**	331	209	179	315	219	**
	33%	*34%*	*28%*	*32%*	**	*31%*	*31%*	*29%*	**	*29%*	*29%*	*32%*	*31%*	*28%*	**
		b													
2-9	**1283**	208	472	71	**	340	313	102	**	757	489	355	659	525	**
	64%	*62%*	*68%*	*63%*	**	*65%*	*65%*	*67%*	**	*67%*	*67%*	*64%*	*65%*	*67%*	**
10-25	**25**	5	10	2	**	7	6	2	**	16	11	7	14	13	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
26-49	**15**	3	8	1	**	6	5	1	**	11	8	5	10	8	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
50 - 99	**14**	5	8	2	**	5	4	2	**	11	9	5	9	9	**
	1%	*2%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
100 - 249	**7**	2	5	2	**	3	2	1	**	5	5	3	5	4	**
	****%***	**%*	*1%*	*1%*	**	*1%*	**%*	*1%*	**	**%*	*1%*	*1%*	**%*	*1%*	**
Net: Micro	**1940**	321	666	106	**	503	464	147	**	1088	698	533	974	744	**
	97%	*96%*	*96%*	*95%*	**	*96%*	*96%*	*96%*	**	*96%*	*96%*	*96%*	*96%*	*96%*	**
Net: Small	**40**	8	18	3	**	12	11	3	**	27	19	12	24	20	**
	2%	*2%*	*3%*	*2%*	**	*2%*	*2%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*3%*	**
Net: Medium	**20**	7	13	3	**	8	6	3	**	17	14	9	14	13	**
	1%	*2%*	*2%*	*3%*	**	*2%*	*1%*	*2%*	**	*1%*	*2%*	*2%*	*1%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
None - self employed or 1 other employee	**657**	110	63	100	20	14	295	209	**	**	**	**
	33%	*30%*	*29%*	*33%*	*29%*	*30%*	*31%*	*28%*	**	**	**	**
2-9	**1283**	244	147	189	48	30	627	513	**	**	**	**
	64%	*66%*	*67%*	*63%*	*68%*	*65%*	*65%*	*68%*	**	**	**	**
10-25	**25**	4	3	4	1	1	13	12	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**
26-49	**15**	4	2	3	*	*	9	7	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	**	**	**	**
50 - 99	**14**	4	4	3	1	1	9	9	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**
100 - 249	**7**	2	2	2	1	1	5	4	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	**	**	**	**
Net: Micro	**1940**	354	210	290	68	43	922	722	**	**	**	**
	97%	*96%*	*95%*	*96%*	*97%*	*95%*	*96%*	*96%*	**	**	**	**
Net: Small	**40**	9	5	6	1	1	22	19	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	**	**	**	**
Net: Medium	**20**	6	5	5	1	2	14	13	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*4%*	*1%*	*2%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
None - self employed or 1 other employee	**657**	595	463	601	474	635	365	599	149	**	532	**	86	516
	33%	*32%*	*31%*	*32%*	*30%*	*33%*	*32%*	*32%*	*34%*	**	*34%*	**	*36%*	*32%*
2-9	**1283**	1218	997	1231	1031	1250	724	1215	274	**	1001	**	147	1033
	64%	*65%*	*66%*	*65%*	*66%*	*64%*	*64%*	*65%*	*62%*	**	*63%*	**	*62%*	*65%*
10-25	**25**	24	22	24	22	24	17	23	6	**	20	**	3	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
26-49	**15**	15	13	15	13	15	9	14	4	**	12	**	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
50 - 99	**14**	14	13	14	12	13	9	13	4	**	12	**	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
100 - 249	**7**	7	6	7	6	7	4	7	4	**	6	**	1	6
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	*%*	*%*
Net: Micro	**1940**	1813	1459	1832	1505	1885	1089	1814	423	**	1533	**	234	1549
	97%	*97%*	*96%*	*97%*	*97%*	*97%*	*97%*	*97%*	*96%*	**	*97%*	**	*98%*	*97%*
Net: Small	**40**	39	35	39	36	39	26	37	10	**	32	**	4	32
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*2%*	*2%*
Net: Medium	**20**	20	19	20	19	20	13	19	7	**	18	**	2	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
None - self employed or 1 other employee	**657**	91	**	26	96	65	467	117	91	33	533	300	357
	33%	*24%*	**	*29%*	*27%*	*31%*	*33%*	*32%*	*39%* c	*33%*	*32%*	*29%*	*36%* a
2-9	**1283**	280	**	62	248	137	907	235	135	63	1084	685	598
	64%	*73%*	**	*68%*	*69%*	*65%*	*64%*	*65%*	*57%*	*64%*	*65%* a	*67%* b	*61%*
10-25	**25**	6	**	1	5	4	16	4	4	1	19	15	10
	1%	*2%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
26-49	**15**	4	**	1	4	2	11	2	3	1	12	8	7
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**14**	2	**	1	2	1	9	3	1	1	10	8	5
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**7**	2	**	*	2	*	5	1	1	1	5	4	3
	****%***	**%*	**	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*
Net: Micro	**1940**	371	**	88	344	202	1374	351	225	96	1617	985	955
	97%	*96%*	**	*97%*	*96%*	*96%*	*97%*	*97%*	*96%*	*97%*	*97%*	*97%*	*97%*
Net: Small	**40**	10	**	2	9	7	27	6	7	2	30	22	18
	2%	*2%*	**	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
Net: Medium	**20**	4	**	1	4	2	15	4	2	2	16	13	8
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
None - self employed or 1 other employee	**657**	32	92	90	23	55	79	49	56	80	41	40	20
	33%	*25%*	*47%*	*50%*	*19%*	*29%*	*41%*	*44%*	*38%*	*33%*	*20%*	*22%*	*19%*
			adeijkl	**adehijkl**		**dl**	**adejkl**	**adeijkl**	**adjkl**	**djkl**			
2-9	**1283**	84	97	85	82	133	107	49	86	159	166	143	89
	64%	*66%*	*50%*	*47%*	*71%*	*69%*	*56%*	*45%*	*58%*	*66%*	*80%*	*78%*	*81%*
		bcg			**bcfgh**	**bcfgh**	g		g	**bcg**	**abcdefghi**	**abcfghi**	**abcdefghi**
10-25	**25**	4	2	2	3	2	2	5	3	2	-	-	-
	1%	*3%*	*1%*	*1%*	*3%*	*1%*	*1%*	*4%*	*2%*	*1%*	*-%*	*-%*	*-%*
		jk			**jkl**			**ijkl**	**jk**				
26-49	**15**	3	2	1	3	1	1	2	2	1	-	-	-
	1%	*2%*	*1%*	**%*	*3%*	**%*	**%*	*1%*	*2%*	**%*	*-%*	*-%*	*-%*
		jk			**jk**								
50 - 99	**14**	3	*	1	4	1	1	4	*	-	-	-	-
	1%	*2%*	**%*	*1%*	*3%*	**%*	*1%*	*3%*	**%*	*-%*	*-%*	*-%*	*-%*
		j			**bhijkl**			**behijkl**					
100 - 249	**7**	2	1	1	2	-	1	2	-	-	-	-	-
	****%***	*1%*	**%*	**%*	*1%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: Micro	**1940**	116	189	175	105	189	186	98	143	239	207	183	110
	97%	*91%*	*98%*	*97%*	*90%*	*98%*	*98%*	*89%*	*96%*	*99%*	*100%*	*100%*	*100%*
			adg	**adg**		**adg**	**adg**		**dg**	**adg**	**abcdefgh**	**acdfgh**	**adgh**
Net: Small	**40**	7	3	3	7	3	3	6	6	2	-	-	-
	2%	*5%*	*2%*	*2%*	*6%*	*2%*	*1%*	*6%*	*4%*	*1%*	*-%*	*-%*	*-%*
		ijkl			**fijkl**			**fijkl**	**jkl**				
Net: Medium	**20**	4	1	2	5	1	2	6	*	-	-	-	-
	1%	*3%*	**%*	*1%*	*4%*	**%*	*1%*	*5%*	**%*	*-%*	*-%*	*-%*	*-%*
		ehijkl			**behijkl**			**bcefhijkl**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
None - self employed or 1 other employee	**657**	213	157	185	102
	33%	*43%*	*31%*	*37%*	*20%*
		bd	d	d	
2-9	**1283**	267	323	295	398
	64%	*53%*	*65%*	*59%*	*80%*
			a		**abc**
10-25	**25**	8	8	10	-
	1%	*2%*	*2%*	*2%*	*-%*
		d	d	d	
26-49	**15**	5	5	5	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d	d	
50 - 99	**14**	4	5	4	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d		
100 - 249	**7**	3	2	2	-
	****%***	*1%*	**%*	**%*	*-%*
Net: Micro	**1940**	480	480	480	500
	97%	*96%*	*96%*	*96%*	*100%*
					abc
Net: Small	**40**	13	12	14	-
	2%	*3%*	*2%*	*3%*	*-%*
		d	d	d	
Net: Medium	**20**	7	8	6	-
	1%	*1%*	*2%*	*1%*	*-%*
		d	d	d	

Columns Tested: a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Up to £49,999	**380**	379	1	*	*	1	380	-	-	-	-
	19%	*20%*	*2%*	*1%*	*2%*	*2%*	*52%*	-%	-%	-%	-%
		bcde					**bcde**				
£50,000 - £99,999	**345**	344	1	-	-	1	345	-	-	-	-
	17%	*18%*	*3%*	-%	-%	*2%*	*48%*	-%	-%	-%	-%
		bcde					**bcde**				
£100,000 - £199,999	**267**	266	1	*	-	2	-	267	-	-	-
	13%	*14%*	*3%*	*2%*	-%	*3%*	-%	*50%*	-%	-%	-%
		bcde						**acde**			
£200,000 - £299,999	**153**	152	1	*	-	1	-	153	-	-	-
	8%	*8%*	*3%*	*1%*	-%	*2%*	-%	*29%*	-%	-%	-%
		bcde						**acde**			
£300,000 - £399,999	**56**	54	2	*	*	2	-	56	-	-	-
	3%	*3%*	*4%*	*1%*	*3%*	*3%*	-%	*11%*	-%	-%	-%
								acde			
£400,000 - £499,999	**55**	54	1	*	-	1	-	55	-	-	-
	3%	*3%*	*3%*	*1%*	-%	*2%*	-%	*10%*	-%	-%	-%
								acde			
£500,000 - £749,999	**80**	77	2	*	*	2	-	-	80	-	-
	4%	*4%*	*4%*	*3%*	*1%*	*3%*	-%	-%	*64%*	-%	-%
									abde		
£750,000 - £999,999	**44**	40	3	1	-	4	-	-	44	-	-
	2%	*2%*	*7%*	*8%*	-%	*6%*	-%	-%	*36%*	-%	-%
			ad	**ad**		a			**abde**		
£1,000,000 - £1,499,999	**37**	33	3	*	*	4	-	-	-	37	-
	2%	*2%*	*8%*	*3%*	*3%*	*6%*	-%	-%	-%	*100%*	-%
			a			a				**abce**	
£1,500,000 - £1,999,999	**18**	16	2	*	-	2	-	-	-	-	18
	1%	*1%*	*4%*	*1%*	-%	*3%*	-%	-%	-%	-%	*30%*
			a			a					**abcd**
£2,000,000 - £4,999,999	**23**	19	3	1	*	4	-	-	-	-	23
	1%	*1%*	*8%*	*7%*	*4%*	*7%*	-%	-%	-%	-%	*39%*
			a	a	a	a					**abcd**
£5,000,000 +	**19**	13	2	1	2	6	-	-	-	-	19
	1%	*1%*	*6%*	*9%*	*31%*	*9%*	-%	-%	-%	-%	*32%*
			a	a	**abce**	a					**abcd**
Don't know / not sure	**424**	396	17	8	4	29	-	-	-	-	-
	21%	*20%*	*42%*	*62%*	*57%*	*48%*	-%	-%	-%	-%	-%
			a	**abe**	**ab**	a					
Refused	**99**	97	2	*	-	2	-	-	-	-	-
	5%	*5%*	*4%*	*1%*	-%	*3%*	-%	-%	-%	-%	-%
		ce									
Net:<£200,000	**993**	989	3	*	*	4	726	267	-	-	-
	50%	*51%*	*9%*	*3%*	*2%*	*7%*	*100%*	*50%*	-%	-%	-%
		bcde					**bcde**	**cde**			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Net: £200,000 - <£500,000	**264**	260	4	*	*	4	-	264	-	-	-
	13%	*13%*	*9%*	*2%*	*3%*	*7%*	*-%*	*50%*	*-%*	*-%*	*-%*
		cde	c			c		**acde**			
Net: £500,000 - <£1,000,000	**124**	118	4	2	*	6	-	-	124	-	-
	6%	*6%*	*11%*	*11%*	*1%*	*10%*	*-%*	*-%*	*100%*	*-%*	*-%*
			ad	**ad**		**ad**			**abde**		
Net: £1,000,000 - <£2,000,000	**54**	49	5	1	*	6	-	-	-	37	18
	3%	*3%*	*12%*	*5%*	*3%*	*9%*	*-%*	*-%*	*-%*	*100%*	*30%*
			acd			a				**abce**	**abc**
Net: >£2,000,000	**41**	32	5	2	2	10	-	-	-	-	41
	2%	*2%*	*13%*	*16%*	*35%*	*16%*	*-%*	*-%*	*-%*	*-%*	*70%*
			a	a	**abce**	a					**abcd**

Columns Tested: a,b,c,d,e - a,b,c,d,e

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Up to £49,999	**380**	43	12	34	19	33	58	35	39	37	310	24	26	20
	19%	*18%*	*10%*	*13%*	*28%*	*19%*	*18%*	*18%*	*23%*	*25%*	*18%*	*24%*	*25%*	*22%*
					bc				**bc**	**bc**	c	**bcj**	**bcj**	**bc**
£50,000 - £99,999	**345**	33	21	50	3	38	61	27	28	31	291	18	16	20
	17%	*14%*	*17%*	*18%*	*4%*	*22%*	*19%*	*14%*	*16%*	*21%*	*17%*	*18%*	*15%*	*22%*
		d	d	d		d	d	d	d	d	d	d	d	d
£100,000 - £199,999	**267**	34	19	48	14	25	47	22	18	6	233	11	16	7
	13%	*14%*	*16%*	*18%*	*21%*	*15%*	*14%*	*12%*	*11%*	*4%*	*14%*	*11%*	*15%*	*8%*
		im	**im**	**ikm**	**ikm**	**im**	**im**	i	i		**im**	i	**im**	
£200,000 - £299,999	**153**	21	11	19	10	14	20	19	11	10	134	7	6	6
	8%	*9%*	*10%*	*7%*	*14%*	*8%*	*6%*	*10%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*
					l									
£300,000 - £399,999	**56**	11	1	7	*	*	8	7	6	6	45	3	4	4
	3%	*5%*	*1%*	*3%*	*%*	*%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*5%*
		e								e			e	e
£400,000 - £499,999	**55**	2	-	9	2	5	14	8	2	4	47	4	2	2
	3%	*1%*	*-%*	*3%*	*2%*	*3%*	*4%*	*4%*	*1%*	*3%*	*3%*	*4%*	*2%*	*3%*
£500,000 - £749,999	**80**	10	5	10	5	7	18	10	2	7	72	3	3	1
	4%	*4%*	*4%*	*3%*	*8%*	*4%*	*5%*	*5%*	*1%*	*5%*	*4%*	*3%*	*3%*	*2%*
					hm		**hm**	m			m			
£750,000 - £999,999	**44**	4	6	1	1	4	10	1	5	6	37	1	3	3
	2%	*2%*	*5%*	*%*	*1%*	*2%*	*3%*	*1%*	*3%*	*4%*	*2%*	*1%*	*3%*	*4%*
			cgk				c			c				c
£1,000,000 - £1,499,999	**37**	4	*	2	-	8	9	2	4	1	30	1	3	2
	2%	*2%*	*%*	*1%*	*-%*	*5%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*3%*
						cj								
£1,500,000 - £1,999,999	**18**	*	*	3	2	2	2	5	*	2	16	1	-	*
	1%	*%*	*%*	*1%*	*3%*	*1%*	*1%*	*2%*	*%*	*2%*	*1%*	*1%*	*-%*	*%*
					alm			l						
£2,000,000 - £4,999,999	**23**	1	4	3	-	-	3	*	3	5	18	2	1	1
	1%	*%*	*3%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*
			e							e				
£5,000,000 +	**19**	7	4	*	-	1	2	1	1	1	16	1	1	1
	1%	*3%*	*3%*	*%*	*-%*	*1%*	*1%*	*%*	*%*	*%*	*1%*	*1%*	*1%*	*1%*
		cj	c											
Don't know / not sure	**424**	42	32	79	11	31	64	45	38	22	366	19	20	20
	21%	*18%*	*27%*	*29%*	*16%*	*18%*	*20%*	*24%*	*23%*	*15%*	*21%*	*19%*	*19%*	*21%*
				aefijkl										
Refused	**99**	22	6	8	1	5	13	11	10	12	88	4	4	3
	5%	*9%*	*5%*	*3%*	*2%*	*3%*	*4%*	*6%*	*6%*	*8%*	*5%*	*4%*	*4%*	*3%*
		cefjklm								**cm**				
Net:<£200,000	**993**	110	51	133	36	96	166	84	85	73	834	53	58	48
	50%	*47%*	*43%*	*48%*	*53%*	*56%*	*51%*	*44%*	*51%*	*50%*	*49%*	*53%*	*55%*	*52%*
													g	
Net: £200,000 - <£500,000	**264**	34	13	36	11	19	42	33	20	19	226	13	12	13
	13%	*15%*	*11%*	*13%*	*17%*	*11%*	*13%*	*17%*	*12%*	*13%*	*13%*	*13%*	*11%*	*14%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Net: £500,000 - <£1,000,000	**124**	13	10	11	6	11	28	11	7	13	109	4	6	5
	6%	*6%*	*9%*	*4%*	*9%*	*6%*	*8%* k	*6%*	*4%*	*9%*	*6%*	*4%*	*5%*	*5%*
Net: £1,000,000 - <£2,000,000	**54**	4	*	5	2	10	10	7	4	3	46	3	3	3
	3%	*2%*	**%*	*2%*	*3%*	*6%* **bcj**	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*
Net: >£2,000,000	**41**	8	7	4	-	1	5	1	3	5	34	4	2	2
	2%	*3%*	*6%* **cefgjm**	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Up to £49,999	**380**	14	27	**	21	108	9	18	172	303	77	360	20
	19%	*18%*	*15%*	**	*13%*	*18%*	*15%*	*15%*	*22%*	*20%*	*17%*	*20%*	*12%*
									bd			b	
£50,000 - £99,999	**345**	18	22	**	35	106	9	21	119	262	84	329	17
	17%	*22%*	*13%*	**	*22%*	*18%*	*16%*	*18%*	*15%*	*17%*	*18%*	*18%*	*10%*
		b		**befgh**	**bh**							b	
£100,000 - £199,999	**267**	13	27	**	23	73	13	21	90	207	60	248	19
	13%	*17%*	*15%*	**	*15%*	*12%*	*22%*	*18%*	*12%*	*13%*	*13%*	*14%*	*11%*
							eh						
£200,000 - £299,999	**153**	10	8	**	13	57	*	5	54	107	47	140	14
	8%	*12%*	*5%*	**	*8%*	*10%*	*%*	*5%*	*7%*	*7%*	*10%*	*8%*	*8%*
		bf		f	f	**bf**			f		a		
£300,000 - £399,999	**56**	5	8	**	5	13	*	8	17	34	22	51	5
	3%	*6%*	*5%*	**	*3%*	*2%*	*1%*	*7%*	*2%*	*2%*	*5%*	*3%*	*3%*
		eh	h					**eh**			a		
£400,000 - £499,999	**55**	2	7	**	5	14	5	4	18	45	10	52	3
	3%	*2%*	*4%*	**	*3%*	*2%*	*8%*	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*
							eh						
£500,000 - £749,999	**80**	5	4	**	10	29	4	5	19	61	19	71	9
	4%	*7%*	*2%*	**	*6%*	*5%*	*7%*	*4%*	*3%*	*4%*	*4%*	*4%*	*5%*
		h			**bh**	h	**bh**						
£750,000 - £999,999	**44**	1	5	**	3	22	1	*	12	31	14	42	2
	2%	*1%*	*3%*	**	*2%*	*4%*	*1%*	*%*	*2%*	*2%*	*3%*	*2%*	*1%*
						h							
£1,000,000 - £1,499,999	**37**	2	3	**	5	15	-	4	7	30	7	34	3
	2%	*3%*	*2%*	**	*3%*	*2%*	*-%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*
					h	h		h					
£1,500,000 - £1,999,999	**18**	2	*	**	5	4	1	-	6	13	5	17	*
	1%	*2%*	*%*	**	*3%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*%*
					beh								
£2,000,000 - £4,999,999	**23**	*	1	**	6	4	1	1	8	18	5	22	1
	1%	*1%*	*1%*	**	*4%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*
					beh								
£5,000,000 +	**19**	1	4	**	1	1	-	2	10	15	4	11	7
	1%	*1%*	*2%*	**	*1%*	*%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*4%*
			e										a
Don't know / not sure	**424**	6	47	**	26	102	11	20	205	345	79	352	72
	21%	*8%*	*27%*	**	*16%*	*17%*	*18%*	*17%*	*27%*	*22%*	*17%*	*19%*	*41%*
			ade			a			**adeg**	b			a
Refused	**99**	1	12	**	2	41	4	7	30	72	27	96	3
	5%	*1%*	*7%*	**	*1%*	*7%*	*7%*	*6%*	*4%*	*5%*	*6%*	*5%*	*2%*
			ad			**adh**	d	d				b	
Net:<£200,000	**993**	45	76	**	80	288	31	59	381	772	221	936	56
	50%	*56%*	*43%*	**	*50%*	*49%*	*53%*	*51%*	*50%*	*50%*	*48%*	*51%*	*32%*
		b		**beh**								b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Net: £200,000 - <£500,000	**264**	16	23	**	22	84	6	18	89	186	78	242	22
	13%	*21%*	*13%*	**	*14%*	*14%*	*9%*	*15%*	*12%*	*12%*	*17%*	*13%*	*12%*
		h									a		
Net: £500,000 - <£1,000,000	**124**	6	9	**	13	51	5	6	31	92	32	113	11
	6%	*7%*	*5%*	**	*8%*	*9%*	*9%*	*5%*	*4%*	*6%*	*7%*	*6%*	*6%*
					h	h							
Net: £1,000,000 - <£2,000,000	**54**	4	3	**	10	18	1	4	14	43	11	51	3
	3%	*5%*	*2%*	**	*6%*	*3%*	*1%*	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*
					bh								
Net: >£2,000,000	**41**	1	5	**	7	6	1	3	18	32	9	33	8
	2%	*2%*	*3%*	**	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*5%*
					e								a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Up to £49,999	**380**	341	39	236	50	90
	19%	*18%*	*35%* a	*19%*	*18%*	*21%*
£50,000 - £99,999	**345**	324	21	214	53	76
	17%	*17%*	*19%*	*17%*	*19%*	*18%*
£100,000 - £199,999	**267**	254	13	171	33	59
	13%	*13%*	*12%*	*14%*	*12%*	*14%*
£200,000 - £299,999	**153**	149	4	101	20	27
	8%	*8%*	*4%*	*8%*	*7%*	*6%*
£300,000 - £399,999	**56**	56	-	29	14	13
	3%	*3%*	*-%*	*2%*	*5%* a	*3%*
£400,000 - £499,999	**55**	55	-	39	5	11
	3%	*3%*	*-%*	*3%*	*2%*	*3%*
£500,000 - £749,999	**80**	80	-	46	17	17
	4%	*4%*	*-%*	*4%*	*6%*	*4%*
£750,000 - £999,999	**44**	44	*	30	1	14
	2%	*2%*	**%*	*2%* b	**%*	*3%* b
£1,000,000 - £1,499,999	**37**	37	-	28	2	6
	2%	*2%*	*-%*	*2%*	*1%*	*1%*
£1,500,000 - £1,999,999	**18**	18	-	13	2	3
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
£2,000,000 - £4,999,999	**23**	23	-	14	6	3
	1%	*1%*	*-%*	*1%*	*2%* c	*1%*
£5,000,000 +	**19**	19	-	12	4	3
	1%	*1%*	*-%*	*1%*	*2%*	*1%*
Don't know / not sure	**424**	401	24	256	57	98
	21%	*21%*	*21%*	*21%*	*20%*	*23%*
Refused	**99**	90	9	57	17	13
	5%	*5%*	*8%*	*5%*	*6%*	*3%*
Net:<£200,000	**993**	919	74	621	137	225
	50%	*49%*	*66%* a	*50%*	*48%*	*52%*
Net: £200,000 - <£500,000	**264**	260	4	169	40	50
	13%	*14%* b	*4%*	*14%*	*14%*	*12%*
Net: £500,000 - <£1,000,000	**124**	123	*	76	17	30
	6%	*7%* b	**%*	*6%*	*6%*	*7%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Net: £1,000,000 - <£2,000,000	**54**	54	-	41	5	9
	3%	*3%*	*-%*	*3%*	*2%*	*2%*
Net: >£2,000,000	**41**	41	-	25	11	5
	2%	*2%*	*-%*	*2%*	*4%* c	*1%*

Columns Tested: a,b - a,b,c

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Up to £49,999	**380**	352	26	**	**	**	**	**	**	378	2	**	213	139	28
	19%	*21%*	*11%*	**	**	**	**	**	**	*19%*	*4%*	**	*26%*	*15%*	*10%*
		bcj								**bcj**			**bc**	c	
£50,000 - £99,999	**345**	314	31	**	**	**	**	**	**	345	-	**	163	151	31
	17%	*18%*	*13%*	**	**	**	**	**	**	*18%*	*-%*	**	*20%*	*17%*	*11%*
		bcj	**cj**							**bcj**			c	c	
£100,000 - £199,999	**267**	228	32	**	**	**	**	**	**	259	8	**	105	122	39
	13%	*13%*	*13%*	**	**	**	**	**	**	*13%*	*17%*	**	*13%*	*14%*	*14%*
£200,000 - £299,999	**153**	124	22	**	**	**	**	**	**	146	7	**	61	63	29
	8%	*7%*	*9%*	**	**	**	**	**	**	*7%*	*15%*	**	*8%*	*7%*	*10%*
				ai							**ai**				b
£300,000 - £399,999	**56**	44	12	**	**	**	**	**	**	56	1	**	11	33	12
	3%	*3%*	*5%*	**	**	**	**	**	**	*3%*	*1%*	**	*1%*	*4%*	*4%*
			a											a	a
£400,000 - £499,999	**55**	45	4	**	**	**	**	**	**	49	6	**	20	25	10
	3%	*3%*	*2%*	**	**	**	**	**	**	*3%*	*12%*	**	*2%*	*3%*	*3%*
				abi							**abi**				
£500,000 - £749,999	**80**	61	14	**	**	**	**	**	**	74	5	**	24	37	19
	4%	*4%*	*6%*	**	**	**	**	**	**	*4%*	*11%*	**	*3%*	*4%*	*7%*
				ai							**ai**				a
£750,000 - £999,999	**44**	33	9	**	**	**	**	**	**	42	3	**	15	18	11
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*6%*	**	*2%*	*2%*	*4%*
											a				**ab**
£1,000,000 - £1,499,999	**37**	24	12	**	**	**	**	**	**	36	*	**	4	20	12
	2%	*1%*	*5%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*2%*	*4%*
			ai											a	**ab**
£1,500,000 - £1,999,999	**18**	7	8	**	**	**	**	**	**	14	3	**	2	4	11
	1%	**%*	*3%*	**	**	**	**	**	**	*1%*	*7%*	**	**%*	**%*	*4%*
			ai	**ai**							**ai**				**ab**
£2,000,000 - £4,999,999	**23**	16	6	**	**	**	**	**	**	22	1	**	6	9	7
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*1%*	**	*1%*	*1%*	*2%*
			ai												a
£5,000,000 +	**19**	16	2	**	**	**	**	**	**	18	1	**	6	10	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*2%*	**	*1%*	*1%*	*1%*
Don't know / not sure	**424**	359	56	**	**	**	**	**	**	415	9	**	148	211	66
	21%	*21%*	*23%*	**	**	**	**	**	**	*21%*	*20%*	**	*18%*	*23%*	*23%*
														a	
Refused	**99**	94	5	**	**	**	**	**	**	98	1	**	36	58	6
	5%	*5%*	*2%*	**	**	**	**	**	**	*5%*	*1%*	**	*4%*	*6%*	*2%*
		b								b			c	c	
Net:<£200,000	**993**	894	89	**	**	**	**	**	**	983	10	**	481	413	99
	50%	*52%*	*37%*	**	**	**	**	**	**	*50%*	*21%*	**	*59%*	*46%*	*35%*
		bcj	**cj**							**bcj**			**bc**	c	
Net: £200,000 - <£500 ,000	**264**	213	38	**	**	**	**	**	**	251	13	**	92	121	52
	13%	*12%*	*16%*	**	**	**	**	**	**	*13%*	*29%*	**	*11%*	*13%*	*18%*
				abi							**abi**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Net: £500,000 - <£1,000,000	**124**	94	22	**	**	**	**	**	**	116	8	**	38	55	30
	6%	*5%*	*9%*	**	**	**	**	**	**	*6%*	*17%*	**	*5%*	*6%*	*11%*
			ai	**ai**							**ai**				**ab**
Net: £1,000,000 - <£2,000,000	**54**	31	20	**	**	**	**	**	**	50	4	**	6	24	24
	3%	*2%*	*8%*	**	**	**	**	**	**	*3%*	*8%*	**	*1%*	*3%*	*8%*
			ai	a							**ai**			a	**ab**
Net: >£2,000,000	**41**	31	9	**	**	**	**	**	**	40	2	**	12	19	10
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*3%*	**	*1%*	*2%*	*4%*
															a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Up to £49,999	**380**	201	121	234	147	76	224	225	8	**	**	**	**	**
	19%	*17%*	*16%*	*17%*	*20%*	*18%*	*17%*	*18%*	*15%*	**	**	**	**	**
					b									
£50,000 - £99,999	**345**	206	151	231	121	69	233	222	7	**	**	**	**	**
	17%	*17%*	*20%*	*17%*	*17%*	*16%*	*18%*	*18%*	*13%*	**	**	**	**	**
£100,000 - £199,999	**267**	148	97	172	96	56	174	158	5	**	**	**	**	**
	13%	*12%*	*13%*	*13%*	*13%*	*13%*	*14%*	*13%*	*10%*	**	**	**	**	**
£200,000 - £299,999	**153**	93	56	100	64	39	97	92	1	**	**	**	**	**
	8%	*8%*	*7%*	*7%*	*9%*	*9%*	*8%*	*7%*	*1%*	**	**	**	**	**
								b		b				
£300,000 - £399,999	**56**	40	21	41	26	18	46	40	1	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*2%*	**	**	**	**	**
£400,000 - £499,999	**55**	34	21	40	20	12	33	36	-	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	**	**	**	**	**
£500,000 - £749,999	**80**	43	28	51	31	14	55	46	5	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*10%*	**	**	**	**	**
									a					
£750,000 - £999,999	**44**	33	20	35	23	8	33	33	1	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	**	**	**	**	**
£1,000,000 - £1,499,999	**37**	25	20	29	13	10	29	27	1	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**
£1,500,000 - £1,999,999	**18**	10	10	10	12	5	14	8	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*5%*	**	**	**	**	**
									a					
£2,000,000 - £4,999,999	**23**	14	14	18	12	7	14	16	1	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**
£5,000,000 +	**19**	14	13	16	6	2	10	16	*	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**	**	**	**	**
Don't know / not sure	**424**	274	155	300	135	91	250	275	17	**	**	**	**	**
	21%	*23%*	*20%*	*22%*	*18%*	*21%*	*20%*	*22%*	*33%*	**	**	**	**	**
		df		d					a	a				
Refused	**99**	61	42	66	28	17	67	64	2	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	**	**	**	**	**
Net:<£200,000	**993**	554	369	637	365	202	632	605	19	**	**	**	**	**
	50%	*46%*	*48%*	*47%*	*50%*	*48%*	*49%*	*48%*	*38%*	**	**	**	**	**
Net: £200,000 - <£500 ,000	**264**	166	98	180	110	69	177	168	2	**	**	**	**	**
	13%	*14%*	*13%*	*13%*	*15%*	*16%*	*14%*	*13%*	*3%*	**	**	**	**	**
								b		b				
Net: £500,000 - <£1,000 ,000	**124**	76	48	86	54	22	88	79	6	**	**	**	**	**
	6%	*6%*	*6%*	*6%*	*7%*	*5%*	*7%*	*6%*	*12%*	**	**	**	**	**
Net: £1,000,000 - <£2 ,000,000	**54**	35	30	39	24	15	43	35	3	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*6%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Net: >£2,000,000	**41**	28	26	34	18	9	25	32	2	**	**	**	**	**
	2%	*2%*	*3%* f	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Up to £49,999	**380**	145	**	**	**	**	**	**	**	110	75	40	10	**
	19%	*20%*	**	**	**	**	**	**	**	*23%*	*18%*	*13%*	*7%*	**
										cd	**cd**	d		
£50,000 - £99,999	**345**	119	**	**	**	**	**	**	**	96	71	48	15	**
	17%	*17%*	**	**	**	**	**	**	**	*20%*	*17%*	*16%*	*10%*	**
										d	d			
£100,000 - £199,999	**267**	96	**	**	**	**	**	**	**	52	74	32	12	**
	13%	*13%*	**	**	**	**	**	**	**	*11%*	*18%*	*11%*	*8%*	**
											acd			
£200,000 - £299,999	**153**	64	**	**	**	**	**	**	**	38	28	22	12	**
	8%	*9%*	**	**	**	**	**	**	**	*8%*	*7%*	*7%*	*8%*	**
£300,000 - £399,999	**56**	26	**	**	**	**	**	**	**	7	9	17	8	**
	3%	*4%*	**	**	**	**	**	**	**	*1%*	*2%*	*5%*	*6%*	**
												ab	**ab**	
£400,000 - £499,999	**55**	19	**	**	**	**	**	**	**	22	7	6	4	**
	3%	*3%*	**	**	**	**	**	**	**	*5%*	*2%*	*2%*	*3%*	**
										b				
£500,000 - £749,999	**80**	30	**	**	**	**	**	**	**	21	13	9	8	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	*3%*	*3%*	*6%*	**
£750,000 - £999,999	**44**	21	**	**	**	**	**	**	**	12	9	11	2	**
	2%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*4%*	*2%*	**
£1,000,000 - £1,499,999	**37**	13	**	**	**	**	**	**	**	7	4	9	9	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*3%*	*6%*	**
													abc	
£1,500,000 - £1,999,999	**18**	10	**	**	**	**	**	**	**	2	3	*	4	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	**%*	*3%*	**
													abc	
£2,000,000 - £4,999,999	**23**	11	**	**	**	**	**	**	**	3	3	7	5	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*4%*	**
													ab	
£5,000,000 +	**19**	6	**	**	**	**	**	**	**	3	5	5	3	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*2%*	**
Don't know / not sure	**424**	132	**	**	**	**	**	**	**	90	81	81	45	**
	21%	*18%*	**	**	**	**	**	**	**	*19%*	*20%*	*27%*	*31%*	**
												ab	**ab**	
Refused	**99**	27	**	**	**	**	**	**	**	18	24	18	6	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*6%*	*6%*	*4%*	**
Net:<£200,000	**993**	361	**	**	**	**	**	**	**	258	220	120	36	**
	50%	*50%*	**	**	**	**	**	**	**	*54%*	*54%*	*39%*	*26%*	**
										cd	**cd**	d		
Net: £200,000 - <£500,000	**264**	108	**	**	**	**	**	**	**	67	45	44	24	**
	13%	*15%*	**	**	**	**	**	**	**	*14%*	*11%*	*15%*	*17%*	**
													b	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Net: £500,000 - <£1,000,000	**124**	51	**	**	**	**	**	**	**	33	22	21	10	**
	6%	*7%*	**	**	**	**	**	**	**	*7%*	*5%*	*7%*	*7%*	**
Net: £1,000,000 - <£2,000,000	**54**	23	**	**	**	**	**	**	**	9	7	9	13	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*3%*	*9%*	**
													abc	
Net: >£2,000,000	**41**	17	**	**	**	**	**	**	**	7	8	11	8	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*4%*	*5%*	**
												a	**ab**	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Up to £49,999	**380**	73	31	35	5	**	87	**	54	342	38	221	14
	19%	*24%*	*20%*	*19%*	*6%*	**	*20%*	**	*19%*	*19%*	*16%*	*17%*	*26%*
		d	d	d									
£50,000 - £99,999	**345**	54	35	24	7	**	83	**	36	307	38	220	10
	17%	*17%*	*23%*	*13%*	*9%*	**	*19%*	**	*13%*	*17%*	*16%*	*17%*	*20%*
			cd				c						
£100,000 - £199,999	**267**	32	21	34	10	**	77	**	19	236	31	171	1
	13%	*10%*	*14%*	*18%*	*13%*	**	*18%*	**	*7%*	*13%*	*13%*	*13%*	*1%*
				a			c					b	
£200,000 - £299,999	**153**	26	7	22	9	**	35	**	26	137	16	98	2
	8%	*9%*	*4%*	*12%*	*12%*	**	*8%*	**	*9%*	*8%*	*7%*	*8%*	*3%*
				b	b								
£300,000 - £399,999	**56**	10	5	4	6	**	15	**	11	45	11	38	3
	3%	*3%*	*3%*	*2%*	*8%*	**	*3%*	**	*4%*	*3%*	*5%*	*3%*	*5%*
					ac								
£400,000 - £499,999	**55**	11	2	6	1	**	12	**	8	45	10	37	3
	3%	*4%*	*1%*	*3%*	*2%*	**	*3%*	**	*3%*	*3%*	*4%*	*3%*	*6%*
£500,000 - £749,999	**80**	16	2	4	7	**	17	**	13	69	11	51	-
	4%	*5%*	*1%*	*2%*	*9%*	**	*4%*	**	*5%*	*4%*	*5%*	*4%*	*-%*
		b			**bc**								
£750,000 - £999,999	**44**	11	3	*	9	**	13	**	10	37	7	35	*
	2%	*4%*	*2%*	**%*	*12%*	**	*3%*	**	*4%*	*2%*	*3%*	*3%*	**%*
		c			**abc**								
£1,000,000 - £1,499,999	**37**	5	7	*	-	**	5	**	8	33	3	28	*
	2%	*2%*	*5%*	**%*	*-%*	**	*1%*	**	*3%*	*2%*	*1%*	*2%*	*1%*
			cd										
£1,500,000 - £1,999,999	**18**	4	1	3	3	**	7	**	4	13	4	10	*
	1%	*1%*	**%*	*1%*	*3%*	**	*2%*	**	*2%*	*1%*	*2%*	*1%*	**%*
£2,000,000 - £4,999,999	**23**	7	2	2	1	**	3	**	9	20	3	18	*
	1%	*2%*	*2%*	*1%*	*1%*	**	*1%*	**	*3%*	*1%*	*1%*	*1%*	**%*
									a				
£5,000,000 +	**19**	1	1	2	1	**	2	**	4	17	2	16	*
	1%	**%*	*1%*	*1%*	*2%*	**	**%*	**	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know / not sure	**424**	49	27	40	15	**	67	**	68	367	58	280	20
	21%	*16%*	*18%*	*22%*	*19%*	**	*15%*	**	*24%*	*21%*	*24%*	*22%*	*37%*
									a				a
Refused	**99**	9	9	6	4	**	16	**	12	92	7	66	-
	5%	*3%*	*6%*	*3%*	*5%*	**	*4%*	**	*4%*	*5%*	*3%*	*5%*	*-%*
Net:<£200,000	**993**	158	87	92	22	**	248	**	109	886	107	612	25
	50%	*51%*	*57%*	*51%*	*28%*	**	*56%*	**	*39%*	*50%*	*45%*	*47%*	*47%*
		d	d	d			c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Net: £200,000 - <£500,000	**264**	47	13	32	17	**	62	**	45	227	37	173	7
	13%	*15%*	*9%*	*17%*	*22%*	**	*14%*	**	*16%*	*13%*	*15%*	*13%*	*14%*
				b	b								
Net: £500,000 - <£1,000,000	**124**	27	5	4	16	**	30	**	23	106	18	86	*
	6%	*9%*	*3%*	*2%*	*21%*	**	*7%*	**	*8%*	*6%*	*7%*	*7%*	*%*
		bc			**abc**							b	
Net: £1,000,000 - <£2,000,000	**54**	10	8	3	3	**	13	**	12	47	8	38	1
	3%	*3%*	*5%*	*2%*	*3%*	**	*3%*	**	*4%*	*3%*	*3%*	*3%*	*1%*
Net: >£2,000,000	**41**	8	3	4	2	**	5	**	13	37	5	34	*
	2%	*3%*	*2%*	*2%*	*2%*	**	*1%*	**	*5%*	*2%*	*2%*	*3%*	*1%*
									a				

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Up to £49,999	**380**	16	24	33	**	105	42	52	195	17	**
	19%	*20%*	*15%*	*17%*	**	*21%*	*18%*	*13%*	*17%* a	*14%*	**
£50,000 - £99,999	**345**	13	23	35	**	91	31	90	193	21	**
	17%	*16%*	*15%*	*19%*	**	*18%*	*13%*	*22%* b	*17%*	*17%*	**
£100,000 - £199,999	**267**	7	26	21	**	59	35	43	142	15	**
	13%	*9%*	*16%*	*11%*	**	*12%*	*15%*	*10%*	*13%*	*12%*	**
£200,000 - £299,999	**153**	7	13	14	**	45	19	39	89	15	**
	8%	*9%*	*8%*	*8%*	**	*9%*	*8%*	*10%*	*8%*	*12%*	**
£300,000 - £399,999	**56**	3	7	9	**	17	9	16	38	3	**
	3%	*4%*	*4%*	*5%*	**	*3%*	*4%*	*4%*	*3%*	*2%*	**
£400,000 - £499,999	**55**	4	7	11	**	13	6	8	33	2	**
	3%	*5%*	*4%*	*6%*	**	*3%*	*3%*	*2%*	*3%*	*2%*	**
£500,000 - £749,999	**80**	8	12	10	**	18	14	16	43	4	**
	4%	*10%*	*8%*	*5%*	**	*3%*	*6%*	*4%*	*4%*	*3%*	**
£750,000 - £999,999	**44**	5	5	8	**	13	10	12	33	3	**
	2%	*7%*	*3%*	*4%*	**	*3%*	*4%*	*3%*	*3%*	*2%*	**
£1,000,000 - £1,499,999	**37**	*	3	1	**	10	3	3	25	-	**
	2%	*%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	-%	**
£1,500,000 - £1,999,999	**18**	1	5	3	**	4	7	3	8	-	**
	1%	*1%*	*3%*	*2%*	**	*1%*	*3%* a	*1%*	*1%*	-%	**
£2,000,000 - £4,999,999	**23**	*	1	3	**	11	1	4	14	3	**
	1%	*%*	*1%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*2%*	**
£5,000,000 +	**19**	*	3	4	**	3	3	4	13	2	**
	1%	*%*	*2%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Don't know / not sure	**424**	10	27	30	**	90	45	96	248	33	**
	21%	*13%*	*17%*	*16%*	**	*18%*	*20%*	*23%*	*22%*	*27%*	**
Refused	**99**	5	3	7	**	24	3	22	60	6	**
	5%	*6%*	*2%*	*4%*	**	*5%* b	*2%*	*5%*	*5%*	*5%*	**
Net:<£200,000	**993**	36	72	90	**	254	109	185	530	53	**
	50%	*45%*	*46%*	*47%*	**	*51%*	*47%*	*45%*	*47%*	*43%*	**
Net: £200,000 - <£500,000	**264**	14	27	35	**	76	34	64	159	20	**
	13%	*18%*	*17%*	*18%*	**	*15%*	*15%*	*16%*	*14%*	*16%*	**
Net: £500,000 - <£1,000,000	**124**	14	17	18	**	31	23	28	75	6	**
	6%	*17%*	*11%*	*9%*	**	*6%*	*10%*	*7%*	*7%*	*5%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Net: £1,000,000 - <£2,000,000	**54**	1	8	4	**	14	10	7	33	-	**
	3%	*1%*	*5%*	*2%*	**	*3%*	*5%*	*2%*	*3%* c	*-%*	**
Net: >£2,000,000	**41**	*	4	7	**	13	4	8	27	4	**
	2%	*1%*	*3%*	*4%*	**	*3%*	*2%*	*2%*	*2%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Up to £49,999	**380**	55	110	12	**	101	97	21	**	187	116	107	173	148	**
	19%	*16%*	*16%*	*11%*	**	*19%*	*20%*	*14%*	**	*17%*	*16%*	*19%*	*17%*	*19%*	**
£50,000 - £99,999	**345**	73	143	18	**	86	84	28	**	198	143	99	187	127	**
	17%	*22%*	*21%*	*16%*	**	*16%*	*17%*	*18%*	**	*17%*	*20%*	*18%*	*18%*	*16%*	**
£100,000 - £199,999	**267**	31	92	15	**	74	65	20	**	142	94	70	141	80	**
	13%	*9%*	*13%*	*13%*	**	*14%*	*13%*	*13%*	**	*13%*	*13%*	*13%*	*14%* b	*10%*	**
£200,000 - £299,999	**153**	33	47	14	**	51	38	18	**	88	53	49	72	58	**
	8%	*10%*	*7%*	*13%* b	**	*10%*	*8%*	*12%*	**	*8%*	*7%*	*9%*	*7%*	*7%*	**
£300,000 - £399,999	**56**	6	18	5	**	19	18	4	**	37	18	21	30	25	**
	3%	*2%*	*3%*	*5%*	**	*4%*	*4%*	*3%*	**	*3%*	*2%*	*4%*	*3%*	*3%*	**
£400,000 - £499,999	**55**	10	21	3	**	15	13	3	**	31	21	15	31	26	**
	3%	*3%*	*3%*	*3%*	**	*3%*	*3%*	*2%*	**	*3%*	*3%*	*3%*	*3%*	*3%*	**
£500,000 - £749,999	**80**	9	25	4	**	24	16	9	**	42	28	24	44	27	**
	4%	*3%*	*4%*	*4%*	**	*5%*	*3%*	*6%*	**	*4%*	*4%*	*4%*	*4%*	*3%*	**
£750,000 - £999,999	**44**	10	15	3	**	20	16	5	**	33	18	19	20	26	**
	2%	*3%*	*2%*	*3%*	**	*4%*	*3%*	*3%*	**	*3%*	*2%*	*3%*	*2%*	*3%*	**
£1,000,000 - £1,499,999	**37**	7	19	*	**	6	8	1	**	25	19	10	21	18	**
	2%	*2%*	*3%* c	*%*	**	*1%*	*2%*	*%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
£1,500,000 - £1,999,999	**18**	3	8	2	**	3	10	4	**	10	10	6	7	7	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*2%*	*3%* a	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
£2,000,000 - £4,999,999	**23**	5	11	2	**	6	7	*	**	13	13	11	12	9	**
	1%	*2%*	*2%*	*2%*	**	*1%*	*1%*	*%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
£5,000,000 +	**19**	7	9	3	**	6	4	1	**	14	13	5	15	10	**
	1%	*2%*	*1%*	*3%*	**	*1%*	*1%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	**
Don't know / not sure	**424**	65	139	24	**	87	95	32	**	254	142	93	201	182	**
	21%	*19%*	*20%*	*22%*	**	*17%*	*20%*	*21%*	**	*22%* c	*19%*	*17%*	*20%*	*23%*	**
Refused	**99**	20	38	4	**	26	10	8	**	61	42	24	58	36	**
	5%	*6%*	*5%*	*4%*	**	*5%* b	*2%*	*6%* b	**	*5%*	*6%*	*4%*	*6%*	*5%*	**
Net:<£200,000	**993**	159	346	45	**	260	245	68	**	526	354	277	501	355	**
	50%	*47%*	*50%* c	*40%*	**	*50%*	*51%*	*45%*	**	*46%*	*48%*	*50%*	*50%*	*46%*	**
Net: £200,000 - <£500,000	**264**	49	86	23	**	85	70	25	**	155	92	85	132	110	**
	13%	*15%*	*12%*	*20%* b	**	*16%*	*14%*	*16%*	**	*14%*	*13%*	*15%*	*13%*	*14%*	**
Net: £500,000 - <£1,000,000	**124**	19	41	8	**	44	32	14	**	74	46	43	64	53	**
	6%	*6%*	*6%*	*7%*	**	*8%*	*7%*	*9%*	**	*7%*	*6%*	*8%*	*6%*	*7%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Net: £1,000,000 - <£2,000,000	**54**	10	27	2	**	9	18	5	**	35	29	16	28	25	**
	3%	*3%*	*4%*	*2%*	**	*2%*	*4%*	*3%*	**	*3%*	*4%*	*3%*	*3%*	*3%*	**
Net: >£2,000,000	**41**	13	20	6	**	11	11	1	**	26	26	16	27	19	**
	2%	*4%*	*3%*	*5%*	**	*2%*	*2%*	*1%*	**	*2%*	*4%*	*3%*	*3%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Up to £49,999	**380**	63	44	60	10	8	162	145	**	**	**	**
	19%	*17%*	*20%*	*20%*	*14%*	*18%*	*17%*	*19%*	**	**	**	**
£50,000 - £99,999	**345**	68	45	57	12	11	177	125	**	**	**	**
	17%	*18%*	*20%*	*19%*	*17%*	*24%*	*18%*	*17%*	**	**	**	**
£100,000 - £199,999	**267**	44	20	37	7	5	137	80	**	**	**	**
	13%	*12%*	*9%*	*12%*	*10%*	*11%*	*14%* b	*11%*	**	**	**	**
£200,000 - £299,999	**153**	33	22	31	12	4	70	56	**	**	**	**
	8%	*9%*	*10%*	*10%*	*18%* a	*10%*	*7%*	*7%*	**	**	**	**
£300,000 - £399,999	**56**	14	6	15	2	-	27	23	**	**	**	**
	3%	*4%*	*3%*	*5%*	*3%*	*-%*	*3%*	*3%*	**	**	**	**
£400,000 - £499,999	**55**	12	4	5	1	-	31	25	**	**	**	**
	3%	*3%*	*2%*	*2%*	*2%*	*-%*	*3%*	*3%*	**	**	**	**
£500,000 - £749,999	**80**	14	9	17	5	3	40	23	**	**	**	**
	4%	*4%*	*4%*	*5%*	*7%*	*6%*	*4%*	*3%*	**	**	**	**
£750,000 - £999,999	**44**	11	10	10	2	3	20	28	**	**	**	**
	2%	*3%*	*5%*	*3%*	*3%*	*7%*	*2%*	*4%* a	**	**	**	**
£1,000,000 - £1,499,999	**37**	10	5	1	*	-	21	14	**	**	**	**
	2%	*3%* c	*2%* c	**%*	**%*	*-%*	*2%*	*2%*	**	**	**	**
£1,500,000 - £1,999,999	**18**	5	1	2	-	-	8	5	**	**	**	**
	1%	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
£2,000,000 - £4,999,999	**23**	6	3	7	*	*	9	8	**	**	**	**
	1%	*2%*	*1%*	*2%*	**%*	*1%*	*1%*	*1%*	**	**	**	**
£5,000,000 +	**19**	5	4	4	*	*	11	10	**	**	**	**
	1%	*1%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*	**	**	**	**
Don't know / not sure	**424**	70	44	38	14	8	191	177	**	**	**	**
	21%	*19%* c	*20%* c	*13%*	*20%*	*18%*	*20%*	*23%*	**	**	**	**
Refused	**99**	15	3	18	4	2	56	36	**	**	**	**
	5%	*4%* b	*1%*	*6%* b	*5%* b	*5%* b	*6%*	*5%*	**	**	**	**
Net:<£200,000	**993**	175	109	153	29	24	475	349	**	**	**	**
	50%	*47%*	*50%*	*51%*	*42%*	*53%*	*50%*	*46%*	**	**	**	**
Net: £200,000 - <£500,000	**264**	59	33	51	15	4	127	104	**	**	**	**
	13%	*16%*	*15%*	*17%*	*22%*	*10%*	*13%*	*14%*	**	**	**	**
Net: £500,000 - <£1,000,000	**124**	25	19	26	7	6	60	51	**	**	**	**
	6%	*7%*	*8%*	*9%*	*10%*	*12%*	*6%*	*7%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Net: £1,000,000 - <£2 ,000,000	**54**	14	6	3	*	-	29	19	**	**	**	**
	3%	*4%*	*3%*	*1%*	*%*	-%	*3%*	*2%*	**	**	**	**
Net: >£2,000,000	**41**	c 11	7	11	*	1	20	18	**	**	**	**
	2%	*3%*	*3%*	*4%*	*1%*	*1%*	*2%*	*2%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Up to £49,999	**380**	349	245	351	265	365	183	349	82	**	305	**	44	306
	19%	*19%*	*16%*	*19%*	*17%*	*19%*	*16%*	*19%*	*19%*	**	*19%*	**	*19%*	*19%*
						b								
£50,000 - £99,999	**345**	330	274	334	273	340	211	330	74	**	282	**	36	284
	17%	*18%*	*18%*	*18%*	*17%*	*18%*	*19%*	*18%*	*17%*	**	*18%*	**	*15%*	*18%*
£100,000 - £199,999	**267**	253	201	257	210	261	166	250	55	**	210	**	34	213
	13%	*14%*	*13%*	*14%*	*13%*	*13%*	*15%*	*13%*	*13%*	**	*13%*	**	*14%*	*13%*
£200,000 - £299,999	**153**	147	139	148	137	153	95	144	39	**	121	**	27	117
	8%	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	**	*8%*	**	*11%*	*7%*
													b	
£300,000 - £399,999	**56**	56	50	56	49	56	40	54	13	**	40	**	10	42
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	**	*3%*	**	*4%*	*3%*
£400,000 - £499,999	**55**	52	40	52	45	55	38	52	16	**	44	**	7	45
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	*3%*	**	*3%*	*3%*
£500,000 - £749,999	**80**	69	57	69	71	74	49	73	24	**	62	**	9	66
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	**	*4%*	**	*4%*	*4%*
£750,000 - £999,999	**44**	39	31	40	36	44	27	40	13	**	37	**	7	35
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*3%*	*2%*
£1,000,000 - £1,499,999	**37**	34	32	34	27	36	16	34	3	**	28	**	11	24
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	*2%*	**	*4%*	*1%*
													b	
£1,500,000 - £1,999,999	**18**	18	12	18	16	18	9	18	2	**	14	**	4	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*
£2,000,000 - £4,999,999	**23**	21	20	21	20	23	11	21	7	**	15	**	2	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
£5,000,000 +	**19**	17	15	17	15	17	10	16	3	**	15	**	1	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	**%*	*1%*
Don't know / not sure	**424**	394	316	399	321	403	217	393	91	**	323	**	33	341
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*19%*	*21%*	*21%*	**	*20%*	**	*14%*	*21%*
														a
Refused	**99**	93	82	94	75	99	55	95	18	**	86	**	16	80
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	**	*5%*	**	*7%*	*5%*
Net:<£200,000	**993**	932	720	942	747	966	561	929	212	**	797	**	114	802
	50%	*50%*	*48%*	*50%*	*48%*	*50%*	*50%*	*50%*	*48%*	**	*50%*	**	*48%*	*50%*
Net: £200,000 - <£500,000	**264**	256	229	256	231	264	173	251	68	**	205	**	43	204
	13%	*14%*	*15%*	*14%*	*15%*	*14%*	*15%*	*13%*	*15%*	**	*13%*	**	*18%*	*13%*
													b	
Net: £500,000 - <£1,000,000	**124**	108	88	109	107	118	76	114	36	**	99	**	16	101
	6%	*6%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*8%*	**	*6%*	**	*7%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Net: £1,000,000 - <£2,000,000	**54**	52	44	52	43	54	26	52	6	**	43	**	15	35
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	**	*3%*	**	*6%*	*2%*
													b	
Net: >£2,000,000	**41**	38	35	38	35	39	21	37	10	**	30	**	3	37
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Up to £49,999	**380**	63	**	15	61	39	276	60	40	21	319	188	192
	19%	*16%*	**	*16%*	*17%*	*19%*	*19%*	*17%*	*17%*	*22%*	*19%*	*18%*	*20%*
£50,000 - £99,999	**345**	57	**	11	61	36	250	60	35	16	293	163	182
	17%	*15%*	**	*13%*	*17%*	*17%*	*18%*	*17%*	*15%*	*17%*	*18%*	*16%*	*19%*
£100,000 - £199,999	**267**	54	**	8	51	31	184	49	34	20	214	130	137
	13%	*14%*	**	*9%*	*14%*	*15%*	*13%*	*14%*	*14%*	*20%*	*13%*	*13%*	*14%*
£200,000 - £299,999	**153**	32	**	9	25	10	115	27	21	9	124	90	63
	8%	*8%*	**	*10%*	*7%*	*5%*	*8%*	*8%*	*9%*	*9%*	*7%*	*9%*	*6%*
£300,000 - £399,999	**56**	14	**	3	14	6	39	11	6	3	47	40	16
	3%	*4%*	**	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%* b	*2%*
£400,000 - £499,999	**55**	15	**	2	15	5	36	14	9	1	44	27	27
	3%	*4%*	**	*2%*	*4%*	*2%*	*3%*	*4%*	*4%*	*1%*	*3%*	*3%*	*3%*
£500,000 - £749,999	**80**	23	**	2	22	8	49	23	10	2	68	49	30
	4%	*6%*	**	*2%*	*6%*	*4%*	*3%*	*6%* b	*4%*	*2%*	*4%*	*5%*	*3%*
£750,000 - £999,999	**44**	12	**	4	9	11	22	11	6	6	33	23	21
	2%	*3%*	**	*5%*	*2%*	*5%* b	*2%*	*3%*	*3%*	*6%* c	*2%*	*2%*	*2%*
£1,000,000 - £1,499,999	**37**	4	**	1	3	1	28	7	2	2	32	21	15
	2%	*1%*	**	*1%*	*1%*	**%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
£1,500,000 - £1,999,999	**18**	6	**	4	4	6	11	*	6	2	9	6	12
	1%	*1%*	**	*5%* b	*1%*	*3%* bc	*1%*	**%*	*2%* c	*2%* c	*1%*	*1%*	*1%*
£2,000,000 - £4,999,999	**23**	4	**	*	4	2	17	3	2	1	20	15	8
	1%	*1%*	**	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
£5,000,000 +	**19**	5	**	1	4	1	11	7	2	2	14	13	6
	1%	*1%*	**	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Don't know / not sure	**424**	84	**	23	76	44	311	67	53	10	359	189	236
	21%	*22%*	**	*25%*	*21%*	*21%*	*22%*	*19%*	*23%* b	*10%*	*22%* b	*19%*	*24%* a
Refused	**99**	13	**	7	8	11	65	23	10	3	86	66	33
	5%	*3%*	**	*8%* b	*2%*	*5%*	*5%*	*6%*	*4%*	*3%*	*5%*	*6%* b	*3%*
Net:<£200,000	**993**	174	**	35	173	106	710	169	108	58	826	481	512
	50%	*45%*	**	*38%*	*48%*	*50%*	*50%*	*47%*	*46%*	*58%*	*50%*	*47%*	*52%* a
Net: £200,000 - <£500,000	**264**	61	**	14	54	21	190	52	36	13	215	157	107
	13%	*16%*	**	*16%*	*15%*	*10%*	*13%*	*14%*	*15%*	*13%*	*13%*	*15%* b	*11%*
Net: £500,000 - <£1,000,000	**124**	35	**	6	30	19	71	33	15	7	101	72	52
	6%	*9%*	**	*7%*	*9%*	*9%* b	*5%*	*9%* b	*7%*	*7%*	*6%*	*7%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Net: £1,000,000 - <£2,000,000	**54**	9	**	5	7	7	40	8	7	5	42	27	27
	3%	*2%*	**	*6%*	*2%*	*3%*	*3%*	*2%*	*3%*	*5%*	*3%*	*3%*	*3%*
Net: >£2,000,000	**41**	9	**	1	9	3	28	10	3	3	34	27	14
	2%	*2%*	**	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*1%*
												b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Up to £49,999	**380**	13	52	44	14	42	50	29	29	39	31	22	16
	19%	*10%*	*27%*	*24%*	*12%*	*22%*	*26%*	*26%*	*20%*	*16%*	*15%*	*12%*	*14%*
			adijkl	**adjkl**		**adk**	**adijkl**	**adijkl**	a				
£50,000 - £99,999	**345**	10	26	37	18	28	43	23	36	36	37	35	17
	17%	*8%*	*13%*	*21%*	*15%*	*15%*	*22%*	*21%*	*24%*	*15%*	*18%*	*19%*	*15%*
				a	a		**ab**	a	**abe**		a	a	
£100,000 - £199,999	**267**	10	25	28	8	29	21	11	21	39	33	25	16
	13%	*8%*	*13%*	*15%*	*7%*	*15%*	*11%*	*10%*	*14%*	*16%*	*16%*	*13%*	*14%*
				ad		**ad**			d	**ad**	**ad**	d	d
£200,000 - £299,999	**153**	9	11	15	6	19	11	7	6	25	19	17	8
	8%	*7%*	*6%*	*8%*	*5%*	*10%*	*6%*	*7%*	*4%*	*10%*	*9%*	*9%*	*7%*
						h				h			
£300,000 - £399,999	**56**	5	5	*	2	6	11	4	6	2	6	6	3
	3%	*4%*	*3%*	**%*	*2%*	*3%*	*6%*	*3%*	*4%*	*1%*	*3%*	*3%*	*2%*
		c				c	**ci**	c	c		c	c	
£400,000 - £499,999	**55**	2	6	4	1	2	3	4	9	5	6	10	4
	3%	*1%*	*3%*	*2%*	**%*	*1%*	*2%*	*3%*	*6%*	*2%*	*3%*	*6%*	*3%*
									adef			**ade**	
£500,000 - £749,999	**80**	8	7	3	7	5	5	6	1	14	8	11	6
	4%	*6%*	*4%*	*1%*	*6%*	*2%*	*2%*	*5%*	*1%*	*6%*	*4%*	*6%*	*5%*
		ch			**ch**			h		**ch**		**ch**	h
£750,000 - £999,999	**44**	3	1	3	6	7	4	1	4	2	6	7	*
	2%	*2%*	*1%*	*1%*	*5%*	*4%*	*2%*	*1%*	*3%*	*1%*	*3%*	*4%*	**%*
					bgil	**bl**							
£1,000,000 - £1,499,999	**37**	3	3	1	7	9	2	2	*	*	4	1	4
	2%	*3%*	*2%*	**%*	*6%*	*5%*	*1%*	*1%*	**%*	**%*	*2%*	**%*	*4%*
		i			**cfghik**	**chik**							**chik**
£1,500,000 - £1,999,999	**18**	4	*	2	5	1	-	*	-	3	2	-	-
	1%	*3%*	**%*	*1%*	*4%*	**%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*-%*
		befghkl			**befghkl**								
£2,000,000 - £4,999,999	**23**	1	1	6	4	1	3	*	1	*	6	-	-
	1%	*1%*	*1%*	*4%*	*3%*	**%*	*1%*	**%*	*1%*	**%*	*3%*	*-%*	*-%*
				egikl	**ikl**						**ikl**		
£5,000,000 +	**19**	3	2	1	2	*	2	4	*	3	-	1	-
	1%	*3%*	*1%*	**%*	*2%*	**%*	*1%*	*4%*	**%*	*1%*	*-%*	*1%*	*-%*
		ej						**cehjl**					
Don't know / not sure	**424**	45	35	31	33	27	29	20	30	68	40	39	28
	21%	*36%*	*18%*	*17%*	*28%*	*14%*	*15%*	*18%*	*20%*	*28%*	*19%*	*21%*	*25%*
		bcefghjk			**bcefgj**					**bcefg**			**ef**
Refused	**99**	10	18	6	5	16	7	*	5	5	9	9	10
	5%	*8%*	*9%*	*3%*	*4%*	*8%*	*4%*	**%*	*3%*	*2%*	*4%*	*5%*	*9%*
		gi	**cfghi**	g	g	**gi**	g		g		g	g	**cfghi**
Net:<£200,000	**993**	34	103	108	40	100	114	62	86	115	101	82	48
	50%	*27%*	*53%*	*60%*	*34%*	*52%*	*60%*	*57%*	*58%*	*48%*	*49%*	*45%*	*44%*
			ad	**adijkl**		**ad**	**adijkl**	**adkl**	**adkl**	**ad**	**ad**	**ad**	a
Net: £200,000 - <£500 ,000	**264**	15	22	19	9	27	25	15	21	31	31	33	14
	13%	*12%*	*11%*	*11%*	*8%*	*14%*	*13%*	*13%*	*14%*	*13%*	*15%*	*18%*	*13%*
											d	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Net: £500,000 - <£1,000,000	**124**	11	8	5	13	12	8	7	5	16	14	17	6
	6%	*9%*	*4%*	*3%*	*11%*	*6%*	*4%*	*6%*	*3%*	*7%*	*7%*	*10%*	*5%*
		c			**bcfh**							**ch**	
Net: £1,000,000 - <£2,000,000	**54**	8	4	3	11	10	2	2	*	4	6	1	4
	3%	*6%*	*2%*	*1%*	*10%*	*5%*	*1%*	*2%*	**%*	*1%*	*3%*	**%*	*4%*
		cfghik			**bcfghijkl**	**hk**							**hk**
Net: >£2,000,000	**41**	4	4	7	5	1	5	4	1	3	6	1	-
	2%	*3%*	*2%*	*4%*	*5%*	**%*	*3%*	*4%*	*1%*	*1%*	*3%*	*1%*	*-%*
		el		**el**	**ehkl**			**el**			l		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Up to £49,999	**380**	109	106	97	69
	19%	*22%*	*21%*	*19%*	*14%*
		d	d	d	
£50,000 - £99,999	**345**	73	89	95	88
	17%	*15%*	*18%*	*19%*	*18%*
£100,000 - £199,999	**267**	64	59	72	73
	13%	*13%*	*12%*	*14%*	*15%*
£200,000 - £299,999	**153**	35	37	38	44
	8%	*7%*	*7%*	*8%*	*9%*
£300,000 - £399,999	**56**	10	19	12	15
	3%	*2%*	*4%*	*2%*	*3%*
£400,000 - £499,999	**55**	11	6	18	20
	3%	*2%*	*1%*	*4%*	*4%*
				b	b
£500,000 - £749,999	**80**	18	17	21	25
	4%	*4%*	*3%*	*4%*	*5%*
£750,000 - £999,999	**44**	7	17	7	13
	2%	*1%*	*3%*	*1%*	*3%*
			ac		
£1,000,000 - £1,499,999	**37**	8	18	2	9
	2%	*2%*	*4%*	**%*	*2%*
			ac		
£1,500,000 - £1,999,999	**18**	6	5	4	2
	1%	*1%*	*1%*	*1%*	**%*
£2,000,000 - £4,999,999	**23**	8	7	2	6
	1%	*2%*	*1%*	**%*	*1%*
		c			
£5,000,000 +	**19**	6	4	7	1
	1%	*1%*	*1%*	*1%*	**%*
Don't know / not sure	**424**	111	89	117	107
	21%	*22%*	*18%*	*23%*	*21%*
				b	
Refused	**99**	34	27	10	28
	5%	*7%*	*5%*	*2%*	*6%*
		c	c		c
Net:<£200,000	**993**	245	254	263	230
	50%	*49%*	*51%*	*53%*	*46%*
				d	
Net: £200,000 - <£500,000	**264**	57	62	67	79
	13%	*11%*	*12%*	*13%*	*16%*
					a
Net: £500,000 - <£1,000,000	**124**	24	34	28	38
	6%	*5%*	*7%*	*6%*	*8%*

Columns Tested: a,b,c,d

C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Net: £1,000,000 - <£2,000,000	**54**	14	23	6	11
	3%	*3%*	*5%*	*1%*	*2%*
			cd		
Net: >£2,000,000	**41**	15	11	8	7
	2%	*3%*	*2%*	*2%*	*1%*

Columns Tested: a,b,c,d

C3. Where in the UK do you work?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
East of England	**159**	154	3	1	1	5	54	56	12	4	4
	8%	*8%*	*7%*	*7%*	*12%*	*8%*	*7%*	*10%*	*10%*	*10%*	*6%*
East Midlands	**151**	147	3	1	-	4	48	40	11	*	11
	8%	*8%*	*7%*	*10%*	*-%*	*7%*	*7%*	*8%*	*8%*	*%*	*19%*
		d	d	d		d		d	d		**abcd**
Greater London	**267**	261	4	2	1	6	74	75	14	3	8
	13%	*13%*	*9%*	*12%*	*8%*	*10%*	*10%*	*14%*	*11%*	*7%*	*14%*
		be									
North East	**71**	68	2	1	-	3	28	19	5	*	4
	4%	*4%*	*6%*	*8%*	*-%*	*6%*	*4%*	*4%*	*4%*	*1%*	*7%*
				ad		a					
North West	**202**	195	5	1	1	7	78	57	10	8	6
	10%	*10%*	*13%*	*11%*	*9%*	*12%*	*11%*	*11%*	*8%*	*22%*	*9%*
										abce	
South East	**348**	342	4	1	1	5	123	90	26	8	5
	17%	*18%*	*9%*	*10%*	*8%*	*9%*	*17%*	*17%*	*21%*	*23%*	*8%*
		be					e	e	e	e	
South West	**229**	225	2	1	1	4	77	64	12	3	5
	11%	*12%*	*6%*	*7%*	*9%*	*6%*	*11%*	*12%*	*10%*	*9%*	*9%*
		be									
West Midlands	**170**	163	4	1	1	6	71	36	7	4	3
	8%	*8%*	*10%*	*6%*	*20%*	*10%*	*10%*	*7%*	*6%*	*11%*	*4%*
					abce						
Yorkshire and The Humber	**126**	121	3	1	1	4	59	24	12	*	5
	6%	*6%*	*7%*	*6%*	*12%*	*7%*	*8%*	*5%*	*10%*	*1%*	*8%*
							b		**bd**		
Scotland	**93**	88	3	1	*	4	37	24	4	1	5
	5%	*5%*	*7%*	*6%*	*7%*	*7%*	*5%*	*5%*	*3%*	*4%*	*8%*
			a			a					
Wales	**95**	90	4	1	*	5	40	27	6	2	2
	5%	*5%*	*9%*	*8%*	*4%*	*8%*	*6%*	*5%*	*4%*	*5%*	*4%*
			a			a					
Northern Ireland	**90**	84	4	1	1	6	38	20	5	2	2
	5%	*4%*	*9%*	*9%*	*11%*	*10%*	*5%*	*4%*	*4%*	*6%*	*3%*
			a	a	a	a					
Net: England	**1722**	1677	29	10	5	45	611	460	109	31	50
	86%	*86%*	*74%*	*77%*	*78%*	*75%*	*84%*	*87%*	*88%*	*85%*	*85%*
		bce									
Net: Scotland	**93**	88	3	1	*	4	37	24	4	1	5
	5%	*5%*	*7%*	*6%*	*7%*	*7%*	*5%*	*5%*	*3%*	*4%*	*8%*
			a			a					
Net: Wales	**95**	90	4	1	*	5	40	27	6	2	2
	5%	*5%*	*9%*	*8%*	*4%*	*8%*	*6%*	*5%*	*4%*	*5%*	*4%*
			a			a					
Net: Northern Ireland	**90**	84	4	1	1	6	38	20	5	2	2
	5%	*4%*	*9%*	*9%*	*11%*	*10%*	*5%*	*4%*	*4%*	*6%*	*3%*
			a	a	a	a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C3. Where in the UK do you work?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
East of England	**159**	136	3	4	-	-	16	-	-	-	159	-	-	-
	8%	*58%*	*3%*	*1%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*
		bcdefgh ijklm	**gklm**				**ceghiklm**				**cdefghi klm**			
East Midlands	**151**	22	95	2	-	-	4	-	15	11	151	-	-	-
	8%	*10%*	*79%*	*1%*	*-%*	*-%*	*1%*	*-%*	*9%*	*8%*	*9%*	*-%*	*-%*	*-%*
		cdefgklacdefghi m	**jklm**						**cdefgklm**	**cdefgklmcdefgkl**	m			
Greater London	**267**	2	4	223	*	*	39	-	*	-	267	-	-	-
	13%	*1%*	*3%*	*81%*	**%*	**%*	*12%*	*-%*	**%*	*-%*	*16%*	*-%*	*-%*	*-%*
			egklmabdefgh	**ijklm**			**abdeghiklm**				**abdeghi klm**			
North East	**71**	4	3	-	46	1	-	-	*	13	67	4	-	-
	4%	*2%*	*3%*	*-%*	*67%*	*1%*	*-%*	*-%*	**%*	*9%*	*4%*	*4%*	*-%*	*-%*
		cflm	**cfglm**		**abcefghijk lm**					**acefghjlm**	**cfghlm**	**cfghlm**		
North West	**202**	1	2	*	12	168	-	-	6	6	195	2	2	2
	10%	*1%*	*2%*	**%*	*17%*	*97%*	*-%*	*-%*	*3%*	*4%*	*11%*	*2%*	*2%*	*2%*
			f		**abcfghiklmabcdfghijk**	**lm**			**cfg**	**acfgabcfghi**	**klm**	f	**cf**	**cf**
South East	**348**	59	-	37	-	-	240	3	2	2	343	3	2	-
	17%	*26%*	*-%*	*14%*	*-%*	*-%*	*73%*	*1%*	*1%*	*1%*	*20%*	*3%*	*2%*	*-%*
		bcdeghi klm		**bdeghik lm**			**abcdeghijk lm**				**bcdeghi klm**	m	m	
South West	**229**	5	*	6	-	1	22	187	3	-	224	*	4	-
	11%	*2%*	**%*	*2%*	*-%*	*1%*	*7%*	*97%*	*2%*	*-%*	*13%*	**%*	*4%*	*-%*
		km		**km**			**abceikmabcdefhijk**	**lm**	m		**abcdefh iklm**		**ikm**	
West Midlands	**170**	2	12	2	-	-	8	2	139	*	166	*	4	-
	8%	*1%*	*10%*	*1%*	*-%*	*-%*	*2%*	*1%*	*83%*	**%*	*10%*	**%*	*4%*	*-%*
			acdefgik lm				**km**		**abcdefgi jklm**		**acdefgi klm**		**cekm**	
Yorkshire and The Humber	**126**	-	-	-	10	2	*	-	-	114	126	-	-	-
	6%	*-%*	*-%*	*-%*	*14%*	*1%*	**%*	*-%*	*-%*	*78%*	*7%*	*-%*	*-%*	*-%*
					abcefghklm					**abcdefghjabcefgh klm**	**klm**			
Scotland	**93**	*	-	-	*	-	-	1	-	-	1	91	-	-
	5%	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*91%*	*-%*	*-%*
												abcdefgh ijlm		
Wales	**95**	*	-	1	-	1	-	-	1	-	3	-	92	-
	5%	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*88%*	*-%*
													abcdefghij km	
Northern Ireland	**90**	-	-	-	*	-	-	-	-	-	*	-	-	90
	5%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*98%*
														abcdefgh ijkl
Net: England	**1722**	232	121	274	67	173	328	191	166	147	1699	9	13	2
	86%	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*9%*	*12%*	*2%*
		klm	**klm**	**klm**	**klm**	**klm**	**klm**	**klm**	**klm**	**klm**	**klm**	m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

C3. Where in the UK do you work?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Net: Scotland	**93**	*	-	-	*	-	-	1	-	-	1	91	-	-
	5%	*%*	-%	-%	*1%*	-%	-%	*%*	-%	-%	*%*	*91%*	-%	-%
												abcdefgh ijlm		
Net: Wales	**95**	*	-	1	-	1	-	-	1	-	3	-	92	-
	5%	*%*	-%	*%*	-%	*%*	-%	-%	*1%*	-%	*%*	-%	*88%*	-%
													abcdefghij km	
Net: Northern Ireland	**90**	-	-	-	*	-	-	-	-	-	*	-	-	90
	5%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*%*	-%	-%	*98%*
														abcdefgh ijkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C3. Where in the UK do you work?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
East of England	**159**	7	8	**	12	60	3	18	51	114	45	144	15
	8%	*9%*	*5%*	**	*8%*	*10%*	*5%*	*15%*	*7%*	*7%*	*10%*	*8%*	*9%*
						bch		**bcdfh**					
East Midlands	**151**	2	14	**	10	43	8	7	63	108	43	134	17
	8%	*3%*	*8%*	**	*6%*	*7%*	*13%*	*6%*	*8%*	*7%*	*9%*	*7%*	*10%*
							ac						
Greater London	**267**	3	20	**	25	60	9	16	130	267	-	250	17
	13%	*3%*	*12%*	**	*16%*	*10%*	*15%*	*14%*	*17%*	*17%*	*-%*	*14%*	*10%*
			a		a	a	a	a	**ae**	b			
North East	**71**	5	7	**	3	20	*	4	31	53	19	66	5
	4%	*6%*	*4%*	**	*2%*	*3%*	*1%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*
North West	**202**	5	19	**	14	66	12	12	64	170	32	182	20
	10%	*6%*	*11%*	**	*9%*	*11%*	*21%*	*10%*	*8%*	*11%*	*7%*	*10%*	*11%*
				adh			**abdegh**			b			
South East	**348**	12	18	**	34	112	8	19	134	266	82	306	42
	17%	*15%*	*11%*	**	*21%*	*19%*	*13%*	*16%*	*17%*	*17%*	*18%*	*17%*	*24%*
					b	b			b				a
South West	**229**	12	23	**	16	67	5	8	96	159	69	209	20
	11%	*15%*	*13%*	**	*10%*	*11%*	*9%*	*7%*	*13%*	*10%*	*15%*	*11%*	*11%*
		cg									a		
West Midlands	**170**	5	22	**	17	51	1	11	54	140	29	159	11
	8%	*7%*	*13%*	**	*10%*	*9%*	*3%*	*10%*	*7%*	*9%*	*6%*	*9%*	*6%*
			fh	**fh**	f								
Yorkshire and The Humber	**126**	5	18	**	7	45	3	4	42	89	37	118	8
	6%	*7%*	*10%*	**	*4%*	*8%*	*4%*	*4%*	*5%*	*6%*	*8%*	*6%*	*4%*
			dgh										
Scotland	**93**	9	6	**	8	22	4	5	35	57	36	83	9
	5%	*12%*	*4%*	**	*5%*	*4%*	*7%*	*4%*	*5%*	*4%*	*8%*	*5%*	*5%*
		beh									a		
Wales	**95**	10	10	**	7	21	3	6	30	54	41	90	5
	5%	*13%*	*6%*	**	*5%*	*4%*	*6%*	*5%*	*4%*	*4%*	*9%*	*5%*	*3%*
		bdeh		**eh**							a		
Northern Ireland	**90**	4	9	**	7	22	2	6	36	65	25	84	6
	5%	*5%*	*5%*	**	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	*4%*
Net: England	**1722**	56	150	**	137	524	49	98	666	1366	356	1568	155
	86%	*70%*	*86%*	**	*86%*	*89%*	*83%*	*85%*	*87%*	*89%*	*78%*	*86%*	*88%*
			a		a	a		a	a	b			
Net: Scotland	**93**	9	6	**	8	22	4	5	35	57	36	83	9
	5%	*12%*	*4%*	**	*5%*	*4%*	*7%*	*4%*	*5%*	*4%*	*8%*	*5%*	*5%*
		beh									a		
Net: Wales	**95**	10	10	**	7	21	3	6	30	54	41	90	5
	5%	*13%*	*6%*	**	*5%*	*4%*	*6%*	*5%*	*4%*	*4%*	*9%*	*5%*	*3%*
		bdeh		**eh**							a		
Net: Northern Ireland	**90**	4	9	**	7	22	2	6	36	65	25	84	6
	5%	*5%*	*5%*	**	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

C3. Where in the UK do you work?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
East of England	**159**	150	8	102	15	38
	8%	*8%*	*7%*	*8%*	*5%*	*9%*
East Midlands	**151**	148	4	104	18	27
	8%	*8%*	*3%*	*8%*	*6%*	*6%*
Greater London	**267**	257	10	152	44	61
	13%	*14%*	*9%*	*12%*	*15%*	*14%*
North East	**71**	60	11	41	5	23
	4%	*3%*	*10%*	*3%*	*2%*	*5%*
			a			**ab**
North West	**202**	197	5	149	23	26
	10%	*10%*	*4%*	*12%*	*8%*	*6%*
				c		
South East	**348**	317	31	203	51	91
	17%	*17%*	*28%*	*16%*	*18%*	*21%*
			a			a
South West	**229**	218	10	138	40	43
	11%	*12%*	*9%*	*11%*	*14%*	*10%*
West Midlands	**170**	165	5	102	32	31
	8%	*9%*	*4%*	*8%*	*11%*	*7%*
Yorkshire and The Humber	**126**	113	13	82	17	26
	6%	*6%*	*11%*	*7%*	*6%*	*6%*
			a			
Scotland	**93**	89	3	56	15	21
	5%	*5%*	*3%*	*4%*	*5%*	*5%*
Wales	**95**	90	5	60	8	26
	5%	*5%*	*5%*	*5%*	*3%*	*6%*
						b
Northern Ireland	**90**	84	6	57	14	18
	5%	*4%*	*5%*	*5%*	*5%*	*4%*
Net: England	**1722**	1625	97	1073	245	366
	86%	*86%*	*87%*	*86%*	*87%*	*85%*
Net: Scotland	**93**	89	3	56	15	21
	5%	*5%*	*3%*	*4%*	*5%*	*5%*
Net: Wales	**95**	90	5	60	8	26
	5%	*5%*	*5%*	*5%*	*3%*	*6%*
						b
Net: Northern Ireland	**90**	84	6	57	14	18
	5%	*4%*	*5%*	*5%*	*5%*	*4%*

Columns Tested: a,b - a,b,c

C3. Where in the UK do you work?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
East of England	**159**	137	17	**	**	**	**	**	**	154	5	**	66	71	22
	8%	*8%*	*7%*	**	**	**	**	**	**	*8%*	*10%*	**	*8%*	*8%*	*8%*
East Midlands	**151**	126	21	**	**	**	**	**	**	147	4	**	67	59	25
	8%	*7%*	*9%*	**	**	**	**	**	**	*8%*	*8%*	**	*8%*	*7%*	*9%*
Greater London	**267**	231	32	**	**	**	**	**	**	263	4	**	97	134	36
	13%	*13%*	*14%*	**	**	**	**	**	**	*13%*	*9%*	**	*12%*	*15%*	*13%*
North East	**71**	60	6	**	**	**	**	**	**	66	5	**	41	19	11
	4%	*4%*	*3%*	**	**	**	**	**	**	*3%*	*11%*	**	*5%*	*2%*	*4%*
											abi		b		
North West	**202**	170	28	**	**	**	**	**	**	198	4	**	72	98	32
	10%	*10%*	*12%*	**	**	**	**	**	**	*10%*	*8%*	**	*9%*	*11%*	*11%*
South East	**348**	297	44	**	**	**	**	**	**	340	7	**	139	158	51
	17%	*17%*	*18%*	**	**	**	**	**	**	*17%*	*16%*	**	*17%*	*18%*	*18%*
South West	**229**	199	19	**	**	**	**	**	**	218	10	**	93	107	29
	11%	*12%*	*8%*	**	**	**	**	**	**	*11%*	*22%*	**	*11%*	*12%*	*10%*
				abi							**abi**				
West Midlands	**170**	141	26	**	**	**	**	**	**	167	3	**	77	64	29
	8%	*8%*	*11%*	**	**	**	**	**	**	*9%*	*5%*	**	*9%*	*7%*	*10%*
Yorkshire and The Humber	**126**	109	14	**	**	**	**	**	**	123	3	**	55	54	17
	6%	*6%*	*6%*	**	**	**	**	**	**	*6%*	*6%*	**	*7%*	*6%*	*6%*
Scotland	**93**	81	11	**	**	**	**	**	**	92	1	**	36	45	12
	5%	*5%*	*5%*	**	**	**	**	**	**	*5%*	*1%*	**	*4%*	*5%*	*4%*
Wales	**95**	84	10	**	**	**	**	**	**	94	1	**	36	47	12
	5%	*5%*	*4%*	**	**	**	**	**	**	*5%*	*3%*	**	*4%*	*5%*	*4%*
Northern Ireland	**90**	80	9	**	**	**	**	**	**	89	1	**	35	45	10
	5%	*5%*	*4%*	**	**	**	**	**	**	*5%*	*1%*	**	*4%*	*5%*	*4%*
Net: England	**1722**	1470	209	**	**	**	**	**	**	1679	44	**	706	764	252
	86%	*86%*	*87%*	**	**	**	**	**	**	*86%*	*94%*	**	*87%*	*85%*	*88%*
Net: Scotland	**93**	81	11	**	**	**	**	**	**	92	1	**	36	45	12
	5%	*5%*	*5%*	**	**	**	**	**	**	*5%*	*1%*	**	*4%*	*5%*	*4%*
Net: Wales	**95**	84	10	**	**	**	**	**	**	94	1	**	36	47	12
	5%	*5%*	*4%*	**	**	**	**	**	**	*5%*	*3%*	**	*4%*	*5%*	*4%*
Net: Northern Ireland	**90**	80	9	**	**	**	**	**	**	89	1	**	35	45	10
	5%	*5%*	*4%*	**	**	**	**	**	**	*5%*	*1%*	**	*4%*	*5%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C3. Where in the UK do you work?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
East of England	**159**	92	67	107	58	38	103	103	3	**	**	**	**	**
	8%	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*5%*	**	**	**	**	**
East Midlands	**151**	95	55	100	62	32	98	95	2	**	**	**	**	**
	8%	*8%*	*7%*	*7%*	*8%*	*8%*	*8%*	*8%*	*5%*	**	**	**	**	**
Greater London	**267**	163	114	179	114	58	142	172	2	**	**	**	**	**
	13%	*14%*	*15%*	*13%*	*15%*	*14%*	*11%*	*14%*	*5%*	**	**	**	**	**
		f	f		f			b						
North East	**71**	43	23	46	27	17	35	44	-	**	**	**	**	**
	4%	*4%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*-%*	**	**	**	**	**
North West	**202**	114	71	133	69	47	136	129	4	**	**	**	**	**
	10%	*10%*	*9%*	*10%*	*9%*	*11%*	*11%*	*10%*	*7%*	**	**	**	**	**
South East	**348**	212	140	244	114	62	231	235	6	**	**	**	**	**
	17%	*18%*	*18%*	*18%*	*16%*	*15%*	*18%*	*19%*	*11%*	**	**	**	**	**
South West	**229**	128	85	148	93	42	134	133	13	**	**	**	**	**
	11%	*11%*	*11%*	*11%*	*13%*	*10%*	*10%*	*11%*	*26%*	**	**	**	**	**
								c	**ac**					
West Midlands	**170**	107	61	116	65	34	109	106	7	**	**	**	**	**
	8%	*9%*	*8%*	*9%*	*9%*	*8%*	*9%*	*8%*	*14%*	**	**	**	**	**
Yorkshire and The Humber	**126**	66	33	75	40	25	98	66	4	**	**	**	**	**
	6%	*6%*	*4%*	*6%*	*5%*	*6%*	*8%*	*5%*	*9%*	**	**	**	**	**
							abc							
Scotland	**93**	55	42	65	32	19	61	58	2	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	**	**	**	**	**
										ab				
Wales	**95**	61	42	70	28	25	70	64	3	**	**	**	**	**
	5%	*5%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*7%*	**	**	**	**	**
Northern Ireland	**90**	55	34	60	31	27	66	54	4	**	**	**	**	**
	5%	*5%*	*4%*	*4%*	*4%*	*6%*	*5%*	*4%*	*7%*	**	**	**	**	**
Net: England	**1722**	1022	650	1148	641	355	1086	1082	41	**	**	**	**	**
	86%	*86%*	*85%*	*86%*	*88%*	*83%*	*85%*	*86%*	*82%*	**	**	**	**	**
					e			c						
Net: Scotland	**93**	55	42	65	32	19	61	58	2	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	**	**	**	**	**
										ab				
Net: Wales	**95**	61	42	70	28	25	70	64	3	**	**	**	**	**
	5%	*5%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*7%*	**	**	**	**	**
Net: Northern Ireland	**90**	55	34	60	31	27	66	54	4	**	**	**	**	**
	5%	*5%*	*4%*	*4%*	*4%*	*6%*	*5%*	*4%*	*7%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C3. Where in the UK do you work?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
East of England	**159**	58	**	**	**	**	**	**	**	38	31	23	14	**
	8%	*8%*	**	**	**	**	**	**	**	*8%*	*8%*	*8%*	*10%*	**
East Midlands	**151**	60	**	**	**	**	**	**	**	43	32	19	5	**
	8%	*8%*	**	**	**	**	**	**	**	*9%*	*8%*	*6%*	*4%*	**
										d	d			
Greater London	**267**	112	**	**	**	**	**	**	**	67	60	35	16	**
	13%	*16%*	**	**	**	**	**	**	**	*14%*	*15%*	*11%*	*11%*	**
North East	**71**	27	**	**	**	**	**	**	**	12	20	8	6	**
	4%	*4%*	**	**	**	**	**	**	**	*3%*	*5%*	*3%*	*4%*	**
North West	**202**	67	**	**	**	**	**	**	**	38	47	34	13	**
	10%	*9%*	**	**	**	**	**	**	**	*8%*	*12%*	*11%*	*9%*	**
South East	**348**	113	**	**	**	**	**	**	**	107	63	42	30	**
	17%	*16%*	**	**	**	**	**	**	**	*22%*	*16%*	*14%*	*21%*	**
										bc			c	
South West	**229**	89	**	**	**	**	**	**	**	43	47	37	21	**
	11%	*12%*	**	**	**	**	**	**	**	*9%*	*12%*	*12%*	*15%*	**
													a	
West Midlands	**170**	62	**	**	**	**	**	**	**	45	29	35	6	**
	8%	*9%*	**	**	**	**	**	**	**	*9%*	*7%*	*12%*	*4%*	**
										d		**bd**		
Yorkshire and The Humber	**126**	40	**	**	**	**	**	**	**	27	22	21	4	**
	6%	*6%*	**	**	**	**	**	**	**	*6%*	*5%*	*7%*	*3%*	**
Scotland	**93**	32	**	**	**	**	**	**	**	20	19	17	8	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*5%*	*6%*	*6%*	**
Wales	**95**	27	**	**	**	**	**	**	**	19	23	18	10	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*6%*	*6%*	*7%*	**
Northern Ireland	**90**	31	**	**	**	**	**	**	**	23	15	15	8	**
	5%	*4%*	**	**	**	**	**	**	**	*5%*	*4%*	*5%*	*5%*	**
Net: England	**1722**	628	**	**	**	**	**	**	**	421	351	255	117	**
	86%	*87%*	**	**	**	**	**	**	**	*87%*	*86%*	*84%*	*82%*	**
Net: Scotland	**93**	32	**	**	**	**	**	**	**	20	19	17	8	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*5%*	*6%*	*6%*	**
Net: Wales	**95**	27	**	**	**	**	**	**	**	19	23	18	10	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*6%*	*6%*	*7%*	**
Net: Northern Ireland	**90**	31	**	**	**	**	**	**	**	23	15	15	8	**
	5%	*4%*	**	**	**	**	**	**	**	*5%*	*4%*	*5%*	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C3. Where in the UK do you work?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
East of England	**159**	34	5	12	6	**	32	**	24	147	12	105	2
	8%	*11%* b	*3%*	*7%*	*8%*	**	*7%*	**	*8%*	*8%*	*5%*	*8%*	*5%*
East Midlands	**151**	16	22	17	6	**	34	**	28	124	27	97	3
	8%	*5%*	*14%* a	*9%*	*8%*	**	*8%*	**	*10%*	*7%*	*11%* a	*7%*	*6%*
Greater London	**267**	47	24	29	5	**	64	**	50	237	30	172	7
	13%	*15%* d	*16%* d	*16%* d	*7%*	**	*15%*	**	*18%*	*13%*	*13%*	*13%*	*13%*
North East	**71**	10	6	10	1	**	15	**	13	62	9	44	2
	4%	*3%*	*4%*	*5%*	*2%*	**	*3%*	**	*4%*	*4%*	*4%*	*3%*	*5%*
North West	**202**	30	14	12	14	**	53	**	17	178	24	129	4
	10%	*10%*	*9%*	*7%*	*17%* **ac**	**	*12%* c	**	*6%*	*10%*	*10%*	*10%*	*8%*
South East	**348**	52	27	24	11	**	63	**	46	313	35	236	9
	17%	*17%*	*18%*	*13%*	*14%*	**	*14%*	**	*16%*	*18%*	*15%*	*18%*	*16%*
South West	**229**	31	23	28	7	**	66	**	25	202	27	140	8
	11%	*10%*	*15%*	*15%*	*9%*	**	*15%* c	**	*9%*	*11%*	*11%*	*11%*	*14%*
West Midlands	**170**	23	7	18	16	**	39	**	26	141	29	108	8
	8%	*8%*	*5%*	*10%*	*21%* **abc**	**	*9%*	**	*9%*	*8%*	*12%* a	*8%*	*14%*
Yorkshire and The Humber	**126**	18	5	12	5	**	23	**	17	107	19	72	2
	6%	*6%*	*3%*	*7%*	*6%*	**	*5%*	**	*6%*	*6%*	*8%*	*6%*	*4%*
Scotland	**93**	15	7	7	2	**	18	**	13	83	9	61	3
	5%	*5%*	*5%*	*4%*	*3%*	**	*4%*	**	*5%*	*5%*	*4%*	*5%*	*7%*
Wales	**95**	13	5	7	3	**	17	**	10	86	9	68	2
	5%	*4%*	*3%*	*4%*	*4%*	**	*4%*	**	*4%*	*5%*	*4%*	*5%*	*3%*
Northern Ireland	**90**	17	7	7	1	**	16	**	14	81	9	57	2
	5%	*5%*	*4%*	*4%*	*1%*	**	*4%*	**	*5%*	*5%*	*4%*	*4%*	*4%*
Net: England	**1722**	263	132	161	72	**	389	**	244	1511	211	1103	45
	86%	*85%*	*87%*	*88%*	*92%*	**	*88%*	**	*87%*	*86%*	*89%*	*86%*	*86%*
Net: Scotland	**93**	15	7	7	2	**	18	**	13	83	9	61	3
	5%	*5%*	*5%*	*4%*	*3%*	**	*4%*	**	*5%*	*5%*	*4%*	*5%*	*7%*
Net: Wales	**95**	13	5	7	3	**	17	**	10	86	9	68	2
	5%	*4%*	*3%*	*4%*	*4%*	**	*4%*	**	*4%*	*5%*	*4%*	*5%*	*3%*
Net: Northern Ireland	**90**	17	7	7	1	**	16	**	14	81	9	57	2
	5%	*5%*	*4%*	*4%*	*1%*	**	*4%*	**	*5%*	*5%*	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C3. Where in the UK do you work?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
East of England	**159**	8	5	16	**	48	9	30	89	9	**
	8%	*10%*	*3%*	*8%*	**	*10%*	*4%*	*7%*	*8%*	*8%*	**
		b				b					
East Midlands	**151**	2	12	12	**	36	26	25	93	7	**
	8%	*3%*	*8%*	*6%*	**	*7%*	*11%*	*6%*	*8%*	*5%*	**
Greater London	**267**	6	19	24	**	93	21	81	152	32	**
	13%	*8%*	*12%*	*12%*	**	*18%*	*9%*	*20%*	*13%*	*26%*	**
						b		b		b	
North East	**71**	3	4	2	**	17	10	11	40	2	**
	4%	*4%*	*3%*	*1%*	**	*3%*	*4%*	*3%*	*4%*	*1%*	**
North West	**202**	7	27	34	**	35	35	37	110	8	**
	10%	*8%*	*17%*	*18%*	**	*7%*	*15%*	*9%*	*10%*	*7%*	**
							a				
South East	**348**	17	27	20	**	81	33	75	201	23	**
	17%	*21%*	*17%*	*11%*	**	*16%*	*14%*	*18%*	*18%*	*19%*	**
South West	**229**	14	20	19	**	63	30	42	121	10	**
	11%	*18%*	*13%*	*10%*	**	*12%*	*13%*	*10%*	*11%*	*8%*	**
West Midlands	**170**	4	14	18	**	40	23	38	99	7	**
	8%	*6%*	*9%*	*9%*	**	*8%*	*10%*	*9%*	*9%*	*6%*	**
Yorkshire and The Humber	**126**	10	11	25	**	23	17	23	66	5	**
	6%	*12%*	*7%*	*13%*	**	*5%*	*7%*	*6%*	*6%*	*4%*	**
Scotland	**93**	3	4	5	**	24	8	17	51	3	**
	5%	*3%*	*2%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*2%*	**
Wales	**95**	2	9	12	**	19	9	18	56	4	**
	5%	*2%*	*5%*	*6%*	**	*4%*	*4%*	*4%*	*5%*	*4%*	**
Northern Ireland	**90**	4	6	6	**	23	9	15	53	14	**
	5%	*5%*	*4%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*11%*	**
										ab	
Net: England	**1722**	71	139	169	**	436	203	360	971	102	**
	86%	*90%*	*88%*	*88%*	**	*87%*	*89%*	*88%*	*86%*	*83%*	**
Net: Scotland	**93**	3	4	5	**	24	8	17	51	3	**
	5%	*3%*	*2%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*2%*	**
Net: Wales	**95**	2	9	12	**	19	9	18	56	4	**
	5%	*2%*	*5%*	*6%*	**	*4%*	*4%*	*4%*	*5%*	*4%*	**
Net: Northern Ireland	**90**	4	6	6	**	23	9	15	53	14	**
	5%	*5%*	*4%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*11%*	**
										ab	

Columns Tested: a,b - a,b - a,b - a,b,c,d

C3. Where in the UK do you work?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
East of England	**159**	28	64	17	**	41	38	16	**	87	64	48	85	70	**
	8%	*8%*	*9%*	*15%*	**	*8%*	*8%*	*10%*	**	*8%*	*9%*	*9%*	*8%*	*9%*	**
				ab											
East Midlands	**151**	22	52	6	**	43	38	10	**	89	53	46	81	46	**
	8%	*7%*	*7%*	*5%*	**	*8%*	*8%*	*6%*	**	*8%*	*7%*	*8%*	*8%*	*6%*	**
Greater London	**267**	62	92	22	**	76	73	38	**	158	109	96	143	97	**
	13%	*18%*	*13%*	*20%*	**	*14%*	*15%*	*25%*	**	*14%*	*15%*	*17%*	*14%*	*12%*	**
		b		b				**ab**							
North East	**71**	11	19	*	**	15	22	*	**	41	23	20	32	33	**
	4%	*3%*	*3%*	*%*	**	*3%*	*5%*	*%*	**	*4%*	*3%*	*4%*	*3%*	*4%*	**
		c				c	c								
North West	**202**	27	62	9	**	55	41	10	**	109	64	44	90	92	**
	10%	*8%*	*9%*	*8%*	**	*11%*	*9%*	*7%*	**	*10%*	*9%*	*8%*	*9%*	*12%*	**
														a	
South East	**348**	67	134	14	**	89	74	19	**	197	134	88	192	126	**
	17%	*20%*	*19%*	*12%*	**	*17%*	*15%*	*12%*	**	*17%*	*18%*	*16%*	*19%*	*16%*	**
		c	c												
South West	**229**	38	80	13	**	65	58	19	**	126	83	68	120	89	**
	11%	*11%*	*11%*	*12%*	**	*12%*	*12%*	*12%*	**	*11%*	*11%*	*12%*	*12%*	*11%*	**
West Midlands	**170**	25	56	7	**	50	39	11	**	95	56	42	75	51	**
	8%	*7%*	*8%*	*6%*	**	*9%*	*8%*	*7%*	**	*8%*	*8%*	*8%*	*7%*	*7%*	**
Yorkshire and The Humber	**126**	14	32	*	**	27	35	4	**	65	33	27	51	48	**
	6%	*4%*	*5%*	*%*	**	*5%*	*7%*	*3%*	**	*6%*	*5%*	*5%*	*5%*	*6%*	**
		c	c				c								
Scotland	**93**	16	37	4	**	23	19	5	**	53	39	24	44	42	**
	5%	*5%*	*5%*	*3%*	**	*4%*	*4%*	*3%*	**	*5%*	*5%*	*4%*	*4%*	*5%*	**
Wales	**95**	17	37	6	**	20	20	7	**	59	41	23	53	43	**
	5%	*5%*	*5%*	*5%*	**	*4%*	*4%*	*5%*	**	*5%*	*6%*	*4%*	*5%*	*6%*	**
Northern Ireland	**90**	10	32	14	**	19	23	15	**	53	33	27	45	42	**
	5%	*3%*	*5%*	*12%*	**	*4%*	*5%*	*10%*	**	*5%*	*5%*	*5%*	*4%*	*5%*	**
				ab				**ab**							
Net: England	**1722**	293	590	89	**	461	419	126	**	967	618	481	869	651	**
	86%	*87%*	*85%*	*79%*	**	*88%*	*87%*	*82%*	**	*85%*	*85%*	*87%*	*86%*	*84%*	**
		c													
Net: Scotland	**93**	16	37	4	**	23	19	5	**	53	39	24	44	42	**
	5%	*5%*	*5%*	*3%*	**	*4%*	*4%*	*3%*	**	*5%*	*5%*	*4%*	*4%*	*5%*	**
Net: Wales	**95**	17	37	6	**	20	20	7	**	59	41	23	53	43	**
	5%	*5%*	*5%*	*5%*	**	*4%*	*4%*	*5%*	**	*5%*	*6%*	*4%*	*5%*	*6%*	**
Net: Northern Ireland	**90**	10	32	14	**	19	23	15	**	53	33	27	45	42	**
	5%	*3%*	*5%*	*12%*	**	*4%*	*5%*	*10%*	**	*5%*	*5%*	*5%*	*4%*	*5%*	**
				ab				**ab**							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

C3. Where in the UK do you work?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
East of England	**159**	36	19	28	9	5	82	65	**	**	**	**
	8%	*10%*	*9%*	*9%*	*13%*	*11%*	*9%*	*9%*	**	**	**	**
East Midlands	**151**	30	13	20	1	*	75	46	**	**	**	**
	8%	*8%*	*6%*	*7%*	*2%*	*%*	*8%*	*6%*	**	**	**	**
		e										
Greater London	**267**	66	26	48	16	5	134	88	**	**	**	**
	13%	*18%*	*12%*	*16%*	*23%*	*11%*	*14%*	*12%*	**	**	**	**
		b			b							
North East	**71**	12	10	5	-	2	29	30	**	**	**	**
	4%	*3%*	*4%*	*2%*	*-%*	*3%*	*3%*	*4%*	**	**	**	**
			c									
North West	**202**	26	18	26	7	7	88	90	**	**	**	**
	10%	*7%*	*8%*	*9%*	*10%*	*16%*	*9%*	*12%*	**	**	**	**
						a						
South East	**348**	60	38	51	10	6	180	121	**	**	**	**
	17%	*16%*	*17%*	*17%*	*14%*	*12%*	*19%*	*16%*	**	**	**	**
South West	**229**	47	31	38	9	8	108	88	**	**	**	**
	11%	*13%*	*14%*	*13%*	*14%*	*17%*	*11%*	*12%*	**	**	**	**
West Midlands	**170**	24	15	29	6	4	76	53	**	**	**	**
	8%	*7%*	*7%*	*10%*	*9%*	*9%*	*8%*	*7%*	**	**	**	**
Yorkshire and The Humber	**126**	21	10	17	2	*	51	48	**	**	**	**
	6%	*6%*	*5%*	*6%*	*3%*	*%*	*5%*	*6%*	**	**	**	**
Scotland	**93**	16	12	12	1	2	41	41	**	**	**	**
	5%	*4%*	*6%*	*4%*	*1%*	*5%*	*4%*	*5%*	**	**	**	**
Wales	**95**	14	12	14	3	3	49	42	**	**	**	**
	5%	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	*6%*	**	**	**	**
Northern Ireland	**90**	18	14	14	5	4	44	42	**	**	**	**
	5%	*5%*	*7%*	*5%*	*7%*	*9%*	*5%*	*6%*	**	**	**	**
Net: England	**1722**	321	182	261	62	36	824	630	**	**	**	**
	86%	*87%*	*82%*	*87%*	*88%*	*80%*	*86%*	*83%*	**	**	**	**
Net: Scotland	**93**	16	12	12	1	2	41	41	**	**	**	**
	5%	*4%*	*6%*	*4%*	*1%*	*5%*	*4%*	*5%*	**	**	**	**
Net: Wales	**95**	14	12	14	3	3	49	42	**	**	**	**
	5%	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	*6%*	**	**	**	**
Net: Northern Ireland	**90**	18	14	14	5	4	44	42	**	**	**	**
	5%	*5%*	*7%*	*5%*	*7%*	*9%*	*5%*	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C3. Where in the UK do you work?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
East of England	**159**	149	129	151	127	153	98	149	37	**	136	**	24	126
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*8%*	**	*9%*	**	*10%*	*8%*
East Midlands	**151**	136	109	136	118	145	75	144	23	**	107	**	10	122
	8%	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*8%*	*5%*	**	*7%*	**	*4%*	*8%*
Greater London	**267**	262	212	263	214	258	178	258	90	**	199	**	55	197
	13%	*14%*	*14%*	*14%*	*14%*	*13%*	*16%*	*14%*	*20%*	**	*13%*	**	*23%*	*12%*
									ab			a	b	
North East	**71**	69	54	70	56	69	40	69	7	**	60	**	7	56
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	**	*4%*	**	*3%*	*4%*
							c	c						
North West	**202**	192	147	194	158	198	99	185	26	**	153	**	33	153
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	*10%*	*6%*	**	*10%*	**	*14%*	*10%*
								c						
South East	**348**	329	269	331	280	341	191	323	84	**	286	**	14	303
	17%	*18%*	*18%*	*17%*	*18%*	*18%*	*17%*	*17%*	*19%*	**	*18%*	**	*6%*	*19%*
														a
South West	**229**	201	168	205	171	222	125	201	45	**	184	**	32	185
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*10%*	**	*12%*	**	*13%*	*12%*
West Midlands	**170**	165	129	166	117	165	90	162	32	**	127	**	23	120
	8%	*9%*	*8%*	*9%*	*7%*	*8%*	*8%*	*9%*	*7%*	**	*8%*	**	*10%*	*8%*
Yorkshire and The Humber	**126**	109	82	112	97	120	75	113	20	**	102	**	8	107
	6%	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*5%*	**	*6%*	**	*3%*	*7%*
Scotland	**93**	87	72	88	72	91	52	89	17	**	73	**	10	74
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	**	*5%*	**	*4%*	*5%*
Wales	**95**	88	76	90	77	94	58	90	24	**	80	**	17	75
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	**	*5%*	**	*7%*	*5%*
Northern Ireland	**90**	86	69	86	73	88	48	87	37	**	77	**	5	80
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*8%*	**	*5%*	**	*2%*	*5%*
									ab					
Net: England	**1722**	1611	1298	1627	1338	1672	971	1605	364	**	1354	**	207	1370
	86%	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*83%*	**	*86%*	**	*86%*	*86%*
Net: Scotland	**93**	87	72	88	72	91	52	89	17	**	73	**	10	74
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	**	*5%*	**	*4%*	*5%*
Net: Wales	**95**	88	76	90	77	94	58	90	24	**	80	**	17	75
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	**	*5%*	**	*7%*	*5%*
Net: Northern Ireland	**90**	86	69	86	73	88	48	87	37	**	77	**	5	80
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*8%*	**	*5%*	**	*2%*	*5%*
									ab					

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C3. Where in the UK do you work?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
East of England	**159**	21	**	7	18	8	116	34	11	8	138	92	67
	8%	*5%*	**	*7%*	*5%*	*4%*	*8%*	*9%*	*5%*	*8%*	*8%*	*9%*	*7%*
							a	a					
East Midlands	**151**	32	**	7	31	22	97	30	17	10	124	78	73
	8%	*8%*	**	*7%*	*9%*	*10%*	*7%*	*8%*	*7%*	*11%*	*7%*	*8%*	*7%*
Greater London	**267**	42	**	7	39	29	190	47	31	10	227	117	150
	13%	*11%*	**	*8%*	*11%*	*14%*	*13%*	*13%*	*13%*	*10%*	*14%*	*12%*	*15%*
													a
North East	**71**	12	**	3	11	8	58	6	7	4	60	25	46
	4%	*3%*	**	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*5%*
							c						a
North West	**202**	50	**	13	45	15	152	34	24	5	172	102	99
	10%	*13%*	**	*14%*	*13%*	*7%*	*11%*	*9%*	*10%*	*5%*	*10%*	*10%*	*10%*
South East	**348**	71	**	18	60	41	237	69	41	19	289	202	146
	17%	*19%*	**	*20%*	*17%*	*20%*	*17%*	*19%*	*17%*	*19%*	*17%*	*20%*	*15%*
												b	
South West	**229**	44	**	11	43	27	145	53	42	13	174	123	105
	11%	*11%*	**	*12%*	*12%*	*13%*	*10%*	*15%*	*18%*	*13%*	*10%*	*12%*	*11%*
								b	c				
West Midlands	**170**	42	**	10	36	18	118	31	22	9	139	77	93
	8%	*11%*	**	*11%*	*10%*	*9%*	*8%*	*8%*	*9%*	*9%*	*8%*	*8%*	*10%*
Yorkshire and The Humber	**126**	36	**	4	36	10	103	12	12	12	101	59	67
	6%	*9%*	**	*5%*	*10%*	*5%*	*7%*	*3%*	*5%*	*12%*	*6%*	*6%*	*7%*
							c			**ac**			
Scotland	**93**	12	**	3	14	9	67	16	8	4	81	47	46
	5%	*3%*	**	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	*5%*	*5%*
Wales	**95**	11	**	5	11	15	63	17	11	4	80	46	49
	5%	*3%*	**	*6%*	*3%*	*7%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*
Northern Ireland	**90**	12	**	3	13	9	69	13	9	3	78	51	39
	5%	*3%*	**	*3%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*5%*	*5%*	*4%*
Net: England	**1722**	349	**	80	320	178	1216	316	206	89	1424	875	847
	86%	*91%*	**	*88%*	*90%*	*84%*	*86%*	*87%*	*88%*	*90%*	*86%*	*86%*	*86%*
Net: Scotland	**93**	12	**	3	14	9	67	16	8	4	81	47	46
	5%	*3%*	**	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	*5%*	*5%*
Net: Wales	**95**	11	**	5	11	15	63	17	11	4	80	46	49
	5%	*3%*	**	*6%*	*3%*	*7%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*
Net: Northern Ireland	**90**	12	**	3	13	9	69	13	9	3	78	51	39
	5%	*3%*	**	*3%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*5%*	*5%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C3. Where in the UK do you work?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
East of England	**159**	12	16	19	5	9	11	7	9	20	16	17	18
	8%	*9%*	*8%*	*10%*	*5%*	*5%*	*6%*	*6%*	*6%*	*8%*	*8%*	*9%*	*17%*
				d									**bdefghij**
East Midlands	**151**	3	24	12	12	27	7	5	9	24	20	9	-
	8%	*2%*	*13%*	*6%*	*10%*	*14%*	*4%*	*5%*	*6%*	*10%*	*10%*	*5%*	*-%*
			afghkl	l	**afl**	**acfghkl**	l	l	l	**afl**	**afl**	l	
Greater London	**267**	21	28	30	15	17	23	19	16	21	13	33	31
	13%	*17%*	*15%*	*17%*	*13%*	*9%*	*12%*	*17%*	*11%*	*9%*	*7%*	*18%*	*28%*
		eij	j	**eij**	j			**eij**				**eijabcdefghij**	
													k
North East	**71**	3	4	7	4	4	6	5	4	12	9	11	1
	4%	*2%*	*2%*	*4%*	*4%*	*2%*	*3%*	*4%*	*3%*	*5%*	*5%*	*6%*	*1%*
												l	
North West	**202**	11	15	27	15	14	19	6	12	16	27	26	14
	10%	*8%*	*8%*	*15%*	*13%*	*7%*	*10%*	*5%*	*8%*	*7%*	*13%*	*14%*	*12%*
				begi	g						g	**egi**	g
South East	**348**	21	37	24	24	29	41	19	31	49	32	34	6
	17%	*17%*	*19%*	*14%*	*20%*	*15%*	*21%*	*17%*	*21%*	*20%*	*15%*	*19%*	*6%*
		l	l	l	l	l	l	l	l	l	l	l	
South West	**229**	21	15	11	13	20	29	11	6	39	47	17	-
	11%	*17%*	*8%*	*6%*	*11%*	*11%*	*15%*	*10%*	*4%*	*16%*	*22%*	*9%*	*-%*
		bchl	l	l	**hl**	**hl**	**bchl**	**hl**	l	**bchl**	**bcdeghkl**	l	
West Midlands	**170**	5	14	16	4	27	18	5	17	25	24	12	4
	8%	*4%*	*7%*	*9%*	*3%*	*14%*	*10%*	*5%*	*11%*	*10%*	*11%*	*6%*	*4%*
				d		**abdgkl**	**adl**		**adgl**	**adl**	**adgl**		
Yorkshire and The Humber	**126**	12	14	7	7	19	12	11	24	10	-	5	5
	6%	*9%*	*7%*	*4%*	*6%*	*10%*	*6%*	*10%*	*16%*	*4%*	*-%*	*3%*	*5%*
		cjk	j	j	j	**cijk**	j	**cjk**	**bcdfijkl**	j		j	j
Scotland	**93**	6	11	8	7	8	7	11	5	9	6	6	11
	5%	*5%*	*6%*	*4%*	*6%*	*4%*	*4%*	*10%*	*4%*	*4%*	*3%*	*3%*	*10%*
								efhijk					**efhijk**
Wales	**95**	5	10	10	6	12	8	8	11	9	4	4	8
	5%	*4%*	*5%*	*5%*	*5%*	*6%*	*4%*	*7%*	*8%*	*4%*	*2%*	*2%*	*7%*
						j		**jk**	**jk**				**jk**
Northern Ireland	**90**	7	4	10	6	7	9	4	4	9	10	8	11
	5%	*5%*	*2%*	*5%*	*5%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	*4%*	*10%*
													beghik
Net: England	**1722**	109	169	153	99	165	166	87	127	216	188	165	80
	86%	*86%*	*87%*	*85%*	*84%*	*86%*	*87%*	*79%*	*86%*	*89%*	*91%*	*90%*	*72%*
		l	l	l	l	l	l		l	**gl**	**gl**	**gl**	
Net: Scotland	**93**	6	11	8	7	8	7	11	5	9	6	6	11
	5%	*5%*	*6%*	*4%*	*6%*	*4%*	*4%*	*10%*	*4%*	*4%*	*3%*	*3%*	*10%*
								efhijk					**efhijk**
Net: Wales	**95**	5	10	10	6	12	8	8	11	9	4	4	8
	5%	*4%*	*5%*	*5%*	*5%*	*6%*	*4%*	*7%*	*8%*	*4%*	*2%*	*2%*	*7%*
						j		**jk**	**jk**				**jk**
Net: Northern Ireland	**90**	7	4	10	6	7	9	4	4	9	10	8	11
	5%	*5%*	*2%*	*5%*	*5%*	*4%*	*5%*	*4%*	*3%*	*4%*	*5%*	*4%*	*10%*
													beghik

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

C3. Where in the UK do you work?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
East of England	**159**	46	26	35	51
	8%	*9%*	*5%*	*7%*	*10%*
		b			b
East Midlands	**151**	39	45	38	29
	8%	*8%*	*9%*	*8%*	*6%*
			d		
Greater London	**267**	80	55	55	77
	13%	*16%*	*11%*	*11%*	*15%*
		bc			**bc**
North East	**71**	14	15	21	22
	4%	*3%*	*3%*	*4%*	*4%*
North West	**202**	53	48	35	66
	10%	*11%*	*10%*	*7%*	*13%*
		c			c
South East	**348**	83	93	99	72
	17%	*17%*	*19%*	*20%*	*14%*
				d	
South West	**229**	47	62	56	64
	11%	*9%*	*12%*	*11%*	*13%*
West Midlands	**170**	35	49	47	39
	8%	*7%*	*10%*	*9%*	*8%*
Yorkshire and The Humber	**126**	33	38	45	11
	6%	*7%*	*8%*	*9%*	*2%*
		d	d	d	
Scotland	**93**	25	21	24	22
	5%	*5%*	*4%*	*5%*	*4%*
Wales	**95**	25	26	28	16
	5%	*5%*	*5%*	*6%*	*3%*
Northern Ireland	**90**	21	22	18	29
	5%	*4%*	*4%*	*4%*	*6%*
Net: England	**1722**	430	430	430	432
	86%	*86%*	*86%*	*86%*	*86%*
Net: Scotland	**93**	25	21	24	22
	5%	*5%*	*4%*	*5%*	*4%*
Net: Wales	**95**	25	26	28	16
	5%	*5%*	*5%*	*6%*	*3%*
Net: Northern Ireland	**90**	21	22	18	29
	5%	*4%*	*4%*	*4%*	*6%*

Columns Tested: a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Agriculture, hunting and forestry	**79**	78	*	*	*	1	31	29	6	2	3
	4%	*4%*	*1%*	*3%*	*1%*	*2%*	*4%*	*6%*	*5%*	*5%*	*5%*
		be									
Fishing	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	**2**	2	-	*	-	*	-	-	-	-	-
	%	*%	-%	*1%*	-%	*%	-%	-%	-%	-%	-%
Manufacturing	**173**	163	7	2	2	10	49	50	9	3	5
	9%	*8%*	*17%*	*13%*	*27%*	*17%*	*7%*	*9%*	*7%*	*8%*	*9%*
			a		**ac**	a					
Electricity / Gas / Water supply	**41**	39	1	*	-	1	22	10	1	*	1
	2%	*2%*	*4%*	*1%*	-%	*2%*	*3%*	*2%*	*%	*%	*1%*
Construction	**159**	154	4	1	1	6	57	45	13	5	12
	8%	*8%*	*11%*	*6%*	*9%*	*10%*	*8%*	*8%*	*11%*	*13%*	*21%*
			a								**abc**
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	507	4	1	*	6	188	135	48	10	7
	26%	*26%*	*11%*	*10%*	*4%*	*10%*	*26%*	*25%*	*39%*	*27%*	*12%*
		bcde					e	e	**abe**	e	
Hotels and restaurants	**58**	55	2	1	*	3	18	19	5	-	2
	3%	*3%*	*4%*	*9%*	*5%*	*5%*	*2%*	*3%*	*4%*	-%	*4%*
				ab		a					
Transportation storage and communication	**77**	74	2	1	1	3	26	22	3	5	3
	4%	*4%*	*4%*	*4%*	*10%*	*5%*	*4%*	*4%*	*2%*	*13%*	*4%*
					a					**abce**	
Financial intermediation and insurance	**116**	113	2	1	*	2	38	38	6	4	3
	6%	*6%*	*4%*	*4%*	*1%*	*4%*	*5%*	*7%*	*4%*	*11%*	*4%*
Real estate, rental and business	**244**	240	3	*	*	3	80	70	10	6	11
	12%	*12%*	*7%*	*3%*	*1%*	*6%*	*11%*	*13%*	*8%*	*16%*	*18%*
		bcde									**ac**
Public administration and defence	**14**	14	*	-	-	*	7	2	-	-	-
	1%	*1%*	*1%*	-%	-%	*1%*	*1%*	*%	-%	-%	-%
Educational services	**55**	49	3	2	1	6	24	7	2	*	2
	3%	*3%*	*7%*	*18%*	*14%*	*10%*	*3%*	*1%*	*1%*	*1%*	*4%*
			a	**abe**	a	a	b				
Healthcare and social work	**120**	113	5	2	*	7	29	22	7	1	3
	6%	*6%*	*13%*	*11%*	*4%*	*12%*	*4%*	*4%*	*5%*	*2%*	*5%*
			a	a		a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Other community, social and personal service activities	**281**	274	5	2	1	7	137	65	9	*	5
	14%	*14%*	*12%*	*12%*	*10%*	*12%*	*19%*	*12%*	*7%*	*1%*	*9%*
							bcde	d			
Private households with employed persons	**2**	2	-	-	-	-	1	-	-	-	-
	***%**	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**50**	47	1	1	1	3	15	13	4	-	3
	3%	*2%*	*3%*	*4%*	*13%*	*4%*	*2%*	*2%*	*3%*	-%	*4%*
					abce	a					
Don't know	**4**	4	-	-	-	-	-	*	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Other answers	**11**	11	-	-	-	-	5	4	2	1	-
	1%	*1%*	-%	-%	-%	-%	*1%*	*1%*	*2%*	*2%*	-%
Net: Agriculture	**79**	78	*	*	*	1	31	29	6	2	3
	4%	*4%*	*1%*	*3%*	*1%*	*2%*	*4%*	*6%*	*5%*	*5%*	*5%*
		be									
Net: Manufacturing	**175**	165	7	2	2	10	49	50	9	3	5
	9%	*8%*	*17%*	*13%*	*27%*	*17%*	*7%*	*9%*	*7%*	*8%*	*9%*
			a		**ac**	a					
Net: Utilities	**41**	39	1	*	-	1	22	10	1	*	1
	2%	*2%*	*4%*	*1%*	-%	*2%*	*3%*	*2%*	*%*	*%*	*1%*
Net: Construction	**159**	154	4	1	1	6	57	45	13	5	12
	8%	*8%*	*11%*	*6%*	*9%*	*10%*	*8%*	*8%*	*11%*	*13%*	*21%*
			a								**abc**
Net: Distribution	**590**	581	6	2	1	9	214	157	51	15	9
	30%	*30%*	*15%*	*15%*	*14%*	*15%*	*30%*	*30%*	*41%*	*40%*	*16%*
		bcde					e	e	**abe**	e	
Net: Hospitality	**58**	55	2	1	*	3	18	19	5	-	2
	3%	*3%*	*4%*	*9%*	*5%*	*5%*	*2%*	*3%*	*4%*	-%	*4%*
				ab		a					
Net: Financial	**116**	113	2	1	*	2	38	38	6	4	3
	6%	*6%*	*4%*	*4%*	*1%*	*4%*	*5%*	*7%*	*4%*	*11%*	*4%*
Net: Non-financial	**767**	740	17	7	3	27	291	179	31	7	24
	38%	*38%*	*44%*	*48%*	*42%*	*45%*	*40%*	*34%*	*25%*	*20%*	*40%*
			a	a		a	**bcd**	d			**cd**
Net: Other	**11**	11	-	-	-	-	5	4	2	1	-
	1%	*1%*	-%	-%	-%	-%	*1%*	*1%*	*2%*	*2%*	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

C1. To which industry does your organisation belong to?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Agriculture, hunting and forestry	**79**	9	6	3	5	3	10	12	4	5	57	9	9	4
	4%	*4%*	*5%*	*1%*	*8%*	*2%*	*3%*	*6%*	*3%*	*3%*	*3%*	*9%*	*9%*	*4%*
			c		**ce**			**ce**				**acefhjm**	**acefhj**	c
Fishing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	**2**	-	-	1	-	-	-	-	-	-	1	1	*	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*1%*	*%	-%
Manufacturing	**173**	15	10	21	6	17	16	21	22	20	149	6	10	9
	9%	*7%*	*8%*	*7%*	*9%*	*10%*	*5%*	*11%*	*13%*	*14%*	*9%*	*6%*	*9%*	*9%*
								f	**fk**	**afk**				
Electricity / Gas / Water supply	**41**	3	1	8	2	7	3	1	5	2	32	2	5	2
	2%	*1%*	*1%*	*3%*	*3%*	*4%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*
						f							**fgj**	
Construction	**159**	18	6	26	*	11	32	15	17	11	137	8	7	7
	8%	*8%*	*5%*	*10%*	*%*	*7%*	*10%*	*8%*	*10%*	*7%*	*8%*	*8%*	*7%*	*8%*
				d			d		d		d	d		d
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	67	28	53	21	41	83	50	56	50	448	22	24	19
	26%	*29%*	*23%*	*19%*	*31%*	*24%*	*25%*	*26%*	*33%*	*34%*	*26%*	*22%*	*23%*	*21%*
		c							**cklm**	**cklm**	c			
Hotels and restaurants	**58**	8	4	9	3	7	4	5	4	2	47	6	3	2
	3%	*4%*	*4%*	*3%*	*4%*	*4%*	*1%*	*3%*	*2%*	*2%*	*3%*	*6%*	*3%*	*2%*
												fjm		
Transportation storage and communication	**77**	14	4	10	-	14	13	6	5	*	66	4	5	3
	4%	*6%*	*3%*	*3%*	*-%*	*8%*	*4%*	*3%*	*3%*	*%*	*4%*	*4%*	*4%*	*3%*
		i				**dijm**						i	i	
Financial intermediation and insurance	**116**	15	10	14	2	12	29	6	5	6	99	5	6	6
	6%	*7%*	*8%*	*5%*	*3%*	*7%*	*9%*	*3%*	*3%*	*4%*	*6%*	*5%*	*6%*	*6%*
							gh							
Real estate, rental and business	**244**	21	26	51	5	21	42	32	10	10	217	9	10	7
	12%	*9%*	*21%*	*19%*	*7%*	*12%*	*13%*	*16%*	*6%*	*7%*	*13%*	*9%*	*10%*	*8%*
			adhijklmadhijkl				h	**ahikm**			**hm**			
				m										
Public administration and defence	**14**	-	-	3	*	*	6	-	-	4	13	-	1	-
	1%	-%	-%	*1%*	*%*	*%*	*2%*	-%	-%	*3%*	*1%*	-%	*1%*	-%
							km			**agjkm**				
Educational services	**55**	8	2	3	2	10	11	4	2	6	49	2	2	2
	3%	*4%*	*1%*	*1%*	*3%*	*6%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	*2%*	*3%*
						chk								
Healthcare and social work	**120**	11	4	16	8	14	18	12	11	11	104	7	4	5
	6%	*5%*	*3%*	*6%*	*12%*	*8%*	*5%*	*6%*	*6%*	*8%*	*6%*	*7%*	*4%*	*5%*
					l									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Other community, social and personal service activities	**281**	37	12	49	9	13	55	20	24	16	235	17	12	18
	14%	*16%*	*10%*	*18%*	*14%*	*8%*	*17%*	*11%*	*14%*	*11%*	*14%*	*17%*	*11%*	*19%*
		e		**el**			e				e	e		**egijl**
Private households with employed persons	**2**	-	-	2	-	-	-	-	-	-	2	-	-	1
	***%**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*
Non-Governmental Organisations (NGOs)	**50**	6	6	5	3	2	5	7	2	2	38	2	5	5
	3%	*2%*	*5%*	*2%*	*5%*	*1%*	*2%*	*4%*	*1%*	*2%*	*2%*	*2%*	*5%*	*5%*
													j	**cfhj**
Don't know	**4**	-	-	-	-	-	-	-	2	-	2	-	1	1
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*1%*	*1%*
									j					j
Other answers	**11**	-	2	3	-	1	3	-	-	-	9	-	1	2
	1%	*-%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*
			k											**jk**
Net: Agriculture	**79**	9	6	3	5	3	10	12	4	5	57	9	9	4
	4%	*4%*	*5%*	*1%*	*8%*	*2%*	*3%*	*6%*	*3%*	*3%*	*3%*	*9%*	*9%*	*4%*
			c		**ce**			**ce**				**acefhjm**	**acefhj**	c
Net: Manufacturing	**175**	15	10	22	6	17	16	21	22	20	150	6	10	9
	9%	*7%*	*8%*	*8%*	*9%*	*10%*	*5%*	*11%*	*13%*	*14%*	*9%*	*6%*	*9%*	*9%*
								f	**fk**	**afk**				
Net: Utilities	**41**	3	1	8	2	7	3	1	5	2	32	2	5	2
	2%	*1%*	*1%*	*3%*	*3%*	*4%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*
						f							**fgj**	
Net: Construction	**159**	18	6	26	*	11	32	15	17	11	137	8	7	7
	8%	*8%*	*5%*	*10%*	*%*	*7%*	*10%*	*8%*	*10%*	*7%*	*8%*	*8%*	*7%*	*8%*
				d			d		d		d	d		d
Net: Distribution	**590**	82	32	62	21	55	95	55	61	50	513	27	28	22
	30%	*35%*	*26%*	*23%*	*31%*	*32%*	*29%*	*29%*	*36%*	*34%*	*30%*	*27%*	*27%*	*24%*
		cm							**cm**	**cm**	**cm**			
Net: Hospitality	**58**	8	4	9	3	7	4	5	4	2	47	6	3	2
	3%	*4%*	*4%*	*3%*	*4%*	*4%*	*1%*	*3%*	*2%*	*2%*	*3%*	*6%*	*3%*	*2%*
												fjm		
Net: Financial	**116**	15	10	14	2	12	29	6	5	6	99	5	6	6
	6%	*7%*	*8%*	*5%*	*3%*	*7%*	*9%*	*3%*	*3%*	*4%*	*6%*	*5%*	*6%*	*6%*
							gh							
Net: Non-financial	**767**	83	49	128	28	60	137	76	48	50	658	37	35	38
	38%	*36%*	*41%*	*47%*	*42%*	*34%*	*42%*	*39%*	*29%*	*34%*	*39%*	*37%*	*33%*	*41%*
				aehijkl			h				h			h
Net: Other	**11**	-	2	3	-	1	3	-	-	-	9	-	1	2
	1%	*-%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*
			k											**jk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C1. To which industry does your organisation belong to?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Agriculture, hunting and forestry	**79**	79	-	**	-	-	-	-	-	29	50	74	5
	4%	*100%*	-%	**	-%	-%	-%	-%	-%	*2%*	*11%*	*4%*	*3%*
		bcdefgh									a		
Fishing	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	**2**	-	2	**	-	-	-	-	-	2	-	1	1
	****%***	-%	*1%*	**	-%	-%	-%	-%	-%	**%*	-%	**%*	**%*
			eh										
Manufacturing	**173**	-	173	**	-	-	-	-	-	128	45	167	7
	9%	-%	*99%*	**	-%	-%	-%	-%	-%	*8%*	*10%*	*9%*	*4%*
			acdefgh									b	
Electricity / Gas / Water supply	**41**	-	-	**	-	-	-	-	-	26	15	39	1
	2%	-%	-%	**	-%	-%	-%	-%	-%	*2%*	*3%*	*2%*	*1%*
				abdefgh							a		
Construction	**159**	-	-	**	159	-	-	-	-	118	42	156	3
	8%	-%	-%	**	*100%*	-%	-%	-%	-%	*8%*	*9%*	*9%*	*2%*
					abcefgh							b	
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	-	-	**	-	513	-	-	-	420	93	468	45
	26%	-%	-%	**	-%	*87%*	-%	-%	-%	*27%*	*20%*	*26%*	*26%*
						abcdfgh				b			
Hotels and restaurants	**58**	-	-	**	-	-	58	-	-	38	20	52	7
	3%	-%	-%	**	-%	-%	*100%*	-%	-%	*2%*	*4%*	*3%*	*4%*
							abcdegh				a		
Transportation storage and communication	**77**	-	-	**	-	77	-	-	-	67	10	65	12
	4%	-%	-%	**	-%	*13%*	-%	-%	-%	*4%*	*2%*	*4%*	*7%*
						abcdfgh				b			a
Financial intermediation and insurance	**116**	-	-	**	-	-	-	116	-	92	24	105	11
	6%	-%	-%	**	-%	-%	-%	*100%*	-%	*6%*	*5%*	*6%*	*6%*
								abcdefh					
Real estate, rental and business	**244**	-	-	**	-	-	-	-	244	191	52	217	27
	12%	-%	-%	**	-%	-%	-%	-%	*32%*	*12%*	*11%*	*12%*	*15%*
									abcdefg				
Public administration and defence	**14**	-	-	**	-	-	-	-	14	9	5	14	*
	1%	-%	-%	**	-%	-%	-%	-%	*2%*	*1%*	*1%*	*1%*	**%*
									e				
Educational services	**55**	-	-	**	-	-	-	-	55	42	14	49	7
	3%	-%	-%	**	-%	-%	-%	-%	*7%*	*3%*	*3%*	*3%*	*4%*
									abdefg				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Healthcare and social work	**120**	-	-	**	-	-	-	-	120	104	16	105	15
	6%	-%	-%	**	-%	-%	-%	-%	*16%*	*7%*	*4%*	*6%*	*9%*
									abcdefg	b			
Other community, social and personal service activities	**281**	-	-	**	-	-	-	-	281	219	62	255	26
	14%	-%	-%	**	-%	-%	-%	-%	*37%*	*14%*	*13%*	*14%*	*15%*
									abcdefg				
Private households with employed persons	**2**	-	-	**	-	-	-	-	2	2	-	2	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%
Non-Governmental Organisations (NGOs)	**50**	-	-	**	-	-	-	-	50	45	6	44	7
	3%	-%	-%	**	-%	-%	-%	-%	*7%*	*3%*	*1%*	*2%*	*4%*
									abdefg	b			
Don't know	**4**	-	-	**	-	-	-	-	-	1	2	4	-
	***%**	-%	-%	**	-%	-%	-%	-%	-%	*%*	*1%*	*%*	-%
											a		
Other answers	**11**	-	-	**	-	-	-	-	-	10	1	9	2
	1%	-%	-%	**	-%	-%	-%	-%	-%	*1%*	*%*	*1%*	*1%*
Net: Agriculture	**79**	79	-	**	-	-	-	-	-	29	50	74	5
	4%	*100%*	-%	**	-%	-%	-%	-%	-%	*2%*	*11%*	*4%*	*3%*
		bcdefgh									a		
Net: Manufacturing	**175**	-	175	**	-	-	-	-	-	130	45	168	7
	9%	-%	*100%*	**	-%	-%	-%	-%	-%	*8%*	*10%*	*9%*	*4%*
			acdefgh									b	
Net: Utilities	**41**	-	-	**	-	-	-	-	-	26	15	39	1
	2%	-%	-%	**	-%	-%	-%	-%	-%	*2%*	*3%*	*2%*	*1%*
				abdefgh							a		
Net: Construction	**159**	-	-	**	159	-	-	-	-	118	42	156	3
	8%	-%	-%	**	*100%*	-%	-%	-%	-%	*8%*	*9%*	*9%*	*2%*
					abcefgh							b	
Net: Distribution	**590**	-	-	**	-	590	-	-	-	487	103	533	57
	30%	-%	-%	**	-%	*100%*	-%	-%	-%	*32%*	*23%*	*29%*	*32%*
						abcdfgh				b			
Net: Hospitality	**58**	-	-	**	-	-	58	-	-	38	20	52	7
	3%	-%	-%	**	-%	-%	*100%*	-%	-%	*2%*	*4%*	*3%*	*4%*
							abcdegh				a		
Net: Financial	**116**	-	-	**	-	-	-	116	-	92	24	105	11
	6%	-%	-%	**	-%	-%	-%	*100%*	-%	*6%*	*5%*	*6%*	*6%*
								abcdefh					
Net: Non-financial	**767**	-	-	**	-	-	-	-	767	612	155	685	82
	38%	-%	-%	**	-%	-%	-%	-%	*100%*	*40%*	*34%*	*38%*	*47%*
									abcdefg	b			a
Net: Other	**11**	-	-	**	-	-	-	-	-	10	1	9	2
	1%	-%	-%	**	-%	-%	-%	-%	-%	*1%*	*%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Agriculture, hunting and forestry	**79** ***4%***	74 *4%*	5 *4%*	42 *3%*	11 *4%*	25 *6%* a
Fishing	**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Mining and quarrying	**2** ****%***	2 **%*	- *-%*	1 **%*	- *-%*	- *-%*
Manufacturing	**173** ***9%***	164 *9%*	9 *8%*	101 *8%*	27 *10%*	40 *9%*
Electricity / Gas / Water supply	**41** ***2%***	39 *2%*	2 *2%*	30 *2%* b	1 **%*	9 *2%* b
Construction	**159** ***8%***	157 *8%*	3 *3%*	120 *10%* c	18 *6%*	20 *5%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513** ***26%***	466 *25%*	47 *42%* a	268 *21%*	72 *25%*	155 *36%* **ab**
Hotels and restaurants	**58** ***3%***	55 *3%*	4 *3%*	47 *4%* b	1 **%*	9 *2%* b
Transportation storage and communication	**77** ***4%***	76 *4%*	1 *1%*	50 *4%*	15 *5%*	13 *3%*
Financial intermediation and insurance	**116** ***6%***	113 *6%*	3 *2%*	53 *4%*	29 *10%* a	32 *7%* a
Real estate, rental and business	**244** ***12%***	236 *13%*	8 *7%*	183 *15%* c	30 *11%*	30 *7%*
Public administration and defence	**14** ***1%***	14 *1%*	- *-%*	10 *1%*	1 **%*	3 *1%*
Educational services	**55** ***3%***	51 *3%*	5 *4%*	40 *3%*	8 *3%*	8 *2%*
Healthcare and social work	**120** ***6%***	119 *6%* b	1 *1%*	73 *6%*	12 *4%*	35 *8%*

Columns Tested: a,b - a,b,c

C1. To which industry does your organisation belong to?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Other community, social and personal service activities	**281**	257	24	193	43	37
	14%	*14%*	*21%*	*15%*	*15%*	*9%*
			a	c	c	
Private households with employed persons	**2**	2	-	1	2	-
	***%**	*%*	-%	*%*	*1%*	-%
					a	
Non-Governmental Organisations (NGOs)	**50**	48	2	27	13	10
	3%	*3%*	*2%*	*2%*	*5%*	*2%*
					a	
Don't know	**4**	4	-	1	-	2
	***%**	*%*	-%	*%*	-%	*1%*
Other answers	**11**	11	-	6	1	4
	1%	*1%*	-%	*1%*	*%*	*1%*
Net: Agriculture	**79**	74	5	42	11	25
	4%	*4%*	*4%*	*3%*	*4%*	*6%*
						a
Net: Manufacturing	**175**	166	9	102	27	40
	9%	*9%*	*8%*	*8%*	*10%*	*9%*
Net: Utilities	**41**	39	2	30	1	9
	2%	*2%*	*2%*	*2%*	*%*	*2%*
				b		b
Net: Construction	**159**	157	3	120	18	20
	8%	*8%*	*3%*	*10%*	*6%*	*5%*
				c		
Net: Distribution	**590**	542	48	317	86	168
	30%	*29%*	*43%*	*25%*	*30%*	*39%*
			a			**ab**
Net: Hospitality	**58**	55	4	47	1	9
	3%	*3%*	*3%*	*4%*	*%*	*2%*
				b		b
Net: Financial	**116**	113	3	53	29	32
	6%	*6%*	*2%*	*4%*	*10%*	*7%*
					a	a
Net: Non-financial	**767**	729	38	527	109	122
	38%	*39%*	*34%*	*42%*	*39%*	*28%*
				c	c	
Net: Other	**11**	11	-	6	1	4
	1%	*1%*	-%	*1%*	*%*	*1%*

Columns Tested: a,b - a,b,c

C1. To which industry does your organisation belong to?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Agriculture, hunting and forestry	**79**	73	6	**	**	**	**	**	**	79	*	**	37	36	6
	4%	*4%*	*2%*	**	**	**	**	**	**	*4%*	*1%*	**	*5%*	*4%*	*2%*
Fishing	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*
Mining and quarrying	**2**	2	*	**	**	**	**	**	**	2	-	**	1	1	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	*-%*	**	*%*	*%*	*%*
Manufacturing	**173**	130	35	**	**	**	**	**	**	164	9	**	60	69	43
	9%	*8%*	*14%*	**	**	**	**	**	**	*8%*	*19%*	**	*7%*	*8%*	*15%*
			ai	**ai**							**ai**				**ab**
Electricity / Gas / Water supply	**41**	34	7	**	**	**	**	**	**	40	*	**	16	18	7
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	*%*	**	*2%*	*2%*	*2%*
Construction	**159**	151	8	**	**	**	**	**	**	159	-	**	80	71	8
	8%	*9%*	*3%*	**	**	**	**	**	**	*8%*	*-%*	**	*10%*	*8%*	*3%*
		bcj								**bcj**			c	c	
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	405	87	**	**	**	**	**	**	493	20	**	179	226	108
	26%	*24%*	*37%*	**	**	**	**	**	**	*25%*	*44%*	**	*22%*	*25%*	*38%*
			ai	**ai**							**ai**				**ab**
Hotels and restaurants	**58**	57	1	**	**	**	**	**	**	58	-	**	40	17	1
	3%	*3%*	*1%*	**	**	**	**	**	**	*3%*	*-%*	**	*5%*	*2%*	*%*
		b								b			**bc**		
Transportation storage and communication	**77**	69	6	**	**	**	**	**	**	75	2	**	26	43	8
	4%	*4%*	*3%*	**	**	**	**	**	**	*4%*	*4%*	**	*3%*	*5%*	*3%*
Financial intermediation and insurance	**116**	88	25	**	**	**	**	**	**	114	2	**	28	60	27
	6%	*5%*	*11%*	**	**	**	**	**	**	*6%*	*4%*	**	*3%*	*7%*	*10%*
			ai											a	a
Real estate, rental and business	**244**	216	23	**	**	**	**	**	**	239	5	**	80	136	27
	12%	*13%*	*9%*	**	**	**	**	**	**	*12%*	*10%*	**	*10%*	*15%*	*10%*
														ac	
Public administration and defence	**14**	14	-	**	**	**	**	**	**	14	*	**	6	8	*
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	*%*	**	*1%*	*1%*	*%*
Educational services	**55**	50	3	**	**	**	**	**	**	53	2	**	39	12	5
	3%	*3%*	*1%*	**	**	**	**	**	**	*3%*	*4%*	**	*5%*	*1%*	*2%*
													bc		
Healthcare and social work	**120**	106	14	**	**	**	**	**	**	120	*	**	40	66	14
	6%	*6%*	*6%*	**	**	**	**	**	**	*6%*	*%*	**	*5%*	*7%*	*5%*
														a	
Other community, social and personal service activities	**281**	265	12	**	**	**	**	**	**	278	3	**	167	98	16
	14%	*15%*	*5%*	**	**	**	**	**	**	*14%*	*7%*	**	*21%*	*11%*	*6%*
		b								b			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Private households with employed persons	**2**	2	1	**	**	**	**	**	**	2	-	**	-	2	1
	***%**	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	-%	*%*	*%*
Non-Governmental Organisations (NGOs)	**50**	43	5	**	**	**	**	**	**	48	2	**	15	28	7
	***3%**	*2%*	*2%*	**	**	**	**	**	**	*2%*	*5%*	**	*2%*	*3%*	*3%*
Don't know	**4**	4	-	**	**	**	**	**	**	4	-	**	-	4	-
	***%**	*%*	-%	**	**	**	**	**	**	*%*	-%	**	-%	*%*	-%
Other answers	**11**	5	6	**	**	**	**	**	**	11	-	**	1	4	6
	***1%**	*%*	*2%*	**	**	**	**	**	**	*1%*	-%	**	*%*	*%*	*2%*
			ai												**ab**
Net: Agriculture	**79**	73	6	**	**	**	**	**	**	79	*	**	37	36	6
	***4%**	*4%*	*2%*	**	**	**	**	**	**	*4%*	*1%*	**	*5%*	*4%*	*2%*
Net: Manufacturing	**175**	132	35	**	**	**	**	**	**	166	9	**	61	71	44
	***9%**	*8%*	*14%*	**	**	**	**	**	**	*9%*	*19%*	**	*7%*	*8%*	*15%*
			ai	**ai**							**ai**				**ab**
Net: Utilities	**41**	34	7	**	**	**	**	**	**	40	*	**	16	18	7
	***2%**	*2%*	*3%*	**	**	**	**	**	**	*2%*	**%*	**	*2%*	*2%*	*2%*
Net: Construction	**159**	151	8	**	**	**	**	**	**	159	-	**	80	71	8
	***8%**	*9%*	*3%*	**	**	**	**	**	**	*8%*	-%	**	*10%*	*8%*	*3%*
		bcj								**bcj**			c	c	
Net: Distribution	**590**	474	94	**	**	**	**	**	**	568	22	**	205	269	116
	***30%**	*28%*	*39%*	**	**	**	**	**	**	*29%*	*48%*	**	*25%*	*30%*	*41%*
			ai	**ai**							**ai**			a	**ab**
Net: Hospitality	**58**	57	1	**	**	**	**	**	**	58	-	**	40	17	1
	***3%**	*3%*	*1%*	**	**	**	**	**	**	*3%*	-%	**	*5%*	*2%*	**%*
		b								b			**bc**		
Net: Financial	**116**	88	25	**	**	**	**	**	**	114	2	**	28	60	27
	***6%**	*5%*	*11%*	**	**	**	**	**	**	*6%*	*4%*	**	*3%*	*7%*	*10%*
			ai											a	a
Net: Non-financial	**767**	696	58	**	**	**	**	**	**	754	13	**	346	351	71
	***38%**	*41%*	*24%*	**	**	**	**	**	**	*39%*	*27%*	**	*43%*	*39%*	*25%*
		bcj								b			c	c	
Net: Other	**11**	5	6	**	**	**	**	**	**	11	-	**	1	4	6
	***1%**	**%*	*2%*	**	**	**	**	**	**	*1%*	-%	**	**%*	**%*	*2%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C1. To which industry does your organisation belong to?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Agriculture, hunting and forestry	**79**	41	25	47	18	19	61	43	2	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*2%*	*4%*	*5%*	*3%*	*5%*	**	**	**	**	**
							d							
Fishing	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Mining and quarrying	**2**	1	1	1	1	*	1	1	*	**	**	**	**	**
	%	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**
Manufacturing	**173**	86	63	99	96	46	127	91	7	**	**	**	**	**
	9%	*7%*	*8%*	*7%*	*13%*	*11%*	*10%*	*7%*	*14%*	**	**	**	**	**
					abcf	**ac**	**ac**		a					
Electricity / Gas / Water supply	**41**	26	19	31	11	14	29	28	3	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*5%*	**	**	**	**	**
						d								
Construction	**159**	103	57	109	36	19	113	104	4	**	**	**	**	**
	8%	*9%*	*7%*	*8%*	*5%*	*5%*	*9%*	*8%*	*8%*	**	**	**	**	**
		de	**de**	**de**			**de**							
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	221	138	275	261	73	359	266	6	**	**	**	**	**
	26%	*19%*	*18%*	*20%*	*36%*	*17%*	*28%*	*21%*	*12%*	**	**	**	**	**
					abcef		**abce**	b						
Hotels and restaurants	**58**	28	4	28	15	9	28	28	*	**	**	**	**	**
	3%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**
		b		b	b	b	b							
Transportation storage and communication	**77**	50	32	57	22	17	52	56	1	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*2%*	**	**	**	**	**
Financial intermediation and insurance	**116**	96	97	105	32	34	80	96	4	**	**	**	**	**
	6%	*8%*	*13%*	*8%*	*4%*	*8%*	*6%*	*8%*	*7%*	**	**	**	**	**
		d	**acdef**	d		d								
Real estate, rental and business	**244**	168	116	187	71	60	148	171	8	**	**	**	**	**
	12%	*14%*	*15%*	*14%*	*10%*	*14%*	*12%*	*14%*	*17%*	**	**	**	**	**
		d	**df**	d		d								
Public administration and defence	**14**	9	11	12	8	6	6	11	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%*	**	**	**	**	**
			f			f								
Educational services	**55**	41	19	41	7	6	17	39	3	**	**	**	**	**
	3%	*3%*	*2%*	*3%*	*1%*	*1%*	*1%*	*3%*	*6%*	**	**	**	**	**
		def	d	**df**										
Healthcare and social work	**120**	97	44	102	49	27	64	94	3	**	**	**	**	**
	6%	*8%*	*6%*	*8%*	*7%*	*6%*	*5%*	*7%*	*5%*	**	**	**	**	**
		bf		f						**ab**				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C1. To which industry does your organisation belong to?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Other community, social and personal service activities	**281**	173	105	193	84	66	156	183	4	**	**	**	**	**
	14%	*15%*	*14%*	*14%*	*11%*	*16%*	*12%*	*15%*	*8%*	**	**	**	**	**
						d								
Private households with employed persons	**2**	-	-	-	1	2	-	-	-	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**	**	**	**	**
						acf								
Non-Governmental Organisations (NGOs)	**50**	46	31	46	13	20	33	39	5	**	**	**	**	**
	3%	*4%*	*4%*	*3%*	*2%*	*5%*	*3%*	*3%*	*9%*	**	**	**	**	**
		d	d	d		**df**			a					
Don't know	**4**	1	1	1	3	2	1	1	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	**	**	**	**	**
Other answers	**11**	4	2	6	5	4	7	6	-	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**
Net: Agriculture	**79**	41	25	47	18	19	61	43	2	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*2%*	*4%*	*5%*	*3%*	*5%*	**	**	**	**	**
							d							
Net: Manufacturing	**175**	87	65	100	98	46	128	92	7	**	**	**	**	**
	9%	*7%*	*8%*	*7%*	*13%*	*11%*	*10%*	*7%*	*14%*	**	**	**	**	**
					abcf	**ac**	**ac**		a					
Net: Utilities	**41**	26	19	31	11	14	29	28	3	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*5%*	**	**	**	**	**
						d								
Net: Construction	**159**	103	57	109	36	19	113	104	4	**	**	**	**	**
	8%	*9%*	*7%*	*8%*	*5%*	*5%*	*9%*	*8%*	*8%*	**	**	**	**	**
		de	**de**	**de**			**de**							
Net: Distribution	**590**	271	170	332	284	90	411	322	7	**	**	**	**	**
	30%	*23%*	*22%*	*25%*	*39%*	*21%*	*32%*	*26%*	*13%*	**	**	**	**	**
					abcef		**abce**	b						
Net: Hospitality	**58**	28	4	28	15	9	28	28	*	**	**	**	**	**
	3%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**
		b		b	b	b	b							
Net: Financial	**116**	96	97	105	32	34	80	96	4	**	**	**	**	**
	6%	*8%*	*13%*	*8%*	*4%*	*8%*	*6%*	*8%*	*7%*	**	**	**	**	**
		d	**acdef**	d		d								
Net: Non-financial	**767**	535	327	582	232	187	424	537	24	**	**	**	**	**
	38%	*45%*	*43%*	*43%*	*32%*	*44%*	*33%*	*43%*	*47%*	**	**	**	**	**
		df	**df**	**df**		**df**				a				
Net: Other	**11**	4	2	6	5	4	7	6	-	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C1. To which industry does your organisation belong to?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Agriculture, hunting and forestry	**79**	16	**	**	**	**	**	**	**	16	19	6	6	**
	4%	*2%*	**	**	**	**	**	**	**	*3%*	*5%*	*2%*	*4%*	**
											c			
Fishing	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Mining and quarrying	**2**	1	**	**	**	**	**	**	**	-	1	-	*	**
	%	*%	**	**	**	**	**	**	**	-%	*%	-%	*%	**
Manufacturing	**173**	92	**	**	**	**	**	**	**	28	32	29	9	**
	9%	*13%*	**	**	**	**	**	**	**	*6%*	*8%*	*10%*	*6%*	**
Electricity / Gas / Water supply	**41**	11	**	**	**	**	**	**	**	12	8	8	3	**
	2%	*1%*	**	**	**	**	**	**	**	*3%*	*2%*	*3%*	*2%*	**
Construction	**159**	36	**	**	**	**	**	**	**	54	29	18	7	**
	8%	*5%*	**	**	**	**	**	**	**	*11%*	*7%*	*6%*	*5%*	**
										cd				
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	255	**	**	**	**	**	**	**	96	82	70	27	**
	26%	*35%*	**	**	**	**	**	**	**	*20%*	*20%*	*23%*	*19%*	**
Hotels and restaurants	**58**	15	**	**	**	**	**	**	**	12	14	1	*	**
	3%	*2%*	**	**	**	**	**	**	**	*3%*	*3%*	*%*	*%*	**
										cd	**cd**			
Transportation storage and communication	**77**	22	**	**	**	**	**	**	**	20	16	10	11	**
	4%	*3%*	**	**	**	**	**	**	**	*4%*	*4%*	*3%*	*8%*	**
													abc	
Financial intermediation and insurance	**116**	32	**	**	**	**	**	**	**	14	18	43	30	**
	6%	*4%*	**	**	**	**	**	**	**	*3%*	*4%*	*14%*	*21%*	**
												ab	**abc**	
Real estate, rental and business	**244**	70	**	**	**	**	**	**	**	70	46	47	21	**
	12%	*10%*	**	**	**	**	**	**	**	*15%*	*11%*	*16%*	*15%*	**
Public administration and defence	**14**	7	**	**	**	**	**	**	**	5	3	3	1	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*%*	**
Educational services	**55**	7	**	**	**	**	**	**	**	17	14	7	3	**
	3%	*1%*	**	**	**	**	**	**	**	*4%*	*3%*	*2%*	*2%*	**
Healthcare and social work	**120**	49	**	**	**	**	**	**	**	33	39	19	11	**
	6%	*7%*	**	**	**	**	**	**	**	*7%*	*10%*	*6%*	*8%*	**
Other community, social and personal service activities	**281**	84	**	**	**	**	**	**	**	93	64	29	7	**
	14%	*12%*	**	**	**	**	**	**	**	*19%*	*16%*	*10%*	*5%*	**
										cd	**cd**	d		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Private households with employed persons	**2**	1	**	**	**	**	**	**	**	-	-	-	-	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Non-Governmental Organisations (NGOs)	**50**	13	**	**	**	**	**	**	**	10	19	12	3	**
	***3%**	*2%*	**	**	**	**	**	**	**	*2%*	*5%* a	*4%*	*2%*	**
Don't know	**4**	3	**	**	**	**	**	**	**	-	-	1	*	**
	***%**	*%*	**	**	**	**	**	**	**	-%	-%	*%	*%	**
Other answers	**11**	5	**	**	**	**	**	**	**	2	2	-	3	**
	***1%**	*1%*	**	**	**	**	**	**	**	*%	*%	-%	*2%* c	**
Net: Agriculture	**79**	16	**	**	**	**	**	**	**	16	19	6	6	**
	***4%**	*2%*	**	**	**	**	**	**	**	*3%*	*5%* c	*2%*	*4%*	**
Net: Manufacturing	**175**	94	**	**	**	**	**	**	**	28	33	29	9	**
	***9%**	*13%*	**	**	**	**	**	**	**	*6%*	*8%*	*10%*	*6%*	**
Net: Utilities	**41**	11	**	**	**	**	**	**	**	12	8	8	3	**
	***2%**	*1%*	**	**	**	**	**	**	**	*3%*	*2%*	*3%*	*2%*	**
Net: Construction	**159**	36	**	**	**	**	**	**	**	54	29	18	7	**
	***8%**	*5%*	**	**	**	**	**	**	**	*11%* cd	*7%*	*6%*	*5%*	**
Net: Distribution	**590**	277	**	**	**	**	**	**	**	116	98	80	38	**
	***30%**	*39%*	**	**	**	**	**	**	**	*24%*	*24%*	*26%*	*27%*	**
Net: Hospitality	**58**	15	**	**	**	**	**	**	**	12	14	1	*	**
	***3%**	*2%*	**	**	**	**	**	**	**	*3%* cd	*3%* cd	*%*	*%*	**
Net: Financial	**116**	32	**	**	**	**	**	**	**	14	18	43	30	**
	***6%**	*4%*	**	**	**	**	**	**	**	*3%*	*4%*	*14%* ab	*21%* abc	**
Net: Non-financial	**767**	231	**	**	**	**	**	**	**	228	186	117	46	**
	***38%**	*32%*	**	**	**	**	**	**	**	*47%* cd	*46%* d	*39%*	*32%*	**
Net: Other	**11**	5	**	**	**	**	**	**	**	2	2	-	3	**
	***1%**	*1%*	**	**	**	**	**	**	**	*%*	*%*	-%	*2%* c	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C1. To which industry does your organisation belong to?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Agriculture, hunting and forestry	**79**	11	2	5	*	**	10	**	8	73	6	46	1
	4%	*4%*	*1%*	*3%*	*%*	**	*2%*	**	*3%*	*4%*	*3%*	*4%*	*1%*
Fishing	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Mining and quarrying	**2**	1	-	-	-	**	-	**	1	2	-	1	-
	***%**	*%*	-%	-%	-%	**	-%	**	*%*	*%*	-%	*%*	-%
Manufacturing	**173**	25	24	30	14	**	75	**	20	127	46	98	1
	9%	*8%*	*16%*	*17%*	*18%*	**	*17%*	**	*7%*	*7%*	*19%*	*8%*	*2%*
			a	a	a		c				a		
Electricity / Gas / Water supply	**41**	5	3	2	-	**	6	**	5	36	4	30	1
	2%	*2%*	*2%*	*1%*	-%	**	*1%*	**	*2%*	*2%*	*2%*	*2%*	*1%*
Construction	**159**	24	5	6	1	**	10	**	25	157	2	108	*
	8%	*8%*	*3%*	*3%*	*1%*	**	*2%*	**	*9%*	*9%*	*1%*	*8%*	*%*
		cd							a	b		b	
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	94	37	77	44	**	188	**	66	429	84	265	10
	26%	*31%*	*24%*	*42%*	*57%*	**	*43%*	**	*23%*	*24%*	*36%*	*21%*	*19%*
				ab	**abc**		c				a		
Hotels and restaurants	**58**	5	8	1	-	**	4	**	11	53	5	26	2
	3%	*2%*	*6%*	*1%*	-%	**	*1%*	**	*4%*	*3%*	*2%*	*2%*	*4%*
			acd						a				
Transportation storage and communication	**77**	9	4	5	3	**	16	**	6	62	15	54	4
	4%	*3%*	*2%*	*3%*	*4%*	**	*4%*	**	*2%*	*3%*	*6%*	*4%*	*7%*
											a		
Financial intermediation and insurance	**116**	24	6	3	-	**	3	**	30	110	6	101	4
	6%	*8%*	*4%*	*2%*	-%	**	*1%*	**	*11%*	*6%*	*2%*	*8%*	*8%*
		cd							a	b			
Real estate, rental and business	**244**	39	18	11	2	**	30	**	42	222	22	177	10
	12%	*13%*	*12%*	*6%*	*2%*	**	*7%*	**	*15%*	*13%*	*9%*	*14%*	*19%*
		cd	d						a				
Public administration and defence	**14**	4	2	2	-	**	4	**	4	12	2	10	2
	1%	*1%*	*1%*	*1%*	-%	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*4%*
													a
Educational services	**55**	3	2	1	-	**	3	**	4	54	1	41	*
	3%	*1%*	*1%*	*1%*	-%	**	*1%*	**	*1%*	*3%*	*%*	*3%*	*1%*
										b			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Healthcare and social work	**120**	11	19	15	3	**	26	**	23	102	18	91	12
	6%	*4%*	*13%*	*8%*	*4%*	**	*6%*	**	*8%*	*6%*	*8%*	*7%*	*22%*
			ad	a									a
Other community, social and personal service activities	**281**	41	18	18	6	**	54	**	29	263	18	187	6
	14%	*13%*	*12%*	*10%*	*8%*	**	*12%*	**	*10%*	*15%*	*7%*	*14%*	*11%*
										b			
Private households with employed persons	**2**	-	-	1	-	**	-	**	-	2	1	-	-
	%	-%	-%	*%	-%	**	-%	**	-%	*%	*%	-%	-%
Non-Governmental Organisations (NGOs)	**50**	6	4	1	2	**	5	**	8	50	*	46	*
	3%	*2%*	*2%*	*%*	*3%*	**	*1%*	**	*3%*	*3%*	*%*	*4%*	*1%*
										b			
Don't know	**4**	-	1	2	-	**	2	**	1	1	2	1	-
	%	-%	*%	*1%*	-%	**	*%	**	*%	*%	*1%*	*%	-%
											a		
Other answers	**11**	3	-	-	1	**	5	**	-	7	5	6	-
	1%	*1%*	-%	-%	*2%*	**	*1%*	**	-%	*%	*2%*	*%	-%
											a		
Net: Agriculture	**79**	11	2	5	*	**	10	**	8	73	6	46	1
	4%	*4%*	*1%*	*3%*	*%*	**	*2%*	**	*3%*	*4%*	*3%*	*4%*	*1%*
Net: Manufacturing	**175**	26	24	30	14	**	75	**	21	129	46	99	1
	9%	*9%*	*16%*	*17%*	*18%*	**	*17%*	**	*7%*	*7%*	*19%*	*8%*	*2%*
			a	a	a		c				a		
Net: Utilities	**41**	5	3	2	-	**	6	**	5	36	4	30	1
	2%	*2%*	*2%*	*1%*	-%	**	*1%*	**	*2%*	*2%*	*2%*	*2%*	*1%*
Net: Construction	**159**	24	5	6	1	**	10	**	25	157	2	108	*
	8%	*8%*	*3%*	*3%*	*1%*	**	*2%*	**	*9%*	*9%*	*1%*	*8%*	*%*
		cd							a	b		b	
Net: Distribution	**590**	104	40	82	48	**	204	**	71	490	100	318	14
	30%	*34%*	*27%*	*45%*	*61%*	**	*46%*	**	*25%*	*28%*	*42%*	*25%*	*26%*
				ab	**abc**		c				a		
Net: Hospitality	**58**	5	8	1	-	**	4	**	11	53	5	26	2
	3%	*2%*	*6%*	*1%*	-%	**	*1%*	**	*4%*	*3%*	*2%*	*2%*	*4%*
			acd						a				
Net: Financial	**116**	24	6	3	-	**	3	**	30	110	6	101	4
	6%	*8%*	*4%*	*2%*	-%	**	*1%*	**	*11%*	*6%*	*2%*	*8%*	*8%*
		cd							a	b			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Net: Non-financial	**767**	105	63	50	13	**	121	**	109	705	62	552	30
	38%	*34%*	*41%*	*28%*	*17%*	**	*28%*	**	*39%*	*40%*	*26%*	*43%*	*58%*
		d	**cd**						a	b			a
Net: Other	**11**	3	-	-	1	**	5	**	-	7	5	6	-
	1%	*1%*	*-%*	*-%*	*2%*	**	*1%*	**	*-%*	**%*	*2%*	**%*	*-%*
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Agriculture, hunting and forestry	**79**	3	3	5	**	10	8	8	41	1	**
	4%	*4%*	*2%*	*3%*	**	*2%*	*3%*	*2%*	*4%*	*1%*	**
Fishing	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Mining and quarrying	**2**	-	-	-	**	1	-	1	*	1	**
	****%***	-%	-%	-%	**	**%*	-%	**%*	**%*	*1%*	**
										b	
Manufacturing	**173**	14	35	37	**	48	48	32	83	19	**
	9%	*17%*	*22%*	*19%*	**	*10%*	*21%*	*8%*	*7%*	*16%*	**
							a			**ab**	
Electricity / Gas / Water supply	**41**	-	4	8	**	6	4	11	26	*	**
	2%	-%	*2%*	*4%*	**	*1%*	*2%*	*3%*	*2%*	**%*	**
Construction	**159**	*	7	6	**	30	6	26	100	2	**
	8%	**%*	*4%*	*3%*	**	*6%*	*3%*	*6%*	*9%*	*2%*	**
								c	c		
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	43	63	64	**	163	96	78	208	21	**
	26%	*54%*	*40%*	*34%*	**	*33%*	*42%*	*19%*	*18%*	*17%*	**
		b					a				
Hotels and restaurants	**58**	1	1	*	**	10	5	5	28	4	**
	3%	*1%*	*1%*	**%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**
Transportation storage and communication	**77**	1	12	9	**	11	11	13	49	7	**
	4%	*2%*	*8%*	*5%*	**	*2%*	*5%*	*3%*	*4%*	*5%*	**
Financial intermediation and insurance	**116**	2	2	12	**	27	5	47	89	10	**
	6%	*3%*	*1%*	*6%*	**	*5%*	*2%*	*11%*	*8%*	*8%*	**
								b			
Real estate, rental and business	**244**	8	7	21	**	58	14	53	165	16	**
	12%	*10%*	*5%*	*11%*	**	*11%*	*6%*	*13%*	*15%*	*13%*	**
						b					
Public administration and defence	**14**	-	4	2	**	6	2	7	9	3	**
	1%	-%	*3%*	*1%*	**	*1%*	*1%*	*2%*	*1%*	*3%*	**
										b	
Educational services	**55**	-	*	1	**	6	*	19	36	1	**
	3%	-%	**%*	**%*	**	*1%*	**%*	*5%*	*3%*	*1%*	**
								c			

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Healthcare and social work	**120**	*	6	10	**	43	6	36	87	11	**
	6%	*1%*	*4%*	*5%*	**	*9%* b	*3%*	*9%*	*8%*	*9%*	**
Other community, social and personal service activities	**281**	8	10	14	**	69	15	61	162	22	**
	14%	*10%*	*6%*	*7%*	**	*14%* b	*7%*	*15%*	*14%*	*18%*	**
Private households with employed persons	**2**	-	-	-	**	-	1	-	-	-	**
	****%***	-%	-%	-%	**	-%	**%*	-%	-%	-%	**
Non-Governmental Organisations (NGOs)	**50**	*	*	*	**	12	*	13	44	2	**
	3%	**%*	**%*	**%*	**	*2%* b	**%*	*3%*	*4%*	*2%*	**
Don't know	**4**	-	-	-	**	1	2	-	1	-	**
	****%***	-%	-%	-%	**	**%*	*1%*	-%	**%*	-%	**
Other answers	**11**	-	5	1	**	-	5	1	4	-	**
	1%	-%	*3%*	*1%*	**	-%	*2%* a	**%*	**%*	-%	**
Net: Agriculture	**79**	3	3	5	**	10	8	8	41	1	**
	4%	*4%*	*2%*	*3%*	**	*2%*	*3%*	*2%*	*4%*	*1%*	**
Net: Manufacturing	**175**	14	35	37	**	49	48	33	83	21	**
	9%	*17%*	*22%*	*19%*	**	*10%*	*21%* a	*8%*	*7%*	*17%* **ab**	**
Net: Utilities	**41**	-	4	8	**	6	4	11	26	*	**
	2%	-%	*2%*	*4%*	**	*1%*	*2%*	*3%*	*2%*	**%*	**
Net: Construction	**159**	*	7	6	**	30	6	26	100	2	**
	8%	**%*	*4%*	*3%*	**	*6%*	*3%*	*6%* c	*9%* c	*2%*	**
Net: Distribution	**590**	44	75	74	**	175	107	91	257	28	**
	30%	*55%*	*47%*	*39%*	**	*35%*	*47%* a	*22%*	*23%*	*23%*	**
Net: Hospitality	**58**	1	1	*	**	10	5	5	28	4	**
	3%	*1%*	*1%*	**%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**
Net: Financial	**116**	2	2	12	**	27	5	47	89	10	**
	6%	*3%*	*1%*	*6%*	**	*5%*	*2%*	*11%* b	*8%*	*8%*	**
Net: Non-financial	**767**	16	28	49	**	193	39	190	502	56	**
	38%	*20%*	*18%*	*25%*	**	*39%* b	*17%*	*46%*	*44%*	*46%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Net: Other	**11**	-	5	1	**	-	5	1	4	-	**
	1%	-%	*3%*	*1%*	**	-%	*2%* a	**%*	**%*	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Agriculture, hunting and forestry	**79**	7	25	5	**	10	12	5	**	41	24	10	33	36	**
	4%	*2%*	*4%*	*4%*	**	*2%*	*2%*	*3%*	**	*4%*	*3%*	*2%*	*3%*	*5%*	**
										c					
Fishing	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Mining and quarrying	**2**	1	*	1	**	1	-	1	**	1	1	1	1	*	**
	****%***	**%*	**%*	*1%*	**	**%*	-%	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
				b				b							
Manufacturing	**173**	33	51	15	**	80	59	26	**	83	62	58	70	56	**
	9%	*10%*	*7%*	*13%*	**	*15%*	*12%*	*17%*	**	*7%*	*8%*	*11%*	*7%*	*7%*	**
				b								a			
Electricity / Gas / Water supply	**41**	3	17	1	**	4	7	1	**	26	19	8	24	16	**
	2%	*1%*	*2%*	*1%*	**	*1%*	*2%*	**%*	**	*2%*	*3%*	*1%*	*2%*	*2%*	**
Construction	**159**	14	55	1	**	21	29	3	**	101	57	34	91	48	**
	8%	*4%*	*8%*	*1%*	**	*4%*	*6%*	*2%*	**	*9%*	*8%*	*6%*	*9%*	*6%*	**
		c	**ac**				c			c			b		
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	65	129	30	**	194	174	65	**	206	129	184	197	153	**
	26%	*19%*	*18%*	*26%*	**	*37%*	*36%*	*42%*	**	*18%*	*18%*	*33%*	*19%*	*20%*	**
				b								**ab**			
Hotels and restaurants	**58**	*	4	*	**	8	10	1	**	23	4	10	18	10	**
	3%	**%*	*1%*	**%*	**	*2%*	*2%*	*1%*	**	*2%*	*1%*	*2%*	*2%*	*1%*	**
										b		b			
Transportation storage and communication	**77**	14	28	9	**	19	12	6	**	46	28	13	34	34	**
	4%	*4%*	*4%*	*8%*	**	*4%*	*2%*	*4%*	**	*4%*	*4%*	*2%*	*3%*	*4%*	**
				b											
Financial intermediation and insurance	**116**	45	90	13	**	22	26	3	**	92	94	27	97	63	**
	6%	*13%*	*13%*	*12%*	**	*4%*	*5%*	*2%*	**	*8%*	*13%*	*5%*	*10%*	*8%*	**
							c			c	**ac**				
Real estate, rental and business	**244**	49	106	9	**	40	44	10	**	158	107	60	146	109	**
	12%	*15%*	*15%*	*8%*	**	*8%*	*9%*	*7%*	**	*14%*	*15%*	*11%*	*14%*	*14%*	**
		c	c								c				
Public administration and defence	**14**	7	8	2	**	5	7	2	**	9	9	6	10	5	**
	1%	*2%*	*1%*	*2%*	**	*1%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Educational services	**55**	11	16	1	**	6	5	-	**	40	18	7	34	25	**
	3%	*3%*	*2%*	*1%*	**	*1%*	*1%*	-%	**	*4%*	*3%*	*1%*	*3%*	*3%*	**
										c					
Healthcare and social work	**120**	22	40	6	**	35	34	6	**	86	40	46	72	67	**
	6%	*6%*	*6%*	*5%*	**	*7%*	*7%*	*4%*	**	*8%*	*6%*	*8%*	*7%*	*9%*	**
												b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Other community, social and personal service activities	**281**	53	94	16	**	64	53	18	**	167	104	75	147	118	**
	14%	*16%*	*14%*	*14%*	**	*12%*	*11%*	*12%*	**	*15%*	*14%*	*14%*	*15%*	*15%*	**
Private households with employed persons	**2**	-	-	-	**	1	-	-	**	-	-	-	-	-	**
	%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	-%	-%	-%	**
Non-Governmental Organisations (NGOs)	**50**	10	29	3	**	7	10	3	**	46	31	13	29	34	**
	3%	*3%*	*4%*	*3%*	**	*1%*	*2%*	*2%*	**	*4%*	*4%* c	*2%*	*3%*	*4%*	**
Don't know	**4**	-	1	*	**	2	1	2	**	1	1	1	1	1	**
	%	-%	*%	*%	**	*%	*%	*% b	**	*%	*%	*%	*%	*%	**
Other answers	**11**	2	2	-	**	3	-	1	**	4	2	2	6	2	**
	1%	*1%*	*%	-%	**	*1%*	-%	*1%* b	**	*%	*%	*%	*1%*	*%	**
Net: Agriculture	**79**	7	25	5	**	10	12	5	**	41	24	10	33	36	**
	4%	*2%*	*4%*	*4%*	**	*2%*	*2%*	*3%*	**	*4%* c	*3%*	*2%*	*3%*	*5%*	**
Net: Manufacturing	**175**	34	51	16	**	81	59	27	**	84	63	60	71	56	**
	9%	*10%*	*7%*	*14%* b	**	*15%*	*12%*	*18%*	**	*7%*	*9%*	*11%* a	*7%*	*7%*	**
Net: Utilities	**41**	3	17	1	**	4	7	1	**	26	19	8	24	16	**
	2%	*1%*	*2%*	*1%*	**	*1%*	*2%*	*%*	**	*2%*	*3%*	*1%*	*2%*	*2%*	**
Net: Construction	**159**	14	55	1	**	21	29	3	**	101	57	34	91	48	**
	8%	*4%* c	*8%* **ac**	*1%*	**	*4%*	*6%* c	*2%*	**	*9%* c	*8%*	*6%*	*9%* b	*6%*	**
Net: Distribution	**590**	79	157	39	**	213	186	71	**	253	157	197	230	187	**
	30%	*23%*	*23%*	*35%* **ab**	**	*41%*	*39%*	*46%*	**	*22%*	*21%*	*36%* **ab**	*23%*	*24%*	**
Net: Hospitality	**58**	*	4	*	**	8	10	1	**	23	4	10	18	10	**
	3%	*%*	*1%*	*%*	**	*2%*	*2%*	*1%*	**	*2%* b	*1%*	*2%* b	*2%*	*1%*	**
Net: Financial	**116**	45	90	13	**	22	26	3	**	92	94	27	97	63	**
	6%	*13%*	*13%*	*12%*	**	*4%*	*5%* c	*2%*	**	*8%* c	*13%* **ac**	*5%*	*10%*	*8%*	**
Net: Non-financial	**767**	151	294	37	**	158	153	39	**	507	310	207	439	359	**
	38%	*45%* c	*42%* c	*33%*	**	*30%*	*32%*	*25%*	**	*45%* c	*42%*	*37%*	*43%*	*46%*	**
Net: Other	**11**	2	2	-	**	3	-	1	**	4	2	2	6	2	**
	1%	*1%*	*%*	-%	**	*1%*	-%	*1%* b	**	*%*	*%*	*%*	*1%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C1. To which industry does your organisation belong to?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Agriculture, hunting and forestry	**79**	6	5	6	1	1	34	35	**	**	**	**
	4%	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*5%*	**	**	**	**
Fishing	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Mining and quarrying	**2**	-	-	1	1	-	*	*	**	**	**	**
	%	*-%*	*-%*	*%*	*2%* ab	*-%*	*%*	*%*	**	**	**	**
Manufacturing	**173**	36	21	30	8	9	68	48	**	**	**	**
	9%	*10%*	*10%*	*10%*	*11%*	*19%* abc	*7%*	*6%*	**	**	**	**
Electricity / Gas / Water supply	**41**	6	3	6	-	-	24	17	**	**	**	**
	2%	*2%*	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	**	**	**	**
Construction	**159**	29	13	17	2	2	91	48	**	**	**	**
	8%	*8%*	*6%*	*6%*	*2%*	*3%*	*10%* b	*6%*	**	**	**	**
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	104	70	107	30	11	181	151	**	**	**	**
	26%	*28%*	*32%*	*36%* a	*42%* ae	*23%*	*19%*	*20%*	**	**	**	**
Hotels and restaurants	**58**	4	1	1	-	-	20	12	**	**	**	**
	3%	*1%*	*1%*	*%*	*-%*	*-%*	*2%*	*2%*	**	**	**	**
Transportation storage and communication	**77**	8	6	9	3	2	34	29	**	**	**	**
	4%	*2%*	*3%*	*3%*	*5%*	*5%*	*4%*	*4%*	**	**	**	**
Financial intermediation and insurance	**116**	25	12	11	*	*	90	59	**	**	**	**
	6%	*7%* d	*5%*	*4%*	*1%*	*1%*	*9%*	*8%*	**	**	**	**
Real estate, rental and business	**244**	46	21	28	4	4	145	101	**	**	**	**
	12%	*13%*	*9%*	*9%*	*6%*	*8%*	*15%*	*13%*	**	**	**	**
Public administration and defence	**14**	5	4	3	-	-	10	6	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
Educational services	**55**	6	6	6	-	-	31	26	**	**	**	**
	3%	*2%*	*3%*	*2%*	*-%*	*-%*	*3%*	*3%*	**	**	**	**
Healthcare and social work	**120**	33	14	23	6	7	62	64	**	**	**	**
	6%	*9%*	*6%*	*8%*	*8%*	*16%* bc	*6%*	*8%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Other community, social and personal service activities	**281**	53	36	51	13	9	132	118	**	**	**	**
	14%	*14%*	*16%*	*17%*	*18%*	*19%*	*14%*	*16%*	**	**	**	**
Private households with employed persons	**2**	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Non-Governmental Organisations (NGOs)	**50**	7	6	3	2	1	28	37	**	**	**	**
	3%	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*5%* a	**	**	**	**
Don't know	**4**	-	1	-	-	-	1	1	**	**	**	**
	***%**	-%	*%	-%	-%	-%	*%	*%	**	**	**	**
Other answers	**11**	-	-	-	-	-	6	4	**	**	**	**
	1%	-%	-%	-%	-%	-%	*1%*	*%	**	**	**	**
Net: Agriculture	**79**	6	5	6	1	1	34	35	**	**	**	**
	4%	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*5%*	**	**	**	**
Net: Manufacturing	**175**	36	21	31	9	9	68	48	**	**	**	**
	9%	*10%*	*10%*	*10%*	*13%*	*19%* ab	*7%*	*6%*	**	**	**	**
Net: Utilities	**41**	6	3	6	-	-	24	17	**	**	**	**
	2%	*2%*	*1%*	*2%*	-%	-%	*2%*	*2%*	**	**	**	**
Net: Construction	**159**	29	13	17	2	2	91	48	**	**	**	**
	8%	*8%*	*6%*	*6%*	*2%*	*3%*	*10%* b	*6%*	**	**	**	**
Net: Distribution	**590**	113	76	116	33	13	215	180	**	**	**	**
	30%	*31%*	*35%*	*38%* a	*47%* ae	*28%*	*22%*	*24%*	**	**	**	**
Net: Hospitality	**58**	4	1	1	-	-	20	12	**	**	**	**
	3%	*1%*	*1%*	*%*	-%	-%	*2%*	*2%*	**	**	**	**
Net: Financial	**116**	25	12	11	*	*	90	59	**	**	**	**
	6%	*7%* d	*5%*	*4%*	*1%*	*1%*	*9%*	*8%*	**	**	**	**
Net: Non-financial	**767**	151	88	114	25	21	409	351	**	**	**	**
	38%	*41%*	*40%*	*38%*	*35%*	*45%*	*43%*	*47%*	**	**	**	**
Net: Other	**11**	-	-	-	-	-	6	4	**	**	**	**
	1%	-%	-%	-%	-%	-%	*1%*	*%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Agriculture, hunting and forestry	**79**	72	60	72	63	79	48	72	16	**	57	**	6	68
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*4%*	**	*2%*	*4%*
Fishing	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Mining and quarrying	**2**	2	1	2	1	2	1	1	1	**	1	**	-	2
	%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Manufacturing	**173**	157	121	161	135	171	104	159	44	**	119	**	26	124
	9%	*8%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	**	*8%*	**	*11%*	*8%*
												a		
Electricity / Gas / Water supply	**41**	39	28	39	31	38	26	38	4	**	37	**	5	35
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*2%*	*2%*
							c							
Construction	**159**	147	118	147	104	155	71	144	20	**	146	**	13	146
	8%	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	*8%*	*5%*	**	*9%*	**	*5%*	*9%*
								c						
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	488	385	493	438	502	306	486	149	**	411	**	53	400
	26%	*26%*	*25%*	*26%*	*28%*	*26%*	*27%*	*26%*	*34%*	**	*26%*	**	*22%*	*25%*
									ab					
Hotels and restaurants	**58**	52	32	52	37	56	26	50	7	**	43	**	3	46
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**	*3%*	**	*1%*	*3%*
Transportation storage and communication	**77**	74	58	74	56	71	46	74	27	**	61	**	13	58
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	**	*4%*	**	*6%*	*4%*
									b			a		
Financial intermediation and insurance	**116**	113	105	115	76	112	72	115	17	**	93	**	28	81
	6%	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*6%*	*4%*	**	*6%*	**	*12%*	*5%*
			d				c	c					b	
Real estate, rental and business	**244**	224	194	229	175	236	122	227	51	**	185	**	25	202
	12%	*12%*	*13%*	*12%*	*11%*	*12%*	*11%*	*12%*	*12%*	**	*12%*	**	*11%*	*13%*
Public administration and defence	**14**	14	13	14	11	14	12	14	4	**	10	**	2	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Educational services	**55**	52	44	52	45	55	35	52	8	**	48	**	6	49
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**	*3%*	**	*3%*	*3%*
Healthcare and social work	**120**	108	91	110	109	116	74	108	19	**	92	**	11	97
	6%	*6%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*	**	*6%*	**	*5%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

C1. To which industry does your organisation belong to?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Other community, social and personal service activities	**281**	263	206	265	224	272	156	266	65	**	225	**	40	225
	14%	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*15%*	**	*14%*	**	*17%*	*14%*
Private households with employed persons	**2**	2	2	2	2	2	2	2	-	**	2	**	2	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	*1%* b	-%
Non-Governmental Organisations (NGOs)	**50**	50	43	50	40	50	22	48	4	**	44	**	6	44
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%* c	*1%*	**	*3%*	**	*2%*	*3%*
Don't know	**4**	4	4	4	4	4	2	4	2	**	1	**	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%*
Other answers	**11**	9	8	9	8	9	3	9	2	**	7	**	-	10
	1%	*%*	*1%*	*%*	*1%*	*%*	*%*	*%*	*1%*	**	*%*	**	-%	*1%*
Net: Agriculture	**79**	72	60	72	63	79	48	72	16	**	57	**	6	68
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*4%*	**	*2%*	*4%*
Net: Manufacturing	**175**	159	122	163	136	173	106	160	46	**	120	**	26	126
	9%	*8%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	**	*8%*	** a	*11%*	*8%*
Net: Utilities	**41**	39	28	39	31	38	26	38	4	**	37	**	5	35
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%* c	*2%*	*1%*	**	*2%*	**	*2%*	*2%*
Net: Construction	**159**	147	118	147	104	155	71	144	20	**	146	**	13	146
	8%	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	*8%* c	*5%*	**	*9%*	**	*5%*	*9%*
Net: Distribution	**590**	563	444	567	494	573	353	560	176	**	473	**	67	458
	30%	*30%*	*29%*	*30%*	*32%*	*29%*	*31%*	*30%*	*40%* ab	**	*30%*	**	*28%*	*29%*
Net: Hospitality	**58**	52	32	52	37	56	26	50	7	**	43	**	3	46
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**	*3%*	**	*1%*	*3%*
Net: Financial	**116**	113	105	115	76	112	72	115	17	**	93	**	28	81
	6%	*6%*	*7%* d	*6%*	*5%*	*6%*	*6%* c	*6%* c	*4%*	**	*6%*	**	*12%* b	*5%*
Net: Non-financial	**767**	714	594	723	606	745	423	717	151	**	607	**	92	628
	38%	*38%*	*39%*	*38%*	*39%*	*38%*	*38%*	*38%*	*34%*	**	*38%*	**	*39%*	*39%*
Net: Other	**11**	9	8	9	8	9	3	9	2	**	7	**	-	10
	1%	*%*	*1%*	*%*	*1%*	*%*	*%*	*%*	*1%*	**	*%*	**	-%	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Agriculture, hunting and forestry	**79**	12	**	4	9	7	55	17	8	2	70	43	36
	4%	*3%*	**	*4%*	*3%*	*3%*	*4%*	*5%*	*3%*	*2%*	*4%*	*4%*	*4%*
Fishing	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	**2**	-	**	-	-	-	1	1	-	-	2	1	1
	****%***	-%	**	-%	-%	-%	**%*	**%*	-%	-%	**%*	**%*	**%*
Manufacturing	**173**	63	**	17	56	22	113	38	33	13	126	88	85
	9%	*16%*	**	*19%*	*16%*	*11%*	*8%*	*11%*	*14%* c	*13%*	*8%*	*9%*	*9%*
Electricity / Gas / Water supply	**41**	7	**	2	7	2	31	7	3	1	37	24	17
	2%	*2%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Construction	**159**	7	**	2	5	9	102	49	13	5	141	99	60
	8%	*2%*	**	*2%*	*1%*	*4%*	*7%*	*13%* **ab**	*6%*	*5%*	*8%*	*10%* b	*6%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	149	**	41	135	83	353	73	88	44	379	213	300
	26%	*39%*	**	*45%*	*38%*	*40%* **bc**	*25%*	*20%*	*38%* c	*45%* c	*23%*	*21%*	*31%* a
Hotels and restaurants	**58**	11	**	*	11	3	45	10	3	2	53	27	32
	3%	*3%*	**	**%*	*3%*	*1%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*
Transportation storage and communication	**77**	15	**	10	9	11	52	14	10	2	65	46	31
	4%	*4%*	**	*11%* b	*2%*	*5%*	*4%*	*4%*	*4%*	*2%*	*4%*	*4%*	*3%*
Financial intermediation and insurance	**116**	18	**	-	19	10	88	18	8	1	106	63	52
	6%	*5%*	**	-%	*5%* a	*5%*	*6%*	*5%*	*3%*	*1%*	*6%* b	*6%*	*5%*
Real estate, rental and business	**244**	39	**	11	34	16	164	59	17	11	216	143	101
	12%	*10%*	**	*12%*	*10%*	*7%*	*12%*	*16%* **ab**	*7%*	*11%*	*13%* a	*14%* b	*10%*
Public administration and defence	**14**	6	**	*	6	2	12	*	1	-	13	11	4
	1%	*2%*	**	**%*	*2%*	*1%*	*1%*	**%*	*1%*	-%	*1%*	*1%*	**%*
Educational services	**55**	1	**	*	1	1	44	11	1	3	52	29	26
	3%	**%*	**	**%*	**%*	**%*	*3%* a	*3%* a	**%*	*3%*	*3%* a	*3%*	*3%*
Healthcare and social work	**120**	22	**	1	24	24	81	15	4	*	116	62	58
	6%	*6%*	**	*1%*	*7%* a	*11%* **bc**	*6%*	*4%*	*2%*	**%*	*7%* **ab**	*6%*	*6%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Other community, social and personal service activities	**281**	26	**	3	31	14	225	38	40	12	229	135	146
	14%	*7%*	**	*3%*	*9%*	*7%*	*16%*	*10%*	*17%*	*12%*	*14%*	*13%*	*15%*
							ac						
Private households with employed persons	**2**	1	**	-	1	2	1	-	-	-	2	2	-
	****%***	**%*	**	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
						b							
Non-Governmental Organisations (NGOs)	**50**	2	**	-	3	2	40	8	4	1	45	28	22
	3%	*1%*	**	*-%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*
Don't know	**4**	2	**	-	2	2	1	-	-	2	1	1	2
	****%***	*1%*	**	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*2%*	**%*	**%*	**%*
						b				ac			
Other answers	**11**	5	**	-	5	2	8	2	1	-	10	3	8
	1%	*1%*	**	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*
Net: Agriculture	**79**	12	**	4	9	7	55	17	8	2	70	43	36
	4%	*3%*	**	*4%*	*3%*	*3%*	*4%*	*5%*	*3%*	*2%*	*4%*	*4%*	*4%*
Net: Manufacturing	**175**	63	**	17	56	22	113	39	33	13	128	90	86
	9%	*16%*	**	*19%*	*16%*	*11%*	*8%*	*11%*	*14%*	*13%*	*8%*	*9%*	*9%*
									c				
Net: Utilities	**41**	7	**	2	7	2	31	7	3	1	37	24	17
	2%	*2%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Net: Construction	**159**	7	**	2	5	9	102	49	13	5	141	99	60
	8%	*2%*	**	*2%*	*1%*	*4%*	*7%*	*13%*	*6%*	*5%*	*8%*	*10%*	*6%*
								ab				b	
Net: Distribution	**590**	164	**	51	143	94	404	88	98	47	444	259	331
	30%	*43%*	**	*56%*	*40%*	*45%*	*29%*	*24%*	*42%*	*47%*	*27%*	*25%*	*34%*
				b		bc			c	c			a
Net: Hospitality	**58**	11	**	*	11	3	45	10	3	2	53	27	32
	3%	*3%*	**	**%*	*3%*	*1%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*
Net: Financial	**116**	18	**	-	19	10	88	18	8	1	106	63	52
	6%	*5%*	**	*-%*	*5%*	*5%*	*6%*	*5%*	*3%*	*1%*	*6%*	*6%*	*5%*
					a						b		
Net: Non-financial	**767**	97	**	15	99	60	567	132	66	27	673	411	356
	38%	*25%*	**	*16%*	*28%*	*28%*	*40%*	*36%*	*28%*	*27%*	*40%*	*40%*	*36%*
					a		a	a			ab		
Net: Other	**11**	5	**	-	5	2	8	2	1	-	10	3	8
	1%	*1%*	**	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C1. To which industry does your organisation belong to?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Agriculture, hunting and forestry	**79**	7	4	1	5	3	5	8	5	19	8	7	8
	4%	*5%*	*2%*	**%*	*5%*	*1%*	*3%*	*7%*	*3%*	*8%*	*4%*	*4%*	*7%*
		ce			c			**bce**		**bcef**	c	c	**bce**
Fishing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**2**	-	1	-	-	-	*	-	-	-	-	1	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Manufacturing	**173**	7	14	26	14	19	20	5	14	18	18	11	7
	9%	*6%*	*7%*	*14%*	*12%*	*10%*	*11%*	*5%*	*9%*	*7%*	*9%*	*6%*	*7%*
				abgkl	**ag**								
Electricity / Gas / Water supply	**41**	3	3	3	1	5	-	5	3	7	4	4	2
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*-%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*
		f				f		**df**		f			
Construction	**159**	12	19	17	13	11	17	10	13	16	13	13	8
	8%	*9%*	*10%*	*10%*	*11%*	*5%*	*9%*	*9%*	*9%*	*7%*	*6%*	*7%*	*7%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	25	57	40	26	59	40	23	37	72	50	58	25
	26%	*20%*	*30%*	*22%*	*22%*	*31%*	*21%*	*21%*	*25%*	*30%*	*24%*	*32%*	*23%*
			a			**afg**				a		**adfg**	
Hotels and restaurants	**58**	9	9	2	2	*	3	3	10	6	8	*	6
	3%	*7%*	*4%*	*1%*	*1%*	**%*	*2%*	*3%*	*6%*	*2%*	*4%*	**%*	*5%*
		cdefik	**ek**					**ek**	**cdefk**		**ek**		**cek**
Transportation storage and communication	**77**	4	3	10	3	10	7	3	9	6	8	9	3
	4%	*3%*	*2%*	*6%*	*3%*	*5%*	*4%*	*3%*	*6%*	*2%*	*4%*	*5%*	*3%*
				b					b				
Financial intermediation and insurance	**116**	6	15	11	1	10	18	4	13	16	8	10	5
	6%	*4%*	*8%*	*6%*	*1%*	*5%*	*9%*	*4%*	*9%*	*7%*	*4%*	*5%*	*5%*
		d	d	d		d	**dgj**		d	d		d	d
Real estate, rental and business	**244**	25	11	12	18	28	36	8	10	15	36	26	17
	12%	*20%*	*6%*	*6%*	*16%*	*14%*	*19%*	*7%*	*7%*	*6%*	*17%*	*14%*	*16%*
		bcghi			**bcghi**	**bcghi**	**bcghi**				**bcghi**	**bcghi**	**bcghi**
Public administration and defence	**14**	4	2	-	1	-	-	-	2	3	-	2	-
	1%	*3%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
		cefgjl											
Educational services	**55**	1	7	*	7	4	5	6	5	6	8	2	3
	3%	*1%*	*3%*	**%*	*6%*	*2%*	*3%*	*6%*	*4%*	*2%*	*4%*	*1%*	*3%*
			c		**ack**			**ack**	c		c		c
Healthcare and social work	**120**	5	14	20	4	6	7	9	11	18	10	13	3
	6%	*4%*	*7%*	*11%*	*3%*	*3%*	*4%*	*8%*	*8%*	*8%*	*5%*	*7%*	*3%*
				adefjl				**del**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C1. To which industry does your organisation belong to?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Other community, social and personal service activities	**281**	13	27	34	18	34	24	21	16	30	30	16	18
	14%	*10%*	*14%*	*19%*	*15%*	*17%*	*12%*	*19%*	*11%*	*13%*	*14%*	*9%*	*17%*
				ahk		k		**ahk**					k
Private households with employed persons	**2**	-	2	-	-	-	-	-	-	1	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Non-Governmental Organisations (NGOs)	**50**	4	6	3	5	4	8	3	*	4	5	6	2
	3%	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	*%*	*2%*	*2%*	*4%*	*2%*
		h	h		h		h					h	
Don't know	**4**	-	-	-	-	-	-	-	1	2	-	*	*
	***%**	-%	-%	-%	-%	-%	-%	-%	*%*	*1%*	-%	*%*	*%*
Other answers	**11**	2	-	1	-	-	-	1	-	3	3	3	*
	1%	*1%*	-%	*%*	-%	-%	-%	*1%*	-%	*1%*	*1%*	*1%*	*%*
Net: Agriculture	**79**	7	4	1	5	3	5	8	5	19	8	7	8
	4%	*5%*	*2%*	*%*	*5%*	*1%*	*3%*	*7%*	*3%*	*8%*	*4%*	*4%*	*7%*
		ce			c			**bce**		**bcef**	c	c	**bce**
Net: Manufacturing	**175**	7	15	26	14	19	20	5	14	18	18	12	7
	9%	*6%*	*8%*	*14%*	*12%*	*10%*	*11%*	*5%*	*9%*	*7%*	*9%*	*7%*	*7%*
				agkl	**ag**								
Net: Utilities	**41**	3	3	3	1	5	-	5	3	7	4	4	2
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	-%	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*
		f				f		**df**		f			
Net: Construction	**159**	12	19	17	13	11	17	10	13	16	13	13	8
	8%	*9%*	*10%*	*10%*	*11%*	*5%*	*9%*	*9%*	*9%*	*7%*	*6%*	*7%*	*7%*
Net: Distribution	**590**	29	60	51	29	69	47	26	47	77	58	67	29
	30%	*23%*	*31%*	*28%*	*25%*	*36%*	*25%*	*24%*	*32%*	*32%*	*28%*	*37%*	*26%*
						adfg						**adfg**	
Net: Hospitality	**58**	9	9	2	2	*	3	3	10	6	8	*	6
	3%	*7%*	*4%*	*1%*	*1%*	*%*	*2%*	*3%*	*6%*	*2%*	*4%*	*%*	*5%*
		cdefik	**ek**					**ek**	**cdefk**		**ek**		**cek**
Net: Financial	**116**	6	15	11	1	10	18	4	13	16	8	10	5
	6%	*4%*	*8%*	*6%*	*1%*	*5%*	*9%*	*4%*	*9%*	*7%*	*4%*	*5%*	*5%*
		d	d	d		d	**dgj**		d	d		d	d
Net: Non-financial	**767**	52	70	69	52	75	81	47	45	77	88	67	44
	38%	*41%*	*36%*	*38%*	*45%*	*39%*	*42%*	*43%*	*30%*	*32%*	*43%*	*36%*	*40%*
		h			**hi**		h	**hi**			**hi**		
Net: Other	**11**	2	-	1	-	-	-	1	-	3	3	3	*
	1%	*1%*	-%	*%*	-%	-%	-%	*1%*	-%	*1%*	*1%*	*1%*	*%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C1. To which industry does your organisation belong to?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Agriculture, hunting and forestry	**79**	11	13	32	22
	4%	*2%*	*3%*	*6%*	*4%*
				ab	a
Fishing	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**2**	1	*	-	1
	****%***	**%*	**%*	*-%*	**%*
Manufacturing	**173**	47	53	37	37
	9%	*9%*	*11%*	*7%*	*7%*
Electricity / Gas / Water supply	**41**	9	6	15	10
	2%	*2%*	*1%*	*3%*	*2%*
Construction	**159**	48	40	39	33
	8%	*10%*	*8%*	*8%*	*7%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**513**	123	125	132	133
	26%	*25%*	*25%*	*26%*	*27%*
Hotels and restaurants	**58**	20	6	19	14
	3%	*4%*	*1%*	*4%*	*3%*
		b		b	b
Transportation storage and communication	**77**	18	20	18	21
	4%	*4%*	*4%*	*4%*	*4%*
Financial intermediation and insurance	**116**	32	28	33	23
	6%	*6%*	*6%*	*7%*	*5%*
Real estate, rental and business	**244**	48	83	34	80
	12%	*10%*	*17%*	*7%*	*16%*
			ac		**ac**
Public administration and defence	**14**	6	1	5	2
	1%	*1%*	**%*	*1%*	**%*
		b			
Educational services	**55**	8	16	18	13
	3%	*2%*	*3%*	*4%*	*3%*
Healthcare and social work	**120**	39	16	39	26
	6%	*8%*	*3%*	*8%*	*5%*
		b		b	
Other community, social and personal service activities	**281**	74	75	67	65
	14%	*15%*	*15%*	*13%*	*13%*
Private households with employed persons	**2**	2	-	1	-
	****%***	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d

C1. To which industry does your organisation belong to?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Non-Governmental Organisations (NGOs)	**50**	13	17	7	13
	3%	*3%*	*3%*	*1%*	*3%*
			c		
Don't know	**4**	-	-	3	1
	***%**	*-%*	*-%*	*1%*	***%*
Other answers	**11**	2	-	3	6
	1%	***%*	*-%*	*1%*	*1%*
					b
Net: Agriculture	**79**	11	13	32	22
	4%	*2%*	*3%*	*6%*	*4%*
				ab	a
Net: Manufacturing	**175**	47	53	37	38
	9%	*9%*	*11%*	*7%*	*8%*
Net: Utilities	**41**	9	6	15	10
	2%	*2%*	*1%*	*3%*	*2%*
Net: Construction	**159**	48	40	39	33
	8%	*10%*	*8%*	*8%*	*7%*
Net: Distribution	**590**	140	145	151	154
	30%	*28%*	*29%*	*30%*	*31%*
Net: Hospitality	**58**	20	6	19	14
	3%	*4%*	*1%*	*4%*	*3%*
		b		b	b
Net: Financial	**116**	32	28	33	23
	6%	*6%*	*6%*	*7%*	*5%*
Net: Non-financial	**767**	191	208	169	199
	38%	*38%*	*42%*	*34%*	*40%*
			c		
Net: Other	**11**	2	-	3	6
	1%	***%*	*-%*	*1%*	*1%*
					b

Columns Tested: a,b,c,d

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Head office	**1825**	1776	33	11	4	49	688	491	113	34	51
	91%	*92%*	*83%*	*83%*	*66%*	*81%*	*95%*	*92%*	*91%*	*93%*	*86%*
		bcde	d	d		d	e	e			
Branch / local office	**175**	164	7	2	2	11	37	41	11	3	8
	9%	*8%*	*17%*	*17%*	*34%*	*19%*	*5%*	*8%*	*9%*	*7%*	*14%*
			a	a	**abce**	a					**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Head office	**1825**	210	114	248	60	155	296	175	153	137	1549	90	99	86
	91%	*90%*	*95%*	*90%*	*89%*	*90%*	*90%*	*91%*	*92%*	*94%*	*91%*	*90%*	*94%*	*94%*
Branch / local office	**175**	23	7	27	8	18	32	17	14	9	154	10	6	6
	9%	*10%*	*5%*	*10%*	*11%*	*10%*	*10%*	*9%*	*8%*	*6%*	*9%*	*10%*	*6%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Head office	**1825**	74	168	**	156	533	52	105	685	1396	429	1825	-
	91%	*93%*	*96%*	**	*98%*	*90%*	*89%*	*91%*	*89%*	*91%*	*94%*	*100%*	*-%*
			efh		**efgh**						a	b	
Branch / local office	**175**	5	7	**	3	57	7	11	82	146	29	-	175
	9%	*7%*	*4%*	**	*2%*	*10%*	*11%*	*9%*	*11%*	*9%*	*6%*	*-%*	*100%*
						bd	**bd**	d	**bd**	b			a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Head office	**1825**	1720	105	1133	256	399
	91%	*91%*	*94%*	*91%*	*91%*	*92%*
Branch / local office	**175**	169	7	112	26	33
	9%	*9%*	*6%*	*9%*	*9%*	*8%*

Columns Tested: a,b - a,b,c

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Head office	**1825**	1558	224	**	**	**	**	**	**	1782	43	**	740	818	267
	91%	*91%*	*94%*	**	**	**	**	**	**	*91%*	*93%*	**	*91%*	*91%*	*93%*
Branch / local office	**175**	156	15	**	**	**	**	**	**	172	3	**	74	83	19
	9%	*9%*	*6%*	**	**	**	**	**	**	*9%*	*7%*	**	*9%*	*9%*	*7%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Head office	**1825**	1074	702	1213	670	392	1197	1141	41	**	**	**	**	**
	91%	*90%*	*91%*	*90%*	*91%*	*92%*	*93%*	*91%*	*82%*	**	**	**	**	**
							ac	b		b				
Branch / local office	**175**	120	66	129	63	34	85	117	9	**	**	**	**	**
	9%	*10%*	*9%*	*10%*	*9%*	*8%*	*7%*	*9%*	*18%*	**	**	**	**	**
		f		f					**ac**					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Head office	**1825**	656	**	**	**	**	**	**	**	426	371	277	133	**
	91%	*91%*	**	**	**	**	**	**	**	*88%*	*91%*	*91%*	*93%*	**
Branch / local office	**175**	63	**	**	**	**	**	**	**	56	37	26	10	**
	9%	*9%*	**	**	**	**	**	**	**	*12%*	*9%*	*9%*	*7%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Head office	**1825**	273	141	170	72	**	414	**	244	1605	220	1170	43
	91%	*89%*	*93%*	*93%*	*92%*	**	*94%* c	**	*87%*	*91%*	*93%*	*91%* b	*82%*
Branch / local office	**175**	34	11	12	6	**	26	**	37	157	18	119	9
	9%	*11%*	*7%*	*7%*	*8%*	**	*6%*	**	*13%* a	*9%*	*7%*	*9%*	*18%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Head office	**1825**	73	151	179	**	452	218	361	1020	106	**
	91%	*91%*	*96%*	*93%*	**	*90%*	*95%* a	*88%*	*90%*	*86%*	**
Branch / local office	**175**	7	6	13	**	50	11	49	113	17	**
	9%	*9%*	*4%*	*7%*	**	*10%* b	*5%*	*12%*	*10%*	*14%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Head office	**1825**	306	634	98	**	484	436	138	**	1029	670	505	925	711	**
	91%	*91%*	*91%*	*87%*	**	*92%*	*90%*	*90%*	**	*91%*	*92%*	*91%*	*91%*	*91%*	**
Branch / local office	**175**	29	62	14	**	40	46	15	**	103	61	49	87	67	**
	9%	*9%*	*9%*	*13%*	**	*8%*	*10%*	*10%*	**	*9%*	*8%*	*9%*	*9%*	*9%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Head office	**1825**	329	199	279	69	44	876	687	**	**	**	**
	91%	*89%*	*90%*	*93%*	*98%* ab	*97%*	*91%*	*91%*	**	**	**	**
Branch / local office	**175**	40	21	22	1	2	82	68	**	**	**	**
	9%	*11%* d	*10%* d	*7%*	*2%*	*3%*	*9%*	*9%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Head office	**1825**	1711	1377	1729	1416	1778	1006	1709	391	**	1449	**	220	1465
	91%	*91%*	*91%*	*91%*	*91%*	*91%*	*89%*	*91%* a	*89%*	**	*92%*	**	*92%*	*92%*
Branch / local office	**175**	160	137	163	143	166	123	162	49	**	134	**	19	134
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*11%* b	*9%*	*11%*	**	*8%*	**	*8%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Head office	**1825**	347	**	83	325	199	1286	328	220	94	1508	923	902
	91%	*90%*	**	*91%*	*91%*	*94%*	*91%*	*91%*	*94%*	*94%*	*91%*	*90%*	*92%*
Branch / local office	**175**	38	**	8	32	12	130	34	14	6	155	97	78
	9%	*10%*	**	*9%*	*9%*	*6%*	*9%*	*9%*	*6%*	*6%*	*9%*	*10%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Head office	**1825**	114	185	174	100	169	170	101	136	214	193	171	100
	91%	*90%*	*95%*	*97%*	*86%*	*88%*	*89%*	*92%*	*91%*	*88%*	*93%*	*93%*	*91%*
			defi	**adefi**							d	d	
Branch / local office	**175**	13	9	6	17	23	20	9	13	28	15	12	10
	9%	*10%*	*5%*	*3%*	*14%*	*12%*	*11%*	*8%*	*9%*	*12%*	*7%*	*7%*	*9%*
		c			**bcjk**	**bc**	**bc**			**bc**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C4. Is your location the headquarters or a local branch / office?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Head office	**1825**	472	440	450	463
	91%	*94%*	*88%*	*90%*	*93%*
		bc			b
Branch / local office	**175**	28	60	50	37
	9%	*6%*	*12%*	*10%*	*7%*
			ad	a	

Columns Tested: a,b,c,d

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Yes	**1888**	1829	39	14	7	59	665	514	123	37	59
	94%	*94%*	*99%*	*100%*	*99%*	*99%*	*92%*	*97%*	*100%*	*100%*	*100%*
			a	a		a		a	a	a	**ab**
No	**112**	111	1	-	*	1	60	18	*	-	-
	6%	*6%*	*1%*	*-%*	*1%*	*1%*	*8%*	*3%*	**%*	*-%*	*-%*
		bce					**bcde**	e			

Columns Tested: a,b,c,d,e - a,b,c,d,e

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Yes	**1888**	210	121	263	65	168	307	185	160	128	1608	94	100	86
	94%	*90%*	*100%*	*96%*	*95%*	*97%*	*94%*	*97%*	*96%*	*87%*	*94%*	*94%*	*96%*	*93%*
			adfijkm	**ai**		**ai**		**ai**	i		**ai**	i	**ai**	
No	**112**	23	-	12	3	5	21	6	7	19	95	6	5	6
	6%	*10%*	*-%*	*4%*	*5%*	*3%*	*6%*	*3%*	*4%*	*13%*	*6%*	*6%*	*4%*	*7%*
		bcegjl			b		b			**bceghjkl**	b	b		b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Yes	**1888**	74	166	**	157	542	55	113	729	1446	443	1720	169
	94%	*94%*	*95%*	**	*98%*	*92%*	*94%*	*98%*	*95%*	*94%*	*97%*	*94%*	*96%*
					e			e	e		a		
No	**112**	5	9	**	3	48	4	3	38	96	15	105	7
	6%	*6%*	*5%*	**	*2%*	*8%*	*6%*	*2%*	*5%*	*6%*	*3%*	*6%*	*4%*
						dgh				b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Yes	**1888**	1888	-	1182	264	407
	94%	*100%* b	*-%*	*95%*	*93%*	*94%*
No	**112**	-	112	63	18	24
	6%	*-%*	*100%* a	*5%*	*7%*	*6%*

Columns Tested: a,b - a,b,c

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Yes	**1888**	1605	239	**	**	**	**	**	**	1844	44	**	756	849	283
	94%	*94%*	*100%*	**	**	**	**	**	**	*94%*	*96%*	**	*93%*	*94%*	*99%*
			acij												**ab**
No	**112**	109	*	**	**	**	**	**	**	110	2	**	58	52	2
	6%	*6%*	*%*	**	**	**	**	**	**	*6%*	*4%*	**	*7%*	*6%*	*1%*
		b		b						b	b		c	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Yes	**1888**	1130	741	1273	706	399	1219	1195	44	**	**	**	**	**
	94%	*95%*	*96%*	*95%*	*96%*	*94%*	*95%*	*95%*	*89%*	**	**	**	**	**
			e		e			b		b				
No	**112**	63	27	69	27	26	62	63	6	**	**	**	**	**
	6%	*5%*	*4%*	*5%*	*4%*	*6%*	*5%*	*5%*	*11%*	**	**	**	**	**
						bd			**ac**					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Yes	**1888**	691	**	**	**	**	**	**	**	457	386	287	138	**
	94%	*96%*	**	**	**	**	**	**	**	*95%*	*95%*	*94%*	*97%*	**
No	**112**	27	**	**	**	**	**	**	**	25	22	17	5	**
	6%	*4%*	**	**	**	**	**	**	**	*5%*	*5%*	*6%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Yes	**1888**	289	149	176	78	**	425	**	268	1662	226	1227	46
	94%	*94%*	*99%* a	*96%*	*100%* a	**	*97%*	**	*95%*	*94%*	*95%*	*95%* b	*88%*
No	**112**	18	2	7	-	**	14	**	13	100	12	62	6
	6%	*6%* bd	*1%*	*4%*	*-%*	**	*3%*	**	*5%*	*6%*	*5%*	*5%*	*12%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Yes	**1888**	75	157	186	**	480	224	390	1076	117	**
	94%	*95%*	*99%*	*97%*	**	*96%*	*98%*	*95%*	*95%*	*95%*	**
			a								
No	**112**	4	1	5	**	22	5	20	57	6	**
	6%	*5%*	*1%*	*3%*	**	*4%*	*2%*	*5%*	*5%*	*5%*	**
		b									

Columns Tested: a,b - a,b - a,b - a,b,c,d

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Yes	**1888**	318	670	111	**	509	460	151	**	1075	705	532	957	729	**
	94%	*95%*	*96%*	*99%* a	**	*97%*	*95%*	*98%*	**	*95%*	*96%*	*96%*	*95%*	*94%*	**
No	**112**	18	26	1	**	15	22	3	**	57	26	22	55	49	**
	6%	*5%* c	*4%*	*1%*	**	*3%*	*5%*	*2%*	**	*5%*	*4%*	*4%*	*5%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Yes	**1888**	349	206	294	70	46	907	709	**	**	**	**
	94%	*95%*	*93%*	*98%*	*100%*	*100%*	*95%*	*94%*	**	**	**	**
				ab	b	b						
No	**112**	20	14	7	-	-	51	46	**	**	**	**
	6%	*5%*	*7%*	*2%*	*-%*	*-%*	*5%*	*6%*	**	**	**	**
		c	**cde**									

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Yes	**1888**	1773	1444	1791	1488	1839	1077	1770	421	**	1494	**	224	1516
	94%	*95%*	*95%*	*95%*	*95%*	*95%*	*95%*	*95%*	*95%*	**	*94%*	**	*93%*	*95%*
No	**112**	99	70	100	72	105	52	100	20	**	90	**	16	83
	6%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	**	*6%*	**	*7%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Yes	**1888**	370	**	91	338	201	1330	346	223	95	1567	984	904
	94%	*96%*	**	*100%* b	*94%*	*96%*	*94%*	*96%*	*95%*	*96%*	*94%*	*97%* b	*92%*
No	**112**	15	**	-	20	9	85	16	11	4	96	36	76
	6%	*4%*	**	*-%*	*6%* a	*4%*	*6%*	*4%*	*5%*	*4%*	*6%*	*3%*	*8%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Yes	**1888**	120	183	176	117	173	182	100	134	228	201	171	102
	94%	*95%*	*95%*	*98%*	*100%*	*90%*	*96%*	*91%*	*90%*	*94%*	*97%*	*94%*	*93%*
				eghlabefghijkl			e				**egh**		
No	**112**	7	10	4	-	20	8	9	14	14	6	12	8
	6%	*5%*	*5%*	*2%*	*-%*	*10%*	*4%*	*9%*	*10%*	*6%*	*3%*	*6%*	*7%*
		d	d			**cdfj**	d	**cdj**	**cdj**	d	d	d	**cd**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C5. Do you have an internet connection in the location where your organisation is based?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Yes	**1888**	479	472	463	474
	94%	*96%* c	*94%*	*93%*	*95%*
No	**112**	21	28	37	26
	6%	*4%*	*6%*	*7%* a	*5%*

Columns Tested: a,b,c,d

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Marketing	**11**	11	*	*	-	*	5	-	*	-	*
	1%	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*
Customer Relationship Management	**1**	1	-	*	-	*	-	-	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Customer Service	**37**	34	2	1	*	3	5	7	4	*	1
	2%	*2%*	*5%* a	*5%* a	*1%*	*5%* a	*1%*	*1%*	*3%* a	*1%*	*1%*
Procurement	**4**	3	*	*	-	*	*	-	-	-	*
	****%***	**%*	**%*	*1%* a	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*
Finance / Accounts	**73**	63	6	2	1	10	22	15	5	1	9
	4%	*3%*	*16%* a	*14%* a	*18%* a	*16%* a	*3%*	*3%*	*4%*	*3%*	*15%* **abcd**
Operations	**43**	41	1	*	*	2	4	15	9	1	4
	2%	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*3%* a	*7%* **ab**	*4%* a	*7%* **ab**
Facilities	**7**	7	-	-	*	*	2	2	-	-	*
	****%***	**%*	*-%*	*-%*	*6%* **abce**	*1%*	**%*	**%*	*-%*	*-%*	*1%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**529**	496	20	9	3	33	102	131	41	7	17
	26%	*26%*	*50%* a	*70%* **abde**	*49%* a	*55%* a	*14%*	*25%* a	*34%* **ab**	*20%*	*29%* a
Senior Management (Managing Director, Director, Business Owner)	**1204**	1194	8	1	1	10	555	352	62	27	25
	60%	*62%* **bcde**	*21%* c	*5%*	*13%*	*17%* c	*76%* **bce**	*66%* **ce**	*50%*	*73%* **ce**	*42%*
Sales	**9**	9	*	-	-	*	2	-	*	-	2
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*3%* **ab**
Company Secretary	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**5**	5	-	*	-	*	3	-	-	-	*
	****%***	**%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*
Refused	**3**	3	*	-	-	*	-	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**9**	9	-	-	-	-	5	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%* b
Other answers	**65**	64	1	*	1	2	21	10	2	-	*
	3%	*3%*	*2%*	*1%*	*10%* **abce**	*3%*	*3%*	*2%*	*2%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Marketing	**11**	-	-	3	-	2	4	-	-	-	8	1	1	1
	1%	-%	-%	*1%*	-%	*1%*	*1%*	-%	-%	-%	*%*	*1%*	*1%*	*2%*
														j
Customer Relationship Management	**1**	-	-	1	-	-	-	-	-	-	1	-	-	*
	%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*
Customer Service	**37**	2	*	8	2	5	7	5	*	*	30	1	3	3
	2%	*1%*	*%*	*3%*	*3%*	*3%*	*2%*	*3%*	*%*	*%*	*2%*	*1%*	*3%*	*3%*
Procurement	**4**	-	*	-	-	-	*	-	2	-	2	*	*	*
	%	-%	*%*	-%	-%	-%	*%*	-%	*1%*	-%	*%*	*%*	*%*	*%*
									j					
Finance / Accounts	**73**	13	4	4	2	11	6	9	4	5	59	3	4	7
	4%	*6%*	*3%*	*1%*	*3%*	*7%*	*2%*	*5%*	*3%*	*4%*	*3%*	*3%*	*4%*	*8%*
		c				**cf**								**cfhjk**
Operations	**43**	4	6	4	*	4	11	6	*	2	39	2	2	*
	2%	*2%*	*5%*	*2%*	*1%*	*2%*	*3%*	*3%*	*%*	*1%*	*2%*	*2%*	*2%*	*%*
			hm			m	**hm**	**hm**			m			
Facilities	**7**	-	-	2	3	2	*	-	-	-	6	1	*	-
	%	-%	-%	*1%*	*4%*	*1%*	*%*	-%	-%	-%	*%*	*1%*	*%*	-%
					afghijklm									
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	**529**	52	42	88	15	36	74	53	50	34	444	29	27	28
	26%	*22%*	*35%*	*32%*	*22%*	*21%*	*23%*	*28%*	*30%*	*23%*	*26%*	*29%*	*26%*	*31%*
			aef	**aef**										**ef**
Senior Management (Managing Director, Director, Business Owner)	**1204**	150	68	145	43	104	207	114	102	98	1032	60	65	49
	60%	*65%*	*56%*	*53%*	*63%*	*60%*	*63%*	*59%*	*61%*	*67%*	*61%*	*60%*	*61%*	*53%*
		cm					**cm**			**cm**	**cm**			
Sales	**9**	2	-	-	-	-	5	-	*	-	7	*	1	*
	%	*1%*	-%	-%	-%	-%	*1%*	-%	*%*	-%	*%*	*%*	*1%*	*1%*
Company Secretary	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	**5**	-	1	3	-	-	-	*	-	-	4	-	-	1
	%	-%	*1%*	*1%*	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	*1%*
Refused	**3**	-	-	3	-	-	-	-	*	-	3	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%
				j										
Don't know	**9**	2	-	2	-	-	-	-	1	2	7	1	1	-
	%	*1%*	-%	*1%*	-%	-%	-%	-%	*1%*	*1%*	*%*	*1%*	*1%*	-%
Other answers	**65**	7	-	13	3	9	13	4	6	4	61	2	1	2
	3%	*3%*	-%	*5%*	*4%*	*5%*	*4%*	*2%*	*4%*	*3%*	*4%*	*2%*	*%*	*2%*
		l		**bl**	l	**bl**	l		l		l			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Marketing	**11**	-	1	**	-	6	-	-	5	11	*	7	4
	1%	-%	*1%*	**	-%	*1%*	-%	-%	*1%*	*1%*	*%	*%	*2%*
													a
Customer Relationship Management	**1**	-	-	**	-	-	-	*	1	1	*	1	*
	%	-%	-%	**	-%	-%	-%	*%	*%	*%	*%	*%	*%
Customer Service	**37**	*	5	**	-	13	3	*	16	26	11	33	5
	2%	*%	*3%*	**	-%	*2%*	*5%*	*%	*2%*	*2%*	*2%*	*2%*	*3%*
			d				**adg**						
Procurement	**4**	-	*	**	-	2	-	-	*	3	1	3	1
	%	-%	*%	**	-%	*%	-%	-%	*%	*%	*%	*%	*%
				h									
Finance / Accounts	**73**	2	14	**	13	12	*	12	19	57	16	70	2
	4%	*3%*	*8%*	**	*8%*	*2%*	*%	*10%*	*3%*	*4%*	*3%*	*4%*	*1%*
			efh		**efh**			**aefh**					
Operations	**43**	1	5	**	*	9	-	-	27	30	12	38	5
	2%	*1%*	*3%*	**	*%	*2%*	-%	-%	*4%*	*2%*	*3%*	*2%*	*3%*
			d						**deg**				
Facilities	**7**	-	*	**	-	-	-	-	7	6	1	6	1
	%	-%	*%	**	-%	-%	-%	-%	*1%*	*%	*%	*%	*1%*
									e				
Mailroom	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	**529**	12	47	**	51	106	14	38	237	394	134	469	60
	26%	*15%*	*27%*	**	*32%*	*18%*	*25%*	*33%*	*31%*	*26%*	*29%*	*26%*	*34%*
			ae	**ae**	**ae**			**ae**	**ae**				a
Senior Management (Managing Director, Director, Business Owner)	**1204**	60	99	**	87	428	39	64	398	930	275	1128	76
	60%	*76%*	*56%*	**	*55%*	*73%*	*67%*	*56%*	*52%*	*60%*	*60%*	*62%*	*44%*
		bcdgh				**bcdgh**	h					b	
Sales	**9**	-	*	**	-	2	-	-	7	9	-	3	6
	%	-%	*%	**	-%	*%	-%	-%	*1%*	*1%*	-%	*%	*3%*
													a
Company Secretary	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	**5**	3	-	**	-	1	-	-	1	5	*	1	4
	%	*3%*	-%	**	-%	*%*	-%	-%	*%*	*%*	*%*	*%*	*2%*
		bdeh											a
Refused	**3**	-	-	**	-	-	-	*	3	3	-	3	-
	%	-%	-%	**	-%	-%	-%	*%	*%	*%	-%	*%	-%
Don't know	**9**	1	1	**	-	-	1	-	6	6	3	8	1
	%	*1%*	*%	**	-%	-%	*2%*	-%	*1%*	*%	*1%*	*%	*%
		e					e		e				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C6. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Other answers	**65**	1	4	**	9	10	*	1	40	60	5	54	11
	3%	*1%*	*2%*	**	*6%*	*2%*	*%*	*1%*	*5%*	*4%*	*1%*	*3%*	*6%*
					e				e	b			a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Marketing	**11**	11	*	7	1	3
	1%	*1%*	**%*	*1%*	**%*	*1%*
Customer Relationship Management	**1**	1	-	1	-	*
	***%*	**%*	-%	**%*	-%	**%*
Customer Service	**37**	36	2	25	4	8
	***2%*	*2%*	*1%*	*2%*	*1%*	*2%*
Procurement	**4**	4	-	4	-	-
	***%*	**%*	-%	**%*	-%	-%
Finance / Accounts	**73**	73	*	49	9	14
	***4%*	*4%*	**%*	*4%*	*3%*	*3%*
Operations	**43**	43	-	27	10	6
	***2%*	*2%*	-%	*2%*	*3%*	*1%*
Facilities	**7**	7	-	7	-	*
	***%*	**%*	-%	*1%*	-%	**%*
Mailroom	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	**529**	520	9	337	91	93
	***26%*	*28%*	*8%*	*27%*	*32%*	*22%*
		b		c	c	
Senior Management (Managing Director, Director, Business Owner)	**1204**	1107	98	727	153	292
	***60%*	*59%*	*88%*	*58%*	*54%*	*68%*
			a			**ab**
Sales	**9**	9	-	8	1	*
	***%*	**%*	-%	*1%*	**%*	**%*
Company Secretary	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
General manager / site manager	**5**	5	-	1	3	1
	***%*	**%*	-%	**%*	*1%*	**%*
					a	
Refused	**3**	3	-	3	-	-
	***%*	**%*	-%	**%*	-%	-%
Don't know	**9**	8	1	5	2	2
	***%*	**%*	*1%*	**%*	*1%*	**%*
Other answers	**65**	63	2	45	9	11
	***3%*	*3%*	*2%*	*4%*	*3%*	*3%*

Columns Tested: a,b - a,b,c

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Marketing	**11**	10	1	**	**	**	**	**	**	11	*	**	2	7	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*%*	**	*%*	*1%*	*1%*
Customer Relationship Management	**1**	1	*	**	**	**	**	**	**	1	-	**	1	-	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	*%*	-%	*%*
Customer Service	**37**	32	4	**	**	**	**	**	**	36	2	**	9	23	5
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*4%*	**	*1%*	*3%*	*2%*
														a	
Procurement	**4**	3	1	**	**	**	**	**	**	4	-	**	2	1	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	*%*	*%*	*%*
Finance / Accounts	**73**	60	11	**	**	**	**	**	**	71	2	**	22	38	13
	4%	*4%*	*4%*	**	**	**	**	**	**	*4%*	*5%*	**	*3%*	*4%*	*5%*
Operations	**43**	33	7	**	**	**	**	**	**	40	3	**	14	19	10
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	*6%*	**	*2%*	*2%*	*3%*
											ai				
Facilities	**7**	7	*	**	**	**	**	**	**	7	*	**	2	5	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	*1%*	**	*%*	*1%*	*%*
Mailroom	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Office Admin / Office Management	**529**	449	73	**	**	**	**	**	**	523	6	**	177	272	79
	26%	*26%*	*31%*	**	**	**	**	**	**	*27%*	*13%*	**	*22%*	*30%*	*28%*
		cj	cj							cj				a	a
Senior Management (Managing Director, Director, Business Owner)	**1204**	1034	139	**	**	**	**	**	**	1173	32	**	545	489	171
	60%	*60%*	*58%*	**	**	**	**	**	**	*60%*	*68%*	**	*67%*	*54%*	*60%*
				abi									bc		
Sales	**9**	9	-	**	**	**	**	**	**	9	*	**	5	4	*
	%	*1%*	-%	**	**	**	**	**	**	*%*	*%*	**	*1%*	*%*	*%*
Company Secretary	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
General manager / site manager	**5**	4	1	**	**	**	**	**	**	5	-	**	4	-	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	*%*	-%	*%*
													b		
Refused	**3**	3	-	**	**	**	**	**	**	3	-	**	3	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	-%	**	*%*	*%*	-%
Don't know	**9**	9	-	**	**	**	**	**	**	9	-	**	4	5	-
	%	*1%*	-%	**	**	**	**	**	**	*%*	-%	**	*%*	*1%*	-%
Other answers	**65**	61	2	**	**	**	**	**	**	64	1	**	23	38	4
	3%	*4%*	*1%*	**	**	**	**	**	**	*3%*	*3%*	**	*3%*	*4%*	*1%*
		b								b				c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Marketing	**11**	5	3	6	8	2	7	6	-	**	**	**	**	**
	1%	*%*	*%*	*%*	*1%* a	*%*	*1%*	*1%*	*-%*	**	**	**	**	**
Customer Relationship Management	**1**	*	*	*	*	*	1	-	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	**	**	**	**	**
Customer Service	**37**	24	12	28	17	7	19	27	*	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	**	**	**	**	**
Procurement	**4**	4	4	4	1	2	3	3	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*1%*	**	**	**	**	**
Finance / Accounts	**73**	47	37	54	22	21	56	50	3	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*6%*	**	**	**	**	**
Operations	**43**	27	21	35	24	10	28	34	*	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*%*	**	**	**	**	**
Facilities	**7**	7	5	7	3	4	5	5	2	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*%*	*4%* a	**	**	**	**	**
Mailroom	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
Office Admin / Office Management	**529**	370	212	394	181	127	341	362	19	**	**	**	**	**
	26%	*31%* df	*28%*	*29%* d	*25%*	*30%* d	*27%*	*29%*	*39%*	**	**	**	**	**
Senior Management (Managing Director, Director, Business Owner)	**1204**	652	434	755	460	244	771	711	25	**	**	**	**	**
	60%	*55%*	*57%*	*56%*	*63%* abc	*57%*	*60%* ac	*57%*	*50%*	**	**	**	**	**
Sales	**9**	6	5	6	1	*	2	6	-	**	**	**	**	**
	%	*1%*	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**
Company Secretary	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
General manager / site manager	**5**	1	1	1	1	*	3	1	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**
Refused	**3**	*	*	*	-	-	3	*	-	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**
Don't know	**9**	3	2	3	1	6	5	3	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%* abcdf	*%*	*%*	*-%*	**	**	**	**	**
Other answers	**65**	48	32	49	15	2	38	49	-	**	**	**	**	**
	3%	*4%* de	*4%* de	*4%* de	*2%* e	*1%*	*3%* e	*4%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Marketing	**11**	8	**	**	**	**	**	**	**	3	-	1	3	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	-%	*%	*2%*	**
													bc	
Customer Relationship Management	**1**	*	**	**	**	**	**	**	**	-	-	-	*	**
	%	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Customer Service	**37**	16	**	**	**	**	**	**	**	10	8	6	4	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*2%*	*2%*	*3%*	**
Procurement	**4**	1	**	**	**	**	**	**	**	*	2	1	1	**
	%	*%	**	**	**	**	**	**	**	*%	*1%*	*%	*%	**
Finance / Accounts	**73**	22	**	**	**	**	**	**	**	10	16	16	12	**
	4%	*3%*	**	**	**	**	**	**	**	*2%*	*4%*	*5%*	*8%*	**
												a	**ab**	
Operations	**43**	23	**	**	**	**	**	**	**	21	3	8	2	**
	2%	*3%*	**	**	**	**	**	**	**	*4%*	*1%*	*3%*	*2%*	**
										b				
Facilities	**7**	3	**	**	**	**	**	**	**	*	1	5	*	**
	%	*%	**	**	**	**	**	**	**	*%	*%	*2%*	*%	**
												a		
Mailroom	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Office Admin / Office Management	**529**	179	**	**	**	**	**	**	**	128	95	112	56	**
	26%	*25%*	**	**	**	**	**	**	**	*26%*	*23%*	*37%*	*39%*	**
												ab	**ab**	
Senior Management (Managing Director, Director, Business Owner)	**1204**	451	**	**	**	**	**	**	**	285	258	147	62	**
	60%	*63%*	**	**	**	**	**	**	**	*59%*	*63%*	*48%*	*44%*	**
										cd	**cd**			
Sales	**9**	1	**	**	**	**	**	**	**	3	2	1	-	**
	%	*%	**	**	**	**	**	**	**	*1%*	*%	*%	-%	**
Company Secretary	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
General manager / site manager	**5**	1	**	**	**	**	**	**	**	-	-	1	*	**
	%	*%	**	**	**	**	**	**	**	-%	-%	*%	*%	**
Refused	**3**	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Don't know	**9**	1	**	**	**	**	**	**	**	1	2	1	-	**
	%	*%	**	**	**	**	**	**	**	*%	*%	*%	-%	**
Other answers	**65**	15	**	**	**	**	**	**	**	22	19	6	2	**
	3%	*2%*	**	**	**	**	**	**	**	*5%*	*5%*	*2%*	*1%*	**
										cd	**cd**			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Marketing	**11**	4	-	3	*	**	6	**	2	10	1	6	-
	1%	*1%*	*-%*	*2%*	*1%*	**	*1%*	**	*1%*	*1%*	**%*	**%*	*-%*
Customer Relationship Management	**1**	-	-	*	-	**	-	**	*	1	*	-	*
	****%***	*-%*	*-%*	**%*	*-%*	**	*-%*	**	**%*	**%*	**%*	*-%*	**%*
Customer Service	**37**	6	3	5	1	**	10	**	6	33	4	27	1
	2%	*2%*	*2%*	*3%*	*1%*	**	*2%*	**	*2%*	*2%*	*2%*	*2%*	*1%*
Procurement	**4**	*	*	-	*	**	*	**	*	3	*	3	*
	****%***	**%*	**%*	*-%*	**%*	**	**%*	**	**%*	**%*	**%*	**%*	**%*
Finance / Accounts	**73**	13	4	2	1	**	10	**	12	60	13	53	1
	4%	*4%*	*3%*	*1%*	*2%*	**	*2%*	**	*4%*	*3%*	*5%*	*4%*	*2%*
Operations	**43**	8	1	10	5	**	17	**	7	34	9	33	3
	2%	*3%*	**%*	*5%* b	*6%* b	**	*4%*	**	*2%*	*2%*	*4%*	*3%*	*5%*
Facilities	**7**	3	*	-	*	**	2	**	1	7	*	7	-
	****%***	*1%*	**%*	*-%*	**%*	**	**%*	**	**%*	**%*	**%*	*1%*	*-%*
Mailroom	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**529**	78	35	49	16	**	91	**	88	467	61	382	12
	26%	*26%*	*23%*	*27%*	*20%*	**	*21%*	**	*31%* a	*27%*	*26%*	*30%*	*22%*
Senior Management (Managing Director, Director, Business Owner)	**1204**	184	103	111	54	**	298	**	152	1073	131	730	25
	60%	*60%*	*68%*	*61%*	*69%*	**	*68%* c	**	*54%*	*61%*	*55%*	*57%*	*48%*
Sales	**9**	*	*	-	*	**	1	**	*	3	5	1	5
	****%***	**%*	**%*	*-%*	**%*	**	**%*	**	**%*	**%*	*2%* a	**%*	*9%* a
Company Secretary	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**5**	-	-	1	-	**	-	**	-	4	1	1	-
	****%***	*-%*	*-%*	**%*	*-%*	**	*-%*	**	*-%*	**%*	**%*	**%*	*-%*
Refused	**3**	-	-	-	-	**	-	**	-	3	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*	**%*	*-%*
Don't know	**9**	1	-	-	-	**	1	**	-	9	-	3	-
	****%***	**%*	*-%*	*-%*	*-%*	**	**%*	**	*-%*	*1%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Other answers	**65**	8	4	*	*	**	4	**	11	54	12	42	7
	3%	*3%*	*3%*	**%*	**%*	**	*1%*	**	*4%*	*3%*	*5%*	*3%*	*13%*
		c	c						a				a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Marketing	**11**	-	3	3	**	4	4	1	4	*	**
	1%	-%	*2%*	*2%*	**	*1%*	*2%*	*%*	*%*	*%*	**
Customer Relationship Management	**1**	-	-	-	**	-	*	-	*	-	**
	%	-%	-%	-%	**	-%	*%*	-%	*%*	-%	**
Customer Service	**37**	1	3	4	**	12	4	9	21	3	**
	2%	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Procurement	**4**	-	-	*	**	*	*	1	3	*	**
	%	-%	-%	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Finance / Accounts	**73**	*	6	5	**	13	9	16	47	6	**
	4%	*%*	*4%*	*3%*	**	*3%*	*4%*	*4%*	*4%*	*5%*	**
Operations	**43**	5	6	9	**	13	11	10	26	3	**
	2%	*7%*	*4%*	*5%*	**	*3%*	*5%*	*2%*	*2%*	*2%*	**
Facilities	**7**	-	*	*	**	3	*	3	7	*	**
	%	-%	*%*	*%*	**	*1%*	*%*	*1%*	*1%*	*%*	**
Mailroom	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Office Admin / Office Management	**529**	10	43	52	**	122	60	110	351	28	**
	26%	*13%*	*27%* a	*27%*	**	*24%*	*26%*	*27%*	*31%* c	*23%*	**
Senior Management (Managing Director, Director, Business Owner)	**1204**	62	90	115	**	323	135	233	624	76	**
	60%	*78%* b	*57%*	*60%*	**	*64%*	*59%*	*57%*	*55%*	*62%*	**
Sales	**9**	-	*	-	**	*	1	4	5	*	**
	%	-%	*%*	-%	**	*%*	*%*	*1%*	*%*	*%*	**
Company Secretary	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
General manager / site manager	**5**	-	-	-	**	-	1	*	1	-	**
	%	-%	-%	-%	**	-%	*%*	*%*	*%*	-%	**
Refused	**3**	-	-	-	**	-	-	-	*	-	**
	%	-%	-%	-%	**	-%	-%	-%	*%*	-%	**
Don't know	**9**	-	-	-	**	1	-	1	3	-	**
	%	-%	-%	-%	**	*%*	-%	*%*	*%*	-%	**
Other answers	**65**	*	5	3	**	10	5	23	39	5	**
	3%	*%*	*3%*	*2%*	**	*2%*	*2%*	*6%*	*3%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Marketing	**11**	1	3	*	**	6	4	3	**	5	3	8	4	4	**
	1%	*%*	*%*	*%*	**	*1%*	*1%*	*2%*	**	*%*	*%*	*1%* a	*%*	*1%*	**
Customer Relationship Management	**1**	-	*	-	**	-	*	-	**	-	-	-	-	-	**
	%	-%	*%*	-%	**	-%	*%*	-%	**	-%	-%	-%	-%	-%	**
Customer Service	**37**	8	9	3	**	13	10	5	**	23	11	13	19	18	**
	2%	*2%*	*1%*	*3%*	**	*2%*	*2%*	*3%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Procurement	**4**	*	3	*	**	1	*	*	**	3	3	*	3	3	**
	%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Finance / Accounts	**73**	12	34	6	**	19	12	5	**	46	35	16	42	43	**
	4%	*4%*	*5%*	*5%*	**	*4%*	*3%*	*3%*	**	*4%*	*5%*	*3%*	*4%*	*6%*	**
Operations	**43**	11	20	7	**	22	18	9	**	27	18	17	28	20	**
	2%	*3%*	*3%*	*6%*	**	*4%*	*4%*	*6%*	**	*2%*	*2%*	*3%*	*3%*	*3%*	**
Facilities	**7**	3	5	*	**	2	3	*	**	7	5	3	6	4	**
	%	*1%*	*1%*	*%*	**	*%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*%*	**
Mailroom	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Office Admin / Office Management	**529**	83	198	30	**	118	108	37	**	355	205	131	283	237	**
	26%	*25%*	*28%*	*27%*	**	*23%*	*22%*	*24%*	**	*31%* c	*28%*	*24%*	*28%*	*30%*	**
Senior Management (Managing Director, Director, Business Owner)	**1204**	202	391	61	**	330	314	90	**	622	418	354	583	427	**
	60%	*60%*	*56%*	*55%*	**	*63%*	*65%*	*59%*	**	*55%*	*57%*	*64%* **ab**	*58%*	*55%*	**
Sales	**9**	3	5	-	**	1	*	1	**	*	-	1	*	*	**
	%	*1%*	*1%*	-%	**	*%*	*%*	*%*	**	*%*	-%	*%*	*%*	*%*	**
Company Secretary	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
General manager / site manager	**5**	-	1	-	**	1	-	-	**	1	1	-	1	1	**
	%	-%	*%*	-%	**	*%*	-%	-%	**	*%*	*%*	-%	*%*	*%*	**
Refused	**3**	-	*	-	**	-	-	-	**	*	*	-	*	*	**
	%	-%	*%*	-%	**	-%	-%	-%	**	*%*	*%*	-%	*%*	*%*	**
Don't know	**9**	1	2	1	**	-	1	-	**	3	2	1	3	3	**
	%	*%*	*%*	*1%*	**	-%	*%*	-%	**	*%*	*%*	*%*	*%*	*%*	**
Other answers	**65**	12	25	4	**	12	11	3	**	40	29	11	38	18	**
	3%	*4%*	*4%*	*3%*	**	*2%*	*2%*	*2%*	**	*4%*	*4%* c	*2%*	*4%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Marketing	**11**	5	5	5	-	*	6	4	**	**	**	**
	1%	*1%*	*2%*	*2%*	*-%*	*1%*	*1%*	*1%*	**	**	**	**
Customer Relationship Management	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Customer Service	**37**	7	2	7	1	*	15	18	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**
Procurement	**4**	*	*	*	-	-	3	3	**	**	**	**
	%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Finance / Accounts	**73**	11	5	10	3	3	38	42	**	**	**	**
	4%	*3%*	*2%*	*3%*	*5%*	*6%*	*4%*	*6%*	**	**	**	**
Operations	**43**	11	7	11	6	2	27	19	**	**	**	**
	2%	*3%*	*3%*	*4%*	*9%*	*5%*	*3%*	*3%*	**	**	**	**
					ab							
Facilities	**7**	3	3	3	*	*	6	4	**	**	**	**
	%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	**%*	**	**	**	**
Mailroom	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Office Admin / Office Management	**529**	86	60	56	16	11	270	230	**	**	**	**
	26%	*23%*	*27%*	*19%*	*23%*	*24%*	*28%*	*30%*	**	**	**	**
			c									
Senior Management (Managing Director, Director, Business Owner)	**1204**	234	135	205	43	29	554	413	**	**	**	**
	60%	*63%*	*61%*	*68%*	*62%*	*63%*	*58%*	*55%*	**	**	**	**
Sales	**9**	-	*	*	-	*	*	*	**	**	**	**
	%	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	**	**	**	**
Company Secretary	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
General manager / site manager	**5**	-	-	-	-	-	1	1	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Refused	**3**	-	-	-	-	-	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Don't know	**9**	1	-	-	-	-	3	3	**	**	**	**
	%	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Other answers	**65**	9	2	4	-	-	34	17	**	**	**	**
	3%	*3%*	*1%*	*1%*	*-%*	*-%*	*4%*	*2%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Marketing	**11**	11	11	11	10	11	5	11	5	**	10	**	2	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Customer Relationship Management	**1**	1	1	1	1	1	1	1	-	**	1	**	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**%*	**	*-%*	**%*
Customer Service	**37**	34	28	36	34	35	24	34	11	**	27	**	2	33
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*1%*	*2%*
Procurement	**4**	4	4	4	3	4	1	4	*	**	3	**	-	3
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	*-%*	**%*
Finance / Accounts	**73**	69	59	69	49	70	29	69	17	**	51	**	8	57
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	**	*3%*	**	*3%*	*4%*
Operations	**43**	41	34	41	37	43	31	41	12	**	33	**	7	33
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	*2%*	**	*3%*	*2%*
												a		
Facilities	**7**	7	5	7	5	7	4	7	1	**	5	**	*	7
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	**%*	**%*
Mailroom	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Office Admin / Office Management	**529**	495	399	501	403	506	297	497	107	**	418	**	57	431
	26%	*26%*	*26%*	*27%*	*26%*	*26%*	*26%*	*27%*	*24%*	**	*26%*	**	*24%*	*27%*
Senior Management (Managing Director, Director, Business Owner)	**1204**	1122	897	1132	945	1179	691	1122	269	**	966	**	159	956
	60%	*60%*	*59%*	*60%*	*61%*	*61%*	*61%*	*60%*	*61%*	**	*61%*	**	*66%*	*60%*
Sales	**9**	7	7	7	7	7	3	7	1	**	2	**	*	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	**%*	**%*
Company Secretary	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
General manager / site manager	**5**	5	5	5	5	5	3	5	-	**	4	**	*	4
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**%*	**	**%*	**%*
Refused	**3**	3	3	3	*	3	-	3	-	**	3	**	-	3
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	**%*
Don't know	**9**	9	5	9	7	9	7	9	4	**	9	**	-	9
	****%***	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	*1%*	**	*1%*	**	*-%*	*1%*
Other answers	**65**	65	57	65	53	63	32	62	14	**	50	**	5	51
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	*3%*	**	*2%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	1952	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	2000	385	19	91	357	211	1415	362	234	99	1663	1020	980
Marketing	11	4	**	-	4	1	8	2	1	*	10	2	9
	1%	1%	**	-%	1%	*%	1%	1%	1%	*%	1%	*%	1% a
Customer Relationship Management	1	*	**	-	*	*	1	-	-	-	1	-	1
	*%	*%	**	-%	*%	*%	*%	-%	-%	-%	*%	-%	*%
Customer Service	37	7	**	1	8	4	31	1	6	1	30	9	29
	2%	2%	**	1%	2%	2%	2% c	*%	3%	1%	2%	1%	3% a
Procurement	4	*	**	-	*	1	3	*	1	-	3	1	2
	*%	*%	**	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Finance / Accounts	73	14	**	9	7	3	49	21	12	2	58	49	23
	4%	4%	**	10% b	2%	2%	3%	6% ab	5%	2%	3%	5% b	2%
Operations	43	14	**	3	11	9	29	4	16	4	23	26	17
	2%	4%	**	3%	3%	4% bc	2%	1%	7% c	4% c	1%	3%	2%
Facilities	7	*	**	-	*	1	6	*	*	*	6	4	3
	*%	*%	**	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Mailroom	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	529	92	**	24	85	51	367	109	39	23	465	295	234
	26%	24%	**	27%	24%	24%	26%	30%	17%	23%	28% a	29% b	24%
Senior Management (Managing Director, Director, Business Owner)	1204	234	**	51	222	136	852	208	150	68	984	583	621
	60%	61%	**	56%	62%	64%	60%	57%	64%	69%	59%	57%	63% a
Sales	9	6	**	3	4	2	2	5	1	-	8	6	3
	*%	2%	**	3%	1%	1% b	*%	1% b	*%	-%	1%	1%	*%
Company Secretary	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	5	1	**	-	1	-	5	-	-	-	5	1	4
	*%	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	*%	*%
Refused	3	-	**	-	-	-	3	*	-	-	3	-	3
	*%	-%	**	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%
Don't know	9	-	**	-	-	1	4	4	1	-	8	2	7
	*%	-%	**	-%	-%	*%	*%	1%	*%	-%	1%	*%	1%
Other answers	65	12	**	-	14	4	55	7	7	*	58	42	24
	3%	3%	**	-%	4%	2%	4%	2%	3%	*%	3%	4% b	2%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Marketing	**11**	-	-	2	3	*	2	*	3	-	-	*	*
	1%	-%	-%	*1%*	*2%*	*%*	*1%*	*%*	*2%*	-%	-%	*%*	*%*
					j								
Customer Relationship Management	**1**	*	-	-	-	-	-	-	-	-	1	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Customer Service	**37**	*	4	*	4	2	2	*	3	12	3	5	1
	2%	*%*	*2%*	*%*	*3%*	*1%*	*1%*	*%*	*2%*	*5%*	*1%*	*3%*	*1%*
					ac					**acegl**		a	
Procurement	**4**	-	-	*	*	*	3	*	-	-	-	-	-
	%	-%	-%	*%*	*%*	*%*	*1%*	*%*	-%	-%	-%	-%	-%
Finance / Accounts	**73**	7	4	8	6	1	5	4	7	9	13	4	5
	4%	*5%*	*2%*	*4%*	*5%*	*1%*	*3%*	*4%*	*5%*	*4%*	*6%*	*2%*	*4%*
		e		e	e			e	e		**be**		e
Operations	**43**	2	*	3	9	5	1	1	3	9	5	3	1
	2%	*2%*	*%*	*2%*	*8%*	*3%*	*%*	*%*	*2%*	*4%*	*3%*	*1%*	*1%*
					abcefghjkl	b				**bfg**	b		
Facilities	**7**	2	-	-	*	*	*	*	-	-	-	3	1
	%	*1%*	-%	-%	*%*	*%*	*%*	*%*	-%	-%	-%	*2%*	*1%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	**529**	40	45	29	31	48	56	29	27	66	65	57	37
	26%	*31%*	*23%*	*16%*	*26%*	*25%*	*29%*	*26%*	*18%*	*27%*	*31%*	*31%*	*33%*
		ch			c	c	**ch**	c		c	**ch**	**ch**	**bch**
Senior Management (Managing Director, Director, Business Owner)	**1204**	72	134	126	60	131	117	67	100	128	109	101	60
	60%	*57%*	*69%*	*70%*	*51%*	*68%*	*61%*	*61%*	*67%*	*53%*	*52%*	*55%*	*55%*
			adijkl	**adijkl**		**adijkl**			**dijkl**				
Sales	**9**	-	-	-	-	-	2	2	-	3	-	-	2
	%	-%	-%	-%	-%	-%	*1%*	*2%*	-%	*1%*	-%	-%	*2%*
Company Secretary	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	**5**	-	-	-	-	-	-	*	-	3	1	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	-%	*1%*	*1%*	-%	-%
Refused	**3**	-	-	-	-	-	*	-	-	3	-	-	-
	%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*	-%	-%	-%
Don't know	**9**	-	-	2	-	-	-	-	2	4	1	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	*1%*	*2%*	*1%*	-%	-%
Other answers	**65**	5	7	9	4	3	2	6	5	5	8	10	2
	3%	*4%*	*3%*	*5%*	*4%*	*1%*	*1%*	*5%*	*3%*	*2%*	*4%*	*6%*	*2%*
				f				f				**ef**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C6. Please could you tell me which type of department you work in?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Marketing	**11**	2	5	3	1
	1%	**%*	*1%*	*1%*	**%*
Customer Relationship Management	**1**	*	-	-	1
	****%***	**%*	*-%*	*-%*	**%*
Customer Service	**37**	5	9	16	9
	2%	*1%*	*2%*	*3%*	*2%*
				a	
Procurement	**4**	*	3	*	-
	****%***	**%*	*1%*	**%*	*-%*
Finance / Accounts	**73**	18	12	20	22
	4%	*4%*	*2%*	*4%*	*4%*
Operations	**43**	5	16	12	9
	2%	*1%*	*3%*	*2%*	*2%*
			a		
Facilities	**7**	2	1	*	4
	****%***	**%*	**%*	**%*	*1%*
					c
Mailroom	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**529**	113	135	122	159
	26%	*23%*	*27%*	*24%*	*32%*
					ac
Senior Management (Managing Director, Director, Business Owner)	**1204**	332	308	295	270
	60%	*66%*	*62%*	*59%*	*54%*
		cd	d		
Sales	**9**	-	2	5	2
	****%***	*-%*	**%*	*1%*	**%*
				a	
Company Secretary	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**5**	-	-	3	1
	****%***	*-%*	*-%*	*1%*	**%*
Refused	**3**	-	*	3	-
	****%***	*-%*	**%*	*1%*	*-%*
Don't know	**9**	2	-	6	1
	****%***	**%*	*-%*	*1%*	**%*
				b	
Other answers	**65**	20	9	16	20
	3%	*4%*	*2%*	*3%*	*4%*
		b			b

Columns Tested: a,b,c,d

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	1209	24	9	4	36	451	339	76	28	38
	62%	*62%*	*60%*	*64%*	*61%*	*61%*	*62%*	*64%*	*61%*	*77%* **ac**	*65%*
Post is critical for our customer communications and/or statements but is not core to our business	**283**	275	6	2	*	8	103	73	17	2	13
	14%	*14%*	*14%*	*14%*	*6%*	*13%*	*14%*	*14%*	*14%*	*6%*	*22%* **abd**
Post is core to our business operations (i.e. our business could not function without it)	**431**	416	10	3	2	15	166	109	30	6	8
	22%	*21%*	*26%*	*20%*	*33%* a	*25%*	*23%* e	*21%*	*24%* e	*17%*	*13%*
Don't Know	**41**	41	*	*	-	*	6	10	*	-	-
	2%	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	159	81	155	47	127	186	119	93	96	1063	59	65	59
	62%	*68%*	*67%*	*57%*	*69%*	*73%*	*57%*	*62%*	*56%*	*66%*	*62%*	*59%*	*62%*	*64%*
		cfh				**cfhjkl**								
Post is critical for our customer communications and/or statements but is not core to our business	**283**	19	18	49	*	23	53	31	28	20	241	18	9	14
	14%	*8%*	*15%*	*18%*	*1%*	*13%*	*16%*	*16%*	*17%*	*14%*	*14%*	*18%*	*9%*	*15%*
			d	**adl**		d	**adl**	**adl**	**adl**	d	**adl**	**adl**	d	**adl**
Post is core to our business operations (i.e. our business could not function without it)	**431**	46	22	60	19	20	85	37	42	29	361	23	29	18
	22%	*20%*	*18%*	*22%*	*28%*	*11%*	*26%*	*19%*	*25%*	*20%*	*21%*	*23%*	*28%*	*19%*
				e	e		e		e		e	e	**ejm**	e
Don't Know	**41**	9	-	10	2	4	5	4	4	1	38	*	2	1
	2%	*4%*	*-%*	*4%*	*3%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	**%*	*2%*	*1%*
		k		k										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	42	102	**	120	317	47	53	527	950	295	1133	112
	62%	*53%*	*58%*	**	*75%*	*54%*	*80%*	*46%*	*69%*	*62%*	*64%*	*62%*	*64%*
			g	**aeg**	**abeg**		**abeg**		**abeg**				
Post is critical for our customer communications and/or statements but is not core to our business	**283**	11	27	**	18	86	1	29	109	222	61	256	26
	14%	*14%*	*15%*	**	*11%*	*15%*	*1%*	*25%*	*14%*	*14%*	*13%*	*14%*	*15%*
		cf	**cf**		**cf**	**cf**		**bcdefh**	**cf**				
Post is core to our business operations (i.e. our business could not function without it)	**431**	25	40	**	20	168	9	32	122	334	97	399	33
	22%	*31%*	*23%*	**	*13%*	*28%*	*16%*	*28%*	*16%*	*22%*	*21%*	*22%*	*19%*
		dfh	**dh**			**dfh**		**dh**					
Don't Know	**41**	1	6	**	2	19	2	1	9	37	4	37	4
	2%	*2%*	*4%*	**	*1%*	*3%*	*4%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
			h			h				b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	1182	63	1245	-	-
	62%	*63%*	*56%*	*100%* **bc**	*-%*	*-%*
Post is critical for our customer communications and/or statements but is not core to our business	**283**	264	18	-	283	-
	14%	*14%*	*16%*	*-%*	*100%* **ac**	*-%*
Post is core to our business operations (i.e. our business could not function without it)	**431**	407	24	-	-	431
	22%	*22%*	*21%*	*-%*	*-%*	*100%* **ab**
Don't Know	**41**	35	6	-	-	-
	2%	*2%*	*6%* a	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	1165	74	**	**	**	**	**	**	1239	6	**	660	505	80
	62%	*68%*	*31%*	**	**	**	**	**	**	*63%*	*13%*	**	*81%*	*56%*	*28%*
		bcij	**cj**							**bcj**			**bc**	c	
Post is critical for our customer communications and/or statements but is not core to our business	**283**	232	44	**	**	**	**	**	**	277	6	**	63	169	50
	14%	*14%*	*18%*	**	**	**	**	**	**	*14%*	*13%*	**	*8%*	*19%*	*18%*
			ai											a	a
Post is core to our business operations (i.e. our business could not function without it)	**431**	280	117	**	**	**	**	**	**	397	34	**	70	210	151
	22%	*16%*	*49%*	**	**	**	**	**	**	*20%*	*74%*	**	*9%*	*23%*	*53%*
			ai	**abi**						a	**abi**			a	**ab**
Don't Know	**41**	37	4	**	**	**	**	**	**	41	-	**	21	16	4
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	*-%*	**	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	735	378	803	335	214	737	767	22	**	**	**	**	**
	62%	*62%*	*49%*	*60%*	*46%*	*50%*	*57%*	*61%*	*44%*	**	**	**	**	**
		bdef		**bde**			**bde**	b		b				
Post is critical for our customer communications and/or statements but is not core to our business	**283**	183	143	209	118	76	207	191	12	**	**	**	**	**
	14%	*15%*	*19%*	*16%*	*16%*	*18%*	*16%*	*15%*	*24%*	**	**	**	**	**
									c					
Post is core to our business operations (i.e. our business could not function without it)	**431**	259	235	310	265	133	323	280	16	**	**	**	**	**
	22%	*22%*	*31%*	*23%*	*36%*	*31%*	*25%*	*22%*	*32%*	**	**	**	**	**
			acf		**abcf**	**acf**	a		a					
Don't Know	**41**	16	12	20	15	3	15	20	*	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*%*	**	**	**	**	**
					e									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	334	**	**	**	**	**	**	**	363	237	159	45	**
	62%	*47%*	**	**	**	**	**	**	**	*75%*	*58%*	*52%*	*31%*	**
										bcd	d	d		
Post is critical for our customer communications and/or statements but is not core to our business	**283**	114	**	**	**	**	**	**	**	46	72	65	25	**
	14%	*16%*	**	**	**	**	**	**	**	*10%*	*18%*	*21%*	*17%*	**
											a	a	a	
Post is core to our business operations (i.e. our business could not function without it)	**431**	255	**	**	**	**	**	**	**	68	88	78	72	**
	22%	*36%*	**	**	**	**	**	**	**	*14%*	*22%*	*26%*	*50%*	**
											a	a	**abc**	
Don't Know	**41**	15	**	**	**	**	**	**	**	5	12	2	1	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*3%*	*1%*	*1%*	**
											c			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	195	63	66	11	**	168	**	163	1119	126	763	40
	62%	*63%*	*42%*	*36%*	*15%*	**	*38%*	**	*58%*	*64%*	*53%*	*59%*	*75%*
		bcd	d	d					a	b			a
Post is critical for our customer communications and/or statements but is not core to our business	**283**	41	37	29	9	**	72	**	42	254	28	206	2
	14%	*13%*	*24%*	*16%*	*11%*	**	*16%*	**	*15%*	*14%*	*12%*	*16%*	*4%*
			ad									b	
Post is core to our business operations (i.e. our business could not function without it)	**431**	66	49	85	54	**	188	**	72	354	77	301	9
	22%	*21%*	*32%*	*46%*	*69%*	**	*43%*	**	*26%*	*20%*	*32%*	*23%*	*18%*
			a	**ab**	**abc**		c				a		
Don't Know	**41**	6	2	2	4	**	11	**	4	34	7	19	1
	2%	*2%*	*2%*	*1%*	*5%*	**	*2%*	**	*1%*	*2%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	17	73	81	**	235	100	207	698	50	**
	62%	*21%*	*46%* a	*42%*	**	*47%*	*44%*	*50%* c	*62%* **ac**	*41%*	**
Post is critical for our customer communications and/or statements but is not core to our business	**283**	17	25	44	**	79	37	84	176	35	**
	14%	*21%*	*16%*	*23%*	**	*16%*	*16%*	*21%* b	*16%*	*29%* **ab**	**
Post is core to our business operations (i.e. our business could not function without it)	**431**	43	59	66	**	180	85	111	244	33	**
	22%	*54%* b	*37%*	*34%*	**	*36%*	*37%*	*27%* b	*22%*	*27%*	**
Don't Know	**41**	3	1	1	**	7	7	8	14	5	**
	2%	*4%*	*1%*	**%*	**	*1%*	*3%*	*2%*	*1%*	*4%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	142	348	42	**	220	218	43	**	687	353	253	604	435	**
	62%	*42%*	*50%*	*38%*	**	*42%*	*45%*	*28%*	**	*61%*	*48%*	*46%*	*60%*	*56%*	**
			ac			c	c			**bc**					
Post is critical for our customer communications and/or statements but is not core to our business	**283**	70	128	31	**	90	79	34	**	177	140	91	162	137	**
	14%	*21%*	*18%*	*28%*	**	*17%*	*16%*	*22%*	**	*16%*	*19%*	*16%*	*16%*	*18%*	**
				b							a				
Post is core to our business operations (i.e. our business could not function without it)	**431**	118	211	38	**	199	176	73	**	251	226	202	231	197	**
	22%	*35%*	*30%*	*34%*	**	*38%*	*37%*	*48%*	**	*22%*	*31%*	*36%*	*23%*	*25%*	**
								ab			a	**ab**			
Don't Know	**41**	6	10	1	**	14	9	4	**	16	11	8	14	9	**
	2%	*2%*	*1%*	*1%*	**	*3%*	*2%*	*2%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	178	93	126	15	13	580	424	**	**	**	**
	62%	*48%*	*42%*	*42%*	*22%*	*29%*	*61%*	*56%*	**	**	**	**
		de	d	d								
Post is critical for our customer communications and/or statements but is not core to our business	**283**	62	39	56	13	11	147	131	**	**	**	**
	14%	*17%*	*18%*	*19%*	*18%*	*25%*	*15%*	*17%*	**	**	**	**
Post is core to our business operations (i.e. our business could not function without it)	**431**	123	88	113	38	21	215	188	**	**	**	**
	22%	*33%*	*40%*	*37%*	*54%*	*45%*	*22%*	*25%*	**	**	**	**
					abc							
Don't Know	**41**	6	1	7	4	1	16	11	**	**	**	**
	2%	*2%*	**%*	*2%*	*5%*	*1%*	*2%*	*2%*	**	**	**	**
				b	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	1156	905	1167	929	1207	663	1153	218	**	994	**	103	1042
	62%	*62%*	*60%*	*62%*	*60%*	*62%*	*59%*	*62%*	*49%*	**	*63%*	**	*43%*	*65%*
							c	c						a
Post is critical for our customer communications and/or statements but is not core to our business	**283**	274	232	277	226	274	179	275	89	**	230	**	43	220
	14%	*15%*	*15%*	*15%*	*15%*	*14%*	*16%*	*15%*	*20%*	**	*15%*	**	*18%*	*14%*
									ab					
Post is core to our business operations (i.e. our business could not function without it)	**431**	403	346	408	373	423	262	407	119	**	331	**	89	307
	22%	*22%*	*23%*	*22%*	*24%*	*22%*	*23%*	*22%*	*27%*	**	*21%*	**	*37%*	*19%*
									b				b	
Don't Know	**41**	38	32	39	31	40	25	35	14	**	28	**	5	30
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	185	**	44	173	50	924	263	95	38	1112	673	573
	62%	*48%*	**	*48%*	*48%*	*24%*	*65%* a	*73%* **ab**	*40%*	*38%*	*67%* **ab**	*66%* b	*58%*
Post is critical for our customer communications and/or statements but is not core to our business	**283**	66	**	8	66	38	193	51	34	20	228	146	136
	14%	*17%*	**	*9%*	*18%* a	*18%*	*14%*	*14%*	*15%*	*20%*	*14%*	*14%*	*14%*
Post is core to our business operations (i.e. our business could not function without it)	**431**	127	**	37	111	117	269	43	95	42	293	181	250
	22%	*33%*	**	*41%*	*31%*	*56%* **bc**	*19%* c	*12%*	*40%* c	*42%* c	*18%*	*18%*	*25%* a
Don't Know	**41**	7	**	2	8	6	29	4	11	*	30	19	22
	2%	*2%*	**	*2%*	*2%*	*3%*	*2%*	*1%*	*5%* **bc**	*%*	*2%*	*2%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	78	118	105	88	125	129	64	89	158	115	112	65
	62%	*61%*	*61%*	*59%*	*75%*	*65%*	*67%*	*59%*	*60%*	*65%*	*56%*	*61%*	*60%*
					abceghjkl		j						
Post is critical for our customer communications and/or statements but is not core to our business	**283**	10	20	26	13	27	30	14	23	35	37	26	23
	14%	*8%*	*10%*	*14%*	*11%*	*14%*	*16%*	*13%*	*15%*	*14%*	*18%*	*14%*	*21%*
							a		a		a		**abd**
Post is core to our business operations (i.e. our business could not function without it)	**431**	39	51	45	14	36	30	31	31	44	54	37	20
	22%	*30%*	*26%*	*25%*	*12%*	*19%*	*16%*	*29%*	*21%*	*18%*	*26%*	*20%*	*18%*
		defikl	**df**	**df**				**defil**	d		**df**	d	
Don't Know	**41**	*	5	4	2	4	2	-	7	6	1	8	2
	2%	**%*	*3%*	*2%*	*2%*	*2%*	*1%*	*-%*	*4%*	*2%*	*1%*	*4%*	*2%*
			g						**agj**	g		**agj**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Post is used mainly for administrative needs and is not core to our service delivery	**1245**	301	341	311	292
	62%	*60%*	*68%*	*62%*	*58%*
			acd		
Post is critical for our customer communications and/or statements but is not core to our business	**283**	56	70	71	85
	14%	*11%*	*14%*	*14%*	*17%*
					a
Post is core to our business operations (i.e. our business could not function without it)	**431**	134	80	106	111
	22%	*27%*	*16%*	*21%*	*22%*
		bc		b	b
Don't Know	**41**	9	8	12	11
	2%	*2%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Yes	**136**	127	7	2	1	10	22	41	14	3	9
	7%	*7%*	*17%*	*13%*	*16%*	*16%*	*3%*	*8%*	*11%*	*9%*	*15%*
			a	a	a	a		a	a	a	**ab**
No	**1823**	1778	31	10	4	45	695	486	109	33	49
	91%	*92%*	*78%*	*71%*	*65%*	*75%*	*96%*	*91%*	*88%*	*90%*	*83%*
		bcde	d				**bcde**	e			
Don't know	**41**	36	2	2	1	5	8	5	1	1	1
	2%	*2%*	*4%*	*16%*	*19%*	*9%*	*1%*	*1%*	*1%*	*2%*	*2%*
			a	**abe**	**abe**	**ab**					

Columns Tested: a,b,c,d,e - a,b,c,d,e

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Yes	**136**	13	8	21	6	11	19	16	15	7	117	7	6	6
	7%	*6%*	*7%*	*8%*	*8%*	*6%*	*6%*	*8%*	*9%*	*5%*	*7%*	*7%*	*6%*	*7%*
No	**1823**	216	110	253	62	156	297	172	149	138	1553	92	96	82
	91%	*93%*	*91%*	*92%*	*91%*	*90%*	*91%*	*90%*	*89%*	*94%*	*91%*	*92%*	*91%*	*89%*
Don't know	**41**	4	2	1	*	6	12	4	3	2	34	1	3	4
	2%	*2%*	*2%*	**%*	**%*	*4%*	*4%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*4%*
						ck	**ck**							**ck**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Yes	**136**	4	13	**	5	56	3	5	47	108	28	125	11
	7%	*5%*	*7%*	**	*3%*	*10%*	*6%*	*4%*	*6%*	*7%*	*6%*	*7%*	*6%*
						dh							
No	**1823**	75	159	**	152	526	54	107	701	1404	418	1673	149
	91%	*95%*	*91%*	**	*95%*	*89%*	*93%*	*93%*	*91%*	*91%*	*91%*	*92%*	*85%*
					e							b	
Don't know	**41**	*	3	**	3	8	1	4	20	29	11	26	15
	2%	**%*	*2%*	**	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*8%*
													a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Yes	**136**	131	5	35	17	81
	7%	*7%*	*5%*	*3%*	*6%*	*19%*
					a	**ab**
No	**1823**	1717	106	1195	259	331
	91%	*91%*	*95%*	*96%*	*92%*	*77%*
				bc	c	
Don't know	**41**	40	*	15	7	19
	2%	*2%*	**%*	*1%*	*2%*	*4%*
						a

Columns Tested: a,b - a,b,c

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Yes	**136**	56	49	**	**	**	**	**	**	106	30	**	21	36	80
	7%	*3%*	*21%*	**	**	**	**	**	**	*5%*	*65%*	**	*3%*	*4%*	*28%*
			ai	**abi**						a	**abi**				**ab**
No	**1823**	1622	185	**	**	**	**	**	**	1807	16	**	784	838	201
	91%	*95%*	*77%*	**	**	**	**	**	**	*93%*	*34%*	**	*96%*	*93%*	*70%*
		bcij	**cj**							**bcj**			**bc**	c	
Don't know	**41**	36	5	**	**	**	**	**	**	41	*	**	8	28	5
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*3%*	*2%*
														a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Yes	**136**	73	68	87	95	47	109	75	6	**	**	**	**	**
	7%	*6%*	*9%*	*6%*	*13%*	*11%*	*9%*	*6%*	*12%*	**	**	**	**	**
			ac		**abcf**	**ac**	**ac**			a				
No	**1823**	1090	679	1223	626	362	1146	1154	42	**	**	**	**	**
	91%	*91%*	*88%*	*91%*	*85%*	*85%*	*89%*	*92%*	*83%*	**	**	**	**	**
		bde		**bde**			**de**	**bc**						
Don't know	**41**	31	21	32	12	17	26	29	3	**	**	**	**	**
	2%	*3%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	*5%*	**	**	**	**	**
						df								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Yes	**136**	87	**	**	**	**	**	**	**	16	28	13	30	**
	7%	*12%*	**	**	**	**	**	**	**	*3%*	*7%*	*4%*	*21%*	**
											a		**abc**	
No	**1823**	620	**	**	**	**	**	**	**	455	373	283	106	**
	91%	*86%*	**	**	**	**	**	**	**	*94%*	*91%*	*93%*	*75%*	**
										d	d	d		
Don't know	**41**	12	**	**	**	**	**	**	**	11	7	8	6	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*2%*	*3%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Yes	**136**	13	13	24	38	**	78	**	16	94	42	81	6
	7%	*4%*	*9%*	*13%* a	*49%* **abc**	**	*18%* c	**	*6%*	*5%*	*18%* a	*6%*	*11%*
No	**1823**	291	136	152	39	**	354	**	260	1635	188	1179	44
	91%	*95%* **cd**	*90%* d	*83%* d	*50%*	**	*80%*	**	*93%* a	*93%* b	*79%*	*91%* b	*84%*
Don't know	**41**	4	2	6	1	**	7	**	5	32	8	30	3
	2%	*1%*	*1%*	*3%*	*1%*	**	*2%*	**	*2%*	*2%*	*4%*	*2%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Yes	**136**	20	29	28	**	45	47	31	70	17	**
	7%	*25%*	*19%*	*15%*	**	*9%*	*21%* a	*7%*	*6%*	*14%* **ab**	**
No	**1823**	60	125	156	**	450	176	365	1033	102	**
	91%	*75%*	*79%*	*82%*	**	*90%* b	*77%*	*89%* c	*91%* c	*83%*	**
Don't know	**41**	*	3	7	**	7	6	14	30	4	**
	2%	**%*	*2%*	*4%*	**	*1%*	*3%*	*3%*	*3%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Yes	**136**	27	62	19	**	71	54	34	**	70	64	55	59	57	**
	7%	*8%*	*9%*	*17%*	**	*14%*	*11%*	*22%*	**	*6%*	*9%*	*10%*	*6%*	*7%*	**
				ab				**ab**			a	a			
No	**1823**	299	614	90	**	441	423	115	**	1034	649	492	929	700	**
	91%	*89%*	*88%*	*80%*	**	*84%*	*88%*	*75%*	**	*91%*	*89%*	*89%*	*92%*	*90%*	**
		c	c			c	c								
Don't know	**41**	10	21	3	**	11	5	4	**	28	18	7	24	21	**
	2%	*3%*	*3%*	*3%*	**	*2%*	*1%*	*3%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Yes	**136**	23	18	34	17	6	59	52	**	**	**	**
	7%	*6%*	*8%*	*11%*	*25%*	*13%*	*6%*	*7%*	**	**	**	**
				a	**abc**	a						
No	**1823**	342	198	263	52	38	878	682	**	**	**	**
	91%	*93%*	*90%*	*87%*	*74%*	*84%*	*92%*	*90%*	**	**	**	**
		cde	d	d								
Don't know	**41**	4	4	3	1	1	21	21	**	**	**	**
	2%	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*3%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Yes	**136**	131	104	131	116	135	81	131	56	**	95	**	28	85
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*13%*	**	*6%*	**	*12%*	*5%*
									ab			a	b	
No	**1823**	1702	1376	1721	1409	1770	1020	1700	373	**	1455	**	208	1482
	91%	*91%*	*91%*	*91%*	*90%*	*91%*	*90%*	*91%*	*85%*	**	*92%*	**	*87%*	*93%*
							c	c						a
Don't know	**41**	39	34	39	35	39	27	39	12	**	34	**	3	32
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Yes	**136**	61	**	18	55	48	79	10	41	13	82	59	77
	7%	*16%*	**	*20%*	*15%*	*23%*	*6%*	*3%*	*18%*	*13%*	*5%*	*6%*	*8%*
						bc	c		c	c			
No	**1823**	314	**	67	295	154	1315	342	189	84	1547	937	886
	91%	*81%*	**	*74%*	*83%*	*73%*	*93%*	*94%*	*81%*	*85%*	*93%*	*92%*	*90%*
							a	a			**ab**		
Don't know	**41**	10	**	6	7	9	22	10	4	2	34	24	17
	2%	*3%*	**	*6%*	*2%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*
				b		b							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Yes	**136**	11	16	9	14	9	5	8	8	17	18	17	5
	7%	*8%*	*8%*	*5%*	*12%*	*5%*	*3%*	*7%*	*5%*	*7%*	*9%*	*9%*	*5%*
		f	f		**cefhl**						f	f	
No	**1823**	115	176	168	101	183	176	98	139	215	186	163	103
	91%	*91%*	*91%*	*94%*	*86%*	*95%*	*93%*	*89%*	*93%*	*89%*	*90%*	*89%*	*94%*
				d		**dg**			d				d
Don't know	**41**	1	1	3	2	1	9	4	2	9	3	2	2
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*5%*	*4%*	*1%*	*4%*	*1%*	*1%*	*2%*
							abe	**be**		**be**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

C8. Do you have an Account Manager with your postal services provider?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Yes	**136**	35	28	33	41
	7%	*7%*	*6%*	*7%*	*8%*
No	**1823**	459	460	451	452
	91%	*92%*	*92%*	*90%*	*90%*
Don't know	**41**	6	12	16	7
	2%	*1%*	*2%*	*3%*	*1%*
				a	

Columns Tested: a,b,c,d

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

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total		**2000**	1940	40	14	7	60	726	531	124	37	59
Under £10 (under £120 pa)	(5)	**813**	803	7	2	1	10	376	197	38	4	14
		41%	*41%*	*18%*	*17%*	*11%*	*17%*	*52%*	*37%*	*31%*	*11%*	*24%*
			bcde					**bcde**	**de**	d		d
£10 - £24 (£120 - £299 pa)	(17)	**428**	417	8	2	1	11	158	102	31	5	8
		21%	*22%*	*21%*	*12%*	*10%*	*18%*	*22%*	*19%*	*25%*	*14%*	*14%*
			cd	c				e		e		
£25 - £49 (£300 - £599 pa)	(37)	**273**	263	6	3	1	10	93	76	11	8	11
		14%	*14%*	*15%*	*23%*	*11%*	*17%*	*13%*	*14%*	*9%*	*22%*	*18%*
					a						c	c
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	192	5	2	1	8	38	64	13	7	5
		10%	*10%*	*13%*	*13%*	*15%*	*13%*	*5%*	*12%*	*11%*	*18%*	*8%*
							a		a	a	**ae**	
£100 - £199 (£1,200 - £2 ,399 pa)	(150)	**117**	110	5	1	1	6	30	29	11	9	6
		6%	*6%*	*12%*	*8%*	*11%*	*11%*	*4%*	*5%*	*9%*	*24%*	*11%*
				a			a			a	**abce**	**ab**
£200 - £499 (£2,400 - 5 ,999 pa)	(350)	**88**	80	5	2	1	8	20	26	7	1	8
		4%	*4%*	*11%*	*18%*	*15%*	*13%*	*3%*	*5%*	*6%*	*3%*	*14%*
				a	a	a	a					**abcd**
£500 - £999 (£6,000 - £11 ,999 pa)	(750)	**35**	32	2	1	*	3	8	14	4	2	2
		2%	*2%*	*4%*	*5%*	*6%*	*5%*	*1%*	*3%*	*3%*	*6%*	*3%*
				a	a	a	a				a	
£1,000 - £1 ,999 (£12,000 - £23,999 pa)	(1500)	**24**	23	1	*	1	2	-	8	5	*	3
		1%	*1%*	*2%*	*3%*	*8%*	*3%*	*-%*	*2%*	*4%*	**%*	*4%*
						abe	a		a	a		a
£2,000 - £2 ,999 (£24,000 - £35,999 pa)	(2500)	**11**	10	*	-	*	1	2	8	-	*	*
		1%	*1%*	*1%*	*-%*	*6%*	*2%*	**%*	*2%*	*-%*	**%*	*1%*
						abce	a		a			
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**5**	5	*	*	-	*	-	2	1	*	*
		****%***	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*	**%*
										a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total		**2000**	1940	40	14	7	60	726	531	124	37	59
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	*	*	-	1	-	-	-	-	*
		***%**	-%	*1%* a	*1%* a	-%	*1%* a	-%	-%	-%	-%	*%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**1**	1	-	-	*	*	-	-	1	*	-
		***%**	*%	-%	-%	*1%* a	*%	-%	-%	*1%* **ab**	*%	-%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	*	-	-	*	-	-	-	-	*
		***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**2**	1	*	-	*	*	-	-	*	-	1
		***%**	*%	*%	-%	*3%* **ab**	*1%* a	-%	-%	*%	-%	*2%* **ab**
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	**2**	2	*	-	-	*	-	2	-	-	*
		***%**	*%	*%	-%	-%	*%	-%	*%	-%	-%	*%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	*	*	-	-	-	-	*
		***%**	-%	-%	-%	*1%* **ab**	*%	-%	-%	-%	-%	*%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total		**2000**	1940	40	14	7	60	726	531	124	37	59
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1714**	1675	27	9	3	39	666	440	94	24	38
		86%	*86%*	*68%*	*65%*	*48%*	*65%*	*92%*	*83%*	*76%*	*66%*	*64%*
			bcde	d	d		d	**bcde**	**de**	e		
Net: £100 -<£1000		**239**	222	11	4	2	17	58	70	22	12	16
		12%	*11%*	*27%*	*31%*	*33%*	*29%*	*8%*	*13%*	*18%*	*33%*	*27%*
				a	a	a	a		a	a	**abc**	**ab**
Net: £1000 -<£5000		**40**	38	1	*	1	3	2	19	6	*	3
		2%	*2%*	*4%*	*3%*	*14%*	*5%*	*%*	*4%*	*5%*	*1%*	*5%*
						abce	a		a	a		a
Net: £5000 -<£10,000		**1**	-	*	*	-	1	-	-	-	-	*
		%	-%	*1%*	*1%*	-%	*1%*	-%	-%	-%	-%	*%*
				a	a		a					
Net: £10,000 - <£25,000		**3**	2	*	-	*	1	-	-	1	*	1
		%	*%*	*1%*	-%	*4%*	*1%*	-%	-%	*1%*	*%*	*3%*
						abce	a			**ab**		**ab**
Net: £25,000 <£50,000		**2**	2	*	-	-	*	-	2	-	-	*
		%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	-%	*%*
Net: £50,000 - <£100,000		*	-	-	-	*	*	-	-	-	-	*
		%	-%	-%	-%	*1%*	*%*	-%	-%	-%	-%	*%*
						ab						
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £5,000+		**6**	5	1	*	*	1	-	2	1	*	2
		%	*%*	*2%*	*1%*	*6%*	*2%*	-%	*%*	*1%*	*%*	*3%*
				a		a	a			a		**ab**
Answered		**2000**	1940	40	14	7	60	726	531	124	37	59
Mean		**170.82**	156.08	468.93	247.32	2507.96	647.42	45.86	289.94	331.98	169.90	985.11
				a		**abe**	a		a	a	a	**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total		**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Under £10 (under £120 pa)	(5)	**813**	112	51	96	40	56	127	76	74	62	694	41	41	38
		41%	*48%*	*42%*	*35%*	*59%*	*33%*	*39%*	*40%*	*44%*	*42%*	*41%*	*41%*	*39%*	*41%*
			ce			**cefgjklm**									
£10 - £24 (£120 - £299 pa)	(17)	**428**	43	27	54	11	50	88	47	26	28	373	18	19	18
		21%	*18%*	*22%*	*20%*	*16%*	*29%*	*27%*	*25%*	*15%*	*19%*	*22%*	*18%*	*18%*	*20%*
							ahkl	**hkl**							
£25 - £49 (£300 - £599 pa)	(37)	**273**	30	11	59	3	17	34	24	24	24	226	16	16	16
		14%	*13%*	*9%*	*22%*	*5%*	*10%*	*10%*	*12%*	*14%*	*16%*	*13%*	*16%*	*15%*	*17%*
					abdefgj						d		d		**df**
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	16	11	24	5	19	38	18	15	11	158	13	18	10
		10%	*7%*	*9%*	*9%*	*7%*	*11%*	*12%*	*10%*	*9%*	*8%*	*9%*	*13%*	*17%*	*11%*
													a	**acghijm**	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	9	11	15	4	16	18	9	10	12	104	5	2	6
		6%	*4%*	*9%*	*5%*	*6%*	*9%*	*6%*	*5%*	*6%*	*8%*	*6%*	*5%*	*2%*	*6%*
				l			l				l	l			l
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	4	5	16	-	11	14	8	9	4	71	7	6	3
		4%	*2%*	*4%*	*6%*	*-%*	*6%*	*4%*	*4%*	*6%*	*3%*	*4%*	*7%*	*6%*	*4%*
					a		a						a	a	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	11	1	5	-	-	5	2	7	2	33	*	1	1
		2%	*5%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*4%*	*2%*	*2%*	*%*	*1%*	*1%*
			ejklm							**ekm**		k			
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	4	3	3	3	2	3	4	*	2	23	1	1	*
		1%	*2%*	*3%*	*1%*	*4%*	*1%*	*1%*	*2%*	*%*	*2%*	*1%*	*1%*	*1%*	*%*
				m		**hklm**									
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	4	-	3	-	*	2	-	-	*	10	-	*	*
		1%	*2%*	*-%*	*1%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*	*1%*	*-%*	*%*	*%*
			k												
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	-	-	-	1	-	1	3	-	5	-	*	-
		%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*-%*	*%*	*-%*	*%*	*-%*
										j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total		**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	*	-	-	*	-	-	-	-	*	*	*	-
		***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	-	-	-	-	-	1	-	-	1	-	-	*
		***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%	-%	-%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	-	*	-	-	*	-	1	-	-	2	-	-	-
		***%**	-%	*%	-%	-%	*%	-%	*1%*	-%	-%	*%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	-	*	2	-	-	-	-	-	2	-	-	-
		***%**	-%	-%	*%	*3%*	-%	-%	-%	-%	-%	*%	-%	-%	-%
						acefghjklm									
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	-	-	*	-	-	-	*	-	-	-
		***%**	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total		**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1714**	201	99	233	59	142	287	165	138	125	1451	88	94	82
		86%	*86%*	*82%*	*85%*	*87%*	*82%*	*87%*	*86%*	*83%*	*86%*	*85%*	*88%*	*89%*	*89%*
Net: £100 -<£1000		**239**	24	18	36	4	27	36	19	26	19	208	11	10	9
		12%	*10%*	*15%*	*13%*	*6%*	*16%*	*11%*	*10%*	*16%*	*13%*	*12%*	*11%*	*10%*	*10%*
Net: £1000 -<£5000		**40**	8	3	6	3	3	5	5	3	3	38	1	1	1
		2%	*3%*	*3%*	*2%*	*4%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*
			km			**km**									
Net: £5000 -<£10,000		**1**	-	*	-	-	*	-	-	-	-	*	*	*	-
		%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%
Net: £10,000 - <£25,000		**3**	-	*	-	-	*	-	2	-	-	3	-	*	*
		%	-%	*%	-%	-%	*%	-%	*1%*	-%	-%	*%	-%	*%	*%
									j						
Net: £25,000 <£50,000		**2**	-	-	*	2	-	-	-	-	-	2	-	-	-
		%	-%	-%	*%	*3%*	-%	-%	-%	-%	-%	*%	-%	-%	-%
						acefghjklm									
Net: £50,000 - <£100,000		*	-	-	-	-	-	*	-	-	-	*	-	-	-
		%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £5,000+		**6**	-	*	*	2	*	*	2	-	-	6	*	*	*
		%	-%	*%	*%	*3%*	*%	*%	*1%*	-%	-%	*%	*%	*%	*%
						acfhjklm									
Answered		**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Mean		**170.82**	132.08	132.98	116.64	1218.87	135.87	106.86	327.61	137.93	81.46	186.81	65.64	98.90	71.07
			k			**acfjklm**									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total		**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Under £10 (under £120 pa)	(5)	**813**	37	61	**	80	205	40	28	346	612	201	740	74
		41%	*47%*	*35%*	**	*50%*	*35%*	*68%*	*24%*	*45%*	*40%*	*44%*	*41%*	*42%*
			eg			**beg**	g	**abcdegh**		**beg**				
£10 - £24 (£120 - £299 pa)	(17)	**428**	20	19	**	41	114	12	24	184	325	103	394	34
		21%	*26%*	*11%*	**	*26%*	*19%*	*21%*	*20%*	*24%*	*21%*	*22%*	*22%*	*20%*
			b		**be**	b	b	b	b	**be**				
£25 - £49 (£300 - £599 pa)	(37)	**273**	10	22	**	24	94	2	24	89	213	60	243	30
		14%	*13%*	*13%*	**	*15%*	*16%*	*4%*	*21%*	*12%*	*14%*	*13%*	*13%*	*17%*
			f	f		f	**fh**		**fh**	f				
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	5	29	**	6	61	3	13	77	156	44	182	18
		10%	*7%*	*17%*	**	*4%*	*10%*	*5%*	*11%*	*10%*	*10%*	*9%*	*10%*	*10%*
				acdefh			d		**cd**	d				
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	1	12	**	4	46	*	14	29	99	18	111	6
		6%	*2%*	*7%*	**	*3%*	*8%*	*%*	*12%*	*4%*	*6%*	*4%*	*6%*	*3%*
				f	**adfh**		**adfh**		**adfh**		b			
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	2	17	**	4	33	1	7	22	69	18	81	7
		4%	*3%*	*9%*	**	*2%*	*6%*	*2%*	*6%*	*3%*	*5%*	*4%*	*4%*	*4%*
				dfh			h							
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	2	6	**	*	14	-	5	7	23	11	32	3
		2%	*3%*	*3%*	**	*%*	*2%*	*-%*	*4%*	*1%*	*2%*	*3%*	*2%*	*2%*
				dh			h		**dh**					
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	-	6	**	-	11	-	*	7	22	2	24	*
		1%	*-%*	*3%*	**	*-%*	*2%*	*-%*	*%*	*1%*	*1%*	*%*	*1%*	*%*
				dh										
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	*	1	**	-	5	-	2	3	11	*	11	*
		1%	*1%*	*1%*	**	*-%*	*1%*	*-%*	*2%*	*%*	*1%*	*%*	*1%*	*%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	*	**	-	5	-	-	-	5	-	3	2
		%	*-%*	*%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*1%*
							h							a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total		**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1** ***%**	- -%	* *%	** **	- -%	* *%	- -%	- -%	- -%	* *%	* *%	1 *%	- -%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** **-%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	- -%	1 *1%* h	** **	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	1 *%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* ***%**	- -%	- -%	** **	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2** ***%**	- -%	* *%	** **	- -%	1 *%	- -%	- -%	- -%	1 *%	* *%	2 *%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2** ***%**	- -%	- -%	** **	- -%	* *%	- -%	- -%	2 *%	2 *%	- -%	2 *%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	* ***%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total		**2000**	79	175	41	163	590	58	116	767	1542	458	1825	175
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1714**	73	132	**	151	474	57	88	696	1307	408	1558	156
		86%	*92%*	*75%*	**	*95%*	*80%*	*98%*	*76%*	*91%*	*85%*	*89%*	*85%*	*89%*
			beg			**bceg**		**bceg**		**beg**		a		
Net: £100 -<£1000		**239**	6	35	**	8	94	1	25	58	192	48	224	15
		12%	*7%*	*20%*	**	*5%*	*16%*	*2%*	*22%*	*8%*	*12%*	*10%*	*12%*	*9%*
				adfh	**dfh**		**adfh**		**adfh**					
Net: £1000 -<£5000		**40**	*	7	**	-	20	-	2	10	38	2	37	3
		2%	*1%*	*4%*	**	-%	*3%*	-%	*2%*	*1%*	*2%*	*%*	*2%*	*2%*
				dh			**dh**				b			
Net: £5000 -<£10,000		**1**	-	*	**	-	*	-	-	-	*	*	1	-
		%	-%	*%	**	-%	*%	-%	-%	-%	*%	*%	*%	-%
Net: £10,000 - <£25,000		**3**	-	1	**	-	1	-	-	*	3	*	3	*
		%	-%	*1%*	**	-%	*%	-%	-%	*%	*%	*%	*%	*%
				h										
Net: £25,000 <£50,000		**2**	-	-	**	-	*	-	-	2	2	-	2	-
		%	-%	-%	**	-%	*%	-%	-%	*%	*%	-%	*%	-%
Net: £50,000 - <£100,000		*	-	-	**	-	-	-	-	*	-	*	*	-
		%	-%	-%	**	-%	-%	-%	-%	*%	-%	*%	*%	-%
Net: >£100,000		**-**	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £5,000+		**6**	-	1	**	-	2	-	-	2	5	*	6	*
		%	-%	*1%*	**	-%	*%*	-%	-%	*%*	*%*	*%*	*%*	*%*
Answered		**2000**	79	175	**	159	590	58	116	767	1542	458	1825	175
Mean		**170.82**	63.54	278.07	**	28.16	213.20	19.91	131.15	178.30	193.37	94.93	175.74	119.60
				d					**df**					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**1952**	1866	86	1188	284	450
Weighted total		**2000**	1888	112	1245	283	431
Under £10 (under £120 pa)	(5)	**813** ***41%***	756 *40%*	58 *52%* a	660 *53%* **bc**	63 *22%* c	70 *16%*
£10 - £24 (£120 - £299 pa)	(17)	**428** ***21%***	391 *21%*	37 *33%* a	270 *22%*	75 *27%* c	77 *18%*
£25 - £49 (£300 - £599 pa)	(37)	**273** ***14%***	261 *14%*	12 *11%*	148 *12%*	43 *15%*	77 *18%* a
£50 - £99 (£600 - £1,199 pa)	(75)	**200** ***10%***	197 *10%* b	2 *2%*	87 *7%*	51 *18%* a	57 *13%* a
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117** ***6%***	116 *6%* b	* *%*	49 *4%*	24 *8%* a	44 *10%* a
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88** ***4%***	88 *5%* b	- *-%*	23 *2%*	12 *4%* a	49 *11%* **ab**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35** ***2%***	35 *2%*	- *-%*	2 *%*	9 *3%* a	24 *6%* a
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24** ***1%***	22 *1%*	2 *2%*	6 *%*	1 *1%*	16 *4%* **ab**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11** ***1%***	11 *1%*	- *-%*	- *-%*	2 *1%* a	9 *2%* a
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5** ***%***	5 *%*	- *-%*	- *-%*	2 *1%* a	3 *1%* a

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**1952**	1866	86	1188	284	450
Weighted total		**2000**	1888	112	1245	283	431
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1** ***%**	1 *%	- -%	- -%	* *%	* *%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	1 *%	- -%	- -%	- -%	1 *%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*** ***%**	* *%	- -%	- -%	- -%	* *%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2** ***%**	2 *%	- -%	- -%	- -%	2 *% a
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2** ***%**	2 *%	- -%	- -%	- -%	2 *1%* a
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*** ***%**	* *%	- -%	- -%	- -%	* *%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b,c

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**1952**	1866	86	1188	284	450
Weighted total		**2000**	1888	112	1245	283	431
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-** ***-%***	- -%	- -%	- -%	- -%	- -%
£500,000+ (£6,000,000+ pa)	(600000)	**-** ***-%***	- -%	- -%	- -%	- -%	- -%
Don't know		**-** ***-%***	- -%	- -%	- -%	- -%	- -%
Net: <£100		**1714** ***86%***	1605 *85%*	109 *98%* a	1165 *94%* **bc**	232 *82%* c	280 *65%*
Net: £100 -<£1000		**239** ***12%***	239 *13%* b	* *%*	74 *6%*	44 *16%* a	117 *27%* **ab**
Net: £1000 -<£5000		**40** ***2%***	38 *2%*	2 *2%*	6 *%*	6 *2%* a	28 *7%* **ab**
Net: £5000 -<£10,000		**1** ***%***	1 *%*	- -%	- -%	* *%*	* *%*
Net: £10,000 - <£25,000		**3** ***%***	3 *%*	- -%	- -%	- -%	3 *1%* a
Net: £25,000 <£50,000		**2** ***%***	2 *%*	- -%	- -%	- -%	2 *1%* a
Net: £50,000 - <£100,000		* ***%***	* *%*	- -%	- -%	- -%	* *%*
Net: >£100,000		**-** ***-%***	- -%	- -%	- -%	- -%	- -%
Net: £5,000+		**6** ***%***	6 *%*	- -%	- -%	* *%*	6 *1%* a
Answered		**2000**	1888	112	1245	283	431
Mean		**170.82**	178.46	41.60	37.02	135.85 a	591.38 **ab**

Columns Tested: a,b - a,b,c

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

		Total base	Monthly postal spend											Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total		**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total		**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Under £10 (under £120 pa)	(5)	**813**	813	-	**	**	**	**	**	**	813	-	**	813	-	-
		41%	*47%*	-%	**	**	**	**	**	**	*42%*	-%	**	*100%*	-%	-%
			bcij								**bcj**			**bc**		
£10 - £24 (£120 - £299 pa)	(17)	**428**	428	-	**	**	**	**	**	**	428	-	**	-	428	-
		21%	*25%*	-%	**	**	**	**	**	**	*22%*	-%	**	-%	*48%*	-%
			bcij								**bcj**				**ac**	
£25 - £49 (£300 - £599 pa)	(37)	**273**	273	-	**	**	**	**	**	**	273	-	**	-	273	-
		14%	*16%*	-%	**	**	**	**	**	**	*14%*	-%	**	-%	*30%*	-%
			bcj								**bcj**				**ac**	
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	200	-	**	**	**	**	**	**	200	-	**	-	200	-
		10%	*12%*	-%	**	**	**	**	**	**	*10%*	-%	**	-%	*22%*	-%
			bcj								**bcj**				**ac**	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	-	117	**	**	**	**	**	**	117	-	**	-	-	117
		6%	-%	*49%*	**	**	**	**	**	**	*6%*	-%	**	-%	-%	*41%*
				acij							a					**ab**
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	-	88	**	**	**	**	**	**	88	-	**	-	-	88
		4%	-%	*37%*	**	**	**	**	**	**	*4%*	-%	**	-%	-%	*31%*
				acij							a					**ab**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	-	35	**	**	**	**	**	**	35	-	**	-	-	35
		2%	-%	*15%*	**	**	**	**	**	**	*2%*	-%	**	-%	-%	*12%*
				acij							a					**ab**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	-	-	**	**	**	**	**	**	-	24	**	-	-	24
		1%	-%	-%	**	**	**	**	**	**	-%	*52%*	**	-%	-%	*8%*
					abi							**abi**				**ab**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	-	-	**	**	**	**	**	**	-	11	**	-	-	11
		1%	-%	-%	**	**	**	**	**	**	-%	*24%*	**	-%	-%	*4%*
					abi							**abi**				**ab**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	-	**	**	**	**	**	**	-	5	**	-	-	5
		%	-%	-%	**	**	**	**	**	**	-%	*11%*	**	-%	-%	*2%*
					abi							**abi**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Monthly postal spend											Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total		**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total		**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
		***%**	-%	-%	**	**	**	**	**	**	-%	*1%*	**	-%	-%	*%*
												ai				
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
		***%**	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*%*
												abi				b
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*****	-	-	**	**	**	**	**	**	-	*	**	-	-	*
		***%**	-%	-%	**	**	**	**	**	**	-%	*%*	**	-%	-%	*%*
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	-	-	**	**	**	**	**	**	-	2	**	-	-	2
		***%**	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*1%*
												abi				b
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	-	**	**	**	**	**	**	-	2	**	-	-	2
		***%**	-%	-%	**	**	**	**	**	**	-%	*5%*	**	-%	-%	*1%*
												abi				**ab**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*****	-	-	**	**	**	**	**	**	-	*	**	-	-	*
		***%**	-%	-%	**	**	**	**	**	**	-%	*%*	**	-%	-%	*%*
												i				
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa) (400000)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
£500,000+ (£6 ,000,000+ pa) (600000)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Don't know	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Net: <£100	**1714**	1714	-	**	**	**	**	**	**	1714	-	**	813	901	-
	86%	*100%*	-%	**	**	**	**	**	**	*88%*	-%	**	*100%*	*100%*	-%
		bcij								**bcj**			c	c	
Net: £100 -<£1000	**239**	-	239	**	**	**	**	**	**	239	-	**	-	-	239
	12%	-%	*100%*	**	**	**	**	**	**	*12%*	-%	**	-%	-%	*84%*
			acij							**acj**					**ab**
Net: £1000 -<£5000	**40**	-	-	**	**	**	**	**	**	-	40	**	-	-	40
	2%	-%	-%	**	**	**	**	**	**	-%	*87%*	**	-%	-%	*14%*
				abij							**abi**				**ab**
Net: £5000 -<£10,000	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
	%	-%	-%	**	**	**	**	**	**	-%	*1%*	**	-%	-%	*%*
											ai				
Net: £10,000 - <£25,000	**3**	-	-	**	**	**	**	**	**	-	3	**	-	-	3
	%	-%	-%	**	**	**	**	**	**	-%	*6%*	**	-%	-%	*1%*
											abi				**ab**
Net: £25,000 <£50,000	**2**	-	-	**	**	**	**	**	**	-	2	**	-	-	2
	%	-%	-%	**	**	**	**	**	**	-%	*5%*	**	-%	-%	*1%*
											abi				**ab**
Net: £50,000 - <£100,000	*	-	-	**	**	**	**	**	**	-	*	**	-	-	*
	%	-%	-%	**	**	**	**	**	**	-%	*%*	**	-%	-%	*%*
											i				
Net: >£100,000	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Net: £5,000+	**6**	-	-	**	**	**	**	**	**	-	6	**	-	-	6
	%	-%	-%	**	**	**	**	**	**	-%	*13%*	**	-%	-%	*2%*
											abci				**ab**
Answered	**2000**	1714	239	**	**	**	**	**	**	1954	46	**	813	901	286
Mean	**170.82**	21.25	310.84	**	**	**	**	**	**	56.74	4979.4	**	5.00	35.92	1068.09
			ai	**abi**						a	**abci**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total		**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total		**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Under £10 (under £120 pa)	(5)	**813**	422	159	458	143	90	429	452	4	**	**	**	**	**
		41%	*35%*	*21%*	*34%*	*20%*	*21%*	*33%*	*36%*	*7%*	**	**	**	**	**
			bde		**bde**			**bde**	**bc**						
£10 - £24 (£120 - £299 pa)	(17)	**428**	291	194	324	112	92	265	314	7	**	**	**	**	**
		21%	*24%*	*25%*	*24%*	*15%*	*22%*	*21%*	*25%*	*15%*	**	**	**	**	**
			df	**df**	**df**		d	d	**bc**	c					
£25 - £49 (£300 - £599 pa)	(37)	**273**	190	139	211	141	90	203	201	7	**	**	**	**	**
		14%	*16%*	*18%*	*16%*	*19%*	*21%*	*16%*	*16%*	*15%*	**	**	**	**	**
						c	**acf**								
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	122	111	148	120	59	146	132	11	**	**	**	**	**
		10%	*10%*	*15%*	*11%*	*16%*	*14%*	*11%*	*11%*	*22%*	**	**	**	**	**
				acf		**acf**	a			a	a				
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	83	66	91	80	40	96	81	5	**	**	**	**	**
		6%	*7%*	*9%*	*7%*	*11%*	*9%*	*7%*	*6%*	*10%*	**	**	**	**	**
						acf					**ab**				
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	51	57	63	69	32	76	46	11	**	**	**	**	**
		4%	*4%*	*7%*	*5%*	*9%*	*8%*	*6%*	*4%*	*21%*	**	**	**	**	**
				ac		**acf**	**ac**			a	a				
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	21	21	26	28	11	32	23	*	**	**	**	**	**
		2%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*1%*	**	**	**	**	**
						ac									
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	7	9	10	24	4	15	6	2	**	**	**	**	**
		1%	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	**%*	*5%*	**	**	**	**	**
						abcef				a					
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	4	7	7	7	5	11	1	2	**	**	**	**	**
		1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*4%*	**	**	**	**	**
										a	a				
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	*	1	2	5	*	4	2	-	**	**	**	**	**
		****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
						ac									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total		**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total		**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	*	*	*	1	*	1	*	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	*	*	1	*	1	-	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	-%	-%	**	**	**	**	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	*	*	*	*	-	*	*	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	*	*	*	2	*	2	*	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	2	2	2	*	2	2	-	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	*1%*	*%	-%	-%	**	**	**	**	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	*	*	*	*	*	*	-	-	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	-%	-%	**	**	**	**	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total		**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total		**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Net: <£100		**1714**	1025	604	1140	515	331	1043	1099	29	**	**	**	**	**
		86%	*86%*	*79%*	*85%*	*70%*	*78%*	*81%*	*87%*	*58%*	**	**	**	**	**
			bdef	d	**bdef**		d	d	**bc**						
Net: £100 -<£1000		**239**	154	144	181	178	83	204	149	16	**	**	**	**	**
		12%	*13%*	*19%*	*13%*	*24%*	*19%*	*16%*	*12%*	*32%*	**	**	**	**	**
				ac		**abcef**	**ac**	a		a	a				
Net: £1000 -<£5000		**40**	11	18	18	36	9	30	9	5	**	**	**	**	**
		2%	*1%*	*2%*	*1%*	*5%*	*2%*	*2%*	*1%*	*9%*	**	**	**	**	**
				a		**abcef**		a		a	a				
Net: £5000 -<£10,000		**1**	*	*	*	1	*	1	*	-	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**
Net: £10,000 - <£25,000		**3**	1	1	1	3	*	3	*	-	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**
						c									
Net: £25,000 <£50,000		**2**	2	2	2	*	2	2	-	-	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*1%*	*%*	-%	-%	**	**	**	**	**
Net: £50,000 - <£100,000		*	*	*	*	*	*	*	-	-	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	**	**	**	**	**
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Net: £5,000+		**6**	3	3	3	4	3	6	1	-	**	**	**	**	**
		%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	-%	**	**	**	**	**
Answered		**2000**	1193	768	1342	733	425	1282	1258	50	**	**	**	**	**
Mean		**170.82**	158.48	256.59	162.21	296.65	343.92	232.13	78.80	306.9	**	**	**	**	**
										a	a				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total		**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Under £10 (under £120 pa)	(5)	**813**	143	**	**	**	**	**	**	**	272	136	46	4	**
		41%	*20%*	**	**	**	**	**	**	**	*56%*	*33%*	*15%*	*3%*	**
											bcd	**cd**	d		
£10 - £24 (£120 - £299 pa)	(17)	**428**	112	**	**	**	**	**	**	**	99	131	89	4	**
		21%	*16%*	**	**	**	**	**	**	**	*21%*	*32%*	*29%*	*3%*	**
											d	**ad**	**ad**		
£25 - £49 (£300 - £599 pa)	(37)	**273**	141	**	**	**	**	**	**	**	66	64	55	27	**
		14%	*20%*	**	**	**	**	**	**	**	*14%*	*16%*	*18%*	*19%*	**
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	120	**	**	**	**	**	**	**	18	39	59	31	**
		10%	*17%*	**	**	**	**	**	**	**	*4%*	*10%*	*20%*	*22%*	**
												a	**ab**	**ab**	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	78	**	**	**	**	**	**	**	16	18	33	23	**
		6%	*11%*	**	**	**	**	**	**	**	*3%*	*4%*	*11%*	*16%*	**
													ab	**ab**	
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	67	**	**	**	**	**	**	**	7	12	15	29	**
		4%	*9%*	**	**	**	**	**	**	**	*1%*	*3%*	*5%*	*20%*	**
													a	**abc**	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	28	**	**	**	**	**	**	**	2	5	4	14	**
		2%	*4%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*10%*	**
														abc	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	21	**	**	**	**	**	**	**	1	1	3	5	**
		1%	*3%*	**	**	**	**	**	**	**	*%*	*%*	*1%*	*3%*	**
														abc	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	4	**	**	**	**	**	**	**	1	-	-	6	**
		1%	*1%*	**	**	**	**	**	**	**	*%*	*-%*	*-%*	*4%*	**
														abc	
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	4	**	**	**	**	**	**	**	-	-	*	1	**
		%	*1%*	**	**	**	**	**	**	**	*-%*	*-%*	*%*	*1%*	**
														a	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total		**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	*	**	**	**	**	**	**	**	-	-	*	-	**
		***%**	*%	**	**	**	**	**	**	**	-%	-%	*%	-%	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	**	**	**	**	**	**	**	-	-	-	*	**
		***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	**	**	**	**	**	**	**	-	-	*	-	**
		***%**	-%	**	**	**	**	**	**	**	-%	-%	*%	-%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	1	**	**	**	**	**	**	**	-	-	-	*	**
		***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	**	**	**	**	**	**	**	-	2	-	-	**
		***%**	-%	**	**	**	**	**	**	**	-%	*1%*	-%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	**	**	**	**	**	**	**	-	-	-	*	**
		***%**	-%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total		**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Don't know		**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Net: <£100		**1714**	515	**	**	**	**	**	**	**	455	369	249	66	**
		86%	*72%*	**	**	**	**	**	**	**	*94%*	*91%*	*82%*	*46%*	**
											bcd	**cd**	d		
Net: £100 -<£1000		**239**	173	**	**	**	**	**	**	**	25	35	52	65	**
		12%	*24%*	**	**	**	**	**	**	**	*5%*	*9%*	*17%*	*46%*	**
													ab	**abc**	
Net: £1000 -<£5000		**40**	28	**	**	**	**	**	**	**	2	1	3	12	**
		2%	*4%*	**	**	**	**	**	**	**	*1%*	**%*	*1%*	*8%*	**
														abc	
Net: £5000 -<£10,000		**1**	*	**	**	**	**	**	**	**	-	-	*	-	**
		****%***	**%*	**	**	**	**	**	**	**	-%	-%	**%*	-%	**
Net: £10,000 - <£25,000		**3**	1	**	**	**	**	**	**	**	-	-	*	*	**
		****%***	**%*	**	**	**	**	**	**	**	-%	-%	**%*	**%*	**
Net: £25,000 <£50,000		**2**	-	**	**	**	**	**	**	**	-	2	-	-	**
		****%***	-%	**	**	**	**	**	**	**	-%	*1%*	-%	-%	**
Net: £50,000 - <£100,000		*****	-	**	**	**	**	**	**	**	-	-	-	*	**
		****%***	-%	**	**	**	**	**	**	**	-%	-%	-%	**%*	**
Net: >£100,000		**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Net: £5,000+		**6**	2	**	**	**	**	**	**	**	-	2	*	1	**
		****%***	**%*	**	**	**	**	**	**	**	-%	*1%*	**%*	**%*	**
Answered		**2000**	718	**	**	**	**	**	**	**	482	408	304	143	**
Mean		**170.82**	221.4	**	**	**	**	**	**	**	37.57	239.60	92.64	496.67	**
													a	**ac**	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total		**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total		**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Under £10 (under £120 pa)	(5)	**813**	112	25	6	-	**	60	**	80	764	50	434	24
		41%	*36%*	*17%*	*3%*	*-%*	**	*14%*	**	*29%*	*43%*	*21%*	*34%*	*46%*
			bcd	**cd**						a	b			
£10 - £24 (£120 - £299 pa)	(17)	**428**	69	29	14	-	**	53	**	59	402	26	320	4
		21%	*22%*	*19%*	*8%*	*-%*	**	*12%*	**	*21%*	*23%*	*11%*	*25%*	*8%*
			cd	**cd**	d					a	b		b	
£25 - £49 (£300 - £599 pa)	(37)	**273**	65	35	40	1	**	75	**	64	242	31	202	9
		14%	*21%*	*23%*	*22%*	*1%*	**	*17%*	**	*23%*	*14%*	*13%*	*16%*	*18%*
			d	d	d									
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	28	35	53	3	**	77	**	42	164	36	141	6
		10%	*9%*	*23%*	*29%*	*4%*	**	*17%*	**	*15%*	*9%*	*15%*	*11%*	*12%*
				ad	**ad**							a		
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	17	14	32	13	**	57	**	18	84	33	89	3
		6%	*6%*	*9%*	*18%*	*17%*	**	*13%*	**	*7%*	*5%*	*14%*	*7%*	*5%*
					ab	a		c				a		
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	5	11	28	22	**	58	**	11	63	25	60	3
		4%	*2%*	*7%*	*15%*	*29%*	**	*13%*	**	*4%*	*4%*	*10%*	*5%*	*6%*
				a	**ab**	**abc**		c				a		
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	6	2	6	14	**	25	**	3	13	22	24	2
		2%	*2%*	*2%*	*3%*	*18%*	**	*6%*	**	*1%*	*1%*	*9%*	*2%*	*5%*
						abc		c				a		
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	4	*	3	13	**	20	**	4	14	10	9	*
		1%	*1%*	*%*	*2%*	*17%*	**	*5%*	**	*1%*	*1%*	*4%*	*1%*	*%*
						abc		c				a		
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	1	*	*	6	**	7	**	-	10	1	7	-
		1%	*%*	*%*	*%*	*7%*	**	*2%*	**	*-%*	*1%*	*%*	*1%*	*-%*
						abc		c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total		**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total		**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	-	-	4	**	5	**	-	3	2	2	-
		***%**	-%	-%	-%	*5%*	**	*1%*	**	-%	*%	*1%*	*%	-%
						abc						a		
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	-	-	*	**	1	**	-	*	*	*	-
		***%**	-%	-%	-%	*%	**	*%	**	-%	*%	*%	*%	-%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	-	-	1	**	1	**	-	1	*	-	*
		***%**	*%	-%	-%	*2%*	**	*%	**	-%	*%	*%	-%	*%
						a								
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	*	**	*	**	-	*	-	*	-
		***%**	-%	-%	-%	*%	**	*%	**	-%	*%	-%	*%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**2**	-	-	-	*	**	2	**	-	-	2	*	-
		***%**	-%	-%	-%	*%	**	*%	**	-%	-%	*1%*	*%	-%
												a		
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	-	-	-	**	*	**	-	2	-	2	-
		***%**	-%	-%	-%	-%	**	*%	**	-%	*%	-%	*%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total		**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total		**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	*	**	*	**	-	*	-	*	-
		*%	-%	-%	-%	*%	**	*%	**	-%	*%	-%	*%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	**	-	**	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Net: <£100		**1714**	274	124	113	4	**	264	**	245	1571	143	1096	44
		86%	*89%*	*82%*	*62%*	*5%*	**	*60%*	**	*87%*	*89%*	*60%*	*85%*	*83%*
			bcd	cd	d					a	b			
Net: £100 -<£1000		**239**	28	27	66	49	**	139	**	33	160	80	172	8
		12%	*9%*	*18%*	*36%*	*63%*	**	*32%*	**	*12%*	*9%*	*34%*	*13%*	*16%*
				a	ab	abc		c				a		
Net: £1000 -<£5000		**40**	5	1	3	23	**	33	**	4	27	13	18	*
		2%	*2%*	*%*	*2%*	*29%*	**	*7%*	**	*1%*	*2%*	*6%*	*1%*	*%*
						abc		c				a		
Net: £5000 -<£10,000		**1**	-	-	-	*	**	1	**	-	*	*	*	-
		*%	-%	-%	-%	*%	**	*%	**	-%	*%	*%	*%	-%
Net: £10,000 - <£25,000		**3**	*	-	-	2	**	3	**	-	1	2	*	*
		*%	*%	-%	-%	*2%*	**	*1%*	**	-%	*%	*1%*	*%	*%
						a						a		
Net: £25,000 <£50,000		**2**	-	-	-	-	**	*	**	-	2	-	2	-
		*%	-%	-%	-%	-%	**	*%	**	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Net: £50,000 - <£100,000	*	-	-	-	*	**	*	**	-	*	-	*	-
	**%*	-%	-%	-%	*%*	**	*%*	**	-%	*%*	-%	*%*	-%
Net: >£100,000	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Net: £5,000+	**6**	*	-	-	2	**	4	**	-	4	2	3	*
	**%*	*%*	-%	-%	*3%*	**	*1%*	**	-%	*%*	*1%*	*%*	*%*
					ac								
Answered	**2000**	307	151	182	78	**	439	**	281	1762	238	1289	53
Mean	**170.82**	80.18	88.91	160.81	1332.21	**	443.07	**	76.23	136.84	422.48	164.48	106.81
				ab	**abc**		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total		**2000**	80	158	191	18	502	229	410	1132	123	*
Under £10 (under £120 pa)	(5)	**813**	11	16	21	**	119	24	120	397	25	**
		41%	*14%*	*10%*	*11%*	**	*24%*	*10%*	*29%*	*35%*	*20%*	**
							b		c	**ac**		
£10 - £24 (£120 - £299 pa)	(17)	**428**	9	18	36	**	85	26	95	280	24	**
		21%	*11%*	*12%*	*19%*	**	*17%*	*11%*	*23%*	*25%*	*19%*	**
£25 - £49 (£300 - £599 pa)	(37)	**273**	17	22	37	**	112	30	76	176	30	**
		14%	*22%*	*14%*	*20%*	**	*22%*	*13%*	*18%*	*16%*	*24%*	**
							b				b	
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	8	24	27	**	78	42	44	117	10	**
		10%	*10%*	*15%*	*14%*	**	*15%*	*18%*	*11%*	*10%*	*8%*	**
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	11	34	30	**	38	42	39	80	13	**
		6%	*14%*	*21%*	*16%*	**	*8%*	*18%*	*10%*	*7%*	*11%*	**
								a				
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	11	23	22	**	34	35	18	47	16	**
		4%	*14%*	*14%*	*11%*	**	*7%*	*15%*	*4%*	*4%*	*13%*	**
								a			**ab**	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	*	14	10	**	10	18	12	21	2	**
		2%	*%*	*9%*	*5%*	**	*2%*	*8%*	*3%*	*2%*	*2%*	**
				a				a				
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	6	6	3	**	14	10	4	7	2	**
		1%	*8%*	*4%*	*1%*	**	*3%*	*4%*	*1%*	*1%*	*1%*	**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	2	1	4	**	6	1	2	4	2	**
		1%	*2%*	*%*	*2%*	**	*1%*	*%*	*%*	*%*	*2%*	**
											b	
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	3	*	1	**	3	*	*	*	*	**
		%	*3%*	*%*	*1%*	**	*1%*	*%*	*%*	*%*	*%*	**
			b									

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total		**2000**	80	158	191	18	502	229	410	1132	123	*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	*	*	**	*	*	*	*	*	**
		***%**	-%	*%	*%	**	*%	*%	*%	*%	*%	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	1	-	-	**	1	-	*	*	-	**
		***%**	*2%*	-%	-%	**	*%	-%	*%	*%	-%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	**	*	-	-	*	-	**
		***%**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	-	2	*	**	-	2	*	*	*	**
		***%**	-%	*1%*	*%	**	-%	*1%*	*%	*%	*%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	*	-	-	**	*	-	-	2	-	**
		***%**	*%	-%	-%	**	*%	-%	-%	*%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	**	*	-	*	*	*	**
		***%**	-%	-%	-%	**	*%	-%	*%	*%	*%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total		**2000**	80	158	191	18	502	229	410	1132	123	*
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: <£100		**1714**	45	79	121	**	394	122	334	971	88	**
		86%	*57%*	*50%*	*63%*	**	*78%* b	*53%*	*81%* c	*86%* **ac**	*72%*	**
Net: £100 -<£1000		**239**	23	70	62	**	83	95	69	147	31	**
		12%	*28%*	*45%* a	*32%*	**	*17%*	*41%* a	*17%* b	*13%*	*25%* **ab**	**
Net: £1000 -<£5000		**40**	11	6	8	**	23	11	6	11	4	**
		2%	*13%* b	*4%*	*4%*	**	*5%*	*5%*	*1%*	*1%*	*3%* b	**
Net: £5000 -<£10,000		**1**	-	*	*	**	*	*	*	*	*	**
		%	-%	*%	*%	**	*%	*%	*%	*%	*%	**
Net: £10,000 - <£25,000		**3**	1	2	*	**	1	2	*	1	*	**
		%	*2%*	*1%*	*%	**	*%	*1%*	*%	*%	*%	**
Net: £25,000 <£50,000		**2**	*	-	-	**	*	-	-	2	-	**
		%	*%	-%	-%	**	*%	-%	-%	*%	-%	**
Net: £50,000 - <£100,000		*****	-	-	-	**	*	-	*	*	*	**
		%	-%	-%	-%	**	*%	-%	*%	*%	*%	**
Net: >£100,000		**-**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: £5,000+		**6**	1	2	1	**	2	2	1	3	*	**
		%	*2%*	*1%*	*%*	**	*%*	*1%*	*%*	*%*	*%*	**
Answered		**2000**	80	158	191	**	502	229	410	1132	123	**
Mean		**170.82**	641.65	474.65	273.29	**	231.95	402.58	144.86	164.27	275.89	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total		**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Under £10 (under £120 pa)	(5)	**813**	77	136	16	**	81	110	11	**	388	147	118	336	225	**
		41%	*23%*	*20%*	*14%*	**	*15%*	*23%*	*7%*	**	*34%*	*20%*	*21%*	*33%*	*29%*	**
			c				c	**ac**			**bc**			b		
£10 - £24 (£120 - £299 pa)	(17)	**428**	64	185	14	**	70	77	17	**	283	189	89	264	197	**
		21%	*19%*	*27%*	*13%*	**	*13%*	*16%*	*11%*	**	*25%*	*26%*	*16%*	*26%*	*25%*	**
				ac							c	c				
£25 - £49 (£300 - £599 pa)	(37)	**273**	67	126	19	**	99	90	29	**	182	132	119	152	129	**
		14%	*20%*	*18%*	*17%*	**	*19%*	*19%*	*19%*	**	*16%*	*18%*	*22%*	*15%*	*17%*	**
													a			
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	52	103	17	**	101	69	23	**	116	107	88	102	90	**
		10%	*15%*	*15%*	*15%*	**	*19%*	*14%*	*15%*	**	*10%*	*15%*	*16%*	*10%*	*12%*	**
							b					a	a			
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	33	62	13	**	67	45	18	**	81	65	54	75	62	**
		6%	*10%*	*9%*	*11%*	**	*13%*	*9%*	*12%*	**	*7%*	*9%*	*10%*	*7%*	*8%*	**
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	23	44	17	**	55	46	26	**	49	52	44	49	43	**
		4%	*7%*	*6%*	*15%*	**	*10%*	*10%*	*17%*	**	*4%*	*7%*	*8%*	*5%*	*5%*	**
					ab				**ab**			a	a			
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	12	21	10	**	21	23	14	**	19	19	11	15	17	**
		2%	*3%*	*3%*	*9%*	**	*4%*	*5%*	*9%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
					ab				**ab**							
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	5	8	1	**	19	13	7	**	7	9	19	7	7	**
		1%	*1%*	*1%*	*1%*	**	*4%*	*3%*	*5%*	**	*1%*	*1%*	*3%*	*1%*	*1%*	**
													ab			
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	2	7	2	**	5	3	3	**	4	7	7	6	6	**
		1%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*2%*	**	*%*	*1%*	*1%*	*1%*	*1%*	**
													a			
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	1	1	**	4	5	5	**	*	1	3	2	2	**
		%	*-%*	*%*	*1%*	**	*1%*	*1%*	*3%*	**	*%*	*%*	*1%*	*%*	*%*	**
					a				**ab**				a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total		**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	*	*	-	**	1	*	*	**	*	*	*	*	*	**
		***%**	*%	*%	-%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	*	*	**	1	*	*	**	*	*	1	*	-	**
		***%**	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	-%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	*	-	**	*	-	-	**	*	*	*	*	-	**
		***%**	-%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	-%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	*	*	*	**	*	1	*	**	*	*	*	*	*	**
		***%**	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	2	-	**	*	-	*	**	2	2	*	2	-	**
		***%**	-%	*%	-%	**	*%	-%	*%	**	*%	*%	*%	*%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	*	*	*	**	*	*	*	**	*	*	*	*	*	**
		***%**	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total		**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: <£100		**1714**	260	550	67	**	350	345	79	**	969	575	415	854	641	**
		86%	*78%*	*79%*	*60%*	**	*67%*	*72%*	*52%*	**	*86%*	*79%*	*75%*	*84%*	*82%*	**
			c	c			c	c			**bc**					
Net: £100 -<£1000		**239**	68	127	39	**	143	114	58	**	149	135	108	140	122	**
		12%	*20%*	*18%*	*35%*	**	*27%*	*24%*	*38%*	**	*13%*	*19%*	*19%*	*14%*	*16%*	**
					ab				**ab**			a	a			
Net: £1000 -<£5000		**40**	7	16	5	**	28	21	15	**	11	17	29	15	15	**
		2%	*2%*	*2%*	*5%*	**	*5%*	*4%*	*10%*	**	*1%*	*2%*	*5%*	*1%*	*2%*	**
									ab			a	**ab**			
Net: £5000 -<£10,000		**1**	*	*	-	**	1	*	*	**	*	*	*	*	*	**
		%	*%	*%	-%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Net: £10,000 - <£25,000		**3**	*	1	*	**	2	1	*	**	1	1	2	*	*	**
		%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Net: £25,000 <£50,000		**2**	-	2	-	**	*	-	*	**	2	2	*	2	-	**
		%	-%	*%	-%	**	*%	-%	*%	**	*%	*%	*%	*%	-%	**
Net: £50,000 - <£100,000		*****	*	*	*	**	*	*	*	**	*	*	*	*	*	**
		%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Net: >£100,000		**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: £5,000+		**6**	1	3	*	**	2	2	1	**	3	3	2	3	1	**
		%	*%	*%	*%	**	*%	*%	*1%*	**	*%	*%	*%	*%	*%	**
Answered		**2000**	336	696	112	**	523	482	153	**	1132	731	554	1012	778	**
Mean		**170.82**	180.90	270.36	405.30	**	295.74	294.16	544.37	**	163.94	262.99	249.10	182.89	133.79	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total		**2000**	369	220	301	70	46	958	755	47	21	27	8
Under £10 (under £120 pa)	(5)	**813**	84	45	54	5	3	320	219	**	**	**	**
		41%	*23%*	*20%*	*18%*	*7%*	*7%*	*33%*	*29%*	**	**	**	**
			de	**de**	**de**			b					
£10 - £24 (£120 - £299 pa)	(17)	**428**	76	32	45	5	1	252	191	**	**	**	**
		21%	*21%*	*14%*	*15%*	*7%*	*3%*	*26%*	*25%*	**	**	**	**
			bde	e	e								
£25 - £49 (£300 - £599 pa)	(37)	**273**	79	51	70	17	12	147	127	**	**	**	**
		14%	*21%*	*23%*	*23%*	*24%*	*26%*	*15%*	*17%*	**	**	**	**
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	55	32	52	5	8	94	92	**	**	**	**
		10%	*15%*	*14%*	*17%*	*8%*	*17%*	*10%*	*12%*	**	**	**	**
					d								
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	26	26	33	11	7	67	59	**	**	**	**
		6%	*7%*	*12%*	*11%*	*16%*	*16%*	*7%*	*8%*	**	**	**	**
				a		a	a						
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	27	21	26	15	9	44	36	**	**	**	**
		4%	*7%*	*9%*	*9%*	*22%*	*21%*	*5%*	*5%*	**	**	**	**
						abc	**abc**						
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	7	4	3	1	1	17	19	**	**	**	**
		2%	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*3%*	**	**	**	**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	7	5	13	5	1	6	5	**	**	**	**
		1%	*2%*	*2%*	*4%*	*7%*	*3%*	*1%*	*1%*	**	**	**	**
					a	a							
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	4	3	4	3	1	7	6	**	**	**	**
		1%	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*	*1%*	**	**	**	**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	3	2	*	3	2	*	*	**	**	**	**
		%	*1%*	*1%*	*%*	*4%*	*4%*	*%*	*%*	**	**	**	**
						ac	c						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total		**2000**	369	220	301	70	46	958	755	47	21	27	8
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	*	*	*	*	-	*	*	**	**	**	**
		***%**	*%	*%	*%	*%	-%	*%	*%	**	**	**	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	-	1	-	-	*	-	**	**	**	**
		***%**	*%	-%	*%	-%	-%	*%	-%	**	**	**	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**	-	-	*	-	-	*	-	**	**	**	**
		***%**	-%	-%	*%	-%	-%	*%	-%	**	**	**	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	*	*	*	-	-	*	*	**	**	**	**
		***%**	*%	*%	*%	-%	-%	*%	*%	**	**	**	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	-	-	*	*	-	2	-	**	**	**	**
		***%**	-%	-%	*%	*%	-%	*%	-%	**	**	**	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**	*	*	*	*	*	*	*	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	*%	**	**	**	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total		**2000**	369	220	301	70	46	958	755	47	21	27	8
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Net: <£100		**1714**	294	159	220	32	24	813	628	**	**	**	**
		86%	*80%*	*72%*	*73%*	*45%*	*52%*	*85%*	*83%*	**	**	**	**
			bcde	**de**	**de**								
Net: £100 -<£1000		**239**	60	51	62	28	18	129	114	**	**	**	**
		12%	*16%*	*23%*	*21%*	*39%*	*40%*	*13%*	*15%*	**	**	**	**
				a		**abc**	**abc**						
Net: £1000 -<£5000		**40**	13	10	17	11	4	13	11	**	**	**	**
		2%	*4%*	*4%*	*6%*	*15%*	*8%*	*1%*	*2%*	**	**	**	**
						abc							
Net: £5000 -<£10,000		**1**	*	*	*	*	-	*	*	**	**	**	**
		%	*%*	*%*	*%*	*%*	-%	*%*	*%*	**	**	**	**
Net: £10,000 - <£25,000		**3**	*	*	2	-	-	1	*	**	**	**	**
		%	*%*	*%*	*1%*	-%	-%	*%*	*%*	**	**	**	**
Net: £25,000 <£50,000		**2**	-	-	*	*	-	2	-	**	**	**	**
		%	-%	-%	*%*	*%*	-%	*%*	-%	**	**	**	**
Net: £50,000 - <£100,000		*	*	*	*	*	*	*	*	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**
Net: >£100,000		**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Net: £5,000+		**6**	1	1	2	*	*	3	1	**	**	**	**
		%	*%*	*%*	*1%*	*1%*	*%*	*%*	*%*	**	**	**	**
Answered		**2000**	369	220	301	70	46	958	755	**	**	**	**
Mean		**170.82**	202.56	251.11	298.15	672.51	551.87	189.46	124.58	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total		**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Under £10 (under £120 pa)	(5)	**813**	747	543	756	592	783	405	749	127	**	671	**	58	699
		41%	*40%*	*36%*	*40%*	*38%*	*40%*	*36%*	*40%*	*29%*	**	*42%*	**	*24%*	*44%*
			b		b		b	c	ac						a
£10 - £24 (£120 - £299 pa)	(17)	**428**	401	331	403	319	419	241	402	79	**	358	**	39	367
		21%	*21%*	*22%*	*21%*	*20%*	*22%*	*21%*	*21%*	*18%*	**	*23%*	**	*16%*	*23%*
															a
£25 - £49 (£300 - £599 pa)	(37)	**273**	263	233	266	233	271	168	257	74	**	205	**	48	208
		14%	*14%*	*15%*	*14%*	*15%*	*14%*	*15%*	*14%*	*17%*	**	*13%*	**	*20%*	*13%*
														b	
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	188	163	192	161	189	126	189	56	**	144	**	31	145
		10%	*10%*	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	*13%*	**	*9%*	**	*13%*	*9%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	112	101	113	103	113	69	113	36	**	93	**	21	84
		6%	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*8%*	**	*6%*	**	*9%*	*5%*
														b	
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	81	76	82	81	88	66	84	37	**	58	**	19	57
		4%	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*8%*	**	*4%*	**	*8%*	*4%*
										b				b	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	35	33	35	33	35	24	33	15	**	22	**	8	17
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*1%*	**	*3%*	*1%*
										b			a	b	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	23	16	24	24	24	16	23	12	**	17	**	5	15
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	**	*1%*	**	*2%*	*1%*
										b					
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	11	9	11	7	11	6	11	1	**	9	**	6	5
		1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	*2%*	*%*
														b	
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	5	4	5	4	4	4	5	4	**	1	**	3	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	*1%*	*-%*
														b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total		**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	1	1	1	1	1	1	1	*	**	*	**	-	*
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	*	*	*	*	1	*	*	*	**	1	**	*	1
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	*	*	*	*	*	-	*	*	**	*	**	-	*
		***%**	*%	*%	*%	*%	*%	-%	*%	*%	**	*%	**	-%	*%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	2	*	2	*	2	*	2	*	**	2	**	*	1
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	2	2	2	2	2	2	2	*	**	2	**	2	-
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*1%* b	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	*	*	*	*	*	*	*	*	**	*	**	-	*
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total		**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Net: <£100		**1714**	1600	1271	1617	1304	1663	939	1597	335	**	1378	**	176	1419
		86%	*85%*	*84%*	*85%*	*84%*	*86%*	*83%*	*85%*	*76%*	**	*87%*	**	*73%*	*89%*
								c	c						a
Net: £100 -<£1000		**239**	228	211	229	217	236	159	230	88	**	172	**	47	158
		12%	*12%*	*14%*	*12%*	*14%*	*12%*	*14%*	*12%*	*20%*	**	*11%*	**	*20%*	*10%*
										ab				b	
Net: £1000 -<£5000		**40**	39	29	40	35	39	26	39	17	**	27	**	14	20
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	**	*2%*	**	*6%*	*1%*
										b				b	
Net: £5000 -<£10,000		**1**	1	1	1	1	1	1	1	*	**	*	**	-	*
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%*
Net: £10,000 - <£25,000		**3**	2	*	2	1	3	*	2	*	**	3	**	*	3
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
Net: £25,000 <£50,000		**2**	2	2	2	2	2	2	2	*	**	2	**	2	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	-%
														b	
Net: £50,000 - <£100,000		*****	*	*	*	*	*	*	*	*	**	*	**	-	*
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%*
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Net: £5,000+		**6**	5	3	5	3	6	3	5	1	**	6	**	3	3
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
														b	
Answered		**2000**	1872	1514	1891	1559	1944	1128	1870	441	**	1583	**	239	1599
Mean		**170.82**	170.52	168.32	170.24	173.26	172.30	204.37	170.12	217.26	**	174.21	**	587.64	104.28
														b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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Base: All

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total		**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Under £10 (under £120 pa)	(5)	**813**	83	**	18	74	24	626	159	41	24	748	414	400
		41%	*22%*	**	*19%*	*21%*	*12%*	*44%* a	*44%* a	*18%*	*24%*	*45%* **ab**	*41%*	*41%*
£10 - £24 (£120 - £299 pa)	(17)	**428**	48	**	6	60	24	315	82	44	13	371	218	211
		21%	*13%*	**	*6%*	*17%* a	*11%*	*22%* a	*23%* a	*19%*	*14%*	*22%* b	*21%*	*21%*
£25 - £49 (£300 - £599 pa)	(37)	**273**	66	**	11	61	31	182	58	37	11	225	163	110
		14%	*17%*	**	*12%*	*17%*	*15%*	*13%*	*16%*	*16%*	*11%*	*14%*	*16%* b	*11%*
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	55	**	18	47	37	136	26	31	12	156	103	96
		10%	*14%*	**	*20%*	*13%*	*18%* **bc**	*10%*	*7%*	*13%*	*13%*	*9%*	*10%*	*10%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	50	**	12	44	26	75	16	22	10	82	51	66
		6%	*13%*	**	*13%*	*12%*	*12%* **bc**	*5%*	*5%*	*10%* c	*10%* c	*5%*	*5%*	*7%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	36	**	17	28	32	43	12	32	9	47	38	49
		4%	*9%*	**	*19%* b	*8%*	*15%* **bc**	*3%*	*3%*	*14%* c	*9%* c	*3%*	*4%*	*5%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	20	**	5	18	10	21	3	11	9	15	18	17
		2%	*5%*	**	*5%*	*5%*	*5%* **bc**	*2%*	*1%*	*5%* c	*9%* c	*1%*	*2%*	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	13	**	4	13	14	8	2	9	7	9	8	16
		1%	*3%*	**	*4%*	*4%*	*7%* **bc**	*1%*	*1%*	*4%* c	*7%* c	*1%*	*1%*	*2%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	6	**	-	6	1	9	1	2	2	7	4	7
		1%	*2%*	**	*-%*	*2%*	*1%*	*1%*	**%*	*1%*	*2%* c	**%*	**%*	*1%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	4	**	1	4	5	-	*	3	-	2	2	3
		****%***	*1%*	**	*2%*	*1%*	*2%* **bc**	*-%*	**%*	*1%* c	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total		**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1** ***%**	* *%	** **	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** **-%**	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	1 *%	** **	* *%	1 *%	1 *1%* b	- -%	* *%	- -%	1 *1%* c	- -%	- -%	1 *%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* ***%**	- -%	** **	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2** ***%**	2 *%	** **	- -%	2 *%	1 *1%* b	* *%	- -%	1 *1%* c	* *%	* *%	* *%	1 *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2** ***%**	* *%	** **	* *%	- -%	2 *1%* b	- -%	- -%	* *%	- -%	2 *%	* *%	2 *%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	* ***%**	- -%	** **	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total		**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1714**	252	**	52	242	117	1259	326	153	61	1499	897	817
		86%	*66%*	**	*57%*	*68%*	*55%*	*89%* a	*90%* a	*65%*	*61%*	*90%* **ab**	*88%* b	*83%*
Net: £100 -<£1000		**239**	107	**	34	90	68	139	32	66	28	143	107	132
		12%	*28%*	**	*37%* b	*25%*	*32%* **bc**	*10%*	*9%*	*28%* c	*28%* c	*9%*	*11%*	*13%* a
Net: £1000 -<£5000		**40**	23	**	5	22	20	17	4	14	9	18	15	26
		2%	*6%*	**	*6%*	*6%*	*10%* **bc**	*1%*	*1%*	*6%* c	*9%* c	*1%*	*1%*	*3%*
Net: £5000 -<£10,000		**1**	*	**	-	*	*	*	-	*	*	*	*	*
		%	*%	**	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Net: £10,000 - <£25,000		**3**	3	**	*	3	3	*	*	1	1	*	*	3
		%	*1%*	**	*%	*1%*	*1%* **bc**	*%	*%	*1%* c	*2%* c	*%	*%	*%
Net: £25,000 <£50,000		**2**	*	**	*	-	2	-	-	*	-	2	*	2
		%	*%	**	*%	-%	*1%* b	-%	-%	*%	-%	*%	*%	*%
Net: £50,000 - <£100,000		*	-	**	-	-	*	-	-	-	*	-	*	-
		%	-%	**	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%
Net: >£100,000		**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £5,000+		**6**	3	**	*	3	5	*	*	2	2	3	1	5
		%	*1%*	**	*%*	*1%*	*3%* **bc**	*%*	*%*	*1%*	*2%* c	*%*	*%*	*1%* a
Answered		**2000**	385	**	91	357	211	1415	362	234	99	1663	1020	980
Mean		**170.82**	388.03	**	316.51	389.62	1000.39 **bc**	75.77	64.54	392.12 c	589.19 c	114.78	102.02	242.42 a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

		Total base	Month											
			Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total		**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Under £10 (under £120 pa)	(5)	**813**	35	82	72	50	68	77	49	83	112	80	64	42
		41%	*28%*	*43%*	*40%*	*43%*	*35%*	*40%*	*44%*	*56%*	*46%*	*38%*	*35%*	*38%*
				a	a	a		a	**aabcdefgjkl**		**aek**	a		
£10 - £24 (£120 - £299 pa)	(17)	**428**	40	36	39	20	30	46	25	19	44	44	56	28
		21%	*32%*	*18%*	*22%*	*17%*	*16%*	*24%*	*23%*	*13%*	*18%*	*21%*	*30%*	*26%*
			bcdehij					h	h				**bdehi**	**eh**
£25 - £49 (£300 - £599 pa)	(37)	**273**	20	30	14	18	36	26	16	22	25	24	23	20
		14%	*16%*	*15%*	*8%*	*15%*	*19%*	*13%*	*14%*	*15%*	*10%*	*12%*	*12%*	*18%*
			c	c		c	**ci**							c
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	10	22	34	10	26	17	7	12	23	21	10	8
		10%	*8%*	*11%*	*19%*	*9%*	*14%*	*9%*	*6%*	*8%*	*9%*	*10%*	*5%*	*7%*
				k	**adfghijkl**		**gk**							
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	7	6	6	12	14	10	4	7	25	12	11	4
		6%	*6%*	*3%*	*3%*	*10%*	*7%*	*5%*	*4%*	*4%*	*10%*	*6%*	*6%*	*3%*
						bcgl					**bcgl**			
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	7	11	8	5	13	4	2	4	5	12	10	5
		4%	*5%*	*5%*	*5%*	*5%*	*7%*	*2%*	*2%*	*3%*	*2%*	*6%*	*5%*	*5%*
							fgi							
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	1	4	4	*	5	5	3	1	4	5	2	-
		2%	**%*	*2%*	*2%*	**%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*-%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	3	1	-	*	-	2	3	*	2	5	6	1
		1%	*2%*	**%*	*-%*	**%*	*-%*	*1%*	*3%*	**%*	*1%*	*2%*	*4%*	*1%*
			ce						**ce**			**ce**	**bcdeh**	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	*	2	2	1	-	2	-	-	2	-	1	*
		1%	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	-	-	*	-	2	*	-	-	1	-	1
		****%***	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	-	-	*	*	-	*	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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

		Total base	Month											
			Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total		**2000**	127	193	180	117	193	191	110	149	242	207	183	110
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	-	-	-	-	-	*	-	-	1	-	-
		***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	*1%*	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	-	-	*	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2**	-	-	-	*	-	-	*	-	-	1	-	-
		***%**	-%	-%	-%	*%	-%	-%	*%	-%	-%	*1%*	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2**	2	-	-	-	-	-	-	*	-	-	-	-
		***%**	*2%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	-	-	-	*	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100	**1714**	106	170	159	97	161	165	96	137	204	169	152	98
	86%	*84%*	*88%*	*88%*	*83%*	*83%*	*87%*	*88%*	*92%*	*85%*	*82%*	*83%*	*89%*
									adejk				
Net: £100 -<£1000	**239**	15	21	19	18	32	19	10	12	33	29	23	9
	12%	*12%*	*11%*	*11%*	*15%*	*17%*	*10%*	*9%*	*8%*	*14%*	*14%*	*13%*	*8%*
						ghl							
Net: £1000 -<£5000	**40**	4	3	2	1	-	6	3	*	4	6	8	3
	2%	*3%*	*1%*	*1%*	*1%*	*-%*	*3%*	*3%*	**%*	*2%*	*3%*	*4%*	*3%*
		e					**eh**	**eh**			**eh**	**eh**	e
Net: £5000 -<£10,000	**1**	-	-	-	*	*	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £10,000 - <£25,000	**3**	-	-	-	*	-	-	*	-	-	2	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
Net: £25,000 <£50,000	**2**	2	-	-	-	-	-	-	*	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Net: £50,000 - <£100,000	*	-	-	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £5,000+	**6**	2	-	-	*	*	-	1	*	-	2	-	-
	****%***	*2%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*
Answered	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Mean	**170.82**	705.20	92.44	93.37	120.45	82.30	141.04	246.12	61.89	84.38	332.62	123.17	115.62

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

		Total base	Quarter			
			Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%			a	b	c	d
Unweighted total		**1952**	493	500	462	497
Weighted total		**2000**	500	500	500	500
Under £10 (under £120 pa)	(5)	**813**	189	195	244	185
		41%	*38%*	*39%*	*49%*	*37%*
					abd	
£10 - £24 (£120 - £299 pa)	(17)	**428**	115	96	89	128
		21%	*23%*	*19%*	*18%*	*26%*
			c			**bc**
£25 - £49 (£300 - £599 pa)	(37)	**273**	64	79	63	67
		14%	*13%*	*16%*	*13%*	*13%*
£50 - £99 (£600 - £1,199 pa)	(75)	**200**	66	54	42	38
		10%	*13%*	*11%*	*8%*	*8%*
			cd			
£100 - £199 (£1,200 - £2,399 pa)	(150)	**117**	20	36	35	26
		6%	*4%*	*7%*	*7%*	*5%*
				a	a	
£200 - £499 (£2,400 - 5,999 pa)	(350)	**88**	26	23	12	27
		4%	*5%*	*5%*	*2%*	*5%*
			c			c
£500 - £999 (£6,000 - £11,999 pa)	(750)	**35**	9	10	8	8
		2%	*2%*	*2%*	*2%*	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**24**	4	3	5	13
		1%	*1%*	*1%*	*1%*	*3%*
						ab
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**11**	5	3	2	2
		1%	*1%*	*1%*	**%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**5**	-	2	*	3
		****%***	*-%*	**%*	**%*	*1%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**1**	-	*	*	-
		****%***	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

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

		Total base	Quarter			
			Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%			a	b	c	d
Unweighted total		**1952**	493	500	462	497
Weighted total		**2000**	500	500	500	500
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** **-%**	- -%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	- -%	- -%	* *%	1 *%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* ***%**	- -%	- -%	* *%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**2** ***%**	- -%	* *%	* *%	1 *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**2** ***%**	2 *%	- -%	* *%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	* ***%**	- -%	- -%	* *%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	- -%	- -%	- -%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-** **-%**	- -%	- -%	- -%	- -%
£500,000+ (£6,000,000+ pa)	(600000)	**-** **-%**	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: <£100	**1714**	434	423	437	419
	86%	*87%*	*85%*	*87%*	*84%*
Net: £100 -<£1000	**239**	55	69	55	61
	12%	*11%*	*14%*	*11%*	*12%*
Net: £1000 -<£5000	**40**	9	8	7	17
	2%	*2%*	*2%*	*1%*	*3%*
Net: £5000 -<£10,000	**1**	-	*	*	-
	***%**	-%	*%	*%	-%
Net: £10,000 - <£25,000	**3**	-	*	*	2
	***%**	-%	*%	*%	*%
Net: £25,000 <£50,000	**2**	2	-	*	-
	***%**	*%	-%	*%	-%
Net: £50,000 - <£100,000	*	-	-	*	-
	***%**	-%	-%	*%	-%
Net: >£100,000	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: £5,000+	**6**	2	*	1	2
	***%**	*%	*%	*%	*%
Answered	**2000**	500	500	500	500
Mean	**170.82**	248.07	113.61	113.19	208.42

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Letters	**1193**	1148	28	12	5	46	407	314	76	25	38
	60%	*59%*	*71%*	*88%*	*80%*	*76%*	*56%*	*59%*	*61%*	*68%*	*65%*
			a	**abe**	a	a					
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	1047	25	10	5	39	378	298	70	29	33
	54%	*54%*	*62%*	*71%*	*67%*	*65%*	*52%*	*56%*	*57%*	*78%*	*57%*
			a	a		a				**abce**	
Large letters	**768**	734	20	10	5	34	273	195	48	20	36
	38%	*38%*	*51%*	*71%*	*69%*	*57%*	*38%*	*37%*	*39%*	*54%*	*62%*
			a	**abe**	**ab**	a				**ab**	**abc**
Parcels and packets	**733**	706	17	6	4	27	269	206	54	13	29
	37%	*36%*	*43%*	*47%*	*53%*	*45%*	*37%*	*39%*	*44%*	*35%*	*50%*
			a	a	a	a					**ab**
Order fulfilment (sending ordered goods to customers)	**374**	362	9	2	1	12	140	114	28	6	13
	19%	*19%*	*22%*	*15%*	*21%*	*20%*	*19%*	*21%*	*23%*	*15%*	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	280	9	4	1	15	94	90	17	8	12
	15%	*14%*	*23%*	*29%*	*19%*	*24%*	*13%*	*17%*	*13%*	*21%*	*21%*
			a	a		a					a
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	129	3	2	1	7	55	35	3	2	5
	7%	*7%*	*8%*	*14%*	*21%*	*11%*	*8%*	*6%*	*2%*	*7%*	*9%*
				a	**abe**	a	c				c
Publications, such as magazines, periodicals, customer newsletters	**84**	79	2	2	1	4	28	24	7	*	1
	4%	*4%*	*6%*	*13%*	*8%*	*7%*	*4%*	*4%*	*5%*	*1%*	*2%*
				ab		a					
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	**141**	138	2	*	*	3	72	33	7	*	2
	7%	*7%*	*5%*	*2%*	*7%*	*5%*	*10%*	*6%*	*5%*	*1%*	*4%*
		ce					**bde**				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Other	*	*	*	-	-	*	-	*	-	-	-
	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	1524	34	13	6	53	553	423	101	31	54
	79%	*79%*	*86%* a	*94%* **ab**	*89%*	*88%* a	*76%*	*80%*	*82%*	*84%*	*92%* **abc**
Net: Bulk mailings	**425**	406	12	5	3	19	146	125	22	10	14
	21%	*21%*	*30%* a	*36%* a	*38%* a	*32%* a	*20%*	*24%*	*18%*	*26%*	*24%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Letters	**1193**	129	83	174	39	96	194	111	104	84	1014	59	63	57
	60%	*56%*	*69%*	*63%*	*58%*	*55%*	*59%*	*58%*	*62%*	*57%*	*60%*	*59%*	*60%*	*62%*
			a											
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	130	63	123	41	94	187	90	79	91	898	59	68	62
	54%	*56%*	*52%*	*45%*	*60%*	*54%*	*57%*	*47%*	*47%*	*62%*	*53%*	*59%*	*64%*	*67%*
		c					c			**cgh**	c	**cgh**	**cghjabcefghj**	
Large letters	**768**	83	51	120	16	66	138	74	55	44	645	44	45	34
	38%	*36%*	*43%*	*44%*	*23%*	*38%*	*42%*	*39%*	*33%*	*30%*	*38%*	*44%*	*43%*	*37%*
			d	**dhi**			**di**	d			d	**dhi**	**di**	
Parcels and packets	**733**	73	49	114	22	59	115	81	67	50	630	38	34	31
	37%	*31%*	*40%*	*41%*	*33%*	*34%*	*35%*	*42%*	*40%*	*34%*	*37%*	*38%*	*32%*	*34%*
				al				**al**						
Order fulfilment (sending ordered goods to customers)	**374**	46	21	41	7	42	46	49	44	26	321	17	24	12
	19%	*20%*	*18%*	*15%*	*10%*	*24%*	*14%*	*25%*	*26%*	*18%*	*19%*	*17%*	*22%*	*13%*
						cdfm		**cdfm**	**cdfjm**		m		**cdfm**	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	29	21	44	13	29	44	19	22	25	247	14	15	19
	15%	*13%*	*18%*	*16%*	*19%*	*17%*	*13%*	*10%*	*13%*	*17%*	*15%*	*14%*	*14%*	*21%*
														afgjk
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	19	9	21	7	12	18	12	12	4	115	2	10	8
	7%	*8%*	*8%*	*8%*	*10%*	*7%*	*6%*	*6%*	*7%*	*3%*	*7%*	*2%*	*10%*	*9%*
		k	k	k	k	k		k	k		k		**ik**	**ik**
Publications, such as magazines, periodicals, customer newsletters	**84**	5	2	15	6	2	17	8	10	2	68	5	5	4
	4%	*2%*	*2%*	*6%*	*9%*	*1%*	*5%*	*4%*	*6%*	*2%*	*4%*	*5%*	*5%*	*5%*
				e	**aei**		e		e			e	e	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**141**	20	2	21	6	13	25	9	17	10	123	7	7	4
	7%	*8%*	*2%*	*7%*	*9%*	*8%*	*7%*	*5%*	*10%*	*7%*	*7%*	*7%*	*7%*	*4%*
		b							**bm**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Other	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	177	104	223	52	131	268	156	130	105	1345	80	81	72
	79%	*76%*	*86%* i	*81%* i	*76%*	*76%*	*82%* i	*81%*	*78%*	*71%*	*79%*	*80%*	*77%*	*78%*
Net: Bulk mailings	**425**	44	27	63	17	41	67	33	35	29	357	18	23	27
	21%	*19%*	*23%*	*23%*	*25%*	*24%*	*20%*	*17%*	*21%*	*20%*	*21%*	*18%*	*22%*	*29%* **afgjk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Letters	**1193**	41	87	**	103	271	28	96	535	906	287	1074	120
	60%	*52%*	*50%*	**	*65%*	*46%*	*48%*	*83%*	*70%*	*59%*	*63%*	*59%*	*68%*
				e	**bef**			**abcdefh**	**abef**				a
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	58	102	**	112	287	26	78	389	804	282	1014	73
	54%	*73%*	*58%*	**	*70%*	*49%*	*44%*	*68%*	*51%*	*52%*	*62%*	*56%*	*41%*
		befh	**ef**	**efh**	**befh**			**efh**			a	b	
Large letters	**768**	25	65	**	57	170	4	97	327	589	179	702	66
	38%	*32%*	*37%*	**	*36%*	*29%*	*8%*	*84%*	*43%*	*38%*	*39%*	*38%*	*38%*
		f	**ef**	**ef**	f	f		**abcdefh**	**ef**				
Parcels and packets	**733**	18	98	**	36	284	15	32	232	578	155	670	63
	37%	*23%*	*56%*	**	*23%*	*48%*	*26%*	*28%*	*30%*	*37%*	*34%*	*37%*	*36%*
			acdfgh			**acdfgh**							
Order fulfilment (sending ordered goods to customers)	**374**	11	52	**	7	188	5	5	97	293	81	359	15
	19%	*14%*	*30%*	**	*4%*	*32%*	*8%*	*4%*	*13%*	*19%*	*18%*	*20%*	*9%*
		dg	**acdfgh**			**acdfgh**			**dg**			b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	16	34	**	16	64	5	29	113	218	76	272	23
	15%	*21%*	*19%*	**	*10%*	*11%*	*9%*	*25%*	*15%*	*14%*	*17%*	*15%*	*13%*
		def	**de**	**bdefh**				**defh**	e				
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	6	17	**	5	28	4	7	67	105	31	128	7
	7%	*7%*	*10%*	**	*3%*	*5%*	*7%*	*6%*	*9%*	*7%*	*7%*	*7%*	*4%*
			de						**de**				
Publications, such as magazines, periodicals, customer newsletters	**84**	2	8	**	1	15	2	8	47	69	15	76	8
	4%	*3%*	*5%*	**	*1%*	*2%*	*4%*	*7%*	*6%*	*4%*	*3%*	*4%*	*4%*
			d					**de**	**de**				
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	**141**	5	8	**	12	40	6	5	65	120	21	126	15
	7%	*6%*	*4%*	**	*7%*	*7%*	*10%*	*4%*	*8%*	*8%*	*5%*	*7%*	*8%*
										b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Other	*	-	-	**	-	-	-	-	*	*	*	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	*%	*%	*%	-%
Don't Know	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	52	134	**	116	456	35	109	629	1215	362	1429	148
	79%	*66%*	*77%*	**	*73%*	*77%*	*59%*	*95%*	*82%*	*79%*	*79%*	*78%*	*85%*
			f	f	f	**af**		**abcdefh**	**adef**				a
Net: Bulk mailings	**425**	19	46	**	19	90	9	34	187	320	106	392	34
	21%	*23%*	*27%*	**	*12%*	*15%*	*16%*	*29%*	*24%*	*21%*	*23%*	*21%*	*19%*
		d	**de**	**def**				**def**	**de**				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Letters	**1193**	1130	63	735	183	259
	60%	*60%*	*57%*	*59%*	*65%*	*60%*
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	1026	60	680	176	220
	54%	*54%*	*54%*	*55%*	*62%*	*51%*
					ac	
Large letters	**768**	741	27	378	143	235
	38%	*39%*	*24%*	*30%*	*50%*	*55%*
		b			a	a
Parcels and packets	**733**	706	27	335	118	265
	37%	*37%*	*24%*	*27%*	*42%*	*61%*
		b			a	**ab**
Order fulfilment (sending ordered goods to customers)	**374**	366	7	126	65	175
	19%	*19%*	*6%*	*10%*	*23%*	*41%*
		b			a	**ab**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	274	21	142	49	101
	15%	*14%*	*19%*	*11%*	*17%*	*23%*
					a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	132	4	68	23	44
	7%	*7%*	*4%*	*5%*	*8%*	*10%*
						a
Publications, such as magazines, periodicals, customer newsletters	**84**	81	3	35	23	26
	4%	*4%*	*3%*	*3%*	*8%*	*6%*
					a	a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**141**	131	10	118	11	4
	7%	*7%*	*9%*	*9%*	*4%*	*1%*
				bc	c	

Columns Tested: a,b - a,b,c

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Other	*	*	-	-	*	*
	*%	*%	-%	-%	*%	*%
Don't Know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	1499	78	911	233	403
	79%	*79%*	*70%*	*73%*	*82%*	*94%*
		b			a	**ab**
Net: Bulk mailings	**425**	399	26	214	76	133
	21%	*21%*	*23%*	*17%*	*27%*	*31%*
					a	a

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Letters	**1193**	1025	154	**	**	**	**	**	**	1179	15	**	422	602	169
	60%	*60%*	*64%*	**	**	**	**	**	**	*60%*	*31%*	**	*52%*	*67%*	*59%*
		cj	**cj**							**cj**				**ac**	a
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	934	136	**	**	**	**	**	**	1070	16	**	411	523	152
	54%	*54%*	*57%*	**	**	**	**	**	**	*55%*	*34%*	**	*51%*	*58%*	*53%*
		cj	**cj**							**cj**				a	
Large letters	**768**	604	144	**	**	**	**	**	**	747	21	**	159	445	164
	38%	*35%*	*60%*	**	**	**	**	**	**	*38%*	*44%*	**	*20%*	*49%*	*58%*
			acij											a	**ab**
Parcels and packets	**733**	515	178	**	**	**	**	**	**	693	40	**	143	373	218
	37%	*30%*	*74%*	**	**	**	**	**	**	*35%*	*86%*	**	*18%*	*41%*	*76%*
			ai	**abi**						a	**abi**			a	**ab**
Order fulfilment (sending ordered goods to customers)	**374**	211	133	**	**	**	**	**	**	344	30	**	41	169	163
	19%	*12%*	*56%*	**	**	**	**	**	**	*18%*	*65%*	**	*5%*	*19%*	*57%*
			ai	**ai**						a	**ai**			a	**ab**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	223	61	**	**	**	**	**	**	284	11	**	56	167	72
	15%	*13%*	*26%*	**	**	**	**	**	**	*15%*	*23%*	**	*7%*	*19%*	*25%*
			ai								a			a	**ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	94	34	**	**	**	**	**	**	128	8	**	31	63	42
	7%	*5%*	*14%*	**	**	**	**	**	**	*7%*	*17%*	**	*4%*	*7%*	*15%*
			ai	a							**ai**			a	**ab**
Publications, such as magazines, periodicals, customer newsletters	**84**	63	18	**	**	**	**	**	**	80	3	**	17	46	21
	4%	*4%*	*7%*	**	**	**	**	**	**	*4%*	*7%*	**	*2%*	*5%*	*7%*
			ai											a	a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Refused	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
None of These	**141**	141	-	**	**	**	**	**	**	141	-	**	125	16	-
	7%	*8%*	-%	**	**	**	**	**	**	*7%*	-%	**	*15%*	*2%*	-%
		bcj								**bj**			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Other	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
Don't Know	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	1300	233	**	**	**	**	**	**	1533	44	**	516	783	278
	79%	*76%*	*97%*	**	**	**	**	**	**	*78%*	*96%*	**	*63%*	*87%*	*97%*
			ai	ai							ai			a	ab
Net: Bulk mailings	**425**	331	83	**	**	**	**	**	**	414	11	**	90	241	94
	21%	*19%*	*35%*	**	**	**	**	**	**	*21%*	*25%*	**	*11%*	*27%*	*33%*
			ai											a	ab

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Letters	**1193**	1193	619	1193	420	310	773	1116	45	**	**	**	**	**
	60%	*100%*	*81%*	*89%*	*57%*	*73%*	*60%*	*89%*	*89%*	**	**	**	**	**
		bcdef	**def**	**bdef**		**df**								
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	705	467	770	356	313	1086	704	39	**	**	**	**	**
	54%	*59%*	*61%*	*57%*	*49%*	*73%*	*85%*	*56%*	*78%*	**	**	**	**	**
		d	d	d		**abcd**	**abcde**		a	a				
Large letters	**768**	619	768	768	365	229	551	705	36	**	**	**	**	**
	38%	*52%*	*100%*	*57%*	*50%*	*54%*	*43%*	*56%*	*71%*	**	**	**	**	**
		f	**acdef**	**adf**	f	f			a	a				
Parcels and packets	**733**	420	365	498	733	190	519	456	25	**	**	**	**	**
	37%	*35%*	*47%*	*37%*	*100%*	*45%*	*40%*	*36%*	*50%*	**	**	**	**	**
			acf		**abcef**	**ac**	a		a	a				
Order fulfilment (sending ordered goods to customers)	**374**	187	184	247	305	112	374	227	14	**	**	**	**	**
	19%	*16%*	*24%*	*18%*	*42%*	*26%*	*29%*	*18%*	*28%*	**	**	**	**	**
			ac		**abcef**	**ac**	**abc**		**ac**					
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	216	158	231	126	295	245	196	18	**	**	**	**	**
	15%	*18%*	*21%*	*17%*	*17%*	*69%*	*19%*	*16%*	*35%*	**	**	**	**	**
			c			**abcdf**			a					
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	106	86	115	63	136	106	91	12	**	**	**	**	**
	7%	*9%*	*11%*	*9%*	*9%*	*32%*	*8%*	*7%*	*24%*	**	**	**	**	**
			cf			**abcdf**			a	a				
Publications, such as magazines, periodicals, customer newsletters	**84**	69	58	73	47	84	71	61	5	**	**	**	**	**
	4%	*6%*	*8%*	*5%*	*6%*	*20%*	*6%*	*5%*	*10%*	**	**	**	**	**
			c			**abcdf**								
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
Refused	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
None of These	**141**	-	-	-	-	-	-	-	-	**	**	**	**	**
	7%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Other	*	*	*	*	*	*	*	*	-	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Don't Know	-	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Net: Letters, large letters, packets and parcels	**1577**	1193	768	1342	733	363	1019	1258	50	**	**	**	**	**
	79%	*100%*	*100%*	*100%*	*100%*	*85%*	*79%*	*100%*	*100%*	**	**	**	**	**
		ef	ef	ef	ef	f								
Net: Bulk mailings	**425**	310	229	334	190	425	345	283	28	**	**	**	**	**
	21%	*26%*	*30%*	*25%*	*26%*	*100%*	*27%*	*23%*	*56%*	**	**	**	**	**
			c			abcdf			a	a				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Letters	**1193**	413	**	**	**	**	**	**	**	430	368	267	123	**
	60%	*57%*	**	**	**	**	**	**	**	*89%*	*90%*	*88%*	*86%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	348	**	**	**	**	**	**	**	239	228	199	99	**
	54%	*48%*	**	**	**	**	**	**	**	*50%*	*56%*	*66%*	*69%*	**
												ab	**ab**	
Large letters	**768**	356	**	**	**	**	**	**	**	212	225	209	118	**
	38%	*50%*	**	**	**	**	**	**	**	*44%*	*55%*	*69%*	*83%*	**
											a	**ab**	**abc**	
Parcels and packets	**733**	718	**	**	**	**	**	**	**	142	157	121	74	**
	37%	*100%*	**	**	**	**	**	**	**	*29%*	*39%*	*40%*	*52%*	**
											a	a	**abc**	
Order fulfilment (sending ordered goods to customers)	**374**	293	**	**	**	**	**	**	**	60	76	61	49	**
	19%	*41%*	**	**	**	**	**	**	**	*12%*	*19%*	*20%*	*34%*	**
											a	a	**abc**	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	124	**	**	**	**	**	**	**	37	79	65	45	**
	15%	*17%*	**	**	**	**	**	**	**	*8%*	*19%*	*21%*	*31%*	**
											a	a	**abc**	
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	61	**	**	**	**	**	**	**	25	35	26	28	**
	7%	*8%*	**	**	**	**	**	**	**	*5%*	*9%*	*9%*	*20%*	**
													abc	
Publications, such as magazines, periodicals, customer newsletters	**84**	46	**	**	**	**	**	**	**	14	36	13	8	**
	4%	*6%*	**	**	**	**	**	**	**	*3%*	*9%*	*4%*	*6%*	**
											ac			
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Refused	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
None of These	**141**	-	**	**	**	**	**	**	**	-	-	-	-	**
	7%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Other	*	*	**	**	**	**	**	**	**	-	-	*	-	**
	%	*%	**	**	**	**	**	**	**	-%	-%	*%	-%	**
Don't Know	-	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Net: Letters, large letters, packets and parcels	**1577**	718	**	**	**	**	**	**	**	482	408	304	143	**
	79%	*100%*	**	**	**	**	**	**	**	*100%*	*100%*	*100%*	*100%*	**
Net: Bulk mailings	**425**	187	**	**	**	**	**	**	**	67	118	84	61	**
	21%	*26%*	**	**	**	**	**	**	**	*14%*	*29%*	*28%*	*42%*	**
											a	a	abc	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Letters	**1193**	184	102	102	28	**	214	**	197	1083	110	1152	41
	60%	*60%*	*67%*	*56%*	*36%*	**	*49%*	**	*70%*	*61%*	*46%*	*89%*	*78%*
		d	**cd**	d					a	b		b	
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	160	74	84	35	**	193	**	152	1001	85	753	17
	54%	*52%*	*49%*	*46%*	*45%*	**	*44%*	**	*54%*	*57%*	*36%*	*58%*	*31%*
									a	b		b	
Large letters	**768**	151	79	91	40	**	206	**	149	682	86	735	33
	38%	*49%*	*52%*	*50%*	*52%*	**	*47%*	**	*53%*	*39%*	*36%*	*57%*	*62%*
Parcels and packets	**733**	307	151	182	78	**	439	**	281	565	168	484	13
	37%	*100%*	*100%*	*100%*	*100%*	**	*100%*	**	*100%*	*32%*	*71%*	*38%*	*25%*
											a	b	
Order fulfilment (sending ordered goods to customers)	**374**	67	58	103	67	**	284	**	16	255	119	239	8
	19%	*22%*	*38%*	*57%*	*86%*	**	*65%*	**	*6%*	*14%*	*50%*	*19%*	*15%*
			a	**ab**	**abc**		c				a		
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	42	29	36	16	**	77	**	46	267	28	225	5
	15%	*14%*	*19%*	*20%*	*21%*	**	*17%*	**	*16%*	*15%*	*12%*	*17%*	*10%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	21	10	20	10	**	42	**	19	115	21	112	3
	7%	*7%*	*7%*	*11%*	*13%*	**	*9%*	**	*7%*	*7%*	*9%*	*9%*	*5%*
					a								
Publications, such as magazines, periodicals, customer newsletters	**84**	17	15	8	7	**	25	**	22	73	11	71	2
	4%	*6%*	*10%*	*4%*	*9%*	**	*6%*	**	*8%*	*4%*	*5%*	*6%*	*4%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Refused	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
None of These	**141**	-	-	-	-	**	-	**	-	132	8	-	-
	7%	-%	-%	-%	-%	**	-%	**	-%	*8%* b	*4%*	-%	-%
Other	*	-	*	*	-	**	*	**	-	*	*	*	-
	%	-%	*%	*%	-%	**	*%	**	-%	*%	*%	*%	-%
Don't Know	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	307	151	182	78	**	439	**	281	1363	214	1289	53
	79%	*100%*	*100%*	*100%*	*100%*	**	*100%*	**	*100%*	*77%*	*90%* a	*100%*	*100%*
Net: Bulk mailings	**425**	69	45	50	24	**	115	**	72	382	44	326	8
	21%	*22%*	*30%*	*27%*	*30%*	**	*26%*	**	*26%*	*22%*	*18%*	*25%*	*15%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Letters	**1193**	28	105	158	**	304	116	410	1132	123	**
	60%	*35%*	*66%* a	*83%*	**	*61%* b	*50%*	*100%*	*100%*	*100%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	19	85	90	**	267	88	241	683	70	**
	54%	*24%*	*54%* a	*47%*	**	*53%* b	*39%*	*59%*	*60%*	*57%*	**
Large letters	**768**	40	79	140	**	270	95	282	589	103	**
	38%	*51%*	*50%*	*73%*	**	*54%* b	*41%*	*69%* b	*52%*	*84%* **ab**	**
Parcels and packets	**733**	80	158	153	**	502	229	199	396	75	**
	37%	*100%*	*100%*	*80%*	**	*100%*	*100%*	*49%* b	*35%*	*61%* **ab**	**
Order fulfilment (sending ordered goods to customers)	**374**	41	102	101	**	160	143	77	179	27	**
	19%	*52%*	*65%*	*53%*	**	*32%*	*62%* a	*19%*	*16%*	*22%* b	**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	12	28	32	**	94	32	96	211	33	**
	15%	*15%*	*18%*	*17%*	**	*19%*	*14%*	*23%* b	*19%*	*27%* b	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	5	16	25	**	42	21	38	104	15	**
	7%	*6%*	*10%*	*13%*	**	*8%*	*9%*	*9%*	*9%*	*12%*	**
Publications, such as magazines, periodicals, customer newsletters	**84**	6	8	14	**	34	13	23	67	6	**
	4%	*8%*	*5%*	*7%*	**	*7%*	*6%*	*6%*	*6%*	*5%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Legal / accounts documents / tax forms	**-**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Refused	**-**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
None of These	**141**	-	-	-	**	-	-	-	-	-	**
	7%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	*	*	-	*	**	*	*	*	*	*	**
	%	*%	-%	*%	**	*%	*%	*%	*%	*%	**
Don't Know	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: Letters, large letters, packets and parcels	**1577**	80	158	191	**	502	229	410	1132	123	**
	79%	*100%*	*100%*	*100%*	**	*100%*	*100%*	*100%*	*100%*	*100%*	**
Net: Bulk mailings	**425**	22	37	52	**	143	47	123	302	44	**
	21%	*28%*	*23%*	*27%*	**	*28%* b	*21%*	*30%*	*27%*	*35%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Letters	**1193**	258	575	82	**	294	292	81	**	1132	594	340	903	695	**
	60%	*77%*	*83%*	*73%*	**	*56%*	*61%*	*53%*	**	*100%*	*81%*	*61%*	*89%*	*89%*	**
			ac							**bc**	c				
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	181	440	60	**	247	244	68	**	684	452	288	596	487	**
	54%	*54%*	*63%*	*54%*	**	*47%*	*51%*	*45%*	**	*60%*	*62%*	*52%*	*59%*	*63%*	**
			ac							c	c				
Large letters	**768**	336	696	112	**	260	257	88	**	596	731	299	620	450	**
	38%	*100%*	*100%*	*100%*	**	*50%*	*53%*	*57%*	**	*53%*	*100%*	*54%*	*61%*	*58%*	**
											ac				
Parcels and packets	**733**	184	329	78	**	523	482	153	**	408	351	554	388	301	**
	37%	*55%*	*47%*	*70%*	**	*100%*	*100%*	*100%*	**	*36%*	*48%*	*100%*	*38%*	*39%*	**
		b		**ab**							a	**ab**			
Order fulfilment (sending ordered goods to customers)	**374**	86	166	44	**	229	187	90	**	184	175	203	190	154	**
	19%	*26%*	*24%*	*39%*	**	*44%*	*39%*	*59%*	**	*16%*	*24%*	*37%*	*19%*	*20%*	**
				ab				**ab**			a	**ab**			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	74	149	30	**	95	80	30	**	212	155	99	194	160	**
	15%	*22%*	*21%*	*27%*	**	*18%*	*17%*	*20%*	**	*19%*	*21%*	*18%*	*19%*	*21%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	35	80	17	**	51	41	18	**	103	85	47	91	74	**
	7%	*11%*	*11%*	*15%*	**	*10%*	*9%*	*12%*	**	*9%*	*12%*	*9%*	*9%*	*10%*	**
Publications, such as magazines, periodicals, customer newsletters	**84**	17	55	9	**	29	37	11	**	67	58	39	53	49	**
	4%	*5%*	*8%*	*8%*	**	*6%*	*8%*	*7%*	**	*6%*	*8%*	*7%*	*5%*	*6%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Legal / accounts documents / tax forms	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Refused	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
None of These	**141**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	7%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Other	*	-	*	*	**	*	*	*	**	*	*	*	*	-	**
	*%	-%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	-%	**
Don't Know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: Letters, large letters, packets and parcels	**1577**	336	696	112	**	523	482	153	**	1132	731	554	1012	778	**
	79%	*100%*	*100%*	*100%*	**	*100%*	*100%*	*100%*	**	*100%*	*100%*	*100%*	*100%*	*100%*	**
Net: Bulk mailings	**425**	96	215	41	**	141	124	47	**	304	225	152	271	221	**
	21%	*29%*	*31%*	*36%*	**	*27%*	*26%*	*30%*	**	*27%*	*31%*	*27%*	*27%*	*28%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Letters	**1193**	251	147	192	43	33	866	679	**	**	**	**
	60%	*68%*	*67%*	*64%*	*61%*	*73%*	*90%*	*90%*	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	209	110	156	32	29	568	467	**	**	**	**
	54%	*57%*	*50%*	*52%*	*46%*	*64%*	*59%*	*62%*	**	**	**	**
						d						
Large letters	**768**	215	136	172	50	36	584	433	**	**	**	**
	38%	*58%*	*62%*	*57%*	*71%*	*79%*	*61%*	*57%*	**	**	**	**
					ac	**abc**						
Parcels and packets	**733**	369	220	301	70	46	360	286	**	**	**	**
	37%	*100%*	*100%*	*100%*	*100%*	*100%*	*38%*	*38%*	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**374**	117	94	121	38	25	177	146	**	**	**	**
	19%	*32%*	*43%*	*40%*	*55%*	*54%*	*18%*	*19%*	**	**	**	**
			a	a	**ac**	**ac**						
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	75	49	65	13	11	183	162	**	**	**	**
	15%	*20%*	*22%*	*22%*	*18%*	*23%*	*19%*	*21%*	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	31	20	31	6	4	91	70	**	**	**	**
	7%	*8%*	*9%*	*10%*	*8%*	*9%*	*9%*	*9%*	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**84**	29	22	21	5	5	54	49	**	**	**	**
	4%	*8%*	*10%*	*7%*	*7%*	*12%*	*6%*	*6%*	**	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Refused	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
None of These	**141**	-	-	-	-	-	-	-	**	**	**	**
	7%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Other	*	*	-	*	-	-	*	-	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Don't Know	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Net: Letters, large letters, packets and parcels	**1577**	369	220	301	70	46	958	755	**	**	**	**
	79%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	**	**	**	**
Net: Bulk mailings	**425**	110	75	97	20	16	259	217	**	**	**	**
	21%	*30%*	*34%*	*32%*	*29%*	*35%*	*27%*	*29%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Letters	**1193**	1165	982	1168	948	1165	701	1144	260	**	977	**	148	986
	60%	*62%*	*65%*	*62%*	*61%*	*60%*	*62%*	*61%*	*59%*	**	*62%*	**	*62%*	*62%*
			de											
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	1028	862	1035	849	1075	610	1034	226	**	899	**	136	910
	54%	*55%*	*57%*	*55%*	*54%*	*55%*	*54%*	*55%*	*51%*	**	*57%*	**	*57%*	*57%*
Large letters	**768**	751	710	760	652	756	505	741	208	**	611	**	132	602
	38%	*40%*	*47%*	*40%*	*42%*	*39%*	*45%*	*40%*	*47%*	**	*39%*	**	*55%*	*38%*
			acde				b		b				b	
Parcels and packets	**733**	701	615	707	667	714	498	700	244	**	533	**	125	521
	37%	*37%*	*41%*	*37%*	*43%*	*37%*	*44%*	*37%*	*55%*	**	*34%*	**	*52%*	*33%*
			e		**ace**		b		**ab**				b	
Order fulfilment (sending ordered goods to customers)	**374**	356	305	360	332	369	240	359	133	**	265	**	82	244
	19%	*19%*	*20%*	*19%*	*21%*	*19%*	*21%*	*19%*	*30%*	**	*17%*	**	*34%*	*15%*
									ab			a	b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	279	241	282	234	289	173	278	74	**	248	**	45	242
	15%	*15%*	*16%*	*15%*	*15%*	*15%*	*15%*	*15%*	*17%*	**	*16%*	**	*19%*	*15%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	134	116	134	114	135	85	132	41	**	116	**	27	103
	7%	*7%*	*8%*	*7%*	*7%*	*7%*	*8%*	*7%*	*9%*	**	*7%*	**	*11%*	*6%*
													b	
Publications, such as magazines, periodicals, customer newsletters	**84**	81	77	83	72	82	53	81	19	**	68	**	14	66
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	**	*4%*	**	*6%*	*4%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
None of These	**141**	117	68	119	83	129	61	120	24	**	121	**	7	124
	7%	*6%*	*4%*	*6%*	*5%*	*7%*	*5%*	*6%*	*5%*	**	*8%*	**	*3%*	*8%*
		b		b		b								a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Other	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Don't Know	-	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	1517	1278	1530	1291	1539	952	1505	374	**	1227	**	205	1236
	79%	*81%*	*84%*	*81%*	*83%*	*79%*	*84%*	*80%*	*85%*	**	*77%*	**	*86%*	*77%*
			ace		e		b		b				b	
Net: Bulk mailings	**425**	408	353	412	343	419	247	405	107	**	351	**	72	339
	21%	*22%*	*23%*	*22%*	*22%*	*22%*	*22%*	*22%*	*24%*	**	*22%*	**	*30%*	*21%*
													b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	1952	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	2000	385	19	91	357	211	1415	362	234	99	1663	1020	980
Letters	1193	193	**	47	179	89	854	245	106	48	1037	694	499
	60%	50%	**	52%	50%	42%	60% a	68% ab	45%	49%	62% ab	68% b	51%
Other everyday correspondence, such as invoices, one off bills etc.	1086	145	**	37	129	79	813	193	84	45	956	617	470
	54%	38%	**	41%	36%	38%	57% a	53% a	36%	45%	57% ab	60% b	48%
Large letters	768	154	**	51	137	102	517	146	98	36	631	430	338
	38%	40%	**	56% b	38%	49% b	37%	40%	42%	37%	38%	42% b	34%
Parcels and packets	733	273	**	65	250	142	478	104	168	70	493	350	384
	37%	71%	**	71%	70%	68% bc	34%	29%	72% c	71% c	30%	34%	39% a
Order fulfilment (sending ordered goods to customers)	374	169	**	49	150	100	210	61	110	48	216	161	212
	19%	44%	**	54% b	42%	47% bc	15%	17%	47% c	48% c	13%	16%	22% a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	295	52	**	8	48	42	196	55	25	10	259	175	120
	15%	13%	**	9%	14%	20% b	14%	15%	10%	10%	16% a	17% b	12%
Advertising and promotional material, such as catalogues, brochures and direct mail	136	28	**	6	29	35	78	23	19	15	102	77	58
	7%	7%	**	6%	8%	17% bc	6%	6%	8%	15% c	6%	8%	6%
Publications, such as magazines, periodicals, customer newsletters	84	18	**	6	16	12	56	15	13	10	61	53	31
	4%	5%	**	6%	4%	6%	4%	4%	5%	10% c	4%	5% b	3%
Goods / business supplies / large packets ordered via lorry	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
None of These	**141**	13	**	-	14	6	111	21	13	1	126	48	93
	7%	*3%*	**	*-%*	*4%*	*3%*	*8%*	*6%*	*6%*	*1%*	*8%*	*5%*	*10%*
							a				b		a
Other	*	*	**	-	*	-	*	-	-	-	*	*	*
	***%**	*%*	**	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*
Don't Know	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: Letters, large letters, packets and parcels	**1577**	347	**	83	325	190	1097	281	201	86	1287	840	738
	79%	*90%*	**	*91%*	*91%*	*90%*	*77%*	*78%*	*86%*	*87%*	*77%*	*82%*	*75%*
						bc			c	c		b	
Net: Bulk mailings	**425**	76	**	17	74	66	278	79	44	25	356	255	171
	21%	*20%*	**	*18%*	*21%*	*31%*	*20%*	*22%*	*19%*	*25%*	*21%*	*25%*	*17%*
						bc						b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Letters	**1193**	78	103	101	86	133	111	76	83	139	125	96	62
	60%	*61%*	*53%*	*56%*	*74%*	*69%*	*58%*	*69%*	*56%*	*58%*	*60%*	*53%*	*57%*
					abcfhijkl	**bcfhikl**		**bcfhikl**					
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	77	94	95	76	123	112	57	78	94	109	107	65
	54%	*61%*	*48%*	*53%*	*65%*	*64%*	*59%*	*52%*	*53%*	*39%*	*52%*	*58%*	*59%*
		bi		i	**bcghij**	**bcghij**	i	i	i		i	i	i
Large letters	**768**	51	68	75	52	88	89	37	36	82	84	67	39
	38%	*40%*	*35%*	*42%*	*45%*	*46%*	*47%*	*33%*	*24%*	*34%*	*40%*	*37%*	*36%*
		h	h	h	**ghi**	**ghi**	**bghi**				h	h	h
Parcels and packets	**733**	37	71	81	41	76	70	33	53	81	83	74	34
	37%	*29%*	*37%*	*45%*	*35%*	*39%*	*37%*	*30%*	*36%*	*33%*	*40%*	*40%*	*31%*
				agil							a	a	
Order fulfilment (sending ordered goods to customers)	**374**	29	38	41	22	36	38	22	16	37	44	36	13
	19%	*23%*	*19%*	*23%*	*19%*	*19%*	*20%*	*20%*	*11%*	*15%*	*21%*	*20%*	*12%*
		hl	h	**hl**	h		h	h			**hl**	h	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	21	17	26	18	27	26	17	19	28	39	35	21
	15%	*17%*	*9%*	*15%*	*16%*	*14%*	*14%*	*16%*	*13%*	*11%*	*19%*	*19%*	*19%*
		b									b	b	b
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	12	13	22	8	22	8	3	3	20	10	8	8
	7%	*10%*	*7%*	*12%*	*7%*	*11%*	*4%*	*3%*	*2%*	*8%*	*5%*	*4%*	*7%*
		fghk	h	**fghjk**	h	**fghjk**				**gh**			h
Publications, such as magazines, periodicals, customer newsletters	**84**	5	6	17	7	12	7	1	2	9	8	6	2
	4%	*4%*	*3%*	*10%*	*6%*	*6%*	*4%*	*1%*	*1%*	*4%*	*4%*	*3%*	*2%*
				bfghijkl	**gh**	**gh**							
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**141**	4	12	14	7	13	19	3	14	18	14	14	9
	7%	*3%*	*6%*	*8%*	*6%*	*7%*	*10%*	*3%*	*9%*	*7%*	*7%*	*8%*	*8%*
				g			**ag**		**ag**	g		g	g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Other	*	-	-	-	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1577**	97	150	148	93	159	138	96	111	192	167	147	80
	79%	*77%*	*78%*	*82%*	*80%*	*82%*	*72%*	*87%*	*74%*	*79%*	*81%*	*80%*	*73%*
				f		f		**abfhl**					
Net: Bulk mailings	**425**	32	28	47	29	50	32	19	21	46	51	44	26
	21%	*25%*	*15%*	*26%*	*25%*	*26%*	*17%*	*17%*	*14%*	*19%*	*25%*	*24%*	*24%*
		bh		**bfgh**	**bh**	**bfgh**					**bh**	**bh**	**bh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Letters	**1193**	282	330	298	284
	60%	*56%*	*66%*	*60%*	*57%*
			acd		
Other everyday correspondence, such as invoices, one off bills etc.	**1086**	266	310	230	280
	54%	*53%*	*62%*	*46%*	*56%*
		c	**ac**		c
Large letters	**768**	194	230	155	190
	38%	*39%*	*46%*	*31%*	*38%*
		c	**acd**		c
Parcels and packets	**733**	189	186	167	191
	37%	*38%*	*37%*	*33%*	*38%*
Order fulfilment (sending ordered goods to customers)	**374**	108	97	75	93
	19%	*22%*	*19%*	*15%*	*19%*
		c			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**295**	65	71	64	95
	15%	*13%*	*14%*	*13%*	*19%*
					abc
Advertising and promotional material, such as catalogues, brochures and direct mail	**136**	47	38	26	25
	7%	*9%*	*8%*	*5%*	*5%*
		cd			
Publications, such as magazines, periodicals, customer newsletters	**84**	29	27	13	16
	4%	*6%*	*5%*	*3%*	*3%*
		cd	c		
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of These	**141**	30	39	34	37
	7%	*6%*	*8%*	*7%*	*7%*
Other	*	-	-	*	*
	%	*-%*	*-%*	*%*	*%*

Columns Tested: a,b,c,d

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Don't Know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Net: Letters, large letters, packets and parcels	**1577**	395	389	398	394
	79%	*79%*	*78%*	*80%*	*79%*
Net: Bulk mailings	**425**	107	112	86	121
	21%	*21%*	*22%*	*17%*	*24%*
			c		c

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1385**	981	257	100	47	404	370	308	98	42	101
Weighted total	**1342**	1293	31	12	6	49	465	352	86	29	44
0-24%	**258**	248	7	2	**	10	87	72	22	**	7
	19%	*19%*	*24%*	*15%*	**	*21%*	*19%*	*21%*	*25%*	**	*15%*
										abe	
25-49%	**113**	109	2	2	**	4	34	34	6	**	5
	8%	*8%*	*7%*	*12%*	**	*9%*	*7%*	*10%*	*7%*	**	*10%*
								d			d
50-74%	**199**	191	5	2	**	8	90	45	9	**	15
	15%	*15%*	*15%*	*16%*	**	*16%*	*19%*	*13%*	*10%*	**	*33%*
					a		**bc**				**abcd**
75-100%	**772**	745	17	7	**	26	253	201	49	**	19
	58%	*58%*	*54%*	*57%*	**	*54%*	*55%*	*57%*	*57%*	**	*42%*
							e	e	e		
Answered	**1342**	1293	31	12	**	49	465	352	86	**	44
Mean	**67.38**	67.48	64.08	68.05	**	64.89	66.71	65.46	64.07	**	62.53

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1385**	114	60	146	34	94	157	106	85	68	864	169	180	172
Weighted total	**1342**	156	89	190	41	116	222	127	109	90	1140	68	73	61
0-24%	**258**	22	10	30	**	29	40	32	26	27	221	12	17	7
	19%	*14%*	*12%*	*16%*	**	*25%*	*18%*	*25%*	*24%*	*30%*	*19%*	*18%*	*24%*	*12%*
						abm		**abm**	m	**abcdfjm**	m		**abm**	
25-49%	**113**	9	7	19	**	16	17	8	8	8	94	8	5	6
	8%	*6%*	*7%*	*10%*	**	*14%*	*8%*	*6%*	*8%*	*9%*	*8%*	*12%*	*7%*	*9%*
50-74%	**199**	18	20	23	**	19	32	13	18	10	163	10	16	10
	15%	*12%*	*22%*	*12%*	**	*16%*	*14%*	*10%*	*17%*	*11%*	*14%*	*15%*	*21%*	*17%*
			g		g								**acgj**	
75-100%	**772**	105	52	118	**	52	134	74	56	45	662	37	35	38
	58%	*68%*	*59%*	*62%*	**	*44%*	*60%*	*58%*	*52%*	*50%*	*58%*	*55%*	*48%*	*62%*
		ehijkl		**el**			**el**				**el**			**el**
Answered	**1342**	156	89	190	**	116	222	127	109	90	1140	68	73	61
Mean	**67.38**	72.93	70.48	71.30	**	58.10	69.70	66.18	63.06	59.54	67.53	66.57	63.04	70.72
		ehil	e	**eil**			**ei**				e			**eil**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1385**	59	127	34	120	289	33	98	617	1004	381	1223	162
Weighted total	**1342**	47	100	31	109	332	28	105	582	1021	321	1213	129
0-24%	**258**	9	33	**	17	104	**	4	79	193	65	242	16
	19%	*18%*	*33%*	**	*16%*	*31%*	**	*4%*	*14%*	*19%*	*20%*	*20%*	*12%*
		g	**acdgh**	g	g	**adgh**	g		g			b	
25-49%	**113**	5	15	**	7	30	**	6	44	87	26	104	9
	8%	*11%*	*15%*	**	*7%*	*9%*	**	*5%*	*7%*	*9%*	*8%*	*9%*	*7%*
			dfgh	**dfgh**									
50-74%	**199**	11	24	**	15	45	**	20	75	146	53	184	16
	15%	*24%*	*24%*	**	*14%*	*14%*	**	*19%*	*13%*	*14%*	*16%*	*15%*	*12%*
		eh	**deh**										
75-100%	**772**	22	28	**	69	153	**	75	385	594	177	684	88
	58%	*47%*	*28%*	**	*64%*	*46%*	**	*72%*	*66%*	*58%*	*55%*	*56%*	*68%*
		b		b	**abe**	b	**be**	**abce**	**abe**				a
Answered	**1342**	47	100	**	109	332	**	105	582	1021	321	1213	129
Mean	**67.38**	62.74	48.17	**	70.38	57.71	**	79.23	73.63	67.79	66.09	66.39	76.70
		b		b	**be**	b	**be**	**abcde**	**abe**				a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1385**	1335	50	804	215	350
Weighted total	**1342**	1273	69	803	209	310
0-24%	**258**	248	**	115	45	94
	19%	*19%*	**	*14%*	*22%*	*30%*
					a	**ab**
25-49%	**113**	110	**	55	21	34
	8%	*9%*	**	*7%*	*10%*	*11%*
						a
50-74%	**199**	193	**	116	41	43
	15%	*15%*	**	*14%*	*19%*	*14%*
75-100%	**772**	722	**	517	102	138
	58%	*57%*	**	*64%*	*49%*	*45%*
			a	**bc**		
Answered	**1342**	1273	**	803	209	310
Mean	**67.38**	66.93	**	72.90	62.15	56.27
				bc		

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1385**	1102	245	29	3	4	1	1	-	1347	38	9	379	723	283
Weighted total	**1342**	1140	181	18	*	1	2	*	-	1321	21	3	458	683	202
0-24%	**258**	182	69	**	**	**	**	**	**	251	**	**	37	145	76
	19%	*16%*	*38%*	**	**	**	**	**	**	*19%*	**	**	*8%*	*21%*	*38%*
			ai							a	**ai**			a	**ab**
25-49%	**113**	89	22	**	**	**	**	**	**	112	**	**	18	72	24
	8%	*8%*	*12%*	**	**	**	**	**	**	*8%*	**	**	*4%*	*10%*	*12%*
			ai											a	a
50-74%	**199**	173	23	**	**	**	**	**	**	196	**	**	73	99	27
	15%	*15%*	*13%*	**	**	**	**	**	**	*15%*	**	**	*16%*	*15%*	*13%*
75-100%	**772**	697	66	**	**	**	**	**	**	763	**	**	329	368	75
	58%	*61%*	*36%*	**	**	**	**	**	**	*58%*	**	**	*72%*	*54%*	*37%*
		bj								b			**bc**	c	
Answered	**1342**	1140	181	**	**	**	**	**	**	1321	**	**	458	683	202
Mean	**67.38**	70.50	49.71	**	**	**	**	**	**	67.65	**	**	79.76	64.29	49.76
		bij								**bj**			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1385**	1246	853	1385	544	399	945	1248	73	34	17	5	7	1
Weighted total	**1342**	1193	768	1342	498	334	875	1258	50	16	5	5	6	2
0-24%	**258**	207	164	258	186	83	218	238	12	**	**	**	**	**
	19%	*17%*	*21%*	*19%*	*37%*	*25%*	*25%*	*19%*	*25%*	**	**	**	**	**
			a		**abcef**	**ac**	**ac**							
25-49%	**113**	101	80	113	88	44	90	109	4	**	**	**	**	**
	8%	*8%*	*10%*	*8%*	*18%*	*13%*	*10%*	*9%*	*7%*	**	**	**	**	**
					abcf	**ac**								
50-74%	**199**	169	131	199	92	56	169	190	5	**	**	**	**	**
	15%	*14%*	*17%*	*15%*	*18%*	*17%*	*19%*	*15%*	*10%*	**	**	**	**	**
					a		**ac**							
75-100%	**772**	715	393	772	132	152	398	720	29	**	**	**	**	**
	58%	*60%*	*51%*	*58%*	*27%*	*45%*	*45%*	*57%*	*58%*	**	**	**	**	**
		bdef	**df**	**bdef**		d	d							
Answered	**1342**	1193	768	1342	498	334	875	1258	50	**	**	**	**	**
Mean	**67.38**	69.16	62.72	67.38	43.85	58.07	57.96	67.52	63.53	**	**	**	**	**
		bdef	**def**	**bdef**		d	d							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1385**	527	8	5	-	2	2	-	4	425	389	332	233	6
Weighted total	**1342**	487	7	2	-	*	1	-	2	482	408	304	143	5
0-24%	**258**	179	**	**	**	**	**	**	**	95	83	53	25	**
	19%	*37%*	**	**	**	**	**	**	**	*20%*	*20%*	*18%*	*17%*	**
25-49%	**113**	88	**	**	**	**	**	**	**	29	40	28	15	**
	8%	*18%*	**	**	**	**	**	**	**	*6%*	*10%*	*9%*	*10%* a	**
50-74%	**199**	90	**	**	**	**	**	**	**	64	63	56	17	**
	15%	*18%*	**	**	**	**	**	**	**	*13%*	*15%*	*18%* d	*12%*	**
75-100%	**772**	131	**	**	**	**	**	**	**	294	223	166	86	**
	58%	*27%*	**	**	**	**	**	**	**	*61%*	*55%*	*55%*	*60%*	**
Answered	**1342**	487	**	**	**	**	**	**	**	482	408	304	143	**
Mean	**67.38**	44.11	**	**	**	**	**	**	**	69.63	65.01	67.06	67.94	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1385**	231	116	130	61	6	276	19	249	1244	141	1325	60
Weighted total	**1342**	213	111	123	47	4	277	12	208	1214	128	1289	53
0-24%	**258**	49	41	63	30	**	141	**	42	193	65	248	10
	19%	*23%*	*37%*	*51%*	*63%*	**	*51%*	**	*20%*	*16%*	*51%*	*19%*	*20%*
			a	**ab**	**ab**		c				a		
25-49%	**113**	36	17	24	10	**	58	**	29	97	16	112	1
	8%	*17%*	*15%*	*19%*	*21%*	**	*21%*	**	*14%*	*8%*	*12%*	*9%*	*2%*
							c						
50-74%	**199**	40	26	19	6	**	35	**	54	195	5	195	4
	15%	*19%*	*24%*	*16%*	*12%*	**	*13%*	**	*26%*	*16%*	*4%*	*15%*	*8%*
									a	b			
75-100%	**772**	87	26	17	2	**	43	**	84	729	42	734	37
	58%	*41%*	*24%*	*14%*	*4%*	**	*16%*	**	*40%*	*60%*	*33%*	*57%*	*71%*
		bcd	**cd**	d					a	b			a
Answered	**1342**	213	111	123	47	**	277	**	208	1214	128	1289	53
Mean	**67.38**	54.55	44.15	33.41	23.51	**	33.02	**	57.17	69.87	43.76	67.03	75.94
		bcd	**cd**	d					a	b			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1385**	47	126	204	22	399	145	418	1180	165	1
Weighted total	**1342**	45	118	191	18	362	136	410	1132	123	*
0-24%	**258**	**	69	93	**	103	82	70	198	25	**
	19%	**	*58%*	*48%*	**	*28%*	*61%* a	*17%*	*17%*	*20%*	**
25-49%	**113**	**	22	36	**	63	25	38	95	13	**
	8%	**	*19%*	*19%*	**	*17%*	*18%*	*9%*	*8%*	*11%*	**
50-74%	**199**	**	11	16	**	79	12	63	166	23	**
	15%	**	*9%*	*9%*	**	*22%* b	*9%*	*15%*	*15%*	*19%*	**
75-100%	**772**	**	16	46	**	116	16	239	674	61	**
	58%	**	*14%*	*24%*	**	*32%* b	*12%*	*58%*	*59%* c	*50%*	**
Answered	**1342**	**	118	191	**	362	136	410	1132	123	**
Mean	**67.38**	**	29.96	38.93	**	49.81 b	27.91	67.56	68.90 c	62.76	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1385**	351	768	147	1	373	382	129	1	1188	811	447	1041	863	23
Weighted total	**1342**	336	696	112	*	351	346	107	*	1132	731	400	1012	778	26
0-24%	**258**	82	143	34	**	137	113	53	**	204	153	131	189	163	**
	19%	*24%*	*21%*	*30%*	**	*39%*	*33%*	*50%*	**	*18%*	*21%*	*33%*	*19%*	*21%*	**
				b				**ab**				**ab**			
25-49%	**113**	36	72	14	**	70	62	16	**	98	79	71	89	63	**
	8%	*11%*	*10%*	*12%*	**	*20%*	*18%*	*15%*	**	*9%*	*11%*	*18%*	*9%*	*8%*	**
												ab			
50-74%	**199**	45	118	15	**	53	70	10	**	163	125	76	159	120	**
	15%	*13%*	*17%*	*14%*	**	*15%*	*20%*	*9%*	**	*14%*	*17%*	*19%*	*16%*	*15%*	**
							c					a			
75-100%	**772**	172	364	49	**	91	101	28	**	668	373	121	574	431	**
	58%	*51%*	*52%*	*44%*	**	*26%*	*29%*	*26%*	**	*59%*	*51%*	*30%*	*57%*	*55%*	**
										bc	c				
Answered	**1342**	336	696	112	**	351	346	107	**	1132	731	400	1012	778	**
Mean	**67.38**	61.31	63.34	55.52	**	41.78	46.60	38.17	**	68.31	62.60	47.12	66.93	65.92	**
			c				**ac**			**bc**	c				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1385**	326	219	246	58	53	983	839	33	21	21	3
Weighted total	**1342**	287	178	227	57	42	958	755	31	17	23	5
0-24%	**258**	82	57	77	22	13	178	164	**	**	**	**
	19%	*29%*	*32%*	*34%*	*38%*	*30%*	*19%*	*22%*	**	**	**	**
25-49%	**113**	55	30	40	11	12	86	59	**	**	**	**
	8%	*19%*	*17%*	*18%*	*20%*	*29%* b	*9%*	*8%*	**	**	**	**
50-74%	**199**	61	37	35	5	8	147	112	**	**	**	**
	15%	*21%* d	*21%* d	*16%*	*9%*	*18%*	*15%*	*15%*	**	**	**	**
75-100%	**772**	88	55	75	19	9	547	419	**	**	**	**
	58%	*31%*	*31%*	*33%*	*33%*	*23%*	*57%*	*56%*	**	**	**	**
Answered	**1342**	287	178	227	57	42	958	755	**	**	**	**
Mean	**67.38**	48.74	48.04	47.40	43.85	43.67	67.01	65.96	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1385**	1354	1196	1362	1159	1363	843	1323	363	3	1154	32	167	1153
Weighted total	**1342**	1306	1107	1315	1079	1312	808	1283	306	2	1086	44	172	1100
0-24%	**258**	253	229	255	228	253	170	251	91	**	206	**	54	194
	19%	*19%*	*21%*	*19%*	*21%*	*19%*	*21%*	*20%*	*30%*	**	*19%*	**	*31%*	*18%*
									ab				b	
25-49%	**113**	112	101	112	100	108	77	109	30	**	95	**	18	91
	8%	*9%*	*9%*	*9%*	*9%*	*8%*	*9%*	*8%*	*10%*	**	*9%*	**	*11%*	*8%*
50-74%	**199**	195	165	197	173	197	131	194	49	**	166	**	22	169
	15%	*15%*	*15%*	*15%*	*16%*	*15%*	*16%*	*15%*	*16%*	**	*15%*	**	*13%*	*15%*
75-100%	**772**	746	612	750	579	753	430	729	136	**	618	**	78	645
	58%	*57%*	*55%*	*57%*	*54%*	*57%*	*53%*	*57%*	*44%*	**	*57%*	**	*45%*	*59%*
							c	c						a
Answered	**1342**	1306	1107	1315	1079	1312	808	1283	306	**	1086	**	172	1100
Mean	**67.38**	67.06	65.51	67.06	64.92	67.31	64.72	66.90	57.36	**	67.10	**	55.56	68.61
							c	c			b			a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1385**	236	12	60	226	156	973	252	144	59	1171	778	607
Weighted total	**1342**	233	15	60	215	131	946	260	129	57	1152	749	593
0-24%	**258**	91	**	27	81	48	168	42	57	22	177	121	138
	19%	*39%*	**	*46%*	*37%*	*37%*	*18%*	*16%*	*44%*	*39%*	*15%*	*16%*	*23%*
						bc			c	c			a
25-49%	**113**	35	**	11	31	11	71	31	25	5	82	69	44
	8%	*15%*	**	*17%*	*14%*	*8%*	*8%*	*12%*	*20%*	*9%*	*7%*	*9%*	*7%*
								b	c				
50-74%	**199**	21	**	5	19	15	150	32	11	7	181	118	81
	15%	*9%*	**	*8%*	*9%*	*12%*	*16%*	*12%*	*9%*	*12%*	*16%*	*16%*	*14%*
											a		
75-100%	**772**	86	**	17	84	57	557	155	36	23	712	441	331
	58%	*37%*	**	*29%*	*39%*	*44%*	*59%*	*60%*	*27%*	*39%*	*62%*	*59%*	*56%*
							a	a			**ab**		
Answered	**1342**	233	**	60	215	131	946	260	129	57	1152	749	593
Mean	**67.38**	49.42	**	41.66	51.49	55.04	68.49	69.29	41.72	49.70	71.19	69.14	65.16
							a	a			**ab**	b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1385**	133	109	109	135	120	119	141	85	103	137	109	85
Weighted total	**1342**	88	121	121	88	140	122	85	90	159	141	116	71
0-24%	**258**	13	20	32	18	30	25	16	17	21	30	22	14
	19%	*15%*	*17%*	*27%*	*20%*	*22%*	*20%*	*18%*	*19%*	*13%*	*21%*	*19%*	*19%*
				ai									
25-49%	**113**	7	12	9	18	4	14	8	6	13	7	8	5
	8%	*8%*	*10%*	*8%*	*21%*	*3%*	*12%*	*10%*	*7%*	*8%*	*5%*	*7%*	*7%*
			e		**abcefghijk**		e	e					
					l								
50-74%	**199**	12	10	20	13	32	19	7	13	19	20	23	12
	15%	*14%*	*8%*	*16%*	*15%*	*23%*	*16%*	*8%*	*14%*	*12%*	*14%*	*20%*	*17%*
						bgi						**bg**	
75-100%	**772**	56	79	60	38	73	64	54	54	106	85	63	41
	58%	*63%*	*65%*	*50%*	*44%*	*52%*	*53%*	*63%*	*60%*	*67%*	*60%*	*54%*	*58%*
		cd	**cde**					**cd**	d	**cdef**	d		d
Answered	**1342**	88	121	121	88	140	122	85	90	159	141	116	71
Mean	**67.38**	71.78	71.07	61.69	59.74	64.22	63.46	68.41	69.03	75.09	67.71	66.06	68.69
		cdf	d					d		**cdef**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1385**	351	374	329	331
Weighted total	**1342**	329	350	334	329
0-24%	**258**	66	73	54	66
	19%	*20%*	*21%*	*16%*	*20%*
25-49%	**113**	28	37	28	20
	8%	*9%*	*10%*	*8%*	*6%*
			d		
50-74%	**199**	42	65	38	55
	15%	*13%*	*18%*	*12%*	*17%*
			ac		
75-100%	**772**	194	176	214	188
	58%	*59%*	*50%*	*64%*	*57%*
		b		b	
Answered	**1342**	329	350	334	329
Mean	**67.38**	67.83	62.83	71.75	67.34
				b	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**735**	518	137	52	28	217	206	169	64	22	70
Weighted total	**733**	706	17	6	4	27	269	206	54	13	29
0-24%	**192**	181	7	3	**	12	64	57	16	**	10
	26%	*26%*	*42%*	*51%*	**	*43%*	*24%*	*28%*	*29%*	**	*34%*
			a	a		a					
25-49%	**80**	76	2	1	**	4	31	22	8	**	4
	11%	*11%*	*10%*	*23%*	**	*14%*	*11%*	*11%*	*15%*	**	*15%*
				ab							
50-74%	**132**	128	3	1	**	4	42	30	6	**	5
	18%	*18%*	*16%*	*17%*	**	*16%*	*16%*	*15%*	*12%*	**	*17%*
75-100%	**328**	321	6	1	**	7	132	97	24	**	10
	45%	*45%*	*32%*	*9%*	**	*27%*	*49%*	*47%*	*45%*	**	*34%*
		bce	c			c	e				
Answered	**733**	706	17	6	**	27	269	206	54	**	29
Mean	**58.28**	58.85	47.48	30.19	**	43.24	60.67	58.37	56.59	**	53.13
		bce	c			c					

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	55	35	84	20	50	82	64	58	38	486	85	78	86
Weighted total	**733**	73	49	114	22	59	115	81	67	50	630	38	34	31
0-24%	**192**	34	**	29	**	**	20	21	17	**	156	14	11	10
	26%	*46%*	**	*25%*	**	**	*17%*	*25%*	*25%*	**	*25%*	*38%*	*34%*	*33%*
		cefghij	e	e				e	e		e	**efj**	**ef**	**ef**
25-49%	**80**	4	**	8	**	**	18	2	14	**	67	5	4	4
	11%	*6%*	**	*7%*	**	**	*15%*	*3%*	*21%*	**	*11%*	*12%*	*12%*	*13%*
			gi			**agi**	**gi**		**acgij**		g	**gi**	**gi**	**gi**
50-74%	**132**	10	**	22	**	**	26	10	4	**	117	4	5	5
	18%	*13%*	**	*20%*	**	**	*23%*	*12%*	*7%*	**	*19%*	*12%*	*15%*	*17%*
				h		**aghjklm**	h			h	h			
75-100%	**328**	25	**	54	**	**	51	48	32	**	289	15	13	12
	45%	*34%*	**	*48%*	**	**	*44%*	*60%*	*48%*	**	*46%*	*38%*	*39%*	*37%*
								aejklm						
Answered	**733**	73	**	114	**	**	115	81	67	**	630	38	34	31
Mean	**58.28**	47.44	**	60.41	**	**	61.10	65.87	57.01	**	59.48	50.90	50.11	51.77
				a		**al**	**al**	**aklm**		**aklm**	**akl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**735**	25	116	13	46	243	17	26	244	546	189	655	80
Weighted total	**733**	18	98	11	36	284	15	32	232	578	155	670	63
0-24%	**192**	**	8	**	**	53	**	**	80	148	44	171	21
	26%	**	*8%*	**	**	*19%*	**	**	*34%*	*26%*	*29%*	*26%*	*34%*
					be	b			be				
25-49%	**80**	**	12	**	**	23	**	**	30	69	11	70	10
	11%	**	*12%*	**	**	*8%*	**	**	*13%*	*12%*	*7%*	*10%*	*16%*
50-74%	**132**	**	25	**	**	37	**	**	56	98	34	116	16
	18%	**	*26%*	**	**	*13%*	**	**	*24%*	*17%*	*22%*	*17%*	*25%*
			e						e				
75-100%	**328**	**	53	**	**	171	**	**	67	262	66	312	16
	45%	**	*54%*	**	**	*60%*	**	**	*29%*	*45%*	*42%*	*47%*	*25%*
			dh			dh						b	
Answered	**733**	**	98	**	**	284	**	**	232	578	155	670	63
Mean	**58.28**	**	68.37	**	**	68.87	**	**	47.98	58.60	57.08	59.29	47.60
			dh			dh						b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**735**	717	18	342	114	268
Weighted total	**733**	706	27	335	118	265
0-24%	**192**	182	**	92	42	57
	26%	*26%*	**	*27%*	*36%*	*21%*
					c	
25-49%	**80**	78	**	46	17	18
	11%	*11%*	**	*14%*	*14%*	*7%*
				c	c	
50-74%	**132**	127	**	61	23	48
	18%	*18%*	**	*18%*	*20%*	*18%*
75-100%	**328**	319	**	137	36	142
	45%	*45%*	**	*41%*	*30%*	*54%*
				b		**ab**
Answered	**733**	706	**	335	118	265
Mean	**58.28**	58.57	**	55.35	48.01	64.79
				b		**ab**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**735**	472	210	41	4	6	1	1	-	682	53	12	108	364	263
Weighted total	**733**	515	178	36	1	3	*	*	-	693	40	4	143	373	218
0-24%	**192**	150	36	**	**	**	**	**	**	187	6	**	47	103	42
	26%	*29%*	*20%*	**	**	**	**	**	**	*27%*	*15%*	**	*33%*	*28%*	*19%*
		bcj								**cj**			c	c	
25-49%	**80**	61	18	**	**	**	**	**	**	78	2	**	10	51	20
	11%	*12%*	*10%*	**	**	**	**	**	**	*11%*	*5%*	**	*7%*	*14%*	*9%*
50-74%	**132**	97	30	**	**	**	**	**	**	127	5	**	26	71	35
	18%	*19%*	*17%*	**	**	**	**	**	**	*18%*	*12%*	**	*18%*	*19%*	*16%*
75-100%	**328**	207	94	**	**	**	**	**	**	301	28	**	59	148	121
	45%	*40%*	*53%*	**	**	**	**	**	**	*43%*	*69%*	**	*41%*	*40%*	*56%*
			ai	**abi**							**abi**				**ab**
Answered	**733**	515	178	**	**	**	**	**	**	693	40	**	143	373	218
Mean	**58.28**	54.90	63.71	**	**	**	**	**	**	57.16	77.66	**	55.70	54.60	66.27
			ai	**abi**							**abi**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**735**	471	424	544	735	225	550	478	33	16	8	4	5	-
Weighted total	**733**	420	365	498	733	190	519	456	25	9	1	2	4	-
0-24%	**192**	168	137	182	192	68	155	152	**	**	**	**	**	**
	26%	*40%*	*38%*	*37%*	*26%*	*36%*	*30%*	*33%*	**	**	**	**	**	**
		df	df	df		d			a					
25-49%	**80**	61	55	69	80	30	61	65	**	**	**	**	**	**
	11%	*15%*	*15%*	*14%*	*11%*	*16%*	*12%*	*14%*	**	**	**	**	**	**
			d			d								
50-74%	**132**	90	81	113	132	39	99	110	**	**	**	**	**	**
	18%	*21%*	*22%*	*23%*	*18%*	*20%*	*19%*	*24%*	**	**	**	**	**	**
				d										
75-100%	**328**	101	90	134	328	53	204	130	**	**	**	**	**	**
	45%	*24%*	*25%*	*27%*	*45%*	*28%*	*39%*	*28%*	**	**	**	**	**	**
					abce		abce	b						
Answered	**733**	420	365	498	733	190	519	456	**	**	**	**	**	**
Mean	**58.28**	41.77	43.78	44.71	58.28	45.38	53.63	46.79	**	**	**	**	**	**
					abcef		abce	b						

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**735**	712	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**733**	718	8	4	-	2	1	-	3	142	157	121	74	4
0-24%	**192**	189	**	**	**	**	**	**	**	45	54	42	36	**
	26%	*26%*	**	**	**	**	**	**	**	*32%*	*34%*	*35%*	*49%*	**
													abc	
25-49%	**80**	80	**	**	**	**	**	**	**	9	20	30	10	**
	11%	*11%*	**	**	**	**	**	**	**	*6%*	*13%*	*25%*	*14%*	**
												abd	a	
50-74%	**132**	130	**	**	**	**	**	**	**	34	39	24	15	**
	18%	*18%*	**	**	**	**	**	**	**	*24%*	*25%*	*20%*	*21%*	**
75-100%	**328**	320	**	**	**	**	**	**	**	53	43	25	12	**
	45%	*45%*	**	**	**	**	**	**	**	*38%*	*28%*	*21%*	*16%*	**
										cd	d			
Answered	**733**	718	**	**	**	**	**	**	**	142	157	121	74	**
Mean	**58.28**	58.13	**	**	**	**	**	**	**	53.11	45.75	40.60	35.08	**
										cd	d			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**735**	303	149	175	94	14	410	20	305	562	173	521	23
Weighted total	**733**	307	151	182	78	14	439	13	281	565	168	484	13
0-24%	**192**	116	44	24	5	**	73	**	112	179	14	178	**
	26%	*38%*	*29%*	*13%*	*7%*	**	*17%*	**	*40%*	*32%*	*8%*	*37%*	**
		cd	**cd**						a	b			
25-49%	**80**	32	23	19	6	**	34	**	44	74	6	68	**
	11%	*10%*	*15%*	*11%*	*8%*	**	*8%*	**	*16%*	*13%*	*4%*	*14%*	**
									a	b			
50-74%	**132**	49	29	41	11	**	86	**	45	118	14	112	**
	18%	*16%*	*19%*	*23%*	*14%*	**	*20%*	**	*16%*	*21%*	*9%*	*23%*	**
										b			
75-100%	**328**	111	54	98	55	**	246	**	79	195	134	126	**
	45%	*36%*	*36%*	*54%*	*71%*	**	*56%*	**	*28%*	*34%*	*80%*	*26%*	**
				ab	**abc**		c				a		
Answered	**733**	307	151	182	78	**	439	**	281	565	168	484	**
Mean	**58.28**	50.05	52.05	66.96	78.86	**	67.78	**	44.51	51.27	81.84	44.21	**
				ab	**abc**		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**735**	73	168	160	13	502	232	216	446	93	1
Weighted total	**733**	80	158	153	10	502	229	199	396	75	*
0-24%	**192**	7	29	27	**	165	27	81	161	34	**
	26%	*9%*	*18%*	*18%*	**	*33%* b	*12%*	*41%*	*41%*	*45%*	**
25-49%	**80**	4	16	16	**	61	19	30	59	9	**
	11%	*5%*	*10%*	*10%*	**	*12%*	*8%*	*15%*	*15%*	*13%*	**
50-74%	**132**	19	29	38	**	98	34	46	83	20	**
	18%	*24%*	*18%*	*25%*	**	*20%*	*15%*	*23%*	*21%*	*26%*	**
75-100%	**328**	49	84	72	**	177	149	42	93	12	**
	45%	*62%*	*53%*	*47%*	**	*35%*	*65%* a	*21%*	*24%*	*16%*	**
Answered	**733**	80	158	153	**	502	229	199	396	75	**
Mean	**58.28**	75.60 b	63.22	60.98	**	51.44	72.86 a	40.47	41.28	39.45	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**735**	203	381	96	1	519	485	176	1	453	402	568	422	342	17
Weighted total	**733**	184	329	78	*	523	482	153	*	408	351	554	388	301	16
0-24%	**192**	64	134	30	**	123	143	33	**	164	135	173	151	116	**
	26%	*34%*	*41%*	*39%*	**	*24%*	*30%*	*22%*	**	*40%*	*38%*	*31%*	*39%*	*38%*	**
							ac			c	c				
25-49%	**80**	23	53	10	**	50	57	10	**	59	52	63	48	48	**
	11%	*12%*	*16%*	*13%*	**	*10%*	*12%*	*6%*	**	*14%*	*15%*	*11%*	*12%*	*16%*	**
							c								
50-74%	**132**	49	68	20	**	99	94	30	**	86	81	102	96	62	**
	18%	*27%*	*21%*	*26%*	**	*19%*	*19%*	*19%*	**	*21%*	*23%*	*18%*	*25%*	*20%*	**
75-100%	**328**	49	74	18	**	251	188	81	**	99	83	216	93	77	**
	45%	*27%*	*23%*	*22%*	**	*48%*	*39%*	*53%*	**	*24%*	*24%*	*39%*	*24%*	*25%*	**
						b		b				**ab**			
Answered	**733**	184	329	78	**	523	482	153	**	408	351	554	388	301	**
Mean	**58.28**	46.81	41.46	45.94	**	61.22	54.36	66.20	**	41.63	43.00	53.47	42.85	43.06	**
		b				b		b				**ab**			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**735**	382	254	309	69	58	397	330	19	12	20	4
Weighted total	**733**	369	220	301	70	46	360	286	19	8	22	5
0-24%	**192**	131	74	93	20	10	142	115	**	**	**	**
	26%	*35%* e	*33%*	*31%*	*28%*	*22%*	*39%*	*40%*	**	**	**	**
25-49%	**80**	47	31	32	5	10	45	44	**	**	**	**
	11%	*13%*	*14%*	*11%*	*7%*	*22%* cd	*13%*	*16%*	**	**	**	**
50-74%	**132**	73	43	58	19	14	87	55	**	**	**	**
	18%	*20%*	*20%*	*19%*	*27%*	*31%* ac	*24%*	*19%*	**	**	**	**
75-100%	**328**	118	73	119	27	11	85	72	**	**	**	**
	45%	*32%*	*33%*	*40%* ae	*38%*	*24%*	*24%*	*25%*	**	**	**	**
Answered	**733**	369	220	301	70	46	360	286	**	**	**	**
Mean	**58.28**	48.33	49.47	54.76 a	58.97 ab	53.01	42.71	42.18	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**735**	710	638	716	686	722	504	701	264	1	557	18	119	538
Weighted total	**733**	701	615	707	667	714	498	700	244	*	533	25	125	521
0-24%	**192**	188	172	188	169	189	125	182	52	**	152	**	32	155
	26%	*27%*	*28%*	*27%*	*25%*	*26%*	*25%*	*26%*	*21%*	**	*29%*	**	*25%*	*30%*
25-49%	**80**	77	71	77	76	79	57	78	25	**	67	**	13	63
	11%	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*	*10%*	**	*13%*	**	*11%*	*12%*
50-74%	**132**	128	121	130	124	127	99	126	43	**	102	**	20	105
	18%	*18%*	*20%*	*18%*	*19%*	*18%*	*20%*	*18%*	*18%*	**	*19%*	**	*16%*	*20%*
75-100%	**328**	308	251	313	298	319	217	314	124	**	211	**	60	198
	45%	*44%*	*41%*	*44%*	*45%*	*45%*	*43%*	*45%*	*51%*	**	*40%*	**	*48%* b	*38%*
Answered	**733**	701	615	707	667	714	498	700	244	**	533	**	125	521
Mean	**58.28**	57.51	55.35	57.76	58.43	58.05	57.69	58.26	62.71	**	54.57	**	59.73	53.22

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**735**	261	11	66	244	144	481	105	166	66	497	372	363
Weighted total	**733**	273	12	65	250	142	478	104	168	70	493	350	384
0-24%	**192**	38	**	9	33	26	134	31	25	10	158	114	79
	26%	*14%*	**	*13%*	*13%*	*18%*	*28%*	*30%*	*15%*	*14%*	*32%*	*33%*	*20%*
							a	a			**ab**	b	
25-49%	**80**	24	**	*	24	9	58	11	9	7	64	45	35
	11%	*9%*	**	*1%*	*9%*	*6%*	*12%*	*10%*	*5%*	*10%*	*13%*	*13%*	*9%*
					a		a				a		
50-74%	**132**	47	**	11	40	15	88	29	29	7	96	71	61
	18%	*17%*	**	*17%*	*16%*	*11%*	*18%*	*28%*	*17%*	*10%*	*20%*	*20%*	*16%*
							a	**ab**					
75-100%	**328**	164	**	45	154	92	198	34	106	46	175	120	209
	45%	*60%*	**	*69%*	*62%*	*65%*	*41%*	*33%*	*63%*	*66%*	*35%*	*34%*	*54%*
						bc			c	c			a
Answered	**733**	273	**	65	250	142	478	104	168	70	493	350	384
Mean	**58.28**	70.73	**	76.07	71.34	70.55	55.94	51.59	74.00	71.90	50.89	50.54	65.33
						bc			c	c			a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**735**	63	59	66	66	64	59	66	52	55	74	67	44
Weighted total	**733**	37	71	81	41	76	70	33	53	81	83	74	34
0-24%	**192**	8	20	24	13	23	19	8	13	18	24	16	**
	26%	*23%*	*28%*	*29%*	*32%*	*31%*	*28%*	*23%*	*24%*	*22%*	*29%*	*22%*	**
25-49%	**80**	7	6	11	6	8	6	4	3	7	10	6	**
	11%	*19%*	*8%*	*13%*	*14%*	*11%*	*9%*	*13%*	*5%*	*9%*	*12%*	*8%*	**
		h											
50-74%	**132**	9	9	7	14	17	14	2	15	9	12	15	**
	18%	*24%*	*13%*	*9%*	*35%*	*23%*	*20%*	*6%*	*29%*	*11%*	*15%*	*20%*	**
		cg			**bcgij**	**cg**	g		**bcgi**			g	**cg**
75-100%	**328**	13	36	39	8	26	30	20	23	47	37	37	**
	45%	*34%*	*50%*	*48%*	*19%*	*35%*	*43%*	*59%*	*43%*	*58%*	*44%*	*50%*	**
			d	d		d	d	**ade**	d	**ade**	d	d	d
Answered	**733**	37	71	81	41	76	70	33	53	81	83	74	**
Mean	**58.28**	53.27	62.05	57.52	44.97	53.20	53.43	65.50	60.88	66.12	56.93	62.50	**
			d	d				**ad**	d	**ad**	d	d	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**735**	188	189	173	185
Weighted total	**733**	189	186	167	191
0-24%	**192**	52	56	38	46
	26%	*28%*	*30%*	*23%*	*24%*
25-49%	**80**	24	21	14	21
	11%	*12%*	*11%*	*9%*	*11%*
50-74%	**132**	26	46	26	35
	18%	*14%*	*25%*	*15%*	*18%*
			ac		
75-100%	**328**	87	64	89	88
	45%	*46%*	*34%*	*53%*	*46%*
		b		b	b
Answered	**733**	189	186	167	191
Mean	**58.28**	58.39	51.48	64.33	59.51
				b	b

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1383**	1013	247	84	39	370	389	327	102	41	97
Weighted total	**1362**	1317	29	10	5	45	480	382	91	29	41
0-24%	**728**	701	17	7	**	27	257	209	50	**	22
	53%	*53%*	*58%*	*64%*	**	*61%*	*53%*	*55%*	*55%*	**	*54%*
					ab	a	d	d	d		
25-49%	**91**	87	3	1	**	4	41	20	9	**	3
	7%	*7%*	*9%*	*8%*	**	*9%*	*9%*	*5%*	*10%*	**	*8%*
									d		
50-74%	**141**	138	2	1	**	3	56	36	7	**	10
	10%	*10%*	*7%*	*8%*	**	*7%*	*12%*	*9%*	*8%*	**	*23%*
		e									**abc**
75-100%	**402**	391	8	2	**	11	127	117	24	**	6
	30%	*30%*	*27%*	*21%*	**	*24%*	*26%*	*31%*	*26%*	**	*16%*
		de	d				e	e		**abce**	
Answered	**1362**	1317	29	10	**	45	480	382	91	**	41
Mean	**38.74**	38.99	34.08	28.28	**	31.39	37.55	38.75	34.61	**	32.65
		cde								**abce**	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1383**	121	57	123	35	93	153	101	89	75	847	165	185	186
Weighted total	**1362**	161	87	164	43	121	221	121	111	111	1142	68	82	70
0-24%	**728**	88	47	105	**	50	123	71	59	60	622	32	37	37
	53%	*54%*	*54%*	*64%*	**	*41%*	*56%*	*58%*	*53%*	*53%*	*54%*	*47%*	*46%*	*53%*
				dekl			e	**el**			**el**			
25-49%	**91**	8	12	13	**	15	16	5	4	2	75	6	6	4
	7%	*5%*	*14%*	*8%*	**	*12%*	*7%*	*4%*	*3%*	*2%*	*7%*	*8%*	*8%*	*6%*
			aghijm			**hi**						i		
50-74%	**141**	14	10	11	**	14	27	7	13	8	113	10	11	7
	10%	*8%*	*12%*	*7%*	**	*12%*	*12%*	*6%*	*11%*	*7%*	*10%*	*15%*	*13%*	*10%*
					cg							**cg**		
75-100%	**402**	52	18	35	**	42	55	38	35	42	332	21	27	22
	30%	*32%*	*20%*	*22%*	**	*35%*	*25%*	*31%*	*32%*	*38%*	*29%*	*31%*	*33%*	*31%*
						c				**bcf**			c	
Answered	**1362**	161	87	164	**	121	221	121	111	111	1142	68	82	70
Mean	**38.74**	40.25	34.02	30.61	**	45.73	35.56	36.84	38.95	43.85	38.14	41.75	42.81	40.88
					c	**cf**				c		c	c	c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1383**	74	159	35	120	367	38	80	498	990	393	1251	132
Weighted total	**1362**	65	133	32	114	426	30	87	465	1031	331	1270	92
0-24%	**728**	18	70	**	50	235	**	60	260	561	167	673	55
	53%	*28%*	*53%*	**	*44%*	*55%*	**	*69%*	*56%*	*54%*	*50%*	*53%*	*60%*
			af	**af**	**af**	**adf**		**abdefh**	**adf**				
25-49%	**91**	6	7	**	3	19	**	11	44	74	17	83	8
	7%	*9%*	*5%*	**	*3%*	*5%*	**	*12%*	*9%*	*7%*	*5%*	*6%*	*9%*
								cdef	**de**				
50-74%	**141**	11	17	**	11	35	**	10	50	99	42	135	6
	10%	*17%*	*13%*	**	*10%*	*8%*	**	*11%*	*11%*	*10%*	*13%*	*11%*	*6%*
		e											
75-100%	**402**	30	39	**	50	136	**	6	111	296	106	378	24
	30%	*47%*	*29%*	**	*44%*	*32%*	**	*7%*	*24%*	*29%*	*32%*	*30%*	*26%*
		begh	g	g	**begh**	**gh**	**bcdegh**		g				
Answered	**1362**	65	133	**	114	426	**	87	465	1031	331	1270	92
Mean	**38.74**	57.82	39.41	**	50.08	38.32	**	22.38	34.90	37.94	41.23	39.09	33.95
		bcegh	g	g	**begh**	g	**bcdegh**		g				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1383**	1330	53	775	226	370
Weighted total	**1362**	1294	68	782	224	341
0-24%	**728**	701	28	358	115	246
	53%	*54%*	*40%*	*46%*	*52%*	*72%*
		b				**ab**
25-49%	**91**	85	6	44	25	21
	7%	*7%*	*9%*	*6%*	*11%*	*6%*
					ac	
50-74%	**141**	137	4	98	26	14
	10%	*11%*	*6%*	*13%*	*12%*	*4%*
				c	c	
75-100%	**402**	372	30	283	57	59
	30%	*29%*	*45%*	*36%*	*25%*	*17%*
			a	**bc**	c	
Answered	**1362**	1294	68	782	224	341
Mean	**38.74**	38.03	52.13	45.58	37.76	23.81
			a	**bc**	c	

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1383**	1065	269	37	4	6	1	1	-	1334	49	12	372	693	318
Weighted total	**1362**	1115	211	30	1	3	2	*	-	1327	35	6	452	663	247
0-24%	**728**	533	164	**	**	**	**	**	**	697	**	**	164	369	196
	53%	*48%*	*78%*	**	**	**	**	**	**	*53%*	**	**	*36%*	*56%*	*79%*
			ai	**abi**						a	**ai**			a	**ab**
25-49%	**91**	74	17	**	**	**	**	**	**	91	**	**	21	53	17
	7%	*7%*	*8%*	**	**	**	**	**	**	*7%*	**	**	*5%*	*8%*	*7%*
			j											a	
50-74%	**141**	132	9	**	**	**	**	**	**	141	**	**	71	61	9
	10%	*12%*	*4%*	**	**	**	**	**	**	*11%*	**	**	*16%*	*9%*	*4%*
		bcj								**bcj**			**bc**	c	
75-100%	**402**	377	21	**	**	**	**	**	**	399	**	**	197	180	25
	30%	*34%*	*10%*	**	**	**	**	**	**	*30%*	**	**	*43%*	*27%*	*10%*
		bcij								**bcj**			**bc**	c	
Answered	**1362**	1115	211	**	**	**	**	**	**	1327	**	**	452	663	247
Mean	**38.74**	43.61	17.24	**	**	**	**	**	**	39.41	**	**	53.95	36.55	16.72
		bcij								**bcj**			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1383**	898	664	999	576	492	1307	875	63	31	17	5	7	1
Weighted total	**1362**	820	588	929	549	425	1282	853	43	15	5	5	6	2
0-24%	**728**	542	413	623	429	250	680	570	27	**	**	**	**	**
	53%	*66%*	*70%*	*67%*	*78%*	*59%*	*53%*	*67%*	*63%*	**	**	**	**	**
		ef	**ef**	**ef**	**abcef**	f								
25-49%	**91**	75	55	80	44	35	89	75	4	**	**	**	**	**
	7%	*9%*	*9%*	*9%*	*8%*	*8%*	*7%*	*9%*	*8%*	**	**	**	**	**
50-74%	**141**	108	66	120	38	42	132	118	3	**	**	**	**	**
	10%	*13%*	*11%*	*13%*	*7%*	*10%*	*10%*	*14%*	*6%*	**	**	**	**	**
		df	d	d			d	c						
75-100%	**402**	96	55	107	39	98	380	91	10	**	**	**	**	**
	30%	*12%*	*9%*	*11%*	*7%*	*23%*	*30%*	*11%*	*23%*	**	**	**	**	**
		d		d		**abcd**	**abcde**		a					
Answered	**1362**	820	588	929	549	425	1282	853	43	**	**	**	**	**
Mean	**38.74**	23.50	21.53	23.16	15.95	34.13	38.71	22.87	29.08	**	**	**	**	**
		d	d	d		**abcd**	**abcde**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1383**	555	11	5	-	3	2	-	5	252	281	258	203	5
Weighted total	**1362**	537	8	2	-	2	1	-	3	284	289	229	122	5
0-24%	**728**	419	**	**	**	**	**	**	**	181	183	163	94	**
	53%	*78%*	**	**	**	**	**	**	**	*64%*	*63%*	*71%*	*78%*	**
													ab	
25-49%	**91**	44	**	**	**	**	**	**	**	21	30	17	12	**
	7%	*8%*	**	**	**	**	**	**	**	*7%*	*10%*	*7%*	*10%*	**
50-74%	**141**	36	**	**	**	**	**	**	**	48	45	22	5	**
	10%	*7%*	**	**	**	**	**	**	**	*17%*	*16%*	*9%*	*4%*	**
										cd	**cd**	d		
75-100%	**402**	38	**	**	**	**	**	**	**	35	31	28	11	**
	30%	*7%*	**	**	**	**	**	**	**	*12%*	*11%*	*12%*	*9%*	**
Answered	**1362**	537	**	**	**	**	**	**	**	284	289	229	122	**
Mean	**38.74**	16.02	**	**	**	**	**	**	**	24.97	24.51	22.24	16.39	**
										d	d	d		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1383**	217	119	144	85	11	352	14	210	1206	177	962	37
Weighted total	**1362**	205	114	147	72	11	365	11	173	1191	172	901	29
0-24%	**728**	153	81	121	65	**	297	**	121	597	131	600	**
	53%	*75%*	*71%*	*82%*	*89%*	**	*81%*	**	*70%*	*50%*	*76%*	*67%*	**
				b	**ab**		c				a		
25-49%	**91**	14	12	14	5	**	30	**	14	82	8	77	**
	7%	*7%*	*11%*	*9%*	*6%*	**	*8%*	**	*8%*	*7%*	*5%*	*9%*	**
50-74%	**141**	17	13	6	*	**	18	**	20	136	5	120	**
	10%	*8%*	*12%*	*4%*	*%*	**	*5%*	**	*12%*	*11%*	*3%*	*13%*	**
		d	**cd**						a	b		b	
75-100%	**402**	20	7	6	3	**	21	**	18	375	27	104	**
	30%	*10%*	*6%*	*4%*	*4%*	**	*6%*	**	*10%*	*32%*	*16%*	*12%*	**
		c							a	b			
Answered	**1362**	205	114	147	72	**	365	**	173	1191	172	901	**
Mean	**38.74**	18.26	20.86	12.97	7.55	**	13.70	**	21.25	41.31	20.92	23.41	**
		cd	**cd**	d					a	b			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1383**	54	144	165	18	386	189	307	869	133	-
Weighted total	**1362**	54	137	152	17	363	184	291	797	91	-
0-24%	**728**	48	108	124	**	273	154	220	526	69	**
	53%	*90%*	*79%*	*82%*	**	*75%*	*84%*	*76%*	*66%*	*75%*	**
							a	b		b	
25-49%	**91**	3	7	7	**	35	9	25	72	9	**
	7%	*5%*	*5%*	*4%*	**	*10%*	*5%*	*9%*	*9%*	*10%*	**
50-74%	**141**	2	9	12	**	30	8	22	106	9	**
	10%	*3%*	*7%*	*8%*	**	*8%*	*4%*	*8%*	*13%*	*10%*	**
									a		
75-100%	**402**	1	13	9	**	25	14	24	94	5	**
	30%	*1%*	*10%*	*6%*	**	*7%*	*7%*	*8%*	*12%*	*5%*	**
			a						c		
Answered	**1362**	54	137	152	**	363	184	291	797	91	**
Mean	**38.74**	11.22	16.51	15.62	**	17.42	13.23	18.05	23.69	17.89	**
									ac		

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1383**	261	613	122	-	404	390	142	-	866	635	447	759	655	22
Weighted total	**1362**	242	544	89	-	391	369	124	-	794	565	413	710	573	26
0-24%	**728**	188	380	70	**	316	290	114	**	520	395	319	469	380	**
	53%	*78%*	*70%*	*79%*	**	*81%*	*79%*	*92%*	**	*66%*	*70%*	*77%*	*66%*	*66%*	**
		b		b				**ab**				**ab**			
25-49%	**91**	18	54	9	**	30	30	2	**	72	52	35	62	52	**
	7%	*7%*	*10%*	*10%*	**	*8%*	*8%*	*1%*	**	*9%*	*9%*	*8%*	*9%*	*9%*	**
						c	c								
50-74%	**141**	16	59	6	**	20	22	6	**	108	66	29	103	73	**
	10%	*7%*	*11%*	*6%*	**	*5%*	*6%*	*5%*	**	*14%*	*12%*	*7%*	*15%*	*13%*	**
										c	c				
75-100%	**402**	21	51	4	**	24	27	3	**	94	52	30	75	68	**
	30%	*8%*	*9%*	*5%*	**	*6%*	*7%*	*2%*	**	*12%*	*9%*	*7%*	*11%*	*12%*	**
							c			c					
Answered	**1362**	242	544	89	**	391	369	124	**	794	565	413	710	573	**
Mean	**38.74**	18.00	21.84	15.78	**	14.45	15.87	8.97	**	23.83	21.66	16.78	23.71	23.62	**
			c			c	c			c	c				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1383**	308	203	247	56	51	724	635	33	19	22	4
Weighted total	**1362**	279	170	231	55	39	677	550	36	16	26	7
0-24%	**728**	211	133	196	53	37	444	358	**	**	**	**
	53%	*76%*	*78%*	*85%*	*97%*	*94%*	*66%*	*65%*	**	**	**	**
				a	**abc**	**ab**						
25-49%	**91**	26	19	15	1	1	62	49	**	**	**	**
	7%	*9%*	*11%*	*6%*	*2%*	*4%*	*9%*	*9%*	**	**	**	**
			d									
50-74%	**141**	17	11	12	*	1	97	70	**	**	**	**
	10%	*6%*	*7%*	*5%*	**%*	*2%*	*14%*	*13%*	**	**	**	**
75-100%	**402**	24	7	8	1	*	73	72	**	**	**	**
	30%	*9%*	*4%*	*4%*	*1%*	**%*	*11%*	*13%*	**	**	**	**
		cde										
Answered	**1362**	279	170	231	55	39	677	550	**	**	**	**
Mean	**38.74**	18.22	15.17	12.44	7.03	7.98	23.98	24.76	**	**	**	**
		cde	**de**	d								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1383**	1319	1143	1332	1145	1368	811	1317	365	2	1131	33	176	1123
Weighted total	**1362**	1291	1076	1302	1086	1347	783	1296	321	1	1095	46	197	1081
0-24%	**728**	713	604	716	612	724	469	708	217	**	555	**	125	544
	53%	*55%*	*56%*	*55%*	*56%*	*54%*	*60%*	*55%*	*68%*	**	*51%*	**	*64%*	*50%*
							b		**ab**				b	
25-49%	**91**	85	87	89	73	90	48	88	20	**	80	**	15	70
	7%	*7%*	*8%*	*7%*	*7%*	*7%*	*6%*	*7%*	*6%*	**	*7%*	**	*8%*	*6%*
50-74%	**141**	137	107	137	118	138	84	139	26	**	123	**	7	131
	10%	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*8%*	**	*11%*	**	*4%*	*12%*
														a
75-100%	**402**	355	278	360	283	395	183	361	59	**	337	**	49	336
	30%	*28%*	*26%*	*28%*	*26%*	*29%*	*23%*	*28%*	*18%*	**	*31%*	**	*25%*	*31%*
								ac						
Answered	**1362**	1291	1076	1302	1086	1347	783	1296	321	**	1095	**	197	1081
Mean	**38.74**	36.87	35.32	37.05	35.51	38.46	32.87	37.37	27.51	**	40.50	**	31.70	41.05
						b	c	**ac**						a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1383**	270	13	71	249	179	957	243	173	77	1125	767	616
Weighted total	**1362**	266	16	72	238	167	947	243	162	78	1121	736	627
0-24%	**728**	193	**	53	177	132	477	114	112	57	558	389	339
	53%	*73%*	**	*74%*	*74%*	*79%*	*50%*	*47%*	*69%*	*74%*	*50%*	*53%*	*54%*
						bc			c	c			
25-49%	**91**	15	**	2	13	5	68	18	11	3	77	58	33
	7%	*5%*	**	*3%*	*5%*	*3%*	*7%*	*7%*	*7%*	*4%*	*7%*	*8%*	*5%*
							a	a				b	
50-74%	**141**	15	**	5	12	9	106	26	5	2	134	80	61
	10%	*6%*	**	*7%*	*5%*	*5%*	*11%*	*11%*	*3%*	*2%*	*12%*	*11%*	*10%*
							a	a			**ab**		
75-100%	**402**	43	**	11	36	21	296	85	35	16	352	208	194
	30%	*16%*	**	*16%*	*15%*	*13%*	*31%*	*35%*	*21%*	*20%*	*31%*	*28%*	*31%*
							a	a			**ab**		
Answered	**1362**	266	**	72	238	167	947	243	162	78	1121	736	627
Mean	**38.74**	24.02	**	22.86	22.89	18.97	41.05	44.13	26.39	24.77	41.53	37.72	39.94
							a	a			**ab**		

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1383**	128	114	119	122	140	123	129	89	87	127	116	89
Weighted total	**1362**	94	127	128	84	159	139	77	96	127	138	123	70
0-24%	**728**	52	62	75	35	99	74	43	47	66	78	65	33
	53%	*55%*	*49%*	*58%*	*41%*	*63%*	*53%*	*56%*	*49%*	*52%*	*56%*	*52%*	*48%*
		d		d		**bdhl**		d			d		
25-49%	**91**	3	11	4	8	11	4	8	10	8	12	9	3
	7%	*3%*	*9%*	*3%*	*9%*	*7%*	*3%*	*11%*	*11%*	*6%*	*8%*	*8%*	*4%*
			f		f			**acf**	**acf**				
50-74%	**141**	7	11	19	12	16	15	5	7	11	9	20	8
	10%	*8%*	*9%*	*15%*	*14%*	*10%*	*11%*	*7%*	*7%*	*9%*	*7%*	*16%*	*12%*
				gj	j							**agj**	
75-100%	**402**	32	42	31	30	33	45	20	32	42	40	29	25
	30%	*34%*	*34%*	*24%*	*35%*	*20%*	*33%*	*26%*	*34%*	*33%*	*29%*	*24%*	*36%*
		e	e		e		e		e	e			e
Answered	**1362**	94	127	128	84	159	139	77	96	127	138	123	70
Mean	**38.74**	41.92	40.92	34.88	46.79	30.85	40.66	34.94	42.29	40.47	36.40	37.40	45.18
		e	e		**cegj**		e		e				e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1383**	361	385	305	332
Weighted total	**1362**	349	382	300	331
0-24%	**728**	188	208	156	176
	53%	*54%*	*55%*	*52%*	*53%*
25-49%	**91**	18	22	26	24
	7%	*5%*	*6%*	*9%*	*7%*
50-74%	**141**	37	44	23	37
	10%	*11%*	*11%*	*8%*	*11%*
75-100%	**402**	105	108	94	95
	30%	*30%*	*28%*	*31%*	*29%*
Answered	**1362**	349	382	300	331
Mean	**38.74**	38.97	37.93	39.63	38.63

Columns Tested: a,b,c,d

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)

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**1385**	981	257	100	47	404	370	308	98	42	101
Weighted total		**1342**	1293	31	12	6	49	465	352	86	29	44
1-24	(12.5)	**1258**	1218	25	10	**	40	447	326	79	**	39
		94%	*94%*	*83%*	*82%*	**	*83%*	*96%*	*92%*	*92%*	**	*89%*
			bcde					**be**				
25 - 49	(37.0)	**50**	46	2	1	**	4	14	7	6	**	4
		4%	*4%*	*7%*	*11%*	**	*9%*	*3%*	*2%*	*7%*	**	*9%*
				a	a	a	a			b		**ab**
50 - 99	(75.0)	**16**	14	2	*	**	2	3	6	1	**	1
		1%	*1%*	*6%*	*3%*	**	*5%*	*1%*	*2%*	*1%*	**	*2%*
				a			a					
100 - 249	(175.0)	**5**	4	1	*	**	1	1	2	-	**	*
		****%***	**%*	*2%*	*1%*	**	*2%*	**%*	*1%*	*-%*	**	**%*
				a		a	a					
250 - 499	(375.0)	**5**	4	*	*	**	*	-	4	-	**	-
		****%***	**%*	*1%*	*2%*	**	*1%*	*-%*	*1%*	*-%*	**	*-%*
					a				a			
500 - 4,999	(2750.0)	**6**	6	*	-	**	*	-	6	-	**	*
		****%***	**%*	*1%*	*-%*	**	*1%*	*-%*	*2%*	*-%*	**	**%*
									a			
5,000 - 49 ,999	(27500.0)	**2**	2	-	-	**	-	-	2	-	**	-
		****%***	**%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	-	**	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	-	**	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	-	**	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
Don't know		**-**	-	-	-	**	-	-	-	-	**	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
Net: 0-49		**1308**	1263	28	12	**	45	461	332	85	**	43
		97%	*98%*	*90%*	*93%*	**	*92%*	*99%*	*94%*	*99%*	**	*98%*
			bce					b		b		
Net: 50+		**34**	30	3	1	**	4	4	20	1	**	1
		3%	*2%*	*10%*	*7%*	**	*8%*	*1%*	*6%*	*1%*	**	*2%*
				a	a		a		**ac**			
Answered		**1342**	1293	31	12	**	49	465	352	86	**	44
Mean		**73.34**	74.58	40.57	27.49	**	40.46	14.01	235.33	14.62	**	22.47

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1385**	114	60	146	34	94	157	106	85	68	864	169	180	172
Weighted total		**1342**	156	89	190	41	116	222	127	109	90	1140	68	73	61
1-24	(12.5)	**1258**	147	87	181	**	112	212	116	99	81	1074	62	67	56
		94%	*94%*	*97%*	*96%*	**	*97%*	*96%*	*91%*	*91%*	*90%*	*94%*	*91%*	*92%*	*90%*
25 - 49	(37.0)	**50**	5	2	2	**	4	6	11	7	4	41	2	3	4
		4%	*3%*	*3%*	*1%*	**	*3%*	*3%*	*9%*	*6%*	*5%*	*4%*	*3%*	*5%*	*6%*
									cfjk	c					c
50 - 99	(75.0)	**16**	4	-	1	**	*	2	-	3	*	10	3	1	1
		1%	*3%*	*-%*	*1%*	**	*%*	*1%*	*-%*	*3%*	*%*	*1%*	*4%*	*2%*	*2%*
													cfgj		
100 - 249	(175.0)	**5**	-	-	2	**	-	*	-	*	-	2	1	1	1
		%	*-%*	*-%*	*1%*	**	*-%*	*%*	*-%*	*%*	*-%*	*%*	*1%*	*2%*	*1%*
														j	j
250 - 499	(375.0)	**5**	-	-	-	**	-	*	-	*	4	5	-	-	-
		%	*-%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*%*	*5%*	*%*	*-%*	*-%*	*-%*
											acefgjklm				
500 - 4,999	(2750.0)	**6**	-	-	3	**	-	2	-	-	-	5	1	-	-
		%	*-%*	*-%*	*2%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	**2**	-	-	-	**	-	-	-	-	-	2	-	-	-
		%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
						acefghjklm									
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1308**	151	89	184	**	116	218	127	106	86	1115	64	70	59
		97%	*97%*	*100%*	*97%*	**	*100%*	*98%*	*100%*	*97%*	*95%*	*98%*	*94%*	*96%*	*96%*
				k			**dik**	k	**diklm**			k			
Net: 50+		**34**	4	-	6	**	*	4	-	3	5	25	4	3	2
		3%	*3%*	*-%*	*3%*	**	*%*	*2%*	*-%*	*3%*	*5%*	*2%*	*6%*	*4%*	*4%*
						eg					**eg**		**befgj**	g	g
Answered		**1342**	156	89	190	**	116	222	127	109	90	1140	68	73	61
Mean		**73.34**	14.91	13.15	59.19	**	13.39	41.29	14.64	16.54	31.24	81.75	41.95	17.99	17.64
						acefghjklm					**aeglm**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**1385**	59	127	34	120	289	33	98	617	1004	381	1223	162
Weighted total		**1342**	47	100	31	109	332	28	105	582	1021	321	1213	129
1-24	(12.5)	**1258**	43	92	**	104	322	**	96	537	953	305	1141	117
		94%	*93%*	*92%*	**	*96%*	*97%*	**	*91%*	*92%*	*93%*	*95%*	*94%*	*91%*
							bgh							
25 - 49	(37.0)	**50**	2	7	**	4	7	**	4	24	39	11	41	9
		4%	*5%*	*7%*	**	*4%*	*2%*	**	*4%*	*4%*	*4%*	*3%*	*3%*	*7%*
				e	e									a
50 - 99	(75.0)	**16**	1	1	**	1	3	**	*	10	14	2	16	*
		1%	*2%*	*1%*	**	*1%*	*1%*	**	**%*	*2%*	*1%*	*1%*	*1%*	**%*
100 - 249	(175.0)	**5**	*	-	**	-	1	**	2	3	4	1	5	1
		****%***	**%*	*-%*	**	*-%*	**%*	**	*2%*	**%*	**%*	**%*	**%*	*1%*
250 - 499	(375.0)	**5**	-	*	**	-	-	**	2	3	2	2	3	2
		****%***	*-%*	**%*	**	*-%*	*-%*	**	*2%*	**%*	**%*	*1%*	**%*	*1%*
									e					a
500 - 4,999	(2750.0)	**6**	-	*	**	-	-	**	2	4	6	*	6	-
		****%***	*-%*	**%*	**	*-%*	*-%*	**	*2%*	*1%*	*1%*	**%*	**%*	*-%*
									e					
5,000 - 49 ,999	(27500.0)	**2**	-	-	**	-	-	**	-	2	2	-	2	-
		****%***	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	**%*	**%*	*-%*	**%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
		-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
		-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
		-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	**	-	-	**	-	-	-	-	-	-
		-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1308**	46	99	**	108	328	**	100	561	992	316	1182	126
		97%	*98%*	*99%*	**	*99%*	*99%*	**	*95%*	*96%*	*97%*	*98%*	*97%*	*98%*
						g	**gh**							
Net: 50+		**34**	1	1	**	1	4	**	6	21	29	5	31	3
		3%	*2%*	*1%*	**	*1%*	*1%*	**	*5%*	*4%*	*3%*	*2%*	*3%*	*2%*
									de	e				
Answered		**1342**	47	100	**	109	332	**	105	582	1021	321	1213	129
Mean		**73.34**	15.18	18.01	**	13.88	13.92	**	70.73	139.84	90.65	18.34	78.95	20.55
									e					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**1385**	1335	50	804	215	350
Weighted total		**1342**	1273	69	803	209	310
1-24	(12.5)	**1258**	1195	**	767	191	280
		94%	*94%*	**	*95%*	*91%*	*90%*
					bc		
25 - 49	(37.0)	**50**	44	**	22	12	16
		4%	*3%*	**	*3%*	*6%*	*5%*
						a	a
50 - 99	(75.0)	**16**	16	**	11	1	5
		1%	*1%*	**	*1%*	**%*	*1%*
100 - 249	(175.0)	**5**	5	**	1	3	1
		****%***	**%*	**	**%*	*1%*	**%*
						a	
250 - 499	(375.0)	**5**	5	**	2	*	2
		****%***	**%*	**	**%*	**%*	*1%*
500 - 4,999	(2750.0)	**6**	6	**	-	2	4
		****%***	**%*	**	*-%*	*1%*	*1%*
						a	a
5,000 - 49 ,999	(27500.0)	**2**	2	**	-	-	2
		****%***	**%*	**	*-%*	*-%*	*1%*
							a
50,000 - 499,999	(275000.0)	**-**	-	**	-	-	-
		-%	-%	**	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	-	-	-
		-%	-%	**	-%	-%	-%
5m +	(5500000.0)	**-**	-	**	-	-	-
		-%	-%	**	-%	-%	-%
Don't know		**-**	-	**	-	-	-
		-%	-%	**	-%	-%	-%
Net: 0-49		**1308**	1239	**	789	203	296
		97%	*97%*	**	*98%*	*97%*	*96%*
					c		
Net: 50+		**34**	34	**	14	6	14
		3%	*3%*	**	*2%*	*3%*	*4%*
							a
Answered		**1342**	1273	**	803	209	310
Mean		**73.34**	76.52	**	15.32	41.05	249.49
						a	a

Columns Tested: a,b - a,b,c

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)

		Total base	Monthly postal spend											Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total		**1385**	1102	245	29	3	4	1	1	-	1347	38	9	379	723	283
Weighted total		**1342**	1140	181	18	*	1	2	*	-	1321	21	3	458	683	202
1-24	(12.5)	**1258**	1099	149	**	**	**	**	**	**	1249	**	**	452	647	159
		94%	*96%*	*83%*	**	**	**	**	**	**	*95%*	**	**	*99%*	*95%*	*79%*
			bij	j							**bj**			**bc**	c	
25 - 49	(37.0)	**50**	29	16	**	**	**	**	**	**	45	**	**	4	26	21
		4%	*3%*	*9%*	**	**	**	**	**	**	*3%*	**	**	*1%*	*4%*	*10%*
				ai								**abi**			a	**ab**
50 - 99	(75.0)	**16**	8	8	**	**	**	**	**	**	15	**	**	2	6	8
		1%	*1%*	*4%*	**	**	**	**	**	**	*1%*	**	**	*%*	*1%*	*4%*
				ai								a				**ab**
100 - 249	(175.0)	**5**	2	1	**	**	**	**	**	**	3	**	**	-	2	3
		%	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*2%*
												abi				**ab**
250 - 499	(375.0)	**5**	2	2	**	**	**	**	**	**	5	**	**	-	2	2
		%	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*1%*
				ai												a
500 - 4,999	(2750.0)	**6**	-	4	**	**	**	**	**	**	4	**	**	-	-	6
		%	-%	*2%*	**	**	**	**	**	**	*%*	**	**	-%	-%	*3%*
				ai								**abi**				**ab**
5,000 - 49 ,999	(27500.0)	**2**	-	-	**	**	**	**	**	**	-	**	**	-	-	2
		%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	*1%*
												abi				**ab**
50,000 - 499,999	(275000.0)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
Don't know		**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
Net: 0-49		**1308**	1128	166	**	**	**	**	**	**	1294	**	**	456	673	180
		97%	*99%*	*92%*	**	**	**	**	**	**	*98%*	**	**	*100%*	*99%*	*89%*
			bj	j							**bj**			c	c	
Net: 50+		**34**	12	15	**	**	**	**	**	**	27	**	**	2	10	22
		3%	*1%*	*8%*	**	**	**	**	**	**	*2%*	**	**	*%*	*1%*	*11%*
				ai								**abi**				**ab**
Answered		**1342**	1140	181	**	**	**	**	**	**	1321	**	**	458	683	202
Mean		**73.34**	14.56	84.49	**	**	**	**	**	**	24.12	**	**	12.98	15.61	405.93
				ai							a	**abi**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total		**1385**	1246	853	1385	544	399	945	1248	73	34	17	5	7	1
Weighted total		**1342**	1193	768	1342	498	334	875	1258	50	16	5	5	6	2
1-24	(12.5)	**1258**	1116	705	1258	456	283	804	1258	-	**	**	**	**	**
		94%	*94%*	*92%*	*94%*	*92%*	*85%*	*92%*	*100%*	*-%*	**	**	**	**	**
			e	e	e	e		e	**bc**						
25 - 49	(37.0)	**50**	45	36	50	25	28	43	-	50	**	**	**	**	**
		4%	*4%*	*5%*	*4%*	*5%*	*8%*	*5%*	*-%*	*100%*	**	**	**	**	**
							abcdf			**ac**					
50 - 99	(75.0)	**16**	15	12	16	9	9	13	-	-	**	**	**	**	**
		1%	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*-%*	*-%*	**	**	**	**	**
							c				**ab**				
100 - 249	(175.0)	**5**	5	5	5	1	3	5	-	-	**	**	**	**	**
		****%***	**%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*	**	**	**	**	**
250 - 499	(375.0)	**5**	5	2	5	2	4	5	-	-	**	**	**	**	**
		****%***	**%*	**%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*	**	**	**	**	**
							abc								
500 - 4,999	(2750.0)	**6**	6	6	6	4	5	4	-	-	**	**	**	**	**
		****%***	**%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	**	**	**	**	**
							c								
5,000 - 49 ,999	(27500.0)	**2**	2	2	2	-	2	2	-	-	**	**	**	**	**
		****%***	**%*	**%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	**	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
Net: 0-49		**1308**	1161	740	1308	481	311	846	1258	50	**	**	**	**	**
		97%	*97%*	*96%*	*97%*	*97%*	*93%*	*97%*	*100%*	*100%*	**	**	**	**	**
			e	e	e	e		e	c	c					
Net: 50+		**34**	33	28	34	17	23	29	-	-	**	**	**	**	**
		3%	*3%*	*4%*	*3%*	*3%*	*7%*	*3%*	*-%*	*-%*	**	**	**	**	**
							abcdf				**ab**				
Answered		**1342**	1193	768	1342	498	334	875	1258	50	**	**	**	**	**
Mean		**73.34**	80.51	116.62	73.34	38.95	241.75	99.56	12.50	37.00	**	**	**	**	**
							cd								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**1385**	527	8	5	-	2	2	-	4	425	389	332	233	6
Weighted total		**1342**	487	7	2	-	*	1	-	2	482	408	304	143	5
1-24	(12.5)	**1258**	451	**	**	**	**	**	**	**	463	385	288	118	**
		94%	*93%*	**	**	**	**	**	**	**	*96%*	*95%*	*95%*	*83%*	**
											d	d	d		
25 - 49	(37.0)	**50**	21	**	**	**	**	**	**	**	7	12	12	19	**
		4%	*4%*	**	**	**	**	**	**	**	*1%*	*3%*	*4%*	*13%*	**
													a	**abc**	
50 - 99	(75.0)	**16**	8	**	**	**	**	**	**	**	8	5	1	2	**
		1%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	**%*	*2%*	**
100 - 249	(175.0)	**5**	1	**	**	**	**	**	**	**	1	1	1	3	**
		****%***	**%*	**	**	**	**	**	**	**	**%*	**%*	**%*	*2%*	**
														abc	
250 - 499	(375.0)	**5**	2	**	**	**	**	**	**	**	2	*	2	-	**
		****%***	**%*	**	**	**	**	**	**	**	**%*	**%*	*1%*	*-%*	**
500 - 4,999	(2750.0)	**6**	3	**	**	**	**	**	**	**	1	2	-	*	**
		****%***	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*-%*	**%*	**
5,000 - 49 ,999	(27500.0)	**2**	-	**	**	**	**	**	**	**	-	2	-	-	**
		****%***	*-%*	**	**	**	**	**	**	**	*-%*	*1%*	*-%*	*-%*	**
50,000 - 499,999	(275000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
5m +	(5500000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Don't know		**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Net: 0-49		**1308**	472	**	**	**	**	**	**	**	469	397	300	137	**
		97%	*97%*	**	**	**	**	**	**	**	*97%*	*97%*	*99%*	*96%*	**
													d		
Net: 50+		**34**	15	**	**	**	**	**	**	**	13	10	3	5	**
		3%	*3%*	**	**	**	**	**	**	**	*3%*	*3%*	*1%*	*4%*	**
														c	
Answered		**1342**	487	**	**	**	**	**	**	**	482	408	304	143	**
Mean		**73.34**	31.78	**	**	**	**	**	**	**	23.44	179.83	16.43	22.10	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total		**1385**	231	116	130	61	6	276	19	249	1244	141	1325	60
Weighted total		**1342**	213	111	123	47	4	277	12	208	1214	128	1289	53
1-24	(12.5)	**1258**	197	100	116	39	**	254	**	193	1135	123	1207	51
		94%	*92%*	*91%*	*94%*	*84%*	**	*91%*	**	*92%*	*93%*	*96%*	*94%*	*96%*
			d		d									
25 - 49	(37.0)	**50**	8	8	5	4	**	14	**	9	47	3	49	1
		4%	*4%*	*7%*	*4%*	*10%*	**	*5%*	**	*4%*	*4%*	*2%*	*4%*	*1%*
50 - 99	(75.0)	**16**	4	2	3	*	**	5	**	4	15	1	15	1
		1%	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*2%*	*1%*	*1%*	*1%*	*2%*
100 - 249	(175.0)	**5**	*	1	*	1	**	1	**	*	5	*	5	*
		%	*%*	*1%*	*%*	*1%*	**	*%*	**	*%*	*%*	*%*	*%*	*%*
250 - 499	(375.0)	**5**	2	-	-	*	**	*	**	2	4	*	4	*
		%	*1%*	*-%*	*-%*	*%*	**	*%*	**	*1%*	*%*	*%*	*%*	*%*
500 - 4,999	(2750.0)	**6**	2	-	-	2	**	4	**	-	6	-	6	-
		%	*1%*	*-%*	*-%*	*5%*	**	*1%*	**	*-%*	*%*	*-%*	*%*	*-%*
						abc								
5,000 - 49 ,999	(27500.0)	**2**	-	-	-	-	**	-	**	-	2	-	2	-
		%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*%*	*-%*	*%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	**	-	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1308**	205	108	120	44	**	267	**	202	1182	126	1256	52
		97%	*96%*	*98%*	*98%*	*93%*	**	*96%*	**	*97%*	*97%*	*99%*	*97%*	*98%*
Net: 50+		**34**	8	3	3	3	**	10	**	7	32	2	33	1
		3%	*4%*	*2%*	*2%*	*7%*	**	*4%*	**	*3%*	*3%*	*1%*	*3%*	*2%*
Answered		**1342**	213	111	123	47	**	277	**	208	1214	128	1289	53
Mean		**73.34**	42.33	16.27	14.91	142.70	**	55.00	**	18.86	79.52	14.73	75.72	15.10
						abc								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		**1385**	47	126	204	22	399	145	418	1180	165	1
Weighted total		**1342**	45	118	191	18	362	136	410	1132	123	*
1-24	(12.5)	**1258**	**	112	180	**	326	130	386	1055	112	**
		94%	**	*95%*	*94%*	**	*90%*	*96%* a	*94%*	*93%*	*91%*	**
25 - 49	(37.0)	**50**	**	5	7	**	20	5	18	45	5	**
		4%	**	*4%*	*4%*	**	*6%*	*3%*	*4%*	*4%*	*4%*	**
50 - 99	(75.0)	**16**	**	1	1	**	8	1	4	15	4	**
		1%	**	*1%*	*1%*	**	*2%*	*%*	*1%*	*1%*	*3%*	**
100 - 249	(175.0)	**5**	**	-	2	**	1	-	3	5	3	**
		%	**	-%	*1%*	**	*%*	-%	*1%*	*%*	*2%* b	**
250 - 499	(375.0)	**5**	**	*	*	**	2	*	-	5	-	**
		%	**	*%*	*%*	**	*1%*	*%*	-%	*%*	-%	**
500 - 4,999	(2750.0)	**6**	**	-	2	**	4	-	*	6	*	**
		%	** b	-%	*1%*	**	*1%*	-%	*%*	*1%*	*%*	**
5,000 - 49 ,999	(27500.0)	**2**	**	-	-	**	-	-	-	2	-	**
		%	**	-%	-%	**	-%	-%	-%	*%*	-%	**
50,000 - 499,999	(275000.0)	**-**	**	-	-	**	-	-	-	-	-	**
		-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	**	-	-	**	-	-	-	-	-	**
		-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	**	-	-	**	-	-	-	-	-	**
		-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		**-**	**	-	-	**	-	-	-	-	-	**
		-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		**1308**	**	117	187	**	346	135	403	1100	116	**
		97%	**	*99%* a	*98%*	**	*96%*	*99%* a	*98%* c	*97%*	*95%*	**
Net: 50+		**34**	**	1	5	**	16	1	7	32	7	**
		3%	** b	*1%*	*2%*	**	*4%* b	*1%*	*2%*	*3%*	*5%* a	**
Answered		**1342**	**	118	191	**	362	136	410	1132	123	**
Mean		**73.34**	** b	14.31	40.66	**	48.16	14.36	15.98	84.14	21.27	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**1385**	351	768	147	1	373	382	129	1	1188	811	447	1041	863	23
Weighted total		**1342**	336	696	112	*	351	346	107	*	1132	731	400	1012	778	26
1-24	(12.5)	**1258**	313	635	104	**	325	311	101	**	1058	668	363	946	720	**
		94%	*93%*	*91%*	*93%*	**	*93%*	*90%*	*94%*	**	*93%*	*91%*	*91%*	*94%*	*93%*	**
25 - 49	(37.0)	**50**	14	35	3	**	15	23	3	**	42	35	21	42	34	**
		4%	*4%*	*5%*	*3%*	**	*4%*	*7%*	*2%*	**	*4%*	*5%*	*5%*	*4%*	*4%*	**
50 - 99	(75.0)	**16**	5	12	3	**	7	6	3	**	15	12	8	10	11	**
		1%	*1%*	*2%*	*2%*	**	*2%*	*2%*	*3%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
100 - 249	(175.0)	**5**	2	5	2	**	1	1	*	**	5	5	1	4	5	**
		%	*1%*	*1%*	*2%*	**	*%*	*%*	*%*	**	*%*	*1%*	*%*	*%*	*1%*	**
250 - 499	(375.0)	**5**	-	2	-	**	2	2	*	**	4	2	2	2	4	**
		%	*-%*	*%*	*-%*	**	*1%*	*1%*	*%*	**	*%*	*%*	*1%*	*%*	*1%*	**
500 - 4,999	(2750.0)	**6**	2	4	*	**	1	3	*	**	6	6	4	5	4	**
		%	*1%*	*1%*	*%*	**	*%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*%*	**
5,000 - 49 ,999	(27500.0)	**2**	-	2	-	**	-	-	-	**	2	2	-	2	-	**
		%	*-%*	*%*	*-%*	**	*-%*	*-%*	*-%*	**	*%*	*%*	*-%*	*%*	*-%*	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't know		**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Net: 0-49		**1308**	327	671	107	**	339	334	103	**	1100	704	384	989	754	**
		97%	*97%*	*96%*	*96%*	**	*97%*	*96%*	*97%*	**	*97%*	*96%*	*96%*	*98%*	*97%*	**
Net: 50+		**34**	9	26	5	**	11	12	3	**	32	27	16	23	24	**
		3%	*3%*	*4%*	*4%*	**	*3%*	*4%*	*3%*	**	*3%*	*4%*	*4%*	*2%*	*3%*	**
Answered		**1342**	336	696	112	**	351	346	107	**	1132	731	400	1012	778	**
Mean		**73.34**	31.27	120.04	20.02	**	27.93	39.88	18.00	**	84.07	121.80	45.01	89.65	31.17	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**1385**	326	219	246	58	53	983	839	33	21	21	3
Weighted total		**1342**	287	178	227	57	42	958	755	31	17	23	5
1-24	(12.5)	**1258**	263	159	210	54	38	895	696	**	**	**	**
		94%	*92%*	*89%*	*93%*	*95%*	*90%*	*93%*	*92%*	**	**	**	**
25 - 49	(37.0)	**50**	15	12	11	*	3	40	34	**	**	**	**
		4%	*5%*	*7%*	*5%*	*1%*	*6%*	*4%*	*4%*	**	**	**	**
50 - 99	(75.0)	**16**	2	4	5	2	2	10	10	**	**	**	**
		1%	*1%*	*2%*	*2%*	*4%*	*4%*	*1%*	*1%*	**	**	**	**
						a	a						
100 - 249	(175.0)	**5**	1	1	1	-	-	4	4	**	**	**	**
		%	*%*	*1%*	*%*	-%	-%	*%*	*1%*	**	**	**	**
250 - 499	(375.0)	**5**	2	2	*	-	-	2	4	**	**	**	**
		%	*1%*	*1%*	*%*	-%	-%	*%*	*1%*	**	**	**	**
500 - 4,999	(2750.0)	**6**	3	1	*	*	*	5	6	**	**	**	**
		%	*1%*	*%*	*%*	*%*	*%*	*1%*	*1%*	**	**	**	**
5,000 - 49 ,999	(27500.0)	**2**	-	-	-	-	-	2	-	**	**	**	**
		%	-%	-%	-%	-%	-%	*%*	-%	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Net: 0-49		**1308**	278	171	221	54	40	935	730	**	**	**	**
		97%	*97%*	*96%*	*97%*	*96%*	*96%*	*98%*	*97%*	**	**	**	**
Net: 50+		**34**	9	7	6	2	2	23	25	**	**	**	**
		3%	*3%*	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	**	**	**	**
Answered		**1342**	287	178	227	57	42	958	755	**	**	**	**
Mean		**73.34**	50.73	31.41	17.18	20.01	22.97	93.95	38.91	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**1385**	1354	1196	1362	1159	1363	843	1323	363	3	1154	32	167	1153
Weighted total		**1342**	1306	1107	1315	1079	1312	808	1283	306	2	1086	44	172	1100
1-24	(12.5)	**1258**	1227	1035	1235	1014	1230	756	1206	291	**	1016	**	156	1035
		94%	*94%*	*93%*	*94%*	*94%*	*94%*	*94%*	*94%*	*95%*	**	*94%*	**	*91%*	*94%*
25 - 49	(37.0)	**50**	45	39	46	36	48	28	46	8	**	42	**	5	43
		4%	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	**	*4%*	**	*3%*	*4%*
50 - 99	(75.0)	**16**	16	16	16	14	16	9	16	5	**	12	**	3	13
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*2%*	*1%*
100 - 249	(175.0)	**5**	5	5	5	3	5	5	5	1	**	5	**	3	2
		%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	*%*	**	*2%*	*%*
														b	
250 - 499	(375.0)	**5**	5	5	5	5	5	4	5	2	**	4	**	*	4
		%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	*%*	**	*%*	*%*
500 - 4,999	(2750.0)	**6**	6	6	6	5	6	3	4	*	**	4	**	3	3
		%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*2%*	*%*
													a	b	
5,000 - 49 ,999	(27500.0)	**2**	2	2	2	2	2	2	2	-	**	2	**	2	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	*1%*	*-%*
														b	
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Net: 0-49		**1308**	1272	1074	1281	1050	1278	784	1251	299	**	1058	**	161	1078
		97%	*97%*	*97%*	*97%*	*97%*	*97%*	*97%*	*98%*	*97%*	**	*97%*	**	*94%*	*98%*
															a
Net: 50+		**34**	34	33	34	29	34	24	32	8	**	27	**	11	22
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	**	*3%*	**	*6%*	*2%*
														b	
Answered		**1342**	1306	1107	1315	1079	1312	808	1283	306	**	1086	**	172	1100
Mean		**73.34**	74.94	85.95	74.53	86.04	74.71	103.76	71.68	18.36	**	82.70	**	421.18	22.80
														b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**1385**	236	12	60	226	156	973	252	144	59	1171	778	607
Weighted total		**1342**	233	15	60	215	131	946	260	129	57	1152	749	593
1-24	(12.5)	**1258**	219	**	57	203	118	890	245	120	56	1080	696	562
		94%	*94%*	**	*94%*	*94%*	*90%*	*94%*	*94%*	*93%*	*97%*	*94%*	*93%*	*95%*
25 - 49	(37.0)	**50**	9	**	2	7	9	29	12	5	*	44	33	17
		4%	*4%*	**	*4%*	*3%*	*7%*	*3%*	*5%*	*4%*	*1%*	*4%*	*4%*	*3%*
							b							
50 - 99	(75.0)	**16**	2	**	*	2	1	13	1	1	*	15	6	10
		1%	*1%*	**	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*2%*
100 - 249	(175.0)	**5**	2	**	*	2	1	5	*	-	*	5	4	1
		%	*1%*	**	*%*	*1%*	*%*	*%*	*%*	-%	*%*	*%*	*1%*	*%*
250 - 499	(375.0)	**5**	*	**	*	*	-	4	*	*	-	4	4	*
		%	*%*	**	*%*	*%*	-%	*%*	*%*	*%*	-%	*%*	*1%*	*%*
500 - 4,999	(2750.0)	**6**	1	**	1	1	*	5	1	3	1	2	6	*
		%	*1%*	**	*1%*	*1%*	*%*	*%*	*%*	*3%*	*1%*	*%*	*1%*	*%*
										c			b	
5,000 - 49 ,999	(27500.0)	**2**	-	**	-	-	2	-	-	-	-	2	-	2
		%	-%	**	-%	-%	*2%*	-%	-%	-%	-%	*%*	-%	*%*
							bc							
50,000 - 499,999	(275000.0)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1308**	228	**	59	210	127	919	257	125	56	1124	729	579
		97%	*98%*	**	*98%*	*98%*	*97%*	*97%*	*99%*	*97%*	*98%*	*98%*	*97%*	*98%*
Net: 50+		**34**	5	**	1	5	4	27	3	4	1	28	20	14
		3%	*2%*	**	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*
Answered		**1342**	233	**	60	215	131	946	260	129	57	1152	749	593
Mean		**73.34**	29.79	**	38.79	31.04	482.72	29.62	27.22	83.47	43.56	73.82	38.27	117.69
							bc							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

		Total base	Month											
			Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**1385**	133	109	109	135	120	119	141	85	103	137	109	85
Weighted total		**1342**	88	121	121	88	140	122	85	90	159	141	116	71
1-24	(12.5)	**1258**	75	108	111	82	134	108	83	89	152	135	112	69
		94%	*85%*	*90%*	*92%*	*93%*	*95%*	*89%*	*98%*	*99%*	*96%*	*96%*	*96%*	*96%*
						a	a		**abcf**	**abcf**	**af**	**af**	**af**	**af**
25 - 49	(37.0)	**50**	9	7	5	5	2	9	1	1	4	3	3	1
		4%	*11%*	*6%*	*4%*	*6%*	*1%*	*8%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*
			ceghijkl	g		**eg**		**eghj**						
50 - 99	(75.0)	**16**	1	3	1	*	3	1	1	*	2	3	-	1
		1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	*2%*	*-%*	*1%*
100 - 249	(175.0)	**5**	*	2	1	*	*	1	*	-	-	-	*	*
		****%***	*1%*	*2%*	*1%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*
250 - 499	(375.0)	**5**	*	-	2	-	2	*	-	-	-	-	-	-
		****%***	**%*	*-%*	*2%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	**6**	*	1	2	-	-	2	*	-	-	-	1	-
		****%***	**%*	**%*	*2%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*
5,000 - 49 ,999	(27500.0)	**2**	2	-	-	-	-	-	-	-	-	-	-	-
		****%***	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1308**	84	115	115	87	136	117	84	90	157	138	114	70
		97%	*95%*	*96%*	*95%*	*99%*	*97%*	*96%*	*99%*	*100%*	*99%*	*98%*	*99%*	*98%*
						a								
Net: 50+		**34**	4	5	5	1	5	5	1	*	2	3	2	1
		3%	*5%*	*4%*	*5%*	*1%*	*3%*	*4%*	*1%*	**%*	*1%*	*2%*	*1%*	*2%*
			d											
Answered		**1342**	88	121	121	88	140	122	85	90	159	141	116	71
Mean		**73.34**	707.24	29.83	63.25	14.70	19.04	65.13	16.73	12.90	13.95	14.29	42.61	14.65

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

		Total base	Quarter			
			Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%			a	b	c	d
Unweighted total		**1385**	351	374	329	331
Weighted total		**1342**	329	350	334	329
1-24	(12.5)	**1258**	294	324	324	316
		94%	*89%*	*92%*	*97%*	*96%*
					ab	**ab**
25 - 49	(37.0)	**50**	21	16	6	7
		4%	*6%*	*5%*	*2%*	*2%*
			cd	c		
50 - 99	(75.0)	**16**	5	4	3	4
		1%	*1%*	*1%*	*1%*	*1%*
100 - 249	(175.0)	**5**	3	1	*	1
		***%**	*1%*	*%*	*%*	*%*
250 - 499	(375.0)	**5**	2	2	-	-
		***%**	*1%*	*1%*	-%	-%
500 - 4,999	(2750.0)	**6**	2	2	*	1
		***%**	*1%*	*1%*	*%*	*%*
5,000 - 49 ,999	(27500.0)	**2**	2	-	-	-
		***%**	*1%*	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%
Net: 0-49		**1308**	315	340	330	323
		97%	*96%*	*97%*	*99%*	*98%*
					a	a
Net: 50+		**34**	15	10	3	6
		3%	*4%*	*3%*	*1%*	*2%*
			cd			
Answered		**1342**	329	350	334	329
Mean		**73.34**	223.69	34.03	14.38	24.35

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1385**	981	257	100	47	404	370	308	98	42	101
Weighted total	**1342**	1293	31	12	6	49	465	352	86	29	44
Less than once a week	**482**	472	7	2	**	10	206	119	33	**	9
	36%	*37%*	*23%*	*18%*	**	*20%*	*44%*	*34%*	*39%*	**	*20%*
		bcde					**bde**	e	e		
Once a week	**408**	396	8	3	**	11	146	119	22	**	11
	30%	*31%*	*27%*	*21%*	**	*23%*	*31%*	*34%*	*25%*	**	*26%*
		cde	d				d	d			
More than once a week but not every day	**304**	292	8	4	**	12	88	76	21	**	12
	23%	*23%*	*25%*	*29%*	**	*25%*	*19%*	*22%*	*24%*	**	*27%*
				d							
Once a day	**143**	128	8	4	**	15	25	36	10	**	12
	11%	*10%*	*25%*	*30%*	**	*31%*	*5%*	*10%*	*12%*	**	*28%*
			a	a	**abce**	a		a	a	**abc**	**abc**
Twice a day	**4**	4	*	-	**	*	*	2	-	**	-
	***%**	*%*	*1%*	*-%*	**	*%*	*%*	*1%*	*-%*	**	*-%*
More than twice a day	**2**	1	-	*	**	*	-	-	-	**	-
	***%**	*%*	*-%*	*2%*	**	*%*	*-%*	*-%*	*-%*	**	*-%*
				ab							
Don't know	**-**	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1385**	114	60	146	34	94	157	106	85	68	864	169	180	172
Weighted total	**1342**	156	89	190	41	116	222	127	109	90	1140	68	73	61
Less than once a week	**482**	58	39	80	**	29	84	39	41	37	418	21	18	25
	36%	*37%*	*43%*	*42%*	**	*25%*	*38%*	*31%*	*38%*	*41%*	*37%*	*31%*	*25%*	*40%*
		l	**el**	**ekl**			**el**		l	**el**	**el**			**el**
Once a week	**408**	45	22	54	**	41	73	39	34	27	353	19	21	15
	30%	*29%*	*25%*	*29%*	**	*36%*	*33%*	*31%*	*31%*	*29%*	*31%*	*28%*	*29%*	*24%*
					m	m								
More than once a week but not every day	**304**	33	21	35	**	32	41	34	27	20	250	17	23	15
	23%	*21%*	*24%*	*18%*	**	*28%*	*18%*	*26%*	*25%*	*22%*	*22%*	*24%*	*31%*	*24%*
													cfj	
Once a day	**143**	20	6	20	**	13	22	15	7	7	114	11	10	8
	11%	*13%*	*7%*	*10%*	**	*11%*	*10%*	*12%*	*6%*	*8%*	*10%*	*16%*	*14%*	*12%*
												hj		
Twice a day	**4**	-	*	1	**	-	2	-	-	-	3	*	-	-
	****%***	*-%*	**%*	*1%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
More than twice a day	**2**	-	1	-	**	*	-	-	-	-	2	-	-	-
	****%***	*-%*	*1%*	*-%*	**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
			j											
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1385**	59	127	34	120	289	33	98	617	1004	381	1223	162
Weighted total	**1342**	47	100	31	109	332	28	105	582	1021	321	1213	129
Less than once a week	**482**	16	28	**	54	116	**	14	228	356	126	426	56
	36%	*34%*	*28%*	**	*49%*	*35%*	**	*14%*	*39%*	*35%*	*39%*	*35%*	*43%*
		g	g	g	**begh**	g	g		**bg**				a
Once a week	**408**	19	33	**	29	98	**	18	186	303	105	371	37
	30%	*41%*	*33%*	**	*27%*	*30%*	**	*17%*	*32%*	*30%*	*33%*	*31%*	*29%*
		g	g			g	**cdegh**		g				
More than once a week but not every day	**304**	6	29	**	18	80	**	43	117	244	59	277	26
	23%	*12%*	*29%*	**	*17%*	*24%*	**	*41%*	*20%*	*24%*	*18%*	*23%*	*20%*
			adfh	f		**af**		**adefh**	f	b			
Once a day	**143**	6	9	**	7	38	**	30	46	112	30	133	10
	11%	*13%*	*9%*	**	*7%*	*12%*	**	*29%*	*8%*	*11%*	*9%*	*11%*	*8%*
		f				f		**abcdefh**					
Twice a day	**4**	-	-	**	-	*	**	-	4	3	*	4	-
	****%***	*-%*	*-%*	**	*-%*	**%*	**	*-%*	*1%*	**%*	**%*	**%*	*-%*
More than twice a day	**2**	-	*	**	-	-	**	-	1	2	-	2	-
	****%***	*-%*	**%*	**	*-%*	*-%*	**	*-%*	**%*	**%*	*-%*	**%*	*-%*
Don't know	**-**	-	-	**	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1385**	1335	50	804	215	350
Weighted total	**1342**	1273	69	803	209	310
Less than once a week	**482**	457	**	363	46	68
	36%	*36%*	**	*45%*	*22%*	*22%*
				bc		
Once a week	**408**	386	**	237	72	88
	30%	*30%*	**	*29%*	*34%*	*28%*
More than once a week but not every day	**304**	287	**	159	65	78
	23%	*23%*	**	*20%*	*31%*	*25%*
					a	a
Once a day	**143**	138	**	45	25	72
	11%	*11%*	**	*6%*	*12%*	*23%*
					a	**ab**
Twice a day	**4**	4	**	-	1	3
	***%**	*%*	**	*-%*	*1%*	*1%*
					a	a
More than twice a day	**2**	2	**	-	-	2
	***%**	*%*	**	*-%*	*-%*	*%*
						a
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1385**	1102	245	29	3	4	1	1	-	1347	38	9	379	723	283
Weighted total	**1342**	1140	181	18	*	1	2	*	-	1321	21	3	458	683	202
Less than once a week	**482**	455	25	**	**	**	**	**	**	480	**	**	272	183	27
	36%	*40%*	*14%*	**	**	**	**	**	**	*36%*	**	**	*59%*	*27%*	*14%*
		bj								**bj**			**bc**	c	
Once a week	**408**	369	35	**	**	**	**	**	**	405	**	**	136	233	38
	30%	*32%*	*19%*	**	**	**	**	**	**	*31%*	**	**	*30%*	*34%*	*19%*
		bj								**bj**			c	c	
More than once a week but not every day	**304**	249	52	**	**	**	**	**	**	301	**	**	46	203	55
	23%	*22%*	*29%*	**	**	**	**	**	**	*23%*	**	**	*10%*	*30%*	*27%*
			ai											a	a
Once a day	**143**	66	65	**	**	**	**	**	**	131	**	**	4	62	77
	11%	*6%*	*36%*	**	**	**	**	**	**	*10%*	**	**	*1%*	*9%*	*38%*
			ai							a	**abi**			a	**ab**
Twice a day	**4**	*	3	**	**	**	**	**	**	4	**	**	-	*	3
	***%**	*%*	*2%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*2%*
			ai												**ab**
More than twice a day	**2**	1	*	**	**	**	**	**	**	2	**	**	-	1	*
	***%**	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
Don't know	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1385**	1246	853	1385	544	399	945	1248	73	34	17	5	7	1
Weighted total	**1342**	1193	768	1342	498	334	875	1258	50	16	5	5	6	2
Less than once a week	**482**	430	212	482	142	67	270	463	7	**	**	**	**	**
	36%	*36%*	*28%*	*36%*	*29%*	*20%*	*31%*	*37%*	*13%*	**	**	**	**	**
		bdef	e	bdef	e		e	b		b				
Once a week	**408**	368	225	408	157	118	264	385	12	**	**	**	**	**
	30%	*31%*	*29%*	*30%*	*32%*	*35%*	*30%*	*31%*	*24%*	**	**	**	**	**
						b								
More than once a week but not every day	**304**	267	209	304	121	84	221	288	12	**	**	**	**	**
	23%	*22%*	*27%*	*23%*	*24%*	*25%*	*25%*	*23%*	*25%*	**	**	**	**	**
			ac					c	c					
Once a day	**143**	123	118	143	74	61	116	118	19	**	**	**	**	**
	11%	*10%*	*15%*	*11%*	*15%*	*18%*	*13%*	*9%*	*38%*	**	**	**	**	**
			ac		ac	acf	a		ac					
Twice a day	**4**	4	3	4	4	3	3	2	-	**	**	**	**	**
	***%**	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*-%*	**	**	**	**	**
More than twice a day	**2**	2	2	2	*	2	2	2	-	**	**	**	**	**
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1385**	527	8	5	-	2	2	-	4	425	389	332	233	6
Weighted total	**1342**	487	7	2	-	*	1	-	2	482	408	304	143	5
Less than once a week	**482**	141	**	**	**	**	**	**	**	482	-	-	-	**
	36%	*29%*	**	**	**	**	**	**	**	*100%* **bcd**	-%	-%	-%	**
Once a week	**408**	156	**	**	**	**	**	**	**	-	408	-	-	**
	30%	*32%*	**	**	**	**	**	**	**	-%	*100%* **acd**	-%	-%	**
More than once a week but not every day	**304**	118	**	**	**	**	**	**	**	-	-	304	-	**
	23%	*24%*	**	**	**	**	**	**	**	-%	-%	*100%* **abd**	-%	**
Once a day	**143**	67	**	**	**	**	**	**	**	-	-	-	143	**
	11%	*14%*	**	**	**	**	**	**	**	-%	-%	-%	*100%* **abc**	**
Twice a day	**4**	4	**	**	**	**	**	**	**	-	-	-	-	**
	%	*1%*	**	**	**	**	**	**	**	-%	-%	-%	-%	**
More than twice a day	**2**	*	**	**	**	**	**	**	**	-	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Don't know	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1385**	231	116	130	61	6	276	19	249	1244	141	1325	60
Weighted total	**1342**	213	111	123	47	4	277	12	208	1214	128	1289	53
Less than once a week	**482**	96	23	19	3	**	77	**	65	429	53	456	26
	36%	*45%*	*20%*	*15%*	*7%*	**	*28%*	**	*31%*	*35%*	*41%*	*35%*	*50%*
		bcd	d										a
Once a week	**408**	61	52	36	7	**	92	**	59	372	36	393	15
	30%	*29%*	*47%*	*30%*	*15%*	**	*33%*	**	*28%*	*31%*	*28%*	*30%*	*28%*
		d	**acd**	d									
More than once a week but not every day	**304**	42	23	44	12	**	64	**	53	283	21	299	5
	23%	*20%*	*21%*	*36%*	*26%*	**	*23%*	**	*25%*	*23%*	*16%*	*23%*	*9%*
				ab						b		b	
Once a day	**143**	14	13	24	23	**	43	**	30	124	19	136	7
	11%	*6%*	*12%*	*20%*	*48%*	**	*16%*	**	*14%*	*10%*	*15%*	*11%*	*13%*
				a	**abc**								
Twice a day	**4**	*	-	-	2	**	2	**	2	4	-	4	-
	%	*%*	-%	-%	*4%*	**	*1%*	**	*1%*	*%*	-%	*%*	-%
					abc								
More than twice a day	**2**	-	*	-	-	**	-	**	*	2	-	2	-
	%	-%	*%*	-%	-%	**	-%	**	*%*	*%*	-%	*%*	-%
Don't know	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1385**	47	126	204	22	399	145	418	1180	165	1
Weighted total	**1342**	45	118	191	18	362	136	410	1132	123	*
Less than once a week	**482**	**	33	60	**	99	43	123	407	37	**
	36%	**	*28%*	*31%*	**	*27%*	*31%*	*30%*	*36%* a	*30%*	**
Once a week	**408**	**	38	51	**	112	45	140	349	32	**
	30%	**	*32%*	*27%*	**	*31%*	*33%*	*34%*	*31%*	*26%*	**
More than once a week but not every day	**304**	**	30	52	**	90	31	97	256	34	**
	23%	**	*26%*	*27%*	**	*25%*	*23%*	*24%*	*23%*	*28%*	**
Once a day	**143**	**	17	28	**	56	17	48	116	19	**
	11%	**	*14%*	*15%*	**	*16%*	*13%*	*12%*	*10%*	*15%*	**
Twice a day	**4**	**	-	-	**	4	-	*	4	*	**
	%	**	-%	-%	**	*1%*	-%	*%*	*%*	*%*	**
More than twice a day	**2**	**	-	-	**	*	-	2	2	-	**
	%	**	-%	-%	**	*%*	-%	*%*	*%*	-%	**
Don't know	**-**	**	-	-	**	-	-	-	-	-	**
	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1385**	351	768	147	1	373	382	129	1	1188	811	447	1041	863	23
Weighted total	**1342**	336	696	112	*	351	346	107	*	1132	731	400	1012	778	26
Less than once a week	**482**	94	189	33	**	104	90	33	**	397	189	110	346	244	**
	36%	*28%*	*27%*	*29%*	**	*30%*	*26%*	*31%*	**	*35%* **bc**	*26%*	*27%*	*34%*	*31%*	**
Once a week	**408**	115	200	28	**	108	113	34	**	349	216	121	314	231	**
	30%	*34%* c	*29%*	*25%*	**	*31%*	*33%*	*32%*	**	*31%*	*30%*	*30%*	*31%*	*30%*	**
More than once a week but not every day	**304**	75	194	25	**	84	90	21	**	262	207	102	233	196	**
	23%	*22%*	*28%*	*22%*	**	*24%*	*26%*	*20%*	**	*23%*	*28%* a	*26%*	*23%*	*25%*	**
Once a day	**143**	50	110	27	**	55	49	18	**	119	115	62	114	105	**
	11%	*15%*	*16%*	*24%* **ab**	**	*16%*	*14%*	*17%*	**	*11%*	*16%* a	*16%* a	*11%*	*13%*	**
Twice a day	**4**	*	3	-	**	*	4	1	**	4	3	4	4	1	**
	****%***	**%*	**%*	*-%*	**	**%*	*1%*	*1%*	**	**%*	**%*	*1%*	**%*	**%*	**
More than twice a day	**2**	2	2	-	**	*	*	-	**	2	2	*	1	2	**
	****%***	**%*	**%*	*-%*	**	**%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1385**	326	219	246	58	53	983	839	33	21	21	3
Weighted total	**1342**	287	178	227	57	42	958	755	31	17	23	5
Less than once a week	**482**	78	34	59	14	11	333	227	**	**	**	**
	36%	*27%*	*19%*	*26%*	*25%*	*25%*	*35%*	*30%*	**	**	**	**
		b					b					
Once a week	**408**	83	55	78	20	11	294	227	**	**	**	**
	30%	*29%*	*31%*	*35%*	*35%*	*26%*	*31%*	*30%*	**	**	**	**
More than once a week but not every day	**304**	78	51	58	10	12	224	200	**	**	**	**
	23%	*27%*	*29%*	*26%*	*18%*	*28%*	*23%*	*27%*	**	**	**	**
Once a day	**143**	44	36	30	12	8	103	96	**	**	**	**
	11%	*15%*	*20%*	*13%*	*21%*	*19%*	*11%*	*13%*	**	**	**	**
			c									
Twice a day	**4**	3	1	1	*	*	3	3	**	**	**	**
	%	*1%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**
More than twice a day	**2**	-	*	*	-	-	1	2	**	**	**	**
	%	-%	*%*	*%*	-%	-%	*%*	*%*	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1385**	1354	1196	1362	1159	1363	843	1323	363	3	1154	32	167	1153
Weighted total	**1342**	1306	1107	1315	1079	1312	808	1283	306	2	1086	44	172	1100
Less than once a week	**482**	475	371	476	379	469	297	458	122	**	384	**	34	410
	36%	*36%*	*33%*	*36%*	*35%*	*36%*	*37%*	*36%*	*40%*	**	*35%*	**	*20%*	*37%* a
Once a week	**408**	397	338	399	329	400	231	394	75	**	344	**	52	334
	30%	*30%*	*31%*	*30%*	*30%*	*31%*	*29%*	*31%* c	*25%*	**	*32%*	**	*30%*	*30%*
More than once a week but not every day	**304**	293	262	298	247	300	188	292	72	**	243	**	55	243
	23%	*22%*	*24%*	*23%*	*23%*	*23%*	*23%*	*23%*	*24%*	**	*22%*	**	*32%* b	*22%*
Once a day	**143**	135	131	137	120	137	88	136	37	**	109	**	31	108
	11%	*10%*	*12%*	*10%*	*11%*	*10%*	*11%*	*11%*	*12%*	**	*10%*	** a	*18%* b	*10%*
Twice a day	**4**	4	4	4	4	4	3	2	*	**	4	**	-	4
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%*
More than twice a day	**2**	2	2	2	2	2	*	1	-	**	2	**	-	2
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	-%	*%*
Don't know	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1385**	236	12	60	226	156	973	252	144	59	1171	778	607
Weighted total	**1342**	233	15	60	215	131	946	260	129	57	1152	749	593
Less than once a week	**482**	87	**	24	75	22	365	92	43	21	418	270	212
	36%	*37%*	**	*39%*	*35%*	*17%*	*39%* a	*36%* a	*33%*	*37%*	*36%*	*36%*	*36%*
Once a week	**408**	72	**	10	69	39	289	80	33	12	362	232	176
	30%	*31%*	**	*17%*	*32%* a	*30%*	*31%*	*31%*	*26%*	*21%*	*31%*	*31%*	*30%*
More than once a week but not every day	**304**	46	**	18	45	33	201	67	27	15	260	171	133
	23%	*20%*	**	*30%*	*21%*	*25%*	*21%*	*26%*	*21%*	*26%*	*23%*	*23%*	*22%*
Once a day	**143**	29	**	8	26	35	87	21	24	9	109	72	70
	11%	*12%*	**	*13%*	*12%*	*26%* bc	*9%*	*8%*	*18%* c	*16%*	*9%*	*10%*	*12%*
Twice a day	**4**	-	**	-	-	1	2	-	2	-	2	4	*
	%	*-%*	**	*-%*	*-%*	*1%*	*%*	*-%*	*2%* c	*-%*	*%*	*%*	*%*
More than twice a day	**2**	-	**	-	-	*	1	-	-	-	2	*	1
	%	*-%*	**	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*
Don't know	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1385**	133	109	109	135	120	119	141	85	103	137	109	85
Weighted total	**1342**	88	121	121	88	140	122	85	90	159	141	116	71
Less than once a week	**482**	32	47	36	30	51	33	33	49	61	43	45	23
	36%	*36%*	*39%*	*30%*	*34%*	*36%*	*27%*	*39%*	*54%*	*39%*	*31%*	*39%*	*32%*
								fabcdefgijk	l				
Once a week	**408**	20	39	51	32	40	28	31	24	48	49	29	18
	30%	*23%*	*32%*	*42%*	*36%*	*28%*	*23%*	*37%*	*26%*	*30%*	*34%*	*25%*	*25%*
				aefhkl	**af**			**af**			a		
More than once a week but not every day	**304**	28	19	21	16	39	37	15	11	34	30	32	22
	23%	*31%*	*16%*	*18%*	*18%*	*28%*	*30%*	*18%*	*12%*	*21%*	*21%*	*27%*	*31%*
		bcdgh				**bh**	**bcdgh**					**bh**	**bcdgh**
Once a day	**143**	9	16	13	10	11	21	5	7	16	18	8	9
	11%	*10%*	*13%*	*11%*	*11%*	*8%*	*18%*	*6%*	*8%*	*10%*	*13%*	*7%*	*12%*
			g				**eghk**						
Twice a day	**4**	-	-	-	*	-	2	*	-	-	-	1	-
	***%**	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*%*	*-%*	*-%*	*-%*	*1%*	*-%*
More than twice a day	**2**	-	-	-	-	-	-	*	-	-	1	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1385**	351	374	329	331
Weighted total	**1342**	329	350	334	329
Less than once a week	**482**	114	114	143	111
	36%	*35%*	*33%*	*43%*	*34%*
				abd	
Once a week	**408**	110	100	103	96
	30%	*33%*	*29%*	*31%*	*29%*
More than once a week but not every day	**304**	68	92	60	84
	23%	*21%*	*26%*	*18%*	*26%*
			c		c
Once a day	**143**	38	42	28	35
	11%	*11%*	*12%*	*8%*	*11%*
Twice a day	**4**	-	2	*	1
	***%**	*-%*	*1%*	*%*	*%*
More than twice a day	**2**	-	-	*	1
	***%**	*-%*	*-%*	*%*	*%*
Don't know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted total		735	518	137	52	28	217	206	169	64	22	70
Weighted total		733	706	17	6	4	27	269	206	54	13	29
1-24	(12.5)	718	694	16	6	**	25	264	205	51	**	27
		98%	98%	92%	97%	**	92%	98%	99%	95%	**	91%
			be					e	ce			
25 - 49	(37.0)	8	7	1	*	**	1	4	-	*	**	2
		1%	1%	5%	1%	**	5%	2%	-%	*%	**	7%
				a			a					abc
50 - 99	(75.0)	4	3	*	*	**	*	-	-	1	**	*
		1%	*%	2%	1%	**	1%	-%	-%	3%	**	1%
										ab		
100 - 249	(175.0)	-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
250 - 499	(375.0)	2	1	*	-	**	*	-	-	1	**	*
		*%	*%	1%	-%	**	2%	-%	-%	3%	**	1%
				a			a			ab		
500 - 4,999	(2750.0)	1	1	-	-	**	*	-	1	-	**	*
		*%	*%	-%	-%	**	*%	-%	1%	-%	**	*%
5,000 - 49 ,999	(27500.0)	-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
5m +	(5500000.0)	-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
Don't know		-	-	-	-	**	-	-	-	-	**	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%
Net: 0-49		726	700	17	6	**	26	269	205	51	**	29
		99%	99%	97%	99%	**	96%	100%	99%	95%	**	98%
			be					ce	c			
50+		7	6	1	*	**	1	-	1	3	**	1
		1%	1%	3%	1%	**	4%	-%	1%	5%	**	2%
				a			a			ab		a
Answered		733	706	17	6	**	27	269	206	54	**	29
Mean		18.87	18.42	20.24	13.74	**	30.80	12.89	28.82	23.40	**	27.66
										a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total		735	55	35	84	20	50	82	64	58	38	486	85	78	86
Weighted total		733	73	49	114	22	59	115	81	67	50	630	38	34	31
1-24	(12.5)	718	73	**	112	**	**	113	78	64	**	616	38	33	31
		98%	*100%*	**	*99%*	**	**	*98%*	*96%*	*96%*	**	*98%*	*100%*	*97%*	*100%*
25 - 49	(37.0)	8	-	**	-	**	**	2	2	3	**	7	-	1	-
		1%	-%	**	-%	**	**	*2%*	*2%*	*4%*	**	*1%*	-%	*2%*	-%
50 - 99	(75.0)	4	-	**	-	**	**	-	-	*	**	4	-	*	-
		1%	-%	**	-%	**	**	-%	-%	*%	**	*1%*	-%	*1%*	-%
				j											
100 - 249	(175.0)	-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
250 - 499	(375.0)	2	-	**	*	**	**	-	1	-	**	2	-	-	-
		*%	-%	**	*%	**	**	-%	*2%*	-%	**	*%	-%	-%	-%
500 - 4,999	(2750.0)	1	-	**	1	**	**	*	-	-	**	1	-	-	-
		*%	-%	**	*1%*	**	**	*%	-%	-%	**	*%	-%	-%	-%
5,000 - 49 ,999	(27500.0)	-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
5m +	(5500000.0)	-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
Don't know		-	-	**	-	**	**	-	-	-	**	-	-	-	-
		-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%
Net: 0-49		726	73	**	112	**	**	115	80	67	**	624	38	34	31
		99%	*100%*	**	*99%*	**	**	*100%*	*98%*	*100%*	**	*99%*	*100%*	*99%*	*100%*
50+		7	-	**	1	**	**	*	1	*	**	7	-	*	-
		1%	-%	**	*1%*	**	**	*%	*2%*	*%	**	*1%*	-%	*1%*	-%
Answered		733	73	**	114	**	**	115	81	67	**	630	38	34	31
Mean		18.87	12.50	**	42.38	**	**	15.32	18.52	13.58	**	19.87	12.50	13.40	12.50

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total		735	25	116	13	46	243	17	26	244	546	189	655	80
Weighted total		733	18	98	11	36	284	15	32	232	578	155	670	63
1-24	(12.5)	718	**	94	**	**	277	**	**	231	566	152	656	63
		98%	**	*96%*	**	**	*98%*	**	**	*99%* b	*98%*	*98%*	*98%*	*99%*
25 - 49	(37.0)	8	**	*	**	**	5	**	**	*	5	2	7	1
		1%	**	*%*	**	**	*2%*	**	**	*%*	*1%*	*2%*	*1%*	*1%*
50 - 99	(75.0)	4	**	2	**	**	2	**	**	-	4	*	4	*
		1%	**	*2%* h	**	**	*1%*	**	**	-%	*1%*	*%*	*1%*	*%*
100 - 249	(175.0)	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
250 - 499	(375.0)	2	**	1	**	**	*	**	**	-	2	*	2	-
		*%	**	*1%*	**	**	*%*	**	**	-%	*%	*%	*%	-%
500 - 4,999	(2750.0)	1	**	-	**	**	-	**	**	1	1	*	1	-
		*%	**	-%	**	**	-%	**	**	*1%*	*%	*%	*%	-%
5,000 - 49 ,999	(27500.0)	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Don't know		-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Net: 0-49		726	**	94	**	**	282	**	**	231	572	155	663	63
		99%	**	*96%*	**	**	*99%* b	**	**	*99%* b	*99%*	*100%*	*99%*	*100%*
50+		7	**	4	**	**	2	**	**	1	6	1	7	*
		1%	**	*4%* eh	**	**	*1%*	**	**	*1%*	*1%*	*%*	*1%*	*%*
Answered		733	**	98	**	**	284	**	**	232	578	155	670	63
Mean		18.87	**	19.29	**	**	13.62	**	**	28.19	19.89	15.10	19.45	12.78

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted total		735	717	18	342	114	268
Weighted total		733	706	27	335	118	265
1-24	(12.5)	718	691	**	334	114	255
		98%	*98%*	**	*100%*	*96%*	*96%*
					bc		
25 - 49	(37.0)	8	8	**	1	4	3
		1%	*1%*	**	*%*	*4%*	*1%*
						a	
50 - 99	(75.0)	4	4	**	*	*	3
		1%	*1%*	**	*%*	*%*	*1%*
100 - 249	(175.0)	-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
250 - 499	(375.0)	2	2	**	-	-	2
		*%	*%	**	-%	-%	*1%*
500 - 4,999	(2750.0)	1	1	**	-	-	1
		*%	*%	**	-%	-%	*1%*
5,000 - 49 ,999	(27500.0)	-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
5m +	(5500000.0)	-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
Don't know		-	-	**	-	-	-
		-%	-%	**	-%	-%	-%
Net: 0-49		726	699	**	335	118	258
		99%	*99%*	**	*100%*	*100%*	*98%*
					c		
50+		7	7	**	*	*	6
		1%	*1%*	**	*%*	*%*	*2%*
							a
Answered		733	706	**	335	118	265
Mean		18.87	19.12	**	12.59	13.43	29.61
						a	

Columns Tested: a,b - a,b,c

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)

		Total base	Monthly postal spend											Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total		735	472	210	41	4	6	1	1	-	682	53	12	108	364	263
Weighted total		733	515	178	36	1	3	*	*	-	693	40	4	143	373	218
1-24	(12.5)	718	515	173	**	**	**	**	**	**	688	30	**	143	373	203
		98%	*100%*	*97%*	**	**	**	**	**	**	*99%*	*75%*	**	*100%*	*100%*	*93%*
			bcj	cj							bcj			c	c	
25 - 49	(37.0)	8	-	5	**	**	**	**	**	**	5	3	**	-	-	8
		1%	-%	*3%*	**	**	**	**	**	**	*1%*	*8%*	**	-%	-%	*4%*
				ai	ai							abi				ab
50 - 99	(75.0)	4	-	*	**	**	**	**	**	**	*	4	**	-	-	4
		1%	-%	*%	**	**	**	**	**	**	*%	*9%*	**	-%	-%	*2%*
					abi							abi				b
100 - 249	(175.0)	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
250 - 499	(375.0)	2	-	-	**	**	**	**	**	**	-	2	**	-	-	2
		*%	-%	-%	**	**	**	**	**	**	-%	*4%*	**	-%	-%	*1%*
												abi				
500 - 4,999	(2750.0)	1	-	-	**	**	**	**	**	**	-	1	**	-	-	1
		*%	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*1%*
					abi							abi				
5,000 - 49 ,999	(27500.0)	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
5m +	(5500000.0)	-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Don't know		-	-	-	**	**	**	**	**	**	-	-	**	-	-	-
		-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Net: 0-49		726	515	177	**	**	**	**	**	**	693	33	**	143	373	211
		99%	*100%*	*100%*	**	**	**	**	**	**	*100%*	*84%*	**	*100%*	*100%*	*97%*
			cj	cj							cj				c	
50+		7	-	*	**	**	**	**	**	**	*	7	**	-	-	7
		1%	-%	*%	**	**	**	**	**	**	*%	*16%*	**	-%	-%	*3%*
					abi							abi				b
Answered		733	515	178	**	**	**	**	**	**	693	40	**	143	373	218
Mean		18.87	12.50	13.21	**	**	**	**	**	**	12.68	126.42	**	12.50	12.50	33.97
				i	bi							bi				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total		**735**	471	424	544	735	225	550	478	33	16	8	4	5	-
Weighted total		**733**	420	365	498	733	190	519	456	25	9	1	2	4	-
1-24	(12.5)	**718**	413	356	487	718	187	506	451	**	**	**	**	**	**
		98%	*98%*	*98%*	*98%*	*98%*	*99%*	*98%*	*99%*	**	**	**	**	**	**
									b						
25 - 49	(37.0)	**8**	5	5	7	8	2	8	3	**	**	**	**	**	**
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**
										a					
50 - 99	(75.0)	**4**	*	1	2	4	*	2	2	**	**	**	**	**	**
		1%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	**	**	**	**	**	**
100 - 249	(175.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
250 - 499	(375.0)	**2**	*	*	*	2	*	2	*	**	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**
500 - 4,999	(2750.0)	**1**	1	1	1	1	*	1	-	**	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
Net: 0-49		**726**	418	362	494	726	189	514	454	**	**	**	**	**	**
		99%	*100%*	*99%*	*99%*	*99%*	*100%*	*99%*	*100%*	**	**	**	**	**	**
50+		**7**	2	3	3	7	*	5	2	**	**	**	**	**	**
		1%	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	**	**	**	**	**	**
Answered		**733**	420	365	498	733	190	519	456	**	**	**	**	**	**
Mean		**18.87**	21.83	23.40	20.64	18.87	14.68	21.20	13.15	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**735**	712	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total		**733**	718	8	4	-	2	1	-	3	142	157	121	74	4
1-24	(12.5)	**718**	718	**	**	**	**	**	**	**	141	156	118	67	**
		98%	*100%*	**	**	**	**	**	**	**	*99%*	*100%*	*98%*	*91%*	**
											d	d	d		
25 - 49	(37.0)	**8**	-	**	**	**	**	**	**	**	-	1	2	5	**
		1%	-%	**	**	**	**	**	**	**	-%	*%	*2%*	*6%*	**
														ab	
50 - 99	(75.0)	**4**	-	**	**	**	**	**	**	**	-	*	*	2	**
		1%	-%	**	**	**	**	**	**	**	-%	*%	*%	*2%*	**
100 - 249	(175.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
250 - 499	(375.0)	**2**	-	**	**	**	**	**	**	**	-	-	-	*	**
		%	-%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
500 - 4,999	(2750.0)	**1**	-	**	**	**	**	**	**	**	1	-	-	*	**
		%	-%	**	**	**	**	**	**	**	*1%*	-%	-%	*%	**
5,000 - 49 ,999	(27500.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Don't know		**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
		-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Net: 0-49		**726**	718	**	**	**	**	**	**	**	141	157	121	72	**
		99%	*100%*	**	**	**	**	**	**	**	*99%*	*100%*	*100%*	*97%*	**
												d			
50+		**7**	-	**	**	**	**	**	**	**	1	*	*	2	**
		1%	-%	**	**	**	**	**	**	**	*1%*	*%	*%	*3%*	**
														b	
Answered		**733**	718	**	**	**	**	**	**	**	142	157	121	74	**
Mean		**18.87**	12.50	**	**	**	**	**	**	**	36.16	12.61	13.03	20.77	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total		**735**	303	149	175	94	14	410	20	305	562	173	521	23
Weighted total		**733**	307	151	182	78	14	439	13	281	565	168	484	13
1-24	(12.5)	**718**	306	151	180	67	**	425	**	281	554	165	474	**
		98%	*100%*	*100%*	*99%*	*86%*	**	*97%*	**	*100%*	*98%*	*98%*	*98%*	**
			d	d	d					a				
25 - 49	(37.0)	**8**	-	-	2	6	**	8	**	*	7	1	7	**
		1%	-%	-%	*1%*	*7%*	**	*2%*	**	*%*	*1%*	*1%*	*1%*	**
						abc		c						
50 - 99	(75.0)	**4**	-	-	-	4	**	4	**	-	2	2	2	**
		1%	-%	-%	-%	*5%*	**	*1%*	**	-%	*%	*1%*	*%	**
						abc								
100 - 249	(175.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
250 - 499	(375.0)	**2**	-	-	-	2	**	2	**	-	1	*	*	**
		%	-%	-%	-%	*2%*	**	*%	**	-%	*%	*%	*%	**
						a								
500 - 4,999	(2750.0)	**1**	1	-	-	*	**	1	**	-	1	-	1	**
		%	*%	-%	-%	*%	**	*%	**	-%	*%	-%	*%	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	-	**	-	**	-	-	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
Net: 0-49		**726**	306	151	182	73	**	433	**	281	561	166	481	**
		99%	*100%*	*100%*	*100%*	*93%*	**	*98%*	**	*100%*	*99%*	*99%*	*99%*	**
			d	d	d					a				
50+		**7**	1	-	-	5	**	7	**	-	4	2	3	**
		1%	*%	-%	-%	*7%*	**	*2%*	**	-%	*1%*	*1%*	*1%*	**
						abc		c						
Answered		**733**	307	151	182	78	**	439	**	281	565	168	484	**
Mean		**18.87**	23.43	12.50	12.79	28.11	**	23.12	**	12.52	20.26	14.20	20.85	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		735	73	168	160	13	502	232	216	446	93	1
Weighted total		733	80	158	153	10	502	229	199	396	75	*
1-24	(12.5)	718	75	152	145	**	495	221	196	390	74	**
		98%	*94%*	*96%*	*95%*	**	*99%*	*97%*	*99%*	*99%*	*99%*	**
25 - 49	(37.0)	8	1	5	5	**	3	5	2	3	*	**
		1%	*1%*	*3%*	*3%*	**	*1%*	*2%*	*1%*	*1%*	*%	**
								a				
50 - 99	(75.0)	4	1	*	2	**	2	2	-	*	-	**
		1%	*2%*	*%	*1%*	**	*%	*1%*	-%	*%	-%	**
100 - 249	(175.0)	-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
250 - 499	(375.0)	2	1	*	*	**	1	*	*	*	*	**
		*%	*2%*	*%	*%	**	*%	*%	*%	*%	*%	**
500 - 4,999	(2750.0)	1	1	-	1	**	1	-	*	1	*	**
		*%	*2%*	-%	*1%*	**	*%	-%	*%	*%	*%	**
5,000 - 49 ,999	(27500.0)	-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		-	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		726	76	157	150	**	498	227	199	393	74	**
		99%	*95%*	*100%*	*98%*	**	*99%*	*99%*	*100%*	*99%*	*100%*	**
				a								
50+		7	4	1	3	**	4	3	*	2	*	**
		1%	*5%*	*%*	*2%*	**	*1%*	*1%*	*%	*1%*	*%	**
			b									
Answered		733	80	158	153	**	502	229	199	396	75	**
Mean		18.87	62.00	14.20	36.77	**	21.03	14.22	14.82	22.27	17.19	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**735**	203	381	96	1	519	485	176	1	453	402	568	422	342	17
Weighted total		**733**	184	329	78	*	523	482	153	*	408	351	554	388	301	16
1-24	(12.5)	**718**	184	321	74	**	514	475	149	**	400	343	544	378	294	**
		98%	*100%*	*98%*	*95%*	**	*98%*	*99%*	*97%*	**	*98%*	*98%*	*98%*	*97%*	*97%*	**
			c													
25 - 49	(37.0)	**8**	*	5	2	**	4	5	3	**	5	5	5	7	4	**
		1%	*%*	*2%*	*3%*	**	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*2%*	*1%*	**
					a											
50 - 99	(75.0)	**4**	-	1	1	**	2	2	1	**	*	1	2	2	2	**
		1%	-%	*%	*2%*	**	*%	*%	*1%*	**	*%	*%	*%	*%	*1%*	**
100 - 249	(175.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
250 - 499	(375.0)	**2**	*	*	*	**	2	*	*	**	*	*	2	*	*	**
		%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
500 - 4,999	(2750.0)	**1**	*	1	*	**	1	*	*	**	1	1	1	1	1	**
		%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		**726**	184	326	77	**	518	480	152	**	406	348	549	385	298	**
		99%	*100%*	*99%*	*98%*	**	*99%*	*100%*	*99%*	**	*99%*	*99%*	*99%*	*99%*	*99%*	**
50+		**7**	*	3	2	**	5	2	2	**	2	3	5	3	3	**
		1%	*%*	*1%*	*2%*	**	*1%*	*%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Answered		**733**	184	329	78	**	523	482	153	**	408	351	554	388	301	**
Mean		**18.87**	14.72	24.58	18.64	**	21.07	13.68	15.98	**	22.11	23.82	20.49	22.68	25.67	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total		**735**	382	254	309	69	58	397	330	19	12	20	4
Weighted total		**733**	369	220	301	70	46	360	286	19	8	22	5
1-24	(12.5)	**718**	363	216	296	68	44	353	280	**	**	**	**
		98%	*98%*	*98%*	*98%*	*98%*	*97%*	*98%*	*98%*	**	**	**	**
25 - 49	(37.0)	**8**	2	2	3	-	-	5	5	**	**	**	**
		1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*2%*	**	**	**	**
50 - 99	(75.0)	**4**	2	1	*	1	1	*	*	**	**	**	**
		1%	*%*	*1%*	*%*	*2%*	*3%*	*%*	*%*	**	**	**	**
						c	**ac**						
100 - 249	(175.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
250 - 499	(375.0)	**2**	*	*	2	*	-	*	*	**	**	**	**
		%	*%*	*%*	*1%*	*%*	*-%*	*%*	*%*	**	**	**	**
500 - 4,999	(2750.0)	**1**	1	*	*	*	*	1	1	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Net: 0-49		**726**	366	219	299	68	44	358	285	**	**	**	**
		99%	*99%*	*99%*	*99%*	*98%*	*97%*	*99%*	*99%*	**	**	**	**
50+		**7**	3	2	2	2	1	2	2	**	**	**	**
		1%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	**	**	**	**
Answered		**733**	369	220	301	70	46	360	286	**	**	**	**
Mean		**18.87**	23.00	14.74	15.58	18.14	20.37	23.32	26.09	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total		**735**	710	638	716	686	722	504	701	264	1	557	18	119	538
Weighted total		**733**	701	615	707	667	714	498	700	244	*	533	25	125	521
1-24	(12.5)	**718**	688	604	694	654	699	487	687	235	**	525	**	120	514
		98%	*98%*	*98%*	*98%*	*98%*	*98%*	*98%*	*98%*	*97%*	**	*99%*	**	*96%*	*99%*
															a
25 - 49	(37.0)	**8**	8	8	8	8	8	5	8	4	**	5	**	2	5
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*2%*	*1%*
50 - 99	(75.0)	**4**	4	2	4	4	4	4	4	4	**	*	**	1	*
		1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*%*	**	*1%*	*%*
100 - 249	(175.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
250 - 499	(375.0)	**2**	*	*	*	*	2	*	*	*	**	2	**	*	1
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
500 - 4,999	(2750.0)	**1**	1	1	1	1	1	1	1	*	**	*	**	1	*
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
														b	
5,000 - 49,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Net: 0-49		**726**	696	612	702	662	707	493	695	240	**	530	**	122	519
		99%	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*98%*	**	*100%*	**	*98%*	*100%*
															a
50+		**7**	6	3	6	6	7	5	6	4	**	2	**	3	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*%*	**	*2%*	*%*
														b	
Answered		**733**	701	615	707	667	714	498	700	244	**	533	**	125	521
Mean		**18.87**	18.53	19.01	18.48	18.84	19.05	20.84	18.53	15.44	**	14.45	**	41.32	14.28
														b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		735	261	11	66	244	144	481	105	166	66	497	372	363
Weighted total		733	273	12	65	250	142	478	104	168	70	493	350	384
1-24	(12.5)	718	261	**	61	242	133	475	103	161	67	489	347	371
		98%	96%	**	94%	97%	93%	99% a	99% a	96%	95%	99% ab	99% b	97%
25 - 49	(37.0)	8	5	**	3	3	5	3	*	2	2	4	*	7
		1%	2%	**	4%	1%	3% b	1%	*%	1%	3%	1%	*%	2% a
50 - 99	(75.0)	4	4	**	1	2	4	*	-	3	*	*	*	4
		1%	1%	**	2%	1%	2% b	*%	-%	2% c	*%	*%	*%	1%
100 - 249	(175.0)	-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
250 - 499	(375.0)	2	2	**	*	2	1	*	-	*	1	*	*	1
		*%	1%	**	*%	1%	1% b	*%	-%	*%	2% c	*%	*%	*%
500 - 4,999	(2750.0)	1	1	**	-	1	*	-	1	1	*	-	1	-
		*%	*%	**	-%	*%	*%	-%	1% b	1%	*%	-%	*%	-%
5,000 - 49,999	(27500.0)	-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	**	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		726	266	**	64	245	137	478	103	163	69	492	348	379
		99%	98%	**	98%	98%	96%	100% a	99%	97%	98%	100% ab	99%	99%
50+		7	7	**	1	5	5	*	1	5	2	*	2	5
		1%	2%	**	2%	2%	4% b	*%	1%	3% c	2% c	*%	1%	1%
Answered		733	273	**	65	250	142	478	104	168	70	493	350	384
Mean		18.87	28.31	**	15.33	29.09	20.54 b	12.84	44.79 b	34.30 c	24.59 c	12.82	23.27	14.87

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

		Total base	Month											
			Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**735**	63	59	66	66	64	59	66	52	55	74	67	44
Weighted total		**733**	37	71	81	41	76	70	33	53	81	83	74	34
1-24	(12.5)	**718**	34	71	81	40	75	66	33	53	79	82	72	**
		98%	*92%*	*99%*	*100%*	*99%*	*100%*	*94%*	*99%*	*100%*	*97%*	*99%*	*98%*	**
				a	**af**		a							
25 - 49	(37.0)	**8**	3	*	-	*	*	4	-	-	-	-	-	**
		1%	*8%*	*1%*	-%	*%*	*%*	*6%*	-%	-%	-%	-%	-%	**
			cdeghijk					**cgjk**						
50 - 99	(75.0)	**4**	*	-	-	*	-	-	*	*	2	-	-	**
		1%	*%*	-%	-%	*%*	-%	-%	*%*	*%*	*3%*	-%	-%	**
100 - 249	(175.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
250 - 499	(375.0)	**2**	-	-	-	*	-	-	*	*	-	1	-	**
		%	-%	-%	-%	*%*	-%	-%	*%*	*%*	-%	*1%*	-%	**
500 - 4,999	(2750.0)	**1**	-	-	-	-	-	-	*	-	-	-	1	**
		%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*2%*	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: 0-49		**726**	37	71	81	41	76	70	33	53	79	82	72	**
		99%	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*100%*	*97%*	*99%*	*98%*	**
50+		**7**	*	-	-	*	-	-	*	*	2	1	1	**
		1%	*%*	-%	-%	*1%*	-%	-%	*1%*	*%*	*3%*	*1%*	*2%*	**
Answered		**733**	37	71	81	41	76	70	33	53	81	83	74	**
Mean		**18.87**	14.52	12.63	12.50	14.54	12.56	13.99	22.56	13.37	14.06	17.86	58.17	**
			e											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

		Total base	Quarter			
			Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%			a	b	c	d
Unweighted total		**735**	188	189	173	185
Weighted total		**733**	189	186	167	191
1-24	(12.5)	**718**	186	181	164	187
		98%	*98%*	*97%*	*98%*	*98%*
25 - 49	(37.0)	**8**	3	5	-	-
		1%	*2%*	*2%*	-%	-%
				cd		
50 - 99	(75.0)	**4**	*	*	2	1
		1%	*%	*%	*1%*	*1%*
100 - 249	(175.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
250 - 499	(375.0)	**2**	-	*	*	1
		***%**	-%	*%	*%	*1%*
500 - 4,999	(2750.0)	**1**	-	-	*	1
		***%**	-%	-%	*%	*1%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%
Net: 0-49		**726**	189	186	164	187
		99%	*100%*	*100%*	*98%*	*98%*
50+		**7**	*	*	3	4
		1%	*%*	*%*	*2%*	*2%*
Answered		**733**	189	186	167	191
Mean		**18.87**	12.94	13.53	15.53	32.90

Columns Tested: a,b,c,d

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**735**	518	137	52	28	217	206	169	64	22	70
Weighted total	**733**	706	17	6	4	27	269	206	54	13	29
Less than once a week	**307**	298	6	2	**	9	126	79	27	**	12
	42%	*42%*	*37%*	*33%*	**	*35%*	*47%*	*38%*	*49%*	**	*42%*
Once a week	**151**	146	3	2	**	5	66	35	5	**	4
	21%	*21%*	*18%*	*28%*	**	*19%*	*25%* c	*17%*	*8%*	**	*14%*
More than once a week but not every day	**182**	177	3	2	**	6	59	66	4	**	7
	25%	*25%*	*20%*	*24%*	**	*21%*	*22%* c	*32%* **ac**	*8%*	**	*23%* c
Once a day	**78**	72	4	1	**	6	12	27	16	**	5
	11%	*10%*	*22%* a	*12%*	**	*23%* a	*4%*	*13%* a	*30%* **ab**	**	*16%* a
Twice a day	**9**	9	*	*	**	1	4	-	3	**	*
	1%	*1%*	*3%*	*1%*	**	*2%*	*1%*	-%	*5%* b	**	*1%*
More than twice a day	**5**	4	-	*	**	*	2	-	-	**	1
	1%	*1%*	-%	*1%*	**	*%*	*1%*	-%	-%	**	*4%* **ab**
Don't know	**-**	-	-	-	**	-	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	55	35	84	20	50	82	64	58	38	486	85	78	86
Weighted total	**733**	73	49	114	22	59	115	81	67	50	630	38	34	31
Less than once a week	**307**	38	**	52	**	**	46	30	24	**	259	17	15	16
	42%	*52%*	**	*46%*	**	**	*40%*	*36%*	*36%*	**	*41%*	*45%*	*43%*	*53%*
		b		b								b		**bghj**
Once a week	**151**	9	**	22	**	**	31	18	9	**	130	10	5	7
	21%	*12%*	**	*20%*	**	**	*27%*	*22%*	*14%*	**	*21%*	*25%*	*15%*	*22%*
			ahjl				a					a		
More than once a week but not every day	**182**	17	**	29	**	**	27	23	15	**	156	9	11	7
	25%	*23%*	**	*26%*	**	**	*23%*	*28%*	*23%*	**	*25%*	*23%*	*32%*	*23%*
Once a day	**78**	10	**	4	**	**	10	6	18	**	72	2	3	1
	11%	*13%*	**	*3%*	**	**	*9%*	*7%*	*27%*	**	*11%*	*6%*	*9%*	*3%*
		cm	m			**cgkm**			**cfgijklm**		**cm**			
Twice a day	**9**	-	**	5	**	**	-	4	*	**	9	*	*	-
	1%	-%	**	*5%*	**	**	-%	*5%*	*%*	**	*1%*	*%*	*%*	-%
				m				m						
More than twice a day	**5**	-	**	1	**	**	2	1	-	**	4	-	-	*
	1%	-%	**	*1%*	**	**	*2%*	*2%*	-%	**	*1%*	-%	-%	*%*
Don't know	**-**	-	**	-	**	**	-	-	-	**	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	735	25	116	13	46	243	17	26	244	546	189	655	80
Weighted total	733	18	98	11	36	284	15	32	232	578	155	670	63
Less than once a week	307	**	26	**	**	104	**	**	105	240	67	273	34
	42%	**	*27%*	**	**	*37%*	**	**	*45%*	*42%*	*43%*	*41%*	*54%*
					beh				b				a
Once a week	151	**	24	**	**	40	**	**	63	122	29	141	11
	21%	**	*25%*	**	**	*14%*	**	**	*27%*	*21%*	*19%*	*21%*	*17%*
			e						e				
More than once a week but not every day	182	**	30	**	**	82	**	**	50	140	43	170	12
	25%	**	*31%*	**	**	*29%*	**	**	*22%*	*24%*	*28%*	*25%*	*20%*
Once a day	78	**	14	**	**	48	**	**	13	62	16	72	6
	11%	**	*15%*	**	**	*17%*	**	**	*6%*	*11%*	*10%*	*11%*	*10%*
			dh			dh							
Twice a day	9	**	1	**	**	7	**	**	1	9	*	9	*
	1%	**	*1%*	**	**	*2%*	**	**	*1%*	*2%*	*%*	*1%*	*%*
More than twice a day	5	**	1	**	**	3	**	**	-	4	*	5	-
	1%	**	*1%*	**	**	*1%*	**	**	*-%*	*1%*	*%*	*1%*	*-%*
Don't know	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**735**	717	18	342	114	268
Weighted total	**733**	706	27	335	118	265
Less than once a week	**307**	289	**	195	41	66
	42%	*41%*	**	*58%*	*34%*	*25%*
				bc		
Once a week	**151**	149	**	63	37	49
	21%	*21%*	**	*19%*	*31%*	*19%*
					ac	
More than once a week but not every day	**182**	176	**	66	29	85
	25%	*25%*	**	*20%*	*25%*	*32%*
						a
Once a day	**78**	78	**	11	9	54
	11%	*11%*	**	*3%*	*7%*	*20%*
						ab
Twice a day	**9**	9	**	-	1	8
	1%	*1%*	**	*-%*	*1%*	*3%*
					a	a
More than twice a day	**5**	5	**	*	1	3
	1%	*1%*	**	**%*	*1%*	*1%*
						a
Don't know	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**735**	472	210	41	4	6	1	1	-	682	53	12	108	364	263
Weighted total	**733**	515	178	36	1	3	*	*	-	693	40	4	143	373	218
Less than once a week	**307**	274	28	**	**	**	**	**	**	302	5	**	112	162	33
	42%	*53%*	*16%*	**	**	**	**	**	**	*44%*	*13%*	**	*78%*	*44%*	*15%*
		bcij								**bcj**			**bc**	c	
Once a week	**151**	124	27	**	**	**	**	**	**	151	1	**	25	99	28
	21%	*24%*	*15%*	**	**	**	**	**	**	*22%*	*1%*	**	*18%*	*26%*	*13%*
		bcj	**cj**							**bcj**				c	
More than once a week but not every day	**182**	113	66	**	**	**	**	**	**	179	3	**	6	107	69
	25%	*22%*	*37%*	**	**	**	**	**	**	*26%*	*7%*	**	*4%*	*29%*	*32%*
		cj	**acij**							**cj**				a	a
Once a day	**78**	4	49	**	**	**	**	**	**	54	24	**	-	4	74
	11%	*1%*	*28%*	**	**	**	**	**	**	*8%*	*61%*	**	*-%*	*1%*	*34%*
			ai	**abi**						a	**abi**				**ab**
Twice a day	**9**	-	5	**	**	**	**	**	**	5	4	**	-	-	9
	1%	*-%*	*3%*	**	**	**	**	**	**	*1%*	*11%*	**	*-%*	*-%*	*4%*
			ai	**abi**							**abi**				**ab**
More than twice a day	**5**	-	2	**	**	**	**	**	**	2	2	**	-	-	5
	1%	*-%*	*1%*	**	**	**	**	**	**	*%*	*6%*	**	*-%*	*-%*	*2%*
			a	**ai**							**abi**				b
Don't know	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**735**	471	424	544	735	225	550	478	33	16	8	4	5	-
Weighted total	**733**	420	365	498	733	190	519	456	25	9	1	2	4	-
Less than once a week	**307**	184	151	213	307	69	195	197	**	**	**	**	**	**
	42%	*44%*	*42%*	*43%*	*42%*	*36%*	*38%*	*43%*	**	**	**	**	**	**
		f												
Once a week	**151**	102	79	111	151	45	104	100	**	**	**	**	**	**
	21%	*24%*	*22%*	*22%*	*21%*	*24%*	*20%*	*22%*	**	**	**	**	**	**
More than once a week but not every day	**182**	102	91	123	182	50	137	116	**	**	**	**	**	**
	25%	*24%*	*25%*	*25%*	*25%*	*26%*	*26%*	*25%*	**	**	**	**	**	**
Once a day	**78**	28	40	47	78	24	72	39	**	**	**	**	**	**
	11%	*7%*	*11%*	*9%*	*11%*	*12%*	*14%*	*9%*	**	**	**	**	**	**
			a		a	a	**ac**							
Twice a day	**9**	3	1	3	9	3	8	3	**	**	**	**	**	**
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**
More than twice a day	**5**	1	1	1	5	*	3	1	**	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**735**	712	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**733**	718	8	4	-	2	1	-	3	142	157	121	74	4
Less than once a week	**307**	306	**	**	**	**	**	**	**	96	61	42	14	**
	42%	*43%*	**	**	**	**	**	**	**	*68%*	*39%*	*35%*	*18%*	**
										bcd	d	d		
Once a week	**151**	151	**	**	**	**	**	**	**	23	52	23	13	**
	21%	*21%*	**	**	**	**	**	**	**	*16%*	*33%*	*19%*	*18%*	**
											acd			
More than once a week but not every day	**182**	180	**	**	**	**	**	**	**	19	36	44	24	**
	25%	*25%*	**	**	**	**	**	**	**	*13%*	*23%*	*36%*	*33%*	**
											a	**ab**	a	
Once a day	**78**	67	**	**	**	**	**	**	**	3	7	12	23	**
	11%	*9%*	**	**	**	**	**	**	**	*2%*	*4%*	*10%*	*31%*	**
												a	**abc**	
Twice a day	**9**	9	**	**	**	**	**	**	**	-	1	*	-	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	*1%*	**%*	*-%*	**
More than twice a day	**5**	5	**	**	**	**	**	**	**	1	-	-	-	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*-%*	*-%*	**
Don't know	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	735	303	149	175	94	14	410	20	305	562	173	521	23
Weighted total	733	307	151	182	78	14	439	13	281	565	168	484	13
Less than once a week	307	307	-	-	-	**	131	**	169	260	47	205	**
	42%	100%	-%	-%	-%	**	30%	**	60%	46%	28%	42%	**
		bcd							a	b			
Once a week	151	-	151	-	-	**	81	**	67	122	29	108	**
	21%	-%	100%	-%	-%	**	18%	**	24%	22%	18%	22%	**
			acd										
More than once a week but not every day	182	-	-	182	-	**	139	**	42	137	46	122	**
	25%	-%	-%	100%	-%	**	32%	**	15%	24%	27%	25%	**
				abd			c						
Once a day	78	-	-	-	78	**	76	**	1	36	42	45	**
	11%	-%	-%	-%	100%	**	17%	**	*%	6%	25%	9%	**
					abc		c				a		
Twice a day	9	-	-	-	-	**	8	**	1	8	2	3	**
	1%	-%	-%	-%	-%	**	2%	**	*%	1%	1%	1%	**
More than twice a day	5	-	-	-	-	**	3	**	1	2	2	1	**
	1%	-%	-%	-%	-%	**	1%	**	*%	*%	1%	*%	**
Don't know	-	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV2b.1 On average, how often does your organisation send parcels and packets?
Base: All where parcels and packets are sent (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**735**	73	168	160	13	502	232	216	446	93	1
Weighted total	**733**	80	158	153	10	502	229	199	396	75	*
Less than once a week	**307**	24	48	47	**	235	72	89	173	30	**
	42%	*31%*	*30%*	*31%*	**	*47%* b	*31%*	*45%*	*44%*	*41%*	**
Once a week	**151**	16	22	21	**	116	36	41	101	17	**
	21%	*20%*	*14%*	*14%*	**	*23%* b	*16%*	*21%*	*25%*	*22%*	**
More than once a week but not every day	**182**	21	57	51	**	112	70	55	94	19	**
	25%	*26%*	*36%*	*34%*	**	*22%*	*31%* a	*28%*	*24%*	*25%*	**
Once a day	**78**	14	27	31	**	29	47	12	23	6	**
	11%	*18%*	*17%*	*20%*	**	*6%*	*20%* a	*6%*	*6%*	*8%*	**
Twice a day	**9**	4	1	1	**	8	2	*	3	1	**
	1%	*5%* b	*1%*	*1%*	**	*2%*	*1%*	*%*	*1%*	*2%*	**
More than twice a day	**5**	-	3	1	**	2	3	1	1	1	**
	1%	*-%*	*2%*	*1%*	**	*%*	*1%*	*1%*	*%*	*2%*	**
Don't know	**-**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV2b.1 On average, how often does your organisation send parcels and packets?
Base: All where parcels and packets are sent (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**735**	203	381	96	1	519	485	176	1	453	402	568	422	342	17
Weighted total	**733**	184	329	78	*	523	482	153	*	408	351	554	388	301	16
Less than once a week	**307**	74	136	24	**	198	216	43	**	175	145	244	172	114	**
	42%	*40%*	*41%*	*31%*	**	*38%*	*45%*	*28%*	**	*43%*	*41%*	*44%*	*44%*	*38%*	**
						c	**ac**								
Once a week	**151**	36	75	16	**	102	103	26	**	99	78	126	85	74	**
	21%	*19%*	*23%*	*20%*	**	*20%*	*21%*	*17%*	**	*24%*	*22%*	*23%*	*22%*	*24%*	**
More than once a week but not every day	**182**	55	82	23	**	148	105	49	**	102	89	126	94	79	**
	25%	*30%*	*25%*	*30%*	**	*28%*	*22%*	*32%*	**	*25%*	*25%*	*23%*	*24%*	*26%*	**
						b		b							
Once a day	**78**	17	33	12	**	65	51	29	**	28	37	46	33	33	**
	11%	*9%*	*10%*	*15%*	**	*12%*	*11%*	*19%*	**	*7%*	*10%*	*8%*	*8%*	*11%*	**
								ab							
Twice a day	**9**	1	1	1	**	8	3	5	**	3	1	9	3	*	**
	1%	*1%*	*%*	*2%*	**	*2%*	*1%*	*3%*	**	*1%*	*%*	*2%*	*1%*	*%*	**
								b							
More than twice a day	**5**	1	1	1	**	1	4	1	**	1	1	3	1	1	**
	1%	*1%*	*%*	*2%*	**	*%*	*1%*	*1%*	**	*%*	*%*	*1%*	*%*	*%*	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**735**	382	254	309	69	58	397	330	19	12	20	4
Weighted total	**733**	369	220	301	70	46	360	286	19	8	22	5
Less than once a week	**307**	179	94	116	20	9	158	109	**	**	**	**
	42%	*49%*	*42%*	*39%*	*28%*	*21%*	*44%*	*38%*	**	**	**	**
		cde	**de**	e								
Once a week	**151**	76	54	75	11	15	82	76	**	**	**	**
	21%	*20%*	*24%*	*25%*	*15%*	*33%*	*23%*	*27%*	**	**	**	**
						ad						
More than once a week but not every day	**182**	85	52	75	21	12	86	70	**	**	**	**
	25%	*23%*	*23%*	*25%*	*30%*	*27%*	*24%*	*24%*	**	**	**	**
Once a day	**78**	25	19	29	13	9	30	30	**	**	**	**
	11%	*7%*	*9%*	*9%*	*19%*	*19%*	*8%*	*11%*	**	**	**	**
					abc	**abc**						
Twice a day	**9**	3	*	6	5	-	3	*	**	**	**	**
	1%	*1%*	*%*	*2%*	*8%*	-%	*1%*	*%*	**	**	**	**
				b	**abce**							
More than twice a day	**5**	1	2	1	-	-	1	-	**	**	**	**
	1%	*%*	*1%*	*%*	-%	-%	*%*	-%	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV2b.1 On average, how often does your organisation send parcels and packets?
Base: All where parcels and packets are sent (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**735**	710	638	716	686	722	504	701	264	1	557	18	119	538
Weighted total	**733**	701	615	707	667	714	498	700	244	*	533	25	125	521
Less than once a week	**307**	294	259	295	271	292	207	293	87	**	225	**	44	228
	42%	*42%*	*42%*	*42%*	*41%*	*41%*	*41%*	*42%*	*36%*	**	*42%*	**	*35%*	*44%*
Once a week	**151**	145	131	147	141	149	98	147	34	**	110	**	17	118
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*20%*	*21%*	*14%*	**	*21%*	**	*14%*	*23%*
							c	c						a
More than once a week but not every day	**182**	178	157	180	175	182	133	175	80	**	143	**	31	136
	25%	*25%*	*25%*	*25%*	*26%*	*26%*	*27%*	*25%*	*33%*	**	*27%*	**	*25%*	*26%*
									b					
Once a day	**78**	71	57	71	70	78	48	72	36	**	44	**	25	33
	11%	*10%*	*9%*	*10%*	*10%*	*11%*	*10%*	*10%*	*15%*	**	*8%*	**	*20%*	*6%*
									ab				b	
Twice a day	**9**	9	8	9	7	8	8	9	6	**	7	**	6	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	**	*5%*	*1%*
													b	
More than twice a day	**5**	5	3	5	3	5	3	5	1	**	5	**	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV2b.1 On average, how often does your organisation send parcels and packets?
Base: All where parcels and packets are sent (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**735**	261	11	66	244	144	481	105	166	66	497	372	363
Weighted total	**733**	273	12	65	250	142	478	104	168	70	493	350	384
Less than once a week	**307**	94	**	14	90	22	230	52	55	22	230	182	126
	42%	*34%*	**	*21%*	*36%* a	*15%*	*48%* a	*50%* a	*33%*	*31%*	*47%* ab	*52%* b	*33%*
Once a week	**151**	40	**	6	46	21	107	19	29	12	110	61	90
	21%	*15%*	**	*9%*	*18%*	*15%*	*22%*	*19%*	*17%*	*17%*	*22%*	*18%*	*24%* a
More than once a week but not every day	**182**	83	**	24	69	48	113	22	42	15	125	78	105
	25%	*31%*	**	*36%*	*27%*	*34%* bc	*24%*	*21%*	*25%*	*21%*	*25%*	*22%*	*27%*
Once a day	**78**	49	**	22	38	41	28	9	34	21	21	25	53
	11%	*18%*	**	*33%* b	*15%*	*29%* bc	*6%*	*9%*	*20%* c	*30%* c	*4%*	*7%*	*14%* a
Twice a day	**9**	4	**	*	5	9	-	-	7	*	3	4	5
	1%	*2%*	**	**%*	*2%*	*7%* bc	*-%*	*-%*	*4%* c	**%*	*1%*	*1%*	*1%*
More than twice a day	**5**	3	**	-	3	1	1	2	1	-	3	-	5
	1%	*1%*	**	*-%*	*1%*	*1%*	**%*	*2%* b	*1%*	*-%*	*1%*	*-%*	*1%* a
Don't know	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**735**	63	59	66	66	64	59	66	52	55	74	67	44
Weighted total	**733**	37	71	81	41	76	70	33	53	81	83	74	34
Less than once a week	**307**	9	31	34	16	27	35	14	23	40	29	34	**
	42%	*24%*	*44%*	*42%*	*40%*	*35%*	*49%*	*43%*	*43%*	*49%*	*35%*	*47%*	**
			a	a			a	a	a	a		a	a
Once a week	**151**	9	12	16	16	17	15	7	10	13	19	12	**
	21%	*24%*	*17%*	*20%*	*39%*	*22%*	*21%*	*21%*	*19%*	*16%*	*23%*	*16%*	**
					bcefghijkl								
More than once a week but not every day	**182**	15	15	23	4	23	9	5	17	23	21	18	**
	25%	*41%*	*21%*	*29%*	*10%*	*30%*	*13%*	*14%*	*32%*	*29%*	*26%*	*25%*	**
		bdfg		**dfg**		**dfg**			**dfg**	**df**	d	d	
Once a day	**78**	4	13	7	4	8	11	2	3	5	10	8	**
	11%	*11%*	*18%*	*9%*	*11%*	*10%*	*16%*	*5%*	*6%*	*6%*	*12%*	*11%*	**
			g				g						
Twice a day	**9**	-	-	-	*	-	-	6	*	-	1	1	**
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*17%*	**%*	*-%*	*1%*	*2%*	**
								abcdefhijk					
								l					
More than twice a day	**5**	-	*	-	-	2	-	-	-	-	2	-	**
	1%	*-%*	**%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	**
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**735**	188	189	173	185
Weighted total	**733**	189	186	167	191
Less than once a week	**307**	74	78	77	78
	42%	*39%*	*42%*	*46%*	*41%*
Once a week	**151**	37	47	30	37
	21%	*20%*	*25%*	*18%*	*19%*
More than once a week but not every day	**182**	54	36	45	48
	25%	*28%*	*19%*	*27%*	*25%*
		b			
Once a day	**78**	23	23	10	22
	11%	*12%*	*13%*	*6%*	*11%*
		c	c		
Twice a day	**9**	-	*	6	4
	1%	*-%*	**%*	*3%*	*2%*
				ab	
More than twice a day	**5**	*	2	-	2
	1%	**%*	*1%*	*-%*	*1%*
Don't know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**735**	518	137	52	28	217	206	169	64	22	70
Weighted total	**733**	706	17	6	4	27	269	206	54	13	29
Yes	**439**	427	9	2	**	13	171	139	30	**	12
	60%	*60%*	*54%*	*33%*	**	*48%*	*64%*	*68%*	*55%*	**	*41%*
		ce	c				e	e			
No - we do despatch products to customers but not using parcel /packet post	**13**	12	*	1	**	1	8	3	1	**	*
	2%	*2%*	*2%*	*10%*	**	*4%*	*3%*	*1%*	*2%*	**	*1%*
				ab							
No - we don't despatch products to our customers	**281**	268	8	4	**	13	90	64	23	**	17
	38%	*38%*	*45%*	*57%*	**	*49%*	*33%*	*31%*	*43%*	**	*58%*
				a		a					**ab**
Don't know	**-**	-	-	-	**	-	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	55	35	84	20	50	82	64	58	38	486	85	78	86
Weighted total	**733**	73	49	114	22	59	115	81	67	50	630	38	34	31
Yes	**439**	37	**	67	**	**	67	57	44	**	384	20	21	16
	60%	*51%*	**	*59%*	**	**	*59%*	*70%*	*66%*	**	*61%*	*51%*	*62%*	*50%*
						abcfijklm		**akm**						
No - we do despatch products to customers but not using parcel /packet post	**13**	4	**	*	**	**	3	2	-	**	9	1	1	1
	2%	*5%*	**	*%	**	**	*2%*	*3%*	*-%*	**	*1%*	*3%*	*3%*	*4%*
		cj												
No - we don't despatch products to our customers	**281**	32	**	47	**	**	45	22	23	**	238	17	12	14
	38%	*44%*	**	*41%*	**	**	*39%*	*27%*	*34%*	**	*38%*	*46%*	*35%*	*45%*
		e	**eg**	e			e			**eg**	e	**eg**	e	**eg**
Don't know	**-**	-	**	-	**	**	-	-	-	**	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	735	25	116	13	46	243	17	26	244	546	189	655	80
Weighted total	733	18	98	11	36	284	15	32	232	578	155	670	63
Yes	439	**	75	**	**	204	**	**	121	349	91	414	26
	60%	**	*77%*	**	**	*72%*	**	**	*52%*	*60%*	*59%*	*62%*	*41%*
			dh			dh			d			b	
No - we do despatch products to customers but not using parcel /packet post	13	**	2	**	**	8	**	**	2	7	6	12	*
	2%	**	*2%*	**	**	*3%*	**	**	*1%*	*1%*	*4%*	*2%*	*%*
											a		
No - we don't despatch products to our customers	281	**	21	**	**	71	**	**	109	223	58	244	37
	38%	**	*21%*	**	**	*25%*	**	**	*47%*	*39%*	*38%*	*36%*	*59%*
					beh				be				a
Don't know	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**735**	717	18	342	114	268
Weighted total	**733**	706	27	335	118	265
Yes	**439**	425	**	168	72	188
	60%	*60%*	**	*50%*	*61%*	*71%*
					a	a
No - we do despatch products to customers but not using parcel /packet post	**13**	13	**	4	4	4
	2%	*2%*	**	*1%*	*3%*	*2%*
No - we don't despatch products to our customers	**281**	268	**	163	42	72
	38%	*38%*	**	*49%*	*36%*	*27%*
				bc		
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**735**	472	210	41	4	6	1	1	-	682	53	12	108	364	263
Weighted total	**733**	515	178	36	1	3	*	*	-	693	40	4	143	373	218
Yes	**439**	264	139	**	**	**	**	**	**	403	36	**	60	204	175
	60%	*51%*	*78%*	**	**	**	**	**	**	*58%*	*91%*	**	*42%*	*55%*	*81%*
			ai	**ai**						a	**abi**			a	**ab**
No - we do despatch products to customers but not using parcel /packet post	**13**	6	6	**	**	**	**	**	**	13	-	**	3	4	6
	2%	*1%*	*3%*	**	**	**	**	**	**	*2%*	*-%*	**	*2%*	*1%*	*3%*
No - we don't despatch products to our customers	**281**	245	33	**	**	**	**	**	**	277	4	**	80	164	36
	38%	*47%*	*18%*	**	**	**	**	**	**	*40%*	*9%*	**	*56%*	*44%*	*17%*
		bcij								**bcj**			**bc**	c	
Don't know	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**735**	471	424	544	735	225	550	478	33	16	8	4	5	-
Weighted total	**733**	420	365	498	733	190	519	456	25	9	1	2	4	-
Yes	**439**	214	206	277	439	115	350	254	**	**	**	**	**	**
	60%	*51%*	*57%*	*56%*	*60%*	*61%*	*67%*	*56%*	**	**	**	**	**	**
					a	a	**abcd**							
No - we do despatch products to customers but not using parcel /packet post	**13**	9	10	12	13	3	11	10	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	**	**	**	**	**
									a					
No - we don't despatch products to our customers	**281**	197	149	208	281	72	158	193	**	**	**	**	**	**
	38%	*47%*	*41%*	*42%*	*38%*	*38%*	*30%*	*42%*	**	**	**	**	**	**
		def	f	f	f	f								
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**735**	712	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**733**	718	8	4	-	2	1	-	3	142	157	121	74	4
Yes	**439**	425	**	**	**	**	**	**	**	77	92	64	43	**
	60%	*59%*	**	**	**	**	**	**	**	*54%*	*58%*	*53%*	*58%*	**
No - we do despatch products to customers but not using parcel /packet post	**13**	13	**	**	**	**	**	**	**	1	7	4	*	**
	2%	*2%*	**	**	**	**	**	**	**	*%*	*4%* a	*4%*	*1%*	**
No - we don't despatch products to our customers	**281**	281	**	**	**	**	**	**	**	65	59	53	30	**
	38%	*39%*	**	**	**	**	**	**	**	*46%*	*37%*	*44%*	*41%*	**
Don't know	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**735**	303	149	175	94	14	410	20	305	562	173	521	23
Weighted total	**733**	307	151	182	78	14	439	13	281	565	168	484	13
Yes	**439**	131	81	139	76	**	439	**	-	299	140	269	**
	60%	*43%*	*53%*	*76%*	*98%*	**	*100%*	**	-%	*53%*	*83%*	*56%*	**
			a	**ab**	**abc**		c				a		
No - we do despatch products to customers but not using parcel /packet post	**13**	7	4	1	*	**	-	**	-	11	1	12	**
	2%	*2%*	*3%*	*1%*	*%*	**	-%	**	-%	*2%*	*1%*	*2%*	**
No - we don't despatch products to our customers	**281**	169	67	42	1	**	-	**	281	254	27	203	**
	38%	*55%*	*44%*	*23%*	*2%*	**	-%	**	*100%*	*45%*	*16%*	*42%*	**
		bcd	**cd**	d					a	b			
Don't know	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**735**	73	168	160	13	502	232	216	446	93	1
Weighted total	**733**	80	158	153	10	502	229	199	396	75	*
Yes	**439**	60	129	126	**	250	187	93	204	38	**
	60%	*75%*	*82%*	*82%*	**	*50%*	*82%* a	*47%*	*51%*	*51%*	**
No - we do despatch products to customers but not using parcel /packet post	**13**	*	4	1	**	11	2	9	9	6	**
	2%	**%*	*2%*	*1%*	**	*2%*	*1%*	*5%*	*2%*	*8%* b	**
No - we don't despatch products to our customers	**281**	20	25	26	**	241	40	97	183	31	**
	38%	*25%*	*16%*	*17%*	**	*48%* b	*18%*	*49%*	*46%*	*41%*	**
Don't know	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**735**	203	381	96	1	519	485	176	1	453	402	568	422	342	17
Weighted total	**733**	184	329	78	*	523	482	153	*	408	351	554	388	301	16
Yes	**439**	98	186	51	**	328	272	114	**	207	197	301	206	176	**
	60%	*53%*	*56%*	*65%*	**	*63%* b	*56%*	*74%* **ab**	**	*51%*	*56%*	*54%*	*53%*	*58%*	**
No - we do despatch products to customers but not using parcel /packet post	**13**	9	9	1	**	12	11	4	**	9	10	11	12	9	**
	2%	*5%*	*3%*	*1%*	**	*2%*	*2%*	*2%*	**	*2%*	*3%*	*2%*	*3%*	*3%*	**
No - we don't despatch products to our customers	**281**	77	134	26	**	183	199	36	**	191	144	242	170	117	**
	38%	*42%*	*41%*	*34%*	**	*35%* c	*41%* **ac**	*23%*	**	*47%*	*41%*	*44%*	*44%*	*39%*	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**735**	382	254	309	69	58	397	330	19	12	20	4
Weighted total	**733**	369	220	301	70	46	360	286	19	8	22	5
Yes	**439**	185	128	158	52	27	195	166	**	**	**	**
	60%	*50%*	*58%*	*52%*	*74%*	*58%*	*54%*	*58%*	**	**	**	**
			a		**abc**							
No - we do despatch products to customers but not using parcel /packet post	**13**	8	4	11	4	2	9	9	**	**	**	**
	2%	*2%*	*2%*	*4%*	*5%*	*5%*	*2%*	*3%*	**	**	**	**
No - we don't despatch products to our customers	**281**	176	88	132	15	17	156	112	**	**	**	**
	38%	*48%*	*40%*	*44%*	*21%*	*36%*	*43%*	*39%*	**	**	**	**
		bd	d	d								
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**735**	710	638	716	686	722	504	701	264	1	557	18	119	538
Weighted total	**733**	701	615	707	667	714	498	700	244	*	533	25	125	521
Yes	**439**	417	356	421	396	424	290	414	158	**	311	**	88	287
	60%	*59%*	*58%*	*60%*	*59%*	*59%*	*58%*	*59%*	*65%*	**	*58%*	**	*70%* b	*55%*
No - we do despatch products to customers but not using parcel /packet post	**13**	13	12	13	13	13	10	13	4	**	11	**	2	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*2%*
No - we don't despatch products to our customers	**281**	272	247	274	259	277	198	273	81	**	210	**	36	224
	38%	*39%*	*40%*	*39%*	*39%*	*39%*	*40%*	*39%*	*33%*	**	*40%*	**	*28%*	*43%* a
Don't know	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**735**	261	11	66	244	144	481	105	166	66	497	372	363
Weighted total	**733**	273	12	65	250	142	478	104	168	70	493	350	384
Yes	**439**	211	**	54	192	117	258	60	137	57	245	200	240
	60%	*77%*	**	*83%*	*77%*	*83%*	*54%*	*57%*	*81%*	*81%*	*50%*	*57%*	*63%*
						bc			c	c			
No - we do despatch products to customers but not using parcel /packet post	**13**	4	**	3	2	5	8	-	1	*	11	7	5
	2%	*2%*	**	*5%*	*1%*	*3%*	*2%*	*-%*	*1%*	**%*	*2%*	*2%*	*1%*
				b									
No - we don't despatch products to our customers	**281**	58	**	8	56	20	212	45	30	13	237	142	138
	38%	*21%*	**	*12%*	*23%*	*14%*	*44%*	*43%*	*18%*	*19%*	*48%*	*41%*	*36%*
							a	a			**ab**		
Don't know	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**735**	63	59	66	66	64	59	66	52	55	74	67	44
Weighted total	**733**	37	71	81	41	76	70	33	53	81	83	74	34
Yes	**439**	24	49	54	22	43	39	21	22	51	47	49	**
	60%	*66%*	*68%*	*67%*	*54%*	*57%*	*56%*	*62%*	*42%*	*63%*	*57%*	*67%*	**
		h	h	h				h		h		h	
No - we do despatch products to customers but not using parcel /packet post	**13**	1	2	-	3	-	*	3	-	3	*	*	**
	2%	*2%*	*3%*	*-%*	*7%*	*-%*	**%*	*9%*	*-%*	*4%*	*1%*	*1%*	**
					cej			**cefhjkl**					
No - we don't despatch products to our customers	**281**	12	21	27	16	33	31	9	31	27	35	24	**
	38%	*33%*	*29%*	*33%*	*40%*	*43%*	*44%*	*28%*	*58%*	*33%*	*42%*	*33%*	**
									abcdgik				
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**735**	188	189	173	185
Weighted total	**733**	189	186	167	191
Yes	**439**	127	104	94	115
	60%	*67%*	*56%*	*56%*	*60%*
		bc			
No - we do despatch products to customers but not using parcel /packet post	**13**	3	3	6	1
	2%	*1%*	*2%*	*4%*	**%*
				d	
No - we don't despatch products to our customers	**281**	60	80	67	75
	38%	*32%*	*43%*	*40%*	*39%*
			a		
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**410**	308	74	18	10	102	129	107	34	10	35
Weighted total	**439**	427	9	2	2	13	171	139	30	5	12
0-24%	**40**	39	1	**	**	1	21	11	**	**	**
	9%	*9%*	*11%*	**	**	*10%*	*12%* c	*8%*	**	**	**
25-49%	**8**	8	*	**	**	*	-	6	**	**	**
	2%	*2%*	*3%*	**	**	*2%*	*-%*	*4%* a	** a	**	**
50-74%	**29**	28	1	**	**	1	11	12	**	**	**
	7%	*7%*	*6%*	**	**	*7%*	*7%*	*8%*	**	**	**
75-100%	**357**	347	7	**	**	10	136	109	**	**	**
	81%	*81%*	*78%*	**	**	*79%*	*80%*	*78%*	**	**	**
Don't know/can't remember	**5**	5	*	**	**	*	3	2	**	**	**
	1%	*1%*	*2%*	**	**	*2%*	*2%*	*2%*	**	**	**
Answered	**434**	422	9	**	**	13	168	137	**	**	**
Mean	**85.08**	85.11	82.83	**	**	84.21	84.32	83.65	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	410	28	18	46	10	37	48	39	36	17	279	42	47	42
Weighted total	439	37	25	67	12	48	67	57	44	26	384	20	21	16
0-24%	40	**	**	**	**	**	**	**	**	**	34	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
25-49%	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
50-74%	29	**	**	**	**	**	**	**	**	**	26	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
				k									gk	
75-100%	357	**	**	**	**	**	**	**	**	**	313	**	**	**
	81%	**	**	**	**	**	**	**	**	**	*82%*	**	**	**
								m						
Don't know/can't remember	5	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
													cefjkm	
Answered	434	**	**	**	**	**	**	**	**	**	381	**	**	**
Mean	85.08	**	**	**	**	**	**	**	**	**	85.09	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**410**	10	85	5	14	174	5	1	112	302	108	378	32
Weighted total	**439**	10	75	6	10	204	4	3	121	349	91	414	26
0-24%	**40**	**	3	**	**	13	**	**	18	33	7	39	**
	9%	**	*4%*	**	**	*6%*	**	**	*15%* be	*10%*	*7%*	*9%*	**
25-49%	**8**	**	-	**	**	2	**	**	5	5	4	8	**
	2%	**	-%	**	**	*1%*	**	**	*4%*	*1%*	*4%*	*2%*	**
50-74%	**29**	**	2	**	**	9	**	**	15	23	6	24	**
	7%	**	*3%*	**	**	*5%*	**	**	*12%* be	*7%*	*7%*	*6%*	** a
75-100%	**357**	**	69	**	**	178	**	**	81	284	73	337	**
	81%	**	*93%* h	**	**	*87%* h	**	**	*66%*	*81%*	*81%*	*82%*	**
Don't know/can't remember	**5**	**	*	**	**	2	**	**	3	4	1	5	**
	1%	**	*%	**	**	*1%*	**	**	*2%*	*1%*	*1%*	*1%*	**
Answered	**434**	**	74	**	**	202	**	**	119	345	90	408	**
Mean	**85.08**	**	92.21 h	**	**	89.01 h	**	**	75.36	85.49	83.50	85.06	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**410**	401	9	158	66	177
Weighted total	**439**	425	14	168	72	188
0-24%	**40**	38	**	23	9	9
	9%	*9%*	**	*13%*	*12%*	*5%*
				c	c	
25-49%	**8**	8	**	2	6	-
	2%	*2%*	**	*1%*	*8%*	*-%*
					ac	
50-74%	**29**	27	**	17	10	3
	7%	*6%*	**	*10%*	*13%*	*1%*
				c	c	
75-100%	**357**	347	**	124	48	174
	81%	*82%*	**	*74%*	*66%*	*93%*
						ab
Don't know/can't remember	**5**	5	**	3	-	2
	1%	*1%*	**	*2%*	*-%*	*1%*
Answered	**434**	420	**	165	72	186
Mean	**85.08**	85.34	**	79.26	75.96	92.92
						ab

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**410**	223	138	37	4	6	1	1	-	361	49	12	44	179	187
Weighted total	**439**	264	139	33	1	3	*	*	-	403	36	4	60	204	175
0-24%	**40**	35	5	**	**	**	**	**	**	40	**	**	**	25	5
	9%	*13%*	*3%*	**	**	**	**	**	**	*10%*	**	**	**	*12%*	*3%*
		bcj								b			c	c	
25-49%	**8**	7	1	**	**	**	**	**	**	8	**	**	**	7	2
	2%	*3%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	*3%*	*1%*
50-74%	**29**	17	9	**	**	**	**	**	**	27	**	**	**	12	12
	7%	*7%*	*7%*	**	**	**	**	**	**	*7%*	**	**	**	*6%*	*7%*
75-100%	**357**	200	123	**	**	**	**	**	**	324	**	**	**	157	156
	81%	*76%*	*89%*	**	**	**	**	**	**	*80%*	**	**	**	*77%*	*89%*
			ai	a							a				**ab**
Don't know/can't remember	**5**	5	*	**	**	**	**	**	**	5	**	**	**	4	*
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*%*
Answered	**434**	259	139	**	**	**	**	**	**	398	**	**	**	201	175
Mean	**85.08**	81.07	90.46	**	**	**	**	**	**	84.34	**	**	**	82.02	91.04
			ai	a							**ai**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**410**	221	212	276	410	122	343	242	15	7	6	1	5	-
Weighted total	**439**	214	206	277	439	115	350	254	14	5	1	*	4	-
0-24%	**40**	21	14	25	40	15	28	23	**	**	**	**	**	**
	9%	*10%*	*7%*	*9%*	*9%*	*13%*	*8%*	*9%*	**	**	**	**	**	**
25-49%	**8**	8	6	8	8	4	7	8	**	**	**	**	**	**
	2%	*4%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	**	**	**	**	**	**
50-74%	**29**	24	19	25	29	17	23	21	**	**	**	**	**	**
	7%	*11%*	*9%*	*9%*	*7%*	*15%*	*6%*	*8%*	**	**	**	**	**	**
		df				df								
75-100%	**357**	156	162	215	357	78	289	196	**	**	**	**	**	**
	81%	*73%*	*78%*	*77%*	*81%*	*67%*	*83%*	*77%*	**	**	**	**	**	**
			e	e	ae		ae							
Don't know/can't remember	**5**	5	5	5	5	1	4	5	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
Answered	**434**	209	201	272	434	114	346	249	**	**	**	**	**	**
Mean	**85.08**	80.02	84.18	82.95	85.08	75.90	86.23	82.94	**	**	**	**	**	**
			e	e	ae		ae							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**410**	388	10	6	-	4	2	-	6	60	83	68	63	2
Weighted total	**439**	425	8	4	-	2	1	-	3	77	92	64	43	2
0-24%	**40**	40	**	**	**	**	**	**	**	7	13	1	3	**
	9%	*9%*	**	**	**	**	**	**	**	*9%*	*15%* c	*2%*	*7%*	**
25-49%	**8**	8	**	**	**	**	**	**	**	*	8	-	*	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*8%* **acd**	*-%*	*%*	**
50-74%	**29**	29	**	**	**	**	**	**	**	9	4	9	3	**
	7%	*7%*	**	**	**	**	**	**	**	*12%*	*4%*	*14%* b	*6%*	**
75-100%	**357**	343	**	**	**	**	**	**	**	60	65	50	37	**
	81%	*81%*	**	**	**	**	**	**	**	*78%*	*71%*	*79%*	*86%* b	**
Don't know/can't remember	**5**	5	**	**	**	**	**	**	**	-	1	4	*	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	*1%*	*6%*	*1%*	**
Answered	**434**	420	**	**	**	**	**	**	**	77	90	60	43	**
Mean	**85.08**	84.60	**	**	**	**	**	**	**	83.16	76.17	88.46 b	88.53 b	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	*b
Unweighted total	**410**	115	74	124	86	11	410	-	-	275	135	266	10
Weighted total	**439**	131	81	139	76	11	439	-	-	299	140	269	8
0-24%	**40**	21	11	7	1	**	40	**	**	34	6	25	**
	9%	*16%*	*14%*	*5%*	*2%*	**	*9%*	**	**	*11%*	*4%*	*9%*	**
		cd	**cd**							b			
25-49%	**8**	1	2	3	2	**	8	**	**	4	4	8	**
	2%	**%*	*3%*	*2%*	*3%*	**	*2%*	**	**	*1%*	*3%*	*3%*	**
50-74%	**29**	10	6	10	3	**	29	**	**	24	5	25	**
	7%	*8%*	*8%*	*7%*	*4%*	**	*7%*	**	**	*8%*	*4%*	*9%*	**
75-100%	**357**	99	60	117	70	**	357	**	**	232	125	207	**
	81%	*75%*	*74%*	*84%*	*91%*	**	*81%*	**	**	*78%*	*89%*	*77%*	**
					ab						a		
Don't know/can't remember	**5**	1	1	2	*	**	5	**	**	5	-	5	**
	1%	*1%*	*2%*	*2%*	**%*	**	*1%*	**	**	*2%*	*-%*	*2%*	**
Answered	**434**	130	80	137	76	**	434	**	**	294	140	264	**
Mean	**85.08**	79.99	79.68	87.46	93.01	**	85.08	**	**	82.81	89.85	82.64	**
				a	**ab**						a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**410**	50	127	115	6	234	175	91	211	43	-
Weighted total	**439**	60	129	126	6	250	187	93	204	38	-
0-24%	**40**	**	7	8	**	29	11	6	20	**	**
	9%	**	*6%*	*6%*	**	*12%*	*6%*	*7%*	*10%*	**	**
25-49%	**8**	**	2	6	**	3	6	3	8	**	**
	2%	**	*2%*	*5%*	**	*1%*	*3%*	*3%*	*4%*	**	**
50-74%	**29**	**	5	8	**	19	8	9	23	**	**
	7%	**	*4%*	*7%*	**	*8%*	*4%*	*10%*	*11%*	**	**
										ab	
75-100%	**357**	**	112	102	**	197	160	71	148	**	**
	81%	**	*87%*	*81%*	**	*79%*	*85%*	*76%*	*72%*	**	**
Don't know/can't remember	**5**	**	2	2	**	3	2	4	5	**	**
	1%	**	*2%*	*2%*	**	*1%*	*1%*	*4%*	*2%*	**	**
Answered	**434**	**	127	123	**	248	185	89	198	**	**
Mean	**85.08**	**	88.83	85.34	**	83.06	88.22	82.75	80.04	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**410**	97	189	53	-	305	257	117	-	214	202	293	205	180	12
Weighted total	**439**	98	186	51	-	328	272	114	-	207	197	301	206	176	15
0-24%	**40**	6	13	2	**	31	16	7	**	21	14	29	22	15	**
	9%	*6%*	*7%*	*4%*	**	*9%*	*6%*	*6%*	**	*10%*	*7%*	*10%*	*11%*	*9%*	**
25-49%	**8**	-	6	*	**	6	4	*	**	8	6	7	5	8	**
	2%	*-%*	*3%*	**%*	**	*2%*	*2%*	**%*	**	*4%*	*3%*	*2%*	*2%*	*5%*	**
50-74%	**29**	9	19	8	**	20	20	11	**	24	19	19	23	17	**
	7%	*9%*	*10%*	*16%*	**	*6%*	*7%*	*10%*	**	*12%* c	*10%*	*6%*	*11%*	*10%*	**
75-100%	**357**	82	143	40	**	267	226	96	**	149	152	241	152	133	**
	81%	*83%*	*77%*	*79%*	**	*81%*	*83%*	*84%*	**	*72%*	*77%*	*80%* a	*74%*	*76%*	**
Don't know/can't remember	**5**	1	5	*	**	4	5	*	**	5	5	5	5	3	**
	1%	*1%*	*3%*	**%*	**	*1%*	*2%*	**%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Answered	**434**	97	181	51	**	324	267	114	**	202	192	296	201	173	**
Mean	**85.08**	86.64	83.66	86.52	**	85.07	87.83	88.34	**	79.56	83.57	84.76	80.49	81.82	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**410**	179	138	161	42	30	193	173	12	6	17	4
Weighted total	**439**	185	128	158	52	27	195	166	10	4	21	5
0-24%	**40**	18	8	17	**	**	20	15	**	**	**	**
	9%	*10%*	*7%*	*11%*	**	**	*11%*	*9%*	**	**	**	**
				d								
25-49%	**8**	5	4	3	**	**	5	8	**	**	**	**
	2%	*3%*	*3%*	*2%*	**	**	*2%*	*5%*	**	**	**	**
50-74%	**29**	13	12	13	**	**	23	15	**	**	**	**
	7%	*7%*	*9%*	*8%*	**	**	*12%*	*9%*	**	**	**	**
75-100%	**357**	145	101	125	**	**	144	125	**	**	**	**
	81%	*79%*	*79%*	*79%*	**	**	*74%*	*75%*	**	**	**	**
Don't know/can't remember	**5**	4	3	2	**	**	4	3	**	**	**	**
	1%	*2%*	*2%*	*1%*	**	**	*2%*	*2%*	**	**	**	**
Answered	**434**	181	126	156	**	**	191	163	**	**	**	**
Mean	**85.08**	84.25	84.64	83.33	**	**	80.51	81.73	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**410**	394	346	398	375	401	278	389	149	1	297	11	82	274
Weighted total	**439**	417	356	421	396	424	290	414	158	*	311	16	88	287
0-24%	**40**	40	36	40	37	40	27	40	15	**	27	**	4	32
	9%	*10%*	*10%*	*10%*	*9%*	*9%*	*9%*	*10%*	*10%*	**	*9%*	**	*5%*	*11%*
25-49%	**8**	8	7	8	8	8	2	8	4	**	8	**	2	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	**	*3%*	**	*3%*	*2%*
50-74%	**29**	29	29	29	27	27	22	28	16	**	21	**	4	22
	7%	*7%*	*8%*	*7%*	*7%*	*6%*	*7%*	*7%*	*10%*	**	*7%*	**	*4%*	*8%*
75-100%	**357**	334	280	339	318	344	234	333	123	**	253	**	75	224
	81%	*80%*	*79%*	*80%*	*80%*	*81%*	*81%*	*80%*	*78%*	**	*81%*	**	*86%*	*78%*
Don't know/can't remember	**5**	5	5	5	5	5	5	5	*	**	2	**	2	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*%*	**	*1%*	**	*3%*	*1%*
Answered	**434**	411	351	416	391	419	285	409	158	**	309	**	86	284
Mean	**85.08**	84.38	83.50	84.49	84.41	84.81	84.77	84.38	82.86	**	85.01	**	89.96	82.31
													b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**410**	187	9	53	171	108	248	52	134	51	223	195	215
Weighted total	**439**	211	11	54	192	117	258	60	137	57	245	200	240
0-24%	**40**	12	**	*	12	4	31	5	9	4	27	27	13
	9%	*6%*	**	**%*	*6%*	*3%*	*12%* a	*9%*	*7%*	*7%*	*11%*	*14%* b	*5%*
25-49%	**8**	6	**	-	6	*	7	1	4	-	5	8	1
	2%	*3%*	**	*-%*	*3%*	**%*	*3%*	*2%*	*3%*	*-%*	*2%*	*4%* b	**%*
50-74%	**29**	9	**	2	12	2	23	4	4	5	21	18	11
	7%	*4%*	**	*4%*	*6%*	*2%*	*9%* a	*7%*	*3%*	*8%*	*9%* a	*9%*	*5%*
75-100%	**357**	181	**	52	160	111	192	49	120	48	186	144	213
	81%	*86%*	**	*96%* b	*84%*	*95%* **bc**	*75%*	*82%*	*88%* c	*85%*	*76%*	*72%*	*89%* a
Don't know/can't remember	**5**	2	**	-	2	-	5	-	-	-	5	2	3
	1%	*1%*	**	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*
Answered	**434**	208	**	54	190	117	253	60	137	57	240	197	237
Mean	**85.08**	88.66	**	95.76 b	87.30	93.99 **bc**	80.33	86.47	88.62 c	88.18	82.24	78.17	90.84 a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	*h	i	j	k	*l
Unweighted total	410	32	37	38	36	36	31	33	26	33	43	41	24
Weighted total	439	24	49	54	22	43	39	21	22	51	47	49	19
0-24%	40	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
				b	bf					bf			
25-49%	8	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	29	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
		bcgk			bc	bc	bcg						
75-100%	357	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**
			acdi					adi					
Don't know/can't remember	5	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	434	**	**	**	**	**	**	**	**	**	**	**	**
Mean	85.08	**	**	**	**	**	**	**	**	**	**	**	**
			acdijk			d	d	di			d		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**410**	107	103	92	108
Weighted total	**439**	127	104	94	115
0-24%	**40**	9	8	11	11
	9%	*7%*	*8%*	*12%*	*10%*
25-49%	**8**	6	*	-	2
	2%	*5%*	**%*	*-%*	*2%*
		bc			
50-74%	**29**	5	12	5	7
	7%	*4%*	*12%*	*5%*	*6%*
			a		
75-100%	**357**	104	83	77	93
	81%	*82%*	*80%*	*82%*	*80%*
Don't know/can't remember	**5**	2	*	*	3
	1%	*2%*	**%*	**%*	*2%*
Answered	**434**	125	104	94	113
Mean	**85.08**	86.56	84.90	84.04	84.49

Columns Tested: a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Royal Mail	**1597**	1552	30	10	5	45	594	436	96	29	38
	80%	*80%*	*75%*	*77%*	*74%*	*75%*	*82%*	*82%*	*78%*	*79%*	*64%*
		be					e	e	e		
DPD	**600**	577	14	6	2	23	226	148	41	8	18
	30%	*30%*	*36%*	*46%*	*32%*	*38%*	*31%*	*28%*	*33%*	*22%*	*31%*
			a	a		a					
DHL	**478**	462	10	3	3	15	181	141	31	9	25
	24%	*24%*	*24%*	*23%*	*39%*	*26%*	*25%*	*27%*	*25%*	*24%*	*42%*
					abce						**abcd**
UPS	**451**	438	8	3	1	12	159	127	37	1	16
	23%	*23%*	*20%*	*21%*	*21%*	*20%*	*22%*	*24%*	*30%*	*3%*	*28%*
							d	d	**ad**		d
Parcelforce	**401**	388	7	3	2	12	139	114	37	4	17
	20%	*20%*	*19%*	*23%*	*26%*	*20%*	*19%*	*21%*	*30%*	*11%*	*29%*
									abd		**ad**
Hermes	**350**	340	7	2	1	10	157	90	18	6	11
	18%	*18%*	*17%*	*18%*	*21%*	*17%*	*22%*	*17%*	*15%*	*15%*	*19%*
TNT Express	**233**	221	7	3	2	12	70	69	21	5	10
	12%	*11%*	*19%*	*19%*	*28%*	*20%*	*10%*	*13%*	*17%*	*13%*	*17%*
			a	a	a	a			a		a
FedEx	**216**	209	3	2	1	6	53	70	26	3	7
	11%	*11%*	*9%*	*13%*	*18%*	*11%*	*7%*	*13%*	*21%*	*7%*	*12%*
					b			a	**abd**		
Yodel	**191**	185	3	3	1	7	81	56	10	1	3
	10%	*10%*	*8%*	*19%*	*14%*	*11%*	*11%*	*10%*	*8%*	*4%*	*4%*
				abe			e	e			
UK Mail	**87**	86	1	*	*	2	22	36	3	3	1
	4%	*4%*	*3%*	*1%*	*1%*	*3%*	*3%*	*7%*	*3%*	*9%*	*1%*
								ae		**ae**	
Amazon	**49**	47	1	*	*	2	16	7	2	-	1
	2%	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*	*-%*	*2%*
Whistl (Previously known as TNT Post)	**46**	44	2	*	*	2	10	8	8	4	8
	2%	*2%*	*4%*	*1%*	*3%*	*3%*	*1%*	*2%*	*6%*	*11%*	*14%*
									ab	**ab**	**abc**
DX	**32**	30	1	*	*	2	6	10	*	*	1
	2%	*2%*	*3%*	*3%*	*6%*	*3%*	*1%*	*2%*	**%*	**%*	*1%*
					a	a					
APC	**30**	29	1	*	*	1	3	14	5	-	3
	2%	*1%*	*2%*	*1%*	*6%*	*2%*	**%*	*3%*	*4%*	*-%*	*5%*
					a			a	a		a
Tuffnels	**18**	18	*	*	-	*	5	4	4	-	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%*	*-%*	**%*
									ab		
Parcels to go	**7**	6	1	*	-	1	3	1	2	-	1
	****%***	**%*	*2%*	*1%*	*-%*	*1%*	**%*	**%*	*2%*	*-%*	*1%*
			a			a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Interlink / Interlink Express / Direct	**7**	7	-	-	-	-	2	3	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	*1%*	-%	-%	-%
DHS	**6**	6	-	-	-	-	-	-	-	-	2
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*
											abc
Pitney Bowes	**5**	4	*	-	-	*	2	-	-	-	*
	***%**	*%	*1%*	-%	-%	*%	*%	-%	-%	-%	*%
Business Post	**4**	4	-	-	-	-	3	-	1	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	*1%*	-%	-%
									b		
Fastway Couriers	**4**	4	*	*	-	*	2	2	-	-	*
	***%**	*%	*%	*1%*	-%	*%	*%	*%	-%	-%	*%
Postal Sort	**3**	2	*	*	*	*	1	1	-	*	*
	***%**	*%	*%	*1%*	*3%*	*1%*	*%	*%	-%	*%	*%
					abe	a					
Collect Plus	**2**	2	-	-	-	-	1	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	**2**	2	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Lynx	**2**	2	-	-	-	-	-	-	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%
									ab		
UK / British Mail	**2**	2	-	-	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**1**	1	-	-	-	-	-	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Local Courier	**1**	1	-	-	-	-	-	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Secured Mail	**1**	1	-	-	-	-	-	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Neo Post	**1**	*	*	-	-	*	*	-	-	-	-
	***%**	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
			a								
Eagle Couriers	*	*	-	-	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	*	*	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Interparcel	*	-	*	-	-	*	-	-	-	-	*
	***%**	-%	*1%*	-%	-%	*1%*	-%	-%	-%	-%	*%
			a			a					
One Post	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
			a								

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Priority Express	*	-	-	*	-	*	-	-	-	-	-
	**%*	-%	-%	*1%* a	-%	**%*	-%	-%	-%	-%	-%
None	**17**	16	1	*	*	1	3	6	-	2	*
	1%	*1%*	*1%*	*2%*	*2%*	*2%*	**%*	*1%*	-%	*6%* **abce**	**%*
Don't know	**4**	4	-	-	-	-	1	-	-	-	-
	**%*	**%*	-%	-%	-%	-%	**%*	-%	-%	-%	-%
Other answers	**170**	166	3	*	1	4	61	55	12	4	3
	9%	*9%* c	*7%*	*3%*	*10%*	*7%*	*8%*	*10%*	*9%*	*12%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Royal Mail	**1597**	184	101	229	60	128	248	154	129	117	1350	83	85	79
	80%	*79%*	*84%*	*83%*	*88%*	*74%*	*76%*	*80%*	*77%*	*80%*	*79%*	*83%*	*81%*	*86%*
				e	e							e		**efhj**
DPD	**600**	65	40	65	17	59	93	77	56	36	509	35	34	22
	30%	*28%*	*33%*	*24%*	*25%*	*34%*	*28%*	*40%*	*34%*	*25%*	*30%*	*35%*	*32%*	*24%*
						cm		**acfijm**	m			**cm**	**cm**	
DHL	**478**	47	26	97	14	23	97	56	31	27	417	19	20	22
	24%	*20%*	*21%*	*35%*	*20%*	*13%*	*30%*	*29%*	*19%*	*19%*	*24%*	*19%*	*19%*	*24%*
				abdehij klm			**aehikl**	**ehkl**			e			e
UPS	**451**	42	32	64	14	47	85	44	33	39	402	21	16	12
	23%	*18%*	*27%*	*23%*	*21%*	*27%*	*26%*	*23%*	*20%*	*27%*	*24%*	*21%*	*15%*	*13%*
			lm	**lm**		**lm**	**lm**	**lm**		**lm**	**lm**	m		
Parcelforce	**401**	43	26	51	8	26	77	51	30	28	340	18	20	22
	20%	*18%*	*22%*	*19%*	*12%*	*15%*	*24%*	*26%*	*18%*	*19%*	*20%*	*18%*	*19%*	*24%*
								de						
Hermes	**350**	40	23	41	11	37	64	44	22	25	308	15	16	12
	18%	*17%*	*19%*	*15%*	*17%*	*21%*	*20%*	*23%*	*13%*	*17%*	*18%*	*15%*	*15%*	*13%*
						m	m	**hklm**						
TNT Express	**233**	27	19	18	8	27	43	9	34	18	202	10	14	7
	12%	*12%*	*15%*	*7%*	*12%*	*15%*	*13%*	*5%*	*20%*	*12%*	*12%*	*10%*	*13%*	*7%*
		g	**cgm**		g	**cgm**	**cgm**		**acgjkm**	g	**cgm**	g	**cgm**	
FedEx	**216**	20	11	44	2	20	36	22	18	11	182	10	16	7
	11%	*9%*	*9%*	*16%*	*2%*	*12%*	*11%*	*11%*	*11%*	*7%*	*11%*	*10%*	*15%*	*8%*
				adijm		d							**adijm**	
Yodel	**191**	28	5	12	10	18	28	17	17	20	154	14	14	10
	10%	*12%*	*4%*	*4%*	*14%*	*10%*	*9%*	*9%*	*10%*	*13%*	*9%*	*14%*	*13%*	*10%*
		bc			**bc**	c				**bc**	c	**bcj**	**bc**	c
UK Mail	**87**	11	12	7	-	10	14	4	9	14	82	2	3	1
	4%	*5%*	*10%*	*3%*	*-%*	*6%*	*4%*	*2%*	*5%*	*10%*	*5%*	*2%*	*3%*	*1%*
		m	**cdgjklm**			**km**	m		**km**	**cdfgjklm**	**km**		m	
Amazon	**49**	3	2	9	2	2	12	5	3	2	40	1	5	1
	2%	*1%*	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*	*2%*	*1%*	*2%*	*1%*	*5%*	*2%*
													ajkm	
Whistl (Previously known as TNT Post)	**46**	9	1	9	-	8	2	4	4	2	40	2	1	4
	2%	*4%*	*1%*	*3%*	*-%*	*5%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*4%*
		fl		**fl**		**fl**								**fl**
DX	**32**	4	-	2	1	5	7	5	*	2	27	3	1	1
	2%	*2%*	*-%*	*1%*	*2%*	*3%*	*2%*	*3%*	**%*	*1%*	*2%*	*3%*	*1%*	*1%*
APC	**30**	5	5	*	1	9	3	3	3	*	29	-	1	*
	2%	*2%*	*4%*	**%*	*2%*	*5%*	*1%*	*1%*	*2%*	**%*	*2%*	*-%*	*1%*	*1%*
		ck	**ckm**		k	**cfijklm**					k			
Tuffnels	**18**	4	4	1	2	3	1	-	*	-	16	1	1	-
	1%	*2%*	*3%*	**%*	*3%*	*2%*	**%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*-%*
		m	**gm**		**gm**	m								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Parcels to go	**7**	-	-	1	-	*	5	-	-	*	6	-	1	-
	***%**	-%	-%	*%	-%	*%	*1%*	-%	-%	*%	*%	-%	*%	-%
Interlink / Interlink Express / Direct	**7**	-	-	-	-	-	2	-	2	3	7	-	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*2%*	*%	-%	-%	-%
										cjklm				
DHS	**6**	-	2	-	-	-	4	-	-	-	6	-	-	-
	***%**	-%	*2%*	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%	-%
			klm											
Pitney Bowes	**5**	*	-	*	-	-	-	2	-	2	4	-	-	*
	***%**	*%	-%	*%	-%	-%	-%	*1%*	-%	*1%*	*%	-%	-%	*1%*
Business Post	**4**	1	-	-	-	-	2	-	-	-	3	-	1	-
	***%**	*1%*	-%	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	*1%*	-%
Fastway Couriers	**4**	-	-	-	-	-	-	-	-	-	-	-	-	4
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*
														acefghij kl
Postal Sort	**3**	-	-	-	-	-	-	-	-	-	-	-	-	3
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*
														acefgjkl
Collect Plus	**2**	-	1	-	-	-	-	-	-	-	1	*	1	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	*%	*1%*	-%
			j											
Citipost	**2**	-	-	-	-	-	-	1	-	-	1	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%	*1%*	-%	-%
												j		
Lynx	**2**	-	2	-	-	-	-	-	-	-	2	-	-	-
	***%**	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
			jklm											
UK / British Mail	**2**	-	2	-	-	-	-	-	-	-	2	-	-	-
	***%**	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
			j											
Pallet Lines	**1**	-	-	-	1	-	-	-	-	-	1	-	-	-
	***%**	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	*%	-%	-%	-%
					cfjklm									
Local Courier	**1**	-	1	-	-	-	-	-	-	-	1	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
			j											
Secured Mail	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Neo Post	**1**	-	*	-	-	-	-	-	-	-	*	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*1%*
														j
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
												j		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Freight - Better / Night	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
													j	
Interparcel	*	*	-	-	-	-	-	-	-	*	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
One Post	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
None	**17**	4	-	3	-	2	3	-	2	-	15	-	1	1
	1%	*2%*	-%	*1%*	-%	*1%*	*1%*	-%	*1%*	-%	*1%*	-%	*1%*	*1%*
		k												
Don't know	**4**	-	-	-	-	-	-	-	2	-	2	*	1	-
	%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	*%	*1%*	-%
									j				j	
Other answers	**170**	27	4	23	1	6	37	12	13	16	139	10	13	8
	9%	*12%*	*3%*	*8%*	*2%*	*3%*	*11%*	*6%*	*8%*	*11%*	*8%*	*10%*	*12%*	*9%*
		bde					**bde**			e		e	**bdej**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Royal Mail	**1597**	59	138	**	128	454	54	104	612	1221	376	1452	145
	80%	*75%*	*79%*	**	*80%*	*77%*	*92%*	*90%*	*80%*	*79%*	*82%*	*80%*	*83%*
				ae			**abdeh**	**abdeh**					
DPD	**600**	18	49	**	46	210	13	29	214	471	129	541	59
	30%	*23%*	*28%*	**	*29%*	*36%*	*22%*	*25%*	*28%*	*31%*	*28%*	*30%*	*34%*
						afgh							
DHL	**478**	11	40	**	33	159	9	32	182	385	92	448	30
	24%	*13%*	*23%*	**	*21%*	*27%*	*15%*	*27%*	*24%*	*25%*	*20%*	*25%*	*17%*
				af		**af**		a	a	b		b	
UPS	**451**	14	50	**	21	176	6	25	146	369	82	422	29
	23%	*18%*	*28%*	**	*13%*	*30%*	*10%*	*22%*	*19%*	*24%*	*18%*	*23%*	*16%*
			cdfh			**acdfh**		f		b		b	
Parcelforce	**401**	20	40	**	30	133	8	15	142	291	110	370	31
	20%	*25%*	*23%*	**	*19%*	*22%*	*13%*	*13%*	*19%*	*19%*	*24%*	*20%*	*18%*
		g	g			g					a		
Hermes	**350**	12	23	**	23	126	7	26	125	274	76	320	30
	18%	*15%*	*13%*	**	*14%*	*21%*	*12%*	*22%*	*16%*	*18%*	*17%*	*18%*	*17%*
						bdh		b					
TNT Express	**233**	5	31	**	16	97	3	9	59	182	51	225	7
	12%	*6%*	*17%*	**	*10%*	*16%*	*5%*	*8%*	*8%*	*12%*	*11%*	*12%*	*4%*
			afgh	**adefgh**		**afgh**						b	
FedEx	**216**	6	23	**	8	66	4	14	89	181	35	203	13
	11%	*7%*	*13%*	**	*5%*	*11%*	*6%*	*12%*	*12%*	*12%*	*8%*	*11%*	*7%*
			d			d			d	b			
Yodel	**191**	7	13	**	12	60	6	13	76	152	39	179	12
	10%	*9%*	*7%*	**	*8%*	*10%*	*11%*	*11%*	*10%*	*10%*	*8%*	*10%*	*7%*
UK Mail	**87**	2	12	**	1	37	-	2	27	70	17	77	11
	4%	*2%*	*7%*	**	**%*	*6%*	*-%*	*2%*	*4%*	*5%*	*4%*	*4%*	*6%*
			df	**adfgh**		**dfh**			d				
Amazon	**49**	1	1	**	2	7	6	6	27	42	7	48	1
	2%	*2%*	**%*	**	*1%*	*1%*	*10%*	*5%*	*3%*	*3%*	*1%*	*3%*	**%*
							abcdeh	**bde**	**be**			b	
Whistl (Previously known as TNT Post)	**46**	3	3	**	6	7	-	4	23	41	5	44	2
	2%	*4%*	*2%*	**	*4%*	*1%*	*-%*	*3%*	*3%*	*3%*	*1%*	*2%*	*1%*
					e				e	b			
DX	**32**	-	3	**	1	8	-	2	15	27	5	22	9
	2%	*-%*	*2%*	**	*1%*	*1%*	*-%*	*2%*	*2%*	*2%*	*1%*	*1%*	*5%*
													a
APC	**30**	2	3	**	1	13	*	2	10	20	11	28	2
	2%	*2%*	*2%*	**	**%*	*2%*	**%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
Tuffnels	**18**	-	3	**	-	10	-	-	3	16	2	17	2
	1%	*-%*	*2%*	**	*-%*	*2%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*
			h	**adgh**		h							
Parcels to go	**7**	-	*	**	1	2	-	-	3	2	5	7	*
	****%***	*-%*	**%*	**	*1%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	**%*
											a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Interlink / Interlink Express / Direct	**7**	1	1	**	-	2	-	-	2	3	3	7	-
	***%**	*2%*	*1%*	**	-%	*%*	-%	-%	*%*	*%	*1%*	*%	-%
		h											
DHS	**6**	-	2	**	-	-	-	-	4	4	2	4	2
	***%**	-%	*1%*	**	-%	-%	-%	-%	*1%*	*%	*%	*%	*1%*
			e										a
Pitney Bowes	**5**	-	-	**	-	2	-	*	2	2	2	5	-
	***%**	-%	-%	**	-%	*%*	-%	*%	*%	*%	*%	*%	-%
Business Post	**4**	2	*	**	-	-	-	-	2	4	*	3	1
	***%**	*3%*	*%*	**	-%	-%	-%	-%	*%*	*%	*%	*%	*1%*
		deh											
Fastway Couriers	**4**	*	1	**	-	2	-	-	*	3	1	4	*
	***%**	*1%*	*1%*	**	-%	*%*	-%	-%	*%*	*%	*%	*%	*%*
Postal Sort	**3**	*	1	**	-	-	-	*	1	2	1	3	-
	***%**	*1%*	*%*	**	-%	-%	-%	*%	*%	*%	*%	*%	-%
Collect Plus	**2**	-	-	**	*	2	-	-	-	2	-	1	1
	***%**	-%	-%	**	*%*	*%*	-%	-%	-%	*%	-%	*%	*1%*
													a
Citipost	**2**	-	1	**	-	*	-	-	*	1	1	2	-
	***%**	-%	*1%*	**	-%	*%*	-%	-%	*%*	*%	*%	*%	-%
Lynx	**2**	-	-	**	-	-	-	-	-	2	-	2	-
	***%**	-%	-%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%
UK / British Mail	**2**	-	-	**	-	2	-	-	-	2	-	2	-
	***%**	-%	-%	**	-%	*%*	-%	-%	-%	*%	-%	*%	-%
Pallet Lines	**1**	-	-	**	-	1	-	-	-	1	-	1	-
	***%**	-%	-%	**	-%	*%*	-%	-%	-%	*%	-%	*%	-%
Local Courier	**1**	-	-	**	-	-	-	-	1	1	-	1	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%*	*%	-%	*%	-%
Secured Mail	**1**	-	-	**	-	-	-	-	1	-	1	1	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%*	-%	*%*	*%	-%
Neo Post	**1**	-	-	**	*	-	-	-	*	1	-	1	-
	***%**	-%	-%	**	*%*	-%	-%	-%	*%*	*%	-%	*%	-%
Eagle Couriers	*	-	*	**	-	-	-	-	-	*	-	*	-
	***%**	-%	*%*	**	-%	-%	-%	-%	-%	*%	-%	*%	-%
Freight - Better / Night	*	-	-	**	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%*	*%	-%	*%	-%
Interparcel	*	-	*	**	-	-	-	-	*	*	-	*	-
	***%**	-%	*%*	**	-%	-%	-%	-%	*%*	*%	-%	*%	-%
One Post	*	-	*	**	-	-	-	-	-	*	-	*	-
	***%**	-%	*%*	**	-%	-%	-%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	**	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%*	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
None	**17**	-	2	**	2	5	-	*	7	14	3	16	*
	1%	*-%*	*1%*	**	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*
Don't know	**4**	1	-	**	-	*	-	-	-	1	3	4	-
	****%***	*1%*	*-%*	**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
		eh									a		
Other answers	**170**	12	16	**	5	62	3	11	60	127	43	160	10
	9%	*15%*	*9%*	**	*3%*	*10%*	*4%*	*10%*	*8%*	*8%*	*9%*	*9%*	*6%*
		cdfh	**cd**			**cd**		**cd**	d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Royal Mail	**1597**	1511	86	996	218	350
	80%	*80%*	*77%*	*80%*	*77%*	*81%*
DPD	**600**	578	22	342	89	154
	30%	*31%*	*20%*	*27%*	*31%*	*36%*
		b				a
DHL	**478**	459	18	274	72	128
	24%	*24%*	*16%*	*22%*	*26%*	*30%*
						a
UPS	**451**	434	17	249	55	140
	23%	*23%*	*15%*	*20%*	*20%*	*32%*
						ab
Parcelforce	**401**	388	13	229	58	103
	20%	*21%*	*12%*	*18%*	*20%*	*24%*
		b				a
Hermes	**350**	337	14	191	54	94
	18%	*18%*	*12%*	*15%*	*19%*	*22%*
						a
TNT Express	**233**	226	6	137	29	63
	12%	*12%*	*6%*	*11%*	*10%*	*15%*
						a
FedEx	**216**	210	6	120	27	66
	11%	*11%*	*5%*	*10%*	*9%*	*15%*
						ab
Yodel	**191**	188	4	108	26	55
	10%	*10%*	*3%*	*9%*	*9%*	*13%*
		b				a
UK Mail	**87**	87	*	44	9	34
	4%	*5%*	**%*	*4%*	*3%*	*8%*
						ab
Amazon	**49**	47	1	34	6	8
	2%	*3%*	*1%*	*3%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	**46**	44	2	29	12	4
	2%	*2%*	*2%*	*2%*	*4%*	*1%*
					c	
DX	**32**	32	-	18	4	7
	2%	*2%*	*-%*	*1%*	*1%*	*2%*
APC	**30**	28	2	10	8	12
	2%	*1%*	*2%*	*1%*	*3%*	*3%*
					a	a
Tuffnels	**18**	17	1	14	-	4
	1%	*1%*	*1%*	*1%*	*-%*	*1%*
Parcels to go	**7**	7	-	4	*	3
	****%***	**%*	*-%*	**%*	**%*	*1%*

Columns Tested: a,b - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Interlink / Interlink Express / Direct	**7**	5	1	2	3	-
	***%**	*%*	*1%*	*%*	*1%*	-%
					ac	
DHS	**6**	6	-	2	2	2
	***%**	*%*	-%	*%*	*1%*	*%*
Pitney Bowes	**5**	5	-	3	2	-
	***%**	*%*	-%	*%*	*1%*	-%
Business Post	**4**	4	-	2	-	2
	***%**	*%*	-%	*%*	-%	*1%*
Fastway Couriers	**4**	4	-	1	1	2
	***%**	*%*	-%	*%*	*%*	*%*
Postal Sort	**3**	3	-	2	1	*
	***%**	*%*	-%	*%*	*%*	*%*
Collect Plus	**2**	2	-	-	*	2
	***%**	*%*	-%	-%	*%*	*%*
						a
Citipost	**2**	2	-	*	-	2
	***%**	*%*	-%	*%*	-%	*%*
Lynx	**2**	2	-	2	-	-
	***%**	*%*	-%	*%*	-%	-%
UK / British Mail	**2**	2	-	2	-	-
	***%**	*%*	-%	*%*	-%	-%
Pallet Lines	**1**	1	-	-	-	1
	***%**	*%*	-%	-%	-%	*%*
Local Courier	**1**	1	-	-	1	-
	***%**	*%*	-%	-%	*%*	-%
					a	
Secured Mail	**1**	1	-	1	-	-
	***%**	*%*	-%	*%*	-%	-%
Neo Post	**1**	1	-	*	-	*
	***%**	*%*	-%	*%*	-%	*%*
Eagle Couriers	*	*	-	-	-	*
	***%**	*%*	-%	-%	-%	*%*
Freight - Better / Night	*	*	-	-	-	*
	***%**	*%*	-%	-%	-%	*%*
Interparcel	*	*	-	*	-	-
	***%**	*%*	-%	*%*	-%	-%
One Post	*	*	-	-	-	*
	***%**	*%*	-%	-%	-%	*%*
Priority Express	*	*	-	-	*	-
	***%**	*%*	-%	-%	*%*	-%

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
None	**17**	15	2	11	1	5
	1%	*1%*	*2%*	*1%*	**%*	*1%*
Don't know	**4**	3	1	1	*	2
	****%***	**%*	*1%*	**%*	**%*	*1%*
						a
Other answers	**170**	159	11	95	29	43
	9%	*8%*	*10%*	*8%*	*10%*	*10%*

Columns Tested: a,b - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Royal Mail	**1597**	1381	180	**	**	**	**	**	**	1561	37	**	672	709	216
	80%	*81%*	*75%*	**	**	**	**	**	**	*80%*	*79%*	**	*83%*	*79%*	*76%*
		b											c		
DPD	**600**	506	71	**	**	**	**	**	**	577	23	**	228	278	94
	30%	*30%*	*30%*	**	**	**	**	**	**	*30%*	*49%*	**	*28%*	*31%*	*33%*
				abi							**abi**				
DHL	**478**	368	90	**	**	**	**	**	**	457	20	**	155	213	110
	24%	*21%*	*38%*	**	**	**	**	**	**	*23%*	*44%*	**	*19%*	*24%*	*38%*
			ai	**ai**							**ai**			a	**ab**
UPS	**451**	339	86	**	**	**	**	**	**	424	26	**	149	190	112
	23%	*20%*	*36%*	**	**	**	**	**	**	*22%*	*57%*	**	*18%*	*21%*	*39%*
			ai	**abi**							**abi**				**ab**
Parcelforce	**401**	316	67	**	**	**	**	**	**	384	17	**	144	172	84
	20%	*18%*	*28%*	**	**	**	**	**	**	*20%*	*37%*	**	*18%*	*19%*	*29%*
			ai	**ai**							**ai**				**ab**
Hermes	**350**	288	52	**	**	**	**	**	**	340	10	**	130	158	62
	18%	*17%*	*22%*	**	**	**	**	**	**	*17%*	*22%*	**	*16%*	*18%*	*22%*
			a												a
TNT Express	**233**	158	56	**	**	**	**	**	**	213	20	**	45	113	75
	12%	*9%*	*23%*	**	**	**	**	**	**	*11%*	*43%*	**	*5%*	*13%*	*26%*
			ai	**abi**							**abi**			a	**ab**
FedEx	**216**	156	44	**	**	**	**	**	**	200	15	**	65	91	59
	11%	*9%*	*18%*	**	**	**	**	**	**	*10%*	*33%*	**	*8%*	*10%*	*21%*
			ai	**abi**							**abi**				**ab**
Yodel	**191**	158	23	**	**	**	**	**	**	181	10	**	72	86	33
	10%	*9%*	*10%*	**	**	**	**	**	**	*9%*	*21%*	**	*9%*	*10%*	*12%*
				ai							**abi**				
UK Mail	**87**	53	22	**	**	**	**	**	**	75	12	**	24	28	35
	4%	*3%*	*9%*	**	**	**	**	**	**	*4%*	*27%*	**	*3%*	*3%*	*12%*
			ai	**abi**							**abi**				**ab**
Amazon	**49**	46	3	**	**	**	**	**	**	48	*	**	21	25	3
	2%	*3%*	*1%*	**	**	**	**	**	**	*2%*	*%*	**	*3%*	*3%*	*1%*
														c	
Whistl (Previously known as TNT Post)	**46**	28	16	**	**	**	**	**	**	45	2	**	7	21	18
	2%	*2%*	*7%*	**	**	**	**	**	**	*2%*	*4%*	**	*1%*	*2%*	*6%*
			ai											a	**ab**
DX	**32**	30	2	**	**	**	**	**	**	31	1	**	13	17	2
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*1%*	**	*2%*	*2%*	*1%*
APC	**30**	13	14	**	**	**	**	**	**	27	3	**	1	12	17
	2%	*1%*	*6%*	**	**	**	**	**	**	*1%*	*6%*	**	*%*	*1%*	*6%*
			ai	a							**ai**			a	**ab**
Tuffnels	**18**	16	1	**	**	**	**	**	**	17	1	**	6	11	2
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	*3%*	**	*1%*	*1%*	*1%*
				b							b				
Parcels to go	**7**	5	2	**	**	**	**	**	**	7	-	**	3	2	2
	%	*%*	*1%*	**	**	**	**	**	**	*%*	*-%*	**	*%*	*%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Interlink / Interlink Express / Direct	**7**	5	1	**	**	**	**	**	**	7	-	**	5	-	1
	*%	*%	*1%*	**	**	**	**	**	**	*%	-%	**	*1%*	-%	*%
													b		b
DHS	**6**	4	-	**	**	**	**	**	**	4	2	**	2	2	2
	*%	*%	-%	**	**	**	**	**	**	*%	*4%*	**	*%	*%	*1%*
				abi							**abi**				
Pitney Bowes	**5**	3	2	**	**	**	**	**	**	5	-	**	*	2	2
	*%	*%	*1%*	**	**	**	**	**	**	*%	-%	**	*%	*%	*1%*
			a												
Business Post	**4**	4	-	**	**	**	**	**	**	4	-	**	2	2	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	*%	-%
Fastway Couriers	**4**	3	1	**	**	**	**	**	**	4	-	**	1	2	1
	*%	*%	*1%*	**	**	**	**	**	**	*%	-%	**	*%	*%	*%
Postal Sort	**3**	2	*	**	**	**	**	**	**	3	*	**	-	2	1
	*%	*%	*%	**	**	**	**	**	**	*%	*%	**	-%	*%	*%
Collect Plus	**2**	2	1	**	**	**	**	**	**	2	-	**	1	*	1
	*%	*%	*%	**	**	**	**	**	**	*%	-%	**	*%	*%	*%
Citipost	**2**	1	1	**	**	**	**	**	**	2	-	**	-	1	1
	*%	*%	*1%*	**	**	**	**	**	**	*%	-%	**	-%	*%	*%
			a												
Lynx	**2**	-	2	**	**	**	**	**	**	2	-	**	-	-	2
	*%	-%	*1%*	**	**	**	**	**	**	*%	-%	**	-%	-%	*1%*
			ai												**ab**
UK / British Mail	**2**	2	-	**	**	**	**	**	**	2	-	**	2	-	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	-%	-%
Pallet Lines	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
	*%	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*%
				abi							**abi**				b
Local Courier	**1**	1	-	**	**	**	**	**	**	1	-	**	-	1	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
Secured Mail	**1**	1	-	**	**	**	**	**	**	1	-	**	1	-	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	-%	-%
Neo Post	**1**	*	*	**	**	**	**	**	**	1	-	**	*	-	*
	*%	*%	*%	**	**	**	**	**	**	*%	-%	**	*%	-%	*%
Eagle Couriers	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	*%	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%
Freight - Better / Night	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	*%	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%
Interparcel	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
One Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	*%	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%
Priority Express	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	*%	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
None	**17**	16	*	**	**	**	**	**	**	17	*	**	10	6	1
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	**%*	**	*1%*	*1%*	**%*
Don't know	**4**	4	-	**	**	**	**	**	**	4	-	**	1	3	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	**%*	*-%*
Other answers	**170**	133	31	**	**	**	**	**	**	164	6	**	55	78	37
	9%	*8%*	*13%*	**	**	**	**	**	**	*8%*	*13%*	**	*7%*	*9%*	*13%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Royal Mail	**1597**	966	606	1079	556	345	1009	1012	40	**	**	**	**	**
	80%	*81%*	*79%*	*80%*	*76%*	*81%*	*79%*	*80%*	*80%*	**	**	**	**	**
		d		d		d								
DPD	**600**	341	236	385	261	128	400	365	17	**	**	**	**	**
	30%	*29%*	*31%*	*29%*	*36%*	*30%*	*31%*	*29%*	*34%*	**	**	**	**	**
					abcef				c					
DHL	**478**	267	203	315	251	83	298	302	7	**	**	**	**	**
	24%	*22%*	*26%*	*23%*	*34%*	*19%*	*23%*	*24%*	*14%*	**	**	**	**	**
			ae		**abcef**									
UPS	**451**	229	176	276	240	88	299	263	8	**	**	**	**	**
	23%	*19%*	*23%*	*21%*	*33%*	*21%*	*23%*	*21%*	*17%*	**	**	**	**	**
			a		**abcef**		a	c	c					
Parcelforce	**401**	224	170	258	195	83	267	239	15	**	**	**	**	**
	20%	*19%*	*22%*	*19%*	*27%*	*19%*	*21%*	*19%*	*30%*	**	**	**	**	**
					abcef			c	**ac**					
Hermes	**350**	211	158	249	152	46	225	240	8	**	**	**	**	**
	18%	*18%*	*21%*	*19%*	*21%*	*11%*	*18%*	*19%*	*16%*	**	**	**	**	**
		e	e	e	e		e	c						
TNT Express	**233**	120	99	144	142	46	173	132	10	**	**	**	**	**
	12%	*10%*	*13%*	*11%*	*19%*	*11%*	*14%*	*11%*	*20%*	**	**	**	**	**
			a		**abcef**		**ac**		**ac**					
FedEx	**216**	112	93	136	117	42	135	126	9	**	**	**	**	**
	11%	*9%*	*12%*	*10%*	*16%*	*10%*	*11%*	*10%*	*19%*	**	**	**	**	**
			a		**abcef**				**ac**					
Yodel	**191**	106	81	120	83	36	128	109	7	**	**	**	**	**
	10%	*9%*	*10%*	*9%*	*11%*	*8%*	*10%*	*9%*	*13%*	**	**	**	**	**
UK Mail	**87**	41	28	50	46	27	69	44	3	**	**	**	**	**
	4%	*3%*	*4%*	*4%*	*6%*	*6%*	*5%*	*4%*	*5%*	**	**	**	**	**
					abc	**abc**	**ac**							
Amazon	**49**	25	20	31	13	13	35	31	1	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	**	**	**	**	**
Whistl (Previously known as TNT Post)	**46**	38	34	42	16	12	33	36	4	**	**	**	**	**
	2%	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*8%*	**	**	**	**	**
			df						a					
DX	**32**	18	11	19	16	8	22	17	1	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**	**	**	**	**
APC	**30**	14	14	17	20	6	24	17	-	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*-%*	**	**	**	**	**
					ac									
Tuffnels	**18**	7	4	10	11	-	15	9	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**	**	**	**	**
					e		e							
Parcels to go	**7**	4	1	4	3	1	4	4	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Interlink / Interlink Express / Direct	**7**	3	3	3	1	1	7	3	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*1%*	*%	-%	**	**	**	**	**
DHS	**6**	4	-	4	2	-	4	4	-	**	**	**	**	**
	***%**	*%	-%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
Pitney Bowes	**5**	2	2	2	*	*	4	2	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Business Post	**4**	*	2	2	2	-	4	2	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
Fastway Couriers	**4**	1	1	1	2	1	4	1	*	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**
Postal Sort	**3**	2	1	2	*	1	3	1	1	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*1%* a	**	**	**	**	**
Collect Plus	**2**	1	2	2	1	*	1	2	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Citipost	**2**	*	-	*	2	1	2	*	-	**	**	**	**	**
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Lynx	**2**	-	-	-	2	-	2	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	-%	*%	-%	-%	**	**	**	**	**
UK / British Mail	**2**	2	-	2	-	-	-	2	-	**	**	**	**	**
	***%**	*%	-%	*%	-%	-%	-%	*%	-%	**	**	**	**	**
Pallet Lines	**1**	-	1	1	1	-	1	1	-	**	**	**	**	**
	***%**	-%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
Local Courier	**1**	1	1	1	1	1	1	1	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Secured Mail	**1**	1	-	1	1	1	1	1	-	**	**	**	**	**
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Neo Post	**1**	*	*	*	*	1	1	*	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
Eagle Couriers	*	*	*	*	*	-	*	*	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
Freight - Better / Night	*	*	*	*	*	-	*	*	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
Interparcel	*	*	-	*	*	-	*	*	-	**	**	**	**	**
	***%**	*%	-%	*%	*%	-%	*%	*%	-%	**	**	**	**	**
One Post	*	-	-	-	*	*	*	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	*%	*%	-%	-%	**	**	**	**	**
Priority Express	*	*	*	*	*	-	-	*	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	-%	*%	-%	**	**	**	**	**
None	**17**	9	5	11	*	1	11	10	*	**	**	**	**	**
	***1%**	*1%* d	*1%* d	*1%* d	*%	*%	*1%* d	*1%*	*%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Don't know	**4**	1	*	1	2	3	1	1	*	**	**	**	**	**
	***%**	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*1%*	**	**	**	**	**
						abcf								
Other answers	**170**	98	66	110	86	24	114	107	2	**	**	**	**	**
	9%	*8%*	*9%*	*8%*	*12%*	*6%*	*9%*	*8%*	*3%*	**	**	**	**	**
			e		**abcef**		e							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Royal Mail	**1597**	545	**	**	**	**	**	**	**	378	329	256	113	**
	80%	*76%*	**	**	**	**	**	**	**	*78%*	*81%*	*84%* a	*79%*	**
DPD	**600**	255	**	**	**	**	**	**	**	131	109	95	49	**
	30%	*36%*	**	**	**	**	**	**	**	*27%*	*27%*	*31%*	*35%* ab	**
DHL	**478**	242	**	**	**	**	**	**	**	121	87	71	35	**
	24%	*34%*	**	**	**	**	**	**	**	*25%*	*21%*	*23%*	*24%*	**
UPS	**451**	232	**	**	**	**	**	**	**	96	82	66	32	**
	23%	*32%*	**	**	**	**	**	**	**	*20%*	*20%*	*22%*	*22%*	**
Parcelforce	**401**	188	**	**	**	**	**	**	**	84	73	67	34	**
	20%	*26%*	**	**	**	**	**	**	**	*17%*	*18%*	*22%*	*24%* a	**
Hermes	**350**	147	**	**	**	**	**	**	**	105	63	50	31	**
	18%	*20%*	**	**	**	**	**	**	**	*22%* b	*15%*	*16%*	*22%* b	**
TNT Express	**233**	140	**	**	**	**	**	**	**	38	43	41	22	**
	12%	*19%*	**	**	**	**	**	**	**	*8%*	*10%*	*13%* a	*15%* a	**
FedEx	**216**	111	**	**	**	**	**	**	**	47	30	43	16	**
	11%	*16%*	**	**	**	**	**	**	**	*10%*	*7%*	*14%* b	*11%*	**
Yodel	**191**	78	**	**	**	**	**	**	**	44	40	17	19	**
	10%	*11%*	**	**	**	**	**	**	**	*9%*	*10%* c	*5%*	*13%* c	**
UK Mail	**87**	44	**	**	**	**	**	**	**	17	16	9	8	**
	4%	*6%*	**	**	**	**	**	**	**	*4%*	*4%*	*3%*	*5%*	**
Amazon	**49**	13	**	**	**	**	**	**	**	5	7	17	2	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*6%* abd	*2%*	**
Whistl (Previously known as TNT Post)	**46**	14	**	**	**	**	**	**	**	10	9	18	6	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*2%*	*6%* ab	*4%*	**
DX	**32**	16	**	**	**	**	**	**	**	4	5	4	6	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*4%* abc	**
APC	**30**	20	**	**	**	**	**	**	**	3	8	5	2	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	*1%*	**
Tuffnels	**18**	9	**	**	**	**	**	**	**	4	2	2	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*1%*	**
Parcels to go	**7**	3	**	**	**	**	**	**	**	3	*	-	1	**
	%	*%*	**	**	**	**	**	**	**	*1%*	*%*	-%	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Interlink / Interlink Express / Direct	**7**	1	**	**	**	**	**	**	**	2	1	-	-	**
	*%	*%	**	**	**	**	**	**	**	*%	*%	-%	-%	**
DHS	**6**	-	**	**	**	**	**	**	**	2	2	-	-	**
	*%	-%	**	**	**	**	**	**	**	*%	*%	-%	-%	**
Pitney Bowes	**5**	*	**	**	**	**	**	**	**	-	-	2	-	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	1%	-%	**
Business Post	**4**	2	**	**	**	**	**	**	**	1	*	*	-	**
	*%	*%	**	**	**	**	**	**	**	*%	*%	*%	-%	**
Fastway Couriers	**4**	2	**	**	**	**	**	**	**	1	-	1	*	**
	*%	*%	**	**	**	**	**	**	**	*%	-%	*%	*%	**
Postal Sort	**3**	*	**	**	**	**	**	**	**	*	*	1	1	**
	*%	*%	**	**	**	**	**	**	**	*%	*%	*%	1%	**
Collect Plus	**2**	1	**	**	**	**	**	**	**	-	*	1	1	**
	*%	*%	**	**	**	**	**	**	**	-%	*%	*%	*%	**
Citipost	**2**	2	**	**	**	**	**	**	**	-	-	*	-	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	*%	-%	**
Lynx	**2**	2	**	**	**	**	**	**	**	-	-	-	-	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
UK / British Mail	**2**	-	**	**	**	**	**	**	**	2	-	-	-	**
	*%	-%	**	**	**	**	**	**	**	*%	-%	-%	-%	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	-	-	-	1	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	1%	**
													a	
Local Courier	**1**	1	**	**	**	**	**	**	**	-	-	1	-	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	*%	-%	**
Secured Mail	**1**	1	**	**	**	**	**	**	**	1	-	-	-	**
	*%	*%	**	**	**	**	**	**	**	*%	-%	-%	-%	**
Neo Post	**1**	*	**	**	**	**	**	**	**	-	-	-	*	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Eagle Couriers	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Freight - Better / Night	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	*%	*%	**	**	**	**	**	**	**	-%	*%	-%	-%	**
Interparcel	*	*	**	**	**	**	**	**	**	*	-	-	-	**
	*%	*%	**	**	**	**	**	**	**	*%	-%	-%	-%	**
One Post	*	*	**	**	**	**	**	**	**	-	-	-	-	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Priority Express	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	*%	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
None	**17**	*	**	**	**	**	**	**	**	5	3	3	*	**
	1%	*%	**	**	**	**	**	**	**	1%	1%	1%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Don't know	**4**	2	**	**	**	**	**	**	**	*	1	*	-	**
	***%**	*%	**	**	**	**	**	**	**	*%	*%	*%	-%	**
Other answers	**170**	85	**	**	**	**	**	**	**	49	35	20	6	**
	9%	*12%*	**	**	**	**	**	**	**	*10%* d	*9%* d	*7%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Royal Mail	**1597**	223	126	138	60	**	331	**	216	1443	154	1051	28
	80%	*73%*	*83%* a	*75%*	*77%*	**	*75%*	**	*77%*	*82%* b	*65%*	*82%* b	*53%*
DPD	**600**	101	48	65	41	**	169	**	90	506	94	366	18
	30%	*33%*	*32%*	*36%*	*52%* abc	**	*38%*	**	*32%*	*29%*	*40%* a	*28%*	*35%*
DHL	**478**	103	39	68	29	**	157	**	89	397	81	298	17
	24%	*33%*	*26%*	*37%* b	*37%*	**	*36%*	**	*32%*	*23%*	*34%* a	*23%*	*33%*
UPS	**451**	95	35	61	42	**	174	**	63	355	95	270	6
	23%	*31%*	*23%*	*34%* b	*54%* abc	**	*40%* c	**	*22%*	*20%*	*40%* a	*21%*	*11%*
Parcelforce	**401**	87	31	43	32	**	125	**	66	322	78	242	17
	20%	*28%*	*20%*	*24%*	*41%* abc	**	*29%*	**	*23%*	*18%*	*33%* a	*19%*	*31%* a
Hermes	**350**	59	34	35	18	**	102	**	50	290	60	235	14
	18%	*19%*	*23%*	*19%*	*23%*	**	*23%*	**	*18%*	*16%*	*25%* a	*18%*	*26%*
TNT Express	**233**	43	17	48	31	**	117	**	24	156	77	133	10
	12%	*14%*	*11%*	*26%* ab	*40%* abc	**	*27%* c	**	*9%*	*9%*	*32%* a	*10%*	*20%* a
FedEx	**216**	46	10	31	25	**	84	**	32	176	40	130	6
	11%	*15%* b	*7%*	*17%* b	*32%* abc	**	*19%* c	**	*11%*	*10%*	*17%* a	*10%*	*12%*
Yodel	**191**	33	19	18	11	**	54	**	28	159	32	115	5
	10%	*11%*	*12%*	*10%*	*14%*	**	*12%*	**	*10%*	*9%*	*13%* a	*9%*	*10%*
UK Mail	**87**	7	7	14	18	**	38	**	8	59	28	46	3
	4%	*2%*	*4%*	*8%* a	*23%* abc	**	*9%* c	**	*3%*	*3%*	*12%* a	*4%*	*7%*
Amazon	**49**	7	5	*	*	**	7	**	6	48	1	31	-
	2%	*2%*	*3%* c	**%*	**%*	**	*2%*	**	*2%*	*3%* b	**%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	**46**	5	1	11	*	**	12	**	5	46	1	42	*
	2%	*2%*	**%*	*6%* abd	**%*	**	*3%*	**	*2%*	*3%* b	**%*	*3%*	**%*
DX	**32**	8	3	3	1	**	8	**	8	27	5	18	2
	2%	*3%*	*2%*	*2%*	*2%*	**	*2%*	**	*3%*	*2%*	*2%*	*1%*	*4%*
APC	**30**	3	3	7	5	**	20	**	*	14	17	17	-
	2%	*1%*	*2%*	*4%* a	*7%* ab	**	*5%* c	**	**%*	*1%*	*7%* a	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Tuffnels	**18**	5	1	3	2	**	8	**	3	11	7	10	-
	1%	*2%*	*1%*	*1%*	*2%*	**	*2%*	**	*1%*	*1%*	*3%* a	*1%*	-%
Parcels to go	**7**	1	-	*	2	**	3	**	*	5	2	3	1
	%	*%*	-%	*%*	*3%* ab	**	*1%*	**	*%*	*%*	*1%*	*%*	*1%*
Interlink / Interlink Express / Direct	**7**	-	-	1	-	**	1	**	-	7	-	3	-
	%	-%	-%	*1%*	-%	**	*%*	**	-%	*%*	-%	*%*	-%
DHS	**6**	-	-	-	2	**	2	**	-	4	2	4	-
	%	-%	-%	-%	*3%* abc	**	*%*	**	-%	*%*	*1%*	*%*	-%
Pitney Bowes	**5**	*	-	-	-	**	-	**	*	1	4	*	2
	%	*%*	-%	-%	-%	**	-%	**	*%*	*%*	*2%* a	*%*	*4%* a
Business Post	**4**	1	-	-	*	**	*	**	1	4	-	2	-
	%	*%*	-%	-%	*1%*	**	*%*	**	*%*	*%*	-%	*%*	-%
Fastway Couriers	**4**	*	1	2	-	**	2	**	-	3	1	1	-
	%	*%*	*%*	*1%*	-%	**	*1%*	**	-%	*%*	*%*	*%*	-%
Postal Sort	**3**	*	-	-	-	**	*	**	*	2	1	1	1
	%	*%*	-%	-%	-%	**	*%*	**	*%*	*%*	*%*	*%*	*2%* a
Collect Plus	**2**	-	-	1	-	**	1	**	-	2	*	2	-
	%	-%	-%	*1%*	-%	**	*%*	**	-%	*%*	*%*	*%*	-%
Citipost	**2**	*	-	2	-	**	2	**	*	1	1	*	-
	%	*%*	-%	*1%*	-%	**	*%*	**	*%*	*%*	*1%* a	*%*	-%
Lynx	**2**	2	-	-	-	**	2	**	-	-	2	-	-
	%	*1%*	-%	-%	-%	**	*%*	**	-%	-%	*1%* a	-%	-%
UK / British Mail	**2**	-	-	-	-	**	-	**	-	2	-	2	-
	%	-%	-%	-%	-%	**	-%	**	-%	*%*	-%	*%*	-%
Pallet Lines	**1**	-	-	-	1	**	1	**	-	1	-	1	-
	%	-%	-%	-%	*2%* a	**	*%*	**	-%	*%*	-%	*%*	-%
Local Courier	**1**	-	1	-	-	**	-	**	1	1	-	1	-
	%	-%	*1%*	-%	-%	**	-%	**	*%*	*%*	-%	*%*	-%
Secured Mail	**1**	1	-	-	-	**	1	**	-	1	-	1	-
	%	*%*	-%	-%	-%	**	*%*	**	-%	*%*	-%	*%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Neo Post	**1**	-	-	*	-	**	*	**	-	1	-	*	-
	***%**	-%	-%	*%	-%	**	*%	**	-%	*%	-%	*%	-%
Eagle Couriers	*	-	-	-	*	**	-	**	*	*	-	*	-
	***%**	-%	-%	-%	*1%*	**	-%	**	*%	*%	-%	*%	-%
Freight - Better / Night	*	-	-	*	-	**	*	**	-	-	*	*	-
	***%**	-%	-%	*%	-%	**	*%	**	-%	-%	*%	*%	-%
Interparcel	*	*	*	-	-	**	*	**	*	-	*	*	-
	***%**	*%	*%	-%	-%	**	*%	**	*%	-%	*%	*%	-%
One Post	*	-	-	*	-	**	-	**	*	-	*	-	-
	***%**	-%	-%	*%	-%	**	-%	**	*%	-%	*%	-%	-%
Priority Express	*	-	*	-	-	**	-	**	*	*	-	*	-
	***%**	-%	*%	-%	-%	**	-%	**	*%	*%	-%	*%	-%
None	**17**	-	-	*	-	**	-	**	*	17	*	11	*
	1%	-%	-%	*%	-%	**	-%	**	*%	*1%*	*%	*1%*	*%
Don't know	**4**	-	-	2	-	**	2	**	-	1	2	1	-
	***%**	-%	-%	*1%*	-%	**	*%	**	-%	*%	*1%* a	*%	-%
Other answers	**170**	38	17	24	5	**	61	**	24	123	47	97	13
	9%	*12%*	*11%*	*13%*	*7%*	**	*14%* c	**	*9%*	*7%*	*20%* a	*8%*	*24%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Royal Mail	**1597**	62	121	147	**	396	160	336	919	100	**
	80%	*78%*	*77%*	*77%*	**	*79%* b	*70%*	*82%*	*81%*	*82%*	**
DPD	**600**	40	63	68	**	161	97	133	325	24	**
	30%	*51%*	*40%*	*35%*	**	*32%*	*42%* a	*32%* c	*29%* c	*19%*	**
DHL	**478**	36	68	77	**	158	93	93	250	40	**
	24%	*45%*	*43%*	*40%*	**	*31%*	*41%* a	*23%*	*22%*	*32%* **ab**	**
UPS	**451**	51	70	91	**	128	113	91	218	34	**
	23%	*65%* b	*45%*	*47%*	**	*25%*	*49%* a	*22%*	*19%*	*28%* b	**
Parcelforce	**401**	32	56	66	**	116	79	93	212	23	**
	20%	*40%*	*35%*	*35%*	**	*23%*	*34%* a	*23%*	*19%*	*19%*	**
Hermes	**350**	25	40	51	**	90	62	64	204	12	**
	18%	*31%*	*25%*	*27%*	**	*18%*	*27%* a	*16%*	*18%* c	*10%*	**
TNT Express	**233**	18	52	51	**	57	82	59	116	21	**
	12%	*22%*	*33%*	*27%*	**	*11%*	*36%* a	*14%* b	*10%*	*17%* b	**
FedEx	**216**	23	36	37	**	66	50	50	100	28	**
	11%	*29%*	*23%*	*20%*	**	*13%*	*22%* a	*12%* b	*9%*	*23%* **ab**	**
Yodel	**191**	10	22	25	**	49	33	30	103	8	**
	10%	*12%*	*14%*	*13%*	**	*10%*	*15%*	*7%*	*9%*	*7%*	**
UK Mail	**87**	5	20	15	**	16	28	12	41	1	**
	4%	*6%*	*13%*	*8%*	**	*3%*	*12%* a	*3%*	*4%*	*1%*	**
Amazon	**49**	-	1	1	**	12	1	4	25	*	**
	2%	*-%*	**%*	**%*	**	*2%* b	**%*	*1%*	*2%*	**%*	**
Whistl (Previously known as TNT Post)	**46**	2	4	5	**	12	4	13	38	8	**
	2%	*2%*	*3%*	*3%*	**	*2%*	*2%*	*3%*	*3%*	*6%*	**
DX	**32**	5	6	9	**	10	6	10	16	3	**
	2%	*6%*	*4%*	*5%*	**	*2%*	*3%*	*2%*	*1%*	*2%*	**
APC	**30**	2	11	6	**	3	16	9	14	4	**
	2%	*3%*	*7%*	*3%*	**	*1%*	*7%* a	*2%*	*1%*	*3%* b	**
Tuffnels	**18**	1	3	4	**	5	6	*	7	-	**
	1%	*2%*	*2%*	*2%*	**	*1%*	*2%*	**%*	*1%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Parcels to go	**7**	-	2	*	**	1	2	1	3	-	**
	***%**	-%	*1%*	*%	**	*%	*1%*	*%	*%	-%	**
Interlink / Interlink Express / Direct	**7**	1	-	1	**	-	1	2	3	-	**
	***%**	*2%*	-%	*1%*	**	-%	*1%*	*%	*%	-%	**
DHS	**6**	-	-	-	**	-	2	-	4	-	**
	***%**	-%	-%	-%	**	-%	*1%*	-%	*%	-%	**
							a				
Pitney Bowes	**5**	-	-	-	**	*	-	-	2	-	**
	***%**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
Business Post	**4**	-	*	*	**	1	*	-	*	-	**
	***%**	-%	*%	*%	**	*%	*%	-%	*%	-%	**
Fastway Couriers	**4**	*	-	*	**	1	1	-	1	*	**
	***%**	*%	-%	*%	**	*%	*1%*	-%	*%	*%	**
Postal Sort	**3**	*	-	-	**	*	*	*	2	1	**
	***%**	*%	-%	-%	**	*%	*%	*%	*%	*1%*	**
Collect Plus	**2**	-	*	*	**	1	*	-	1	-	**
	***%**	-%	*%	*%	**	*%	*%	-%	*%	-%	**
Citipost	**2**	-	1	-	**	1	1	-	*	-	**
	***%**	-%	*1%*	-%	**	*%	*1%*	-%	*%	-%	**
Lynx	**2**	-	2	-	**	-	2	-	-	-	**
	***%**	-%	*1%*	-%	**	-%	*1%*	-%	-%	-%	**
							a				
UK / British Mail	**2**	-	-	-	**	-	-	-	2	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	*%	-%	**
Pallet Lines	**1**	-	-	-	**	1	-	-	-	-	**
	***%**	-%	-%	-%	**	*%	-%	-%	-%	-%	**
Local Courier	**1**	-	-	-	**	1	-	-	1	-	**
	***%**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
Secured Mail	**1**	-	-	-	**	1	-	-	1	-	**
	***%**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
Neo Post	**1**	-	*	*	**	-	*	*	*	-	**
	***%**	-%	*%	*%	**	-%	*%	*%	*%	-%	**
Eagle Couriers	*	-	-	-	**	*	-	-	*	*	**
	***%**	-%	-%	-%	**	*%	-%	-%	*%	*%	**
Freight - Better / Night	*	-	*	*	**	-	*	-	*	-	**
	***%**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Interparcel	*	-	*	*	**	-	*	-	*	-	**
	***%**	-%	*%	*%	**	-%	*%	-%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
One Post	*	*	-	-	**	-	*	-	-	-	**
	***%**	*%	-%	-%	**	-%	*%	-%	-%	-%	**
Priority Express	*	*	-	*	**	*	-	-	*	-	**
	***%**	*%	-%	*%	**	*%	-%	-%	*%	-%	**
None	**17**	-	-	-	**	-	*	3	6	1	**
	1%	-%	-%	-%	**	-%	*%	*1%*	*1%*	*1%*	**
Don't know	**4**	-	-	-	**	-	2	-	1	-	**
	***%**	-%	-%	-%	**	-%	*1%* a	-%	*%	-%	**
Other answers	**170**	10	30	26	**	44	42	41	95	11	**
	9%	*12%*	*19%*	*14%*	**	*9%*	*19%* a	*10%*	*8%*	*9%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Royal Mail	**1597**	269	554	96	**	405	374	118	**	930	582	443	821	633	**
	80%	*80%*	*80%*	*85%*	**	*77%*	*78%*	*77%*	**	*82%*	*80%*	*80%*	*81%*	*81%*	**
DPD	**600**	85	220	29	**	187	180	48	**	328	222	200	277	231	**
	30%	*25%*	*32%*	*26%*	**	*36%*	*37%*	*31%*	**	*29%*	*30%*	*36%*	*27%*	*30%*	**
			a									**ab**			
DHL	**478**	100	172	47	**	176	162	63	**	257	191	185	241	191	**
	24%	*30%*	*25%*	*42%*	**	*34%*	*34%*	*41%*	**	*23%*	*26%*	*33%*	*24%*	*24%*	**
				ab								**ab**			
UPS	**451**	85	154	25	**	184	140	55	**	225	172	158	215	168	**
	23%	*25%*	*22%*	*23%*	**	*35%*	*29%*	*36%*	**	*20%*	*24%*	*29%*	*21%*	*22%*	**
						b						**ab**			
Parcelforce	**401**	75	152	32	**	146	125	38	**	210	157	136	188	155	**
	20%	*22%*	*22%*	*29%*	**	*28%*	*26%*	*25%*	**	*19%*	*21%*	*25%*	*19%*	*20%*	**
												a			
Hermes	**350**	65	142	17	**	104	92	18	**	203	150	102	190	155	**
	18%	*19%*	*20%*	*15%*	**	*20%*	*19%*	*11%*	**	*18%*	*20%*	*18%*	*19%*	*20%*	**
						c	c								
TNT Express	**233**	43	88	25	**	114	85	41	**	114	90	87	105	84	**
	12%	*13%*	*13%*	*22%*	**	*22%*	*18%*	*27%*	**	*10%*	*12%*	*16%*	*10%*	*11%*	**
				ab				b				a			
FedEx	**216**	43	79	37	**	88	77	44	**	110	87	81	109	82	**
	11%	*13%*	*11%*	*33%*	**	*17%*	*16%*	*29%*	**	*10%*	*12%*	*15%*	*11%*	*11%*	**
				ab				**ab**				a			
Yodel	**191**	32	79	12	**	65	56	15	**	103	78	57	87	68	**
	10%	*10%*	*11%*	*11%*	**	*12%*	*12%*	*9%*	**	*9%*	*11%*	*10%*	*9%*	*9%*	**
UK Mail	**87**	8	26	3	**	42	30	14	**	39	23	26	31	34	**
	4%	*3%*	*4%*	*2%*	**	*8%*	*6%*	*9%*	**	*3%*	*3%*	*5%*	*3%*	*4%*	**
Amazon	**49**	3	20	1	**	6	10	2	**	25	19	11	26	24	**
	2%	*1%*	*3%*	*1%*	**	*1%*	*2%*	*1%*	**	*2%*	*3%*	*2%*	*3%*	*3%*	**
Whistl (Previously known as TNT Post)	**46**	13	29	10	**	10	11	7	**	38	34	12	36	28	**
	2%	*4%*	*4%*	*9%*	**	*2%*	*2%*	*5%*	**	*3%*	*5%*	*2%*	*4%*	*4%*	**
				ab				a			c				
DX	**32**	3	11	1	**	13	10	1	**	18	11	14	11	13	**
	2%	*1%*	*2%*	*1%*	**	*3%*	*2%*	*%*	**	*2%*	*2%*	*2%*	*1%*	*2%*	**
APC	**30**	7	10	7	**	17	10	7	**	14	12	10	14	7	**
	2%	*2%*	*1%*	*6%*	**	*3%*	*2%*	*4%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
				ab											
Tuffnels	**18**	2	3	1	**	7	7	1	**	7	4	8	9	6	**
	1%	*%*	*%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Parcels to go	**7**	1	1	-	**	3	1	*	**	3	1	1	3	1	**
	%	*%*	*%*	*-%*	**	*1%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1952	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	2000	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Interlink / Interlink Express / Direct	7	2	3	-	**	-	1	-	**	3	3	1	2	1	**
	*%	1%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
DHS	6	-	-	-	**	2	-	-	**	4	-	-	2	4	**
	*%	-%	-%	-%	**	*%	-%	-%	**	*%	-%	-%	*%	*%	**
Pitney Bowes	5	-	2	-	**	-	*	-	**	2	2	*	*	2	**
	*%	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
Business Post	4	1	*	*	**	1	*	*	**	*	2	2	1	2	**
	*%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Fastway Couriers	4	1	1	1	**	1	2	2	**	1	1	1	1	1	**
	*%	*%	*%	1%	**	*%	*%	1%	**	*%	*%	*%	*%	*%	**
								a							
Postal Sort	3	1	1	*	**	*	*	*	**	1	1	*	1	1	**
	*%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Collect Plus	2	1	2	1	**	1	1	1	**	1	2	1	2	2	**
	*%	*%	*%	1%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Citipost	2	-	-	-	**	2	1	2	**	*	-	1	*	-	**
	*%	-%	-%	-%	**	*%	*%	1%	**	*%	-%	*%	*%	-%	**
Lynx	2	-	-	-	**	2	-	-	**	-	-	2	-	-	**
	*%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
												a			
UK / British Mail	2	-	-	-	**	-	-	-	**	2	-	-	-	2	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	-%	-%	-%	*%	**
Pallet Lines	1	-	1	-	**	-	1	-	**	-	1	1	-	-	**
	*%	-%	*%	-%	**	-%	*%	-%	**	-%	*%	*%	-%	-%	**
Local Courier	1	-	1	-	**	1	-	-	**	1	1	1	1	-	**
	*%	-%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	-%	**
Secured Mail	1	-	-	-	**	-	1	-	**	1	-	1	1	1	**
	*%	-%	-%	-%	**	-%	*%	-%	**	*%	-%	*%	*%	*%	**
Neo Post	1	*	*	-	**	*	*	-	**	*	*	-	-	*	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	-%	-%	*%	**
Eagle Couriers	*	-	*	*	**	*	*	*	**	*	*	*	*	*	**
	*%	-%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Freight - Better / Night	*	*	-	-	**	*	-	-	**	*	*	-	*	-	**
	*%	*%	-%	-%	**	*%	-%	-%	**	*%	*%	-%	*%	-%	**
Interparcel	*	-	-	-	**	-	*	-	**	*	-	-	*	*	**
	*%	-%	-%	-%	**	-%	*%	-%	**	*%	-%	-%	*%	*%	**
One Post	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	-%	*%	-%	**	-%	-%	*%	-%	-%	**
Priority Express	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
None	**17**	2	5	*	**	-	*	-	**	9	5	-	8	8	**
	1%	*1%*	*1%*	**%*	**	*-%*	**%*	*-%*	**	*1%* c	*1%*	*-%*	*1%*	*1%*	**
Don't know	**4**	-	*	-	**	2	-	2	**	1	*	-	1	1	**
	****%***	*-%*	**%*	*-%*	**	**%*	*-%*	*1%* b	**	**%*	**%*	*-%*	**%*	**%*	**
Other answers	**170**	31	61	16	**	71	52	24	**	87	63	58	82	61	**
	9%	*9%*	*9%*	*14%*	**	*14%*	*11%*	*15%*	**	*8%*	*9%*	*10%* a	*8%*	*8%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Royal Mail	**1597**	297	186	240	57	36	783	620	**	**	**	**
	80%	*81%*	*84%*	*80%*	*81%*	*79%*	*82%*	*82%*	**	**	**	**
DPD	**600**	138	88	109	16	12	265	229	**	**	**	**
	30%	*38%*	*40%*	*36%*	*23%*	*27%*	*28%*	*30%*	**	**	**	**
		d	d	d								
DHL	**478**	107	73	103	36	11	219	173	**	**	**	**
	24%	*29%*	*33%*	*34%*	*52%*	*25%*	*23%*	*23%*	**	**	**	**
					abce							
UPS	**451**	93	61	102	28	13	196	149	**	**	**	**
	23%	*25%*	*28%*	*34%*	*40%*	*29%*	*20%*	*20%*	**	**	**	**
				a	a							
Parcelforce	**401**	84	50	76	17	11	176	150	**	**	**	**
	20%	*23%*	*23%*	*25%*	*24%*	*24%*	*18%*	*20%*	**	**	**	**
Hermes	**350**	68	50	49	8	5	178	149	**	**	**	**
	18%	*19%*	*23%*	*16%*	*12%*	*11%*	*19%*	*20%*	**	**	**	**
			cde									
TNT Express	**233**	50	39	58	22	17	101	80	**	**	**	**
	12%	*14%*	*18%*	*19%*	*31%*	*37%*	*10%*	*11%*	**	**	**	**
				a	**abc**	**abc**						
FedEx	**216**	50	32	45	24	11	100	81	**	**	**	**
	11%	*13%*	*15%*	*15%*	*34%*	*24%*	*10%*	*11%*	**	**	**	**
					abc	a						
Yodel	**191**	42	24	25	5	3	83	67	**	**	**	**
	10%	*12%*	*11%*	*8%*	*8%*	*6%*	*9%*	*9%*	**	**	**	**
UK Mail	**87**	12	11	18	7	3	35	32	**	**	**	**
	4%	*3%*	*5%*	*6%*	*10%*	*6%*	*4%*	*4%*	**	**	**	**
					a							
Amazon	**49**	8	5	4	2	2	26	24	**	**	**	**
	2%	*2%*	*2%*	*1%*	*3%*	*4%*	*3%*	*3%*	**	**	**	**
Whistl (Previously known as TNT Post)	**46**	8	6	10	4	3	35	28	**	**	**	**
	2%	*2%*	*3%*	*3%*	*6%*	*7%*	*4%*	*4%*	**	**	**	**
						a						
DX	**32**	12	7	8	*	*	13	13	**	**	**	**
	2%	*3%*	*3%*	*3%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**
APC	**30**	4	1	7	4	4	13	7	**	**	**	**
	2%	*1%*	*1%*	*2%*	*6%*	*9%*	*1%*	*1%*	**	**	**	**
					ab	**abc**						
Tuffnels	**18**	4	2	4	1	1	6	4	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	**	**	**	**
Parcels to go	**7**	-	*	*	*	*	3	1	**	**	**	**
	%	*-%*	*%*	*%*	*1%*	*1%*	*%*	*%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Interlink / Interlink Express / Direct	**7**	-	1	-	-	-	2	1	**	**	**	**
	***%**	-%	*1%*	-%	-%	-%	*%	*%	**	**	**	**
DHS	**6**	-	-	-	-	-	2	4	**	**	**	**
	***%**	-%	-%	-%	-%	-%	*%	*1%*	**	**	**	**
Pitney Bowes	**5**	*	-	-	-	-	*	2	**	**	**	**
	***%**	*%	-%	-%	-%	-%	*%	*%	**	**	**	**
Business Post	**4**	-	*	2	-	*	-	1	**	**	**	**
	***%**	-%	*%	*1%*	-%	*1%*	-%	*%	**	**	**	**
						a						
Fastway Couriers	**4**	1	1	1	*	1	1	1	**	**	**	**
	***%**	*%	*%	*%	*1%*	*2%*	*%	*%	**	**	**	**
Postal Sort	**3**	*	-	*	-	-	1	1	**	**	**	**
	***%**	*%	-%	*%	-%	-%	*%	*%	**	**	**	**
Collect Plus	**2**	1	1	1	1	-	2	2	**	**	**	**
	***%**	*%	*%	*%	*1%*	-%	*%	*%	**	**	**	**
Citipost	**2**	1	*	*	*	*	*	-	**	**	**	**
	***%**	*%	*%	*%	*1%*	*1%*	*%	-%	**	**	**	**
Lynx	**2**	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
UK / British Mail	**2**	-	-	-	-	-	-	2	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	*%	**	**	**	**
Pallet Lines	**1**	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Local Courier	**1**	-	-	1	-	-	1	-	**	**	**	**
	***%**	-%	-%	*%	-%	-%	*%	-%	**	**	**	**
Secured Mail	**1**	1	1	-	-	-	1	1	**	**	**	**
	***%**	*%	*1%*	-%	-%	-%	*%	*%	**	**	**	**
Neo Post	**1**	-	-	-	-	-	-	*	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	*%	**	**	**	**
Eagle Couriers	*	*	*	-	-	*	*	*	**	**	**	**
	***%**	*%	*%	-%	-%	*1%*	*%	*%	**	**	**	**
Freight - Better / Night	*	-	-	-	-	-	*	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	*%	-%	**	**	**	**
Interparcel	*	-	-	-	-	-	*	*	**	**	**	**
	***%**	-%	-%	-%	-%	-%	*%	*%	**	**	**	**
One Post	*	*	*	-	-	-	-	-	**	**	**	**
	***%**	*%	*%	-%	-%	-%	-%	-%	**	**	**	**
Priority Express	*	*	*	-	-	-	*	*	**	**	**	**
	***%**	*%	*%	-%	-%	-%	*%	*%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
None	**17**	-	-	-	-	-	5	6	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
Don't know	**4**	-	-	-	-	-	1	1	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Other answers	**170**	35	17	34	7	8	76	55	**	**	**	**
	9%	*9%*	*8%*	*11%*	*9%*	*17%* b	*8%*	*7%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Royal Mail	**1597**	1485	1209	1503	1226	1555	919	1485	358	**	1305	**	191	1319
	80%	*79%*	*80%*	*79%*	*79%*	*80%*	*81%*	*79%*	*81%*	**	*82%* b	**	*80%*	*82%*
DPD	**600**	556	449	563	502	580	365	563	129	**	472	**	75	467
	30%	*30%*	*30%*	*30%*	*32%*	*30%*	*32%*	*30%*	*29%*	**	*30%*	**	*31%*	*29%*
DHL	**478**	454	375	462	388	465	313	457	148	**	373	**	76	366
	24%	*24%*	*25%*	*24%*	*25%*	*24%*	*28%* b	*24%*	*34%* **ab**	**	*24%*	** a	*32%* b	*23%*
UPS	**451**	421	348	427	379	440	268	422	147	**	357	**	67	334
	23%	*22%*	*23%*	*23%*	*24%*	*23%*	*24%*	*23%*	*33%* **ab**	**	*23%*	**	*28%* b	*21%*
Parcelforce	**401**	370	313	373	323	387	256	374	93	**	309	**	54	300
	20%	*20%*	*21%*	*20%*	*21%*	*20%*	*23%*	*20%*	*21%*	**	*20%*	**	*23%*	*19%*
Hermes	**350**	325	265	330	271	339	216	327	86	**	267	**	55	263
	18%	*17%*	*17%*	*17%*	*17%*	*17%*	*19%*	*17%*	*19%*	**	*17%*	**	*23%* b	*16%*
TNT Express	**233**	211	178	215	188	227	141	220	79	**	158	**	34	157
	12%	*11%*	*12%*	*11%*	*12%*	*12%*	*13%*	*12%*	*18%* **ab**	**	*10%*	**	*14%* b	*10%*
FedEx	**216**	196	175	202	184	203	140	201	85	**	162	**	36	165
	11%	*10%*	*12%*	*11%*	*12%*	*10%*	*12%*	*11%*	*19%* **ab**	**	*10%*	**	*15%* b	*10%*
Yodel	**191**	182	159	182	169	186	123	186	45	**	157	**	32	143
	10%	*10%*	*10%*	*10%*	*11%*	*10%*	*11%*	*10%*	*10%*	**	*10%*	**	*14%* b	*9%*
UK Mail	**87**	79	68	79	72	86	48	83	25	**	62	**	14	60
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*6%*	**	*4%*	**	*6%*	*4%*
Amazon	**49**	48	44	48	44	48	24	48	6	**	38	**	4	42
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	**	*2%*	**	*2%*	*3%*
Whistl (Previously known as TNT Post)	**46**	46	42	46	39	46	16	46	14	**	35	**	14	33
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%* a	**	*2%*	**	*6%* b	*2%*
DX	**32**	30	29	30	30	32	26	32	11	**	25	**	5	27
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*2%*	*2%*
APC	**30**	28	26	28	23	28	22	30	8	**	20	**	11	13
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	**	*1%*	**	*5%* b	*1%*
Tuffnels	**18**	18	17	18	18	18	14	18	5	**	9	**	3	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	** a	*1%*	*1%*
Parcels to go	**7**	5	5	5	7	7	7	7	2	**	3	**	1	3
	****%***	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	*1%*	**	**%*	**	*1%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Interlink / Interlink Express / Direct	**7**	5	5	7	7	7	2	7	1	**	7	**	1	5
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*1%*	*%
DHS	**6**	6	4	6	4	6	4	6	2	**	4	**	-	4
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Pitney Bowes	**5**	5	4	5	5	5	4	4	4	**	1	**	-	3
	*%	*%	*%	*%	*%	*%	*%	*%	*1%*	**	*%	**	-%	*%
									b					
Business Post	**4**	4	2	4	4	4	*	4	*	**	4	**	-	4
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Fastway Couriers	**4**	3	2	3	3	3	2	3	3	**	2	**	*	3
	*%	*%	*%	*%	*%	*%	*%	*%	*1%*	**	*%	**	*%	*%
Postal Sort	**3**	2	2	2	2	3	2	2	1	**	1	**	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
Collect Plus	**2**	2	2	2	2	2	1	2	1	**	2	**	1	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
Citipost	**2**	2	-	2	2	2	2	2	2	**	1	**	-	1
	*%	*%	-%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Lynx	**2**	-	-	-	-	-	-	-	-	**	-	**	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	*%
UK / British Mail	**2**	2	-	2	2	2	2	2	-	**	2	**	-	2
	*%	*%	-%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Pallet Lines	**1**	1	-	1	1	1	1	1	-	**	1	**	-	1
	*%	*%	-%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Local Courier	**1**	1	1	1	1	1	-	1	-	**	1	**	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	**	*%	**	*1%*	-%
													b	
Secured Mail	**1**	1	1	1	1	1	-	1	-	**	-	**	-	1
	*%	*%	*%	*%	*%	*%	-%	*%	-%	**	-%	**	-%	*%
Neo Post	**1**	1	*	1	1	1	1	1	-	**	1	**	-	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Eagle Couriers	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Freight - Better / Night	*	*	*	*	*	*	*	*	*	**	-	**	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	-%	**	-%	*%
Interparcel	*	*	*	*	*	*	*	*	-	**	-	**	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	**	-%	**	-%	*%
One Post	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	*%	-%	*%	*%	*%	*%	-%	*%	-%	**	*%	**	-%	*%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Priority Express	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	-%	*%*
None	**17**	15	9	15	10	17	7	15	5	**	15	**	*	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
Don't know	**4**	3	3	3	3	4	3	3	2	**	1	**	-	1
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	-%	*%*
Other answers	**170**	162	138	165	146	170	101	164	45	**	124	**	25	119
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	**	*8%*	**	*10%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Royal Mail	**1597**	269	**	66	248	163	1146	278	170	87	1337	804	793
	80%	*70%*	**	*72%*	*69%*	*78%*	*81%*	*77%*	*73%*	*88%*	*80%*	*79%*	*81%*
										a	a		
DPD	**600**	150	**	36	135	77	429	91	80	38	481	294	306
	30%	*39%*	**	*39%*	*38%*	*36%*	*30%*	*25%*	*34%*	*39%*	*29%*	*29%*	*31%*
						c				c			
DHL	**478**	144	**	41	120	67	337	69	95	40	342	235	243
	24%	*38%*	**	*45%*	*34%*	*32%*	*24%*	*19%*	*41%*	*41%*	*21%*	*23%*	*25%*
				b		**bc**			c	c			
UPS	**451**	162	**	38	150	85	284	75	107	31	312	214	237
	23%	*42%*	**	*41%*	*42%*	*40%*	*20%*	*21%*	*46%*	*31%*	*19%*	*21%*	*24%*
						bc			**bc**	c			
Parcelforce	**401**	131	**	29	120	56	280	59	77	24	299	206	195
	20%	*34%*	**	*32%*	*34%*	*27%*	*20%*	*16%*	*33%*	*24%*	*18%*	*20%*	*20%*
						bc			c				
Hermes	**350**	87	**	22	87	42	249	54	70	27	253	174	177
	18%	*23%*	**	*24%*	*24%*	*20%*	*18%*	*15%*	*30%*	*27%*	*15%*	*17%*	*18%*
									c	c			
TNT Express	**233**	95	**	36	82	40	150	40	58	21	153	108	125
	12%	*25%*	**	*39%*	*23%*	*19%*	*11%*	*11%*	*25%*	*21%*	*9%*	*11%*	*13%*
				b		**bc**			c	c			
FedEx	**216**	71	**	19	60	37	140	38	36	25	155	112	104
	11%	*18%*	**	*21%*	*17%*	*18%*	*10%*	*10%*	*15%*	*25%*	*9%*	*11%*	*11%*
						bc			c	**ac**			
Yodel	**191**	48	**	5	47	25	137	29	25	19	147	92	100
	10%	*12%*	**	*6%*	*13%*	*12%*	*10%*	*8%*	*11%*	*19%*	*9%*	*9%*	*10%*
										ac			
UK Mail	**87**	30	**	12	26	24	46	17	22	5	61	42	46
	4%	*8%*	**	*13%*	*7%*	*12%*	*3%*	*5%*	*9%*	*5%*	*4%*	*4%*	*5%*
						bc			c				
Amazon	**49**	4	**	1	2	1	38	8	-	*	48	18	31
	2%	*1%*	**	*1%*	*1%*	*1%*	*3%*	*2%*	*-%*	**%*	*3%*	*2%*	*3%*
											a		a
Whistl (Previously known as TNT Post)	**46**	6	**	2	4	5	32	9	4	4	38	28	18
	2%	*2%*	**	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*
DX	**32**	17	**	5	14	1	23	5	7	1	24	21	11
	2%	*4%*	**	*5%*	*4%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*
APC	**30**	15	**	6	13	12	16	3	11	5	14	10	21
	2%	*4%*	**	*7%*	*4%*	*6%*	*1%*	*1%*	*5%*	*5%*	*1%*	*1%*	*2%*
						bc			c	c			a
Tuffnels	**18**	5	**	6	4	6	9	4	7	4	7	14	5
	1%	*1%*	**	*7%*	*1%*	*3%*	*1%*	*1%*	*3%*	*5%*	**%*	*1%*	**%*
				b		b			c	c		b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Parcels to go	**7**	2	**	-	2	*	1	6	3	-	4	2	5
	***%**	*1%*	**	-%	*1%*	*%*	*%*	*2%* b	*1%* c	-%	*%	*%	*1%*
Interlink / Interlink Express / Direct	**7**	1	**	-	1	-	5	1	1	-	5	3	3
	***%**	*%	**	-%	*%	-%	*%	*%	*1%*	-%	*%	*%	*%
DHS	**6**	2	**	-	2	2	-	4	2	-	4	4	2
	***%**	*1%*	**	-%	*1%*	*1%* b	-%	*1%* b	*1%*	-%	*%	*%	*%
Pitney Bowes	**5**	2	**	-	4	*	*	4	*	2	2	2	2
	***%**	*1%*	**	-%	*1%*	*%*	*%*	*1%* b	*%*	*2%* **ac**	*%	*%	*%
Business Post	**4**	*	**	-	*	-	1	3	*	-	4	4	-
	***%**	*%*	**	-%	*%*	-%	*%*	*1%* b	*%*	-%	*%	*%	-%
Fastway Couriers	**4**	1	**	1	1	1	2	1	1	-	3	3	1
	***%**	*%*	**	*1%*	*%*	*%*	*%*	*%*	*%*	-%	*%	*%	*%*
Postal Sort	**3**	1	**	*	1	*	2	1	1	*	1	1	2
	***%**	*%*	**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%	*%	*%*
Collect Plus	**2**	*	**	-	*	1	1	-	1	-	2	*	2
	***%**	*%*	**	-%	*%*	*1%*	*%*	-%	*%*	-%	*%	*%	*%*
Citipost	**2**	1	**	-	1	1	*	*	2	-	*	1	1
	***%**	*%*	**	-%	*%*	*1%* b	*%*	*%*	*1%* c	-%	*%	*%	*%*
Lynx	**2**	2	**	-	2	-	2	-	-	-	2	-	2
	***%**	*1%*	**	-%	*1%*	-%	*%*	-%	-%	-%	*%	-%	*%*
UK / British Mail	**2**	-	**	-	-	-	2	-	-	-	2	2	-
	***%**	-%	**	-%	-%	-%	*%*	-%	-%	-%	*%	*%	-%
Pallet Lines	**1**	-	**	-	-	-	1	-	-	1	-	-	1
	***%**	-%	**	-%	-%	-%	*%*	-%	-%	*1%* c	-%	-%	*%*
Local Courier	**1**	-	**	-	-	-	1	-	-	-	1	1	-
	***%**	-%	**	-%	-%	-%	*%*	-%	-%	-%	*%	*%	-%
Secured Mail	**1**	-	**	-	-	-	1	-	-	-	1	1	-
	***%**	-%	**	-%	-%	-%	*%*	-%	-%	-%	*%	*%	-%
Neo Post	**1**	*	**	*	-	*	*	-	*	*	-	1	-
	***%**	*%*	**	*%*	-%	*%*	*%*	-%	*%*	*%* c	-%	*%	-%
Eagle Couriers	*	-	**	-	-	-	*	-	-	-	*	-	*
	***%**	-%	**	-%	-%	-%	*%*	-%	-%	-%	*%	-%	*%*
Freight - Better / Night	*	*	**	-	*	*	-	-	-	*	-	-	*
	***%**	*%*	**	-%	*%*	*%*	-%	-%	-%	*%* c	-%	-%	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Interparcel	*	*	**	-	*	-	*	*	-	-	*	*	*
	*%	*%	**	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%
One Post	*	*	**	-	*	*	-	-	-	*	-	-	*
	*%	*%	**	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%
Priority Express	*	*	**	-	*	-	*	-	-	-	*	-	*
	*%	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
None	**17**	*	**	-	*	2	8	6	1	-	16	9	7
	1%	*%	**	-%	*%	*1%*	*1%*	*2%* b	*%	-%	*1%*	*1%*	*1%*
Don't know	**4**	2	**	-	2	2	1	-	*	2	1	-	4
	%	*1%*	**	-%	*1%*	*1%* b	*%	-%	*%	*2%* c	*%	-%	*%
Other answers	**170**	62	**	10	58	21	116	32	28	13	129	98	72
	9%	*16%*	**	*11%*	*16%*	*10%*	*8%*	*9%*	*12%* c	*13%*	*8%*	*10%*	*7%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Royal Mail	**1597**	105	149	138	86	162	155	86	113	208	165	139	91
	80%	*83%*	*77%*	*77%*	*74%*	*84%*	*82%*	*78%*	*76%*	*86%*	*80%*	*76%*	*82%*
						d				**bcdhk**			
DPD	**600**	34	56	53	41	57	60	32	46	84	48	60	30
	30%	*27%*	*29%*	*29%*	*35%*	*30%*	*32%*	*29%*	*31%*	*35%*	*23%*	*33%*	*27%*
					j					j		j	
DHL	**478**	24	45	46	19	47	33	21	43	57	54	58	30
	24%	*19%*	*23%*	*25%*	*16%*	*24%*	*17%*	*19%*	*29%*	*24%*	*26%*	*32%*	*28%*
				d					**adfg**		**df**	**adfg**	**df**
UPS	**451**	19	51	53	22	37	49	27	28	60	37	44	23
	23%	*15%*	*26%*	*29%*	*19%*	*19%*	*26%*	*25%*	*19%*	*25%*	*18%*	*24%*	*21%*
			a	**adehj**			a	a		a		a	
Parcelforce	**401**	17	43	32	30	32	41	20	31	59	41	37	17
	20%	*14%*	*22%*	*18%*	*25%*	*17%*	*22%*	*18%*	*21%*	*24%*	*20%*	*20%*	*16%*
			a		**ael**					a			
Hermes	**350**	12	49	36	18	26	22	31	31	41	34	38	13
	18%	*10%*	*25%*	*20%*	*16%*	*14%*	*11%*	*28%*	*21%*	*17%*	*17%*	*21%*	*12%*
			adefjl	**af**				**adefijl**	**afl**		a	**afl**	
TNT Express	**233**	15	19	20	16	17	26	14	18	27	24	26	11
	12%	*12%*	*10%*	*11%*	*14%*	*9%*	*14%*	*12%*	*12%*	*11%*	*12%*	*14%*	*10%*
FedEx	**216**	11	22	22	4	26	12	13	17	27	29	18	16
	11%	*9%*	*11%*	*12%*	*4%*	*13%*	*6%*	*12%*	*11%*	*11%*	*14%*	*10%*	*14%*
			d	d		**df**		d	d	d	**df**	d	**df**
Yodel	**191**	11	28	18	11	14	25	8	11	22	18	18	9
	10%	*9%*	*14%*	*10%*	*9%*	*7%*	*13%*	*7%*	*7%*	*9%*	*9%*	*10%*	*8%*
			eg										
UK Mail	**87**	4	15	7	7	10	9	1	11	7	5	9	4
	4%	*3%*	*8%*	*4%*	*6%*	*5%*	*5%*	*1%*	*7%*	*3%*	*2%*	*5%*	*4%*
			agj		g	g	g		**gj**			g	
Amazon	**49**	1	4	3	2	5	5	5	3	5	7	7	3
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*4%*	*3%*
								a				a	
Whistl (Previously known as TNT Post)	**46**	10	-	10	1	5	7	1	2	3	4	3	*
	2%	*8%*	*-%*	*6%*	*1%*	*3%*	*4%*	*1%*	*1%*	*1%*	*2%*	*2%*	*%*
		bdeghijkl		**bdgikl**		b	b						
DX	**32**	2	2	2	1	5	5	*	1	4	6	2	2
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*%*	*%*	*2%*	*3%*	*1%*	*2%*
											g		
APC	**30**	1	6	2	-	-	1	-	5	5	7	4	-
	2%	*%*	*3%*	*1%*	*-%*	*-%*	*%*	*-%*	*3%*	*2%*	*3%*	*2%*	*-%*
			defgl						**defgl**		**defgl**		
Tuffnels	**18**	-	-	4	1	2	-	*	1	1	2	6	1
	1%	*-%*	*-%*	*2%*	*%*	*1%*	*-%*	*%*	*1%*	*%*	*1%*	*3%*	*1%*
				abf								**abfgi**	
Parcels to go	**7**	*	2	-	*	*	-	3	*	-	-	-	2
	%	*%*	*1%*	*-%*	*%*	*%*	*-%*	*2%*	*%*	*-%*	*-%*	*-%*	*2%*
								fjk					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Interlink / Interlink Express / Direct	**7**	-	2	-	2	-	-	-	-	-	-	3	-
	***%**	-%	*1%*	-%	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%
DHS	**6**	2	-	-	-	2	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	-%	*1%*	-%	-%	-%	*1%*	-%	-%	-%
Pitney Bowes	**5**	-	2	*	-	*	*	-	-	2	-	-	-
	***%**	-%	*1%*	*%	-%	*%	*%	-%	-%	*1%*	-%	-%	-%
Business Post	**4**	-	-	-	2	*	*	-	-	-	-	1	-
	***%**	-%	-%	-%	*2%*	*%	*%	-%	-%	-%	-%	*1%*	-%
Fastway Couriers	**4**	1	1	1	-	*	1	-	-	1	-	-	-
	***%**	*%	*%	*%	-%	*%	*1%*	-%	-%	*%	-%	-%	-%
Postal Sort	**3**	*	-	1	*	*	-	*	*	-	*	*	*
	***%**	*%	-%	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%
Collect Plus	**2**	-	-	-	-	-	-	-	1	-	1	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	-%	*%
Citipost	**2**	-	-	-	-	-	-	-	-	-	1	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*
Lynx	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
UK / British Mail	**2**	-	2	-	-	-	-	-	-	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Local Courier	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Secured Mail	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Neo Post	**1**	-	-	-	*	*	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%*	*%*	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*
Freight - Better / Night	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Interparcel	*	-	-	-	-	*	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	-%	-%
One Post	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
None	**17**	3	*	1	-	2	7	-	-	3	-	-	1
	1%	*2%*	*%*	*1%*	-%	*1%*	*4%*	-%	-%	*1%*	-%	-%	*1%*
		j					**bcdghjk**						
Don't know	**4**	-	-	-	-	-	-	-	-	3	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Other answers	**170**	9	14	12	13	18	12	18	22	18	14	12	8
	9%	*7%*	*7%*	*7%*	*11%*	*9%*	*6%*	*16%*	*15%*	*8%*	*7%*	*7%*	*7%*
								abcfijkl	**abcfijk**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Royal Mail	**1597**	392	404	406	395
	80%	*78%*	*81%*	*81%*	*79%*
DPD	**600**	143	158	161	138
	30%	*29%*	*32%*	*32%*	*28%*
DHL	**478**	114	99	121	143
	24%	*23%*	*20%*	*24%*	*29%*
					ab
UPS	**451**	122	109	115	105
	23%	*24%*	*22%*	*23%*	*21%*
Parcelforce	**401**	92	103	110	96
	20%	*18%*	*21%*	*22%*	*19%*
Hermes	**350**	97	66	103	85
	18%	*19%*	*13%*	*21%*	*17%*
		b		b	
TNT Express	**233**	54	59	59	61
	12%	*11%*	*12%*	*12%*	*12%*
FedEx	**216**	55	42	56	63
	11%	*11%*	*8%*	*11%*	*13%*
					b
Yodel	**191**	57	50	40	44
	10%	*11%*	*10%*	*8%*	*9%*
UK Mail	**87**	25	25	19	18
	4%	*5%*	*5%*	*4%*	*4%*
Amazon	**49**	8	11	12	17
	2%	*2%*	*2%*	*2%*	*3%*
Whistl (Previously known as TNT Post)	**46**	20	12	6	8
	2%	*4%*	*2%*	*1%*	*2%*
		cd			
DX	**32**	7	10	5	10
	2%	*1%*	*2%*	*1%*	*2%*
APC	**30**	9	1	9	11
	2%	*2%*	**%*	*2%*	*2%*
		b		b	b
Tuffnels	**18**	4	3	2	9
	1%	*1%*	*1%*	**%*	*2%*
					c
Parcels to go	**7**	2	*	3	2
	****%***	**%*	**%*	*1%*	**%*
Interlink / Interlink Express / Direct	**7**	2	2	-	3
	****%***	**%*	**%*	*-%*	*1%*
DHS	**6**	2	2	2	-
	****%***	**%*	**%*	**%*	*-%*
Pitney Bowes	**5**	2	1	2	-
	****%***	**%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Business Post	**4**	-	3	-	1
	***%**	-%	*1%*	-%	**%*
Fastway Couriers	**4**	2	1	1	-
	***%**	**%*	**%*	**%*	-%
Postal Sort	**3**	1	1	*	1
	***%**	**%*	**%*	**%*	**%*
Collect Plus	**2**	-	-	1	2
	***%**	-%	-%	**%*	**%*
Citipost	**2**	-	-	-	2
	***%**	-%	-%	-%	**%*
Lynx	**2**	-	-	2	-
	***%**	-%	-%	**%*	-%
UK / British Mail	**2**	2	-	-	-
	***%**	**%*	-%	-%	-%
Pallet Lines	**1**	-	-	-	1
	***%**	-%	-%	-%	**%*
Local Courier	**1**	-	-	-	1
	***%**	-%	-%	-%	**%*
Secured Mail	**1**	-	-	-	1
	***%**	-%	-%	-%	**%*
Neo Post	**1**	-	1	-	-
	***%**	-%	**%*	-%	-%
Eagle Couriers	*	-	-	-	*
	***%**	-%	-%	-%	**%*
Freight - Better / Night	*	-	-	-	*
	***%**	-%	-%	-%	**%*
Interparcel	*	-	*	*	-
	***%**	-%	**%*	**%*	-%
One Post	*	-	-	*	-
	***%**	-%	-%	**%*	-%
Priority Express	*	-	-	*	-
	***%**	-%	-%	**%*	-%
None	**17**	4	9	3	1
	1%	*1%*	*2%*	*1%*	**%*
			d		
Don't know	**4**	-	-	3	1
	***%**	-%	-%	*1%*	**%*
Other answers	**170**	35	43	58	34
	9%	*7%*	*9%*	*12%*	*7%*
				ad	

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Royal Mail	**1872**	1816	36	13	7	56	677	507	118	34	56
	94%	*94%*	*91%*	*96%*	*98%*	*93%*	*93%*	*95%*	*95%*	*94%*	*94%*
Parcelforce	**73**	71	1	*	*	2	20	30	7	*	4
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*6%*	*6%*	*1%*	*7%*
								a			a
DPD	**72**	69	2	1	*	3	19	17	7	*	5
	4%	*4%*	*6%*	*5%*	*4%*	*6%*	*3%*	*3%*	*6%*	*%*	*8%*
			a			a					**abd**
UPS	**68**	66	1	*	*	2	19	19	11	-	6
	3%	*3%*	*2%*	*2%*	*7%*	*3%*	*3%*	*4%*	*9%*	*-%*	*10%*
									abd		**abd**
Hermes	**67**	66	1	*	-	1	37	12	2	-	2
	3%	*3%*	*2%*	*1%*	*-%*	*1%*	*5%*	*2%*	*2%*	*-%*	*4%*
		e					b				
DHL	**61**	59	1	*	1	2	18	24	6	*	1
	3%	*3%*	*2%*	*1%*	*9%*	*3%*	*2%*	*5%*	*4%*	*%*	*2%*
					abce						
TNT Express	**41**	38	2	1	*	3	17	7	4	1	1
	2%	*2%*	*5%*	*5%*	*5%*	*5%*	*2%*	*1%*	*3%*	*2%*	*1%*
			a	a		a					
FedEx	**18**	16	1	*	*	1	2	4	1	-	*
	1%	*1%*	*2%*	*2%*	*3%*	*2%*	*%*	*1%*	*1%*	*-%*	*%*
						a					
APC	**13**	12	*	*	*	1	3	4	3	-	1
	1%	*1%*	*1%*	*1%*	*6%*	*2%*	*%*	*1%*	*2%*	*-%*	*2%*
					abe				a		a
UK Mail	**11**	11	*	-	-	*	1	6	1	2	*
	1%	*1%*	*1%*	*-%*	*-%*	*%*	*%*	*1%*	*1%*	*5%*	*%*
								a	a	**abe**	
Yodel	**7**	7	-	*	-	*	5	*	-	-	*
	%	*%*	*-%*	*1%*	*-%*	*%*	*1%*	*%*	*-%*	*-%*	*%*
DX	**6**	5	1	*	*	1	*	*	*	*	*
	%	*%*	*2%*	*1%*	*3%*	*2%*	*%*	*%*	*%*	*%*	*%*
			a		a	a					
Pitney Bowes	**6**	6	*	-	-	*	3	*	-	-	*
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*%*
Parcels to go	**3**	3	-	*	-	*	-	3	-	-	*
	%	*%*	*-%*	*1%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Tuffnels	**2**	2	*	-	-	*	-	-	*	-	-
	%	*%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*
			a								
Interparcel	**2**	1	*	-	-	*	-	-	-	-	*
	%	*%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*
			a			a					
Fastway Couriers	**1**	1	*	-	-	*	1	-	-	-	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Pallet Lines	**1**	1	-	-	-	-	-	-	-	-	1
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*2%*
											ab
Postal Sort	**1**	*	*	*	*	*	-	*	-	*	*
	***%**	*%	*%	*1%*	*3%*	*1%*	-%	*%	-%	*%	*%
			a	a	**ab**	a					
Whistl (Previously known as TNT Post)	**1**	*	-	*	-	*	-	*	-	-	-
	***%**	*%	-%	*1%*	-%	*%	-%	*%	-%	-%	-%
				a							
Amazon	**1**	*	*	-	-	*	*	-	-	-	*
	***%**	*%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Neo Post	*	*	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Collect Plus	*	*	-	-	-	-	*	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
One Post	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
			a								
Priority Express	*	-	-	*	-	*	-	-	-	-	-
	***%**	-%	-%	*1%*	-%	*%	-%	-%	-%	-%	-%
				a							
Other answers	**70**	66	3	*	*	4	23	17	2	3	*
	4%	*3%*	*7%*	*3%*	*7%*	*6%*	*3%*	*3%*	*2%*	*8%*	*1%*
			a			a				**ce**	
NET: RM Only	**1583**	1540	28	11	5	44	584	415	89	33	43
	79%	*79%*	*71%*	*79%*	*69%*	*73%*	*81%*	*78%*	*72%*	*90%*	*73%*
		be					**ce**			**bce**	
NET: RM and Other	**289**	277	8	2	2	12	92	92	29	2	13
	14%	*14%*	*19%*	*17%*	*29%*	*20%*	*13%*	*17%*	*24%*	*4%*	*22%*
			a		a	a		**ad**	**ad**		**ad**
NET: Provider other than RM	**128**	124	4	1	*	4	49	25	6	2	3
	6%	*6%*	*9%*	*4%*	*2%*	*7%*	*7%*	*5%*	*5%*	*6%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Royal Mail	**1872**	217	105	268	62	165	308	180	147	135	1588	92	104	88
	94%	*93%*	*87%*	*98%*	*92%*	*95%*	*94%*	*94%*	*88%*	*92%*	*93%*	*92%*	*99%*	*96%*
				abdhijk		**bh**					**bh**		**abdefghijk** m	**bh**
Parcelforce	**73**	8	2	7	-	8	15	16	5	2	63	3	3	4
	4%	*3%*	*2%*	*3%*	*-%*	*4%*	*5%*	*8%*	*3%*	*1%*	*4%*	*3%*	*3%*	*5%*
								cdhijkl						
DPD	**72**	4	4	6	5	6	8	11	10	2	58	4	7	4
	4%	*2%*	*3%*	*2%*	*7%*	*4%*	*3%*	*6%*	*6%*	*2%*	*3%*	*4%*	*7%*	*4%*
									a				**actj**	
UPS	**68**	4	10	10	1	4	11	8	7	8	63	2	2	1
	3%	*2%*	*8%*	*4%*	*2%*	*3%*	*3%*	*4%*	*4%*	*6%*	*4%*	*2%*	*2%*	*1%*
			aklm	m				m	m	**lm**	m			
Hermes	**67**	4	2	7	2	13	11	6	11	6	62	2	2	1
	3%	*2%*	*2%*	*3%*	*3%*	*7%*	*3%*	*3%*	*7%*	*4%*	*4%*	*2%*	*2%*	*1%*
						acjklm	m	m	**aklm**	m	m			
DHL	**61**	2	6	19	1	2	4	10	2	10	56	1	3	1
	3%	*1%*	*5%*	*7%*	*2%*	*1%*	*1%*	*5%*	*1%*	*7%*	*3%*	*1%*	*2%*	*1%*
				aefhjkl m				**aefkm**		**aefhkm**				
TNT Express	**41**	2	4	3	2	8	9	1	*	9	38	1	2	*
	2%	*1%*	*3%*	*1%*	*3%*	*5%*	*3%*	*1%*	**%*	*6%*	*2%*	*1%*	*1%*	**%*
			m		m	**acghkm**	m			**acghjklm**				
FedEx	**18**	4	-	-	*	*	4	4	1	2	16	1	1	1
	1%	*2%*	*-%*	*-%*	**%*	**%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
								c						
APC	**13**	1	-	1	1	3	-	3	3	-	13	*	-	-
	1%	*1%*	*-%*	**%*	*2%*	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	**%*	*-%*	*-%*
					flm	**lm**			**flm**					
UK Mail	**11**	2	1	-	-	3	-	1	2	-	10	-	1	-
	1%	*1%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*
						cfkm								
Yodel	**7**	1	-	2	1	-	-	-	-	2	7	*	*	-
	****%***	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	*-%*
					fm									
DX	**6**	-	-	2	-	2	-	1	-	-	5	1	*	1
	****%***	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*1%*
Pitney Bowes	**6**	-	-	*	-	1	-	2	-	2	5	-	*	*
	****%***	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	**%*	**%*
Parcels to go	**3**	-	1	1	-	-	*	-	-	-	3	-	-	-
	****%***	*-%*	*1%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Tuffnels	**2**	-	-	-	-	2	-	*	*	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*
						j								
Interparcel	**2**	*	-	1	-	-	-	-	-	*	2	-	*	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Pallet Lines	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Amazon	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Neo Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
												j		
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
												j		
One Post	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Other answers	**70**	7	4	7	1	6	17	6	7	6	61	5	2	2
	4%	*3%*	*3%*	*2%*	*2%*	*4%*	*5%*	*3%*	*4%*	*4%*	*4%*	*5%*	*2%*	*2%*
NET: RM Only	**1583**	201	93	228	56	126	260	143	127	103	1337	82	87	77
	79%	*86%*	*77%*	*83%*	*83%*	*73%*	*79%*	*75%*	*76%*	*70%*	*79%*	*82%*	*83%*	*84%*
		eghij		**ei**								**ei**	**ei**	**egi**
NET: RM and Other	**289**	16	12	40	6	39	48	37	20	32	251	10	17	11
	14%	*7%*	*10%*	*15%*	*9%*	*22%*	*15%*	*19%*	*12%*	*22%*	*15%*	*10%*	*16%*	*12%*
				a		**abdhjkm**	a	**akm**		**abkm**	a		a	
NET: Provider other than RM	**128**	16	15	6	6	8	20	11	20	12	115	8	1	4
	6%	*7%*	*13%*	*2%*	*8%*	*5%*	*6%*	*6%*	*12%*	*8%*	*7%*	*8%*	*1%*	*4%*
		cl	**cejlm**		**cl**	**l**	**l**	**l**	**cejlm**	**cl**	**cl**	**cl**		**l**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Royal Mail	**1872**	75	155	**	159	536	54	110	731	1436	436	1709	163
	94%	*94%*	*89%*	**	*100%*	*91%*	*93%*	*95%*	*95%*	*93%*	*95%*	*94%*	*93%*
				b	**abefgh**				**be**				
Parcelforce	**73**	3	9	**	4	38	*	2	17	51	22	71	2
	4%	*4%*	*5%*	**	*2%*	*6%*	*%*	*2%*	*2%*	*3%*	*5%*	*4%*	*1%*
			h			**fh**						b	
DPD	**72**	1	12	**	*	45	3	2	8	61	11	67	5
	4%	*1%*	*7%*	**	*%*	*8%*	*5%*	*2%*	*1%*	*4%*	*2%*	*4%*	*3%*
			adh			**adgh**	**dh**						
UPS	**68**	3	16	**	-	29	1	4	9	63	4	67	*
	3%	*4%*	*9%*	**	*-%*	*5%*	*2%*	*3%*	*1%*	*4%*	*1%*	*4%*	*%*
		dh	**defh**	**dh**		**dh**		d		b		b	
Hermes	**67**	-	8	**	*	42	-	3	13	51	16	61	6
	3%	*-%*	*5%*	**	*%*	*7%*	*-%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*
			adh			**adfh**		d					
DHL	**61**	1	9	**	1	26	2	7	10	55	6	56	4
	3%	*2%*	*5%*	**	*%*	*4%*	*4%*	*6%*	*1%*	*4%*	*1%*	*3%*	*3%*
			dh	**adeh**		**dh**	d	**dh**		b			
TNT Express	**41**	-	12	**	2	14	-	-	7	28	13	40	1
	2%	*-%*	*7%*	**	*1%*	*2%*	*-%*	*-%*	*1%*	*2%*	*3%*	*2%*	*1%*
			adefgh	**adefgh**		h							
FedEx	**18**	-	7	**	-	7	-	-	2	13	4	17	*
	1%	*-%*	*4%*	**	*-%*	*1%*	*-%*	*-%*	*%*	*1%*	*1%*	*1%*	*%*
			degh			h							
APC	**13**	-	2	**	-	10	*	-	1	10	3	11	2
	1%	*-%*	*1%*	**	*-%*	*2%*	*%*	*-%*	*%*	*1%*	*1%*	*1%*	*1%*
						h							
UK Mail	**11**	2	2	**	*	6	-	-	-	11	-	9	2
	1%	*2%*	*1%*	**	*%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*1%*
		h	h			h							
Yodel	**7**	-	2	**	-	2	*	-	3	7	*	7	-
	%	*-%*	*1%*	**	*-%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*-%*
DX	**6**	-	*	**	-	*	-	*	6	6	*	3	3
	%	*-%*	*%*	**	*-%*	*%*	*-%*	*%*	*1%*	*%*	*%*	*%*	*2%*
													a
Pitney Bowes	**6**	-	-	**	*	2	-	2	2	4	2	6	-
	%	*-%*	*-%*	**	*%*	*%*	*-%*	*2%*	*%*	*%*	*%*	*%*	*-%*
								h					
Parcels to go	**3**	-	-	**	-	-	-	-	3	3	-	3	*
	%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*%*
Tuffnels	**2**	-	*	**	-	*	-	-	-	*	2	2	-
	%	*-%*	*%*	**	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*
				abdegh							a		
Interparcel	**2**	-	1	**	-	*	-	-	*	2	*	2	-
	%	*-%*	*1%*	**	*-%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*
			h										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Fastway Couriers	**1**	-	-	**	-	1	-	-	1	1	*	1	-
	***%**	-%	-%	**	-%	*%	-%	-%	*%	*%	*%	*%	-%
Pallet Lines	**1**	-	-	**	-	1	-	-	-	1	-	1	-
	***%**	-%	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%
Postal Sort	**1**	-	*	**	-	-	-	-	1	1	*	1	-
	***%**	-%	*%	**	-%	-%	-%	-%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	**1**	*	-	**	-	*	-	-	-	1	-	1	-
	***%**	*1%*	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%
		h											
Amazon	**1**	-	-	**	-	-	*	-	*	*	*	1	-
	***%**	-%	-%	**	-%	-%	*%	-%	*%	*%	*%	*%	-%
Neo Post	*	-	-	**	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	-%	*%	*%	-%
Collect Plus	*	-	-	**	*	-	-	-	-	*	-	*	-
	***%**	-%	-%	**	*%	-%	-%	-%	-%	*%	-%	*%	-%
One Post	*	-	*	**	-	-	-	-	-	*	-	*	-
	***%**	-%	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	**	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	**70**	1	17	**	*	17	-	4	29	53	17	61	9
	4%	*1%*	*10%*	**	*%	*3%*	-%	*3%*	*4%*	*3%*	*4%*	*3%*	*5%*
			acdefgh						d				
NET: RM Only	**1583**	68	105	**	152	406	53	96	664	1209	374	1439	145
	79%	*86%*	*60%*	**	*96%*	*69%*	*90%*	*83%*	*87%*	*78%*	*82%*	*79%*	*83%*
		be		b	**abcegh**	b	**be**	**be**	**be**				
NET: RM and Other	**289**	7	51	**	7	131	2	14	68	227	61	271	18
	14%	*9%*	*29%*	**	*4%*	*22%*	*3%*	*12%*	*9%*	*15%*	*13%*	*15%*	*10%*
			adfgh	**dfh**		**adfgh**		**df**	d				
NET: Provider other than RM	**128**	5	20	**	*	54	4	6	36	106	22	116	12
	6%	*6%*	*11%*	**	*%	*9%*	*7%*	*5%*	*5%*	*7%*	*5%*	*6%*	*7%*
		d	**cdh**			**dh**	d	d	d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Royal Mail	**1872**	1772	100	1169	269	399
	94%	*94%*	*90%*	*94%*	*95%*	*93%*
Parcelforce	**73**	70	3	34	11	25
	4%	*4%*	*3%*	*3%*	*4%*	*6%* a
DPD	**72**	69	3	23	17	29
	4%	*4%*	*2%*	*2%*	*6%* a	*7%* a
UPS	**68**	66	2	17	13	36
	3%	*3%*	*2%*	*1%*	*5%* a	*8%* a
Hermes	**67**	65	3	27	16	20
	3%	*3%*	*2%*	*2%*	*6%* a	*5%* a
DHL	**61**	57	4	25	12	23
	3%	*3%*	*4%*	*2%*	*4%* a	*5%* a
TNT Express	**41**	41	-	27	5	9
	2%	*2%*	*-%*	*2%*	*2%*	*2%*
FedEx	**18**	18	-	6	2	10
	1%	*1%*	*-%*	**%*	*1%*	*2%* a
APC	**13**	12	1	5	1	7
	1%	*1%*	*1%*	**%*	**%*	*2%* a
UK Mail	**11**	11	-	4	2	5
	1%	*1%*	*-%*	**%*	*1%*	*1%* a
Yodel	**7**	7	-	3	*	3
	****%***	**%*	*-%*	**%*	**%*	*1%*
DX	**6**	6	-	1	2	3
	****%***	**%*	*-%*	**%*	*1%*	*1%*
Pitney Bowes	**6**	6	-	4	2	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
Parcels to go	**3**	3	-	1	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*
Tuffnels	**2**	2	-	2	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Interparcel	**2**	2	-	*	1	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Fastway Couriers	**1**	1	-	1	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*
Pallet Lines	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b,c

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Postal Sort	**1**	1	-	1	*	*
	***%**	*%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	-	-	*	*
	***%**	*%	-%	-%	*%	*%
Amazon	**1**	1	-	1	-	-
	***%**	*%	-%	*%	-%	-%
Neo Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Collect Plus	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
One Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Priority Express	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Other answers	**70**	65	5	46	9	15
	4%	*3%*	*5%*	*4%*	*3%*	*4%*
NET: RM Only	**1583**	1490	93	1052	214	286
	79%	*79%*	*83%*	*84%*	*76%*	*66%*
				bc	c	
NET: RM and Other	**289**	281	7	117	55	112
	14%	*15%*	*7%*	*9%*	*19%*	*26%*
		b			a	**ab**
NET: Provider other than RM	**128**	117	11	76	13	32
	6%	*6%*	*10%*	*6%*	*5%*	*7%*

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Royal Mail	**1872**	1627	205	**	**	**	**	**	**	1833	39	**	773	854	245
	94%	*95%*	*86%*	**	**	**	**	**	**	*94%*	*85%*	**	*95%*	*95%*	*86%*
		bcj								**bcj**			c	c	
Parcelforce	**73**	46	24	**	**	**	**	**	**	70	3	**	11	35	27
	4%	*3%*	*10%*	**	**	**	**	**	**	*4%*	*6%*	**	*1%*	*4%*	*9%*
			ai											a	**ab**
DPD	**72**	40	21	**	**	**	**	**	**	61	11	**	10	30	32
	4%	*2%*	*9%*	**	**	**	**	**	**	*3%*	*23%*	**	*1%*	*3%*	*11%*
			ai	**abi**							**abi**			a	**ab**
UPS	**68**	30	31	**	**	**	**	**	**	61	6	**	6	24	37
	3%	*2%*	*13%*	**	**	**	**	**	**	*3%*	*14%*	**	*1%*	*3%*	*13%*
			ai	**ai**						a	**ai**			a	**ab**
Hermes	**67**	52	14	**	**	**	**	**	**	67	*	**	11	41	15
	3%	*3%*	*6%*	**	**	**	**	**	**	*3%*	*1%*	**	*1%*	*5%*	*5%*
			ai											a	a
DHL	**61**	32	18	**	**	**	**	**	**	50	11	**	7	25	28
	3%	*2%*	*7%*	**	**	**	**	**	**	*3%*	*23%*	**	*1%*	*3%*	*10%*
			ai	**abi**							**abi**			a	**ab**
TNT Express	**41**	20	14	**	**	**	**	**	**	34	7	**	3	17	21
	2%	*1%*	*6%*	**	**	**	**	**	**	*2%*	*16%*	**	*%*	*2%*	*7%*
			ai	**abi**							**abi**			a	**ab**
FedEx	**18**	5	12	**	**	**	**	**	**	17	*	**	3	2	13
	1%	*%*	*5%*	**	**	**	**	**	**	*1%*	*1%*	**	*%*	*%*	*4%*
			ai							a					**ab**
APC	**13**	3	7	**	**	**	**	**	**	10	3	**	-	3	10
	1%	*%*	*3%*	**	**	**	**	**	**	*1%*	*6%*	**	-%	*%*	*4%*
			ai	**ai**							**ai**				**ab**
UK Mail	**11**	1	5	**	**	**	**	**	**	6	5	**	-	1	10
	1%	*%*	*2%*	**	**	**	**	**	**	*%*	*10%*	**	-%	*%*	*4%*
			ai	**abi**							**abi**				**ab**
Yodel	**7**	7	*	**	**	**	**	**	**	7	-	**	2	5	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	*%*	*1%*	*%*
DX	**6**	5	1	**	**	**	**	**	**	6	*	**	-	5	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	*1%*	**	-%	*1%*	*%*
Pitney Bowes	**6**	3	3	**	**	**	**	**	**	6	-	**	-	3	3
	%	*%*	*1%*	**	**	**	**	**	**	*%*	-%	**	-%	*%*	*1%*
			a												a
Parcels to go	**3**	1	-	**	**	**	**	**	**	1	1	**	-	1	1
	%	*%*	-%	**	**	**	**	**	**	*%*	*3%*	**	-%	*%*	*%*
				abi							**abi**				
Tuffnels	**2**	2	*	**	**	**	**	**	**	2	-	**	-	2	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	-%	*%*	*%*
Interparcel	**2**	*	-	**	**	**	**	**	**	*	1	**	-	*	1
	%	*%*	-%	**	**	**	**	**	**	*%*	*3%*	**	-%	*%*	*%*
				abi							**abi**				
Fastway Couriers	**1**	*	1	**	**	**	**	**	**	1	-	**	-	*	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	-%	**	-%	*%*	*%*
			ai												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Pallet Lines	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
	***%**	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*%*
											abi				b
Postal Sort	**1**	1	*	**	**	**	**	**	**	1	*	**	-	1	*
	***%**	*%	*%	**	**	**	**	**	**	*%	*%	**	-%	*%	*%
Whistl (Previously known as TNT Post)	**1**	-	*	**	**	**	**	**	**	*	*	**	-	-	1
	***%**	-%	*%	**	**	**	**	**	**	*%	*1%*	**	-%	-%	*%*
				ai							**ai**				
Amazon	**1**	1	-	**	**	**	**	**	**	1	-	**	*	*	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	*%	-%
Neo Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	***%**	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%*
Collect Plus	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
One Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	***%**	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%*
Priority Express	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
Other answers	**70**	53	13	**	**	**	**	**	**	66	4	**	29	24	17
	***4%**	*3%*	*5%*	**	**	**	**	**	**	*3%*	*10%*	**	*4%*	*3%*	*6%*
				ai							**ai**				b
NET: RM Only	**1583**	1452	116	**	**	**	**	**	**	1568	15	**	737	715	131
	***79%**	*85%*	*48%*	**	**	**	**	**	**	*80%*	*33%*	**	*91%*	*79%*	*46%*
		bcij	**cj**							**bcj**			**bc**	c	
NET: RM and Other	**289**	175	89	**	**	**	**	**	**	265	24	**	36	139	113
	***14%**	*10%*	*37%*	**	**	**	**	**	**	*14%*	*52%*	**	*4%*	*15%*	*40%*
			ai	**ai**						a	**abi**			a	**ab**
NET: Provider other than RM	**128**	87	34	**	**	**	**	**	**	121	7	**	40	47	41
	***6%**	*5%*	*14%*	**	**	**	**	**	**	*6%*	*15%*	**	*5%*	*5%*	*14%*
			ai	**ai**							**ai**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Royal Mail	**1872**	1158	743	1298	657	416	1215	1215	50	**	**	**	**	**
	94%	*97%*	*97%*	*97%*	*90%*	*98%*	*95%*	*97%*	*99%*	**	**	**	**	**
		df	**df**	**df**		**df**	d							
Parcelforce	**73**	33	27	39	63	24	58	34	5	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*9%*	*6%*	*5%*	*3%*	*9%*	**	**	**	**	**
					abcef	**ac**	**ac**		a					
DPD	**72**	26	19	30	62	12	41	27	2	**	**	**	**	**
	4%	*2%*	*3%*	*2%*	*8%*	*3%*	*3%*	*2%*	*4%*	**	**	**	**	**
					abcef									
UPS	**68**	28	30	36	57	8	44	36	-	**	**	**	**	**
	3%	*2%*	*4%*	*3%*	*8%*	*2%*	*3%*	*3%*	*-%*	**	**	**	**	**
			ae		**abcef**									
Hermes	**67**	33	41	48	56	10	37	48	-	**	**	**	**	**
	3%	*3%*	*5%*	*4%*	*8%*	*2%*	*3%*	*4%*	*-%*	**	**	**	**	**
			acef		**acef**									
DHL	**61**	33	32	40	44	14	44	38	-	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*6%*	*3%*	*3%*	*3%*	*-%*	**	**	**	**	**
					acef									
TNT Express	**41**	26	21	29	29	12	31	27	2	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*4%*	**	**	**	**	**
					acf									
FedEx	**18**	12	10	16	16	6	15	16	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**
APC	**13**	4	6	7	12	3	12	7	-	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
					ac									
UK Mail	**11**	1	1	3	11	3	10	3	-	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**
					abc	a	**ac**							
Yodel	**7**	5	4	5	7	1	5	5	-	**	**	**	**	**
	****%***	**%*	*1%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
DX	**6**	6	4	6	1	1	4	5	1	**	**	**	**	**
	****%***	*1%*	*1%*	**%*	**%*	**%*	**%*	**%*	*1%*	**	**	**	**	**
										a				
Pitney Bowes	**6**	2	4	4	-	*	4	4	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Parcels to go	**3**	1	1	1	3	*	3	*	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Tuffnels	**2**	2	*	2	*	*	2	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Interparcel	**2**	2	1	2	2	*	*	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Fastway Couriers	**1**	*	-	*	1	-	1	*	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Pallet Lines	**1**	-	-	-	1	-	1	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	-%	*%	-%	-%	**	**	**	**	**
Postal Sort	**1**	1	*	1	*	*	1	1	*	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**
Whistl (Previously known as TNT Post)	**1**	-	1	1	*	1	1	*	-	**	**	**	**	**
	***%**	-%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
										a				
Amazon	**1**	-	-	-	-	-	-	-	-	**	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Neo Post	*	*	-	*	-	-	-	-	-	**	**	**	**	**
	***%**	*%	-%	*%	-%	-%	-%	-%	-%	**	**	**	**	**
										a				
Collect Plus	*	-	*	*	*	*	*	*	-	**	**	**	**	**
	***%**	-%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
One Post	*	-	-	-	*	*	*	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	*%	*%	-%	-%	**	**	**	**	**
Priority Express	*	*	*	*	*	-	-	*	-	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	-%	*%	-%	**	**	**	**	**
Other answers	**70**	43	26	44	35	12	33	43	*	**	**	**	**	**
	***4%**	*4%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*1%*	**	**	**	**	**
					f									
NET: RM Only	**1583**	988	589	1091	428	340	1003	1021	42	**	**	**	**	**
	***79%**	*83%*	*77%*	*81%*	*58%*	*80%*	*78%*	*81%*	*85%*	**	**	**	**	**
		bdf	d	**bd**		d	d							
NET: RM and Other	**289**	170	154	207	229	76	212	194	7	**	**	**	**	**
	***14%**	*14%*	*20%*	*15%*	*31%*	*18%*	*17%*	*15%*	*15%*	**	**	**	**	**
			acf		**abcef**									
NET: Provider other than RM	**128**	35	25	44	76	9	67	43	*	**	**	**	**	**
	***6%**	*3%*	*3%*	*3%*	*10%*	*2%*	*5%*	*3%*	*1%*	**	**	**	**	**
					abcef		**abce**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Royal Mail	**1872**	644	**	**	**	**	**	**	**	457	395	301	139	**
	94%	*90%*	**	**	**	**	**	**	**	*95%*	*97%*	*99%* a	*97%*	**
Parcelforce	**73**	61	**	**	**	**	**	**	**	8	16	8	7	**
	4%	*8%*	**	**	**	**	**	**	**	*2%*	*4%* a	*3%*	*5%* a	**
DPD	**72**	57	**	**	**	**	**	**	**	7	8	10	5	**
	4%	*8%*	**	**	**	**	**	**	**	*1%*	*2%*	*3%*	*3%*	**
UPS	**68**	55	**	**	**	**	**	**	**	16	5	10	6	**
	3%	*8%*	**	**	**	**	**	**	**	*3%*	*1%*	*3%*	*4%* b	**
Hermes	**67**	55	**	**	**	**	**	**	**	18	14	13	2	**
	3%	*8%*	**	**	**	**	**	**	**	*4%*	*4%*	*4%*	*2%*	**
DHL	**61**	44	**	**	**	**	**	**	**	18	11	9	2	**
	3%	*6%*	**	**	**	**	**	**	**	*4%*	*3%*	*3%*	*2%*	**
TNT Express	**41**	28	**	**	**	**	**	**	**	12	4	11	2	**
	2%	*4%*	**	**	**	**	**	**	**	*2%*	*1%*	*4%* b	*2%*	**
FedEx	**18**	16	**	**	**	**	**	**	**	4	4	6	3	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*2%*	**
APC	**13**	11	**	**	**	**	**	**	**	1	3	1	2	**
	1%	*2%*	**	**	**	**	**	**	**	**%*	*1%*	**%*	*1%*	**
UK Mail	**11**	11	**	**	**	**	**	**	**	-	-	1	2	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	*-%*	**%*	*1%* ab	**
Yodel	**7**	7	**	**	**	**	**	**	**	3	1	*	-	**
	****%***	*1%*	**	**	**	**	**	**	**	*1%*	**%*	**%*	*-%*	**
DX	**6**	1	**	**	**	**	**	**	**	1	-	2	3	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	*-%*	*1%*	*2%* ab	**
Pitney Bowes	**6**	-	**	**	**	**	**	**	**	-	-	4	-	**
	****%***	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*1%* ab	*-%*	**
Parcels to go	**3**	1	**	**	**	**	**	**	**	1	-	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	*-%*	*-%*	*-%*	**
Tuffnels	**2**	*	**	**	**	**	**	**	**	-	-	2	*	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	*-%*	*1%*	**%*	**
Interparcel	**2**	2	**	**	**	**	**	**	**	1	-	*	-	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	*-%*	**%*	*-%*	**
Fastway Couriers	**1**	1	**	**	**	**	**	**	**	-	*	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	**%*	*-%*	*-%*	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	-	-	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Postal Sort	**1**	*	**	**	**	**	**	**	**	-	*	*	1	**
	***%**	*%	**	**	**	**	**	**	**	-%	*%	*%	*1%*	**
Whistl (Previously known as TNT Post)	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Amazon	**1**	-	**	**	**	**	**	**	**	-	-	-	-	**
	***%**	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Neo Post	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	***%**	-%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Collect Plus	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	***%**	*%	**	**	**	**	**	**	**	-%	*%	-%	-%	**
One Post	*	*	**	**	**	**	**	**	**	-	-	-	-	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Priority Express	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Other answers	**70**	34	**	**	**	**	**	**	**	24	15	3	3	**
	4%	*5%*	**	**	**	**	**	**	**	*5%* c	*4%* c	*1%*	*2%*	**
NET: RM Only	**1583**	426	**	**	**	**	**	**	**	395	338	244	109	**
	79%	*59%*	**	**	**	**	**	**	**	*82%*	*83%*	*80%*	*76%*	**
NET: RM and Other	**289**	219	**	**	**	**	**	**	**	62	57	57	30	**
	14%	*30%*	**	**	**	**	**	**	**	*13%*	*14%*	*19%* a	*21%* **ab**	**
NET: Provider other than RM	**128**	74	**	**	**	**	**	**	**	25	12	3	4	**
	6%	*10%*	**	**	**	**	**	**	**	*5%* c	*3%*	*1%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Royal Mail	**1872**	281	136	168	58	**	381	**	263	1762	110	1289	8
	94%	*91%*	*90%*	*92%*	*74%*	**	*87%*	**	*94%*	*100%*	*46%*	*100%*	*16%*
		d	d	d					a	b		b	
Parcelforce	**73**	25	8	17	13	**	44	**	17	43	30	38	1
	4%	*8%*	*5%*	*9%*	*16%*	**	*10%*	**	*6%*	*2%*	*13%*	*3%*	*2%*
					ab		c				a		
DPD	**72**	11	6	25	17	**	44	**	17	39	33	29	*
	4%	*3%*	*4%*	*14%*	*22%*	**	*10%*	**	*6%*	*2%*	*14%*	*2%*	*%*
				ab	**ab**						a		
UPS	**68**	16	8	12	18	**	49	**	9	31	37	36	-
	3%	*5%*	*6%*	*6%*	*24%*	**	*11%*	**	*3%*	*2%*	*15%*	*3%*	*-%*
					abc		c				a		
Hermes	**67**	22	12	15	6	**	38	**	17	34	34	43	5
	3%	*7%*	*8%*	*8%*	*8%*	**	*9%*	**	*6%*	*2%*	*14%*	*3%*	*9%*
											a		a
DHL	**61**	12	8	15	5	**	31	**	13	30	31	30	9
	3%	*4%*	*5%*	*8%*	*7%*	**	*7%*	**	*5%*	*2%*	*13%*	*2%*	*18%*
				a							a		a
TNT Express	**41**	7	5	12	4	**	23	**	6	16	24	26	4
	2%	*2%*	*3%*	*6%*	*5%*	**	*5%*	**	*2%*	*1%*	*10%*	*2%*	*7%*
				a			c				a		a
FedEx	**18**	3	1	6	6	**	12	**	3	6	11	14	2
	1%	*1%*	*%*	*4%*	*7%*	**	*3%*	**	*1%*	*%*	*5%*	*1%*	*3%*
				ab	**ab**						a		
APC	**13**	1	1	3	5	**	12	**	*	*	13	6	1
	1%	*%*	*1%*	*2%*	*6%*	**	*3%*	**	*%*	*%*	*5%*	*%*	*2%*
					ab		c				a		a
UK Mail	**11**	2	2	1	5	**	11	**	-	2	9	2	1
	1%	*1%*	*1%*	*%*	*7%*	**	*2%*	**	*-%*	*%*	*4%*	*%*	*1%*
					abc		c				a		
Yodel	**7**	3	-	3	-	**	5	**	2	3	4	5	-
	%	*1%*	*-%*	*2%*	*-%*	**	*1%*	**	*1%*	*%*	*2%*	*%*	*-%*
											a		
DX	**6**	*	1	*	*	**	*	**	1	4	2	4	2
	%	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*	*1%*	*%*	*4%*
													a
Pitney Bowes	**6**	-	-	-	-	**	-	**	-	1	4	1	2
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*%*	*2%*	*%*	*4%*
											a		a
Parcels to go	**3**	1	1	-	-	**	3	**	-	1	1	1	-
	%	*%*	*1%*	*-%*	*-%*	**	*1%*	**	*-%*	*%*	*1%*	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Tuffnels	**2**	-	-	*	*	**	*	**	-	*	2	2	-
	***%**	-%	-%	*%	*%	**	*%	**	-%	*%	*1%* a	*%	-%
Interparcel	**2**	*	*	-	-	**	*	**	1	*	2	2	-
	***%**	*%	*%	-%	-%	**	*%	**	*%	*%	*1%* a	*%	-%
Fastway Couriers	**1**	-	-	1	-	**	1	**	-	-	1	*	-
	***%**	-%	-%	*1%*	-%	**	*%	**	-%	-%	*1%* a	*%	-%
Pallet Lines	**1**	-	-	-	-	**	1	**	-	-	1	-	-
	***%**	-%	-%	-%	-%	**	*%	**	-%	-%	*1%* a	-%	-%
Postal Sort	**1**	*	-	-	-	**	*	**	*	-	1	-	1
	***%**	*%	-%	-%	-%	**	*%	**	*%	-%	*%* a	-%	*2%* a
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	**	*	**	-	-	1	*	*
	***%**	-%	*%	-%	-%	**	*%	**	-%	-%	*%*	*%	*%*
Amazon	**1**	-	-	-	-	**	-	**	-	-	1	-	-
	***%**	-%	-%	-%	-%	**	-%	**	-%	-%	*%*	-%	-%
Neo Post	*	-	-	-	-	**	-	**	-	-	*	-	*
	***%**	-%	-%	-%	-%	**	-%	**	-%	-%	*%*	-%	*1%* a
Collect Plus	*	-	-	*	-	**	*	**	-	-	*	*	-
	***%**	-%	-%	*%*	-%	**	*%*	**	-%	-%	*%*	*%*	-%
One Post	*	-	-	*	-	**	-	**	*	-	*	-	-
	***%**	-%	-%	*%*	-%	**	-%	**	*%*	-%	*%*	-%	-%
Priority Express	*	-	*	-	-	**	-	**	*	*	-	*	-
	***%**	-%	*%*	-%	-%	**	-%	**	*%*	*%*	-%	*%*	-%
Other answers	**70**	13	9	10	1	**	30	**	5	18	52	17	27
	4%	*4%*	*6%*	*5%*	*1%*	**	*7%* c	**	*2%*	*1%*	*22%* a	*1%*	*51%* a
NET: RM Only	**1583**	212	100	92	18	**	200	**	220	1583	-	1091	-
	79%	*69%* cd	*66%* cd	*50%* d	*24%*	**	*45%*	**	*78%* a	*90%* b	-%	*85%* b	-%
NET: RM and Other	**289**	69	36	77	40	**	182	**	43	179	110	198	8
	14%	*22%*	*24%*	*42%* ab	*51%* ab	**	*41%* c	**	*15%*	*10%*	*46%* a	*15%*	*16%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
NET: Provider other than RM	**128**	26	16	14	20	**	58	**	18	-	128	-	44
	6%	*9%*	*10%*	*8%*	*26%*	**	*13%*	**	*6%*	*-%*	*54%*	*-%*	*84%*
					abc		c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Royal Mail	**1872**	80	149	191	**	502	155	396	1104	119	**
	94%	*100%*	*95%*	*100%*	**	*100%*	*68%*	*97%*	*97%*	*97%*	**
		b				b					
Parcelforce	**73**	21	34	33	**	24	40	18	30	6	**
	4%	*27%*	*22%*	*17%*	**	*5%*	*17%*	*4%*	*3%*	*5%*	**
							a				
DPD	**72**	17	34	29	**	20	39	16	24	4	**
	4%	*21%*	*21%*	*15%*	**	*4%*	*17%*	*4%*	*2%*	*3%*	**
							a	b			
UPS	**68**	19	22	34	**	15	43	18	24	11	**
	3%	*24%*	*14%*	*18%*	**	*3%*	*19%*	*4%*	*2%*	*9%*	**
							a	b		**ab**	
Hermes	**67**	17	29	41	**	15	40	10	32	2	**
	3%	*22%*	*18%*	*22%*	**	*3%*	*18%*	*2%*	*3%*	*2%*	**
							a				
DHL	**61**	16	23	28	**	12	32	15	32	10	**
	3%	*20%*	*14%*	*15%*	**	*2%*	*14%*	*4%*	*3%*	*8%*	**
							a			**ab**	
TNT Express	**41**	6	21	23	**	5	25	14	25	5	**
	2%	*7%*	*13%*	*12%*	**	*1%*	*11%*	*4%*	*2%*	*4%*	**
							a				
FedEx	**18**	4	11	13	**	4	11	7	9	6	**
	1%	*5%*	*7%*	*7%*	**	*1%*	*5%*	*2%*	*1%*	*5%*	**
							a			**ab**	
APC	**13**	-	10	6	**	1	10	-	4	-	**
	1%	*-%*	*6%*	*3%*	**	**%*	*4%*	*-%*	**%*	*-%*	**
			a				a				
UK Mail	**11**	2	5	2	**	2	7	-	1	-	**
	1%	*2%*	*3%*	*1%*	**	**%*	*3%*	*-%*	**%*	*-%*	**
							a				
Yodel	**7**	1	3	5	**	1	5	1	5	2	**
	****%***	*2%*	*2%*	*3%*	**	**%*	*2%*	**%*	**%*	*1%*	**
							a				
DX	**6**	*	1	6	**	*	1	4	6	3	**
	****%***	**%*	*1%*	*3%*	**	**%*	**%*	*1%*	*1%*	*2%*	**
										b	
Pitney Bowes	**6**	-	-	1	**	-	-	-	2	-	**
	****%***	*-%*	*-%*	*1%*	**	*-%*	*-%*	*-%*	**%*	*-%*	**
Parcels to go	**3**	1	*	1	**	1	1	-	1	-	**
	****%***	*2%*	**%*	*1%*	**	**%*	*1%*	*-%*	**%*	*-%*	**
Tuffnels	**2**	-	*	2	**	-	*	-	2	-	**
	****%***	*-%*	**%*	*1%*	**	*-%*	**%*	*-%*	**%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Interparcel	**2**	-	2	2	**	-	2	1	2	1	**
	***%**	-%	*1%*	*1%*	**	-%	*1%*	*%*	*%*	*1%* b	**
Fastway Couriers	**1**	-	*	*	**	-	1	-	*	*	**
	***%**	-%	*%*	*%*	**	-%	*1%*	-%	*%*	*%*	**
Pallet Lines	**1**	-	1	-	**	-	1	-	-	-	**
	***%**	-%	*1%*	-%	**	-%	*1%*	-%	-%	-%	**
Postal Sort	**1**	*	-	-	**	*	*	*	1	1	**
	***%**	*%	-%	-%	**	*%	*%*	*%	*%	*%	**
Whistl (Previously known as TNT Post)	**1**	*	-	*	**	*	-	-	-	-	**
	***%**	*1%*	-%	*%*	**	*%*	-%	-%	-%	-%	**
Amazon	**1**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	*	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	*	-	*	*	**	-	*	-	-	-	**
	***%**	-%	*%*	*%*	**	-%	*%*	-%	-%	-%	**
One Post	*	*	-	-	**	-	*	-	-	-	**
	***%**	*%*	-%	-%	**	-%	*%*	-%	-%	-%	**
Priority Express	*	*	-	*	**	*	-	-	*	-	**
	***%**	*%*	-%	*%*	**	*%*	-%	-%	*%*	-%	**
Other answers	**70**	8	21	19	**	6	30	18	38	9	**
	4%	*10%*	*13%*	*10%*	**	*1%*	*13%* a	*4%*	*3%*	*7%* b	**
NET: RM Only	**1583**	-	-	-	**	428	-	313	944	83	**
	79%	-%	-%	-%	**	*85%* b	-%	*76%* c	*83%* **ac**	*67%*	**
NET: RM and Other	**289**	80	149	191	**	74	155	83	160	37	**
	14%	*100%* b	*95%*	*100%*	**	*15%*	*68%* a	*20%* b	*14%*	*30%* **ab**	**
NET: Provider other than RM	**128**	-	8	-	**	-	74	14	28	4	**
	6%	-%	*5%* a	-%	**	-%	*32%* a	*3%*	*3%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Royal Mail	**1872**	320	678	102	**	462	447	133	**	1132	731	554	1012	778	**
	94%	*95%*	*97%*	*91%*	**	*88%*	*93%*	*87%*	**	*100%*	*100%*	*100%*	*100%*	*100%*	**
			c				**ac**								
Parcelforce	**73**	17	23	6	**	56	36	13	**	31	26	39	31	27	**
	4%	*5%*	*3%*	*6%*	**	*11%*	*7%*	*8%*	**	*3%*	*4%*	*7%*	*3%*	*4%*	**
												ab			
DPD	**72**	8	19	6	**	52	41	16	**	26	19	37	22	16	**
	4%	*2%*	*3%*	*5%*	**	*10%*	*9%*	*10%*	**	*2%*	*3%*	*7%*	*2%*	*2%*	**
												ab			
UPS	**68**	19	22	6	**	47	35	18	**	28	28	30	29	23	**
	3%	*6%*	*3%*	*5%*	**	*9%*	*7%*	*12%*	**	*2%*	*4%*	*5%*	*3%*	*3%*	**
												a			
Hermes	**67**	19	37	5	**	45	29	3	**	30	40	26	29	28	**
	3%	*6%*	*5%*	*4%*	**	*9%*	*6%*	*2%*	**	*3%*	*5%*	*5%*	*3%*	*4%*	**
						c	c				a	a			
DHL	**61**	18	27	13	**	34	28	21	**	28	25	21	26	19	**
	3%	*5%*	*4%*	*12%*	**	*7%*	*6%*	*14%*	**	*2%*	*3%*	*4%*	*3%*	*3%*	**
				ab				**ab**							
TNT Express	**41**	12	16	5	**	23	19	8	**	23	17	15	25	18	**
	2%	*4%*	*2%*	*5%*	**	*4%*	*4%*	*5%*	**	*2%*	*2%*	*3%*	*2%*	*2%*	**
FedEx	**18**	6	8	6	**	13	10	8	**	11	9	8	14	8	**
	1%	*2%*	*1%*	*5%*	**	*2%*	*2%*	*5%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
				ab				b							
APC	**13**	3	3	3	**	10	6	4	**	3	4	2	4	2	**
	1%	*1%*	*%*	*2%*	**	*2%*	*1%*	*3%*	**	*%*	*1%*	*%*	*%*	*%*	**
				b											
UK Mail	**11**	*	1	-	**	10	5	3	**	1	1	3	1	2	**
	1%	*%*	*%*	-%	**	*2%*	*1%*	*2%*	**	*%*	*%*	*1%*	*%*	*%*	**
Yodel	**7**	3	4	2	**	3	5	3	**	5	4	3	3	3	**
	%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*2%*	**	*%*	*1%*	*%*	*%*	*%*	**
								a							
DX	**6**	3	4	1	**	1	1	1	**	6	4	1	5	5	**
	%	*1%*	*1%*	*1%*	**	*%*	*%*	*%*	**	*1%*	*1%*	*%*	*%*	*1%*	**
Pitney Bowes	**6**	-	4	-	**	-	-	-	**	2	3	-	1	3	**
	%	-%	*1%*	-%	**	-%	-%	-%	**	*%*	*%*	-%	*%*	*%*	**
Parcels to go	**3**	-	1	-	**	3	-	-	**	1	1	1	1	1	**
	%	-%	*%*	-%	**	*1%*	-%	-%	**	*%*	*%*	*%*	*%*	*%*	**
Tuffnels	**2**	-	*	-	**	*	*	-	**	2	*	*	2	2	**
	%	-%	*%*	-%	**	*%*	*%*	-%	**	*%*	*%*	*%*	*%*	*%*	**
Interparcel	**2**	1	1	1	**	1	2	1	**	2	1	1	2	2	**
	%	*%*	*%*	*1%*	**	*%*	*%*	*1%*	**	*%*	*%*	*%*	*%*	*%*	**
Fastway Couriers	**1**	-	-	-	**	1	1	1	**	*	-	-	*	*	**
	%	-%	-%	-%	**	*%*	*%*	*%*	**	*%*	-%	-%	*%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Pallet Lines	**1**	-	-	-	**	-	1	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	*%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**1**	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	***%**	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Whistl (Previously known as TNT Post)	**1**	*	1	1	**	-	*	*	**	-	*	*	*	*	**
	***%**	*%	*%	*%	**	-%	*%	*%	**	-%	*%	*%	*%	*%	**
Amazon	**1**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	*	*	-	-	**	*	-	-	**	-	*	-	*	-	**
	***%**	*%	-%	-%	**	*%	-%	-%	**	-%	*%	-%	*%	-%	**
One Post	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	-%	*%	-%	**	-%	-%	*%	-%	-%	**
Priority Express	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	***%**	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
Other answers	**70**	18	23	12	**	32	19	18	**	18	15	19	15	7	**
	***4%**	*5%*	*3%*	*11%*	**	*6%*	*4%*	*12%*	**	*2%*	*2%*	*3%*	*1%*	*1%*	**
				ab				**ab**				a			
NET: RM Only	**1583**	244	542	64	**	271	304	69	**	964	579	408	854	645	**
	***79%**	*73%*	*78%*	*57%*	**	*52%*	*63%*	*45%*	**	*85%*	*79%*	*74%*	*84%*	*83%*	**
		c	c				**ac**			**bc**	c				
NET: RM and Other	**289**	76	136	38	**	191	143	64	**	168	151	146	158	133	**
	***14%**	*23%*	*20%*	*34%*	**	*36%*	*30%*	*42%*	**	*15%*	*21%*	*26%*	*16%*	*17%*	**
				ab		b		b			a	**ab**			
NET: Provider other than RM	**128**	16	18	10	**	62	35	20	**	-	-	-	-	-	**
	***6%**	*5%*	*3%*	*9%*	**	*12%*	*7%*	*13%*	**	-%	-%	-%	-%	-%	**
				b		b		b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Royal Mail	**1872**	369	220	301	70	46	958	755	**	**	**	**
	94%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	**	**	**	**
Parcelforce	**73**	20	13	35	3	1	25	23	**	**	**	**
	4%	*5%*	*6%*	*12%*	*4%*	*1%*	*3%*	*3%*	**	**	**	**
				abe								
DPD	**72**	23	18	24	2	2	25	16	**	**	**	**
	4%	*6%*	*8%*	*8%*	*3%*	*4%*	*3%*	*2%*	**	**	**	**
UPS	**68**	14	13	21	8	4	26	15	**	**	**	**
	3%	*4%*	*6%*	*7%*	*12%*	*9%*	*3%*	*2%*	**	**	**	**
					a							
Hermes	**67**	15	14	19	1	-	27	24	**	**	**	**
	3%	*4%*	*6%*	*6%*	*2%*	*-%*	*3%*	*3%*	**	**	**	**
			e									
DHL	**61**	11	9	15	7	*	25	16	**	**	**	**
	3%	*3%*	*4%*	*5%*	*10%*	*1%*	*3%*	*2%*	**	**	**	**
					abe							
TNT Express	**41**	9	8	8	4	3	22	14	**	**	**	**
	2%	*3%*	*4%*	*3%*	*6%*	*7%*	*2%*	*2%*	**	**	**	**
FedEx	**18**	6	6	5	5	*	11	7	**	**	**	**
	1%	*2%*	*3%*	*2%*	*8%*	*%*	*1%*	*1%*	**	**	**	**
					ac							
APC	**13**	*	*	*	-	-	2	2	**	**	**	**
	1%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
UK Mail	**11**	1	2	-	1	-	1	2	**	**	**	**
	1%	*%*	*1%*	*-%*	*2%*	*-%*	*%*	*%*	**	**	**	**
					c							
Yodel	**7**	3	3	1	1	1	5	3	**	**	**	**
	%	*1%*	*1%*	*%*	*2%*	*3%*	*1%*	*%*	**	**	**	**
DX	**6**	1	1	1	*	*	5	5	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*1%*	**	**	**	**
Pitney Bowes	**6**	-	-	-	-	-	1	3	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Parcels to go	**3**	1	-	-	-	-	1	1	**	**	**	**
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Tuffnels	**2**	*	-	*	-	-	2	2	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Interparcel	**2**	1	*	1	-	-	2	*	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Fastway Couriers	**1**	-	-	-	-	-	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Pallet Lines	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Postal Sort	**1**	*	-	*	-	-	*	*	**	**	**	**
	***%**	*%	-%	*%	-%	-%	*%	*%	**	**	**	**
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	1	*	**	**	**	**
	***%**	*%	*%	*%	*1%*	*1%*	*%	*%	**	**	**	**
Amazon	**1**	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Neo Post	*	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Collect Plus	*	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
One Post	*	*	*	-	-	-	-	-	**	**	**	**
	***%**	*%	*%	-%	-%	-%	-%	-%	**	**	**	**
Priority Express	*	*	*	-	-	-	*	*	**	**	**	**
	***%**	*%	*%	-%	-%	-%	*%	*%	**	**	**	**
Other answers	**70**	13	6	11	3	5	16	6	**	**	**	**
	***4%**	*4%*	*3%*	*4%*	*5%*	*10%*	*2%*	*1%*	**	**	**	**
						abc						
NET: RM Only	**1583**	288	157	207	41	30	810	636	**	**	**	**
	***79%**	*78%*	*71%*	*69%*	*58%*	*67%*	*85%*	*84%*	**	**	**	**
		bcd	d									
NET: RM and Other	**289**	81	64	94	29	15	148	119	**	**	**	**
	***14%**	*22%*	*29%*	*31%*	*42%*	*33%*	*15%*	*16%*	**	**	**	**
			a	a	**ab**							
NET: Provider other than RM	**128**	-	-	-	-	-	-	-	**	**	**	**
	***6%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Royal Mail	**1872**	1753	1430	1772	1448	1825	1050	1747	400	**	1583	**	239	1599
	94%	*94%*	*94%*	*94%*	*93%*	*94%*	*93%*	*93%*	*91%*	**	*100%*	**	*100%*	*100%*
								c						
Parcelforce	**73**	65	61	67	69	71	55	68	23	**	55	**	9	50
	4%	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	**	*3%*	**	*4%*	*3%*
DPD	**72**	69	56	69	64	72	49	69	33	**	51	**	9	45
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*7%*	**	*3%*	**	*4%*	*3%*
									ab					
UPS	**68**	59	46	59	60	62	46	60	32	**	38	**	16	31
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*7%*	**	*2%*	**	*7%*	*2%*
									ab				b	
Hermes	**67**	63	56	65	60	66	43	61	20	**	48	**	12	43
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*5%*	**	*3%*	**	*5%*	*3%*
DHL	**61**	59	44	59	47	57	49	59	33	**	35	**	20	30
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*7%*	**	*2%*	**	*8%*	*2%*
									ab			a	b	
TNT Express	**41**	41	39	41	31	40	30	40	14	**	29	**	8	25
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	*2%*	**	*3%*	*2%*
FedEx	**18**	18	15	18	17	16	13	16	9	**	11	**	2	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
									b					
APC	**13**	13	10	13	11	13	7	13	3	**	7	**	3	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*%*
UK Mail	**11**	11	10	11	10	10	7	11	4	**	5	**	2	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*%*
Yodel	**7**	7	7	7	7	7	7	7	4	**	1	**	3	2
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	*%*	**	*1%*	*%*
												a	b	
DX	**6**	6	6	6	5	6	5	6	2	**	3	**	1	5
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a		
Pitney Bowes	**6**	6	6	6	6	6	6	6	4	**	1	**	-	3
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	*%*	**	*-%*	*%*
Parcels to go	**3**	3	3	3	3	3	3	3	1	**	*	**	1	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a	b	
Tuffnels	**2**	2	2	2	2	2	*	2	*	**	*	**	2	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a	b	
Interparcel	**2**	2	2	2	2	2	2	2	1	**	1	**	1	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
													b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	**d**	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Fastway Couriers	**1**	1	1	1	1	1	1	1	1	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Pallet Lines	**1**	1	-	1	-	1	-	1	-	**	1	**	-	1
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	**	*%	**	-%	*%
Postal Sort	**1**	1	1	1	1	1	1	1	*	**	*	**	*	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	1	1	1	**	*	**	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Amazon	**1**	*	-	*	1	1	1	*	-	**	*	**	-	*
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Neo Post	*	*	*	*	-	*	*	*	-	**	-	**	-	-
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	-%	**	-%	-%
Collect Plus	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
One Post	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	***%**	-%	*%	*%	*%	*%	-%	*%	-%	**	*%	**	-%	*%
Priority Express	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Other answers	**70**	68	57	68	62	68	48	66	19	**	29	**	6	25
	***4%**	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*2%*	**	*2%*	*2%*
NET: RM Only	**1583**	1480	1180	1496	1194	1542	834	1476	288	**	1348	**	172	1379
	***79%**	*79%*	*78%*	*79%*	*77%*	*79%*	*74%*	*79%*	*65%*	**	*85%*	**	*72%*	*86%*
						d	c	**ac**			b			a
NET: RM and Other	**289**	273	250	277	254	283	216	271	112	**	235	**	68	220
	***14%**	*15%*	*17%*	*15%*	*16%*	*15%*	*19%*	*14%*	*25%*	**	*15%*	**	*28%*	*14%*
							b		**ab**			a	b	
NET: Provider other than RM	**128**	119	84	119	112	119	79	123	40	**	-	**	-	-
	***6%**	*6%*	*6%*	*6%*	*7%*	*6%*	*7%*	*7%*	*9%*	**	-%	**	-%	-%
									b					

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Royal Mail	**1872**	274	**	68	252	181	1338	343	187	83	1599	969	903
	94%	*71%*	**	*75%*	*71%*	*86%*	*95%*	*95%*	*80%*	*84%*	*96%*	*95%*	*92%*
							a	a			**ab**	b	
Parcelforce	**73**	62	**	15	58	19	43	9	32	10	32	35	39
	4%	*16%*	**	*17%*	*16%*	*9%*	*3%*	*3%*	*14%*	*10%*	*2%*	*3%*	*4%*
						bc			c	c			
DPD	**72**	67	**	17	55	20	45	7	29	8	35	25	47
	4%	*17%*	**	*18%*	*15%*	*10%*	*3%*	*2%*	*12%*	*8%*	*2%*	*2%*	*5%*
						bc			c	c			a
UPS	**68**	61	**	8	59	21	37	10	34	7	27	29	39
	3%	*16%*	**	*9%*	*17%*	*10%*	*3%*	*3%*	*14%*	*7%*	*2%*	*3%*	*4%*
						bc			c	c			
Hermes	**67**	44	**	21	46	12	46	7	33	6	28	33	34
	3%	*11%*	**	*23%*	*13%*	*6%*	*3%*	*2%*	*14%*	*6%*	*2%*	*3%*	*4%*
				b		c			c	c			
DHL	**61**	55	**	7	53	17	38	6	27	10	24	31	30
	3%	*14%*	**	*8%*	*15%*	*8%*	*3%*	*2%*	*12%*	*10%*	*1%*	*3%*	*3%*
						bc			c	c			
TNT Express	**41**	31	**	14	27	12	22	7	12	6	22	26	15
	2%	*8%*	**	*16%*	*7%*	*6%*	*2%*	*2%*	*5%*	*6%*	*1%*	*3%*	*2%*
				b		**bc**			c	c			
FedEx	**18**	13	**	8	10	3	10	4	7	1	9	11	6
	1%	*3%*	**	*9%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
				b					c				
APC	**13**	12	**	2	11	4	7	1	5	3	6	3	10
	1%	*3%*	**	*2%*	*3%*	*2%*	*1%*	*%*	*2%*	*3%*	*%*	*%*	*1%*
						b			c	c			a
UK Mail	**11**	9	**	1	11	7	4	-	3	*	7	5	6
	1%	*2%*	**	*1%*	*3%*	*3%*	*%*	*-%*	*1%*	*%*	*%*	*%*	*1%*
						bc							
Yodel	**7**	7	**	*	7	*	5	1	1	5	1	3	4
	%	*2%*	**	*%*	*2%*	*%*	*%*	*%*	*1%*	*5%*	*%*	*%*	*%*
									c	**ac**			
DX	**6**	4	**	2	4	1	5	*	1	*	5	4	3
	%	*1%*	**	*2%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*
Pitney Bowes	**6**	3	**	*	6	*	*	5	-	2	4	4	2
	%	*1%*	**	*%*	*2%*	*%*	*%*	*1%*	*-%*	*2%*	*%*	*%*	*%*
								b		**ac**			
Parcels to go	**3**	3	**	-	3	-	1	1	1	-	1	3	*
	%	*1%*	**	*-%*	*1%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*%*	*%*
Tuffnels	**2**	*	**	2	*	2	*	-	2	-	*	2	*
	%	*%*	**	*2%*	*%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*%*	*%*
				b		b			c				
Interparcel	**2**	1	**	-	2	-	2	*	*	-	2	*	1
	%	*%*	**	*-%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Fastway Couriers	**1**	1	**	-	1	-	1	*	1	-	1	1	1
	***%**	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Pallet Lines	**1**	1	**	-	1	1	-	-	1	-	-	-	1
	***%**	*%	**	-%	*%	*1%*	-%	-%	*1%*	-%	-%	-%	*%
						b			c				
Postal Sort	**1**	1	**	*	1	*	*	1	*	*	1	1	*
	***%**	*%	**	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	**	-	1	1	-	-	*	-	*	*	*
	***%**	*%	**	-%	*%	*%	-%	-%	*%	-%	*%	*%	*%
Amazon	**1**	1	**	-	1	-	*	*	*	-	*	*	*
	***%**	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Neo Post	*	*	**	-	*	-	*	-	-	-	*	-	*
	***%**	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Collect Plus	*	*	**	-	*	*	-	-	-	-	*	*	-
	***%**	*%	**	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%
One Post	*	*	**	-	*	*	-	-	-	*	-	-	*
	***%**	*%	**	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%
Priority Express	*	*	**	-	*	-	*	-	-	-	*	-	*
	***%**	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Other answers	**70**	63	**	8	62	11	40	19	15	7	47	32	38
	4%	*16%*	**	*8%*	*17%*	*5%*	*3%*	*5%*	*7%*	*7%*	*3%*	*3%*	*4%*
					a			b	c	c			
NET: RM Only	**1583**	30	**	4	28	109	1175	291	90	41	1449	820	763
	79%	*8%*	**	*5%*	*8%*	*52%*	*83%*	*80%*	*39%*	*41%*	*87%*	*80%*	*78%*
							a	a			**ab**		
NET: RM and Other	**289**	244	**	64	225	71	163	52	97	42	150	148	140
	14%	*63%*	**	*70%*	*63%*	*34%*	*12%*	*14%*	*41%*	*42%*	*9%*	*15%*	*14%*
						bc			c	c			
NET: Provider other than RM	**128**	111	**	23	105	30	77	19	47	16	64	51	77
	6%	*29%*	**	*25%*	*29%*	*14%*	*5%*	*5%*	*20%*	*16%*	*4%*	*5%*	*8%*
						bc			c	c			a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Royal Mail	**1872**	120	176	168	114	179	182	98	135	220	200	175	105
	94%	*95%*	*91%*	*93%*	*98%*	*93%*	*95%*	*90%*	*91%*	*91%*	*96%*	*96%*	*96%*
					bceghi		g				**bghi**	g	
Parcelforce	**73**	2	9	4	4	7	8	1	6	10	5	12	5
	4%	*2%*	*5%*	*2%*	*3%*	*4%*	*4%*	*1%*	*4%*	*4%*	*3%*	*6%*	*4%*
			g				g					**ag**	
DPD	**72**	3	7	10	1	7	8	3	1	18	6	4	4
	4%	*2%*	*4%*	*6%*	*1%*	*3%*	*4%*	*3%*	*1%*	*7%*	*3%*	*2%*	*4%*
				dh						**adhk**			
UPS	**68**	2	12	5	3	9	6	3	4	11	4	5	4
	3%	*2%*	*6%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*5%*	*2%*	*3%*	*4%*
			aj										
Hermes	**67**	4	10	12	6	*	8	1	6	13	1	4	3
	3%	*3%*	*5%*	*7%*	*5%*	**%*	*4%*	*1%*	*4%*	*5%*	*1%*	*2%*	*2%*
		e	**egj**	**egj**	**egj**		**egj**		**ej**	**egj**			
DHL	**61**	2	4	4	*	15	5	3	8	8	3	6	3
	3%	*2%*	*2%*	*2%*	**%*	*8%*	*2%*	*3%*	*5%*	*3%*	*1%*	*3%*	*3%*
						abcdfgj			**dj**	d			
TNT Express	**41**	4	2	3	2	7	4	1	4	2	6	3	3
	2%	*3%*	*1%*	*1%*	*2%*	*4%*	*2%*	*1%*	*3%*	*1%*	*3%*	*1%*	*3%*
						g							
FedEx	**18**	2	-	1	2	-	2	*	*	*	7	2	-
	1%	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	**%*	**%*	**%*	*3%*	*1%*	*-%*
											behil		
APC	**13**	1	-	-	*	-	*	-	*	-	8	3	1
	1%	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*4%*	*1%*	*1%*
											abcdefghi		
UK Mail	**11**	1	2	-	2	*	2	-	-	-	1	3	-
	1%	**%*	*1%*	*-%*	*2%*	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
Yodel	**7**	*	-	-	-	4	-	-	-	-	-	1	1
	****%***	**%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
						dgj							
DX	**6**	2	*	*	1	-	-	-	*	-	3	*	-
	****%***	*2%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*
Pitney Bowes	**6**	*	2	-	-	*	-	*	-	2	-	1	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*
Parcels to go	**3**	*	-	-	-	-	-	-	-	-	-	3	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Tuffnels	**2**	-	-	*	-	2	-	-	*	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	*	-	-	-	*	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Fastway Couriers	**1**	-	-	1	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Pallet Lines	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Postal Sort	**1**	*	-	-	*	-	*	*	*	-	*	-	-
	***%**	*%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	*	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon	**1**	-	*	-	-	-	-	-	-	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
One Post	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	**70**	7	3	1	4	6	7	11	6	11	8	6	2
	4%	*5%*	*1%*	*%*	*4%*	*3%*	*4%*	*10%*	*4%*	*4%*	*4%*	*3%*	*2%*
		bc			c		c	**bcdefjkl**	c	c	c		
NET: RM Only	**1583**	99	151	141	101	152	153	88	115	179	170	144	89
	79%	*78%*	*78%*	*78%*	*86%*	*79%*	*80%*	*80%*	*78%*	*74%*	*82%*	*79%*	*82%*
					hi								
NET: RM and Other	**289**	21	25	26	14	27	29	10	20	41	30	31	16
	14%	*16%*	*13%*	*15%*	*12%*	*14%*	*15%*	*9%*	*13%*	*17%*	*14%*	*17%*	*14%*
										g		g	
NET: Provider other than RM	**128**	7	18	12	2	13	9	11	14	21	8	8	5
	6%	*5%*	*9%*	*7%*	*2%*	*7%*	*5%*	*10%*	*9%*	*9%*	*4%*	*4%*	*4%*
			dj	d		d		**dfjk**	**dj**	**dj**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Royal Mail	**1872**	463	475	454	480
	94%	*93%*	*95%*	*91%*	*96%*
			c		**ac**
Parcelforce	**73**	15	19	17	22
	4%	*3%*	*4%*	*3%*	*4%*
DPD	**72**	20	16	22	14
	4%	*4%*	*3%*	*4%*	*3%*
UPS	**68**	19	18	18	13
	3%	*4%*	*4%*	*4%*	*3%*
Hermes	**67**	25	14	20	8
	3%	*5%*	*3%*	*4%*	*2%*
		d		d	
DHL	**61**	10	20	19	12
	3%	*2%*	*4%*	*4%*	*2%*
TNT Express	**41**	9	13	7	12
	2%	*2%*	*3%*	*1%*	*2%*
FedEx	**18**	4	4	1	9
	1%	*1%*	*1%*	**%*	*2%*
					c
APC	**13**	1	1	*	12
	1%	**%*	**%*	**%*	*2%*
					abc
UK Mail	**11**	2	5	-	4
	1%	**%*	*1%*	*-%*	*1%*
			c		
Yodel	**7**	*	4	-	3
	****%***	**%*	*1%*	*-%*	*1%*
			ac		
DX	**6**	2	1	*	3
	****%***	**%*	**%*	**%*	*1%*
Pitney Bowes	**6**	2	*	2	1
	****%***	**%*	**%*	**%*	**%*
Parcels to go	**3**	*	-	-	3
	****%***	**%*	*-%*	*-%*	*1%*
Tuffnels	**2**	*	2	*	-
	****%***	**%*	**%*	**%*	*-%*
Interparcel	**2**	-	*	*	1
	****%***	*-%*	**%*	**%*	**%*
Fastway Couriers	**1**	1	-	1	-
	****%***	**%*	*-%*	**%*	*-%*
Pallet Lines	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Postal Sort	**1**	*	*	*	*
	****%***	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Whistl (Previously known as TNT Post)	**1**	-	*	-	*
	***%**	-%	*%	-%	*%
Amazon	**1**	*	-	-	*
	***%**	*%	-%	-%	*%
Neo Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
Collect Plus	*	-	-	-	*
	***%**	-%	-%	-%	*%
One Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Priority Express	*	-	-	*	-
	***%**	-%	-%	*%	-%
Other answers	**70**	10	17	28	16
	4%	*2%*	*3%*	*6%*	*3%*
				a	
NET: RM Only	**1583**	391	406	383	404
	79%	*78%*	*81%*	*77%*	*81%*
NET: RM and Other	**289**	72	70	71	76
	14%	*14%*	*14%*	*14%*	*15%*
NET: Provider other than RM	**128**	37	25	46	20
	6%	*7%*	*5%*	*9%*	*4%*
		d		**bd**	

Columns Tested: a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
None	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1699**	1652	32	11	5	48	629	437	93	33	46
	85%	*85%*	*79%*	*83%*	*71%*	*79%*	*87%*	*82%*	*75%*	*90%*	*78%*
		bde					**ce**			**ce**	
2 mentions	**233**	224	6	2	1	9	75	77	26	3	9
	12%	*12%*	*15%*	*13%*	*18%*	*15%*	*10%*	*14%*	*21%*	*9%*	*14%*
						a		a	**ad**		
3 mentions	**52**	50	2	*	*	2	18	13	4	*	3
	3%	*3%*	*5%*	*1%*	*5%*	*4%*	*2%*	*2%*	*3%*	*1%*	*4%*
4 mentions	**9**	8	*	*	*	1	3	2	-	-	2
	***%**	*%*	*1%*	*3%*	*1%*	*1%*	*%*	*%*	-%	-%	*3%*
				a							**ab**
5 mentions	**3**	3	-	-	*	*	*	-	1	-	*
	***%**	*%*	-%	-%	*4%*	*%*	*%*	-%	*1%*	-%	*%*
					abce				**ab**		
6 mentions	**3**	3	*	-	-	*	-	3	*	-	-
	***%**	*%*	*%*	-%	-%	*%*	-%	*%*	*%*	-%	-%
7 mentions	**1**	1	-	-	-	-	-	-	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1699**	216	106	235	60	132	277	155	145	115	1441	89	88	81
	85%	*93%*	*88%*	*85%*	*89%*	*76%*	*84%*	*81%*	*87%*	*78%*	*85%*	*89%*	*84%*	*88%*
		cefgijl	e	e					e		e	**egi**		**egi**
2 mentions	**233**	10	13	26	5	34	44	26	17	25	200	10	14	8
	12%	*4%*	*11%*	*10%*	*7%*	*20%*	*13%*	*13%*	*10%*	*17%*	*12%*	*10%*	*13%*	*9%*
			a	a		**acdhjkm**	a	a	a	**acm**	a	a	a	
3 mentions	**52**	6	*	11	3	4	7	7	3	6	47	*	2	2
	3%	*3%*	*%*	*4%*	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*	*3%*	*%*	*2%*	*3%*
		k		k	k	k	k	k		k	k			k
4 mentions	**9**	*	-	1	-	2	-	1	2	-	7	-	1	*
	%	*%*	-%	*%*	-%	*1%*	-%	*1%*	*1%*	-%	*%*	-%	*1%*	*%*
5 mentions	**3**	-	1	-	-	*	-	1	-	-	3	*	*	-
	%	-%	*1%*	-%	-%	*%*	-%	*1%*	-%	-%	*%*	*%*	*%*	-%
6 mentions	**3**	-	-	-	-	-	-	3	-	-	3	-	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%
								j						
7 mentions	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-
	%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
None	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1699**	72	123	**	153	451	57	102	699	1305	394	1545	155
	85%	*91%*	*70%*	**	*96%*	*76%*	*97%*	*88%*	*91%*	*85%*	*86%*	*85%*	*88%*
		be			**bcegh**		**bceg**	**be**	**bce**				
2 mentions	**233**	7	33	**	6	108	1	11	59	182	51	215	18
	12%	*9%*	*19%*	**	*4%*	*18%*	*2%*	*10%*	*8%*	*12%*	*11%*	*12%*	*10%*
			adfgh			**adfgh**		**df**					
3 mentions	**52**	-	17	**	1	22	-	-	9	41	11	49	3
	3%	*-%*	*10%*	**	*1%*	*4%*	*-%*	*-%*	*1%*	*3%*	*2%*	*3%*	*1%*
			adefgh	**adgh**		**dgh**							
4 mentions	**9**	*	*	**	*	4	*	2	*	7	2	9	-
	%	*%*	*%*	**	*%*	*1%*	*1%*	*2%*	*%*	*%*	*%*	*%*	*-%*
				bdeh		h	h	h					
5 mentions	**3**	-	*	**	-	3	-	-	-	3	*	3	*
	%	*-%*	*%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*%*
						h							
6 mentions	**3**	-	-	**	-	3	-	-	-	3	-	3	-
	%	*-%*	*-%*	**	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
7 mentions	**1**	-	1	**	-	-	-	-	-	1	-	1	-
	%	*-%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
			h										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
None	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1699**	1595	104	1122	225	315
	85%	*84%*	*93%*	*90%*	*80%*	*73%*
			a	**bc**	c	
2 mentions	**233**	227	5	98	47	84
	12%	*12%*	*5%*	*8%*	*17%*	*19%*
		b			a	a
3 mentions	**52**	50	2	20	6	27
	3%	*3%*	*2%*	*2%*	*2%*	*6%*
						ab
4 mentions	**9**	9	-	5	*	3
	***%**	*%*	*-%*	*%*	*%*	*1%*
5 mentions	**3**	3	-	*	*	3
	***%**	*%*	*-%*	*%*	*%*	*1%*
						a
6 mentions	**3**	3	-	-	3	*
	***%**	*%*	*-%*	*-%*	*1%*	*%*
					a	
7 mentions	**1**	1	-	-	1	-
	***%**	*%*	*-%*	*-%*	*%*	*-%*
					a	

Columns Tested: a,b - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
None	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
1 mention	**1699**	1535	144	**	**	**	**	**	**	1679	20	**	776	759	164
	85%	*90%*	*60%*	**	**	**	**	**	**	*86%*	*43%*	**	*95%*	*84%*	*57%*
		bcij	**cj**							**bcj**			**bc**	c	
2 mentions	**233**	147	69	**	**	**	**	**	**	216	17	**	32	115	86
	12%	*9%*	*29%*	**	**	**	**	**	**	*11%*	*36%*	**	*4%*	*13%*	*30%*
			ai	**ai**						a	**ai**			a	**ab**
3 mentions	**52**	27	21	**	**	**	**	**	**	48	4	**	5	22	26
	3%	*2%*	*9%*	**	**	**	**	**	**	*2%*	*9%*	**	*1%*	*2%*	*9%*
			ai	**ai**							**ai**			a	**ab**
4 mentions	**9**	5	2	**	**	**	**	**	**	7	2	**	-	5	3
	%	*%*	*1%*	**	**	**	**	**	**	*%*	*3%*	**	-%	*1%*	*1%*
											ai			a	a
5 mentions	**3**	*	*	**	**	**	**	**	**	1	3	**	-	*	3
	%	*%*	*%*	**	**	**	**	**	**	*%*	*6%*	**	-%	*%*	*1%*
				abi							**abi**				**ab**
6 mentions	**3**	-	3	**	**	**	**	**	**	3	-	**	-	-	3
	%	-%	*1%*	**	**	**	**	**	**	*%*	-%	**	-%	-%	*1%*
			ai												**ab**
7 mentions	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
	%	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*%*
				abi							**abi**				b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
None	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
1 mention	**1699**	1021	612	1133	495	349	1060	1062	43	**	**	**	**	**
	85%	*86%*	*80%*	*84%*	*68%*	*82%*	*83%*	*84%*	*85%*	**	**	**	**	**
		bdf	d	**bd**		d	d							
2 mentions	**233**	132	119	161	178	59	175	151	5	**	**	**	**	**
	12%	*11%*	*15%*	*12%*	*24%*	*14%*	*14%*	*12%*	*11%*	**	**	**	**	**
			ac		**abcef**									
3 mentions	**52**	32	31	39	46	14	37	37	2	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*6%*	*3%*	*3%*	*3%*	*4%*	**	**	**	**	**
					abcef									
4 mentions	**9**	6	5	7	7	1	8	7	-	**	**	**	**	**
	%	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	-%	**	**	**	**	**
5 mentions	**3**	*	*	*	3	2	2	*	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**
					ac	c								
6 mentions	**3**	*	*	*	3	*	*	*	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**
					acf									
7 mentions	**1**	1	1	1	1	-	-	1	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
None	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
1 mention	**1699**	490	**	**	**	**	**	**	**	417	351	247	113	**
	85%	*68%*	**	**	**	**	**	**	**	*87%*	*86%*	*81%*	*79%*	**
										cd	d			
2 mentions	**233**	170	**	**	**	**	**	**	**	46	48	43	24	**
	12%	*24%*	**	**	**	**	**	**	**	*9%*	*12%*	*14%*	*17%*	**
												a	a	
3 mentions	**52**	45	**	**	**	**	**	**	**	18	7	10	5	**
	3%	*6%*	**	**	**	**	**	**	**	*4%*	*2%*	*3%*	*3%*	**
4 mentions	**9**	7	**	**	**	**	**	**	**	-	2	5	*	**
	%	*1%*	**	**	**	**	**	**	**	*-%*	*1%*	*2%*	*%*	**
												a		
5 mentions	**3**	3	**	**	**	**	**	**	**	*	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	*-%*	*-%*	*%*	**
6 mentions	**3**	3	**	**	**	**	**	**	**	-	-	*	-	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*%*	*-%*	**
7 mentions	**1**	1	**	**	**	**	**	**	**	1	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
None	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1699**	235	114	106	34	**	250	**	237	1583	116	1091	42
	85%	*77%*	*75%*	*58%*	*44%*	**	*57%*	**	*84%*	*90%*	*49%*	*85%*	*80%*
		cd	**cd**	d					a	b			
2 mentions	**233**	56	30	57	31	**	146	**	29	143	90	150	11
	12%	*18%*	*20%*	*31%*	*40%*	**	*33%*	**	*10%*	*8%*	*38%*	*12%*	*20%*
				ab	**ab**		c				a		
3 mentions	**52**	13	8	14	11	**	37	**	9	28	24	39	*
	3%	*4%*	*5%*	*8%*	*14%*	**	*8%*	**	*3%*	*2%*	*10%*	*3%*	**%*
					ab		c				a		
4 mentions	**9**	3	*	2	*	**	4	**	2	4	5	7	-
	%	*1%*	**%*	*1%*	**%*	**	*1%*	**	*1%*	**%*	*2%*	*1%*	*-%*
											a		
5 mentions	**3**	*	-	*	2	**	3	**	*	1	2	*	-
	%	**%*	*-%*	**%*	*2%*	**	*1%*	**	**%*	**%*	*1%*	**%*	*-%*
					a						a		
6 mentions	**3**	-	-	3	-	**	*	**	3	3	*	*	-
	%	*-%*	*-%*	*1%*	*-%*	**	**%*	**	*1%*	**%*	**%*	**%*	*-%*
				a									
7 mentions	**1**	-	-	-	-	**	-	**	1	-	1	1	-
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**%*	*-%*	*1%*	**%*	*-%*
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
None	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
1 mention	**1699**	-	1	-	**	428	67	325	970	84	**
	85%	-%	*1%*	-%	**	*85%* b	*29%*	*79%* c	*86%* **ac**	*68%*	**
2 mentions	**233**	57	118	150	**	52	124	68	126	29	**
	12%	*72%*	*75%*	*79%*	**	*10%*	*54%* a	*17%* b	*11%*	*23%* b	**
3 mentions	**52**	17	29	33	**	16	30	16	29	8	**
	3%	*21%*	*19%*	*17%*	**	*3%*	*13%* a	*4%*	*3%*	*7%* b	**
4 mentions	**9**	2	5	7	**	2	5	*	6	1	**
	****%***	*2%*	*3%*	*4%*	**	**%*	*2%* a	**%*	*1%*	**%*	**
5 mentions	**3**	1	2	*	**	1	2	*	*	*	**
	****%***	*2%*	*1%*	**%*	**	**%*	*1%*	**%*	**%*	**%*	**
6 mentions	**3**	3	*	*	**	3	*	-	*	-	**
	****%***	*3%* b	**%*	**%*	**	*1%*	**%*	-%	**%*	-%	**
7 mentions	**1**	-	1	1	**	-	1	1	1	1	**
	****%***	-%	*1%*	*1%*	**	-%	*1%*	**%*	**%*	*1%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
None	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
1 mention	**1699**	257	558	72	**	326	335	85	**	964	579	408	854	645	**
	85%	*77%*	*80%*	*64%*	**	*62%*	*70%*	*56%*	**	*85%*	*79%*	*74%*	*84%*	*83%*	**
		c	c				**ac**			**bc**	c				
2 mentions	**233**	53	108	30	**	148	114	47	**	130	114	106	117	107	**
	12%	*16%*	*16%*	*26%*	**	*28%*	*24%*	*30%*	**	*11%*	*16%*	*19%*	*12%*	*14%*	**
				ab							a	a			
3 mentions	**52**	21	25	8	**	39	22	18	**	31	31	31	32	20	**
	3%	*6%*	*4%*	*8%*	**	*7%*	*4%*	*12%*	**	*3%*	*4%*	*6%*	*3%*	*3%*	**
		b		b		b		b				a			
4 mentions	**9**	2	3	1	**	4	4	1	**	6	5	2	7	4	**
	****%***	*1%*	**%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
5 mentions	**3**	*	*	*	**	3	3	1	**	*	*	3	*	*	**
	****%***	**%*	**%*	**%*	**	*1%*	*1%*	*1%*	**	**%*	**%*	*1%*	**%*	**%*	**
												ab			
6 mentions	**3**	-	*	-	**	3	3	-	**	*	*	3	*	-	**
	****%***	*-%*	**%*	*-%*	**	**%*	*1%*	*-%*	**	**%*	**%*	**%*	**%*	*-%*	**
												a			
7 mentions	**1**	1	1	1	**	1	1	1	**	1	1	1	1	1	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
None	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
1 mention	**1699**	288	157	207	41	30	810	636	**	**	**	**
	85%	*78%*	*71%*	*69%*	*58%*	*67%*	*85%*	*84%*	**	**	**	**
		bcd	d									
2 mentions	**233**	60	47	60	23	14	111	99	**	**	**	**
	12%	*16%*	*21%*	*20%*	*33%*	*30%*	*12%*	*13%*	**	**	**	**
					abc	a						
3 mentions	**52**	14	10	28	5	1	30	16	**	**	**	**
	3%	*4%*	*5%*	*9%*	*7%*	*3%*	*3%*	*2%*	**	**	**	**
				ab								
4 mentions	**9**	2	2	2	*	*	5	3	**	**	**	**
	***%**	*%*	*1%*	*1%*	*%*	*%*	*1%*	*%*	**	**	**	**
5 mentions	**3**	1	2	*	1	-	*	*	**	**	**	**
	***%**	*%*	*1%*	*%*	*2%*	-%	*%*	*%*	**	**	**	**
					c							
6 mentions	**3**	3	3	3	-	-	*	-	**	**	**	**
	***%**	*1%*	*1%*	*1%*	-%	-%	*%*	-%	**	**	**	**
7 mentions	**1**	1	-	1	-	-	1	-	**	**	**	**
	***%**	*%*	-%	*%*	-%	-%	*%*	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
None	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
1 mention	**1699**	1589	1256	1604	1296	1649	903	1588	321	**	1348	**	172	1379
	85%	*85%*	*83%*	*85%*	*83%*	*85%*	*80%*	*85%*	*73%*	**	*85%*	**	*72%*	*86%*
							c	**ac**			b			a
2 mentions	**233**	217	200	221	202	228	178	221	93	**	179	**	52	171
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*16%*	*12%*	*21%*	**	*11%*	**	*22%*	*11%*
							b		**ab**				b	
3 mentions	**52**	50	44	50	48	52	37	47	21	**	42	**	9	38
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	**	*3%*	**	*4%*	*2%*
									b					
4 mentions	**9**	9	7	9	7	9	5	7	1	**	7	**	3	6
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a		
5 mentions	**3**	3	2	3	2	2	2	3	2	**	3	**	1	2
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
6 mentions	**3**	3	3	3	3	3	3	3	3	**	3	**	-	3
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	-%	*%*
7 mentions	**1**	1	1	1	1	1	1	1	1	**	1	**	1	-
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	-%
													b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
None	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1699**	130	**	25	123	137	1245	308	134	57	1505	862	837
	85%	*34%*	**	*27%*	*35%*	*65%*	*88%*	*85%*	*57%*	*58%*	*91%*	*85%*	*85%*
							a	a			**ab**		
2 mentions	**233**	204	**	54	179	54	129	47	63	35	134	125	108
	12%	*53%*	**	*59%*	*50%*	*26%*	*9%*	*13%*	*27%*	*35%*	*8%*	*12%*	*11%*
						bc		b	c	c			
3 mentions	**52**	39	**	10	42	13	32	6	25	7	20	27	25
	3%	*10%*	**	*11%*	*12%*	*6%*	*2%*	*2%*	*11%*	*7%*	*1%*	*3%*	*3%*
						bc			c	c			
4 mentions	**9**	6	**	3	6	3	5	*	6	-	2	5	4
	***%**	*2%*	**	*3%*	*2%*	*2%*	*%*	*%*	*3%*	-%	*%*	*1%*	*%*
						bc			c				
5 mentions	**3**	2	**	-	3	3	*	*	3	*	*	*	3
	***%**	*1%*	**	-%	*1%*	*1%*	*%*	*%*	*1%*	*%*	*%*	*%*	*%*
						bc			c				
6 mentions	**3**	3	**	-	3	*	3	-	3	-	-	*	3
	***%**	*1%*	**	-%	*1%*	*%*	*%*	-%	*1%*	-%	-%	*%*	*%*
									c				
7 mentions	**1**	1	**	-	1	-	1	-	-	-	1	-	1
	***%**	*%*	**	-%	*%*	-%	*%*	-%	-%	-%	*%*	-%	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1699**	106	167	153	101	163	159	99	129	201	177	151	93
	85%	*84%*	*86%*	*85%*	*87%*	*85%*	*84%*	*90%*	*87%*	*83%*	*86%*	*82%*	*85%*
								ik					
2 mentions	**233**	18	21	26	9	17	23	10	17	36	21	23	11
	12%	*14%*	*11%*	*15%*	*8%*	*9%*	*12%*	*9%*	*11%*	*15%*	*10%*	*12%*	*10%*
3 mentions	**52**	3	4	1	5	11	6	*	3	3	5	7	5
	3%	*2%*	*2%*	**%*	*4%*	*6%*	*3%*	**%*	*2%*	*1%*	*2%*	*4%*	*5%*
					cg	**cgi**	**cg**					**cg**	**cg**
4 mentions	**9**	-	1	-	1	2	2	*	*	-	1	1	*
	****%***	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	**%*	*-%*	*1%*	*1%*	**%*
5 mentions	**3**	-	-	-	1	-	-	*	-	-	1	1	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*
6 mentions	**3**	-	-	*	-	-	-	-	-	3	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
7 mentions	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
None	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
1 mention	**1699**	426	424	429	421
	85%	*85%*	*85%*	*86%*	*84%*
2 mentions	**233**	66	49	63	55
	12%	*13%*	*10%*	*13%*	*11%*
3 mentions	**52**	8	22	6	17
	3%	*2%*	*4%*	*1%*	*3%*
			ac		c
4 mentions	**9**	1	5	*	3
	%	*%*	*1%*	*%*	*1%*
5 mentions	**3**	-	1	*	3
	%	*-%*	*%*	*%*	*1%*
6 mentions	**3**	*	-	3	-
	%	*%*	*-%*	*1%*	*-%*
7 mentions	**1**	-	-	-	1
	%	*-%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Royal Mail	**1762**	1713	32	12	5	49	649	464	106	33	50
	88%	*88%*	*81%*	*89%*	*78%*	*82%*	*89%*	*87%*	*86%*	*91%*	*85%*
		bde		**bd**							
Hermes	**31**	31	*	*	-	*	15	6	2	-	*
	2%	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*-%*	**%*
UPS	**31**	30	*	-	*	1	7	10	4	-	4
	2%	*2%*	*1%*	*-%*	*3%*	*1%*	*1%*	*2%*	*3%*	*-%*	*8%*
									a		**abd**
DPD	**28**	27	1	*	-	1	6	6	3	*	2
	1%	*1%*	*3%*	*1%*	*-%*	*2%*	*1%*	*1%*	*2%*	**%*	*3%*
			a								
Parcelforce	**24**	23	1	*	*	1	4	9	3	*	1
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**%*	*1%*
									a		
DHL	**21**	20	1	*	*	1	5	11	-	-	1
	1%	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*
								a			
TNT Express	**20**	19	1	*	*	1	9	4	*	*	*
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	**%*
			a								
APC	**13**	12	*	*	*	1	3	4	3	-	1
	1%	*1%*	**%*	*1%*	*6%*	*1%*	**%*	*1%*	*2%*	*-%*	*2%*
					abe				a		a
UK Mail	**7**	7	*	-	-	*	-	4	1	2	*
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*5%*	**%*
								a	a	**abe**	
FedEx	**6**	5	1	-	*	1	1	1	-	-	*
	****%***	**%*	*2%*	*-%*	*2%*	*1%*	**%*	**%*	*-%*	*-%*	**%*
			a			a					
Pitney Bowes	**4**	4	*	-	-	*	2	*	-	-	*
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*
Yodel	**4**	4	-	-	-	-	4	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	2	*	-	*	*	*	-	-	-	*
	****%***	**%*	*1%*	*-%*	*3%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*
			a		a	a					
Tuffnels	**2**	2	*	-	-	*	-	-	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Interparcel	**2**	1	*	-	-	*	-	-	-	-	*
	****%***	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*
			a			a					
Parcels to go	**1**	1	-	-	-	-	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	1	*	-	-	*	1	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Pallet Lines	**1**	1	-	-	-	-	-	-	-	-	1
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*2%*
											ab
Postal Sort	**1**	*	*	*	*	*	-	*	-	*	*
	***%**	*%	*%	*1%*	*3%*	*1%*	-%	*%	-%	*%	*%
			a	a	**ab**	a					
Whistl (Previously known as TNT Post)	**1**	*	-	*	-	*	-	*	-	-	-
	***%**	*%	-%	*1%*	-%	*%	-%	*%	-%	-%	-%
				a							
Amazon	**1**	*	*	-	-	*	*	-	-	-	*
	***%**	*%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Neo Post	*	*	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Collect Plus	*	*	-	-	-	-	*	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
One Post	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
			a								
Other answers	**45**	43	2	*	*	2	19	10	1	1	-
	2%	*2%*	*4%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*	-%
NET: RM only	**1762**	1713	32	12	5	49	649	464	106	33	50
	88%	*88%*	*81%*	*89%*	*78%*	*82%*	*89%*	*87%*	*86%*	*91%*	*85%*
		bde		**bd**							
NET: Provider other than RM	**238**	227	8	1	2	11	76	68	18	3	9
	12%	*12%*	*19%*	*11%*	*22%*	*18%*	*11%*	*13%*	*14%*	*9%*	*15%*
			ac		**ac**	a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Royal Mail	**1762**	212	99	251	61	150	292	167	138	123	1493	90	96	83
	88%	*91%*	*82%*	*91%*	*90%*	*87%*	*89%*	*87%*	*82%*	*84%*	*88%*	*91%*	*91%*	*90%*
		h		**bh**								h	**bh**	h
Hermes	**31**	2	*	2	2	6	6	2	7	2	30	1	1	-
	2%	*1%*	**%*	*1%*	*3%*	*4%*	*2%*	*1%*	*4%*	*2%*	*2%*	*1%*	*1%*	*-%*
					m	**klm**	m		**klm**		m			
UPS	**31**	3	6	4	1	*	9	4	-	2	30	-	*	-
	2%	*1%*	*5%*	*1%*	*2%*	**%*	*3%*	*2%*	*-%*	*2%*	*2%*	*-%*	**%*	*-%*
			ehjklm		**km**		**klm**	**km**		m	**km**			
DPD	**28**	*	2	6	-	*	*	3	9	2	23	2	3	1
	1%	**%*	*2%*	*2%*	*-%*	**%*	**%*	*2%*	*5%*	*1%*	*1%*	*2%*	*3%*	*1%*
				f					**aefjm**			f	**af**	
Parcelforce	**24**	5	2	-	-	4	2	3	2	*	19	2	1	2
	1%	*2%*	*2%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	**%*	*1%*	*2%*	*1%*	*2%*
		c	c			c						c		
DHL	**21**	*	4	4	-	-	3	3	*	4	19	1	1	1
	1%	**%*	*4%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*3%*	*1%*	*1%*	**%*	*1%*
			aehl							a				
TNT Express	**20**	-	-	3	2	3	6	*	*	4	19	1	*	*
	1%	*-%*	*-%*	*1%*	*3%*	*2%*	*2%*	**%*	**%*	*3%*	*1%*	*1%*	**%*	**%*
					agm					**am**				
APC	**13**	1	-	1	1	3	-	2	3	-	12	*	-	-
	1%	*1%*	*-%*	**%*	*2%*	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	**%*	*-%*	*-%*
					flm	**lm**			**flm**					
UK Mail	**7**	2	1	-	-	3	-	-	-	-	7	-	*	-
	****%***	*1%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
						cfjkm								
FedEx	**6**	*	-	-	-	-	-	2	1	-	4	*	1	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	*1%*
								j						
Pitney Bowes	**4**	-	-	*	-	-	-	2	-	2	4	-	*	*
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	**%*	**%*
Yodel	**4**	-	-	2	-	-	-	-	-	2	4	-	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*
DX	**2**	-	-	-	-	*	-	1	-	-	2	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Tuffnels	**2**	-	-	-	-	2	-	*	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
						j								
Interparcel	**2**	*	-	1	-	-	-	-	-	*	2	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Parcels to go	**1**	-	1	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
			j											
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Pallet Lines	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Amazon	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Neo Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
												j		
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
												j		
One Post	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%
Other answers	**45**	7	4	2	-	2	10	3	7	4	39	3	2	2
	2%	*3%*	*3%*	*1%*	-%	*1%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*2%*
									c					
NET: RM only	**1762**	212	99	251	61	150	292	167	138	123	1493	90	96	83
	88%	*91%*	*82%*	*91%*	*90%*	*87%*	*89%*	*87%*	*82%*	*84%*	*88%*	*91%*	*91%*	*90%*
		h		**bh**								h	**bh**	h
NET: Provider other than RM	**238**	21	21	24	7	23	36	25	29	23	210	9	9	9
	12%	*9%*	*18%*	*9%*	*10%*	*13%*	*11%*	*13%*	*18%*	*16%*	*12%*	*9%*	*9%*	*10%*
			cl						**acklm**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Royal Mail	**1762**	73	129	**	157	490	53	110	705	1353	409	1605	157
	88%	*92%*	*74%*	**	*99%*	*83%*	*92%*	*95%*	*92%*	*88%*	*89%*	*88%*	*90%*
		be		b	**abcefh**	b	b	**be**	**be**				
Hermes	**31**	-	2	**	-	21	-	1	7	24	7	31	-
	2%	-%	*1%*	**	-%	*4%*	-%	*1%*	*1%*	*2%*	*2%*	*2%*	-%
						dh							
UPS	**31**	3	4	**	-	11	*	2	6	29	2	31	-
	2%	*4%*	*2%*	**	-%	*2%*	*1%*	*2%*	*1%*	*2%*	*%*	*2%*	-%
		dh	d							b			
DPD	**28**	-	7	**	-	16	2	-	3	24	4	25	3
	1%	-%	*4%*	**	-%	*3%*	*4%*	-%	*%*	*2%*	*1%*	*1%*	*2%*
			dgh			**dh**	**dgh**						
Parcelforce	**24**	-	4	**	*	12	*	-	8	16	8	22	2
	1%	-%	*2%*	**	*%*	*2%*	*%*	-%	*1%*	*1%*	*2%*	*1%*	*1%*
DHL	**21**	-	6	**	1	9	2	-	2	21	*	21	-
	1%	-%	*3%*	**	*%*	*2%*	*3%*	-%	*%*	*1%*	*%*	*1%*	-%
			h			h	h			b			
TNT Express	**20**	-	7	**	-	4	-	-	5	11	9	20	*
	1%	-%	*4%*	**	-%	*1%*	-%	-%	*1%*	*1%*	*2%*	*1%*	*%*
			degh	**adefgh**							a		
APC	**13**	-	2	**	-	10	-	-	1	10	3	11	2
	1%	-%	*1%*	**	-%	*2%*	-%	-%	*%*	*1%*	*1%*	*1%*	*1%*
						h							
UK Mail	**7**	2	2	**	*	2	-	-	-	7	-	7	-
	%	*2%*	*1%*	**	*%*	*%*	-%	-%	-%	*%*	-%	*%*	-%
		eh	h										
FedEx	**6**	-	3	**	-	1	-	-	1	3	3	5	*
	%	-%	*2%*	**	-%	*%*	-%	-%	*%*	*%*	*1%*	*%*	*%*
			eh										
Pitney Bowes	**4**	-	-	**	*	2	-	*	2	2	2	4	-
	%	-%	-%	**	*%*	*%*	-%	*%*	*%*	*%*	*%*	*%*	-%
Yodel	**4**	-	2	**	-	2	-	-	-	4	-	4	-
	%	-%	*1%*	**	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%
			h										
DX	**2**	-	*	**	-	-	-	-	2	2	-	1	1
	%	-%	*%*	**	-%	-%	-%	-%	*%*	*%*	-%	*%*	*1%*
													a
Tuffnels	**2**	-	-	**	-	*	-	-	-	*	2	2	-
	%	-%	-%	**	-%	*%*	-%	-%	-%	*%*	*%*	*%*	-%
				abdegh							a		
Interparcel	**2**	-	1	**	-	-	-	-	*	2	-	2	-
	%	-%	*1%*	**	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
			eh										
Parcels to go	**1**	-	-	**	-	-	-	-	1	1	-	1	-
	%	-%	-%	**	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Fastway Couriers	**1**	-	-	**	-	1	-	-	1	1	*	1	-
	***%**	-%	-%	**	-%	*%	-%	-%	*%	*%	*%	*%	-%
Pallet Lines	**1**	-	-	**	-	1	-	-	-	1	-	1	-
	***%**	-%	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%
Postal Sort	**1**	-	*	**	-	-	-	-	1	1	*	1	-
	***%**	-%	*%	**	-%	-%	-%	-%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	**1**	*	-	**	-	*	-	-	-	1	-	1	-
	***%**	1%	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%
		h											
Amazon	**1**	-	-	**	-	-	*	-	*	*	*	1	-
	***%**	-%	-%	**	-%	-%	*%	-%	*%	*%	*%	*%	-%
Neo Post	*	-	-	**	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	-%	*%	*%	-%
Collect Plus	*	-	-	**	*	-	-	-	-	*	-	*	-
	***%**	-%	-%	**	*%	-%	-%	-%	-%	*%	-%	*%	-%
One Post	*	-	*	**	-	-	-	-	-	*	-	*	-
	***%**	-%	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%
Other answers	**45**	1	9	**	*	10	-	2	21	34	12	37	9
	2%	1%	5%	**	*%	2%	-%	2%	3%	2%	3%	2%	5%
			de										a
NET: RM only	**1762**	73	129	**	157	490	53	110	705	1353	409	1605	157
	88%	92%	74%	**	99%	83%	92%	95%	92%	88%	89%	88%	90%
		be		b	**abcefh**	b	b	**be**	**be**				
NET: Provider other than RM	**238**	6	46	**	2	100	5	6	62	188	50	220	18
	12%	8%	26%	**	1%	17%	8%	5%	8%	12%	11%	12%	10%
		d	**acdefgh**	d		**adgh**	d		d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Royal Mail	**1762**	1662	100	1119	254	354
	88%	*88%*	*89%*	*90%*	*90%*	*82%*
				c	c	
Hermes	**31**	29	3	9	6	13
	2%	*2%*	*2%*	*1%*	*2%*	*3%*
					a	a
UPS	**31**	31	-	12	4	15
	2%	*2%*	*-%*	*1%*	*1%*	*3%*
						a
DPD	**28**	28	*	8	9	8
	1%	*1%*	**%*	*1%*	*3%*	*2%*
					a	a
Parcelforce	**24**	21	3	11	1	11
	1%	*1%*	*2%*	*1%*	**%*	*3%*
						ab
DHL	**21**	21	-	13	*	8
	1%	*1%*	*-%*	*1%*	**%*	*2%*
						b
TNT Express	**20**	20	-	15	4	1
	1%	*1%*	*-%*	*1%*	*1%*	**%*
				c	c	
APC	**13**	12	1	5	1	7
	1%	*1%*	*1%*	**%*	**%*	*2%*
						a
UK Mail	**7**	7	-	4	-	3
	****%***	**%*	*-%*	**%*	*-%*	*1%*
FedEx	**6**	6	-	3	1	2
	****%***	**%*	*-%*	**%*	**%*	**%*
Pitney Bowes	**4**	4	-	2	2	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
Yodel	**4**	4	-	2	-	2
	****%***	**%*	*-%*	**%*	*-%*	**%*
DX	**2**	2	-	1	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*
Tuffnels	**2**	2	-	2	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Interparcel	**2**	2	-	*	1	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Parcels to go	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Fastway Couriers	**1**	1	-	1	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*
Pallet Lines	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Postal Sort	**1**	1	-	1	*	*
	***%**	*%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	-	-	*	*
	***%**	*%	-%	-%	*%	*%
Amazon	**1**	1	-	1	-	-
	***%**	*%	-%	*%	-%	-%
Neo Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Collect Plus	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
One Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Other answers	**45**	40	5	36	2	8
	2%	*2%*	*5%*	*3%*	*1%*	*2%*
				b		
NET: RM only	**1762**	1662	100	1119	254	354
	88%	*88%*	*89%*	*90%*	*90%*	*82%*
				c	c	
NET: Provider other than RM	**238**	226	12	126	28	77
	12%	*12%*	*11%*	*10%*	*10%*	*18%*
						ab

Columns Tested: a,b - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Royal Mail	**1762**	1571	160	**	**	**	**	**	**	1731	31	**	764	808	191
	88%	*92%*	*67%*	**	**	**	**	**	**	*89%*	*67%*	**	*94%*	*90%*	*67%*
		bcij								**bcj**			**bc**	c	
Hermes	**31**	23	8	**	**	**	**	**	**	31	*	**	6	17	9
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*2%*	*3%*
			ai												a
UPS	**31**	16	12	**	**	**	**	**	**	28	2	**	1	15	14
	2%	*1%*	*5%*	**	**	**	**	**	**	*1%*	*5%*	**	*%*	*2%*	*5%*
			ai	**ai**							**ai**			a	**ab**
DPD	**28**	11	11	**	**	**	**	**	**	21	7	**	4	6	17
	1%	*1%*	*4%*	**	**	**	**	**	**	*1%*	*15%*	**	*1%*	*1%*	*6%*
			ai	**abi**							**abi**				**ab**
Parcelforce	**24**	15	9	**	**	**	**	**	**	23	*	**	1	14	9
	1%	*1%*	*4%*	**	**	**	**	**	**	*1%*	*%*	**	*%*	*2%*	*3%*
			ai											a	a
DHL	**21**	12	8	**	**	**	**	**	**	20	1	**	4	8	9
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*3%*	**	*%*	*1%*	*3%*
			ai	a							a				**ab**
TNT Express	**20**	11	8	**	**	**	**	**	**	18	2	**	2	8	9
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*3%*	**	*%*	*1%*	*3%*
			ai	a							a				**ab**
APC	**13**	3	7	**	**	**	**	**	**	10	3	**	-	3	10
	1%	*%*	*3%*	**	**	**	**	**	**	*1%*	*6%*	**	*-%*	*%*	*4%*
			ai	**ai**							**ai**				**ab**
UK Mail	**7**	*	5	**	**	**	**	**	**	6	1	**	-	*	7
	%	*%*	*2%*	**	**	**	**	**	**	*%*	*3%*	**	*-%*	*%*	*2%*
			ai	**ai**							**ai**				**ab**
FedEx	**6**	5	1	**	**	**	**	**	**	5	*	**	3	1	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	*1%*	**	*%*	*%*	*%*
Pitney Bowes	**4**	2	3	**	**	**	**	**	**	4	-	**	-	2	3
	%	*%*	*1%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*1%*
			ai												a
Yodel	**4**	4	-	**	**	**	**	**	**	4	-	**	2	2	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	*-%*	**	*%*	*%*	*-%*
DX	**2**	1	*	**	**	**	**	**	**	2	*	**	-	1	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	*1%*	**	*-%*	*%*	*%*
											a				
Tuffnels	**2**	2	*	**	**	**	**	**	**	2	-	**	-	2	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*%*
Interparcel	**2**	*	-	**	**	**	**	**	**	*	1	**	-	*	1
	%	*%*	*-%*	**	**	**	**	**	**	*%*	*3%*	**	*-%*	*%*	*%*
				abi							**abi**				
Parcels to go	**1**	1	-	**	**	**	**	**	**	1	-	**	-	1	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*-%*
Fastway Couriers	**1**	*	1	**	**	**	**	**	**	1	-	**	-	*	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*%*
			ai												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Pallet Lines	**1**	-	-	**	**	**	**	**	**	-	1	**	-	-	1
	***%**	-%	-%	**	**	**	**	**	**	-%	*3%*	**	-%	-%	*%*
											abi				b
Postal Sort	**1**	1	*	**	**	**	**	**	**	1	*	**	-	1	*
	***%**	*%	*%	**	**	**	**	**	**	*%	*%	**	-%	*%	*%
Whistl (Previously known as TNT Post)	**1**	-	*	**	**	**	**	**	**	*	*	**	-	-	1
	***%**	-%	*%	**	**	**	**	**	**	*%	*1%*	**	-%	-%	*%*
				ai							**ai**				
Amazon	**1**	1	-	**	**	**	**	**	**	1	-	**	*	*	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	*%	-%
Neo Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	***%**	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%*
Collect Plus	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	-%	*%	-%
One Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	***%**	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	-%	*%*
Other answers	**45**	38	7	**	**	**	**	**	**	45	*	**	25	13	7
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	*%*	**	*3%*	*1%*	*2%*
													b		
NET: RM only	**1762**	1571	160	**	**	**	**	**	**	1731	31	**	764	808	191
	88%	*92%*	*67%*	**	**	**	**	**	**	*89%*	*67%*	**	*94%*	*90%*	*67%*
		bcij								**bcj**			**bc**	c	
NET: Provider other than RM	**238**	143	80	**	**	**	**	**	**	223	15	**	50	93	95
	12%	*8%*	*33%*	**	**	**	**	**	**	*11%*	*33%*	**	*6%*	*10%*	*33%*
			ai	**ai**						a	**ai**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Royal Mail	**1762**	1083	682	1214	565	382	1122	1135	47	**	**	**	**	**
	88%	*91%*	*89%*	*90%*	*77%*	*90%*	*88%*	*90%*	*94%*	**	**	**	**	**
		df	d	df		d	d							
Hermes	**31**	15	17	20	25	5	22	20	-	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*-%*	**	**	**	**	**
					acef									
UPS	**31**	8	6	8	27	3	19	8	-	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*4%*	*1%*	*2%*	*1%*	*-%*	**	**	**	**	**
					abcef		ac							
DPD	**28**	7	5	7	24	4	18	7	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
					abcef		c							
Parcelforce	**24**	9	7	9	19	8	19	9	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*	**%*	**	**	**	**	**
					abc	ac	c							
DHL	**21**	11	12	16	17	3	17	16	-	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
					ae									
TNT Express	**20**	13	10	14	15	6	14	13	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*4%*	**	**	**	**	**
									a					
APC	**13**	4	6	7	12	3	11	7	-	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
					ac									
UK Mail	**7**	1	1	2	7	3	7	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**
					abc									
FedEx	**6**	5	1	5	4	2	4	5	*	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**
Pitney Bowes	**4**	2	2	2	-	*	4	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Yodel	**4**	2	2	2	4	-	2	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
DX	**2**	2	2	2	1	1	2	1	*	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	**	**	**	**	**
										a				
Tuffnels	**2**	2	*	2	*	*	2	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Interparcel	**2**	1	1	1	2	-	*	1	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
Parcels to go	**1**	-	-	-	1	-	1	-	-	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**	**	**	**	**
Fastway Couriers	**1**	*	-	*	1	-	1	*	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Pallet Lines	**1**	-	-	-	1	-	1	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	-%	*%	-%	-%	**	**	**	**	**
Postal Sort	**1**	1	*	1	*	*	1	1	*	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**
Whistl (Previously known as TNT Post)	**1**	-	1	1	*	1	1	*	-	**	**	**	**	**
	***%**	-%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
										a				
Amazon	**1**	-	-	-	-	-	-	-	-	**	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Neo Post	*	*	-	*	-	-	-	-	-	**	**	**	**	**
	***%**	*%	-%	*%	-%	-%	-%	-%	-%	**	**	**	**	**
										a				
Collect Plus	*	-	*	*	*	*	*	*	-	**	**	**	**	**
	***%**	-%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**
One Post	*	-	-	-	*	*	*	-	-	**	**	**	**	**
	***%**	-%	-%	-%	*%	*%	*%	-%	-%	**	**	**	**	**
Other answers	**45**	30	15	31	15	6	19	30	*	**	**	**	**	**
	***2%**	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**
NET: RM only	**1762**	1083	682	1214	565	382	1122	1135	47	**	**	**	**	**
	***88%**	*91%*	*89%*	*90%*	*77%*	*90%*	*88%*	*90%*	*94%*	**	**	**	**	**
		df	d	**df**		d	d							
NET: Provider other than RM	**238**	110	86	128	168	44	160	123	3	**	**	**	**	**
	***12%**	*9%*	*11%*	*10%*	*23%*	*10%*	*12%*	*10%*	*6%*	**	**	**	**	**
					abcef		**ac**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Royal Mail	**1762**	554	**	**	**	**	**	**	**	429	372	283	124	**
	88%	*77%*	**	**	**	**	**	**	**	*89%*	*91%*	*93%*	*87%*	**
												ad		
Hermes	**31**	25	**	**	**	**	**	**	**	9	7	2	2	**
	2%	*4%*	**	**	**	**	**	**	**	*2%*	*2%*	*1%*	*2%*	**
UPS	**31**	27	**	**	**	**	**	**	**	2	*	2	3	**
	2%	*4%*	**	**	**	**	**	**	**	*%*	*%*	*1%*	*2%*	**
													ab	
DPD	**28**	21	**	**	**	**	**	**	**	2	3	3	*	**
	1%	*3%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*%*	**
Parcelforce	**24**	19	**	**	**	**	**	**	**	1	4	2	3	**
	1%	*3%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*2%*	**
													a	
DHL	**21**	17	**	**	**	**	**	**	**	9	5	2	*	**
	1%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*1%*	*%*	**
TNT Express	**20**	14	**	**	**	**	**	**	**	7	2	5	-	**
	1%	*2%*	**	**	**	**	**	**	**	*2%*	*%*	*2%*	-%	**
												d		
APC	**13**	11	**	**	**	**	**	**	**	1	3	1	2	**
	1%	*2%*	**	**	**	**	**	**	**	*%*	*1%*	*%*	*1%*	**
UK Mail	**7**	7	**	**	**	**	**	**	**	-	-	-	2	**
	%	*1%*	**	**	**	**	**	**	**	-%	-%	-%	*1%*	**
													abc	
FedEx	**6**	4	**	**	**	**	**	**	**	2	3	*	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	*1%*	*%*	*%*	**
Pitney Bowes	**4**	-	**	**	**	**	**	**	**	-	-	2	-	**
	%	-%	**	**	**	**	**	**	**	-%	-%	*1%*	-%	**
Yodel	**4**	4	**	**	**	**	**	**	**	2	-	-	-	**
	%	*1%*	**	**	**	**	**	**	**	*%*	-%	-%	-%	**
DX	**2**	*	**	**	**	**	**	**	**	-	-	-	2	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*2%*	**
													abc	
Tuffnels	**2**	*	**	**	**	**	**	**	**	-	-	2	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	*1%*	-%	**
Interparcel	**2**	2	**	**	**	**	**	**	**	1	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	-%	-%	-%	**
Parcels to go	**1**	1	**	**	**	**	**	**	**	-	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Fastway Couriers	**1**	1	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	*%*	-%	-%	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	-	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Postal Sort	**1**	*	**	**	**	**	**	**	**	-	*	*	1	**
	***%**	*%	**	**	**	**	**	**	**	-%	*%	*%	*1%*	**
Whistl (Previously known as TNT Post)	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Amazon	**1**	-	**	**	**	**	**	**	**	-	-	-	-	**
	***%**	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Neo Post	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	***%**	-%	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Collect Plus	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	***%**	*%	**	**	**	**	**	**	**	-%	*%	-%	-%	**
One Post	*	*	**	**	**	**	**	**	**	-	-	-	-	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Other answers	**45**	15	**	**	**	**	**	**	**	19	9	1	3	**
	2%	*2%*	**	**	**	**	**	**	**	*4%*	*2%*	*%*	*2%*	**
										c	c		c	
NET: RM only	**1762**	554	**	**	**	**	**	**	**	429	372	283	124	**
	88%	*77%*	**	**	**	**	**	**	**	*89%*	*91%*	*93%*	*87%*	**
												ad		
NET: Provider other than RM	**238**	165	**	**	**	**	**	**	**	53	36	21	19	**
	12%	*23%*	**	**	**	**	**	**	**	*11%*	*9%*	*7%*	*13%*	**
										c			c	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Royal Mail	**1762**	260	122	137	36	**	299	**	254	1762	-	1214	-
	88%	*85%*	*81%*	*75%*	*46%*	**	*68%*	**	*91%*	*100%*	*-%*	*94%*	*-%*
		cd	d	d					a	b		b	
Hermes	**31**	9	6	4	6	**	19	**	6	-	31	16	5
	2%	*3%*	*4%*	*2%*	*8%*	**	*4%*	**	*2%*	*-%*	*13%*	*1%*	*9%*
					c						a		a
UPS	**31**	11	4	4	8	**	24	**	3	-	31	8	-
	2%	*3%*	*2%*	*2%*	*11%*	**	*5%*	**	*1%*	*-%*	*13%*	*1%*	*-%*
					abc		c				a		
DPD	**28**	1	3	5	12	**	20	**	4	-	28	7	*
	1%	**%*	*2%*	*3%*	*15%*	**	*5%*	**	*1%*	*-%*	*12%*	*1%*	**%*
				a	**abc**		c				a		
Parcelforce	**24**	5	2	6	6	**	15	**	3	-	24	9	1
	1%	*2%*	*1%*	*3%*	*8%*	**	*4%*	**	*1%*	*-%*	*10%*	*1%*	*2%*
					ab		c				a		
DHL	**21**	4	4	7	2	**	15	**	2	-	21	7	9
	1%	*1%*	*3%*	*4%*	*2%*	**	*3%*	**	*1%*	*-%*	*9%*	*1%*	*18%*
							c				a		a
TNT Express	**20**	4	4	5	*	**	11	**	4	-	20	13	1
	1%	*1%*	*3%*	*3%*	**%*	**	*2%*	**	*1%*	*-%*	*8%*	*1%*	*3%*
											a		
APC	**13**	1	1	3	5	**	12	**	-	-	13	5	1
	1%	**%*	*1%*	*2%*	*6%*	**	*3%*	**	*-%*	*-%*	*5%*	**%*	*2%*
					ab		c				a		a
UK Mail	**7**	2	2	-	3	**	7	**	-	-	7	1	1
	****%***	*1%*	*1%*	*-%*	*4%*	**	*2%*	**	*-%*	*-%*	*3%*	**%*	*1%*
					ac		c				a		a
FedEx	**6**	-	*	3	*	**	2	**	1	-	6	3	2
	****%***	*-%*	**%*	*2%*	**%*	**	**%*	**	**%*	*-%*	*2%*	**%*	*3%*
				a							a		a
Pitney Bowes	**4**	-	-	-	-	**	-	**	-	-	4	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*2%*	*-%*	*4%*
											a		a
Yodel	**4**	2	-	2	-	**	2	**	2	-	4	2	-
	****%***	*1%*	*-%*	*1%*	*-%*	**	**%*	**	*1%*	*-%*	*2%*	**%*	*-%*
											a		
DX	**2**	-	*	*	*	**	*	**	1	-	2	*	2
	****%***	*-%*	**%*	**%*	**%*	**	**%*	**	**%*	*-%*	*1%*	**%*	*4%*
											a		a
Tuffnels	**2**	-	-	*	-	**	*	**	-	-	2	2	-
	****%***	*-%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	*-%*	*1%*	**%*	*-%*
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Interparcel	**2**	*	*	-	-	**	*	**	1	-	2	1	-
	***%**	*%	*%	-%	-%	**	*%	**	*%	-%	*1%* a	*%	-%
Parcels to go	**1**	-	1	-	-	**	1	**	-	-	1	-	-
	***%**	-%	*1%*	-%	-%	**	*%	**	-%	-%	*1%* a	-%	-%
Fastway Couriers	**1**	-	-	1	-	**	1	**	-	-	1	*	-
	***%**	-%	-%	*1%*	-%	**	*%	**	-%	-%	*1%* a	*%	-%
Pallet Lines	**1**	-	-	-	-	**	1	**	-	-	1	-	-
	***%**	-%	-%	-%	-%	**	*%	**	-%	-%	*1%* a	-%	-%
Postal Sort	**1**	*	-	-	-	**	*	**	*	-	1	-	1
	***%**	*%	-%	-%	-%	**	*%	**	*%	-%	*%* a	-%	*2%* a
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	**	*	**	-	-	1	*	*
	***%**	-%	*%	-%	-%	**	*%	**	-%	-%	*%*	*%	*%*
Amazon	**1**	-	-	-	-	**	-	**	-	-	1	-	-
	***%**	-%	-%	-%	-%	**	-%	**	-%	-%	*%*	-%	-%
Neo Post	*	-	-	-	-	**	-	**	-	-	*	-	*
	***%**	-%	-%	-%	-%	**	-%	**	-%	-%	*%*	-%	*1%* a
Collect Plus	*	-	-	*	-	**	*	**	-	-	*	*	-
	***%**	-%	-%	*%*	-%	**	*%	**	-%	-%	*%*	*%*	-%
One Post	*	-	-	*	-	**	-	**	*	-	*	-	-
	***%**	-%	-%	*%*	-%	**	-%	**	*%*	-%	*%*	-%	-%
Other answers	**45**	7	1	5	*	**	13	**	1	-	45	4	27
	2%	*2%*	*1%*	*3%*	*%*	**	*3%* c	**	*%*	-%	*19%* a	*%*	*51%* a
NET: RM only	**1762**	260	122	137	36	**	299	**	254	1762	-	1214	-
	88%	*85%* cd	*81%* d	*75%* d	*46%*	**	*68%*	**	*91%* a	*100%* b	-%	*94%* b	-%
NET: Provider other than RM	**238**	47	29	46	42	**	140	**	27	-	238	75	53
	12%	*15%*	*19%*	*25%* a	*54%* abc	**	*32%* c	**	*9%*	-%	*100%* a	*6%*	*100%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Royal Mail	**1762**	76	61	119	**	499	66	362	1033	105	**
	88%	*96%*	*39%*	*62%*	**	*100%*	*29%*	*88%*	*91%*	*85%*	**
		b				b			c		
Hermes	**31**	2	14	16	**	-	25	4	15	1	**
	2%	*3%*	*9%*	*8%*	**	*-%*	*11%*	*1%*	*1%*	*1%*	**
							a				
UPS	**31**	-	11	7	**	-	27	6	6	4	**
	2%	*-%*	*7%*	*4%*	**	*-%*	*12%*	*1%*	*1%*	*3%*	**
			a				a			b	
DPD	**28**	-	13	7	**	-	22	5	7	2	**
	1%	*-%*	*8%*	*4%*	**	*-%*	*9%*	*1%*	*1%*	*1%*	**
			a				a				
Parcelforce	**24**	*	11	9	**	1	18	8	9	2	**
	1%	*%*	*7%*	*4%*	**	*%*	*8%*	*2%*	*1%*	*2%*	**
			a				a				
DHL	**21**	-	11	5	**	-	17	6	11	5	**
	1%	*-%*	*7%*	*3%*	**	*-%*	*7%*	*2%*	*1%*	*4%*	**
			a				a			b	
TNT Express	**20**	-	12	11	**	-	15	7	13	1	**
	1%	*-%*	*8%*	*6%*	**	*-%*	*6%*	*2%*	*1%*	*1%*	**
			a				a				
APC	**13**	-	10	5	**	1	10	-	4	-	**
	1%	*-%*	*6%*	*3%*	**	*%*	*4%*	*-%*	*%*	*-%*	**
			a				a				
UK Mail	**7**	-	5	1	**	-	7	-	1	-	**
	%	*-%*	*3%*	*1%*	**	*-%*	*3%*	*-%*	*%*	*-%*	**
							a				
FedEx	**6**	-	3	2	**	-	4	4	2	1	**
	%	*-%*	*2%*	*1%*	**	*-%*	*2%*	*1%*	*%*	*1%*	**
							a	b			
Pitney Bowes	**4**	-	-	-	**	-	-	-	2	-	**
	%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*%*	*-%*	**
Yodel	**4**	-	2	2	**	-	4	-	2	-	**
	%	*-%*	*1%*	*1%*	**	*-%*	*2%*	*-%*	*%*	*-%*	**
							a				
DX	**2**	-	1	1	**	-	1	1	2	1	**
	%	*-%*	*1%*	*1%*	**	*-%*	*%*	*%*	*%*	*1%*	**
Tuffnels	**2**	-	*	2	**	-	*	-	2	-	**
	%	*-%*	*%*	*1%*	**	*-%*	*%*	*-%*	*%*	*-%*	**
Interparcel	**2**	-	1	1	**	-	2	1	1	1	**
	%	*-%*	*1%*	*1%*	**	*-%*	*1%*	*%*	*%*	*1%*	**
										b	

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Parcels to go	**1**	-	-	-	**	-	1	-	-	-	**
	***%**	-%	-%	-%	**	-%	*1%*	-%	-%	-%	**
Fastway Couriers	**1**	-	*	*	**	-	1	-	*	*	**
	***%**	-%	*%	*%	**	-%	*1%*	-%	*%	*%	**
Pallet Lines	**1**	-	1	-	**	-	1	-	-	-	**
	***%**	-%	*1%*	-%	**	-%	*1%*	-%	-%	-%	**
Postal Sort	**1**	*	-	-	**	*	*	*	1	1	**
	***%**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Whistl (Previously known as TNT Post)	**1**	*	-	*	**	*	-	-	-	-	**
	***%**	*1%*	-%	*%	**	*%	-%	-%	-%	-%	**
Amazon	**1**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	*	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	*	-	*	*	**	-	*	-	-	-	**
	***%**	-%	*%	*%	**	-%	*%	-%	-%	-%	**
One Post	*	*	-	-	**	-	*	-	-	-	**
	***%**	*%	-%	-%	**	-%	*%	-%	-%	-%	**
Other answers	**45**	1	7	5	**	-	15	10	25	2	**
	2%	*1%*	*5%*	*3%*	**	-%	*6%* a	*3%*	*2%*	*1%*	**
NET: RM only	**1762**	76	61	119	**	499	66	362	1033	105	**
	88%	*96%* b	*39%*	*62%*	**	*100%* b	*29%*	*88%*	*91%* c	*85%*	**
NET: Provider other than RM	**238**	3	97	72	**	2	164	49	100	18	**
	12%	*4%*	*61%* a	*38%*	**	*%*	*71%* a	*12%*	*9%*	*15%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Royal Mail	**1762**	287	625	87	**	380	399	107	**	1057	670	517	948	727	**
	88%	*85%*	*90%*	*77%*	**	*73%*	*83%*	*70%*	**	*93%*	*92%*	*93%*	*94%*	*93%*	**
		c	**ac**				**ac**								
Hermes	**31**	6	17	2	**	22	15	-	**	13	15	8	11	12	**
	2%	*2%*	*2%*	*2%*	**	*4%*	*3%*	*-%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
						c	c								
UPS	**31**	4	4	1	**	20	12	7	**	8	6	4	8	5	**
	2%	*1%*	*1%*	**%*	**	*4%*	*2%*	*5%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
DPD	**28**	1	4	1	**	20	14	9	**	7	4	4	5	7	**
	1%	**%*	*1%*	*1%*	**	*4%*	*3%*	*6%*	**	*1%*	*1%*	*1%*	**%*	*1%*	**
Parcelforce	**24**	6	7	2	**	18	10	2	**	9	6	6	6	8	**
	1%	*2%*	*1%*	*2%*	**	*3%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
DHL	**21**	7	10	10	**	16	12	8	**	7	5	2	7	3	**
	1%	*2%*	*1%*	*8%*	**	*3%*	*2%*	*5%*	**	*1%*	*1%*	**%*	*1%*	**%*	**
				ab											
TNT Express	**20**	7	8	1	**	13	7	4	**	13	9	6	13	8	**
	1%	*2%*	*1%*	*1%*	**	*2%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
APC	**13**	3	3	3	**	10	6	4	**	3	4	2	4	2	**
	1%	*1%*	**%*	*2%*	**	*2%*	*1%*	*3%*	**	**%*	*1%*	**%*	**%*	**%*	**
				b											
UK Mail	**7**	*	1	-	**	7	2	-	**	1	*	1	1	2	**
	****%***	**%*	**%*	*-%*	**	*1%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
FedEx	**6**	1	*	1	**	2	*	2	**	3	1	*	3	*	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
				b				b							
Pitney Bowes	**4**	-	2	-	**	-	-	-	**	2	2	-	-	2	**
	****%***	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	*-%*	**%*	**
Yodel	**4**	2	2	-	**	-	2	2	**	2	2	-	-	-	**
	****%***	*1%*	**%*	*-%*	**	*-%*	**%*	*1%*	**	**%*	**%*	*-%*	*-%*	*-%*	**
								a							
DX	**2**	1	2	1	**	1	*	1	**	2	2	1	1	2	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	**%*	**	**%*	**%*	**%*	**%*	**%*	**
Tuffnels	**2**	-	*	-	**	-	*	-	**	2	*	-	2	2	**
	****%***	*-%*	**%*	*-%*	**	*-%*	**%*	*-%*	**	**%*	**%*	*-%*	**%*	**%*	**
Interparcel	**2**	1	1	1	**	1	2	1	**	1	1	1	1	1	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
Parcels to go	**1**	-	-	-	**	1	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Fastway Couriers	**1**	-	-	-	**	1	1	1	**	*	-	-	*	*	**
	****%***	*-%*	*-%*	*-%*	**	**%*	**%*	**%*	**	**%*	*-%*	*-%*	**%*	**%*	**
Pallet Lines	**1**	-	-	-	**	-	1	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Postal Sort	**1**	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	***%**	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Whistl (Previously known as TNT Post)	**1**	*	1	1	**	-	*	*	**	-	*	*	*	*	**
	***%**	*%	*%	*%	**	-%	*%	*%	**	-%	*%	*%	*%	*%	**
Amazon	**1**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	*	*	-	-	**	*	-	-	**	-	*	-	*	-	**
	***%**	*%	-%	-%	**	*%	-%	-%	**	-%	*%	-%	*%	-%	**
One Post	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	-%	*%	-%	**	-%	-%	*%	-%	-%	**
Other answers	**45**	10	12	5	**	14	5	8	**	5	4	5	4	1	**
	***2%**	*3%*	*2%*	*4%*	**	*3%*	*1%*	*5%*	**	*%*	*1%*	*1%*	*%*	*%*	**
						b		b							
NET: RM only	**1762**	287	625	87	**	380	399	107	**	1057	670	517	948	727	**
	***88%**	*85%*	*90%*	*77%*	**	*73%*	*83%*	*70%*	**	*93%*	*92%*	*93%*	*94%*	*93%*	**
		c	**ac**				**ac**								
NET: Provider other than RM	**238**	49	71	26	**	143	83	46	**	75	61	38	64	51	**
	***12%**	*15%*	*10%*	*23%*	**	*27%*	*17%*	*30%*	**	*7%*	*8%*	*7%*	*6%*	*7%*	**
		b		**ab**		b		b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Royal Mail	**1762**	351	207	280	63	45	898	710	**	**	**	**
	88%	*95%*	*94%*	*93%*	*91%*	*98%*	*94%*	*94%*	**	**	**	**
Hermes	**31**	5	5	5	1	-	11	9	**	**	**	**
	2%	*1%*	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	**	**	**	**
UPS	**31**	-	-	2	2	-	6	3	**	**	**	**
	2%	*-%*	*-%*	*1%*	*3%*	*-%*	*1%*	*%*	**	**	**	**
					ab							
DPD	**28**	1	2	2	-	-	7	5	**	**	**	**
	1%	*%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
Parcelforce	**24**	3	2	6	*	*	4	8	**	**	**	**
	1%	*1%*	*1%*	*2%*	*%*	*%*	*%*	*1%*	**	**	**	**
DHL	**21**	2	*	*	1	*	7	3	**	**	**	**
	1%	*%*	*%*	*%*	*2%*	*%*	*1%*	*%*	**	**	**	**
					c							
TNT Express	**20**	3	2	5	-	-	13	7	**	**	**	**
	1%	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
APC	**13**	*	*	*	-	-	2	2	**	**	**	**
	1%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
UK Mail	**7**	-	1	-	-	-	1	2	**	**	**	**
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
FedEx	**6**	*	-	*	-	-	2	*	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Pitney Bowes	**4**	-	-	-	-	-	-	2	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	**	**	**	**
Yodel	**4**	-	-	-	-	-	2	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	**	**	**	**
DX	**2**	1	1	1	*	*	1	2	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	**	**	**	**
Tuffnels	**2**	-	-	-	-	-	2	2	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Interparcel	**2**	1	-	1	-	-	1	*	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Parcels to go	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Fastway Couriers	**1**	-	-	-	-	-	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Pallet Lines	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Postal Sort	**1**	*	-	*	-	-	*	*	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	1	*	**	**	**	**
	***%**	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	**	**	**	**
Amazon	**1**	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Neo Post	*	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Collect Plus	*	-	-	-	-	-	-	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
One Post	*	*	*	-	-	-	-	-	**	**	**	**
	***%**	*%*	*%*	-%	-%	-%	-%	-%	**	**	**	**
Other answers	**45**	3	*	1	1	-	5	1	**	**	**	**
	2%	*1%*	*%*	*%*	*2%*	-%	*%*	*%*	**	**	**	**
					b							
NET: RM only	**1762**	351	207	280	63	45	898	710	**	**	**	**
	88%	*95%*	*94%*	*93%*	*91%*	*98%*	*94%*	*94%*	**	**	**	**
NET: Provider other than RM	**238**	17	14	22	7	1	60	45	**	**	**	**
	12%	*5%*	*6%*	*7%*	*9%*	*2%*	*6%*	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Royal Mail	**1762**	1648	1332	1667	1349	1717	965	1643	354	**	1503	**	210	1519
	88%	*88%*	*88%*	*88%*	*86%*	*88%*	*86%*	*88%*	*80%*	**	*95%*	**	*88%*	*95%*
							c	c			b			a
Hermes	**31**	31	25	31	27	30	14	30	11	**	16	**	7	13
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	**	*1%*	**	*3%*	*1%*
													b	
UPS	**31**	22	13	22	24	26	17	24	10	**	4	**	4	6
	2%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**	*%*	**	*2%*	*%*
												a	b	
DPD	**28**	28	20	28	23	28	19	28	15	**	12	**	2	11
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*4%*	**	*1%*	**	*1%*	*1%*
									ab					
Parcelforce	**24**	21	20	21	24	22	19	23	6	**	11	**	2	10
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
DHL	**21**	19	14	19	19	21	19	21	12	**	7	**	2	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	**	*%*	**	*1%*	*1%*
									b			a		
TNT Express	**20**	20	20	20	17	20	15	20	6	**	12	**	5	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*
													b	
APC	**13**	13	10	13	11	13	7	13	3	**	7	**	3	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*%*
UK Mail	**7**	7	7	7	7	7	4	7	2	**	3	**	-	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
FedEx	**6**	6	4	6	5	4	5	6	2	**	3	**	1	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
Pitney Bowes	**4**	4	4	4	4	4	4	4	4	**	-	**	-	2
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*-%*	**	*-%*	*%*
									b					
Yodel	**4**	4	4	4	4	4	4	4	2	**	-	**	2	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*-%*	**	*1%*	*-%*
												a	b	
DX	**2**	2	2	2	1	2	1	2	1	**	1	**	1	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a	b	
Tuffnels	**2**	2	2	2	2	2	-	2	-	**	*	**	2	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	**	*%*	**	*1%*	*%*
												a	b	
Interparcel	**2**	2	2	2	2	2	2	2	1	**	1	**	1	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
													b	
Parcels to go	**1**	1	1	1	1	1	1	1	1	**	-	**	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*-%*	**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Fastway Couriers	**1**	1	1	1	1	1	1	1	1	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Pallet Lines	**1**	1	-	1	-	1	-	1	-	**	1	**	-	1
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	**	*%	**	-%	*%
Postal Sort	**1**	1	1	1	1	1	1	1	*	**	*	**	*	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	1	1	1	**	*	**	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Amazon	**1**	*	-	*	1	1	1	*	-	**	*	**	-	*
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	**	*%	**	-%	*%
Neo Post	*	*	*	*	-	*	*	*	-	**	-	**	-	-
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	-%	**	-%	-%
Collect Plus	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
One Post	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	***%**	-%	*%	*%	*%	*%	-%	*%	-%	**	*%	**	-%	*%
Other answers	**45**	45	35	45	39	43	31	43	12	**	7	**	2	7
	***2%**	2%	2%	2%	3%	2%	3%	2%	3%	**	*%	**	1%	*%
NET: RM only	**1762**	1648	1332	1667	1349	1717	965	1643	354	**	1503	**	210	1519
	***88%**	88%	88%	88%	86%	88%	86%	88%	80%	**	95%	**	88%	95%
							c	c			b			a
NET: Provider other than RM	**238**	224	182	224	211	227	163	227	87	**	80	**	29	81
	***12%**	12%	12%	12%	14%	12%	14%	12%	20%	**	5%	**	12%	5%
									ab			a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Royal Mail	**1762**	188	**	37	174	149	1279	324	144	61	1554	916	847
	88%	*49%*	**	*41%*	*49%*	*71%*	*90%*	*90%*	*62%*	*61%*	*93%*	*90%*	*86%*
							a	a			**ab**	b	
Hermes	**31**	20	**	12	19	6	16	7	19	4	8	15	17
	2%	*5%*	**	*13%*	*5%*	*3%*	*1%*	*2%*	*8%*	*4%*	**%*	*1%*	*2%*
				b		b			c	c			
UPS	**31**	26	**	5	26	9	17	5	15	2	13	14	16
	2%	*7%*	**	*5%*	*7%*	*4%*	*1%*	*1%*	*6%*	*2%*	*1%*	*1%*	*2%*
						bc			c				
DPD	**28**	28	**	5	23	12	13	3	14	2	12	6	22
	1%	*7%*	**	*6%*	*6%*	*6%*	*1%*	*1%*	*6%*	*2%*	*1%*	*1%*	*2%*
						bc			c				a
Parcelforce	**24**	18	**	10	14	10	12	2	11	6	7	13	11
	1%	*5%*	**	*11%*	*4%*	*5%*	*1%*	*1%*	*5%*	*6%*	**%*	*1%*	*1%*
				b		**bc**			c	c			
DHL	**21**	20	**	5	16	7	14	*	12	4	4	11	10
	1%	*5%*	**	*5%*	*5%*	*3%*	*1%*	**%*	*5%*	*4%*	**%*	*1%*	*1%*
						bc			c	c			
TNT Express	**20**	14	**	6	14	3	13	5	5	4	10	14	6
	1%	*4%*	**	*7%*	*4%*	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*1%*	*1%*
									c	c			
APC	**13**	11	**	2	11	4	7	1	5	3	6	3	10
	1%	*3%*	**	*2%*	*3%*	*2%*	*1%*	**%*	*2%*	*3%*	**%*	**%*	*1%*
						bc			c	c			a
UK Mail	**7**	7	**	-	7	4	3	-	2	*	5	2	5
	****%***	*2%*	**	*-%*	*2%*	*2%*	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*
						bc							
FedEx	**6**	5	**	1	4	*	4	2	2	*	3	2	3
	****%***	*1%*	**	*1%*	*1%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	**%*
Pitney Bowes	**4**	3	**	*	4	*	*	4	-	2	2	2	2
	****%***	*1%*	**	**%*	*1%*	**%*	**%*	*1%*	*-%*	*2%*	**%*	**%*	**%*
								b		**ac**			
Yodel	**4**	4	**	-	4	-	4	-	-	4	-	-	4
	****%***	*1%*	**	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*4%*	*-%*	*-%*	**%*
										ac			a
DX	**2**	*	**	2	*	*	1	*	-	*	2	1	1
	****%***	**%*	**	*2%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*
				b									
Tuffnels	**2**	-	**	2	*	2	-	-	2	-	-	2	-
	****%***	*-%*	**	*2%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*
				b		b			c				
Interparcel	**2**	1	**	-	2	-	1	*	-	-	2	*	1
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
Parcels to go	**1**	1	**	-	1	-	1	-	-	-	1	1	-
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Fastway Couriers	**1**	1	**	-	1	-	1	*	1	-	1	1	1
	***%**	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Pallet Lines	**1**	1	**	-	1	1	-	-	1	-	-	-	1
	***%**	*%	**	-%	*%	*1%*	-%	-%	*1%*	-%	-%	-%	*%
						b			c				
Postal Sort	**1**	1	**	*	1	*	*	1	*	*	1	1	*
	***%**	*%	**	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	**	-	1	1	-	-	*	-	*	*	*
	***%**	*%	**	-%	*%	*%	-%	-%	*%	-%	*%	*%	*%
Amazon	**1**	1	**	-	1	-	*	*	*	-	*	*	*
	***%**	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Neo Post	*	*	**	-	*	-	*	-	-	-	*	-	*
	***%**	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Collect Plus	*	*	**	-	*	*	-	-	-	-	*	*	-
	***%**	*%	**	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%
One Post	*	*	**	-	*	*	-	-	-	*	-	-	*
	***%**	*%	**	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%
Other answers	**45**	40	**	6	39	8	29	9	6	5	33	16	29
	2%	*10%*	**	*7%*	*11%*	*4%*	*2%*	*2%*	*3%*	*5%*	*2%*	*2%*	*3%*
										c			a
NET: RM only	**1762**	188	**	37	174	149	1279	324	144	61	1554	916	847
	88%	*49%*	**	*41%*	*49%*	*71%*	*90%*	*90%*	*62%*	*61%*	*93%*	*90%*	*86%*
							a	a			**ab**	b	
NET: Provider other than RM	**238**	197	**	54	184	62	136	38	90	38	109	104	134
	12%	*51%*	**	*59%*	*51%*	*29%*	*10%*	*10%*	*38%*	*39%*	*7%*	*10%*	*14%*
						bc			c	c			a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Royal Mail	**1762**	115	166	151	110	167	170	95	126	213	186	165	98
	88%	*90%*	*86%*	*84%*	*94%*	*87%*	*89%*	*86%*	*85%*	*88%*	*90%*	*90%*	*89%*
					bcegh								
Hermes	**31**	2	5	7	2	-	2	*	5	2	-	4	1
	2%	*2%*	*3%*	*4%*	*2%*	*-%*	*1%*	**%*	*3%*	*1%*	*-%*	*2%*	*1%*
			ej	**egj**	j				**egj**			j	
UPS	**31**	2	10	4	*	2	2	-	2	4	-	1	3
	2%	*2%*	*5%*	*2%*	**%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*1%*	*3%*
			defgjk	j									**gj**
DPD	**28**	*	4	6	1	4	3	3	*	4	2	-	-
	1%	**%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	**%*	*2%*	*1%*	*-%*	*-%*
				ahkl		k		k					
Parcelforce	**24**	*	3	4	*	2	4	1	1	1	-	2	3
	1%	**%*	*2%*	*2%*	**%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%*
				j			j						**adj**
DHL	**21**	2	-	3	*	5	*	*	6	3	*	1	-
	1%	*2%*	*-%*	*2%*	**%*	*2%*	**%*	**%*	*4%*	*1%*	**%*	*1%*	*-%*
						b			**bdfgjkl**				
TNT Express	**20**	2	*	2	1	4	4	*	2	*	4	-	*
	1%	*1%*	**%*	*1%*	*1%*	*2%*	*2%*	**%*	*1%*	**%*	*2%*	*-%*	**%*
						k							
APC	**13**	1	-	-	*	-	*	-	-	-	8	3	1
	1%	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*4%*	*1%*	*1%*
											abcdefghi		
UK Mail	**7**	-	2	-	2	*	-	-	-	-	-	3	-
	****%***	*-%*	*1%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
FedEx	**6**	*	-	1	*	-	*	*	*	*	4	-	-
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*2%*	*-%*	*-%*
Pitney Bowes	**4**	*	2	-	-	*	-	*	-	2	-	-	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
Yodel	**4**	-	-	-	-	4	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
						j							
DX	**2**	*	-	-	*	-	-	-	*	-	1	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*
Tuffnels	**2**	-	-	*	-	2	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	*	-	-	-	*	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Parcels to go	**1**	-	-	-	-	-	-	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Fastway Couriers	**1**	-	-	1	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Pallet Lines	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Postal Sort	**1**	*	-	-	*	-	*	*	*	-	*	-	-
	***%**	*%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	*	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon	**1**	-	*	-	-	-	-	-	-	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
One Post	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	**45**	2	2	1	-	3	4	10	6	11	3	2	2
	2%	*2%*	*1%*	*%*	-%	*2%*	*2%*	*9%*	*4%*	*4%*	*1%*	*1%*	*2%*
							d	**abcdefjkl**	**cd**	**cd**			
NET: RM only	**1762**	115	166	151	110	167	170	95	126	213	186	165	98
	88%	*90%*	*86%*	*84%*	*94%*	*87%*	*89%*	*86%*	*85%*	*88%*	*90%*	*90%*	*89%*
					bcegh								
NET: Provider other than RM	**238**	12	28	28	7	25	20	15	23	28	21	18	12
	12%	*10%*	*14%*	*16%*	*6%*	*13%*	*11%*	*14%*	*15%*	*12%*	*10%*	*10%*	*11%*
			d	d		d		d	d				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Royal Mail	**1762**	432	448	434	449
	88%	*86%*	*90%*	*87%*	*90%*
Hermes	**31**	15	4	7	5
	2%	*3%*	*1%*	*1%*	*1%*
		bd			
UPS	**31**	16	5	6	4
	2%	*3%*	*1%*	*1%*	*1%*
		bcd			
DPD	**28**	11	8	7	2
	1%	*2%*	*2%*	*1%*	**%*
		d			
Parcelforce	**24**	8	6	4	6
	1%	*2%*	*1%*	*1%*	*1%*
DHL	**21**	5	5	9	2
	1%	*1%*	*1%*	*2%*	**%*
				d	
TNT Express	**20**	4	9	2	4
	1%	*1%*	*2%*	**%*	*1%*
APC	**13**	1	1	-	12
	1%	**%*	**%*	*-%*	*2%*
					abc
UK Mail	**7**	2	3	-	3
	****%***	**%*	*1%*	*-%*	*1%*
FedEx	**6**	1	*	*	4
	****%***	**%*	**%*	**%*	*1%*
Pitney Bowes	**4**	2	*	2	-
	****%***	**%*	**%*	**%*	*-%*
Yodel	**4**	-	4	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
			ad		
DX	**2**	*	*	*	2
	****%***	**%*	**%*	**%*	**%*
Tuffnels	**2**	*	2	-	-
	****%***	**%*	**%*	*-%*	*-%*
Interparcel	**2**	-	*	*	1
	****%***	*-%*	**%*	**%*	**%*
Parcels to go	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Fastway Couriers	**1**	1	-	1	-
	****%***	**%*	*-%*	**%*	*-%*
Pallet Lines	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Postal Sort	**1**	*	*	*	*
	****%***	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Whistl (Previously known as TNT Post)	**1**	-	*	-	*
	***%**	-%	*%	-%	*%
Amazon	**1**	*	-	-	*
	***%**	*%	-%	-%	*%
Neo Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
Collect Plus	*	-	-	-	*
	***%**	-%	-%	-%	*%
One Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Other answers	**45**	5	7	27	7
	2%	*1%*	*1%*	*5%*	*1%*
				abd	
NET: RM only	**1762**	432	448	434	449
	88%	*86%*	*90%*	*87%*	*90%*
NET: Provider other than RM	**238**	68	52	66	51
	12%	*14%*	*10%*	*13%*	*10%*

Columns Tested: a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**308**	206	67	20	15	102	74	75	31	11	35
Weighted total	**301**	288	8	2	2	12	96	94	31	3	13
Royal Mail	**179**	173	4	**	**	6	65	49	**	**	**
	60%	*60%*	*45%*	**	**	*46%*	*67%*	*52%*	**	**	**
		be									
Hermes	**21**	20	*	**	**	*	10	6	**	**	**
	7%	*7%*	*2%*	**	**	*2%*	*10%*	*7%*	**	**	**
DPD	**15**	14	1	**	**	1	5	5	**	**	**
	5%	*5%*	*14%*	**	**	*10%*	*5%*	*5%*	**	**	**
			a								
UPS	**15**	14	*	**	**	1	3	4	**	**	**
	5%	*5%*	*5%*	**	**	*5%*	*3%*	*4%*	**	**	**
											ab
TNT Express	**14**	13	1	**	**	1	4	4	**	**	**
	5%	*5%*	*9%*	**	**	*7%*	*5%*	*4%*	**	**	**
DHL	**13**	13	*	**	**	1	2	11	**	**	**
	4%	*4%*	*5%*	**	**	*6%*	*2%*	*11%*	**	**	**
								a			
Parcelforce	**13**	12	*	**	**	*	1	6	**	**	**
	4%	*4%*	*4%*	**	**	*4%*	*1%*	*6%*	**	**	**
									a		
APC	**10**	9	-	**	**	1	2	3	**	**	**
	3%	*3%*	*-%*	**	**	*4%*	*2%*	*3%*	**	**	**
											a
UK Mail	**5**	5	-	**	**	-	-	2	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*-%*	*2%*	**	**	**
FedEx	**3**	3	*	**	**	1	1	1	**	**	**
	1%	*1%*	*5%*	**	**	*4%*	*1%*	*1%*	**	**	**
			a								
DX	**2**	2	*	**	**	*	*	-	**	**	**
	1%	*1%*	*4%*	**	**	*4%*	**%*	*-%*	**	**	**
						a					
Yodel	**2**	2	-	**	**	-	2	-	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*2%*	*-%*	**	**	**
Tuffnels	**2**	2	*	**	**	*	-	-	**	**	**
	1%	*1%*	*1%*	**	**	*1%*	*-%*	*-%*	**	**	**
Pitney Bowes	**2**	2	-	**	**	-	-	-	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
Interparcel	**1**	1	*	**	**	*	-	-	**	**	**
	****%***	**%*	*3%*	**	**	*2%*	*-%*	*-%*	**	**	**
Pallet Lines	**1**	1	-	**	**	-	-	-	**	**	**
	****%***	**%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
											ab
Whistl (Previously known as TNT Post)	**1**	*	-	**	**	*	-	*	**	**	**
	****%***	**%*	*-%*	**	**	*1%*	*-%*	**%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**308**	206	67	20	15	102	74	75	31	11	35
Weighted total	**301**	288	8	2	2	12	96	94	31	3	13
Collect Plus	*	*	-	**	**	-	*	-	**	**	**
	*%	*%	-%	**	**	-%	*%	-%	**	**	**
Amazon	*	*	-	**	**	-	*	-	**	**	**
	*%	*%	-%	**	**	-%	*%	-%	**	**	**
One Post	*	-	*	**	**	*	-	*	**	**	**
	*%	-%	2% a	**	**	1%	-%	*%	**	**	**
Postal Sort	*	-	-	**	**	*	-	-	**	**	**
	*%	-%	-%	**	**	1%	-%	-%	**	**	**
Fastway Couriers	*	-	*	**	**	*	-	-	**	**	**
	*%	-%	1%	**	**	1%	-%	-%	**	**	**
Other answers	**8**	8	1	**	**	1	2	5	**	**	**
	3%	3%	8%	**	**	6%	2%	5%	**	**	**
NET: Provider other than RM	**122**	115	5	**	**	7	31	45	**	**	**
	40%	40%	55% a	**	**	54% a	33%	48%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	*g	*h	*i	j	*k	l	m
Unweighted total	308	15	11	33	6	31	35	29	18	26	204	26	40	38
Weighted total	301	16	15	40	8	41	51	37	22	32	262	11	17	11
Royal Mail	179	**	**	**	**	**	**	**	**	**	156	**	**	**
	60%	**	**	**	**	**	**	**	**	**	*59%*	**	**	**
Hermes	21	**	**	**	**	**	**	**	**	**	19	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
						m								
DPD	15	**	**	**	**	**	**	**	**	**	10	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
													efj	
UPS	15	**	**	**	**	**	**	**	**	**	14	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
TNT Express	14	**	**	**	**	**	**	**	**	**	13	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
DHL	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	11	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
APC	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
						j								
FedEx	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
DX	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
														j
Yodel	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Tuffnels	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Whistl (Previously known as TNT Post)	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
														j
Collect Plus	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Amazon	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	*g	*h	*i	j	*k	l	m
Unweighted total	308	15	11	33	6	31	35	29	18	26	204	26	40	38
Weighted total	301	16	15	40	8	41	51	37	22	32	262	11	17	11
One Post	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	8	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
													j	ej
NET: Provider other than RM	122	**	**	**	**	**	**	**	**	**	106	**	**	**
	40%	**	**	**	**	**	**	**	**	**	41%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**308**	8	63	6	13	126	5	12	72	223	85	278	30
Weighted total	**301**	7	53	8	7	139	2	14	68	237	64	280	21
Royal Mail	**179**	**	24	**	**	84	**	**	41	145	34	166	**
	60%	**	*46%*	**	**	*61%*	**	**	*61%*	*61%*	*53%*	*59%*	**
Hermes	**21**	**	2	**	**	12	**	**	7	15	5	21	**
	7%	**	*4%*	**	**	*9%*	**	**	*10%*	*6%*	*8%*	*7%*	**
DPD	**15**	**	4	**	**	10	**	**	1	12	4	12	**
	5%	**	*7%*	**	**	*7%*	**	**	*1%*	*5%*	*6%*	*4%*	**
													a
UPS	**15**	**	1	**	**	5	**	**	4	13	2	15	**
	5%	**	*1%*	**	**	*4%*	**	**	*6%*	*5%*	*3%*	*5%*	**
TNT Express	**14**	**	5	**	**	1	**	**	5	7	7	14	**
	5%	**	*10%*	**	**	*1%*	**	**	*7%*	*3%*	*12%*	*5%*	**
			e						e		a		
DHL	**13**	**	6	**	**	6	**	**	*	13	*	13	**
	4%	**	*11%*	**	**	*5%*	**	**	*1%*	*6%*	*%*	*5%*	**
			h							b			
Parcelforce	**13**	**	2	**	**	8	**	**	2	9	4	13	**
	4%	**	*4%*	**	**	*6%*	**	**	*3%*	*4%*	*6%*	*4%*	**
APC	**10**	**	2	**	**	7	**	**	1	7	3	8	**
	3%	**	*3%*	**	**	*5%*	**	**	*2%*	*3%*	*4%*	*3%*	**
UK Mail	**5**	**	2	**	**	2	**	**	-	5	-	5	**
	2%	**	*4%*	**	**	*1%*	**	**	*-%*	*2%*	*-%*	*2%*	**
FedEx	**3**	**	2	**	**	1	**	**	-	1	3	3	**
	1%	**	*4%*	**	**	*1%*	**	**	*-%*	*%*	*4%*	*1%*	**
											a		
DX	**2**	**	*	**	**	-	**	**	2	2	-	1	**
	1%	**	*%*	**	**	*-%*	**	**	*3%*	*1%*	*-%*	*%*	**
													a
Yodel	**2**	**	2	**	**	-	**	**	-	2	-	2	**
	1%	**	*4%*	**	**	*-%*	**	**	*-%*	*1%*	*-%*	*1%*	**
			e										
Tuffnels	**2**	**	-	**	**	*	**	**	-	*	2	2	**
	1%	**	*-%*	**	**	*%*	**	**	*-%*	*%*	*3%*	*1%*	**
											a		
Pitney Bowes	**2**	**	-	**	**	-	**	**	2	2	-	2	**
	1%	**	*-%*	**	**	*-%*	**	**	*3%*	*1%*	*-%*	*1%*	**
Interparcel	**1**	**	1	**	**	-	**	**	-	1	-	1	**
	%	**	*3%*	**	**	*-%*	**	**	*-%*	*1%*	*-%*	*1%*	**
Pallet Lines	**1**	**	-	**	**	1	**	**	-	1	-	1	**
	%	**	*-%*	**	**	*1%*	**	**	*-%*	*1%*	*-%*	*%*	**
Whistl (Previously known as TNT Post)	**1**	**	-	**	**	*	**	**	-	1	-	1	**
	%	**	*-%*	**	**	*%*	**	**	*-%*	*%*	*-%*	*%*	**
Collect Plus	*	**	-	**	**	-	**	**	-	*	-	*	**
	%	**	*-%*	**	**	*-%*	**	**	*-%*	*%*	*-%*	*%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**308**	8	63	6	13	126	5	12	72	223	85	278	30
Weighted total	**301**	7	53	8	7	139	2	14	68	237	64	280	21
Amazon	*	**	-	**	**	-	**	**	*	*	-	*	**
	%	**	-%	**	**	-%	**	**	*1%*	*%	-%	*%	**
One Post	*	**	*	**	**	-	**	**	-	*	-	*	**
	%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	**
Postal Sort	*	**	-	**	**	-	**	**	*	*	-	*	**
	%	**	-%	**	**	-%	**	**	*%	*%	-%	*%	**
Fastway Couriers	*	**	-	**	**	*	**	**	-	-	*	*	**
	%	**	-%	**	**	*%	**	**	-%	-%	*%	*%	**
Other answers	**8**	**	2	**	**	4	**	**	2	6	2	7	**
	3%	**	*4%*	**	**	*3%*	**	**	*3%*	*3%*	*3%*	*3%*	**
NET: Provider other than RM	**122**	**	28	**	**	55	**	**	26	92	30	114	**
	40%	**	*54%*	**	**	*39%*	**	**	*39%*	*39%*	*47%*	*41%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**308**	302	6	133	57	114
Weighted total	**301**	293	7	123	57	116
Royal Mail	**179**	172	**	68	40	68
	60%	*59%*	**	*55%*	*70%*	*58%*
Hermes	**21**	21	**	5	5	11
	7%	*7%*	**	*4%*	*8%*	*9%*
DPD	**15**	15	**	1	7	6
	5%	*5%*	**	*1%*	*13%*	*6%*
					a	a
UPS	**15**	15	**	6	2	7
	5%	*5%*	**	*5%*	*3%*	*6%*
TNT Express	**14**	14	**	10	4	*
	5%	*5%*	**	*8%*	*7%*	**%*
				c	c	
DHL	**13**	13	**	8	-	6
	4%	*5%*	**	*6%*	*-%*	*5%*
Parcelforce	**13**	12	**	4	-	8
	4%	*4%*	**	*3%*	*-%*	*7%*
						b
APC	**10**	10	**	5	1	4
	3%	*3%*	**	*4%*	*1%*	*3%*
UK Mail	**5**	5	**	4	-	1
	2%	*2%*	**	*3%*	*-%*	*1%*
FedEx	**3**	3	**	2	-	1
	1%	*1%*	**	*2%*	*-%*	*1%*
DX	**2**	2	**	1	-	1
	1%	*1%*	**	*1%*	*-%*	*1%*
Yodel	**2**	2	**	-	-	2
	1%	*1%*	**	*-%*	*-%*	*2%*
Tuffnels	**2**	2	**	2	-	*
	1%	*1%*	**	*2%*	*-%*	**%*
Pitney Bowes	**2**	2	**	2	-	-
	1%	*1%*	**	*2%*	*-%*	*-%*
Interparcel	**1**	1	**	*	1	-
	%	**%*	**	**%*	*2%*	*-%*
Pallet Lines	**1**	1	**	-	-	1
	%	**%*	**	*-%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	**1**	1	**	-	*	*
	%	**%*	**	*-%*	**%*	**%*
Collect Plus	*	*	**	-	*	-
	%	**%*	**	*-%*	*1%*	*-%*
Amazon	*	*	**	*	-	-
	%	**%*	**	**%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**308**	302	6	133	57	114
Weighted total	**301**	293	7	123	57	116
One Post	*	*	**	-	-	*
	*%	*%	**	-%	-%	*%
Postal Sort	*	*	**	-	*	*
	*%	*%	**	-%	*%	*%
Fastway Couriers	*	*	**	*	-	-
	*%	*%	**	*%	-%	-%
Other answers	**8**	8	**	6	1	2
	3%	*3%*	**	*5%*	*1%*	*2%*
NET: Provider other than RM	**122**	121	**	55	17	49
	40%	*41%*	**	*45%*	*30%*	*42%*

Columns Tested: a,b - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**308**	166	107	26	3	5	1	-	-	273	35	9	31	135	142
Weighted total	**301**	179	95	23	*	3	*	-	-	274	26	3	37	142	122
Royal Mail	**179**	119	44	**	**	**	**	**	**	163	**	**	**	93	60
	60%	*67%*	*46%*	**	**	**	**	**	**	*60%*	**	**	**	*66%*	*49%*
		b								b			c	c	
Hermes	**21**	14	6	**	**	**	**	**	**	20	**	**	**	10	6
	7%	*8%*	*6%*	**	**	**	**	**	**	*7%*	**	**	**	*7%*	*5%*
DPD	**15**	4	6	**	**	**	**	**	**	10	**	**	**	4	11
	5%	*2%*	*6%*	**	**	**	**	**	**	*4%*	**	**	**	*3%*	*9%*
											abi				b
UPS	**15**	7	8	**	**	**	**	**	**	15	**	**	**	5	8
	5%	*4%*	*8%*	**	**	**	**	**	**	*5%*	**	**	**	*4%*	*6%*
TNT Express	**14**	5	8	**	**	**	**	**	**	13	**	**	**	5	9
	5%	*3%*	*8%*	**	**	**	**	**	**	*5%*	**	**	**	*4%*	*8%*
			a												
DHL	**13**	5	7	**	**	**	**	**	**	12	**	**	**	5	8
	4%	*3%*	*7%*	**	**	**	**	**	**	*4%*	**	**	**	*4%*	*7%*
Parcelforce	**13**	7	6	**	**	**	**	**	**	12	**	**	**	6	6
	4%	*4%*	*6%*	**	**	**	**	**	**	*5%*	**	**	**	*4%*	*5%*
APC	**10**	1	6	**	**	**	**	**	**	7	**	**	**	1	9
	3%	*1%*	*6%*	**	**	**	**	**	**	*3%*	**	**	**	*1%*	*7%*
			a								**ai**				b
UK Mail	**5**	*	3	**	**	**	**	**	**	4	**	**	**	*	5
	2%	*%*	*3%*	**	**	**	**	**	**	*1%*	**	**	**	*%*	*4%*
			a								a				b
FedEx	**3**	3	*	**	**	**	**	**	**	3	**	**	**	1	*
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*%*
													c		
DX	**2**	1	*	**	**	**	**	**	**	2	**	**	**	1	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*1%*
Yodel	**2**	2	-	**	**	**	**	**	**	2	**	**	**	2	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*-%*
Tuffnels	**2**	2	*	**	**	**	**	**	**	2	**	**	**	2	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*%*
Pitney Bowes	**2**	2	-	**	**	**	**	**	**	2	**	**	**	2	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*-%*
Interparcel	**1**	*	-	**	**	**	**	**	**	*	**	**	**	*	1
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*1%*
											abi				
Pallet Lines	**1**	-	-	**	**	**	**	**	**	-	**	**	**	-	1
	%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	*-%*	*1%*
											abi				
Whistl (Previously known as TNT Post)	**1**	-	*	**	**	**	**	**	**	*	**	**	**	-	1
	%	*-%*	*%*	**	**	**	**	**	**	*%*	**	**	**	*-%*	*%*
Collect Plus	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**308**	166	107	26	3	5	1	-	-	273	35	9	31	135	142
Weighted total	**301**	179	95	23	*	3	*	-	-	274	26	3	37	142	122
Amazon	*	*	-	**	**	**	**	**	**	*	**	**	**	-	-
	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	-%	-%
One Post	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	*%	-%	*%	**	**	**	**	**	**	*%	**	**	**	-%	*%
Postal Sort	*	*	-	**	**	**	**	**	**	*	**	**	**	*	*
	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	*%	*%
Fastway Couriers	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	*%	-%
Other answers	**8**	6	2	**	**	**	**	**	**	8	**	**	**	5	2
	3%	*3%*	*2%*	**	**	**	**	**	**	*3%*	**	**	**	*3%*	*2%*
NET: Provider other than RM	**122**	60	51	**	**	**	**	**	**	111	**	**	**	49	62
	40%	*33%*	*54%*	**	**	**	**	**	**	*40%*	**	**	**	*34%*	*51%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**308**	193	170	226	241	96	231	199	14	8	2	1	2	-
Weighted total	**301**	172	156	209	238	76	222	196	7	1	2	*	2	-
Royal Mail	**179**	95	93	123	137	42	118	114	**	**	**	**	**	**
	60%	*55%*	*59%*	*59%*	*57%*	*55%*	*53%*	*58%*	**	**	**	**	**	**
Hermes	**21**	13	15	18	16	5	18	18	**	**	**	**	**	**
	7%	*8%*	*10%*	*9%*	*7%*	*7%*	*8%*	*9%*	**	**	**	**	**	**
DPD	**15**	7	5	7	15	4	13	7	**	**	**	**	**	**
	5%	*4%*	*3%*	*4%*	*6%*	*5%*	*6%*	*4%*	**	**	**	**	**	**
UPS	**15**	8	6	8	11	3	11	8	**	**	**	**	**	**
	5%	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	**	**	**	**	**	**
TNT Express	**14**	13	9	13	12	6	10	11	**	**	**	**	**	**
	5%	*8%*	*6%*	*6%*	*5%*	*8%*	*5%*	*6%*	**	**	**	**	**	**
DHL	**13**	9	7	9	11	1	13	9	**	**	**	**	**	**
	4%	*5%*	*5%*	*4%*	*5%*	*1%*	*6%*	*5%*	**	**	**	**	**	**
Parcelforce	**13**	9	6	9	11	7	11	8	**	**	**	**	**	**
	4%	*5%*	*4%*	*4%*	*5%*	*9%*	*5%*	*4%*	**	**	**	**	**	**
APC	**10**	3	4	5	10	2	9	5	**	**	**	**	**	**
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	**	**	**	**	**	**
UK Mail	**5**	1	*	2	5	3	5	2	**	**	**	**	**	**
	2%	*1%*	*%*	*1%*	*2%*	*4%*	*2%*	*1%*	**	**	**	**	**	**
						b								
FedEx	**3**	3	1	3	3	1	3	3	**	**	**	**	**	**
	1%	*2%*	*%*	*2%*	*1%*	*2%*	*1%*	*2%*	**	**	**	**	**	**
DX	**2**	2	2	2	1	1	2	1	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Yodel	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
Tuffnels	**2**	2	*	2	*	*	2	2	**	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*%*	*%*	*1%*	*1%*	**	**	**	**	**	**
Pitney Bowes	**2**	2	2	2	-	-	2	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
Interparcel	**1**	1	1	1	1	-	*	1	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*-%*	*%*	*1%*	**	**	**	**	**	**
Pallet Lines	**1**	-	-	-	1	-	1	-	**	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**1**	-	1	1	*	1	1	*	**	**	**	**	**	**
	%	*-%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**
Collect Plus	*	-	*	*	*	*	*	*	**	**	**	**	**	**
	%	*-%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**
Amazon	*	-	-	-	-	-	-	-	**	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
One Post	*	-	-	-	*	*	*	-	**	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**308**	193	170	226	241	96	231	199	14	8	2	1	2	-
Weighted total	**301**	172	156	209	238	76	222	196	7	1	2	*	2	-
Postal Sort	*	*	*	*	*	*	*	-	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**
Fastway Couriers	*	*	-	*	*	-	*	*	**	**	**	**	**	**
	*%	*%	-%	*%	*%	-%	*%	*%	**	**	**	**	**	**
Other answers	**8**	5	4	5	7	1	5	5	**	**	**	**	**	**
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**	**
NET: Provider other than RM	**122**	77	63	86	101	34	104	82	**	**	**	**	**	**
	40%	*45%*	*41%*	*41%*	*43%*	*45%*	*47%*	*42%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**308**	225	8	3	-	4	1	-	5	56	56	59	55	-
Weighted total	**301**	228	6	2	-	2	1	-	3	65	57	57	30	-
Royal Mail	**179**	128	**	**	**	**	**	**	**	34	34	40	15	**
	60%	*56%*	**	**	**	**	**	**	**	*53%*	*59%*	*69%* d	*50%*	**
Hermes	**21**	16	**	**	**	**	**	**	**	8	7	1	2	**
	7%	*7%*	**	**	**	**	**	**	**	*12%* c	*12%* c	*1%*	*8%*	**
DPD	**15**	14	**	**	**	**	**	**	**	2	3	3	*	**
	5%	*6%*	**	**	**	**	**	**	**	*3%*	*5%*	*4%*	*%*	**
UPS	**15**	11	**	**	**	**	**	**	**	2	*	2	3	**
	5%	*5%*	**	**	**	**	**	**	**	*3%*	*1%*	*4%*	*11%* b	**
TNT Express	**14**	12	**	**	**	**	**	**	**	7	2	4	-	**
	5%	*5%*	**	**	**	**	**	**	**	*11%* d	*3%*	*7%* d	*-%*	**
DHL	**13**	11	**	**	**	**	**	**	**	4	3	2	*	**
	4%	*5%*	**	**	**	**	**	**	**	*7%*	*4%*	*4%*	*1%*	**
Parcelforce	**13**	11	**	**	**	**	**	**	**	-	4	2	2	**
	4%	*5%*	**	**	**	**	**	**	**	*-%*	*7%* a	*4%*	*8%* a	**
APC	**10**	10	**	**	**	**	**	**	**	1	1	1	2	**
	3%	*4%*	**	**	**	**	**	**	**	*2%*	*2%*	*2%*	*5%*	**
UK Mail	**5**	5	**	**	**	**	**	**	**	-	-	-	2	**
	2%	*2%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*6%*	**
FedEx	**3**	3	**	**	**	**	**	**	**	2	1	*	*	**
	1%	*1%*	**	**	**	**	**	**	**	*3%*	*2%*	*%*	*%*	**
DX	**2**	*	**	**	**	**	**	**	**	-	-	-	2	**
	1%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*7%* abc	**
Yodel	**2**	2	**	**	**	**	**	**	**	2	-	-	-	**
	1%	*1%*	**	**	**	**	**	**	**	*3%*	*-%*	*-%*	*-%*	**
Tuffnels	**2**	*	**	**	**	**	**	**	**	-	-	2	-	**
	1%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*3%*	*-%*	**
Pitney Bowes	**2**	-	**	**	**	**	**	**	**	-	-	2	-	**
	1%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*3%*	*-%*	**
Interparcel	**1**	1	**	**	**	**	**	**	**	1	-	-	-	**
	%	*1%*	**	**	**	**	**	**	**	*2%*	*-%*	*-%*	*-%*	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	-	-	-	-	**
	%	*1%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Whistl (Previously known as TNT Post)	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*2%*	**
Collect Plus	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*1%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**308**	225	8	3	-	4	1	-	5	56	56	59	55	-
Weighted total	**301**	228	6	2	-	2	1	-	3	65	57	57	30	-
Amazon	*	-	**	**	**	**	**	**	**	-	-	-	-	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
One Post	*	*	**	**	**	**	**	**	**	-	-	-	-	**
	%	*%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Postal Sort	*	*	**	**	**	**	**	**	**	-	*	-	*	**
	%	*%	**	**	**	**	**	**	**	-%	*%	-%	*%	**
Fastway Couriers	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%	**	**	**	**	**	**	**	-%	*%	-%	-%	**
Other answers	**8**	7	**	**	**	**	**	**	**	3	1	1	*	**
	3%	*3%*	**	**	**	**	**	**	**	*5%*	*2%*	*1%*	*1%*	**
NET: Provider other than RM	**122**	100	**	**	**	**	**	**	**	30	23	18	15	**
	40%	*44%*	**	**	**	**	**	**	**	*47%*	*41%*	*31%*	*50%* c	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	308	71	39	76	46	9	177	8	56	171	137	210	16
Weighted total	301	72	38	77	44	8	190	4	44	179	122	198	11
Royal Mail	179	48	**	45	**	**	100	**	34	179	-	123	**
	60%	*67%*	**	*59%*	**	**	*53%*	**	*76%*	*100%*	*-%*	*62%*	**
		d		d					a	b			
Hermes	21	6	**	2	**	**	14	**	3	-	21	16	**
	7%	*8%*	**	*2%*	**	**	*7%*	**	*6%*	*-%*	*17%*	*8%*	**
											a		
DPD	15	1	**	5	**	**	13	**	1	-	15	7	**
	5%	*1%*	**	*7%*	**	**	*7%*	**	*3%*	*-%*	*13%*	*4%*	**
					a						a		
UPS	15	7	**	*	**	**	10	**	1	-	15	8	**
	5%	*9%*	**	*1%*	**	**	*5%*	**	*3%*	*-%*	*12%*	*4%*	**
		c			c						a		
TNT Express	14	2	**	5	**	**	8	**	4	-	14	13	**
	5%	*3%*	**	*6%*	**	**	*4%*	**	*8%*	*-%*	*12%*	*7%*	**
			d								a		
DHL	13	1	**	7	**	**	11	**	-	-	13	7	**
	4%	*1%*	**	*9%*	**	**	*6%*	**	*-%*	*-%*	*11%*	*4%*	**
				a							a		
Parcelforce	13	2	**	5	**	**	11	**	-	-	13	9	**
	4%	*3%*	**	*6%*	**	**	*6%*	**	*-%*	*-%*	*10%*	*4%*	**
					b						a		
APC	10	1	**	3	**	**	10	**	-	-	10	5	**
	3%	*2%*	**	*4%*	**	**	*5%*	**	*-%*	*-%*	*8%*	*3%*	**
											a		
UK Mail	5	-	**	-	**	**	5	**	-	-	5	1	**
	2%	*-%*	**	*-%*	**	**	*2%*	**	*-%*	*-%*	*4%*	*1%*	**
					ac						a		
FedEx	3	-	**	3	**	**	2	**	1	-	3	3	**
	1%	*-%*	**	*3%*	**	**	*1%*	**	*3%*	*-%*	*3%*	*2%*	**
											a		
DX	2	-	**	*	**	**	*	**	1	-	2	*	**
	1%	*-%*	**	*%*	**	**	*%*	**	*2%*	*-%*	*2%*	*%*	**
Yodel	2	-	**	2	**	**	2	**	-	-	2	2	**
	1%	*-%*	**	*3%*	**	**	*1%*	**	*-%*	*-%*	*2%*	*1%*	**
Tuffnels	2	-	**	*	**	**	*	**	-	-	2	2	**
	1%	*-%*	**	*%*	**	**	*%*	**	*-%*	*-%*	*2%*	*1%*	**
Pitney Bowes	2	-	**	-	**	**	-	**	-	-	2	-	**
	1%	*-%*	**	*-%*	**	**	*-%*	**	*-%*	*-%*	*2%*	*-%*	**
Interparcel	1	-	**	-	**	**	*	**	1	-	1	1	**
	%	*-%*	**	*-%*	**	**	*%*	**	*3%*	*-%*	*1%*	*1%*	**
									a				

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**308**	71	39	76	46	9	177	8	56	171	137	210	16
Weighted total	**301**	72	38	77	44	8	190	4	44	179	122	198	11
Pallet Lines	**1**	-	**	-	**	**	1	**	-	-	1	-	**
	***%**	-%	**	-%	**	**	*1%*	**	-%	-%	*1%*	-%	**
Whistl (Previously known as TNT Post)	**1**	-	**	-	**	**	*	**	-	-	**1**	*	**
	***%**	-%	**	-%	**	**	*%*	**	-%	-%	*%*	*%*	**
Collect Plus	*	-	**	*	**	**	*	**	-	-	*	*	**
	***%**	-%	**	*1%*	**	**	*%*	**	-%	-%	*%*	*%*	**
Amazon	*	-	**	-	**	**	-	**	-	-	*	-	**
	***%**	-%	**	-%	**	**	-%	**	-%	-%	*%*	-%	**
One Post	*	-	**	*	**	**	-	**	*	-	*	-	**
	***%**	-%	**	*%*	**	**	-%	**	*%*	-%	*%*	-%	**
Postal Sort	*	*	**	-	**	**	*	**	-	-	*	-	**
	***%**	*%*	**	-%	**	**	*%*	**	-%	-%	*%*	-%	**
Fastway Couriers	*	-	**	*	**	**	*	**	-	-	*	*	**
	***%**	-%	**	*%*	**	**	*%*	**	-%	-%	*%*	*%*	**
Other answers	**8**	5	**	*	**	**	6	**	*	-	8	4	**
	3%	*7%*	**	*%*	**	**	*3%*	**	*1%*	-%	*7%*	*2%*	**
		c									a		
NET: Provider other than RM	**122**	24	**	31	**	**	90	**	11	-	122	75	**
	40%	*33%*	**	*41%*	**	**	*47%*	**	*24%*	-%	*100%*	*38%*	**
					ac		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**308**	73	167	204	22	70	170	84	180	48	1
Weighted total	**301**	80	156	191	18	74	162	85	163	39	*
Royal Mail	**179**	76	61	119	**	71	66	48	89	**	**
	60%	*96%*	*39%*	*62%*	**	*97%*	*40%*	*57%*	*55%*	**	**
		b				b					
Hermes	**21**	2	14	16	**	-	16	2	13	**	**
	7%	*3%*	*9%*	*8%*	**	*-%*	*10%*	*3%*	*8%*	**	**
							a				
DPD	**15**	-	13	7	**	-	13	5	7	**	**
	5%	*-%*	*8%*	*4%*	**	*-%*	*8%*	*6%*	*4%*	**	**
			a				a				
UPS	**15**	-	11	7	**	-	11	6	6	**	**
	5%	*-%*	*7%*	*4%*	**	*-%*	*7%*	*7%*	*4%*	**	**
			a				a			b	
TNT Express	**14**	-	12	11	**	-	12	7	13	**	**
	5%	*-%*	*8%*	*6%*	**	*-%*	*7%*	*8%*	*8%*	**	**
			a				a				
DHL	**13**	-	11	5	**	-	11	6	9	**	**
	4%	*-%*	*7%*	*3%*	**	*-%*	*7%*	*7%*	*6%*	**	**
			a				a				
Parcelforce	**13**	*	11	9	**	1	11	8	9	**	**
	4%	**%*	*7%*	*4%*	**	*1%*	*7%*	*9%*	*5%*	**	**
			a								
APC	**10**	-	10	5	**	1	9	-	3	**	**
	3%	*-%*	*6%*	*3%*	**	*2%*	*5%*	*-%*	*2%*	**	**
			a								
UK Mail	**5**	-	5	1	**	-	5	-	1	**	**
	2%	*-%*	*3%*	*1%*	**	*-%*	*3%*	*-%*	*1%*	**	**
FedEx	**3**	-	3	2	**	-	3	2	2	**	**
	1%	*-%*	*2%*	*1%*	**	*-%*	*2%*	*2%*	*1%*	**	**
DX	**2**	-	1	1	**	-	1	1	2	**	**
	1%	*-%*	*1%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	**	**
Yodel	**2**	-	2	2	**	-	2	-	2	**	**
	1%	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	**	**
Tuffnels	**2**	-	*	2	**	-	*	-	2	**	**
	1%	*-%*	**%*	*1%*	**	*-%*	**%*	*-%*	*1%*	**	**
Pitney Bowes	**2**	-	-	-	**	-	-	-	2	**	**
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	**	**
Interparcel	**1**	-	1	1	**	-	1	1	1	**	**
	%	*-%*	*1%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	**	**
Pallet Lines	**1**	-	1	-	**	-	1	-	-	**	**
	%	*-%*	*1%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**308**	73	167	204	22	70	170	84	180	48	1
Weighted total	**301**	80	156	191	18	74	162	85	163	39	*
Whistl (Previously known as TNT Post)	**1**	*	-	*	**	*	-	-	-	**	**
	***%**	*1%*	-%	*%*	**	*1%*	-%	-%	-%	**	**
Collect Plus	*	-	*	*	**	-	*	-	-	**	**
	***%**	-%	*%	*%*	**	-%	*%	-%	-%	**	**
Amazon	*	-	-	-	**	-	-	-	-	**	**
	***%**	-%	-%	-%	**	-%	-%	-%	-%	**	**
One Post	*	*	-	-	**	-	*	-	-	**	**
	***%**	*%	-%	-%	**	-%	*%	-%	-%	**	**
Postal Sort	*	*	-	-	**	*	-	*	*	**	**
	***%**	*%	-%	-%	**	*%	-%	*%	*%	**	**
Fastway Couriers	*	-	*	*	**	-	*	-	*	**	**
	***%**	-%	*%	*%*	**	-%	*%	-%	*%	**	**
Other answers	**8**	1	6	5	**	-	7	2	5	**	**
	3%	*1%*	*4%*	*3%*	**	-%	*4%*	*2%*	*3%*	**	**
NET: Provider other than RM	**122**	3	96	72	**	2	97	37	73	**	**
	40%	*4%*	*61%* a	*38%*	**	*3%*	*60%* a	*43%*	*45%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**308**	81	147	51	1	192	143	80	1	189	164	151	170	148	10
Weighted total	**301**	78	139	40	*	197	147	68	*	168	151	146	158	133	12
Royal Mail	**179**	43	83	22	**	110	95	39	**	94	91	109	94	83	**
	60%	*55%*	*60%*	*56%*	**	*55%*	*65%*	*57%*	**	*56%*	*60%*	*74%*	*60%*	*62%*	**
												ab			
Hermes	**21**	5	15	2	**	16	10	-	**	13	15	8	11	12	**
	7%	*7%*	*11%*	*6%*	**	*8%*	*7%*	*-%*	**	*8%*	*10%*	*6%*	*7%*	*9%*	**
						c	c								
DPD	**15**	1	4	1	**	11	12	9	**	7	4	4	5	7	**
	5%	*2%*	*3%*	*4%*	**	*6%*	*8%*	*13%*	**	*4%*	*3%*	*3%*	*3%*	*5%*	**
								a							
UPS	**15**	4	4	1	**	8	2	4	**	8	6	4	8	5	**
	5%	*5%*	*3%*	*1%*	**	*4%*	*1%*	*5%*	**	*5%*	*4%*	*3%*	*5%*	*4%*	**
TNT Express	**14**	6	8	1	**	11	5	4	**	13	9	6	13	8	**
	5%	*7%*	*5%*	*3%*	**	*5%*	*3%*	*5%*	**	*8%*	*6%*	*4%*	*8%*	*6%*	**
DHL	**13**	5	7	5	**	11	7	4	**	7	5	2	7	3	**
	4%	*6%*	*5%*	*11%*	**	*6%*	*5%*	*6%*	**	*4%*	*3%*	*1%*	*5%*	*2%*	**
Parcelforce	**13**	6	6	2	**	11	9	-	**	9	6	6	6	8	**
	4%	*7%*	*5%*	*5%*	**	*6%*	*6%*	*-%*	**	*5%*	*4%*	*4%*	*4%*	*6%*	**
						c	c								
APC	**10**	3	2	3	**	9	4	3	**	3	4	2	4	2	**
	3%	*3%*	*1%*	*6%*	**	*4%*	*3%*	*4%*	**	*2%*	*3%*	*1%*	*3%*	*1%*	**
				b											
UK Mail	**5**	-	*	-	**	5	1	-	**	1	*	1	1	2	**
	2%	*-%*	**%*	*-%*	**	*2%*	*1%*	*-%*	**	*1%*	**%*	*1%*	*1%*	*1%*	**
FedEx	**3**	1	*	1	**	2	*	1	**	3	1	*	3	*	**
	1%	*1%*	**%*	*1%*	**	*1%*	**%*	*2%*	**	*2%*	*1%*	**%*	*2%*	**%*	**
DX	**2**	1	2	1	**	1	*	1	**	2	2	1	1	2	**
	1%	*1%*	*2%*	*2%*	**	**%*	**%*	*1%*	**	*1%*	*1%*	**%*	**%*	*2%*	**
Yodel	**2**	2	2	-	**	-	-	2	**	2	2	-	-	-	**
	1%	*3%*	*1%*	*-%*	**	*-%*	*-%*	*3%*	**	*1%*	*1%*	*-%*	*-%*	*-%*	**
								ab							
Tuffnels	**2**	-	*	-	**	-	*	-	**	2	*	-	2	2	**
	1%	*-%*	**%*	*-%*	**	*-%*	**%*	*-%*	**	*1%*	**%*	*-%*	*1%*	*1%*	**
Pitney Bowes	**2**	-	2	-	**	-	-	-	**	2	2	-	-	2	**
	1%	*-%*	*1%*	*-%*	**	*-%*	*-%*	*-%*	**	*1%*	*1%*	*-%*	*-%*	*1%*	**
Interparcel	**1**	1	1	1	**	1	1	1	**	1	1	1	1	1	**
	****%***	*2%*	*1%*	*3%*	**	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Pallet Lines	**1**	-	-	-	**	-	1	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Whistl (Previously known as TNT Post)	**1**	*	1	1	**	-	*	*	**	-	*	*	*	*	**
	****%***	**%*	**%*	*1%*	**	*-%*	**%*	*1%*	**	*-%*	**%*	**%*	**%*	**%*	**
Collect Plus	*	*	-	-	**	*	-	-	**	-	*	-	*	-	**
	****%***	*1%*	*-%*	*-%*	**	**%*	*-%*	*-%*	**	*-%*	**%*	*-%*	**%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**308**	81	147	51	1	192	143	80	1	189	164	151	170	148	10
Weighted total	**301**	78	139	40	*	197	147	68	*	168	151	146	158	133	12
Amazon	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	%	-%	-%	-%	**	-%	*%	-%	**	-%	-%	*%	-%	-%	**
Postal Sort	*	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Fastway Couriers	*	-	-	-	**	-	*	*	**	*	-	-	*	*	**
	%	-%	-%	-%	**	-%	*%	*%	**	*%	-%	-%	*%	*%	**
Other answers	**8**	3	3	2	**	6	4	3	**	5	4	5	4	1	**
	3%	*4%*	*2%*	*6%*	**	*3%*	*2%*	*5%*	**	*3%*	*3%*	*3%*	*2%*	*1%*	**
NET: Provider other than RM	**122**	35	56	18	**	88	52	29	**	75	61	38	64	51	**
	40%	*45%*	*40%*	*44%*	**	*45%*	*35%*	*43%*	**	*44%*	*40%*	*26%*	*40%*	*38%*	**
										c	c				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**308**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**301**	81	64	94	29	15	148	119	7	3	24	4
Royal Mail	**179**	64	50	72	**	**	88	74	**	**	**	**
	60%	*79%*	*79%*	*77%*	**	**	*59%*	*62%*	**	**	**	**
Hermes	**21**	5	5	5	**	**	11	9	**	**	**	**
	7%	*6%*	*7%*	*6%*	**	**	*7%*	*8%*	**	**	**	**
DPD	**15**	1	2	2	**	**	7	5	**	**	**	**
	5%	*2%*	*4%*	*2%*	**	**	*5%*	*4%*	**	**	**	**
UPS	**15**	-	-	2	**	**	6	3	**	**	**	**
	5%	*-%*	*-%*	*2%*	**	**	*4%*	*3%*	**	**	**	**
TNT Express	**14**	3	2	5	**	**	13	7	**	**	**	**
	5%	*4%*	*3%*	*6%*	**	**	*9%*	*6%*	**	**	**	**
DHL	**13**	2	*	*	**	**	7	3	**	**	**	**
	4%	*2%*	*%*	*%*	**	**	*5%*	*2%*	**	**	**	**
Parcelforce	**13**	3	2	6	**	**	4	8	**	**	**	**
	4%	*4%*	*3%*	*6%*	**	**	*3%*	*7%*	**	**	**	**
APC	**10**	*	*	*	**	**	2	2	**	**	**	**
	3%	*%*	*1%*	*%*	**	**	*1%*	*1%*	**	**	**	**
UK Mail	**5**	-	1	-	**	**	1	2	**	**	**	**
	2%	*-%*	*2%*	*-%*	**	**	*1%*	*2%*	**	**	**	**
FedEx	**3**	*	-	*	**	**	2	*	**	**	**	**
	1%	*%*	*-%*	*%*	**	**	*1%*	*%*	**	**	**	**
DX	**2**	1	1	1	**	**	1	2	**	**	**	**
	1%	*1%*	*1%*	*1%*	**	**	*1%*	*2%*	**	**	**	**
Yodel	**2**	-	-	-	**	**	2	-	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Tuffnels	**2**	-	-	-	**	**	2	2	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*1%*	*2%*	**	**	**	**
Pitney Bowes	**2**	-	-	-	**	**	-	2	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*-%*	*2%*	**	**	**	**
Interparcel	**1**	1	-	1	**	**	1	*	**	**	**	**
	%	*2%*	*-%*	*1%*	**	**	*1%*	*%*	**	**	**	**
Pallet Lines	**1**	-	-	-	**	**	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
Whistl (Previously known as TNT Post)	**1**	*	*	*	**	**	1	*	**	**	**	**
	%	*1%*	*1%*	*%*	**	**	*%*	*%*	**	**	**	**
Collect Plus	*	-	-	-	**	**	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
Amazon	*	-	-	-	**	**	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**308**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**301**	81	64	94	29	15	148	119	7	3	24	4
One Post	*	*	*	-	**	**	-	-	**	**	**	**
	*%	*%	*%	-%	**	**	-%	-%	**	**	**	**
Postal Sort	*	*	-	*	**	**	*	*	**	**	**	**
	*%	*%	-%	*%	**	**	*%	*%	**	**	**	**
Fastway Couriers	*	-	-	-	**	**	*	*	**	**	**	**
	*%	-%	-%	-%	**	**	*%	*%	**	**	**	**
Other answers	**8**	3	*	1	**	**	5	1	**	**	**	**
	3%	*4%*	*%*	*1%*	**	**	*3%*	*1%*	**	**	**	**
NET: Provider other than RM	**122**	17	14	22	**	**	60	45	**	**	**	**
	40%	*21%*	*21%*	*23%*	**	**	*41%*	*38%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**308**	292	265	296	278	304	229	290	134	-	252	9	61	235
Weighted total	**301**	283	258	287	263	295	226	283	120	-	235	14	68	220
Royal Mail	**179**	168	152	171	155	175	132	167	66	**	155	**	38	139
	60%	*59%*	*59%*	*60%*	*59%*	*59%*	*58%*	*59%*	*55%*	**	*66%*	**	*57%*	*63%*
Hermes	**21**	21	19	21	20	21	14	19	9	**	16	**	7	13
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*	*8%*	**	*7%*	**	*11%*	*6%*
DPD	**15**	15	14	15	13	15	11	15	7	**	12	**	2	11
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	**	*5%*	**	*3%*	*5%*
UPS	**15**	11	7	11	10	12	9	10	8	**	4	**	4	6
	5%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	**	*2%*	**	*6%*	*3%*
TNT Express	**14**	14	14	14	12	14	12	14	3	**	12	**	5	9
	5%	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*3%*	**	*5%*	**	*7%*	*4%*
DHL	**13**	11	11	11	11	13	11	13	9	**	7	**	2	9
	4%	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	*5%*	*7%*	**	*3%*	**	*3%*	*4%*
Parcelforce	**13**	13	12	13	13	13	12	12	5	**	11	**	2	10
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	**	*4%*	**	*3%*	*5%*
APC	**10**	10	8	10	8	10	5	10	3	**	7	**	3	7
	3%	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	**	*3%*	**	*4%*	*3%*
UK Mail	**5**	5	5	5	5	5	4	5	1	**	3	**	-	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	*-%*	*1%*
FedEx	**3**	3	3	3	3	3	3	3	2	**	3	**	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
DX	**2**	2	2	2	1	2	1	2	1	**	1	**	1	1
	1%	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	**	**%*	**	*2%*	**%*
Yodel	**2**	2	2	2	2	2	2	2	2	**	-	**	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*-%*	**	*3%* b	*-%*
Tuffnels	**2**	2	2	2	2	2	-	2	-	**	*	**	2	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**	**%*	**	*3%* b	**%*
Pitney Bowes	**2**	2	2	2	2	2	2	2	2	**	-	**	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*-%*	**	*-%*	*1%*
Interparcel	**1**	1	1	1	1	1	1	1	1	**	1	**	1	*
	****%***	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	**%*
Pallet Lines	**1**	1	-	1	-	1	-	1	-	**	1	**	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**	*1%*	**	*-%*	*1%*
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	1	1	1	**	*	**	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	*-%*	**%*
Collect Plus	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**308**	292	265	296	278	304	229	290	134	-	252	9	61	235
Weighted total	**301**	283	258	287	263	295	226	283	120	-	235	14	68	220
Amazon	*	-	-	-	*	*	*	-	-	**	*	**	-	*
	*%	-%	-%	-%	*%	*%	*%	-%	-%	**	*%	**	-%	*%
One Post	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	*%	-%	*%	*%	*%	*%	-%	*%	-%	**	*%	**	-%	*%
Postal Sort	*	*	*	*	*	*	*	*	*	**	*	**	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	*%	*%
Fastway Couriers	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Other answers	**8**	8	8	8	7	8	8	8	3	**	7	**	2	7
	3%	3%	3%	3%	3%	3%	4%	3%	3%	**	3%	**	3%	3%
NET: Provider other than RM	**122**	115	106	115	108	120	94	116	54	**	80	**	29	81
	40%	41%	41%	40%	41%	41%	42%	41%	45%	**	34%	**	43%	37%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**308**	252	15	69	237	74	182	50	103	35	165	157	151
Weighted total	**301**	255	17	66	234	74	171	54	100	42	158	157	143
Royal Mail	**179**	157	**	33	146	40	104	**	54	**	105	95	84
	60%	*62%*	**	*49%*	*62%*	*54%*	*61%*	**	*54%*	**	*66%* ab	*60%*	*59%*
Hermes	**21**	14	**	9	12	5	9	**	10	**	6	11	10
	7%	*5%*	**	*13%* b	*5%*	*6%*	*5%*	**	*10%*	**	*4%*	*7%*	*7%*
DPD	**15**	15	**	3	12	7	7	**	5	**	8	5	10
	5%	*6%*	**	*5%*	*5%*	*10%*	*4%*	**	*5%*	**	*5%*	*3%*	*7%*
UPS	**15**	15	**	1	14	2	7	**	7	**	7	10	5
	5%	*6%*	**	*1%*	*6%*	*3%*	*4%*	**	*7%*	**	*5%*	*6%*	*3%*
TNT Express	**14**	8	**	4	10	2	9	**	3	**	9	8	6
	5%	*3%*	**	*7%*	*4%*	*3%*	*5%*	**	*3%*	**	*6%*	*5%*	*4%*
DHL	**13**	13	**	5	9	2	11	**	8	**	3	7	6
	4%	*5%*	**	*7%*	*4%*	*3%*	*6%*	**	*8%* c	**	*2%*	*4%*	*5%*
Parcelforce	**13**	8	**	7	6	8	3	**	8	**	3	8	5
	4%	*3%*	**	*10%* b	*3%*	*11%* b	*2%*	**	*8%* c	**	*2%*	*5%*	*3%*
APC	**10**	9	**	1	9	4	4	**	3	**	4	3	7
	3%	*3%*	**	*2%*	*4%*	*6%*	*3%*	**	*3%*	**	*3%*	*2%*	*5%*
UK Mail	**5**	5	**	-	5	2	3	**	1	**	3	2	3
	2%	*2%*	**	*-%*	*2%*	*2%*	*2%*	**	*1%*	**	*2%*	*2%*	*2%*
FedEx	**3**	3	**	1	3	*	3	**	1	**	2	1	3
	1%	*1%*	**	*1%*	*1%*	**%*	*2%*	**	*1%*	**	*1%*	*1%*	*2%*
DX	**2**	*	**	2	*	*	1	**	-	**	2	1	1
	1%	**%*	**	*3%* b	**%*	*1%*	*1%*	**	*-%*	**	*1%*	*1%*	**%*
Yodel	**2**	2	**	-	2	-	2	**	-	**	-	-	2
	1%	*1%*	**	*-%*	*1%*	*-%*	*1%*	**	*-%*	** ac	*-%*	*-%*	*1%*
Tuffnels	**2**	-	**	2	*	2	-	**	2	**	-	2	-
	1%	*-%*	**	*3%* b	**%*	*3%* b	*-%*	**	*2%*	**	*-%*	*1%*	*-%*
Pitney Bowes	**2**	-	**	-	2	-	-	**	-	**	2	2	-
	1%	*-%*	**	*-%*	*1%*	*-%*	*-%*	** b	*-%*	**	*1%*	*1%*	*-%*
Interparcel	**1**	1	**	-	1	-	1	**	-	**	1	-	1
	****%***	**%*	**	*-%*	*1%*	*-%*	*1%*	**	*-%*	**	*1%*	*-%*	*1%*
Pallet Lines	**1**	1	**	-	1	1	-	**	1	**	-	-	1
	****%***	**%*	**	*-%*	*1%*	*2%*	*-%*	**	*1%*	**	*-%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	**1**	1	**	-	1	1	-	**	*	**	*	*	*
	****%***	**%*	**	*-%*	**%*	*1%*	*-%*	**	**%*	**	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**308**	252	15	69	237	74	182	50	103	35	165	157	151
Weighted total	**301**	255	17	66	234	74	171	54	100	42	158	157	143
Collect Plus	*	*	**	-	*	*	-	**	-	**	*	*	-
	*%	*%	**	-%	*%	1%	-%	**	-%	**	*%	*%	-%
Amazon	*	*	**	-	*	-	*	**	-	**	*	-	*
	*%	*%	**	-%	*%	-%	*%	**	-%	**	*%	-%	*%
One Post	*	*	**	-	*	*	-	**	-	**	-	-	*
	*%	*%	**	-%	*%	*%	-%	**	-%	**	-%	-%	*%
Postal Sort	*	*	**	*	*	-	*	**	-	**	*	*	*
	*%	*%	**	*%	*%	-%	*%	**	-%	**	*%	*%	*%
Fastway Couriers	*	*	**	-	*	-	-	**	*	**	-	*	-
	*%	*%	**	-%	*%	-%	-%	**	*%	**	-%	*%	-%
Other answers	**8**	8	**	2	7	2	6	**	1	**	4	3	5
	3%	3%	**	3%	3%	3%	4%	**	1%	**	3%	2%	4%
NET: Provider other than RM	**122**	97	**	34	88	34	67	**	46	**	53	62	59
	40%	38%	**	51%	38%	46%	39%	**	46%	**	34%	40%	41%
									c	c			

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	308	26	27	25	31	25	25	25	23	27	26	29	19
Weighted total	301	21	26	27	15	29	31	10	20	41	30	32	17
Royal Mail	179	**	**	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	21	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	15	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	15	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	14	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	13	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
APC	10	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
DX	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**308**	26	27	25	31	25	25	25	23	27	26	29	19
Weighted total	**301**	21	26	27	15	29	31	10	20	41	30	32	17
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**8**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	**122**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**308**	78	81	75	74
Weighted total	**301**	74	76	71	79
Royal Mail	**179**	40	42	51	45
	60%	*54%*	*55%*	*72%*	*57%*
				ab	
Hermes	**21**	12	4	3	1
	7%	*16%*	*6%*	*4%*	*2%*
		bcd			
DPD	**15**	5	4	4	2
	5%	*6%*	*5%*	*6%*	*3%*
UPS	**15**	6	3	2	4
	5%	*8%*	*3%*	*3%*	*5%*
TNT Express	**14**	2	7	2	3
	5%	*3%*	*9%*	*3%*	*4%*
DHL	**13**	2	5	5	2
	4%	*3%*	*6%*	*7%*	*2%*
Parcelforce	**13**	3	6	*	3
	4%	*5%*	*8%*	**%*	*3%*
			c		
APC	**10**	*	1	-	9
	3%	*1%*	*1%*	*-%*	*11%*
					abc
UK Mail	**5**	-	2	-	3
	2%	*-%*	*3%*	*-%*	*3%*
FedEx	**3**	1	*	*	2
	1%	*1%*	**%*	**%*	*3%*
DX	**2**	*	*	*	2
	1%	**%*	**%*	**%*	*2%*
Yodel	**2**	-	2	-	-
	1%	*-%*	*3%*	*-%*	*-%*
Tuffnels	**2**	*	2	-	-
	1%	**%*	*2%*	*-%*	*-%*
Pitney Bowes	**2**	2	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Interparcel	**1**	-	-	*	1
	****%***	*-%*	*-%*	**%*	*2%*
Pallet Lines	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*2%*
Whistl (Previously known as TNT Post)	**1**	-	*	-	*
	****%***	*-%*	**%*	*-%*	*1%*
Collect Plus	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*
Amazon	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*
One Post	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**308**	78	81	75	74
Weighted total	**301**	74	76	71	79
Postal Sort	*	-	-	*	-
	**%*	*-%*	*-%*	**%*	*-%*
Fastway Couriers	*	-	-	*	-
	**%*	*-%*	*-%*	**%*	*-%*
Other answers	**8**	1	1	3	4
	3%	*1%*	*1%*	*4%*	*5%*
NET: Provider other than RM	**122**	34	34	20	34
	40%	*46%*	*45%*	*28%*	*43%*
		c	c		

Columns Tested: a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	308	206	67	20	15	102	74	75	31	11	35
Weighted total	301	288	8	2	2	12	96	94	31	3	13
Royal Mail	85	79	3	**	**	5	19	37	**	**	**
	28%	28%	43% a	**	**	42% a	20%	39% a	**	**	**
Parcelforce	37	36	*	**	**	1	10	16	**	**	**
	12%	13% e	5%	**	**	4%	10%	18%	**	**	**
DPD	34	33	1	**	**	1	10	5	**	**	**
	11%	11%	11%	**	**	10%	11%	6%	**	**	**
DHL	31	31	*	**	**	1	13	9	**	**	**
	10%	11%	5%	**	**	4%	14%	10%	**	**	**
UPS	31	30	*	**	**	*	10	8	**	**	**
	10%	10% e	3%	**	**	4%	11%	9%	**	**	**
Hermes	25	25	-	**	**	-	19	2	**	**	**
	8%	9% be	-%	**	**	-%	20% bc	2%	**	**	** bc
TNT Express	22	20	1	**	**	2	9	3	**	**	**
	7%	7%	17% a	**	**	16% a	9%	3%	**	**	**
FedEx	6	5	-	**	**	*	-	2	**	**	**
	2%	2%	-%	**	**	3%	-%	2%	**	**	**
DX	4	4	*	**	**	*	-	*	**	**	**
	1%	1%	3%	**	**	3%	-%	*%	**	**	**
UK Mail	4	4	-	**	**	-	1	2	**	**	**
	1%	1%	-%	**	**	-%	1%	2%	**	**	**
Yodel	3	3	-	**	**	*	1	*	**	**	**
	1%	1%	-%	**	**	1%	1%	*%	**	**	**
APC	2	1	*	**	**	*	-	-	**	**	**
	1%	*%	2%	**	**	3%	-%	-%	**	**	** ab
Pitney Bowes	1	1	-	**	**	-	1	-	**	**	**
	*%	*%	-%	**	**	-%	1%	-%	**	**	**
Parcels to go	1	1	-	**	**	*	-	1	**	**	**
	*%	*%	-%	**	**	1%	-%	1%	**	**	**
Pallet Lines	1	1	-	**	**	-	-	-	**	**	**
	*%	*%	-%	**	**	-%	-%	-%	**	**	** ab
Tuffnels	*	-	*	**	**	*	-	-	**	**	**
	*%	-%	2% a	**	**	1%	-%	-%	**	**	**
Interparcel	*	-	*	**	**	*	-	-	**	**	**
	*%	-%	1%	**	**	1%	-%	-%	**	**	**
Priority Express	*	-	-	**	**	*	-	-	**	**	**
	*%	-%	-%	**	**	1%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**308**	206	67	20	15	102	74	75	31	11	35
Weighted total	**301**	288	8	2	2	12	96	94	31	3	13
Other answers	**22**	21	1	**	**	1	4	6	**	**	**
	7%	*7%*	*10%*	**	**	*11%*	*4%*	*7%*	**	**	**
NET: Provider other than RM	**216**	209	5	**	**	7	77	57	**	**	**
	72%	*72%*	*57%*	**	**	*58%*	*80%*	*61%*	**	**	**
		be					b				

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	*g	*h	*i	j	*k	l	m
Unweighted total	308	15	11	33	6	31	35	29	18	26	204	26	40	38
Weighted total	301	16	15	40	8	41	51	37	22	32	262	11	17	11
Royal Mail	85	**	**	**	**	**	**	**	**	**	73	**	**	**
	28%	**	**	**	**	**	**	**	**	**	*28%*	**	**	**
Parcelforce	37	**	**	**	**	**	**	**	**	**	32	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
DPD	34	**	**	**	**	**	**	**	**	**	26	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
							c						c	**cj**
DHL	31	**	**	**	**	**	**	**	**	**	28	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
				efjm							f		f	
UPS	31	**	**	**	**	**	**	**	**	**	27	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
Hermes	25	**	**	**	**	**	**	**	**	**	22	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
TNT Express	22	**	**	**	**	**	**	**	**	**	20	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
						lm								
FedEx	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
UK Mail	4	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Yodel	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Parcels to go	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Interparcel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Priority Express	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other answers	22	**	**	**	**	**	**	**	**	**	19	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	*g	*h	*i	j	*k	l	m
Unweighted total	**308**	15	11	33	6	31	35	29	18	26	204	26	40	38
Weighted total	**301**	16	15	40	8	41	51	37	22	32	262	11	17	11
NET: Provider other than RM	**216**	**	**	**	**	**	**	**	**	**	189	**	**	**
	72%	**	**	**	**	**	**	**	**	**	*72%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	308	8	63	6	13	126	5	12	72	223	85	278	30
Weighted total	301	7	53	8	7	139	2	14	68	237	64	280	21
Royal Mail	85	**	18	**	**	38	**	**	21	65	19	80	**
	28%	**	34%	**	**	27%	**	**	31%	28%	30%	28%	**
Parcelforce	37	**	4	**	**	20	**	**	6	24	12	36	**
	12%	**	7%	**	**	14%	**	**	9%	10%	19% a	13% b	**
DPD	34	**	4	**	**	23	**	**	3	27	7	34	**
	11%	**	8%	**	**	16% h	**	**	4%	11%	11%	12%	**
DHL	31	**	3	**	**	8	**	**	8	26	5	27	**
	10%	**	5%	**	**	6%	**	**	11%	11%	8%	10%	**
UPS	31	**	10	**	**	15	**	**	3	30	1	31	**
	10%	**	19% h	**	**	11%	**	**	5%	12% b	2%	11%	**
Hermes	25	**	2	**	**	16	**	**	7	17	8	19	**
	8%	**	4%	**	**	12%	**	**	10%	7%	12%	7%	** a
TNT Express	22	**	6	**	**	8	**	**	2	15	7	21	**
	7%	**	11%	**	**	6%	**	**	3%	6%	10%	7%	**
FedEx	6	**	-	**	**	5	**	**	1	4	1	5	**
	2%	**	-%	**	**	3%	**	**	1%	2%	2%	2%	**
DX	4	**	-	**	**	*	**	**	4	4	*	3	**
	1%	**	-%	**	**	*%	**	**	6% e	2%	*%	1%	** a
UK Mail	4	**	-	**	**	4	**	**	-	4	-	2	**
	1%	**	-%	**	**	3%	**	**	-%	2%	-%	1%	** a
Yodel	3	**	-	**	**	*	**	**	3	3	*	3	**
	1%	**	-%	**	**	*%	**	**	4%	1%	*%	1%	**
APC	2	**	-	**	**	1	**	**	-	1	*	1	**
	1%	**	-%	**	**	1%	**	**	-%	1%	*%	1%	**
Pitney Bowes	1	**	-	**	**	-	**	**	-	1	-	1	**
	*%	**	-%	**	**	-%	**	**	-%	1%	-%	*%	**
Parcels to go	1	**	-	**	**	-	**	**	1	1	-	1	**
	*%	**	-%	**	**	-%	**	**	2%	1%	-%	*%	**
Pallet Lines	1	**	-	**	**	1	**	**	-	1	-	1	**
	*%	**	-%	**	**	1%	**	**	-%	1%	-%	*%	**
Tuffnels	*	**	*	**	**	-	**	**	-	*	-	*	**
	*%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	**
Interparcel	*	**	-	**	**	*	**	**	-	-	*	*	**
	*%	**	-%	**	**	*%	**	**	-%	-%	*%	*%	**
Priority Express	*	**	-	**	**	-	**	**	*	*	-	*	**
	*%	**	-%	**	**	-%	**	**	*%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**308**	8	63	6	13	126	5	12	72	223	85	278	30
Weighted total	**301**	7	53	8	7	139	2	14	68	237	64	280	21
Other answers	**22**	**	7	**	**	5	**	**	9	17	5	22	**
	7%	**	*13%* e	**	**	*3%*	**	**	*14%* e	*7%*	*9%*	*8%*	**
NET: Provider other than RM	**216**	**	35	**	**	101	**	**	47	172	44	200	**
	72%	**	*66%*	**	**	*73%*	**	**	*69%*	*72%*	*70%*	*72%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**308**	302	6	133	57	114
Weighted total	**301**	293	7	123	57	116
Royal Mail	**85**	84	**	41	11	32
	28%	*29%*	**	*33%*	*20%*	*28%*
Parcelforce	**37**	37	**	18	4	12
	12%	*12%*	**	*14%*	*7%*	*11%*
DPD	**34**	31	**	10	5	18
	11%	*11%*	**	*8%*	*9%*	*16%*
DHL	**31**	27	**	12	10	9
	10%	*9%*	**	*10%*	*17%*	*8%*
UPS	**31**	31	**	5	9	16
	10%	*10%*	**	*4%*	*16%* a	*14%* a
Hermes	**25**	25	**	13	7	5
	8%	*8%*	**	*10%*	*13%* c	*4%*
TNT Express	**22**	22	**	13	2	7
	7%	*7%*	**	*10%*	*4%*	*6%*
FedEx	**6**	6	**	*	-	5
	2%	*2%*	**	*%*	-%	*4%* a
DX	**4**	4	**	-	2	2
	1%	*1%*	**	-%	*3%* a	*2%*
UK Mail	**4**	4	**	-	2	2
	1%	*1%*	**	-%	*4%* a	*2%*
Yodel	**3**	3	**	1	*	1
	1%	*1%*	**	*1%*	*1%*	*1%*
APC	**2**	2	**	*	*	1
	1%	*1%*	**	*%*	*%*	*1%*
Pitney Bowes	**1**	1	**	1	-	-
	%	*%*	**	*1%*	-%	-%
Parcels to go	**1**	1	**	-	-	1
	%	*%*	**	-%	-%	*1%*
Pallet Lines	**1**	1	**	-	-	1
	%	*%*	**	-%	-%	*1%*
Tuffnels	*	*	**	*	-	-
	%	*%*	**	*%*	-%	-%
Interparcel	*	*	**	*	-	-
	%	*%*	**	*%*	-%	-%
Priority Express	*	*	**	-	*	-
	%	*%*	**	-%	*%*	-%
Other answers	**22**	22	**	10	5	7
	7%	*8%*	**	*8%*	*9%*	*6%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**308**	302	6	133	57	114
Weighted total	**301**	293	7	123	57	116
NET: Provider other than RM	**216**	209	**	82	46	84
	72%	*71%*	**	*67%*	*80%*	*72%*

Columns Tested: a,b - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**308**	166	107	26	3	5	1	-	-	273	35	9	31	135	142
Weighted total	**301**	179	95	23	*	3	*	-	-	274	26	3	37	142	122
Royal Mail	**85**	44	37	**	**	**	**	**	**	81	**	**	**	38	40
	28%	*25%*	*38%*	**	**	**	**	**	**	*29%*	**	**	**	*27%*	*33%*
			aj												
Parcelforce	**37**	24	11	**	**	**	**	**	**	35	**	**	**	14	13
	12%	*13%*	*12%*	**	**	**	**	**	**	*13%*	**	**	**	*10%*	*10%*
													bc		
DPD	**34**	24	6	**	**	**	**	**	**	30	**	**	**	19	10
	11%	*13%*	*6%*	**	**	**	**	**	**	*11%*	**	**	**	*14%*	*8%*
DHL	**31**	21	4	**	**	**	**	**	**	25	**	**	**	17	10
	10%	*11%*	*4%*	**	**	**	**	**	**	*9%*	**	**	**	*12%*	*9%*
		b									**abi**				
UPS	**31**	12	18	**	**	**	**	**	**	29	**	**	**	7	19
	10%	*6%*	*19%*	**	**	**	**	**	**	*11%*	**	**	**	*5%*	*16%*
			ai												b
Hermes	**25**	24	1	**	**	**	**	**	**	25	**	**	**	20	1
	8%	*13%*	*1%*	**	**	**	**	**	**	*9%*	**	**	**	*14%*	*1%*
		bj								b			c	c	
TNT Express	**22**	10	7	**	**	**	**	**	**	17	**	**	**	10	11
	7%	*6%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	*7%*	*9%*
											ai				
FedEx	**6**	*	5	**	**	**	**	**	**	6	**	**	**	*	5
	2%	*%*	*5%*	**	**	**	**	**	**	*2%*	**	**	**	*%*	*4%*
			a												b
DX	**4**	4	*	**	**	**	**	**	**	4	**	**	**	4	*
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*3%*	*%*
UK Mail	**4**	1	-	**	**	**	**	**	**	1	**	**	**	1	3
	1%	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	*%*	*3%*
											abi				
Yodel	**3**	3	*	**	**	**	**	**	**	3	**	**	**	3	*
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*%*
APC	**2**	*	*	**	**	**	**	**	**	*	**	**	**	*	1
	1%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*1%*
											abi				
Pitney Bowes	**1**	1	-	**	**	**	**	**	**	1	**	**	**	1	-
	%	*1%*	-%	**	**	**	**	**	**	*%*	**	**	**	*1%*	-%
Parcels to go	**1**	*	-	**	**	**	**	**	**	*	**	**	**	*	1
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	*%*	*1%*
											abi				
Pallet Lines	**1**	-	-	**	**	**	**	**	**	-	**	**	**	-	1
	%	-%	-%	**	**	**	**	**	**	-%	**	**	**	-%	*1%*
											abi				
Tuffnels	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	%	-%	*%*	**	**	**	**	**	**	*%*	**	**	**	-%	*%*
Interparcel	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**308**	166	107	26	3	5	1	-	-	273	35	9	31	135	142
Weighted total	**301**	179	95	23	*	3	*	-	-	274	26	3	37	142	122
Priority Express	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	*%*	-%
Other answers	**22**	14	7	**	**	**	**	**	**	21	**	**	**	9	8
	7%	*8%*	*7%*	**	**	**	**	**	**	*8%*	**	**	**	*6%*	*7%*
NET: Provider other than RM	**216**	135	59	**	**	**	**	**	**	193	**	**	**	104	81
	72%	*75%*	*62%*	**	**	**	**	**	**	*71%*	**	**	**	*73%*	*67%*
		b									b				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**308**	193	170	226	241	96	231	199	14	8	2	1	2	-
Weighted total	**301**	172	156	209	238	76	222	196	7	1	2	*	2	-
Royal Mail	**85**	57	46	64	72	28	75	60	**	**	**	**	**	**
	28%	*33%*	*30%*	*31%*	*30%*	*36%*	*34%*	*31%*	**	**	**	**	**	**
Parcelforce	**37**	17	12	21	32	13	30	17	**	**	**	**	**	**
	12%	*10%*	*7%*	*10%*	*13%*	*17%*	*13%*	*9%*	**	**	**	**	**	**
						b								
DPD	**34**	13	9	15	28	7	20	14	**	**	**	**	**	**
	11%	*7%*	*6%*	*7%*	*12%*	*10%*	*9%*	*7%*	**	**	**	**	**	**
					b									
DHL	**31**	21	18	22	19	7	23	20	**	**	**	**	**	**
	10%	*12%*	*12%*	*10%*	*8%*	*10%*	*10%*	*10%*	**	**	**	**	**	**
UPS	**31**	18	22	26	26	3	21	26	**	**	**	**	**	**
	10%	*10%*	*14%*	*12%*	*11%*	*4%*	*10%*	*13%*	**	**	**	**	**	**
			e	e	e									
Hermes	**25**	12	18	19	20	3	11	19	**	**	**	**	**	**
	8%	*7%*	*11%*	*9%*	*9%*	*4%*	*5%*	*10%*	**	**	**	**	**	**
			ef											
TNT Express	**22**	15	10	16	14	6	18	16	**	**	**	**	**	**
	7%	*9%*	*7%*	*8%*	*6%*	*8%*	*8%*	*8%*	**	**	**	**	**	**
FedEx	**6**	2	5	6	6	1	5	6	**	**	**	**	**	**
	2%	*1%*	*4%*	*3%*	*2%*	*1%*	*2%*	*3%*	**	**	**	**	**	**
DX	**4**	4	2	4	*	*	2	4	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*%*	*%*	*1%*	*2%*	**	**	**	**	**	**
		d		d										
UK Mail	**4**	-	1	1	4	1	3	1	**	**	**	**	**	**
	1%	*-%*	*%*	*%*	*2%*	*1%*	*1%*	*%*	**	**	**	**	**	**
Yodel	**3**	3	2	3	3	1	3	3	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
APC	**2**	-	*	*	1	*	2	*	**	**	**	**	**	**
	1%	*-%*	*%*	*%*	*1%*	*%*	*1%*	*%*	**	**	**	**	**	**
Pitney Bowes	**1**	-	1	1	-	-	-	1	**	**	**	**	**	**
	%	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	**	**	**	**	**	**
Parcels to go	**1**	1	1	1	1	*	1	*	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	**	**	**	**	**	**
Pallet Lines	**1**	-	-	-	1	-	1	-	**	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**	**	**	**	**	**
Tuffnels	*	*	-	*	*	-	*	-	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	**	**	**	**	**	**
Interparcel	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**
Priority Express	*	*	*	*	*	-	-	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	**	**	**	**	**	**
Other answers	**22**	13	10	13	17	7	13	12	**	**	**	**	**	**
	7%	*7%*	*7%*	*6%*	*7%*	*10%*	*6%*	*6%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**308**	193	170	226	241	96	231	199	14	8	2	1	2	-
Weighted total	**301**	172	156	209	238	76	222	196	7	1	2	*	2	-
NET: Provider other than RM	**216**	115	110	145	166	48	147	136	**	**	**	**	**	**
	72%	*67%*	*70%*	*69%*	*70%*	*64%*	*66%*	*69%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**308**	225	8	3	-	4	1	-	5	56	56	59	55	-
Weighted total	**301**	228	6	2	-	2	1	-	3	65	57	57	30	-
Royal Mail	**85**	71	**	**	**	**	**	**	**	16	20	14	14	**
	28%	*31%*	**	**	**	**	**	**	**	*25%*	*35%*	*24%*	*48%*	**
													ac	
Parcelforce	**37**	30	**	**	**	**	**	**	**	3	10	4	4	**
	12%	*13%*	**	**	**	**	**	**	**	*5%*	*17%*	*6%*	*14%*	**
											a			
DPD	**34**	26	**	**	**	**	**	**	**	5	2	5	2	**
	11%	*11%*	**	**	**	**	**	**	**	*8%*	*4%*	*9%*	*7%*	**
DHL	**31**	19	**	**	**	**	**	**	**	9	4	7	2	**
	10%	*8%*	**	**	**	**	**	**	**	*14%*	*8%*	*11%*	*7%*	**
UPS	**31**	24	**	**	**	**	**	**	**	12	4	8	3	**
	10%	*10%*	**	**	**	**	**	**	**	*18%*	*8%*	*13%*	*9%*	**
Hermes	**25**	20	**	**	**	**	**	**	**	5	7	7	-	**
	8%	*9%*	**	**	**	**	**	**	**	*8%*	*13%*	*12%*	*-%*	**
										d	d	d		
TNT Express	**22**	12	**	**	**	**	**	**	**	5	2	7	2	**
	7%	*5%*	**	**	**	**	**	**	**	*8%*	*4%*	*11%*	*8%*	**
FedEx	**6**	6	**	**	**	**	**	**	**	1	-	3	1	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*-%*	*6%*	*2%*	**
DX	**4**	*	**	**	**	**	**	**	**	1	-	2	1	**
	1%	**%*	**	**	**	**	**	**	**	*2%*	*-%*	*3%*	*3%*	**
UK Mail	**4**	4	**	**	**	**	**	**	**	-	-	1	-	**
	1%	*2%*	**	**	**	**	**	**	**	*-%*	*-%*	*1%*	*-%*	**
Yodel	**3**	3	**	**	**	**	**	**	**	1	1	*	-	**
	1%	*1%*	**	**	**	**	**	**	**	*2%*	*2%*	*1%*	*-%*	**
APC	**2**	1	**	**	**	**	**	**	**	-	*	-	-	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	**%*	*-%*	*-%*	**
Pitney Bowes	**1**	-	**	**	**	**	**	**	**	-	-	1	-	**
	****%***	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*2%*	*-%*	**
Parcels to go	**1**	*	**	**	**	**	**	**	**	1	-	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	*2%*	*-%*	*-%*	*-%*	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	-	-	-	-	**
	****%***	*1%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Tuffnels	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	****%***	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*1%*	**
Interparcel	*	*	**	**	**	**	**	**	**	-	-	*	-	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	*-%*	**%*	*-%*	**
Priority Express	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	**%*	**
Other answers	**22**	16	**	**	**	**	**	**	**	5	6	2	1	**
	7%	*7%*	**	**	**	**	**	**	**	*8%*	*10%*	*3%*	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**308**	225	8	3	-	4	1	-	5	56	56	59	55	-
Weighted total	**301**	228	6	2	-	2	1	-	3	65	57	57	30	-
NET: Provider other than RM	**216**	157	**	**	**	**	**	**	**	48	37	43	16	**
	72%	*69%*	**	**	**	**	**	**	**	*75%* d	*65%*	*76%* d	*52%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	308	71	39	76	46	9	177	8	56	171	137	210	16
Weighted total	301	72	38	77	44	8	190	4	44	179	122	198	11
Royal Mail	85	19	**	24	**	**	67	**	4	-	85	57	**
	28%	26%	**	31%	**	**	35% c	**	10%	-%	69% a	29%	**
Parcelforce	37	16	**	6	**	**	22	**	7	32	4	21	**
	12%	22% c	**	8%	**	**	11%	**	17%	18% b	3%	11%	**
DPD	34	8	**	13	**	**	21	**	7	30	4	15	**
	11%	11%	**	17%	**	**	11%	**	16%	17% b	4%	7%	**
DHL	31	8	**	4	**	**	10	**	8	22	9	22	**
	10%	11% d	** d	5%	**	**	5%	**	18% a	12%	7%	11%	**
UPS	31	6	**	6	**	**	20	**	6	26	5	26	**
	10%	8%	**	8%	**	**	11%	**	13%	15% b	4%	13%	**
Hermes	25	9	**	8	**	**	14	**	6	24	*	19	**
	8%	12% d	** d	10% d	**	**	7%	**	13%	14% b	*%	10%	**
TNT Express	22	2	**	6	**	**	10	**	4	14	8	14	**
	7%	3%	**	8%	**	**	5%	**	8%	8%	6%	7%	**
FedEx	6	*	**	3	**	**	5	**	1	3	3	6	**
	2%	1%	**	4%	**	**	3%	**	2%	2%	2%	3%	**
DX	4	*	**	-	**	**	-	**	*	4	-	4	**
	1%	*%	**	-%	**	**	-%	**	*%	2%	-%	2%	**
UK Mail	4	-	**	1	**	**	4	**	-	2	2	1	**
	1%	-%	**	1%	**	**	2%	**	-%	1%	2%	*%	**
Yodel	3	1	**	1	**	**	3	**	-	3	-	3	**
	1%	2%	**	2%	**	**	1%	**	-%	2%	-%	2%	**
APC	2	*	**	-	**	**	1	**	*	*	1	*	**
	1%	*%	**	-%	**	**	1%	**	*%	*%	1%	*%	**
Pitney Bowes	1	-	**	-	**	**	-	**	-	1	-	1	**
	*%	-%	**	-%	**	**	-%	**	-%	1%	-%	1%	**
Parcels to go	1	1	**	-	**	**	1	**	-	1	-	1	**
	*%	2%	**	-%	**	**	1%	**	-%	1%	-%	1%	**
Pallet Lines	1	-	**	-	**	**	1	**	-	-	1	-	**
	*%	-%	**	-%	**	**	1%	**	-%	-%	1%	-%	**
Tuffnels	*	-	**	-	**	**	*	**	-	*	-	*	**
	*%	-%	**	-%	**	**	*%	**	-%	*%	-%	*%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**308**	71	39	76	46	9	177	8	56	171	137	210	16
Weighted total	**301**	72	38	77	44	8	190	4	44	179	122	198	11
Interparcel	*	-	**	-	**	**	*	**	-	*	-	*	**
	*%	-%	**	-%	**	**	*%	**	-%	*%	-%	*%	**
Priority Express	*	-	**	-	**	**	-	**	*	*	-	*	**
	*%	-%	**	-%	**	**	-%	**	*%	*%	-%	*%	**
Other answers	**22**	2	**	5	**	**	14	**	3	16	6	12	**
	7%	*3%*	** acd	*6%*	**	**	*7%*	**	*7%*	*9%*	*5%*	*6%*	**
NET: Provider other than RM	**216**	53	**	53	**	**	123	**	40	179	37	141	**
	72%	*74%*	**	*69%*	**	**	*65%*	**	*90%* a	*100%* b	*31%*	*71%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**308**	73	167	204	22	70	170	84	180	48	1
Weighted total	**301**	80	156	191	18	74	162	85	163	39	*
Royal Mail	**85**	3	68	57	**	2	69	26	55	**	**
	28%	*4%*	*44%*	*30%*	**	*3%*	*43%*	*30%*	*34%*	**	**
			a				a		c		
Parcelforce	**37**	13	19	16	**	15	17	9	15	**	**
	12%	*16%*	*12%*	*8%*	**	*20%*	*11%*	*10%*	*9%*	**	**
DPD	**34**	12	16	15	**	15	13	9	11	**	**
	11%	*15%*	*10%*	*8%*	**	*21%*	*8%*	*10%*	*7%*	**	**
						b					
DHL	**31**	9	10	21	**	5	13	8	20	**	**
	10%	*11%*	*6%*	*11%*	**	*7%*	*8%*	*10%*	*12%*	**	**
UPS	**31**	18	8	24	**	12	14	10	16	**	**
	10%	*23%*	*5%*	*13%*	**	*16%*	*9%*	*12%*	*10%*	**	**
		b									
Hermes	**25**	10	10	19	**	10	10	6	12	**	**
	8%	*13%*	*6%*	*10%*	**	*14%*	*6%*	*7%*	*7%*	**	**
						b					
TNT Express	**22**	3	10	14	**	2	11	8	15	**	**
	7%	*4%*	*7%*	*7%*	**	*3%*	*7%*	*10%*	*9%*	**	**
FedEx	**6**	2	3	5	**	2	3	*	2	**	**
	2%	*3%*	*2%*	*3%*	**	*3%*	*2%*	*%*	*1%*	**	**
DX	**4**	*	-	4	**	*	-	3	4	**	**
	1%	*%*	*-%*	*2%*	**	*%*	*-%*	*4%*	*2%*	**	**
UK Mail	**4**	2	-	1	**	2	-	-	-	**	**
	1%	*2%*	*-%*	*%*	**	*2%*	*-%*	*-%*	*-%*	**	**
						b					
Yodel	**3**	1	1	3	**	1	1	1	3	**	**
	1%	*2%*	*1%*	*2%*	**	*2%*	*1%*	*2%*	*2%*	**	**
APC	**2**	-	1	*	**	*	1	-	-	**	**
	1%	*-%*	*1%*	*%*	**	*%*	*1%*	*-%*	*-%*	**	**
Pitney Bowes	**1**	-	-	1	**	-	-	-	-	**	**
	%	*-%*	*-%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	**	**
Parcels to go	**1**	1	*	1	**	1	*	-	1	**	**
	%	*2%*	*%*	*1%*	**	*2%*	*%*	*-%*	*1%*	**	**
Pallet Lines	**1**	-	1	-	**	-	1	-	-	**	**
	%	*-%*	*1%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	**
Tuffnels	*	-	*	*	**	-	*	-	*	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	**	**
Interparcel	*	-	*	*	**	-	*	-	*	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**308**	73	167	204	22	70	170	84	180	48	1
Weighted total	**301**	80	156	191	18	74	162	85	163	39	*
Priority Express	*	*	-	*	**	*	-	-	*	**	**
	**%*	**%*	*-%*	**%*	**	**%*	*-%*	*-%*	**%*	**	**
Other answers	**22**	5	12	13	**	6	11	6	13	**	**
	7%	*6%*	*8%*	*7%*	**	*8%*	*7%*	*7%*	*8%*	** **ab**	**
NET: Provider other than RM	**216**	76	88	135	**	71	93	59	108	**	**
	72%	*96%* b	*56%*	*70%*	**	*97%* b	*57%*	*70%*	*66%*	** b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**308**	81	147	51	1	192	143	80	1	189	164	151	170	148	10
Weighted total	**301**	78	139	40	*	197	147	68	*	168	151	146	158	133	12
Royal Mail	**85**	20	41	7	**	67	38	13	**	57	46	29	48	44	**
	28%	*25%*	*30%*	*18%*	**	*34%*	*26%*	*19%*	**	*34%*	*31%*	*20%*	*30%*	*33%*	**
						c				c	c				
Parcelforce	**37**	7	10	3	**	26	20	9	**	16	12	23	17	14	**
	12%	*9%*	*7%*	*7%*	**	*13%*	*13%*	*14%*	**	*9%*	*8%*	*16%*	*11%*	*11%*	**
												b			
DPD	**34**	2	9	1	**	22	17	5	**	13	9	23	10	3	**
	11%	*2%*	*7%*	*3%*	**	*11%*	*11%*	*8%*	**	*8%*	*6%*	*16%*	*6%*	*2%*	**
												ab			
DHL	**31**	9	17	3	**	11	9	9	**	21	18	10	17	15	**
	10%	*12%*	*12%*	*9%*	**	*5%*	*6%*	*14%*	**	*12%*	*12%*	*7%*	*11%*	*12%*	**
								a							
UPS	**31**	13	16	5	**	23	20	8	**	18	20	22	19	16	**
	10%	*16%*	*12%*	*13%*	**	*12%*	*14%*	*12%*	**	*11%*	*13%*	*15%*	*12%*	*12%*	**
Hermes	**25**	10	16	2	**	14	12	2	**	12	18	13	13	16	**
	8%	*13%*	*11%*	*5%*	**	*7%*	*8%*	*3%*	**	*7%*	*12%*	*9%*	*9%*	*12%*	**
TNT Express	**22**	5	10	5	**	9	13	5	**	13	8	8	14	11	**
	7%	*6%*	*7%*	*13%*	**	*5%*	*9%*	*7%*	**	*8%*	*5%*	*5%*	*9%*	*8%*	**
FedEx	**6**	4	4	4	**	6	4	4	**	2	5	4	5	3	**
	2%	*5%*	*3%*	*9%*	**	*3%*	*3%*	*6%*	**	*1%*	*4%*	*2%*	*3%*	*2%*	**
DX	**4**	2	2	-	**	*	*	-	**	4	2	*	4	3	**
	1%	*2%*	*2%*	*-%*	**	*%*	*%*	*-%*	**	*2%*	*1%*	*%*	*3%*	*2%*	**
UK Mail	**4**	-	1	-	**	3	4	3	**	-	1	2	-	1	**
	1%	*-%*	*%*	*-%*	**	*2%*	*3%*	*5%*	**	*-%*	*%*	*1%*	*-%*	*%*	**
Yodel	**3**	1	2	2	**	3	3	1	**	3	2	3	3	3	**
	1%	*2%*	*1%*	*4%*	**	*1%*	*2%*	*2%*	**	*2%*	*1%*	*2%*	*2%*	*2%*	**
APC	**2**	-	*	-	**	*	1	-	**	-	*	*	*	*	**
	1%	*-%*	*%*	*-%*	**	*%*	*1%*	*-%*	**	*-%*	*%*	*%*	*%*	*%*	**
Pitney Bowes	**1**	-	1	-	**	-	-	-	**	-	1	-	1	1	**
	%	*-%*	*1%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*1%*	*1%*	**
Parcels to go	**1**	-	1	-	**	1	-	-	**	1	1	1	1	1	**
	%	*-%*	*1%*	*-%*	**	*1%*	*-%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Pallet Lines	**1**	-	-	-	**	-	1	-	**	-	-	-	-	-	**
	%	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Tuffnels	*	-	-	-	**	*	-	-	**	*	-	*	-	*	**
	%	*-%*	*-%*	*-%*	**	*%*	*-%*	*-%*	**	*%*	*-%*	*%*	*-%*	*%*	**
Interparcel	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	*-%*	**	*%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
Priority Express	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	*-%*	**	*-%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
Other answers	**22**	7	10	9	**	14	10	10	**	13	10	11	9	5	**
	7%	*9%*	*7%*	*22%*	**	*7%*	*7%*	*15%*	**	*7%*	*7%*	*7%*	*6%*	*4%*	**
				ab				ab							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**308**	81	147	51	1	192	143	80	1	189	164	151	170	148	10
Weighted total	**301**	78	139	40	*	197	147	68	*	168	151	146	158	133	12
NET: Provider other than RM	**216**	59	98	33	**	131	108	55	**	112	105	118	110	89	**
	72%	*75%*	*70%*	*82%*	**	*66%*	*74%*	*81%* a	**	*66%*	*69%*	*80%* **ab**	*70%*	*67%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	308	89	71	94	27	19	158	139	6	4	20	3
Weighted total	301	81	64	94	29	15	148	119	7	3	24	4
Royal Mail	85	16	11	16	**	**	44	40	**	**	**	**
	28%	19%	17%	17%	**	**	30%	34%	**	**	**	**
Parcelforce	37	9	7	19	**	**	14	13	**	**	**	**
	12%	11%	10%	20%	**	**	10%	11%	**	**	**	**
DPD	34	14	9	13	**	**	10	4	**	**	**	**
	11%	17%	14%	14%	**	**	7%	4%	**	**	**	**
DHL	31	4	3	9	**	**	18	13	**	**	**	**
	10%	5%	5%	9%	**	**	12%	11%	**	**	**	**
UPS	31	12	11	18	**	**	18	11	**	**	**	**
	10%	15%	18%	19%	**	**	12%	10%	**	**	**	**
Hermes	25	8	6	8	**	**	11	15	**	**	**	**
	8%	10%	10%	9%	**	**	8%	12%	**	**	**	**
TNT Express	22	6	6	3	**	**	12	8	**	**	**	**
	7%	7%	9%	3%	**	**	8%	7%	**	**	**	**
FedEx	6	2	2	1	**	**	4	3	**	**	**	**
	2%	3%	4%	1%	**	**	3%	2%	**	**	**	**
DX	4	*	*	-	**	**	4	3	**	**	**	**
	1%	*%	*%	-%	**	**	2%	2%	**	**	**	**
UK Mail	4	1	1	-	**	**	-	1	**	**	**	**
	1%	2%	1%	-%	**	**	-%	*%	**	**	**	**
Yodel	3	3	3	1	**	**	3	3	**	**	**	**
	1%	3%	4%	1%	**	**	2%	2%	**	**	**	**
APC	2	*	-	*	**	**	*	*	**	**	**	**
	1%	*%	-%	*%	**	**	*%	*%	**	**	**	**
Pitney Bowes	1	-	-	-	**	**	1	1	**	**	**	**
	*%	-%	-%	-%	**	**	1%	1%	**	**	**	**
Parcels to go	1	1	-	-	**	**	1	1	**	**	**	**
	*%	2%	-%	-%	**	**	1%	1%	**	**	**	**
Pallet Lines	1	-	-	-	**	**	-	-	**	**	**	**
	*%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Tuffnels	*	*	-	*	**	**	-	*	**	**	**	**
	*%	*%	-%	*%	**	**	-%	*%	**	**	**	**
Interparcel	*	*	*	*	**	**	*	*	**	**	**	**
	*%	*%	*%	*%	**	**	*%	*%	**	**	**	**
Priority Express	*	*	*	-	**	**	*	*	**	**	**	**
	*%	*%	*%	-%	**	**	*%	*%	**	**	**	**
Other answers	22	7	6	6	**	**	11	5	**	**	**	**
	7%	8%	9%	7%	**	**	7%	4%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**308**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**301**	81	64	94	29	15	148	119	7	3	24	4
NET: Provider other than RM	**216**	65	53	78	**	**	104	79	**	**	**	**
	72%	*81%*	*83%*	*83%*	**	**	*70%*	*66%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**308**	292	265	296	278	304	229	290	134	-	252	9	61	235
Weighted total	**301**	283	258	287	263	295	226	283	120	-	235	14	68	220
Royal Mail	**85**	80	76	80	76	83	67	80	34	**	61	**	20	65
	28%	*28%*	*29%*	*28%*	*29%*	*28%*	*30%*	*28%*	*29%*	**	*26%*	**	*30%*	*29%*
Parcelforce	**37**	31	28	33	33	37	23	33	13	**	32	**	4	29
	12%	*11%*	*11%*	*11%*	*12%*	*12%*	*10%*	*12%*	*11%*	**	*13%*	**	*7%*	*13%*
DPD	**34**	33	28	33	31	34	22	33	10	**	30	**	6	27
	11%	*12%*	*11%*	*11%*	*12%*	*11%*	*10%*	*12%*	*9%*	**	*13%*	**	*9%*	*12%*
DHL	**31**	31	24	31	23	29	25	31	16	**	20	**	15	15
	10%	*11%*	*9%*	*11%*	*9%*	*10%*	*11%*	*11%*	*14%*	**	*8%*	**	*22%* b	*7%*
UPS	**31**	30	28	30	30	31	24	29	17	**	27	**	9	21
	10%	*11%*	*11%*	*11%*	*11%*	*10%*	*11%*	*10%*	*15%*	**	*12%*	**	*14%*	*10%*
Hermes	**25**	20	20	22	22	25	19	21	5	**	23	**	2	23
	8%	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*7%*	*4%*	**	*10%*	**	*3%*	*10%*
TNT Express	**22**	22	21	22	15	22	16	21	9	**	16	**	5	14
	7%	*8%*	*8%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	**	*7%*	**	*7%*	*7%*
FedEx	**6**	6	4	6	6	6	4	4	4	**	4	**	1	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*2%*	*2%*
DX	**4**	4	4	4	4	4	4	4	1	**	2	**	*	4
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	*1%*	**	*%*	*2%*
UK Mail	**4**	4	3	4	3	3	3	4	2	**	2	**	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*3%* b	*-%*
Yodel	**3**	3	3	3	3	3	3	3	2	**	1	**	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*%*	**	*2%*	*1%*
APC	**2**	2	*	2	*	2	*	2	*	**	1	**	-	2
	1%	*1%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	**	*1%*	**	*-%*	*1%*
Pitney Bowes	**1**	1	1	1	1	1	1	1	-	**	1	**	-	1
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*-%*	**	*1%*	**	*-%*	*1%*
Parcels to go	**1**	1	1	1	1	1	1	1	-	**	*	**	1	*
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*-%*	**	*%*	**	*2%*	*%*
Pallet Lines	**1**	1	-	1	-	1	-	1	-	**	1	**	-	1
	%	*%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	**	*1%*	**	*-%*	*1%*
Tuffnels	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
Interparcel	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	%	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	**	*%*	**	*-%*	*%*
Priority Express	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	*-%*	*%*
Other answers	**22**	20	20	20	19	22	16	20	7	**	19	**	4	17
	7%	*7%*	*8%*	*7%*	*7%*	*8%*	*7%*	*7%*	*6%*	**	*8%*	**	*6%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**308**	292	265	296	278	304	229	290	134	-	252	9	61	235
Weighted total	**301**	283	258	287	263	295	226	283	120	-	235	14	68	220
NET: Provider other than RM	**216**	203	182	206	187	212	159	202	85	**	174	**	48	155
	72%	*72%*	*71%*	*72%*	*71%*	*72%*	*70%*	*72%*	*71%*	**	*74%*	**	*70%*	*71%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**308**	252	15	69	237	74	182	50	103	35	165	157	151
Weighted total	**301**	255	17	66	234	74	171	54	100	42	158	157	143
Royal Mail	**85**	69	**	24	60	24	42	**	31	**	37	43	42
	28%	*27%*	**	*37%*	*26%*	*32%*	*25%*	**	*31%*	**	*23%*	*27%*	*29%*
										c			
Parcelforce	**37**	33	**	5	32	6	20	**	14	**	19	17	19
	12%	*13%*	**	*7%*	*14%*	*9%*	*12%*	**	*14%*	**	*12%*	*11%*	*14%*
DPD	**34**	30	**	12	22	7	24	**	11	**	19	13	20
	11%	*12%*	**	*17%*	*10%*	*10%*	*14%*	**	*11%*	**	*12%*	*9%*	*14%*
							c						
DHL	**31**	27	**	3	28	6	20	**	7	**	19	19	12
	10%	*11%*	**	*4%*	*12%*	*8%*	*12%*	**	*7%*	**	*12%*	*12%*	*8%*
					a								
UPS	**31**	30	**	2	29	9	17	**	14	**	12	14	16
	10%	*12%*	**	*3%*	*12%*	*13%*	*10%*	**	*14%*	**	*8%*	*9%*	*11%*
					a								
Hermes	**25**	16	**	6	19	5	19	**	7	**	15	12	13
	8%	*6%*	**	*9%*	*8%*	*7%*	*11%*	**	*7%*	**	*10%*	*7%*	*9%*
							c						
TNT Express	**22**	17	**	10	12	11	9	**	8	**	12	13	8
	7%	*7%*	**	*15%*	*5%*	*14%*	*5%*	**	*8%*	**	*8%*	*9%*	*6%*
				b		b							
FedEx	**6**	3	**	5	1	1	4	**	*	**	4	3	3
	2%	*1%*	**	*7%*	**%*	*2%*	*2%*	**	**%*	**	*3%*	*2%*	*2%*
				b									
DX	**4**	4	**	-	4	*	4	**	*	**	3	2	2
	1%	*2%*	**	*-%*	*2%*	**%*	*2%*	**	**%*	**	*2%*	*1%*	*1%*
UK Mail	**4**	2	**	1	3	3	1	**	2	**	2	2	2
	1%	*1%*	**	*1%*	*1%*	*5%*	**%*	**	*2%*	**	*1%*	*1%*	*1%*
						b							
Yodel	**3**	3	**	*	3	*	1	**	1	**	1	3	*
	1%	*1%*	**	**%*	*1%*	*1%*	*1%*	**	*1%*	**	**%*	*2%*	**%*
APC	**2**	1	**	*	1	1	*	**	1	**	*	*	1
	1%	*1%*	**	**%*	*1%*	*2%*	**%*	**	*1%*	**	**%*	**%*	*1%*
Pitney Bowes	**1**	-	**	-	1	-	-	**	-	**	1	1	-
	****%***	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	*-%*	**	*1%*	*1%*	*-%*
								b					
Parcels to go	**1**	1	**	-	1	-	*	**	1	**	*	1	*
	****%***	*1%*	**	*-%*	*1%*	*-%*	**%*	**	*1%*	**	**%*	*1%*	**%*
Pallet Lines	**1**	1	**	-	1	1	-	**	1	**	-	-	1
	****%***	**%*	**	*-%*	*1%*	*2%*	*-%*	**	*1%*	**	*-%*	*-%*	*1%*
Tuffnels	*	*	**	-	*	-	*	**	-	**	*	-	*
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**	*-%*	**	**%*	*-%*	**%*
Interparcel	*	*	**	-	*	-	*	**	*	**	-	*	-
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**	**%*	**	*-%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**308**	252	15	69	237	74	182	50	103	35	165	157	151
Weighted total	**301**	255	17	66	234	74	171	54	100	42	158	157	143
Priority Express	*	*	**	-	*	-	*	**	-	**	*	-	*
	*%	*%	**	-%	*%	-%	*%	**	-%	**	*%	-%	*%
Other answers	**22**	21	**	3	20	3	10	**	5	**	15	15	7
	7%	*8%*	**	*4%*	*8%*	*4%*	*6%*	**	*5%*	**	*10%*	*10%*	*5%*
								ab					
NET: Provider other than RM	**216**	186	**	42	174	50	128	**	69	**	121	115	101
	72%	*73%*	**	*63%*	*74%*	*68%*	*75%*	**	*69%*	**	*77%*	*73%*	*71%*
											b		

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	308	26	27	25	31	25	25	25	23	27	26	29	19
Weighted total	301	21	26	27	15	29	31	10	20	41	30	32	17
Royal Mail	85	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	37	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	34	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	31	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	31	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	25	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	22	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	22	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	216	**	**	**	**	**	**	**	**	**	**	**	**
	72%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**308**	78	81	75	74
Weighted total	**301**	74	76	71	79
Royal Mail	**85**	30	20	17	17
	28%	*41%*	*27%*	*23%*	*22%*
		cd			
Parcelforce	**37**	7	6	10	13
	12%	*9%*	*8%*	*15%*	*17%*
DPD	**34**	8	5	10	11
	11%	*10%*	*7%*	*14%*	*14%*
DHL	**31**	5	13	7	6
	10%	*7%*	*17%*	*10%*	*8%*
UPS	**31**	3	11	12	5
	10%	*4%*	*14%*	*17%*	*6%*
			a	a	
Hermes	**25**	7	7	9	2
	8%	*9%*	*9%*	*13%*	*2%*
				d	
TNT Express	**22**	5	6	4	6
	7%	*6%*	*8%*	*6%*	*8%*
FedEx	**6**	3	-	*	2
	2%	*4%*	*-%*	*1%*	*3%*
DX	**4**	2	1	*	1
	1%	*3%*	*1%*	**%*	*2%*
UK Mail	**4**	1	2	-	1
	1%	*1%*	*3%*	*-%*	*2%*
Yodel	**3**	*	*	-	3
	1%	**%*	*1%*	*-%*	*3%*
APC	**2**	*	-	*	1
	1%	**%*	*-%*	**%*	*2%*
Pitney Bowes	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*2%*
Parcels to go	**1**	*	-	-	1
	****%***	**%*	*-%*	*-%*	*2%*
Pallet Lines	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*2%*
Tuffnels	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Interparcel	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Priority Express	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Other answers	**22**	5	7	1	9
	7%	*7%*	*9%*	*2%*	*11%*
			c		c
NET: Provider other than RM	**216**	44	56	55	62
	72%	*59%*	*73%*	*77%*	*78%*
				a	a

Columns Tested: a,b,c,d

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	73	48	15	5	5	25	15	14	7	2	10
Weighted total	68	64	2	1	1	3	21	17	5	*	4
Royal Mail	24	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**
DPD	17	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**
DHL	9	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	73	5	2	10	2	8	6	9	6	5	53	3	9	8
Weighted total	68	6	1	14	3	6	7	12	5	6	61	1	3	3
Royal Mail	24	**	**	**	**	**	**	**	**	**	21	**	**	**
	36%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
DPD	17	**	**	**	**	**	**	**	**	**	14	**	**	**
	25%	**	**	**	**	**	**	**	**	**	*23%*	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*20%*	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
DHL	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*14%*	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	41	**	**	**
	64%	**	**	**	**	**	**	**	**	**	*66%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	73	1	21	2	4	31	1	1	11	58	15	67	6
Weighted total	68	*	19	4	1	31	*	2	9	55	13	65	3
Royal Mail	24	**	**	**	**	**	**	**	**	17	**	24	**
	36%	**	**	**	**	**	**	**	**	*30%*	**	*37%*	**
DPD	17	**	**	**	**	**	**	**	**	14	**	15	**
	25%	**	**	**	**	**	**	**	**	*26%*	**	*23%*	**
Parcelforce	13	**	**	**	**	**	**	**	**	11	**	13	**
	19%	**	**	**	**	**	**	**	**	*20%*	**	*20%*	**
Hermes	11	**	**	**	**	**	**	**	**	10	**	11	**
	16%	**	**	**	**	**	**	**	**	*19%*	**	*17%*	**
DHL	9	**	**	**	**	**	**	**	**	9	**	9	**
	13%	**	**	**	**	**	**	**	**	*16%*	**	*13%*	**
TNT Express	7	**	**	**	**	**	**	**	**	5	**	7	**
	11%	**	**	**	**	**	**	**	**	*9%*	**	*11%*	**
FedEx	6	**	**	**	**	**	**	**	**	6	**	6	**
	9%	**	**	**	**	**	**	**	**	*12%*	**	*10%*	**
UPS	5	**	**	**	**	**	**	**	**	5	**	5	**
	8%	**	**	**	**	**	**	**	**	*9%*	**	*8%*	**
APC	2	**	**	**	**	**	**	**	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**
Interparcel	1	**	**	**	**	**	**	**	**	1	**	1	**
	2%	**	**	**	**	**	**	**	**	*2%*	**	*2%*	**
Pallet Lines	1	**	**	**	**	**	**	**	**	1	**	1	**
	2%	**	**	**	**	**	**	**	**	*2%*	**	*2%*	**
DX	*	**	**	**	**	**	**	**	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**
Tuffnels	*	**	**	**	**	**	**	**	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**
Other answers	6	**	**	**	**	**	**	**	**	5	**	6	**
	9%	**	**	**	**	**	**	**	**	*9%*	**	*9%*	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	38	**	41	**
	64%	**	**	**	**	**	**	**	**	*70%*	**	*63%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**73**	71	2	29	11	33
Weighted total	**68**	66	2	25	10	33
Royal Mail	**24**	24	**	**	**	**
	36%	*37%*	**	**	**	**
DPD	**17**	17	**	**	**	**
	25%	*26%*	**	**	**	**
Parcelforce	**13**	13	**	**	**	**
	19%	*20%*	**	**	**	**
Hermes	**11**	11	**	**	**	**
	16%	*17%*	**	**	**	**
DHL	**9**	9	**	**	**	**
	13%	*13%*	**	**	**	**
TNT Express	**7**	7	**	**	**	**
	11%	*11%*	**	**	**	**
FedEx	**6**	6	**	**	**	**
	9%	*10%*	**	**	**	**
UPS	**5**	3	**	**	**	**
	8%	*5%*	**	**	**	**
APC	**2**	2	**	**	**	**
	2%	*3%*	**	**	**	**
Interparcel	**1**	1	**	**	**	**
	2%	*2%*	**	**	**	**
Pallet Lines	**1**	1	**	**	**	**
	2%	*2%*	**	**	**	**
DX	*	*	**	**	**	**
	***%**	**%*	**	**	**	**
Tuffnels	*	*	**	**	**	**
	***%**	**%*	**	**	**	**
Other answers	**6**	6	**	**	**	**
	9%	*9%*	**	**	**	**
NET: Provider other than RM	**44**	41	**	**	**	**
	64%	*63%*	**	**	**	**

Columns Tested: a,b - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted total	73	30	26	11	2	3	1	-	-	56	17	6	6	24	43
Weighted total	68	32	26	8	*	2	*	-	-	58	10	2	5	27	36
Royal Mail	24	**	**	**	**	**	**	**	**	20	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	*34%*	**	**	**	**	**
DPD	17	**	**	**	**	**	**	**	**	13	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	*22%*	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	12	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	*20%*	**	**	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	11	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	*19%*	**	**	**	**	**
DHL	9	**	**	**	**	**	**	**	**	6	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	*10%*	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	3	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	*6%*	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	6	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	*11%*	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	2	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	*4%*	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	*1%*	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	3	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	*4%*	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	38	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	*66%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**73**	45	39	51	65	21	53	46	2	2	-	1	-	-
Weighted total	**68**	40	37	48	60	17	47	45	2	*	-	*	-	-
Royal Mail	**24**	**	**	17	20	**	17	**	**	**	**	**	**	**
	36%	**	**	*36%*	*33%*	**	*36%*	**	**	**	**	**	**	**
DPD	**17**	**	**	10	17	**	8	**	**	**	**	**	**	**
	25%	**	**	*20%*	*28%*	**	*17%*	**	**	**	**	**	**	**
Parcelforce	**13**	**	**	8	13	**	9	**	**	**	**	**	**	**
	19%	**	**	*17%*	*21%*	**	*19%*	**	**	**	**	**	**	**
Hermes	**11**	**	**	8	10	**	4	**	**	**	**	**	**	**
	16%	**	**	*17%*	*16%*	**	*9%*	**	**	**	**	**	**	**
DHL	**9**	**	**	2	9	**	5	**	**	**	**	**	**	**
	13%	**	**	*3%*	*15%*	**	*11%*	**	**	**	**	**	**	**
					ac		a							
TNT Express	**7**	**	**	5	5	**	5	**	**	**	**	**	**	**
	11%	**	**	*11%*	*9%*	**	*10%*	**	**	**	**	**	**	**
FedEx	**6**	**	**	5	6	**	6	**	**	**	**	**	**	**
	9%	**	**	*11%*	*11%*	**	*14%*	**	**	**	**	**	**	**
UPS	**5**	**	**	3	3	**	4	**	**	**	**	**	**	**
	8%	**	**	*5%*	*5%*	**	*8%*	**	**	**	**	**	**	**
APC	**2**	**	**	-	2	**	2	**	**	**	**	**	**	**
	2%	**	**	*-%*	*3%*	**	*4%*	**	**	**	**	**	**	**
Interparcel	**1**	**	**	1	1	**	-	**	**	**	**	**	**	**
	2%	**	**	*3%*	*2%*	**	*-%*	**	**	**	**	**	**	**
Pallet Lines	**1**	**	**	-	1	**	1	**	**	**	**	**	**	**
	2%	**	**	*-%*	*2%*	**	*3%*	**	**	**	**	**	**	**
DX	*	**	**	*	*	**	*	**	**	**	**	**	**	**
	%	**	**	*%*	*%*	**	*%*	**	**	**	**	**	**	**
Tuffnels	*	**	**	*	*	**	*	**	**	**	**	**	**	**
	%	**	**	*%*	*%*	**	*%*	**	**	**	**	**	**	**
Other answers	**6**	**	**	4	6	**	3	**	**	**	**	**	**	**
	9%	**	**	*9%*	*10%*	**	*7%*	**	**	**	**	**	**	**
NET: Provider other than RM	**44**	**	**	31	40	**	30	**	**	**	**	**	**	**
	64%	**	**	*64%*	*67%*	**	*64%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**73**	56	5	1	-	3	-	-	3	14	11	13	13	-
Weighted total	**68**	58	1	*	-	*	-	-	*	19	9	14	5	-
Royal Mail	**24**	19	**	**	**	**	**	**	**	**	**	**	**	**
	36%	*33%*	**	**	**	**	**	**	**	**	**	**	**	**
DPD	**17**	16	**	**	**	**	**	**	**	**	**	**	**	**
	25%	*27%*	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	**13**	13	**	**	**	**	**	**	**	**	**	**	**	**
	19%	*22%*	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	**11**	10	**	**	**	**	**	**	**	**	**	**	**	**
	16%	*17%*	**	**	**	**	**	**	**	**	**	**	**	**
DHL	**9**	9	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*15%*	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	**7**	5	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	**6**	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*11%*	**	**	**	**	**	**	**	**	**	**	**	**
UPS	**5**	3	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*5%*	**	**	**	**	**	**	**	**	**	**	**	**
APC	**2**	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
DX	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	*** %***	*%*	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	*** %***	*%*	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**6**	5	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	**44**	39	**	**	**	**	**	**	**	**	**	**	**	**
	64%	*67%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	73	16	6	19	18	6	46	2	17	34	39	50	1
Weighted total	68	16	8	19	13	4	44	1	16	36	32	48	*
Royal Mail	24	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
											a		
DPD	17	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
										b			
Hermes	11	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
										b			
DHL	9	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
										b			
TNT Express	7	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
										b			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	73	19	46	44	7	17	48	17	42	14	1
Weighted total	68	22	38	41	7	21	39	17	37	10	*
Royal Mail	24	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**
DPD	17	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**
DHL	9	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	*b	*c
Unweighted total	73	23	32	14	1	51	37	28	1	43	37	44	40	29	4
Weighted total	68	25	30	10	*	50	33	22	*	38	37	41	40	26	3
Royal Mail	24	**	**	**	**	13	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	26%	**	**	**	**	**	**	**	**	**
										c					
DPD	17	**	**	**	**	13	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	27%	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	12	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	23%	**	**	**	**	**	**	**	**	**
Hermes	11	**	**	**	**	10	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	20%	**	**	**	**	**	**	**	**	**
DHL	9	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	15%	**	**	**	**	**	**	**	**	**
												ab			
TNT Express	7	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	10%	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	3	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	*	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	1	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	11%	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	37	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	74%	**	**	**	**	**	**	**	**	**
												a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	73	25	17	32	8	4	38	25	3	2	5	-
Weighted total	68	21	16	34	6	2	37	19	2	3	6	-
Royal Mail	24	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**
DPD	17	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**
DHL	9	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**73**	70	60	70	68	72	53	66	33	-	63	2	15	54
Weighted total	**68**	66	58	66	61	67	48	62	27	-	56	4	15	49
Royal Mail	**24**	24	19	24	23	24	16	23	**	**	18	**	**	15
	36%	*36%*	*34%*	*36%*	*37%*	*36%*	*34%*	*37%*	**	**	*31%*	**	**	*30%*
DPD	**17**	15	12	15	13	17	11	15	**	**	15	**	**	12
	25%	*23%*	*22%*	*23%*	*22%*	*25%*	*22%*	*24%*	**	**	*27%*	**	**	*25%*
Parcelforce	**13**	13	13	13	13	13	13	12	**	**	13	**	**	11
	19%	*20%*	*23%*	*20%*	*21%*	*19%*	*27%*	*19%*	**	**	*23%*	**	**	*23%*
Hermes	**11**	11	11	11	11	11	10	10	**	**	10	**	**	7
	16%	*17%*	*19%*	*17%*	*18%*	*17%*	*22%*	*16%*	**	**	*17%*	**	**	*15%*
DHL	**9**	9	5	9	6	8	6	8	**	**	9	**	**	6
	13%	*13%*	*9%*	*13%*	*9%*	*11%*	*12%*	*12%*	**	**	*16%*	**	**	*11%*
TNT Express	**7**	7	6	7	5	6	2	7	**	**	5	**	**	2
	11%	*11%*	*10%*	*11%*	*9%*	*9%*	*4%*	*12%*	**	**	*9%*	**	**	*5%*
FedEx	**6**	6	6	6	6	6	5	6	**	**	3	**	**	5
	9%	*10%*	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	**	**	*6%*	**	**	*11%*
UPS	**5**	5	4	5	4	4	4	5	**	**	5	**	**	4
	8%	*8%*	*7%*	*8%*	*7%*	*6%*	*8%*	*9%*	**	**	*9%*	**	**	*8%*
APC	**2**	2	*	2	-	2	-	2	**	**	2	**	**	2
	2%	*3%*	*1%*	*3%*	*-%*	*3%*	*-%*	*3%*	**	**	*3%*	**	**	*3%*
Interparcel	**1**	1	1	1	1	1	1	1	**	**	1	**	**	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	**	**	*2%*	**	**	*-%*
Pallet Lines	**1**	1	-	1	-	1	-	1	**	**	1	**	**	1
	2%	*2%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	**	**	*2%*	**	**	*3%*
DX	*	*	*	*	*	*	-	*	**	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	**	**	*%*	**	**	*%*
Tuffnels	*	*	*	*	*	*	-	*	**	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	**	**	*%*	**	**	*%*
Other answers	**6**	6	6	6	6	6	4	6	**	**	6	**	**	4
	9%	*9%*	*10%*	*9%*	*10%*	*9%*	*8%*	*9%*	**	**	*10%*	**	**	*9%*
NET: Provider other than RM	**44**	42	38	42	38	42	31	39	**	**	39	**	**	34
	64%	*64%*	*66%*	*64%*	*63%*	*64%*	*66%*	*63%*	**	**	*69%*	**	**	*70%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	73	55	5	16	57	21	44	7	36	5	30	31	42
Weighted total	68	51	7	13	55	20	42	6	37	7	23	32	35
Royal Mail	24	16	**	**	19	**	**	**	**	**	**	**	**
	36%	32%	**	**	34%	**	**	**	**	**	**	**	**
DPD	17	16	**	**	15	**	**	**	**	**	**	**	**
	25%	32%	**	**	27%	**	**	**	**	**	**	**	**
Parcelforce	13	10	**	**	12	**	**	**	**	**	**	**	**
	19%	20%	**	**	23%	**	**	**	**	**	**	**	**
Hermes	11	8	**	**	8	**	**	**	**	**	**	**	**
	16%	17%	**	**	15%	**	**	**	**	**	**	**	**
DHL	9	8	**	**	9	**	**	**	**	**	**	**	**
	13%	15%	**	**	16%	**	**	**	**	**	**	**	**
									c				a
TNT Express	7	3	**	**	5	**	**	**	**	**	**	**	**
	11%	7%	**	**	9%	**	**	**	**	**	**	**	**
FedEx	6	4	**	**	4	**	**	**	**	**	**	**	**
	9%	9%	**	**	8%	**	**	**	**	**	**	**	**
												b	
UPS	5	4	**	**	5	**	**	**	**	**	**	**	**
	8%	8%	**	**	9%	**	**	**	**	**	**	**	**
APC	2	2	**	**	2	**	**	**	**	**	**	**	**
	2%	3%	**	**	3%	**	**	**	**	**	**	**	**
Interparcel	1	1	**	**	1	**	**	**	**	**	**	**	**
	2%	2%	**	**	2%	**	**	**	**	**	**	**	**
Pallet Lines	1	1	**	**	1	**	**	**	**	**	**	**	**
	2%	2%	**	**	2%	**	**	**	**	**	**	**	**
DX	*	-	**	**	*	**	**	**	**	**	**	**	**
	*%	-%	**	**	*%	**	**	**	**	**	**	**	**
Tuffnels	*	-	**	**	*	**	**	**	**	**	**	**	**
	*%	-%	**	**	*%	**	**	**	**	**	**	**	**
Other answers	6	5	**	**	5	**	**	**	**	**	**	**	**
	9%	11%	**	**	10%	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	35	**	**	37	**	**	**	**	**	**	**	**
	64%	68%	**	**	66%	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	73	5	7	2	10	9	6	4	5	3	7	8	7
Weighted total	68	3	5	1	6	13	8	*	3	5	9	9	6
Royal Mail	24	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	17	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	13	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	11	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	9	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	44	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	73	14	25	12	22
Weighted total	68	9	27	9	24
Royal Mail	24	**	**	**	**
	36%	**	**	**	**
DPD	17	**	**	**	**
	25%	**	**	**	**
Parcelforce	13	**	**	**	**
	19%	**	**	**	**
Hermes	11	**	**	**	**
	16%	**	**	**	**
DHL	9	**	**	**	**
	13%	**	**	**	**
TNT Express	7	**	**	**	**
	11%	**	**	**	**
FedEx	6	**	**	**	**
	9%	**	**	**	**
UPS	5	**	**	**	**
	8%	**	**	**	**
APC	2	**	**	**	**
	2%	**	**	**	**
Interparcel	1	**	**	**	**
	2%	**	**	**	**
Pallet Lines	1	**	**	**	**
	2%	**	**	**	**
DX	*	**	**	**	**
	%	**	**	**	**
Tuffnels	*	**	**	**	**
	%	**	**	**	**
Other answers	6	**	**	**	**
	9%	**	**	**	**
NET: Provider other than RM	44	**	**	**	**
	64%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1385**	981	257	100	47	404	370	308	98	42	101
Weighted total	**1342**	1293	31	12	6	49	465	352	86	29	44
Royal Mail	**1289**	1244	28	12	**	46	441	344	86	**	44
	96%	*96%*	*93%*	*95%*	**	*94%*	*95%*	*98%*	*100%*	**	*99%*
		b						a	a		
DHL	**9**	9	*	-	**	*	5	-	-	**	*
	1%	*1%*	*1%*	*-%*	**	*1%*	*1%*	*-%*	*-%*	**	*%*
Hermes	**5**	5	-	-	**	-	4	-	-	**	-
	%	*%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	*-%*
Pitney Bowes	**2**	2	-	-	**	-	-	*	-	**	-
	%	*%*	*-%*	*-%*	**	*-%*	*-%*	*%*	*-%*	**	*-%*
DX	**2**	2	*	-	**	*	*	-	-	**	-
	%	*%*	*1%*	*-%*	**	*%*	*%*	*-%*	*-%*	**	*-%*
FedEx	**2**	2	*	-	**	*	-	-	-	**	-
	%	*%*	*%*	*-%*	**	*%*	*-%*	*-%*	*-%*	**	*-%*
TNT Express	**1**	1	-	*	**	*	-	-	-	**	-
	%	*%*	*-%*	*1%*	**	*%*	*-%*	*-%*	*-%*	**	*-%*
APC	**1**	1	-	-	**	-	1	-	-	**	-
	%	*%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*-%*	**	*-%*
Parcelforce	**1**	1	*	*	**	*	1	-	-	**	*
	%	*%*	*%*	*2%*	**	*1%*	*%*	*-%*	*-%*	**	*%*
				a		a					
Postal Sort	**1**	*	*	*	**	*	-	*	-	**	*
	%	*%*	*1%*	*1%*	**	*1%*	*-%*	*%*	*-%*	**	*%*
				a	**ab**	a					
UK Mail	**1**	*	*	-	**	*	-	*	-	**	*
	%	*%*	*1%*	*-%*	**	*%*	*-%*	*%*	*-%*	**	*%*
			a								
Neo Post	*	*	-	-	**	-	-	*	-	**	-
	%	*%*	*-%*	*-%*	**	*-%*	*-%*	*%*	*-%*	**	*-%*
Whistl (Previously known as TNT Post)	*	-	-	*	**	*	-	-	-	**	-
	%	*-%*	*-%*	*1%*	**	*%*	*-%*	*-%*	*-%*	**	*-%*
				a							
Other answers	**27**	26	1	*	**	1	13	6	*	**	-
	2%	*2%*	*3%*	*1%*	**	*3%*	*3%*	*2%*	*%*	**	*-%*
NET: RM Only	**1289**	1244	28	12	**	46	441	344	86	**	44
	96%	*96%*	*93%*	*95%*	**	*94%*	*95%*	*98%*	*100%*	**	*99%*
		b						a	a		
NET: Provider other than RM	**53**	50	2	1	**	3	24	8	*	**	1
	4%	*4%*	*7%*	*5%*	**	*6%*	*5%*	*2%*	*%*	**	*1%*
			a				**bc**				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1385**	114	60	146	34	94	157	106	85	68	864	169	180	172
Weighted total	**1342**	156	89	190	41	116	222	127	109	90	1140	68	73	61
Royal Mail	**1289**	151	83	186	**	112	213	120	104	86	1094	64	71	59
	96%	*97%*	*93%*	*98%*	**	*96%*	*96%*	*94%*	*95%*	*95%*	*96%*	*95%*	*98%*	*96%*
													bg	
DHL	**9**	*	4	2	**	-	*	3	-	-	9	1	-	-
	1%	*%*	*5%*	*1%*	**	-%	*%*	*2%*	-%	-%	*1%*	*1%*	-%	-%
			aefhjklm											
Hermes	**5**	-	-	1	**	1	-	-	-	2	5	-	-	-
	%	-%	-%	*1%*	**	*1%*	-%	-%	-%	*2%*	*%*	-%	-%	-%
										jklm				
Pitney Bowes	**2**	-	-	-	**	-	-	2	-	-	2	-	*	-
	%	-%	-%	-%	**	-%	-%	*1%*	-%	-%	*%*	-%	*1%*	-%
								j						
DX	**2**	-	-	-	**	*	-	1	-	-	1	-	-	*
	%	-%	-%	-%	**	*%*	-%	*1%*	-%	-%	*%*	-%	-%	*1%*
FedEx	**2**	-	-	-	**	-	-	-	1	-	1	-	-	1
	%	-%	-%	-%	**	-%	-%	-%	*1%*	-%	*%*	-%	-%	*1%*
									j					
TNT Express	**1**	-	-	-	**	-	1	-	-	-	1	-	-	*
	%	-%	-%	-%	**	-%	*1%*	-%	-%	-%	*%*	-%	-%	*%*
APC	**1**	-	-	-	**	-	-	-	1	-	1	-	-	-
	%	-%	-%	-%	**	-%	-%	-%	*1%*	-%	*%*	-%	-%	-%
									j					
Parcelforce	**1**	-	-	-	**	-	*	*	-	-	*	1	-	-
	%	-%	-%	-%	**	-%	*%*	*%*	-%	-%	*%*	*1%*	-%	-%
												j		
Postal Sort	**1**	-	-	-	**	-	-	-	-	-	-	-	-	1
	%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
UK Mail	**1**	-	-	-	**	*	-	-	-	-	*	-	*	-
	%	-%	-%	-%	**	*%*	-%	-%	-%	-%	*%*	-%	*1%*	-%
													j	
Neo Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Whistl (Previously known as TNT Post)	*	-	-	-	**	-	-	-	-	-	-	-	-	*
	%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*%*
Other answers	**27**	5	2	1	**	2	7	2	3	2	24	2	*	*
	2%	*3%*	*2%*	*1%*	**	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*%*	*%*
		m					**lm**							
NET: RM Only	**1289**	151	83	186	**	112	213	120	104	86	1094	64	71	59
	96%	*97%*	*93%*	*98%*	**	*96%*	*96%*	*94%*	*95%*	*95%*	*96%*	*95%*	*98%*	*96%*
													bg	
NET: Provider other than RM	**53**	5	6	4	**	4	9	8	5	5	46	3	1	2
	4%	*3%*	*7%*	*2%*	**	*4%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*	*2%*	*4%*
			l					l						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1385**	59	127	34	120	289	33	98	617	1004	381	1223	162
Weighted total	**1342**	47	100	31	109	332	28	105	582	1021	321	1213	129
Royal Mail	**1289**	46	99	**	108	318	**	101	552	975	314	1170	119
	96%	*99%*	*99%*	**	*100%*	*96%*	**	*96%*	*95%*	*96%*	*98%*	*96%*	*93%*
			fh		**efgh**						a	b	
DHL	**9**	-	-	**	-	5	**	-	2	9	-	9	*
	1%	-%	-%	**	-%	*1%*	**	-%	*%	*1%*	-%	*1%*	*%
							abdegh						
Hermes	**5**	-	-	**	-	1	**	1	2	5	-	5	-
	%	-%	-%	**	-%	*%	**	*1%*	*%	*%	-%	*%	-%
Pitney Bowes	**2**	-	-	**	-	-	**	*	2	2	-	2	-
	%	-%	-%	**	-%	-%	**	*%	*%	*%	-%	*%	-%
DX	**2**	-	-	**	-	-	**	-	2	2	-	*	1
	%	-%	-%	**	-%	-%	**	-%	*%	*%	-%	*%	*1%*
													a
FedEx	**2**	-	1	**	-	-	**	-	1	2	*	1	*
	%	-%	*1%*	**	-%	-%	**	-%	*%	*%	*%	*%	*%
TNT Express	**1**	-	-	**	-	1	**	-	-	*	1	1	-
	%	-%	-%	**	-%	*%	**	-%	-%	*%	*%	*%	-%
APC	**1**	-	-	**	-	1	**	-	-	1	-	1	-
	%	-%	-%	**	-%	*%	**	-%	-%	*%	-%	*%	-%
Parcelforce	**1**	-	*	**	-	-	**	-	1	1	*	1	-
	%	-%	*%	**	-%	-%	**	-%	*%	*%	*%	*%	-%
Postal Sort	**1**	-	*	**	-	-	**	-	1	1	*	1	-
	%	-%	*%	**	-%	-%	**	-%	*%	*%	*%	*%	-%
UK Mail	**1**	-	-	**	*	*	**	-	-	1	-	1	-
	%	-%	-%	**	*%	*%	**	-%	-%	*%	-%	*%	-%
Neo Post	*	-	-	**	-	-	**	-	*	-	*	*	-
	%	-%	-%	**	-%	-%	**	-%	*%	-%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	-	-	**	-	*	**	-	-	*	-	*	-
	%	-%	-%	**	-%	*%	**	-%	-%	*%	-%	*%	-%
Other answers	**27**	1	*	**	-	5	**	2	19	22	5	19	7
	2%	*1%*	*%*	**	-%	*1%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	*6%*
									d				a
NET: RM Only	**1289**	46	99	**	108	318	**	101	552	975	314	1170	119
	96%	*99%*	*99%*	**	*100%*	*96%*	**	*96%*	*95%*	*96%*	*98%*	*96%*	*93%*
			fh		**efgh**						a	b	
NET: Provider other than RM	**53**	1	1	**	*	14	**	4	30	46	7	43	9
	4%	*1%*	*1%*	**	*%*	*4%*	**	*4%*	*5%*	*4%*	*2%*	*4%*	*7%*
						d	**bd**	d	**bd**	b			a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1385**	1335	50	804	215	350
Weighted total	**1342**	1273	69	803	209	310
Royal Mail	**1289**	1227	**	763	206	301
	96%	*96%*	**	*95%*	*99%*	*97%*
		b			a	
DHL	**9**	9	**	7	-	2
	1%	*1%*	**	*1%*	*-%*	*1%*
Hermes	**5**	5	**	-	1	2
	***%**	*%*	**	*-%*	*1%*	*1%*
					a	a
Pitney Bowes	**2**	2	**	2	-	-
	***%**	*%*	**	*%*	*-%*	*-%*
DX	**2**	2	**	1	-	*
	***%**	*%*	**	*%*	*-%*	*%*
FedEx	**2**	2	**	1	*	-
	***%**	*%*	**	*%*	*%*	*-%*
TNT Express	**1**	1	**	1	-	-
	***%**	*%*	**	*%*	*-%*	*-%*
APC	**1**	-	**	-	-	1
	***%**	*-%*	**	*-%*	*-%*	*%*
			a			
Parcelforce	**1**	1	**	1	-	*
	***%**	*%*	**	*%*	*-%*	*%*
Postal Sort	**1**	1	**	1	*	*
	***%**	*%*	**	*%*	*%*	*%*
UK Mail	**1**	1	**	*	-	*
	***%**	*%*	**	*%*	*-%*	*%*
Neo Post	*	*	**	-	*	-
	***%**	*%*	**	*-%*	*%*	*-%*
Whistl (Previously known as TNT Post)	*	*	**	-	*	-
	***%**	*%*	**	*-%*	*%*	*-%*
Other answers	**27**	22	**	24	*	3
	2%	*2%*	**	*3%*	*%*	*1%*
			a	**bc**		
NET: RM Only	**1289**	1227	**	763	206	301
	96%	*96%*	**	*95%*	*99%*	*97%*
		b			a	
NET: Provider other than RM	**53**	46	**	40	2	9
	4%	*4%*	**	*5%*	*1%*	*3%*
			a	b		

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1385**	1102	245	29	3	4	1	1	-	1347	38	9	379	723	283
Weighted total	**1342**	1140	181	18	*	1	2	*	-	1321	21	3	458	683	202
Royal Mail	**1289**	1096	172	**	**	**	**	**	**	1269	**	**	434	663	193
	96%	*96%*	*95%*	**	**	**	**	**	**	*96%*	**	**	*95%*	*97%*	*96%*
DHL	**9**	9	1	**	**	**	**	**	**	9	**	**	4	5	1
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*%*
Hermes	**5**	2	3	**	**	**	**	**	**	5	**	**	-	2	3
	%	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*1%*
			ai												a
Pitney Bowes	**2**	2	*	**	**	**	**	**	**	2	**	**	-	2	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
DX	**2**	1	*	**	**	**	**	**	**	2	**	**	-	1	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
FedEx	**2**	1	1	**	**	**	**	**	**	2	**	**	1	-	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	-%	*%*
TNT Express	**1**	1	-	**	**	**	**	**	**	1	**	**	-	1	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	-%	*%*	-%
APC	**1**	1	-	**	**	**	**	**	**	1	**	**	-	1	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	-%	*%*	-%
Parcelforce	**1**	1	*	**	**	**	**	**	**	1	**	**	1	-	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	-%	*%*
Postal Sort	**1**	1	*	**	**	**	**	**	**	1	**	**	-	1	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
UK Mail	**1**	*	*	**	**	**	**	**	**	1	**	**	-	*	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
Neo Post	*	-	*	**	**	**	**	**	**	*	**	**	-	-	*
	%	-%	*%*	**	**	**	**	**	**	*%*	**	**	-%	-%	*%*
Whistl (Previously known as TNT Post)	*	-	*	**	**	**	**	**	**	*	**	**	-	-	*
	%	-%	*%*	**	**	**	**	**	**	*%*	**	**	-%	-%	*%*
Other answers	**27**	24	3	**	**	**	**	**	**	27	**	**	18	6	3
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*4%*	*1%*	*1%*
													bc		
NET: RM Only	**1289**	1096	172	**	**	**	**	**	**	1269	**	**	434	663	193
	96%	*96%*	*95%*	**	**	**	**	**	**	*96%*	**	**	*95%*	*97%*	*96%*
NET: Provider other than RM	**53**	44	8	**	**	**	**	**	**	52	**	**	24	20	9
	4%	*4%*	*5%*	**	**	**	**	**	**	*4%*	**	**	*5%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1385**	1246	853	1385	544	399	945	1248	73	34	17	5	7	1
Weighted total	**1342**	1193	768	1342	498	334	875	1258	50	16	5	5	6	2
Royal Mail	**1289**	1152	735	1289	484	326	852	1207	49	**	**	**	**	**
	96%	*97%*	*96%*	*96%*	*97%*	*98%*	*97%*	*96%*	*98%*	**	**	**	**	**
DHL	**9**	4	7	9	5	2	5	9	-	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
Hermes	**5**	1	4	5	3	2	1	5	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	**	**	**	**	**
						a								
Pitney Bowes	**2**	2	2	2	-	*	2	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
DX	**2**	2	2	2	1	*	2	1	*	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	**	**	**	**	**
										a				
FedEx	**2**	2	*	2	1	-	*	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
TNT Express	**1**	*	1	1	*	-	1	1	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
APC	**1**	1	1	1	-	1	1	1	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Parcelforce	**1**	*	1	1	1	*	1	1	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Postal Sort	**1**	1	*	1	*	*	1	1	*	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**
UK Mail	**1**	-	1	1	*	-	1	1	-	**	**	**	**	**
	****%***	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
Neo Post	*	*	-	*	-	-	-	-	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
										a				
Whistl (Previously known as TNT Post)	*	-	*	*	-	*	*	*	-	**	**	**	**	**
	****%***	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
Other answers	**27**	26	13	27	3	1	7	26	*	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	**%*	*1%*	*2%*	*1%*	**	**	**	**	**
		def	e	**def**										
NET: RM Only	**1289**	1152	735	1289	484	326	852	1207	49	**	**	**	**	**
	96%	*97%*	*96%*	*96%*	*97%*	*98%*	*97%*	*96%*	*98%*	**	**	**	**	**
NET: Provider other than RM	**53**	41	33	53	13	8	24	51	1	**	**	**	**	**
	4%	*3%*	*4%*	*4%*	*3%*	*2%*	*3%*	*4%*	*2%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1385**	527	8	5	-	2	2	-	4	425	389	332	233	6
Weighted total	**1342**	487	7	2	-	*	1	-	2	482	408	304	143	5
Royal Mail	**1289**	474	**	**	**	**	**	**	**	456	393	299	136	**
	96%	*97%*	**	**	**	**	**	**	**	*95%*	*96%*	*98%* ad	*95%*	**
DHL	**9**	5	**	**	**	**	**	**	**	7	3	-	-	**
	1%	*1%*	**	**	**	**	**	**	**	*1%* c	*1%*	-%	-%	**
Hermes	**5**	3	**	**	**	**	**	**	**	1	2	1	-	**
	%	*1%*	**	**	**	**	**	**	**	*%*	*1%*	*%	-%	**
Pitney Bowes	**2**	-	**	**	**	**	**	**	**	-	-	2	-	**
	%	-%	**	**	**	**	**	**	**	-%	-%	*1%*	-%	**
DX	**2**	*	**	**	**	**	**	**	**	-	-	-	2	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*1%* abc	**
FedEx	**2**	1	**	**	**	**	**	**	**	*	1	*	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	*%*	*%	-%	**
TNT Express	**1**	*	**	**	**	**	**	**	**	*	-	1	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	-%	*%	-%	**
APC	**1**	-	**	**	**	**	**	**	**	-	1	-	-	**
	%	-%	**	**	**	**	**	**	**	-%	*%	-%	-%	**
Parcelforce	**1**	1	**	**	**	**	**	**	**	1	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	-%	-%	*%	**
Postal Sort	**1**	*	**	**	**	**	**	**	**	-	*	*	1	**
	%	*%*	**	**	**	**	**	**	**	-%	*%	*%	*1%*	**
UK Mail	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*%*	**
Neo Post	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	*%*	**
Whistl (Previously known as TNT Post)	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	*%*	**
Other answers	**27**	3	**	**	**	**	**	**	**	17	7	-	3	**
	2%	*1%*	**	**	**	**	**	**	**	*3%* c	*2%* c	-%	*2%* c	**
NET: RM Only	**1289**	474	**	**	**	**	**	**	**	456	393	299	136	**
	96%	*97%*	**	**	**	**	**	**	**	*95%*	*96%*	*98%* ad	*95%*	**
NET: Provider other than RM	**53**	13	**	**	**	**	**	**	**	26	15	5	7	**
	4%	*3%*	**	**	**	**	**	**	**	*5%* c	*4%*	*2%*	*5%* c	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	**e**	a	**b**	c	a	b	a	b
Unweighted total	**1385**	231	116	130	61	6	276	19	249	1244	141	1325	60
Weighted total	**1342**	213	111	123	47	4	277	12	208	1214	128	1289	53
Royal Mail	**1289**	205	108	122	45	**	269	**	203	1214	75	1289	-
	96%	*97%*	*97%*	*99%*	*96%*	**	*97%*	**	*98%*	*100%* b	*59%*	*100%* b	*-%*
DHL	**9**	3	2	-	-	**	3	**	2	-	9	-	9
	1%	*1%*	*2%*	*-%*	*-%*	**	*1%*	**	*1%*	*-%*	*7%* a	*-%*	*18%* a
Hermes	**5**	1	-	-	1	**	1	**	1	-	5	-	5
	%	*1%*	*-%*	*-%*	*3%*	**	*%*	**	*1%*	*-%*	*4%* a	*-%*	*9%* a
Pitney Bowes	**2**	-	-	-	-	**	-	**	-	-	2	-	2
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*2%* a	*-%*	*4%* a
DX	**2**	-	*	*	-	**	-	**	1	-	2	-	2
	%	*-%*	*%*	*%*	*-%*	**	*-%*	**	*%*	*-%*	*1%* a	*-%*	*4%* a
FedEx	**2**	-	-	1	-	**	*	**	-	-	2	-	2
	%	*-%*	*-%*	*%*	*-%*	**	*%*	**	*-%*	*-%*	*1%* a	*-%*	*3%* a
TNT Express	**1**	*	-	-	-	**	-	**	*	-	1	-	1
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	**	*%*	*-%*	*1%* a	*-%*	*3%* a
APC	**1**	-	-	-	-	**	-	**	-	-	1	-	1
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*1%* a	*-%*	*2%* a
Parcelforce	**1**	1	*	-	*	**	-	**	1	-	1	-	1
	%	*%*	*%*	*-%*	*%*	**	*-%*	**	*%*	*-%*	*1%* a	*-%*	*2%* a
Postal Sort	**1**	*	-	-	-	**	*	**	*	-	1	-	1
	%	*%*	*-%*	*-%*	*-%*	**	*%*	**	*%*	*-%*	*1%* a	*-%*	*2%* a
UK Mail	**1**	-	-	-	*	**	*	**	-	-	1	-	1
	%	*-%*	*-%*	*-%*	*%*	**	*%*	**	*-%*	*-%*	*1%* a	*-%*	*1%* a
Neo Post	*	-	-	-	-	**	-	**	-	-	*	-	*
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*%* a	*-%*	*1%* a
Whistl (Previously known as TNT Post)	*	-	-	-	-	**	-	**	-	-	*	-	*
	%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*%*	*-%*	*%*
Other answers	**27**	2	1	*	*	**	3	**	*	-	27	-	27
	2%	*1%*	*1%*	*%*	*%*	**	*1%*	**	*%*	*-%*	*21%* a	*-%*	*51%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1385**	231	116	130	61	6	276	19	249	1244	141	1325	60
Weighted total	**1342**	213	111	123	47	4	277	12	208	1214	128	1289	53
NET: RM Only	**1289**	205	108	122	45	**	269	**	203	1214	75	1289	-
	96%	*97%*	*97%*	*99%*	*96%*	**	*97%*	**	*98%*	*100%* b	*59%*	*100%* b	*-%*
NET: Provider other than RM	**53**	7	3	1	2	**	8	**	5	-	53	-	53
	4%	*3%*	*3%*	*1%*	*4%*	**	*3%*	**	*2%*	*-%*	*41%* a	*-%*	*100%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1385**	47	126	204	22	399	145	418	1180	165	1
Weighted total	**1342**	45	118	191	18	362	136	410	1132	123	*
Royal Mail	**1289**	**	117	189	**	362	122	394	1098	119	**
	96%	**	*99%*	*99%*	**	*100%* b	*90%*	*96%*	*97%*	*96%*	**
DHL	**9**	**	*	*	**	-	5	2	4	2	**
	1%	**	*%*	*%*	**	-%	*4%* a	*1%*	*%*	*2%* b	**
Hermes	**5**	**	-	-	**	-	3	1	1	-	**
	%	**	-%	-%	**	-%	*2%* a	*%*	*%*	-%	**
Pitney Bowes	**2**	**	-	-	**	-	-	-	2	-	**
	%	**	-%	-%	**	-%	-%	-%	*%*	-%	**
DX	**2**	**	1	1	**	-	1	*	2	*	**
	%	**	*1%*	*1%*	**	-%	*%*	*%*	*%*	*%*	**
FedEx	**2**	**	*	-	**	-	1	2	*	1	**
	%	**	*%*	-%	**	-%	*%*	*%* b	*%*	*%* b	**
TNT Express	**1**	**	-	-	**	-	*	*	-	*	**
	%	**	-%	-%	**	-%	*%*	*%*	-%	*%*	**
APC	**1**	**	-	-	**	-	-	-	1	-	**
	%	**	-%	-%	**	-%	-%	-%	*%*	-%	**
Parcelforce	**1**	**	-	-	**	-	1	*	*	*	**
	%	**	-%	-%	**	-%	*1%*	*%*	*%*	*%*	**
Postal Sort	**1**	**	-	-	**	*	*	*	1	1	**
	%	**	-%	-%	**	*%*	*%*	*%*	*%*	*%*	**
UK Mail	**1**	**	-	-	**	-	*	-	-	-	**
	%	**	-%	-%	**	-%	*%*	-%	-%	-%	**
Neo Post	*	**	-	-	**	-	-	-	-	-	**
	%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	*	**	-	-	**	-	-	-	-	-	**
	%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**27**	**	-	1	**	-	3	10	22	*	**
	2%	**	-%	*1%*	**	-%	*2%* a	*2%*	*2%*	*%*	**
NET: RM Only	**1289**	**	117	189	**	362	122	394	1098	119	**
	96%	**	*99%*	*99%*	**	*100%* b	*90%*	*96%*	*97%*	*96%*	**
NET: Provider other than RM	**53**	**	1	3	**	*	13	16	34	4	**
	4%	**	*1%*	*1%*	**	*%*	*10%* a	*4%*	*3%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1385**	351	768	147	1	373	382	129	1	1188	811	447	1041	863	23
Weighted total	**1342**	336	696	112	*	351	346	107	*	1132	731	400	1012	778	26
Royal Mail	**1289**	316	670	100	**	340	337	102	**	1126	723	400	1008	773	**
	96%	*94%*	*96%*	*89%*	**	*97%*	*97%*	*96%*	**	*100%*	*99%*	*100%*	*100%*	*99%*	**
			c												
DHL	**9**	5	5	7	**	5	5	3	**	*	*	-	*	-	**
	1%	*1%*	*1%*	*7%*	**	*1%*	*1%*	*3%*	**	*%	*%	-%	*%	-%	**
				ab											
Hermes	**5**	4	4	-	**	1	3	-	**	-	2	-	2	-	**
	%	*1%*	*1%*	-%	**	*%	*1%*	-%	**	-%	*%	-%	*%	-%	**
Pitney Bowes	**2**	-	2	-	**	-	-	-	**	2	2	-	-	2	**
	%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	-%	*%	**
DX	**2**	*	2	*	**	*	*	*	**	2	2	*	1	2	**
	%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
FedEx	**2**	*	-	*	**	1	-	1	**	*	-	-	*	*	**
	%	*%	-%	*%	**	*%	-%	*%	**	*%	-%	-%	*%	*%	**
TNT Express	**1**	1	-	*	**	*	-	*	**	-	-	-	-	-	**
	%	*%	-%	*%	**	*%	-%	*%	**	-%	-%	-%	-%	-%	**
APC	**1**	-	1	-	**	-	-	-	**	-	-	-	-	-	**
	%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcelforce	**1**	1	*	*	**	1	*	*	**	-	-	-	-	-	**
	%	*%	*%	*%	**	*%	*%	*%	**	-%	-%	-%	-%	-%	**
Postal Sort	**1**	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
UK Mail	**1**	*	1	-	**	*	*	-	**	-	*	-	-	*	**
	%	*%	*%	-%	**	*%	*%	-%	**	-%	*%	-%	-%	*%	**
Neo Post	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	*	*	*	*	**	-	-	-	**	-	-	-	-	-	**
	%	*%	*%	*%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**27**	8	11	4	**	3	1	*	**	2	1	-	*	*	**
	2%	*2%*	*2%*	*3%*	**	*1%*	*%*	*%*	**	*%*	*%*	-%	*%*	*%*	**
NET: RM Only	**1289**	316	670	100	**	340	337	102	**	1126	723	400	1008	773	**
	96%	*94%*	*96%*	*89%*	**	*97%*	*97%*	*96%*	**	*100%*	*99%*	*100%*	*100%*	*99%*	**
			c												
NET: Provider other than RM	**53**	20	26	12	**	11	9	5	**	6	8	*	4	5	**
	4%	*6%*	*4%*	*11%*	**	*3%*	*3%*	*4%*	**	*%*	*1%*	*%*	*%*	*1%*	**
				b											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1385**	326	219	246	58	53	983	839	33	21	21	3
Weighted total	**1342**	287	178	227	57	42	958	755	31	17	23	5
Royal Mail	**1289**	286	178	226	56	41	953	750	**	**	**	**
	96%	*100%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	**	**	**	**
DHL	**9**	-	-	-	-	-	*	-	**	**	**	**
	1%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**
Hermes	**5**	-	-	-	-	-	2	-	**	**	**	**
	%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**
Pitney Bowes	**2**	-	-	-	-	-	-	2	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	*%	**	**	**	**
DX	**2**	*	*	*	*	*	1	2	**	**	**	**
	%	*%	*%	*%	*1%*	*1%*	*%	*%	**	**	**	**
FedEx	**2**	-	-	-	-	-	*	*	**	**	**	**
	%	-%	-%	-%	-%	-%	*%	*%	**	**	**	**
TNT Express	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
APC	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Parcelforce	**1**	-	-	-	-	-	-	-	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Postal Sort	**1**	*	-	*	-	-	*	*	**	**	**	**
	%	*%	-%	*%	-%	-%	*%	*%	**	**	**	**
UK Mail	**1**	-	-	-	-	-	-	*	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	*%	**	**	**	**
Neo Post	*	-	-	-	-	-	-	-	**	**	**	**
	%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	**	**	**	**
	%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**
Other answers	**27**	-	-	-	-	-	2	*	**	**	**	**
	2%	-%	-%	-%	-%	-%	*%	*%	**	**	**	**
NET: RM Only	**1289**	286	178	226	56	41	953	750	**	**	**	**
	96%	*100%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	**	**	**	**
NET: Provider other than RM	**53**	*	*	*	*	*	5	4	**	**	**	**
	4%	*%	*%	*%	*1%*	*1%*	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1385**	1354	1196	1362	1159	1363	843	1323	363	3	1154	32	167	1153
Weighted total	**1342**	1306	1107	1315	1079	1312	808	1283	306	2	1086	44	172	1100
Royal Mail	**1289**	1253	1069	1262	1033	1264	772	1232	293	**	1081	**	169	1094
	96%	*96%*	*97%*	*96%*	*96%*	*96%*	*96%*	*96%*	*96%*	**	*100%*	**	*99%*	*99%*
											b			
DHL	**9**	9	5	9	7	9	9	9	5	**	*	**	-	*
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*%*	**	-%	*%
Hermes	**5**	5	4	5	5	4	2	5	-	**	2	**	-	2
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	-%	*%
Pitney Bowes	**2**	2	2	2	2	2	2	2	2	**	-	**	-	2
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	-%	**	-%	*%
DX	**2**	2	2	2	1	2	1	2	*	**	1	**	1	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*1%*	*%*
												a	b	
FedEx	**2**	2	1	2	2	1	2	2	1	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%
TNT Express	**1**	1	1	1	1	1	1	1	*	**	-	**	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	-%	**	-%	-%
APC	**1**	1	1	1	1	1	-	1	-	**	-	**	-	-
	%	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	**	-%	**	-%	-%
Parcelforce	**1**	1	1	1	1	1	1	1	*	**	-	**	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	-%	**	-%	-%
Postal Sort	**1**	1	1	1	1	1	1	1	*	**	*	**	*	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
UK Mail	**1**	1	1	1	1	1	1	1	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%
Neo Post	*	*	*	*	-	*	*	*	-	**	-	**	-	-
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	**	-%	**	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	-%	*%
Other answers	**27**	27	19	27	24	25	16	25	5	**	*	**	1	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*%*	**	*1%*	*%*
													b	
NET: RM Only	**1289**	1253	1069	1262	1033	1264	772	1232	293	**	1081	**	169	1094
	96%	*96%*	*97%*	*96%*	*96%*	*96%*	*96%*	*96%*	*96%*	**	*100%*	**	*99%*	*99%*
											b			
NET: Provider other than RM	**53**	53	38	53	46	48	36	51	13	**	4	**	3	6
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*%*	**	*1%*	*1%*
												a		

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1385**	236	12	60	226	156	973	252	144	59	1171	778	607
Weighted total	**1342**	233	15	60	215	131	946	260	129	57	1152	749	593
Royal Mail	**1289**	187	**	50	172	120	917	247	123	55	1110	719	570
	96%	*80%*	**	*84%*	*80%*	*92%*	*97%* a	*95%*	*95%*	*95%*	*96%*	*96%*	*96%*
DHL	**9**	9	**	2	7	5	5	-	3	2	4	7	3
	1%	*4%*	**	*4%*	*3%*	*4%* bc	*1%*	*-%*	*2%* c	*4%* c	*%*	*1%*	*%*
Hermes	**5**	5	**	1	3	4	1	-	3	-	2	3	1
	%	*2%*	**	*2%*	*2%*	*3%* bc	*%*	*-%*	*2%* c	*-%*	*%*	*%*	*%*
Pitney Bowes	**2**	*	**	-	2	*	-	2	-	-	2	2	-
	%	*%*	**	*-%*	*1%*	*%*	*-%*	*1%* b	*-%*	*-%*	*%*	*%*	*-%*
DX	**2**	-	**	2	-	*	1	*	-	-	2	1	1
	%	*-%*	**	*3%* b	*-%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*
FedEx	**2**	2	**	*	1	-	1	1	*	-	1	1	1
	%	*1%*	**	*1%*	*1%*	*-%*	*%*	*1%*	*%*	*-%*	*%*	*%*	*%*
TNT Express	**1**	1	**	-	1	-	1	-	-	-	1	1	*
	%	*1%*	**	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*
APC	**1**	1	**	-	1	-	1	-	-	-	1	-	1
	%	*1%*	**	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*
Parcelforce	**1**	1	**	-	1	*	1	-	*	-	1	*	1
	%	*%*	**	*-%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*
Postal Sort	**1**	1	**	*	1	*	*	1	*	*	1	1	*
	%	*%*	**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*
UK Mail	**1**	1	**	-	1	1	-	-	*	*	-	*	*
	%	*%*	**	*-%*	*%*	*1%* b	*-%*	*-%*	*%*	*1%* c	*-%*	*%*	*%*
Neo Post	*	*	**	-	*	-	*	-	-	-	*	-	*
	%	*%*	**	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*
Whistl (Previously known as TNT Post)	*	*	**	-	*	*	-	-	*	-	-	-	*
	%	*%*	**	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Other answers	**27**	24	**	4	23	1	17	8	-	*	26	12	15
	2%	*10%*	**	*6%*	*11%*	*1%*	*2%*	*3%*	*-%*	*%*	*2%*	*2%*	*2%*
NET: RM Only	**1289**	187	**	50	172	120	917	247	123	55	1110	719	570
	96%	*80%*	**	*84%*	*80%*	*92%*	*97%* a	*95%*	*95%*	*95%*	*96%*	*96%*	*96%*
NET: Provider other than RM	**53**	46	**	10	43	11	29	12	7	3	43	30	23
	4%	*20%*	**	*16%*	*20%*	*8%* b	*3%*	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1385**	133	109	109	135	120	119	141	85	103	137	109	85
Weighted total	**1342**	88	121	121	88	140	122	85	90	159	141	116	71
Royal Mail	**1289**	86	115	120	87	137	118	75	82	151	134	114	70
	96%	*97%*	*95%*	*100%*	*99%*	*98%*	*96%*	*89%*	*92%*	*95%*	*95%*	*98%*	*98%*
		g		**bghij**	**bghij**	**gh**	g					**gh**	**gh**
DHL	**9**	2	-	1	-	2	-	*	2	3	-	-	-
	1%	*2%*	*-%*	**%*	*-%*	*2%*	*-%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*
Hermes	**5**	-	2	-	-	-	-	-	-	-	-	1	1
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*
Pitney Bowes	**2**	-	2	-	-	*	-	-	-	-	-	-	-
	****%***	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	*	-	-	-	-	-	-	-	-	1	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
FedEx	**2**	-	-	-	*	-	-	-	-	-	2	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
TNT Express	**1**	-	-	-	*	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
APC	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Parcelforce	**1**	*	-	-	-	-	-	*	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*
Postal Sort	**1**	*	-	-	*	-	*	*	*	-	*	-	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
UK Mail	**1**	-	-	-	*	*	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	*****	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*****	-	-	-	*	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**27**	*	2	-	-	*	4	9	5	4	1	-	-
	2%	**%*	*2%*	*-%*	*-%*	**%*	*4%*	*11%*	*6%*	*3%*	*1%*	*-%*	*-%*
							cdekabcdefijkl		**acdejkl**				
NET: RM Only	**1289**	86	115	120	87	137	118	75	82	151	134	114	70
	96%	*97%*	*95%*	*100%*	*99%*	*98%*	*96%*	*89%*	*92%*	*95%*	*95%*	*98%*	*98%*
		g		**bghij**	**bghij**	**gh**	g					**gh**	**gh**
NET: Provider other than RM	**53**	3	6	1	1	3	5	10	7	7	8	2	1
	4%	*3%*	*5%*	**%*	*1%*	*2%*	*4%*	*11%*	*8%*	*5%*	*5%*	*2%*	*2%*
			cd					**acdefkl**	**cdekl**	**cd**	**cd**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1385**	351	374	329	331
Weighted total	**1342**	329	350	334	329
Royal Mail	**1289**	320	342	309	318
	96%	*97%*	*98%*	*93%*	*97%*
		c	c		c
DHL	**9**	3	2	5	-
	1%	*1%*	*1%*	*1%*	*-%*
				d	
Hermes	**5**	2	-	-	3
	****%***	*1%*	*-%*	*-%*	*1%*
Pitney Bowes	**2**	2	*	-	-
	****%***	*1%*	**%*	*-%*	*-%*
DX	**2**	*	-	-	2
	****%***	**%*	*-%*	*-%*	*1%*
FedEx	**2**	-	*	-	2
	****%***	*-%*	**%*	*-%*	*1%*
TNT Express	**1**	-	*	-	1
	****%***	*-%*	**%*	*-%*	**%*
APC	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Parcelforce	**1**	*	-	1	-
	****%***	**%*	*-%*	**%*	*-%*
Postal Sort	**1**	*	*	*	*
	****%***	**%*	**%*	**%*	**%*
UK Mail	**1**	-	1	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Neo Post	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*
Whistl (Previously known as TNT Post)	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Other answers	**27**	2	5	19	1
	2%	*1%*	*1%*	*6%*	**%*
				abd	
NET: RM Only	**1289**	320	342	309	318
	96%	*97%*	*98%*	*93%*	*97%*
		c	c		c
NET: Provider other than RM	**53**	9	8	25	11
	4%	*3%*	*2%*	*7%*	*3%*
				abd	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	241	165	48	16	12	76	60	58	28	8	27
Weighted total	237	228	6	2	2	9	75	74	31	3	10
Royal Mail	80	78	**	**	**	2	28	21	**	**	**
	34%	34%	**	**	**	19%	38%	29%	**	**	**
		be									
Parcelforce	28	27	**	**	**	1	6	14	**	**	**
	12%	12%	**	**	**	6%	8%	19%	**	**	**
Hermes	23	23	**	**	**	*	15	4	**	**	**
	10%	10%	**	**	**	3%	20%	5%	**	**	**
		e					b				
DPD	22	21	**	**	**	1	7	6	**	**	**
	9%	9%	**	**	**	15%	9%	8%	**	**	**
TNT Express	17	16	**	**	**	1	8	4	**	**	**
	7%	7%	**	**	**	11%	10%	5%	**	**	**
UPS	16	16	**	**	**	1	4	4	**	**	**
	7%	7%	**	**	**	6%	5%	5%	**	**	**
DHL	12	12	**	**	**	1	-	11	**	**	**
	5%	5%	**	**	**	8%	-%	14%	**	**	**
								a			
APC	10	9	**	**	**	*	2	3	**	**	**
	4%	4%	**	**	**	5%	2%	4%	**	**	**
UK Mail	5	5	**	**	**	-	-	1	**	**	**
	2%	2%	**	**	**	-%	-%	2%	**	**	**
FedEx	4	3	**	**	**	1	1	1	**	**	**
	2%	1%	**	**	**	9%	2%	1%	**	**	**
			a			a					
Yodel	3	3	**	**	**	-	2	-	**	**	**
	1%	1%	**	**	**	-%	3%	-%	**	**	**
DX	1	*	**	**	**	*	*	-	**	**	**
	*%	*%	**	**	**	5%	1%	-%	**	**	**
			a			a					
Collect Plus	*	*	**	**	**	-	*	-	**	**	**
	*%	*%	**	**	**	-%	1%	-%	**	**	**
Interparcel	*	-	**	**	**	*	-	-	**	**	**
	*%	-%	**	**	**	3%	-%	-%	**	**	**
			a			a					
Tuffnels	*	-	**	**	**	*	-	-	**	**	**
	*%	-%	**	**	**	2%	-%	-%	**	**	**
			a								
Parcels to go	*	-	**	**	**	*	-	-	**	**	**
	*%	-%	**	**	**	1%	-%	-%	**	**	**
Fastway Couriers	*	-	**	**	**	*	-	-	**	**	**
	*%	-%	**	**	**	1%	-%	-%	**	**	**
Other answers	16	15	**	**	**	1	1	7	**	**	**
	7%	7%	**	**	**	7%	2%	10%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**241**	165	48	16	12	76	60	58	28	8	27
Weighted total	**237**	228	6	2	2	9	75	74	31	3	10
NET: RM Only	**80**	78	**	**	**	2	28	21	**	**	**
	34%	*34%*	**	**	**	*19%*	*38%*	*29%*	**	**	**
		be									
NET: Provider other than RM	**158**	150	**	**	**	8	47	52	**	**	**
	66%	*66%*	**	**	**	*81%*	*62%*	*71%*	**	**	**
			a			a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	241	12	7	24	6	25	31	23	16	17	161	19	30	31
Weighted total	237	13	8	30	8	31	45	30	18	22	205	9	14	10
Royal Mail	80	**	**	**	**	**	**	**	**	**	69	**	**	**
	34%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
											l			l
Parcelforce	28	**	**	**	**	**	**	**	**	**	25	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Hermes	23	**	**	**	**	**	**	**	**	**	21	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
DPD	22	**	**	**	**	**	**	**	**	**	14	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
													fj	j
TNT Express	17	**	**	**	**	**	**	**	**	**	16	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
UPS	16	**	**	**	**	**	**	**	**	**	15	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
APC	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Yodel	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
														j
Collect Plus	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Interparcel	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Parcels to go	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other answers	16	**	**	**	**	**	**	**	**	**	13	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
							j							
NET: RM Only	80	**	**	**	**	**	**	**	**	**	69	**	**	**
	34%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
											l			l

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	**241**	12	7	24	6	25	31	23	16	17	161	19	30	31
Weighted total	**237**	13	8	30	8	31	45	30	18	22	205	9	14	10
NET: Provider other than RM	**158**	**	**	**	**	**	**	**	**	**	136	**	**	**
	66%	**	**	**	**	**	**	**	**	**	*66%*	**	**	**
													jm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	241	6	55	2	13	110	3	4	45	169	72	221	20
Weighted total	237	6	48	4	7	119	2	4	44	180	58	224	13
Royal Mail	80	**	14	**	**	44	**	**	**	62	18	73	**
	34%	**	28%	**	**	37%	**	**	**	35%	31%	32%	**
Parcelforce	28	**	2	**	**	16	**	**	**	19	9	28	**
	12%	**	5%	**	**	14%	**	**	**	10%	16%	12%	**
Hermes	23	**	4	**	**	15	**	**	**	19	4	21	**
	10%	**	8%	**	**	13%	**	**	**	11%	7%	10%	**
DPD	22	**	6	**	**	14	**	**	**	16	7	22	**
	9%	**	12%	**	**	11%	**	**	**	9%	12%	10%	**
TNT Express	17	**	5	**	**	*	**	**	**	9	8	16	**
	7%	**	10%	**	**	*%	**	**	**	5%	14%	7%	**
			e						e		a		
UPS	16	**	1	**	**	9	**	**	**	15	2	16	**
	7%	**	3%	**	**	8%	**	**	**	8%	3%	7%	**
DHL	12	**	6	**	**	6	**	**	**	12	*	12	**
	5%	**	12%	**	**	5%	**	**	**	7%	*%	6%	**
			h							b			
APC	10	**	2	**	**	7	**	**	**	7	3	8	**
	4%	**	3%	**	**	6%	**	**	**	4%	4%	4%	**
UK Mail	5	**	2	**	**	1	**	**	**	5	-	5	**
	2%	**	4%	**	**	1%	**	**	**	3%	-%	2%	**
FedEx	4	**	2	**	**	1	**	**	**	1	3	4	**
	2%	**	3%	**	**	1%	**	**	**	1%	5%	2%	**
											a		
Yodel	3	**	2	**	**	-	**	**	**	3	-	3	**
	1%	**	4%	**	**	-%	**	**	**	2%	-%	2%	**
			e										
DX	1	**	*	**	**	-	**	**	**	1	-	1	**
	*%	**	*%	**	**	-%	**	**	**	1%	-%	*%	**
Collect Plus	*	**	-	**	**	-	**	**	**	*	-	*	**
	*%	**	-%	**	**	-%	**	**	**	*%	-%	*%	**
Interparcel	*	**	*	**	**	*	**	**	**	*	*	*	**
	*%	**	*%	**	**	*%	**	**	**	*%	*%	*%	**
Tuffnels	*	**	*	**	**	-	**	**	**	*	-	*	**
	*%	**	*%	**	**	-%	**	**	**	*%	-%	*%	**
Parcels to go	*	**	-	**	**	-	**	**	**	*	-	-	**
	*%	**	-%	**	**	-%	**	**	**	*%	-%	-%	**
Fastway Couriers	*	**	-	**	**	*	**	**	**	-	*	*	**
	*%	**	-%	**	**	*%	**	**	**	-%	*%	*%	**
Other answers	16	**	5	**	**	5	**	**	**	12	4	15	**
	7%	**	10%	**	**	4%	**	**	**	6%	7%	7%	**
									e				
NET: RM Only	80	**	14	**	**	44	**	**	**	62	18	73	**
	34%	**	28%	**	**	37%	**	**	**	35%	31%	32%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**241**	6	55	2	13	110	3	4	45	169	72	221	20
Weighted total	**237**	6	48	4	7	119	2	4	44	180	58	224	13
NET: Provider other than RM	**158**	**	35	**	**	75	**	**	**	118	40	151	**
	66%	**	*72%*	**	**	*63%*	**	**	**	*65%*	*69%*	*68%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**241**	237	4	94	42	101
Weighted total	**237**	232	5	89	42	102
Royal Mail	**80**	75	**	17	**	43
	34%	*32%*	**	*19%*	**	*42%*
					a	a
Parcelforce	**28**	27	**	13	**	12
	12%	*12%*	**	*15%*	**	*12%*
Hermes	**23**	23	**	10	**	7
	10%	*10%*	**	*11%*	**	*7%*
DPD	**22**	22	**	5	**	13
	9%	*9%*	**	*5%*	**	*13%*
TNT Express	**17**	17	**	14	**	*
	7%	*7%*	**	*16%*	**	**%*
				c	c	
UPS	**16**	16	**	6	**	6
	7%	*7%*	**	*7%*	**	*5%*
DHL	**12**	12	**	6	**	6
	5%	*5%*	**	*7%*	**	*6%*
APC	**10**	10	**	5	**	4
	4%	*4%*	**	*6%*	**	*4%*
UK Mail	**5**	5	**	3	**	1
	2%	*2%*	**	*4%*	**	*1%*
FedEx	**4**	4	**	2	**	2
	2%	*2%*	**	*2%*	**	*2%*
Yodel	**3**	3	**	1	**	2
	1%	*1%*	**	*2%*	**	*2%*
DX	**1**	1	**	*	**	1
	***%**	**%*	**	**%*	**	*1%*
Collect Plus	*	*	**	-	**	-
	***%**	**%*	**	*-%*	**	*-%*
Interparcel	*	*	**	*	**	-
	***%**	**%*	**	**%*	**	*-%*
Tuffnels	*	*	**	*	**	-
	***%**	**%*	**	**%*	**	*-%*
Parcels to go	*	*	**	-	**	*
	***%**	**%*	**	*-%*	**	**%*
Fastway Couriers	*	*	**	*	**	-
	***%**	**%*	**	**%*	**	*-%*
Other answers	**16**	16	**	7	**	5
	7%	*7%*	**	*8%*	**	*5%*
NET: RM Only	**80**	75	**	17	**	43
	34%	*32%*	**	*19%*	**	*42%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**241**	237	4	94	42	101
Weighted total	**237**	232	5	89	42	102
NET: Provider other than RM	**158**	157	**	73	**	59
	66%	*68%*	**	*81%* bc	**	*58%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted total	**241**	114	95	23	3	5	1	-	-	209	32	9	19	95	127
Weighted total	**237**	124	93	17	*	3	*	-	-	217	20	3	26	98	113
Royal Mail	**80**	45	23	**	**	**	**	**	**	68	**	**	**	34	35
	34%	*36%*	*24%*	**	**	**	**	**	**	*31%*	**	**	**	*35%*	*31%*
											abi				
Parcelforce	**28**	17	11	**	**	**	**	**	**	28	**	**	**	13	11
	12%	*13%*	*12%*	**	**	**	**	**	**	*13%*	**	**	**	*13%*	*10%*
		j													
Hermes	**23**	17	6	**	**	**	**	**	**	23	**	**	**	12	7
	10%	*14%*	*7%*	**	**	**	**	**	**	*11%*	**	**	**	*13%*	*6%*
		j													
DPD	**22**	13	9	**	**	**	**	**	**	22	**	**	**	12	10
	9%	*10%*	*10%*	**	**	**	**	**	**	*10%*	**	**	**	*12%*	*9%*
TNT Express	**17**	7	10	**	**	**	**	**	**	17	**	**	**	6	10
	7%	*6%*	*10%*	**	**	**	**	**	**	*8%*	**	**	**	*7%*	*9%*
UPS	**16**	4	11	**	**	**	**	**	**	15	**	**	**	2	13
	7%	*3%*	*12%*	**	**	**	**	**	**	*7%*	**	**	**	*3%*	*11%*
			a												b
DHL	**12**	4	7	**	**	**	**	**	**	11	**	**	**	3	8
	5%	*3%*	*8%*	**	**	**	**	**	**	*5%*	**	**	**	*3%*	*7%*
APC	**10**	1	6	**	**	**	**	**	**	7	**	**	**	1	9
	4%	*1%*	*6%*	**	**	**	**	**	**	*3%*	**	**	**	*1%*	*8%*
			a								**ai**				b
UK Mail	**5**	-	3	**	**	**	**	**	**	3	**	**	**	-	5
	2%	*-%*	*4%*	**	**	**	**	**	**	*2%*	**	**	**	*-%*	*4%*
			a								a				b
FedEx	**4**	3	1	**	**	**	**	**	**	4	**	**	**	2	1
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	*1%*
Yodel	**3**	3	-	**	**	**	**	**	**	3	**	**	**	3	-
	1%	*3%*	*-%*	**	**	**	**	**	**	*2%*	**	**	**	*3%*	*-%*
														c	
DX	**1**	-	*	**	**	**	**	**	**	*	**	**	**	-	1
	%	*-%*	*1%*	**	**	**	**	**	**	*%*	**	**	**	*-%*	*1%*
Collect Plus	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*-%*
Interparcel	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*-%*
Tuffnels	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	%	*-%*	*%*	**	**	**	**	**	**	*%*	**	**	**	*-%*	*%*
Parcels to go	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*-%*
Fastway Couriers	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*-%*
Other answers	**16**	9	5	**	**	**	**	**	**	14	**	**	**	7	6
	7%	*8%*	*5%*	**	**	**	**	**	**	*7%*	**	**	**	*7%*	*6%*
NET: RM Only	**80**	45	23	**	**	**	**	**	**	68	**	**	**	34	35
	34%	*36%*	*24%*	**	**	**	**	**	**	*31%*	**	**	**	*35%*	*31%*
											abi				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted total	**241**	114	95	23	3	5	1	-	-	209	32	9	19	95	127
Weighted total	**237**	124	93	17	*	3	*	-	-	217	20	3	26	98	113
NET: Provider other than RM	**158**	79	70	**	**	**	**	**	**	149	**	**	**	63	79
	66%	*64%*	*76%*	**	**	**	**	**	**	*69%*	**	**	**	*65%*	*69%*
		j	j							j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**241**	147	131	173	241	73	191	152	10	7	1	1	2	-
Weighted total	**237**	133	120	163	237	59	182	153	7	1	*	*	2	-
Royal Mail	**80**	28	40	45	80	22	48	41	**	**	**	**	**	**
	34%	*21%*	*34%*	*28%*	*34%*	*37%*	*26%*	*27%*	**	**	**	**	**	**
			a		a	a								
Parcelforce	**28**	21	16	22	28	7	27	20	**	**	**	**	**	**
	12%	*16%*	*14%*	*14%*	*12%*	*13%*	*15%*	*13%*	**	**	**	**	**	**
Hermes	**23**	16	20	23	23	1	19	23	**	**	**	**	**	**
	10%	*12%*	*17%*	*14%*	*10%*	*1%*	*11%*	*15%*	**	**	**	**	**	**
		e	e	e	e		e							
DPD	**22**	13	9	15	22	6	18	15	**	**	**	**	**	**
	9%	*10%*	*8%*	*9%*	*9%*	*10%*	*10%*	*10%*	**	**	**	**	**	**
TNT Express	**17**	17	10	17	17	8	13	15	**	**	**	**	**	**
	7%	*13%*	*9%*	*10%*	*7%*	*14%*	*7%*	*10%*	**	**	**	**	**	**
UPS	**16**	10	5	10	16	2	12	10	**	**	**	**	**	**
	7%	*7%*	*5%*	*6%*	*7%*	*4%*	*6%*	*6%*	**	**	**	**	**	**
DHL	**12**	8	5	8	12	1	12	8	**	**	**	**	**	**
	5%	*6%*	*4%*	*5%*	*5%*	*2%*	*7%*	*5%*	**	**	**	**	**	**
APC	**10**	3	4	6	10	2	9	5	**	**	**	**	**	**
	4%	*2%*	*4%*	*3%*	*4%*	*3%*	*5%*	*3%*	**	**	**	**	**	**
UK Mail	**5**	1	-	1	5	3	5	1	**	**	**	**	**	**
	2%	*1%*	*-%*	*1%*	*2%*	*5%*	*3%*	*1%*	**	**	**	**	**	**
						b								
FedEx	**4**	4	1	4	4	2	3	4	**	**	**	**	**	**
	2%	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	**	**	**	**	**	**
Yodel	**3**	3	2	3	3	-	3	3	**	**	**	**	**	**
	1%	*3%*	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	**	**	**	**	**	**
DX	**1**	1	1	1	1	1	1	*	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*	**	**	**	**	**	**
Collect Plus	*	-	*	*	*	*	*	*	**	**	**	**	**	**
	%	*-%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**
Interparcel	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**
Tuffnels	*	*	-	*	*	-	*	-	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	**	**	**	**	**	**
Parcels to go	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**
Fastway Couriers	*	*	-	*	*	-	*	*	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**
Other answers	**16**	6	4	7	16	5	11	7	**	**	**	**	**	**
	7%	*5%*	*4%*	*4%*	*7%*	*8%*	*6%*	*4%*	**	**	**	**	**	**
NET: RM Only	**80**	28	40	45	80	22	48	41	**	**	**	**	**	**
	34%	*21%*	*34%*	*28%*	*34%*	*37%*	*26%*	*27%*	**	**	**	**	**	**
			a		a	a								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**241**	147	131	173	241	73	191	152	10	7	1	1	2	-
Weighted total	**237**	133	120	163	237	59	182	153	7	1	*	*	2	-
NET: Provider other than RM	**158**	105	79	118	158	37	134	112	**	**	**	**	**	**
	66%	*79%* bde	*66%*	*72%*	*66%*	*63%*	*74%*	*73%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**241**	225	8	3	-	4	1	-	5	42	47	42	42	-
Weighted total	**237**	227	6	2	-	2	1	-	3	50	52	38	23	-
Royal Mail	**80**	75	**	**	**	**	**	**	**	**	**	**	**	**
	34%	*33%*	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	**28**	26	**	**	**	**	**	**	**	**	**	**	**	**
	12%	*11%*	**	**	**	**	**	**	**	**	**	**	**	**
											a	a	a	
Hermes	**23**	23	**	**	**	**	**	**	**	**	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
DPD	**22**	22	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
												a		
TNT Express	**17**	17	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*7%*	**	**	**	**	**	**	**	**	**	**	**	**
										d				
UPS	**16**	14	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*6%*	**	**	**	**	**	**	**	**	**	**	**	**
DHL	**12**	12	**	**	**	**	**	**	**	**	**	**	**	**
	5%	*5%*	**	**	**	**	**	**	**	**	**	**	**	**
APC	**10**	10	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*4%*	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	**5**	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	**4**	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	**3**	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
DX	**1**	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	-	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**16**	16	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*7%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	**80**	75	**	**	**	**	**	**	**	**	**	**	**	**
	34%	*33%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**241**	225	8	3	-	4	1	-	5	42	47	42	42	-
Weighted total	**237**	227	6	2	-	2	1	-	3	50	52	38	23	-
NET: Provider other than RM	**158**	152	**	**	**	**	**	**	**	**	**	**	**	**
	66%	*67%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	241	71	39	77	45	9	177	8	56	130	111	168	5
Weighted total	237	72	38	78	42	8	189	4	44	137	100	162	1
Royal Mail	80	24	**	21	**	**	60	**	20	76	3	45	**
	34%	34%	**	27%	**	**	32%	**	44%	56% b	3%	28%	**
Parcelforce	28	12	**	9	**	**	18	**	7	17	11	22	**
	12%	16%	**	11%	**	**	10%	**	16%	12%	11%	14%	**
Hermes	23	10	**	6	**	**	18	**	5	10	14	23	**
	10%	14%	**	8%	**	**	10%	**	10%	7%	14%	14%	**
DPD	22	3	**	14	**	**	22	**	1	13	9	15	**
	9%	4%	**	19% ab	**	**	11% c	**	2%	10%	9%	9%	**
TNT Express	17	4	**	8	**	**	12	**	5	7	10	17	**
	7%	5%	** d	11% d	**	**	6%	**	11%	5%	10%	10%	**
UPS	16	8	**	1	**	**	12	**	4	4	12	10	**
	7%	11% bc	**	1%	** bc	**	7%	**	9%	3%	12% a	6%	**
DHL	12	2	**	7	**	**	12	**	*	1	11	8	**
	5%	3%	**	9%	**	**	7%	**	*%	1%	11% a	5%	**
APC	10	1	**	3	**	**	10	**	*	*	10	6	**
	4%	2%	**	4%	**	**	5%	**	*%	*%	10% a	3%	**
UK Mail	5	-	**	-	**	**	5	**	-	-	5	1	**
	2%	-%	** c	-%	** ac	**	2%	**	-%	-%	5% a	1%	**
FedEx	4	*	**	3	**	**	2	**	2	1	3	4	**
	2%	*%	**	3%	**	**	1%	**	4%	1%	3%	2%	**
Yodel	3	1	**	2	**	**	3	**	-	1	2	3	**
	1%	2%	**	3%	**	**	2%	**	-%	1%	2%	2%	**
DX	1	-	**	*	**	**	*	**	1	-	1	*	**
	*%	-%	**	*%	**	**	*%	**	2%	-%	1%	*%	**
Collect Plus	*	-	**	*	**	**	*	**	-	-	*	*	**
	*%	-%	**	1%	**	**	*%	**	-%	-%	*%	*%	**
Interparcel	*	-	**	-	**	**	*	**	-	*	*	*	**
	*%	-%	**	-%	**	**	*%	**	-%	*%	*%	*%	**
Tuffnels	*	-	**	-	**	**	*	**	-	*	-	*	**
	*%	-%	**	-%	**	**	*%	**	-%	*%	-%	*%	**
Parcels to go	*	*	**	-	**	**	*	**	-	*	-	*	**
	*%	*%	**	-%	**	**	*%	**	-%	*%	-%	*%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**241**	71	39	77	45	9	177	8	56	130	111	168	5
Weighted total	**237**	72	38	78	42	8	189	4	44	137	100	162	1
Fastway Couriers	*	-	**	*	**	**	*	**	-	-	*	*	**
	*%	-%	**	*%	**	**	*%	**	-%	-%	*%	*%	**
Other answers	**16**	7	**	3	**	**	15	**	1	7	9	7	**
	7%	*10%*	** d	*4%*	**	**	*8%*	**	*1%*	*5%*	*9%*	*4%*	**
NET: RM Only	**80**	24	**	21	**	**	60	**	20	76	3	45	**
	34%	*34%*	**	*27%*	**	**	*32%*	**	*44%*	*56%* b	*3%*	*28%*	**
NET: Provider other than RM	**158**	48	**	57	**	**	129	**	25	61	97	117	**
	66%	*66%*	**	*73%*	**	**	*68%*	**	*56%*	*44%*	*97%* a	*72%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**241**	73	168	160	13	70	171	66	138	35	1
Weighted total	**237**	80	158	153	10	74	164	67	126	28	*
Royal Mail	**80**	80	-	44	**	63	16	10	28	**	**
	34%	*100%*	*-%*	*29%*	**	*86%*	*10%*	*15%*	*22%*	**	**
		b				b					
Parcelforce	**28**	-	28	20	**	4	24	13	21	**	**
	12%	*-%*	*18%*	*13%*	**	*5%*	*15%*	*20%*	*17%*	**	**
			a				a				
Hermes	**23**	-	23	23	**	-	23	4	16	**	**
	10%	*-%*	*15%*	*15%*	**	*-%*	*14%*	*7%*	*13%*	**	**
			a				a				
DPD	**22**	-	22	15	**	3	19	10	12	**	**
	9%	*-%*	*14%*	*10%*	**	*5%*	*12%*	*15%*	*10%*	**	**
			a								
TNT Express	**17**	-	17	15	**	*	17	10	17	**	**
	7%	*-%*	*11%*	*10%*	**	*%*	*10%*	*15%*	*13%*	**	**
			a				a				
UPS	**16**	-	16	9	**	-	16	9	6	**	**
	7%	*-%*	*10%*	*6%*	**	*-%*	*10%*	*14%*	*4%*	**	**
			a				a	b		b	
DHL	**12**	-	12	6	**	-	12	5	8	**	**
	5%	*-%*	*8%*	*4%*	**	*-%*	*8%*	*8%*	*7%*	**	**
			a				a				
APC	**10**	-	10	6	**	1	9	-	3	**	**
	4%	*-%*	*6%*	*4%*	**	*2%*	*5%*	*-%*	*2%*	**	**
			a								
UK Mail	**5**	-	5	1	**	-	5	-	1	**	**
	2%	*-%*	*3%*	*1%*	**	*-%*	*3%*	*-%*	*1%*	**	**
FedEx	**4**	-	4	2	**	-	4	2	2	**	**
	2%	*-%*	*2%*	*2%*	**	*-%*	*2%*	*2%*	*2%*	**	**
Yodel	**3**	-	3	3	**	-	3	-	3	**	**
	1%	*-%*	*2%*	*2%*	**	*-%*	*2%*	*-%*	*3%*	**	**
DX	**1**	-	1	*	**	-	1	1	1	**	**
	%	*-%*	*1%*	*%*	**	*-%*	*1%*	*1%*	*1%*	**	**
Collect Plus	*	-	*	*	**	-	*	-	-	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*-%*	**	**
Interparcel	*	-	*	*	**	-	*	-	*	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	**	**
Tuffnels	*	-	*	*	**	-	*	-	*	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	**	**
Parcels to go	*	-	*	*	**	-	*	-	*	**	**
	%	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**241**	73	168	160	13	70	171	66	138	35	1
Weighted total	**237**	80	158	153	10	74	164	67	126	28	*
Fastway Couriers	*	-	*	*	**	-	*	-	*	**	**
	*%	-%	*%	*%	**	-%	*%	-%	*%	**	**
Other answers	**16**	-	16	7	**	2	14	3	6	**	**
	7%	-%	*10%* a	*4%*	**	*3%*	*8%*	*4%*	*5%*	**	**
NET: RM Only	**80**	80	-	44	**	63	16	10	28	**	**
	34%	*100%* b	-%	*29%*	**	*86%* b	*10%*	*15%*	*22%*	**	**
NET: Provider other than RM	**158**	-	158	109	**	10	147	57	98	**	**
	66%	-%	*100%* a	*71%*	**	*14%*	*90%* a	*85%*	*78%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**241**	62	112	39	1	192	142	80	1	145	127	151	128	114	10
Weighted total	**237**	60	103	32	*	197	145	67	*	133	117	146	121	103	12
Royal Mail	**80**	17	33	**	**	60	52	22	**	28	38	77	30	36	**
	34%	*28%*	*32%*	**	**	*31%*	*36%*	*32%*	**	*21%*	*33%* a	*53%* **ab**	*25%*	*35%*	**
Parcelforce	**28**	10	16	**	**	24	22	7	**	21	16	16	18	17	**
	12%	*16%*	*15%*	**	**	*12%*	*15%*	*10%*	**	*16%*	*14%*	*11%*	*15%*	*17%*	**
Hermes	**23**	9	18	**	**	21	15	-	**	16	20	8	16	16	**
	10%	*15%*	*17%*	**	**	*11%* c	*11%* c	*-%*	**	*12%* c	*17%* c	*5%*	*13%*	*16%*	**
DPD	**22**	1	9	**	**	19	15	9	**	13	9	14	8	6	**
	9%	*2%*	*9%*	**	**	*10%*	*10%*	*13%*	**	*10%*	*8%*	*10%*	*7%*	*6%*	**
TNT Express	**17**	5	9	**	**	13	9	4	**	17	10	6	16	9	**
	7%	*8%*	*9%*	**	**	*7%*	*6%*	*5%*	**	*13%* c	*9%*	*4%*	*14%*	*9%*	**
UPS	**16**	5	4	**	**	14	5	6	**	10	5	8	10	5	**
	7%	*9%*	*3%*	**	**	*7%*	*3%*	*9%*	**	*7%*	*5%*	*5%*	*8%*	*5%*	**
DHL	**12**	2	5	**	**	12	9	6	**	8	5	3	7	4	**
	5%	*4%*	*5%*	**	**	*6%*	*6%*	*8%*	**	*6%*	*4%*	*2%*	*6%*	*4%*	**
APC	**10**	3	2	**	**	9	5	3	**	3	4	2	4	2	**
	4%	*4%*	*2%*	**	**	*4%*	*3%*	*4%*	**	*2%*	*4%*	*1%*	*4%*	*2%*	**
UK Mail	**5**	-	-	**	**	5	1	-	**	1	-	1	1	1	**
	2%	*-%*	*-%*	**	**	*2%*	*1%*	*-%*	**	*1%*	*-%*	*1%*	*1%*	*1%*	**
FedEx	**4**	*	1	**	**	2	1	2	**	4	1	*	3	1	**
	2%	*1%*	*1%*	**	**	*1%*	*1%*	*3%*	**	*3%*	*1%*	*%*	*3%*	*1%*	**
Yodel	**3**	2	2	**	**	1	1	2	**	3	2	1	1	1	**
	1%	*3%*	*2%*	**	**	*1%*	*1%*	*3%*	**	*3%*	*2%*	*1%*	*1%*	*1%*	**
DX	**1**	1	1	**	**	1	*	1	**	1	1	1	1	1	**
	%	*1%*	*1%*	**	**	*%*	*%*	*1%*	**	*1%*	*1%*	*%*	*1%*	*1%*	**
Collect Plus	*	*	-	**	**	*	-	-	**	-	*	-	*	-	**
	%	*1%*	*-%*	**	**	*%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*%*	*-%*	**
Interparcel	*	-	*	**	**	*	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	**	**	*%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
Tuffnels	*	-	-	**	**	*	-	-	**	*	-	*	-	*	**
	%	*-%*	*-%*	**	**	*%*	*-%*	*-%*	**	*%*	*-%*	*%*	*-%*	*%*	**
Parcels to go	*	-	*	**	**	*	-	-	**	*	*	-	-	*	**
	%	*-%*	*%*	**	**	*%*	*-%*	*-%*	**	*%*	*%*	*-%*	*-%*	*%*	**
Fastway Couriers	*	-	-	**	**	-	*	*	**	*	-	-	*	*	**
	%	*-%*	*-%*	**	**	*-%*	*%*	*%*	**	*%*	*-%*	*-%*	*%*	*%*	**
Other answers	**16**	4	4	**	**	15	10	8	**	6	4	10	5	2	**
	7%	*7%*	*4%*	**	**	*8%*	*7%*	*12%*	**	*5%*	*4%*	*7%*	*4%*	*2%*	**
NET: RM Only	**80**	17	33	**	**	60	52	22	**	28	38	77	30	36	**
	34%	*28%*	*32%*	**	**	*31%*	*36%*	*32%*	**	*21%*	*33%* a	*53%* **ab**	*25%*	*35%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**241**	62	112	39	1	192	142	80	1	145	127	151	128	114	10
Weighted total	**237**	60	103	32	*	197	145	67	*	133	117	146	121	103	12
NET: Provider other than RM	**158**	43	70	**	**	136	92	46	**	104	79	69	91	67	**
	66%	*72%*	*68%*	**	**	*69%*	*64%*	*68%*	**	*79%* **bc**	*67%* c	*47%*	*75%*	*65%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	241	89	71	94	27	19	119	105	6	3	16	3
Weighted total	237	81	64	94	29	15	112	90	7	2	20	4
Royal Mail	80	45	33	52	**	**	28	31	**	**	**	**
	34%	56%	52%	56%	**	**	25%	34%	**	**	**	**
Parcelforce	28	6	5	13	**	**	16	17	**	**	**	**
	12%	7%	8%	14%	**	**	14%	19%	**	**	**	**
Hermes	23	4	4	5	**	**	14	12	**	**	**	**
	10%	5%	7%	6%	**	**	12%	13%	**	**	**	**
DPD	22	7	8	6	**	**	11	7	**	**	**	**
	9%	9%	12%	7%	**	**	10%	7%	**	**	**	**
TNT Express	17	4	3	6	**	**	16	9	**	**	**	**
	7%	5%	5%	6%	**	**	15%	11%	**	**	**	**
UPS	16	2	*	6	**	**	5	2	**	**	**	**
	7%	2%	1%	6%	**	**	5%	2%	**	**	**	**
DHL	12	3	1	1	**	**	7	4	**	**	**	**
	5%	4%	2%	1%	**	**	6%	4%	**	**	**	**
APC	10	*	*	*	**	**	2	2	**	**	**	**
	4%	*%	1%	*%	**	**	2%	2%	**	**	**	**
UK Mail	5	-	1	-	**	**	1	1	**	**	**	**
	2%	-%	2%	-%	**	**	1%	2%	**	**	**	**
FedEx	4	*	*	*	**	**	2	1	**	**	**	**
	2%	*%	*%	*%	**	**	2%	1%	**	**	**	**
Yodel	3	1	1	-	**	**	3	1	**	**	**	**
	1%	2%	2%	-%	**	**	3%	2%	**	**	**	**
DX	1	1	1	1	**	**	1	1	**	**	**	**
	*%	1%	1%	1%	**	**	1%	1%	**	**	**	**
Collect Plus	*	-	-	-	**	**	-	-	**	**	**	**
	*%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Interparcel	*	*	*	*	**	**	*	*	**	**	**	**
	*%	*%	*%	*%	**	**	*%	*%	**	**	**	**
Tuffnels	*	*	-	*	**	**	-	*	**	**	**	**
	*%	*%	-%	*%	**	**	-%	*%	**	**	**	**
Parcels to go	*	-	-	-	**	**	-	*	**	**	**	**
	*%	-%	-%	-%	**	**	-%	*%	**	**	**	**
Fastway Couriers	*	-	-	-	**	**	*	*	**	**	**	**
	*%	-%	-%	-%	**	**	*%	*%	**	**	**	**
Other answers	16	7	4	3	**	**	4	2	**	**	**	**
	7%	8%	6%	3%	**	**	4%	2%	**	**	**	**
NET: RM Only	80	45	33	52	**	**	28	31	**	**	**	**
	34%	56%	52%	56%	**	**	25%	34%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**241**	89	71	94	27	19	119	105	6	3	16	3
Weighted total	**237**	81	64	94	29	15	112	90	7	2	20	4
NET: Provider other than RM	**158**	35	30	41	**	**	84	59	**	**	**	**
	66%	*44%*	*48%*	*44%*	**	**	*75%*	*66%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**241**	231	209	235	221	237	179	228	109	-	197	7	48	184
Weighted total	**237**	224	204	228	211	232	176	223	101	-	189	11	55	174
Royal Mail	**80**	73	65	76	68	76	55	73	31	**	67	**	**	57
	34%	*32%*	*32%*	*33%*	*32%*	*33%*	*31%*	*33%*	*31%*	**	*36%*	**	**	*33%*
Parcelforce	**28**	28	27	28	28	28	22	28	12	**	26	**	**	23
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*12%*	*12%*	*12%*	**	*14%*	**	**	*13%*
Hermes	**23**	23	20	23	20	23	17	20	12	**	20	**	**	17
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	*12%*	**	*11%*	**	**	*10%*
DPD	**22**	22	22	22	21	22	16	22	11	**	19	**	**	18
	9%	*10%*	*11%*	*10%*	*10%*	*10%*	*9%*	*10%*	*11%*	**	*10%*	**	**	*10%*
TNT Express	**17**	17	17	17	13	17	15	16	4	**	17	**	**	15
	7%	*7%*	*8%*	*7%*	*6%*	*7%*	*9%*	*7%*	*4%*	**	*9%*	**	**	*9%*
UPS	**16**	13	9	13	12	14	13	12	11	**	3	**	**	6
	7%	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*11%*	**	*2%*	**	**	*3%*
DHL	**12**	10	10	10	12	12	10	12	8	**	8	**	b **	10
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	*8%*	**	*4%*	**	**	*6%*
APC	**10**	10	7	10	8	10	5	10	2	**	7	**	**	7
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	**	*4%*	**	**	*4%*
UK Mail	**5**	5	5	5	5	5	3	5	1	**	3	**	**	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	**	*2%*
FedEx	**4**	4	4	4	4	4	3	4	2	**	4	**	**	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	**	*2%*
Yodel	**3**	3	3	3	3	3	3	3	2	**	-	**	**	-
	1%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	**	*-%*	**	**	*-%*
DX	**1**	1	1	1	1	1	1	1	1	**	1	**	b **	1
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	*%*	**	**	*%*
Collect Plus	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
Interparcel	*	*	*	*	*	*	*	*	-	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	**	*%*
Tuffnels	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
Parcels to go	*	*	*	*	*	*	*	*	-	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	**	*%*
Fastway Couriers	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
Other answers	**16**	16	14	16	14	16	11	16	4	**	14	**	**	12
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*4%*	**	*8%*	**	**	*7%*
NET: RM Only	**80**	73	65	76	68	76	55	73	31	**	67	**	**	57
	34%	*32%*	*32%*	*33%*	*32%*	*33%*	*31%*	*33%*	*31%*	**	*36%*	**	**	*33%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**241**	231	209	235	221	237	179	228	109	-	197	7	48	184
Weighted total	**237**	224	204	228	211	232	176	223	101	-	189	11	55	174
NET: Provider other than RM	**158**	152	139	152	143	155	122	150	70	**	121	**	**	117
	66%	*68%*	*68%*	*67%*	*68%*	*67%*	*69%*	*67%*	*69%*	**	*64%*	**	**	*67%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**241**	199	10	54	187	63	138	38	89	29	121	121	120
Weighted total	**237**	205	10	50	187	64	132	38	89	36	112	115	122
Royal Mail	**80**	71	**	9	71	25	39	**	36	**	34	34	45
	34%	*35%*	**	*17%*	*38%* a	*40%*	*30%*	**	*41%*	**	*31%*	*30%*	*37%*
Parcelforce	**28**	23	**	11	17	10	13	**	11	**	14	20	8
	12%	*11%*	**	*22%* b	*9%*	*15%*	*10%*	**	*12%*	**	*13%*	*17%* b	*7%*
Hermes	**23**	14	**	11	12	7	12	**	7	**	11	14	10
	10%	*7%*	**	*22%* b	*7%*	*10%*	*9%*	**	*7%*	**	*9%*	*12%*	*8%*
DPD	**22**	21	**	9	14	4	16	**	7	**	13	6	16
	9%	*10%*	**	*18%* b	*7%*	*6%*	*12%*	**	*8%*	**	*12%*	*6%*	*13%* a
TNT Express	**17**	13	**	4	12	2	12	**	2	**	13	12	5
	7%	*6%*	**	*9%*	*7%*	*3%*	*9%*	**	*2%*	**	*11%* a	*10%*	*4%*
UPS	**16**	16	**	*	16	5	10	**	6	**	8	8	8
	7%	*8%*	**	*1%*	*9%* a	*7%*	*8%*	**	*7%*	**	*7%*	*7%*	*7%*
DHL	**12**	12	**	3	10	2	9	**	9	**	1	6	7
	5%	*6%*	**	*5%*	*5%*	*4%*	*6%*	**	*10%* c	**	*1%*	*5%*	*5%*
APC	**10**	8	**	1	9	4	4	**	3	**	4	3	7
	4%	*4%*	**	*3%*	*5%*	*7%*	*3%*	**	*4%*	**	*4%*	*3%*	*6%*
UK Mail	**5**	5	**	-	5	1	3	**	1	**	3	2	3
	2%	*2%*	**	*-%*	*2%*	*2%*	*2%*	**	*1%*	**	*3%*	*2%*	*2%*
FedEx	**4**	3	**	*	4	*	4	**	2	**	2	*	3
	2%	*2%*	**	**%*	*2%*	**%*	*3%*	**	*2%*	**	*2%*	**%*	*3%*
Yodel	**3**	3	**	-	3	-	3	**	1	**	-	1	2
	1%	*2%*	**	*-%*	*2%*	*-%*	*3%*	**	*2%*	**	*-%*	*1%*	*2%*
DX	**1**	*	**	1	*	*	*	**	-	**	1	*	1
	****%***	**%*	**	*1%*	**%*	*1%*	**%*	**	*-%*	**	*1%*	**%*	*1%*
Collect Plus	*	*	**	-	*	*	-	**	-	**	*	*	-
	****%***	**%*	**	*-%*	**%*	*1%*	*-%*	**	*-%*	**	**%*	**%*	*-%*
Interparcel	*	*	**	-	*	-	*	**	*	**	*	*	*
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**	**%*	**	**%*	**%*	**%*
Tuffnels	*	*	**	-	*	-	*	**	-	**	*	-	*
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**	*-%*	**	**%*	*-%*	**%*
Parcels to go	*	*	**	-	*	-	*	**	-	**	*	-	*
	****%***	**%*	**	*-%*	**%*	*-%*	**%*	**	*-%*	**	**%*	*-%*	**%*
Fastway Couriers	*	*	**	-	*	-	-	**	*	**	-	*	-
	****%***	**%*	**	*-%*	**%*	*-%*	*-%*	**	**%*	**	*-%*	**%*	*-%*
Other answers	**16**	16	**	*	15	4	7	**	6	**	7	8	8
	7%	*8%*	**	*1%*	*8%*	*7%*	*5%*	**	*6%*	**	*6%*	*7%*	*6%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**241**	199	10	54	187	63	138	38	89	29	121	121	120
Weighted total	**237**	205	10	50	187	64	132	38	89	36	112	115	122
NET: RM Only	**80**	71	**	9	71	25	39	**	36	**	34	34	45
	34%	*35%*	**	*17%*	*38%* a	*40%*	*30%*	**	*41%*	**	*31%*	*30%*	*37%*
NET: Provider other than RM	**158**	134	**	41	116	39	93	**	53	**	78	81	77
	66%	*65%*	**	*83%* b	*62%*	*60%*	*70%*	**	*59%*	**	*69%*	*70%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	241	15	17	20	26	17	22	20	19	21	22	27	15
Weighted total	237	12	15	24	14	20	27	10	17	30	26	29	12
Royal Mail	80	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	28	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	23	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	22	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	17	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	16	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
APC	10	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	16	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	80	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	158	**	**	**	**	**	**	**	**	**	**	**	**
	66%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**241**	52	65	60	64
Weighted total	**237**	51	61	57	68
Royal Mail	**80**	13	21	22	23
	34%	*25%*	*35%*	*39%*	*34%*
Parcelforce	**28**	6	12	5	5
	12%	*11%*	*19%*	*9%*	*8%*
Hermes	**23**	10	5	7	1
	10%	*19%*	*8%*	*13%*	*2%*
		d		d	
DPD	**22**	9	3	7	4
	9%	*17%*	*4%*	*13%*	*6%*
		b			
TNT Express	**17**	5	5	4	3
	7%	*9%*	*8%*	*7%*	*5%*
UPS	**16**	4	5	2	5
	7%	*8%*	*8%*	*4%*	*8%*
DHL	**12**	2	2	5	3
	5%	*4%*	*4%*	*9%*	*4%*
APC	**10**	*	1	*	9
	4%	**%*	*1%*	**%*	*13%*
					abc
UK Mail	**5**	-	2	-	3
	2%	*-%*	*3%*	*-%*	*4%*
FedEx	**4**	1	*	1	2
	2%	*1%*	**%*	*1%*	*4%*
Yodel	**3**	-	2	-	1
	1%	*-%*	*3%*	*-%*	*2%*
DX	**1**	*	*	*	*
	****%***	**%*	**%*	**%*	*1%*
Collect Plus	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*
Interparcel	*	-	*	*	-
	****%***	*-%*	**%*	**%*	*-%*
Tuffnels	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Parcels to go	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Fastway Couriers	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Other answers	**16**	2	3	3	8
	7%	*4%*	*5%*	*5%*	*11%*
NET: RM Only	**80**	13	21	22	23
	34%	*25%*	*35%*	*39%*	*34%*
NET: Provider other than RM	**158**	38	40	35	45
	66%	*75%*	*65%*	*61%*	*66%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**226**	143	52	17	14	83	56	50	22	7	27
Weighted total	**209**	199	6	2	2	10	78	59	19	1	10
Royal Mail	**191**	182	5	**	**	9	69	**	**	**	**
	92%	*92%*	*86%*	**	**	*88%*	*88%*	**	**	**	**
DHL	**4**	4	*	**	**	*	2	**	**	**	**
	2%	*2%*	*2%*	**	**	*1%*	*3%*	**	**	**	**
Parcelforce	**4**	4	-	**	**	-	3	**	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*3%*	**	**	**	**
Hermes	**2**	2	-	**	**	-	2	**	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*3%*	**	**	**	**
TNT Express	**2**	2	-	**	**	*	-	**	**	**	**
	1%	*1%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Pitney Bowes	**2**	2	-	**	**	-	-	**	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
FedEx	**1**	1	*	**	**	*	1	**	**	**	**
	1%	*1%*	*3%*	**	**	*2%*	*2%*	**	**	**	**
DX	**1**	*	*	**	**	*	*	**	**	**	**
	%	*%*	*3%*	**	**	*2%*	*1%*	**	**	**	**
UK Mail	*	*	-	**	**	-	-	**	**	**	**
	%	*%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
UPS	*	*	-	**	**	-	*	**	**	**	**
	%	*%*	*-%*	**	**	*-%*	*1%*	**	**	**	**
Postal Sort	*	-	-	**	**	*	-	**	**	**	**
	%	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Whistl (Previously known as TNT Post)	*	-	-	**	**	*	-	**	**	**	**
	%	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Other answers	*	-	*	**	**	*	-	**	**	**	**
	%	*-%*	*7%*	**	**	*4%*	*-%*	**	**	**	**
			a			a					
NET: RM Only	**191**	182	5	**	**	9	69	**	**	**	**
	92%	*92%*	*86%*	**	**	*88%*	*88%*	**	**	**	**
NET: Provider other than RM	**18**	16	1	**	**	1	9	**	**	**	**
	8%	*8%*	*14%*	**	**	*12%*	*12%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	226	14	8	27	3	22	21	17	12	23	147	18	37	24
Weighted total	209	14	9	33	4	31	29	18	17	28	183	5	14	7
Royal Mail	191	**	**	**	**	**	**	**	**	**	167	**	**	**
	92%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
DHL	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
FedEx	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
UK Mail	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
UPS	*	**	**	**	**	**	**	**	**	**	-	**	j **	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	-	**	j **	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Whistl (Previously known as TNT Post)	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
NET: RM Only	191	**	**	**	**	**	**	**	**	**	167	**	**	**
	92%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
NET: Provider other than RM	18	**	**	**	**	**	**	**	**	**	16	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	226	5	47	6	12	82	2	11	60	160	66	203	23
Weighted total	209	5	41	8	6	82	1	12	54	161	48	196	13
Royal Mail	191	**	**	**	**	74	**	**	49	145	46	179	**
	92%	**	**	**	**	*90%*	**	**	*90%*	*90%*	*97%*	*91%*	**
DHL	4	**	**	**	**	2	**	**	-	4	-	4	**
	2%	**	**	**	**	*3%*	**	**	*-%*	*3%*	*-%*	*2%*	**
Parcelforce	4	**	**	**	**	4	**	**	-	4	-	4	**
	2%	**	**	**	**	*5%*	**	**	*-%*	*2%*	*-%*	*2%*	**
Hermes	2	**	**	**	**	-	**	**	2	2	-	2	**
	1%	**	**	**	**	*-%*	**	**	*4%*	*1%*	*-%*	*1%*	**
TNT Express	2	**	**	**	**	*	**	**	-	2	*	2	**
	1%	**	**	**	**	*%*	**	**	*-%*	*1%*	*%*	*1%*	**
Pitney Bowes	2	**	**	**	**	-	**	**	2	2	-	2	**
	1%	**	**	**	**	*-%*	**	**	*3%*	*1%*	*-%*	*1%*	**
FedEx	1	**	**	**	**	1	**	**	-	-	1	1	**
	1%	**	**	**	**	*2%*	**	**	*-%*	*-%*	*3%*	*1%*	**
											a		
DX	1	**	**	**	**	-	**	**	1	1	-	*	**
	%	**	**	**	**	*-%*	**	**	*1%*	*%*	*-%*	*%*	**
UK Mail	*	**	**	**	**	*	**	**	-	*	-	*	**
	%	**	**	**	**	*1%*	**	**	*-%*	*%*	*-%*	*%*	**
UPS	*	**	**	**	**	-	**	**	-	*	-	*	**
	%	**	**	**	**	*-%*	**	**	*-%*	*%*	*-%*	*%*	**
Postal Sort	*	**	**	**	**	-	**	**	*	*	-	*	**
	%	**	**	**	**	*-%*	**	**	*%*	*%*	*-%*	*%*	**
Whistl (Previously known as TNT Post)	*	**	**	**	**	*	**	**	-	*	-	*	**
	%	**	**	**	**	*%*	**	**	*-%*	*%*	*-%*	*%*	**
Other answers	*	**	**	**	**	-	**	**	*	*	-	*	**
	%	**	**	**	**	*-%*	**	**	*1%*	*%*	*-%*	*%*	**
NET: RM Only	191	**	**	**	**	74	**	**	49	145	46	179	**
	92%	**	**	**	**	*90%*	**	**	*90%*	*90%*	*97%*	*91%*	**
NET: Provider other than RM	18	**	**	**	**	8	**	**	5	16	1	17	**
	8%	**	**	**	**	*10%*	**	**	*10%*	*10%*	*3%*	*9%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**226**	222	4	98	47	80
Weighted total	**209**	204	5	88	44	76
Royal Mail	**191**	186	**	81	**	66
	92%	*91%*	**	*92%*	**	*86%*
					c	
DHL	**4**	4	**	2	**	2
	2%	*2%*	**	*3%*	**	*3%*
Parcelforce	**4**	4	**	-	**	4
	2%	*2%*	**	*-%*	**	*5%*
						a
Hermes	**2**	2	**	-	**	2
	1%	*1%*	**	*-%*	**	*3%*
TNT Express	**2**	2	**	2	**	-
	1%	*1%*	**	*2%*	**	*-%*
Pitney Bowes	**2**	2	**	2	**	-
	1%	*1%*	**	*2%*	**	*-%*
FedEx	**1**	1	**	*	**	1
	1%	*1%*	**	**%*	**	*2%*
DX	**1**	1	**	*	**	*
	***%**	**%*	**	**%*	**	*1%*
UK Mail	*	*	**	*	**	-
	***%**	**%*	**	*1%*	**	*-%*
UPS	*	*	**	-	**	*
	***%**	**%*	**	*-%*	**	*1%*
Postal Sort	*	*	**	-	**	*
	***%**	**%*	**	*-%*	**	**%*
Whistl (Previously known as TNT Post)	*	*	**	-	**	-
	***%**	**%*	**	*-%*	**	*-%*
Other answers	*	*	**	*	**	*
	***%**	**%*	**	**%*	**	**%*
NET: RM Only	**191**	186	**	81	**	66
	92%	*91%*	**	*92%*	**	*86%*
					c	
NET: Provider other than RM	**18**	18	**	7	**	10
	8%	*9%*	**	*8%*	**	*14%*
						b

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**226**	126	80	15	2	3	-	-	-	206	20	5	18	108	100
Weighted total	**209**	129	70	10	*	*	-	-	-	199	10	1	21	108	80
Royal Mail	**191**	121	62	**	**	**	**	**	**	183	**	**	**	100	71
	92%	*94%*	*88%*	**	**	**	**	**	**	*92%*	**	**	**	*93%*	*88%*
DHL	**4**	2	2	**	**	**	**	**	**	4	**	**	**	2	2
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	*3%*
Parcelforce	**4**	-	3	**	**	**	**	**	**	3	**	**	**	-	4
	2%	*-%*	*4%*	**	**	**	**	**	**	*1%*	**	**	**	*-%*	*5%*
			a												b
Hermes	**2**	2	-	**	**	**	**	**	**	2	**	**	**	2	-
	1%	*2%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*-%*
TNT Express	**2**	*	2	**	**	**	**	**	**	2	**	**	**	*	2
	1%	**%*	*3%*	**	**	**	**	**	**	*1%*	**	**	**	**%*	*2%*
Pitney Bowes	**2**	2	-	**	**	**	**	**	**	2	**	**	**	2	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*-%*
FedEx	**1**	1	*	**	**	**	**	**	**	1	**	**	**	1	*
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	**%*
DX	**1**	-	*	**	**	**	**	**	**	*	**	**	**	-	1
	****%***	*-%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	*-%*	*1%*
UK Mail	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**%*	*-%*
UPS	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	****%***	*-%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	*-%*	*1%*
Postal Sort	*	*	-	**	**	**	**	**	**	*	**	**	**	*	*
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**%*	**%*
Whistl (Previously known as TNT Post)	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	****%***	*-%*	**%*	**	**	**	**	**	**	**%*	**	**	**	*-%*	**%*
Other answers	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	****%***	*-%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	*-%*	*1%*
NET: RM Only	**191**	121	62	**	**	**	**	**	**	183	**	**	**	100	71
	92%	*94%*	*88%*	**	**	**	**	**	**	*92%*	**	**	**	*93%*	*88%*
NET: Provider other than RM	**18**	8	8	**	**	**	**	**	**	16	**	**	**	8	10
	8%	*6%*	*12%*	**	**	**	**	**	**	*8%*	**	**	**	*7%*	*12%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**226**	193	170	226	173	77	174	199	14	8	2	1	2	-
Weighted total	**209**	172	156	209	163	58	159	196	7	1	2	*	2	-
Royal Mail	**191**	158	140	191	153	52	144	180	**	**	**	**	**	**
	92%	*92%*	*90%*	*92%*	*94%*	*89%*	*90%*	*92%*	**	**	**	**	**	**
DHL	**4**	4	4	4	2	-	4	4	**	**	**	**	**	**
	2%	*3%*	*3%*	*2%*	*1%*	*-%*	*3%*	*2%*	**	**	**	**	**	**
Parcelforce	**4**	3	4	4	4	-	4	4	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	**	**	**	**	**	**
Hermes	**2**	-	2	2	-	2	-	2	**	**	**	**	**	**
	1%	*-%*	*1%*	*1%*	*-%*	*4%*	*-%*	*1%*	**	**	**	**	**	**
						adf								
TNT Express	**2**	2	2	2	2	2	2	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	**	**	**	**	**	**
Pitney Bowes	**2**	2	2	2	-	-	2	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
FedEx	**1**	1	*	1	1	1	1	1	**	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**
DX	**1**	1	1	1	1	*	1	-	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	**	**	**	**	**	**
UK Mail	*	-	*	*	-	-	*	*	**	**	**	**	**	**
	%	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**	**	**
UPS	*	*	*	*	*	-	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**
Postal Sort	*	*	*	*	*	*	*	-	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	*	-	*	*	-	*	*	*	**	**	**	**	**	**
	%	*-%*	*%*	*%*	*-%*	*%*	*%*	*%*	**	**	**	**	**	**
Other answers	*	*	*	*	-	*	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	**	**	**	**	**	**
NET: RM Only	**191**	158	140	191	153	52	144	180	**	**	**	**	**	**
	92%	*92%*	*90%*	*92%*	*94%*	*89%*	*90%*	*92%*	**	**	**	**	**	**
NET: Provider other than RM	**18**	14	16	18	10	6	15	17	**	**	**	**	**	**
	8%	*8%*	*10%*	*8%*	*6%*	*11%*	*10%*	*8%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**226**	162	5	3	-	2	1	-	3	56	56	59	55	-
Weighted total	**209**	155	5	2	-	*	1	-	2	65	57	57	30	-
Royal Mail	**191**	145	**	**	**	**	**	**	**	60	51	52	28	**
	92%	*93%*	**	**	**	**	**	**	**	*93%*	*88%*	*91%*	*95%*	**
DHL	**4**	2	**	**	**	**	**	**	**	4	-	-	-	**
	2%	*1%*	**	**	**	**	**	**	**	*7%*	*-%*	*-%*	*-%*	**
										c				
Parcelforce	**4**	4	**	**	**	**	**	**	**	-	3	1	-	**
	2%	*2%*	**	**	**	**	**	**	**	*-%*	*4%*	*2%*	*-%*	**
Hermes	**2**	-	**	**	**	**	**	**	**	-	2	-	-	**
	1%	*-%*	**	**	**	**	**	**	**	*-%*	*4%*	*-%*	*-%*	**
TNT Express	**2**	2	**	**	**	**	**	**	**	*	-	2	-	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*-%*	*3%*	*-%*	**
Pitney Bowes	**2**	-	**	**	**	**	**	**	**	-	-	2	-	**
	1%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*3%*	*-%*	**
FedEx	**1**	1	**	**	**	**	**	**	**	*	1	*	-	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*2%*	*%*	*-%*	**
DX	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*2%*	**
UK Mail	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*2%*	**
UPS	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*1%*	*-%*	*-%*	**
Postal Sort	*	*	**	**	**	**	**	**	**	-	*	-	*	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*%*	*-%*	*%*	**
Whistl (Previously known as TNT Post)	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*%*	**
Other answers	*	-	**	**	**	**	**	**	**	-	*	-	*	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*%*	*-%*	*1%*	**
NET: RM Only	**191**	145	**	**	**	**	**	**	**	60	51	52	28	**
	92%	*93%*	**	**	**	**	**	**	**	*93%*	*88%*	*91%*	*95%*	**
NET: Provider other than RM	**18**	10	**	**	**	**	**	**	**	4	7	5	2	**
	8%	*7%*	**	**	**	**	**	**	**	*7%*	*12%*	*9%*	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**226**	53	27	59	30	4	121	8	44	129	97	210	16
Weighted total	**209**	49	25	55	31	3	131	4	28	123	86	198	11
Royal Mail	**191**	47	**	51	**	**	126	**	**	119	72	189	**
	92%	*94%*	**	*94%*	**	**	*96%*	**	**	*97%* b	*84%*	*95%*	**
DHL	**4**	*	**	-	**	**	2	**	**	-	4	2	**
	2%	*%*	**	-%	**	**	*2%*	**	**	-%	*5%* a	*1%*	**
Parcelforce	**4**	3	**	1	**	**	1	**	**	4	-	4	**
	2%	*5%*	**	*2%*	**	**	*1%*	**	**	*3%*	-%	*2%*	**
Hermes	**2**	-	**	-	**	**	-	**	**	-	2	-	**
	1%	-%	**	-%	**	**	-%	**	**	-%	*3%*	-%	**
TNT Express	**2**	*	**	-	**	**	2	**	**	-	2	2	**
	1%	*%*	**	-%	**	**	*1%*	**	**	-%	*2%*	*1%*	**
Pitney Bowes	**2**	-	**	-	**	**	-	**	**	-	2	-	**
	1%	-%	**	-%	**	**	-%	**	**	-%	*2%*	-%	**
FedEx	**1**	-	**	1	**	**	*	**	**	-	1	1	**
	1%	-%	**	*2%*	**	**	*%*	**	** a	-%	*2%*	*1%*	**
DX	**1**	-	**	*	**	**	-	**	**	-	1	-	**
	%	-%	**	*%*	**	**	-%	**	**	-%	*1%*	-%	**
UK Mail	*	-	**	-	**	**	-	**	**	-	*	-	**
	%	-%	**	-%	**	**	-%	**	**	-%	*1%*	-%	**
UPS	*	-	**	*	**	**	*	**	**	-	*	*	**
	%	-%	**	*1%*	**	**	*%*	**	**	-%	*%*	*%*	**
Postal Sort	*	*	**	-	**	**	*	**	**	-	*	-	**
	%	*%*	**	-%	**	**	*%*	**	**	-%	*%*	-%	**
Whistl (Previously known as TNT Post)	*	-	**	-	**	**	-	**	**	-	*	-	**
	%	-%	**	-%	**	**	-%	**	**	-%	*%*	-%	**
Other answers	*	-	**	-	**	**	-	**	**	*	*	*	**
	%	-%	**	-%	**	**	-%	**	**	*%*	*%*	*%*	**
NET: RM Only	**191**	47	**	51	**	**	126	**	**	119	72	189	**
	92%	*94%*	**	*94%*	**	**	*96%*	**	**	*97%* b	*84%*	*95%*	**
NET: Provider other than RM	**18**	3	**	3	**	**	6	**	**	4	14	10	**
	8%	*6%*	**	*6%*	**	**	*4%*	**	**	*3%*	*16%* a	*5%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**226**	47	126	204	22	46	127	84	180	48	1
Weighted total	**209**	45	118	191	18	40	123	85	163	39	*
Royal Mail	**191**	**	109	191	**	**	117	76	150	**	**
	92%	**	*92%*	*100%*	**	**	*95%*	*90%*	*92%* c	**	**
DHL	**4**	**	2	-	**	**	2	4	4	**	**
	2%	**	*2%*	*-%*	**	**	*2%*	*5%*	*3%*	** b	**
Parcelforce	**4**	**	3	-	**	**	-	3	3	**	**
	2%	**	*2%*	*-%*	**	** b	*-%*	*3%*	*2%*	**	**
Hermes	**2**	**	-	-	**	**	-	-	-	**	**
	1%	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**
TNT Express	**2**	**	2	-	**	**	2	*	2	**	**
	1%	**	*2%*	*-%*	**	**	*2%*	*%*	*1%*	**	**
Pitney Bowes	**2**	**	-	-	**	**	-	-	2	**	**
	1%	**	*-%*	*-%*	**	**	*-%*	*-%*	*1%*	**	**
FedEx	**1**	**	1	-	**	**	1	1	*	**	**
	1%	**	*1%*	*-%*	**	**	*1%*	*2%*	*%*	**	**
DX	**1**	**	1	-	**	**	1	*	1	**	**
	%	**	*1%*	*-%*	**	**	*1%*	*%*	*%*	**	**
UK Mail	*	**	-	-	**	**	-	-	-	**	**
	%	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**
UPS	*	**	*	-	**	**	*	-	*	**	**
	%	**	*%*	*-%*	**	**	*%*	*-%*	*%*	**	**
Postal Sort	*	**	-	-	**	**	-	*	*	**	**
	%	**	*-%*	*-%*	**	**	*-%*	*%*	*%*	**	**
Whistl (Previously known as TNT Post)	*	**	-	-	**	**	-	-	-	**	**
	%	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**
Other answers	*	**	-	-	**	**	-	*	*	**	**
	%	**	*-%*	*-%*	**	**	*-%*	*%*	*%*	**	**
NET: RM Only	**191**	**	109	191	**	**	117	76	150	**	**
	92%	**	*92%*	*100%*	**	**	*95%*	*90%*	*92%* c	**	**
NET: Provider other than RM	**18**	**	9	-	**	**	7	9	12	**	**
	8%	**	*8%*	*-%*	**	**	*5%*	*10%*	*8%*	** b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**226**	81	147	51	1	134	111	60	1	189	164	104	170	148	10
Weighted total	**209**	78	139	40	*	133	106	51	*	168	151	93	158	133	12
Royal Mail	**191**	67	124	35	**	123	101	45	**	157	138	88	145	126	**
	92%	*86%*	*89%*	*86%*	**	*92%*	*95%*	*89%*	**	*93%*	*91%*	*95%*	*92%*	*95%*	**
DHL	**4**	4	4	4	**	2	2	2	**	2	2	-	2	-	**
	2%	*5%*	*3%*	*11%*	**	*2%*	*2%*	*4%*	**	*1%*	*1%*	*-%*	*1%*	*-%*	**
				b											
Parcelforce	**4**	4	3	-	**	4	3	3	**	3	4	4	4	4	**
	2%	*5%*	*2%*	*-%*	**	*3%*	*2%*	*5%*	**	*2%*	*3%*	*4%*	*2%*	*3%*	**
Hermes	**2**	2	2	-	**	-	-	-	**	-	2	-	2	-	**
	1%	*3%*	*2%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*1%*	*-%*	**
TNT Express	**2**	-	2	-	**	2	*	*	**	2	2	-	2	-	**
	1%	*-%*	*1%*	*-%*	**	*1%*	*%*	*%*	**	*1%*	*1%*	*-%*	*1%*	*-%*	**
Pitney Bowes	**2**	-	2	-	**	-	-	-	**	2	2	-	-	2	**
	1%	*-%*	*1%*	*-%*	**	*-%*	*-%*	*-%*	**	*1%*	*1%*	*-%*	*-%*	*1%*	**
FedEx	**1**	-	*	-	**	1	-	*	**	1	*	-	1	*	**
	1%	*-%*	*%*	*-%*	**	*1%*	*-%*	*%*	**	*1%*	*%*	*-%*	*1%*	*%*	**
DX	**1**	*	1	*	**	*	*	*	**	1	*	*	1	1	**
	%	*1%*	*%*	*1%*	**	*%*	*%*	*1%*	**	*%*	*%*	*%*	*%*	*%*	**
UK Mail	*	-	*	-	**	-	-	-	**	-	*	-	-	*	**
	%	*-%*	*%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*-%*	*%*	**
UPS	*	*	*	*	**	*	*	*	**	*	*	-	*	-	**
	%	*1%*	*%*	*1%*	**	*%*	*%*	*1%*	**	*%*	*%*	*-%*	*%*	*-%*	**
Postal Sort	*	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Whistl (Previously known as TNT Post)	*	*	*	*	**	-	-	-	**	-	-	-	-	-	**
	%	*%*	*%*	*%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other answers	*	*	*	*	**	-	-	-	**	*	*	-	*	*	**
	%	*%*	*%*	*%*	**	*-%*	*-%*	*-%*	**	*%*	*%*	*-%*	*%*	*%*	**
NET: RM Only	**191**	67	124	35	**	123	101	45	**	157	138	88	145	126	**
	92%	*86%*	*89%*	*86%*	**	*92%*	*95%*	*89%*	**	*93%*	*91%*	*95%*	*92%*	*95%*	**
NET: Provider other than RM	**18**	11	15	5	**	10	5	6	**	11	14	4	13	7	**
	8%	*14%*	*11%*	*14%*	**	*8%*	*5%*	*11%*	**	*7%*	*9%*	*5%*	*8%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**226**	72	57	67	21	16	158	139	3	2	17	1
Weighted total	**209**	58	50	63	22	13	148	119	4	*	20	2
Royal Mail	**191**	58	50	59	**	**	137	113	**	**	**	**
	92%	*99%*	*99%*	*93%*	**	**	*93%*	*95%*	**	**	**	**
DHL	**4**	-	-	-	**	**	2	-	**	**	**	**
	2%	*-%*	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Parcelforce	**4**	-	-	4	**	**	3	3	**	**	**	**
	2%	*-%*	*-%*	*6%*	**	**	*2%*	*2%*	**	**	**	**
				a								
Hermes	**2**	-	-	-	**	**	2	-	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
TNT Express	**2**	-	-	-	**	**	2	-	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**
Pitney Bowes	**2**	-	-	-	**	**	-	2	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	*-%*	*2%*	**	**	**	**
FedEx	**1**	-	-	-	**	**	*	*	**	**	**	**
	1%	*-%*	*-%*	*-%*	**	**	**%*	**%*	**	**	**	**
DX	**1**	*	*	*	**	**	1	*	**	**	**	**
	%	*1%*	*1%*	*1%*	**	**	**%*	**%*	**	**	**	**
UK Mail	*	-	-	-	**	**	-	*	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*-%*	**%*	**	**	**	**
UPS	*	-	-	-	**	**	*	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	**%*	*-%*	**	**	**	**
Postal Sort	*	*	-	*	**	**	*	*	**	**	**	**
	%	**%*	*-%*	**%*	**	**	**%*	**%*	**	**	**	**
Whistl (Previously known as TNT Post)	*	-	-	-	**	**	*	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	**%*	*-%*	**	**	**	**
Other answers	*	-	-	-	**	**	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	**%*	**%*	**	**	**	**
NET: RM Only	**191**	58	50	59	**	**	137	113	**	**	**	**
	92%	*99%*	*99%*	*93%*	**	**	*93%*	*95%*	**	**	**	**
NET: Provider other than RM	**18**	*	*	4	**	**	11	6	**	**	**	**
	8%	*1%*	*1%*	*7%*	**	**	*7%*	*5%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**226**	221	206	223	207	224	174	215	105	-	189	9	45	178
Weighted total	**209**	204	192	207	187	207	163	199	92	-	166	14	49	157
Royal Mail	**191**	187	174	189	171	189	152	181	82	**	153	**	**	142
	92%	*91%*	*91%*	*91%*	*92%*	*91%*	*93%*	*91%*	*89%*	**	*92%*	**	**	*91%*
DHL	**4**	4	4	4	2	4	2	4	4	**	2	**	**	2
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*5%*	**	*1%*	**	**	*1%*
Parcelforce	**4**	4	4	4	4	4	-	4	1	**	4	**	**	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	**	*2%*	**	**	*2%*
Hermes	**2**	2	2	2	2	2	2	2	-	**	2	**	**	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	*1%*	**	**	*1%*
TNT Express	**2**	2	2	2	2	2	2	2	*	**	2	**	**	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	**	*1%*
Pitney Bowes	**2**	2	2	2	2	2	2	2	2	**	-	**	**	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*-%*	**	**	*1%*
FedEx	**1**	1	1	1	1	1	1	1	1	**	1	**	**	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	**	*1%*
DX	**1**	1	1	1	1	1	1	1	*	**	1	**	**	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
UK Mail	*	*	*	*	*	*	*	*	-	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	**	*%*
UPS	*	*	*	*	*	*	*	*	*	**	*	**	**	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*-%*
Postal Sort	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
Other answers	*	*	*	*	*	*	*	*	*	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*
NET: RM Only	**191**	187	174	189	171	189	152	181	82	**	153	**	**	142
	92%	*91%*	*91%*	*91%*	*92%*	*91%*	*93%*	*91%*	*89%*	**	*92%*	**	**	*91%*
NET: Provider other than RM	**18**	18	18	18	15	18	11	18	10	**	13	**	**	15
	8%	*9%*	*9%*	*9%*	*8%*	*9%*	*7%*	*9%*	*11%*	**	*8%*	**	**	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**226**	178	12	53	171	49	135	41	70	22	130	122	104
Weighted total	**209**	171	15	52	157	44	121	44	62	27	120	118	91
Royal Mail	**191**	158	**	44	147	**	109	**	59	**	106	104	87
	92%	*92%*	**	*85%*	*94%*	**	*90%*	**	*95%*	**	*88%*	*88%*	*96%* a
DHL	**4**	4	**	2	2	**	4	**	2	**	2	4	-
	2%	*2%*	**	*4%*	*1%*	**	*4%*	**	*3%*	**	*2%*	*4%* b	*-%*
Parcelforce	**4**	4	**	3	1	**	4	**	-	**	4	3	1
	2%	*2%*	**	*5%* b	*1%*	**	*3%*	**	*-%*	**	*3%*	*2%*	*1%*
Hermes	**2**	2	**	-	2	**	-	**	-	**	2	2	-
	1%	*1%*	**	*-%*	*1%*	** b	*-%*	**	*-%*	**	*2%*	*2%*	*-%*
TNT Express	**2**	*	**	2	*	**	2	**	-	**	2	2	-
	1%	**%*	**	*4%* b	**%*	**	*2%*	**	*-%*	**	*2%*	*2%*	*-%*
Pitney Bowes	**2**	-	**	-	2	**	-	**	-	**	2	2	-
	1%	*-%*	**	*-%*	*1%*	**	*-%*	** b	*-%*	**	*2%*	*2%*	*-%*
FedEx	**1**	1	**	*	1	**	1	**	*	**	1	*	1
	1%	*1%*	**	**%*	*1%*	**	*1%*	**	**%*	**	*1%*	**%*	*1%*
DX	**1**	-	**	1	-	**	-	**	-	**	1	-	1
	****%***	*-%*	**	*1%*	*-%*	**	*-%*	**	*-%*	**	*1%*	*-%*	*1%*
UK Mail	*	*	**	-	*	**	-	**	-	**	-	*	-
	****%***	**%*	**	*-%*	**%*	**	*-%*	**	*-%*	**	*-%*	**%*	*-%*
UPS	*	*	**	-	*	**	*	**	*	**	-	-	*
	****%***	**%*	**	*-%*	**%*	**	**%*	**	*1%*	**	*-%*	*-%*	**%*
Postal Sort	*	*	**	*	*	**	*	**	-	**	*	*	*
	****%***	**%*	**	**%*	**%*	**	**%*	**	*-%*	**	**%*	**%*	**%*
Whistl (Previously known as TNT Post)	*	*	**	-	*	**	-	**	*	**	-	-	*
	****%***	**%*	**	*-%*	**%*	**	*-%*	**	**%*	**	*-%*	*-%*	**%*
Other answers	*	*	**	-	*	**	*	**	*	**	*	*	*
	****%***	**%*	**	*-%*	**%*	**	**%*	**	**%*	**	**%*	**%*	**%*
NET: RM Only	**191**	158	**	44	147	**	109	**	59	**	106	104	87
	92%	*92%*	**	*85%*	*94%*	**	*90%*	**	*95%*	**	*88%*	*88%*	*96%* a
NET: Provider other than RM	**18**	13	**	8	10	**	12	**	3	**	14	14	4
	8%	*8%*	**	*15%*	*6%*	**	*10%*	**	*5%*	**	*12%*	*12%* b	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	226	22	19	21	24	22	17	23	16	15	16	17	14
Weighted total	209	15	20	22	12	27	20	8	14	22	18	18	13
Royal Mail	191	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	191	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM	18	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**226**	62	63	54	47
Weighted total	**209**	57	60	44	49
Royal Mail	**191**	50	55	41	**
	92%	*89%*	*92%*	*93%*	**
DHL	**4**	-	4	*	**
	2%	*-%*	*7%*	**%*	**
			a		
Parcelforce	**4**	-	-	3	**
	2%	*-%*	*-%*	*6%*	**
Hermes	**2**	2	-	-	**
	1%	*4%*	*-%*	*-%*	**
TNT Express	**2**	2	-	*	**
	1%	*3%*	*-%*	**%*	**
Pitney Bowes	**2**	2	-	-	**
	1%	*3%*	*-%*	*-%*	**
FedEx	**1**	-	*	*	**
	1%	*-%*	**%*	**%*	**
DX	**1**	*	-	-	**
	****%***	**%*	*-%*	*-%*	**
UK Mail	*	-	*	-	**
	****%***	*-%*	*1%*	*-%*	**
UPS	*	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**
Postal Sort	*	-	-	*	**
	****%***	*-%*	*-%*	**%*	**
Whistl (Previously known as TNT Post)	*	-	*	-	**
	****%***	*-%*	**%*	*-%*	**
Other answers	*	*	*	-	**
	****%***	*1%*	**%*	*-%*	**
NET: RM Only	**191**	50	55	41	**
	92%	*89%*	*92%*	*93%*	**
NET: Provider other than RM	**18**	6	5	3	**
	8%	*11%*	*8%*	*7%*	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**734**	517	137	52	28	217	206	168	64	22	70
Weighted total	**731**	704	17	6	4	27	269	204	54	13	29
Royal Mail	**502**	485	10	5	**	17	196	134	31	**	18
	69%	*69%*	*60%*	*72%*	**	*64%*	*73%*	*66%*	*57%*	**	*60%*
		b					**ce**				
UPS	**38**	38	*	-	**	*	10	10	9	**	3
	5%	*5%*	*3%*	*-%*	**	*2%*	*4%*	*5%*	*17%*	**	*9%*
		e							**ab**		
Parcelforce	**35**	34	1	*	**	1	8	17	3	**	4
	5%	*5%*	*5%*	*5%*	**	*4%*	*3%*	*8%*	*5%*	**	*12%*
								a			a
Hermes	**34**	34	-	*	**	*	21	6	2	**	2
	5%	*5%*	*-%*	*1%*	**	**%*	*8%*	*3%*	*4%*	**	*7%*
		be					b				
DPD	**28**	27	1	*	**	2	9	5	2	**	*
	4%	*4%*	*8%*	*3%*	**	*6%*	*3%*	*2%*	*4%*	**	*1%*
			a								
DHL	**24**	23	1	*	**	1	7	12	1	**	1
	3%	*3%*	*3%*	*1%*	**	*3%*	*3%*	*6%*	*2%*	**	*2%*
TNT Express	**21**	19	1	*	**	1	10	5	*	**	*
	3%	*3%*	*5%*	*3%*	**	*5%*	*4%*	*2%*	**%*	**	**%*
APC	**10**	10	*	*	**	1	*	4	3	**	1
	1%	*1%*	*1%*	*3%*	**	*2%*	**%*	*2%*	*5%*	**	*5%*
									a		a
UK Mail	**7**	6	*	-	**	*	-	3	1	**	*
	1%	*1%*	*1%*	*-%*	**	*1%*	*-%*	*2%*	*2%*	**	*1%*
									a		
Yodel	**3**	3	-	-	**	-	2	-	-	**	-
	****%***	**%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	*-%*
FedEx	**3**	2	1	*	**	1	-	1	*	**	*
	****%***	**%*	*3%*	*5%*	**	*4%*	*-%*	**%*	**%*	**	*1%*
			a	a		a					
Parcels to go	**1**	1	-	*	**	*	-	1	-	**	*
	****%***	**%*	*-%*	*2%*	**	**%*	*-%*	*1%*	*-%*	**	**%*
Fastway Couriers	**1**	1	*	-	**	*	1	-	-	**	-
	****%***	**%*	**%*	*-%*	**	**%*	**%*	*-%*	*-%*	**	*-%*
DX	**1**	*	*	-	**	*	*	-	-	**	*
	****%***	**%*	*2%*	*-%*	**	*2%*	**%*	*-%*	*-%*	**	*1%*
			a			a					
Interparcel	*	-	*	-	**	*	-	-	-	**	*
	****%***	*-%*	*3%*	*-%*	**	*2%*	*-%*	*-%*	*-%*	**	*1%*
			a			a					
Collect Plus	*	*	-	-	**	-	*	-	-	**	-
	****%***	**%*	*-%*	*-%*	**	*-%*	**%*	*-%*	*-%*	**	*-%*
One Post	*	-	*	-	**	*	-	*	-	**	-
	****%***	*-%*	*1%*	*-%*	**	*1%*	*-%*	**%*	*-%*	**	*-%*
			a								

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**734**	517	137	52	28	217	206	168	64	22	70
Weighted total	**731**	704	17	6	4	27	269	204	54	13	29
Tuffnels	*	-	*	-	**	*	-	-	-	**	-
	*%	-%	1% a	-%	**	1%	-%	-%	-%	**	-%
Postal Sort	*	-	*	-	**	*	-	*	-	**	-
	*%	-%	*%	-%	**	*%	-%	*%	-%	**	-%
Other answers	**22**	21	1	*	**	1	6	7	1	**	*
	3%	3%	4%	5%	**	4%	2%	4%	3%	**	1%
NET: RM Only	**502**	485	10	5	**	17	196	134	31	**	18
	69%	69% b	60%	72%	**	64%	73% ce	66%	57%	**	60%
NET: Provider other than RM	**229**	219	7	2	**	10	73	69	23	**	12
	31%	31%	40% a	28%	**	36%	27%	34%	43% a	**	40% a

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**734**	55	35	84	20	50	82	64	57	38	485	85	78	86
Weighted total	**731**	73	49	114	22	59	115	81	64	50	628	38	34	31
Royal Mail	**502**	62	**	91	**	**	78	56	38	**	429	30	21	22
	69%	*84%*	**	*80%*	**	**	*68%*	*69%*	*60%*	**	*68%*	*78%*	*62%*	*72%*
		befhijl		**ehijl**			e	e			e	**ehil**		e
UPS	**38**	2	**	5	**	**	8	4	4	**	37	*	1	-
	5%	*3%*	**	*4%*	**	**	*7%*	*5%*	*7%*	**	*6%*	**%*	*3%*	*-%*
			klm	m			**km**	m	**km**	**km**	**km**			
Parcelforce	**35**	1	**	1	**	**	7	8	5	**	29	2	2	2
	5%	*2%*	**	*1%*	**	**	*6%*	*10%*	*7%*	**	*5%*	*6%*	*6%*	*5%*
								c						
Hermes	**34**	4	**	1	**	**	6	2	4	**	33	1	1	-
	5%	*6%*	**	*1%*	**	**	*6%*	*2%*	*7%*	**	*5%*	*3%*	*2%*	*-%*
		m				**abcfghijkl**	m		m		m			
						m								
DPD	**28**	*	**	3	**	**	2	2	8	**	19	1	6	2
	4%	**%*	**	*2%*	**	**	*2%*	*3%*	*13%*	**	*3%*	*3%*	*17%*	*7%*
									acefgijk				**acefgijkm**	
DHL	**24**	-	**	8	**	**	4	3	*	**	22	1	*	1
	3%	*-%*	**	*7%*	**	**	*3%*	*3%*	**%*	**	*3%*	*3%*	*1%*	*2%*
										aehjlm				
TNT Express	**21**	*	**	2	**	**	4	-	*	**	19	*	1	*
	3%	**%*	**	*2%*	**	**	*3%*	*-%*	**%*	**	*3%*	**%*	*3%*	*1%*
										abcfghjkl				
										m				
APC	**10**	1	**	-	**	**	-	2	2	**	10	*	-	-
	1%	*2%*	**	*-%*	**	**	*-%*	*3%*	*3%*	**	*2%*	*1%*	*-%*	*-%*
						cflm								
UK Mail	**7**	2	**	-	**	**	-	-	-	**	7	-	-	-
	1%	*3%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*1%*	*-%*	*-%*	*-%*
						cfjklm								
Yodel	**3**	-	**	-	**	**	-	-	-	**	3	-	-	-
	****%***	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*1%*	*-%*	*-%*	*-%*
										j				
FedEx	**3**	*	**	-	**	**	-	1	-	**	2	1	*	1
	****%***	**%*	**	*-%*	**	**	*-%*	*2%*	*-%*	**	**%*	*2%*	**%*	*2%*
														j
Parcels to go	**1**	-	**	-	**	**	*	-	-	**	1	-	-	-
	****%***	*-%*	**	*-%*	**	**	**%*	*-%*	*-%*	**	**%*	*-%*	*-%*	*-%*
			j											
Fastway Couriers	**1**	-	**	-	**	**	-	-	-	**	-	-	-	1
	****%***	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*4%*
														j
DX	**1**	-	**	-	**	**	-	-	-	**	*	-	-	*
	****%***	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	**%*	*-%*	*-%*	*2%*
														j
Interparcel	*	*	**	-	**	**	-	-	-	**	*	-	*	-
	****%***	**%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**734**	55	35	84	20	50	82	64	57	38	485	85	78	86
Weighted total	**731**	73	49	114	22	59	115	81	64	50	628	38	34	31
Collect Plus	*	-	**	-	**	**	-	-	-	**	-	*	-	-
	*%	-%	**	-%	**	**	-%	-%	-%	**	-%	1%	-%	-%
												j		
One Post	*	-	**	-	**	**	-	-	*	**	*	-	-	-
	*%	-%	**	-%	**	**	-%	-%	*%	**	*%	-%	-%	-%
Tuffnels	*	-	**	-	**	**	-	-	*	**	*	-	-	-
	*%	-%	**	-%	**	**	-%	-%	*%	**	*%	-%	-%	-%
Postal Sort	*	-	**	-	**	**	-	-	-	**	-	-	-	*
	*%	-%	**	-%	**	**	-%	-%	-%	**	-%	-%	-%	*%
Other answers	**22**	*	**	3	**	**	6	3	2	**	18	1	2	2
	3%	*%	**	2%	**	**	5%	4%	4%	**	3%	3%	5%	5%
NET: RM Only	**502**	62	**	91	**	**	78	56	38	**	429	30	21	22
	69%	84%	**	80%	**	**	68%	69%	60%	**	68%	78%	62%	72%
		befhijl		**ehijl**			e	e			e	**ehil**		e
NET: Provider other than RM	**229**	11	**	22	**	**	37	25	26	**	199	9	13	9
	31%	16%	**	20%	**	**	32%	31%	40%	**	32%	22%	38%	28%
			a			**acfgjkm**	a		**ack**	**ack**	**ac**		**ack**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	734	25	116	13	46	242	17	26	244	545	189	655	79
Weighted total	731	18	98	11	36	281	15	32	232	576	155	670	61
Royal Mail	502	**	49	**	**	175	**	**	193	398	103	452	50
	69%	**	50%	**	**	62%	**	**	83%	69%	67%	67%	81%
					be	b			be				a
UPS	38	**	5	**	**	21	**	**	4	36	2	38	*
	5%	**	5%	**	**	8%	**	**	2%	6%	1%	6%	*%
						h				b		b	
Parcelforce	35	**	5	**	**	17	**	**	6	23	12	33	2
	5%	**	5%	**	**	6%	**	**	2%	4%	8%	5%	3%
						h					a		
Hermes	34	**	4	**	**	23	**	**	6	26	8	32	2
	5%	**	4%	**	**	8%	**	**	3%	5%	5%	5%	3%
						dh							
DPD	28	**	7	**	**	16	**	**	2	23	5	28	1
	4%	**	7%	**	**	6%	**	**	1%	4%	4%	4%	1%
			h			h							
DHL	24	**	8	**	**	9	**	**	3	22	2	21	2
	3%	**	8%	**	**	3%	**	**	1%	4%	1%	3%	4%
			eh										
TNT Express	21	**	8	**	**	1	**	**	7	11	9	20	1
	3%	**	8%	**	**	*%	**	**	3%	2%	6%	3%	1%
			eh		e				e		a		
APC	10	**	2	**	**	7	**	**	1	8	3	9	2
	1%	**	2%	**	**	3%	**	**	1%	1%	2%	1%	3%
UK Mail	7	**	2	**	**	1	**	**	-	7	-	7	-
	1%	**	2%	**	**	*%	**	**	-%	1%	-%	1%	-%
			h										
Yodel	3	**	-	**	**	2	**	**	1	3	-	3	-
	*%	**	-%	**	**	1%	**	**	1%	1%	-%	*%	-%
FedEx	3	**	2	**	**	*	**	**	1	2	2	3	*
	*%	**	2%	**	**	*%	**	**	*%	*%	1%	*%	1%
			e										
Parcels to go	1	**	-	**	**	-	**	**	1	1	-	1	*
	*%	**	-%	**	**	-%	**	**	1%	*%	-%	*%	*%
Fastway Couriers	1	**	-	**	**	1	**	**	1	1	*	1	-
	*%	**	-%	**	**	*%	**	**	*%	*%	*%	*%	-%
DX	1	**	*	**	**	-	**	**	1	1	-	1	*
	*%	**	*%	**	**	-%	**	**	*%	*%	-%	*%	*%
Interparcel	*	**	*	**	**	*	**	**	*	*	*	*	-
	*%	**	*%	**	**	*%	**	**	*%	*%	*%	*%	-%
Collect Plus	*	**	-	**	**	-	**	**	-	*	-	*	-
	*%	**	-%	**	**	-%	**	**	-%	*%	-%	*%	-%
One Post	*	**	*	**	**	-	**	**	-	*	-	*	-
	*%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**734**	25	116	13	46	242	17	26	244	545	189	655	79
Weighted total	**731**	18	98	11	36	281	15	32	232	576	155	670	61
Tuffnels	*	**	*	**	**	-	**	**	-	*	-	*	-
	*%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	-%
Postal Sort	*	**	-	**	**	-	**	**	*	-	*	*	-
	*%	**	-%	**	**	-%	**	**	*%	-%	*%	*%	-%
Other answers	**22**	**	6	**	**	9	**	**	4	14	9	21	1
	3%	**	*7%*	**	**	*3%*	**	**	*2%*	*2%*	*6%*	*3%*	*2%*
			h								a		
NET: RM Only	**502**	**	49	**	**	175	**	**	193	398	103	452	50
	69%	**	*50%*	**	**	*62%*	**	**	*83%*	*69%*	*67%*	*67%*	*81%*
					be	b			be				a
NET: Provider other than RM	**229**	**	48	**	**	107	**	**	39	177	52	218	11
	31%	**	*50%*	**	**	*38%*	**	**	*17%*	*31%*	*33%*	*33%*	*19%*
			deh			dh						b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**734**	716	18	342	113	268
Weighted total	**731**	704	27	335	116	265
Royal Mail	**502**	480	**	235	79	180
	69%	*68%*	**	*70%*	*68%*	*68%*
UPS	**38**	38	**	12	7	19
	5%	*5%*	**	*4%*	*6%*	*7%* a
Parcelforce	**35**	35	**	18	3	14
	5%	*5%*	**	*5%*	*3%*	*5%*
Hermes	**34**	32	**	11	11	8
	5%	*5%*	**	*3%*	*9%* ac	*3%*
DPD	**28**	28	**	7	4	14
	4%	*4%*	**	*2%*	*3%*	*5%* a
DHL	**24**	22	**	10	4	10
	3%	*3%*	**	*3%*	*3%*	*4%*
TNT Express	**21**	21	**	16	2	2
	3%	*3%*	**	*5%* c	*2%*	*1%*
APC	**10**	10	**	4	1	5
	1%	*1%*	**	*1%*	*1%*	*2%*
UK Mail	**7**	7	**	3	-	3
	1%	*1%*	**	*1%*	*-%*	*1%*
Yodel	**3**	3	**	3	-	-
	%	*%*	**	*1%*	*-%*	*-%*
FedEx	**3**	3	**	2	*	1
	%	*%*	**	*1%*	*%*	*%*
Parcels to go	**1**	1	**	1	-	*
	%	*%*	**	*%*	*-%*	*%*
Fastway Couriers	**1**	1	**	1	-	1
	%	*%*	**	*%*	*-%*	*%*
DX	**1**	1	**	*	-	1
	%	*%*	**	*%*	*-%*	*%*
Interparcel	*	*	**	*	-	-
	%	*%*	**	*%*	*-%*	*-%*
Collect Plus	*	*	**	-	*	-
	%	*%*	**	*-%*	*%*	*-%*
One Post	*	*	**	-	-	*
	%	*%*	**	*-%*	*-%*	*%*
Tuffnels	*	*	**	*	-	-
	%	*%*	**	*%*	*-%*	*-%*
Postal Sort	*	*	**	-	-	*
	%	*%*	**	*-%*	*-%*	*%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**734**	716	18	342	113	268
Weighted total	**731**	704	27	335	116	265
Other answers	**22**	22	**	11	5	6
	3%	*3%*	**	*3%*	*4%*	*2%*
NET: RM Only	**502**	480	**	235	79	180
	69%	*68%*	**	*70%*	*68%*	*68%*
NET: Provider other than RM	**229**	224	**	100	37	85
	31%	*32%*	**	*30%*	*32%*	*32%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**734**	472	210	40	4	6	1	1	-	682	52	12	108	364	262
Weighted total	**731**	515	178	34	1	3	*	*	-	693	38	4	143	373	215
Royal Mail	**502**	394	83	**	**	**	**	**	**	477	25	**	119	275	108
	69%	*76%*	*47%*	**	**	**	**	**	**	*69%*	*66%*	**	*83%*	*74%*	*50%*
		bi		b						b	b		**bc**	c	
UPS	**38**	15	19	**	**	**	**	**	**	35	3	**	1	14	23
	5%	*3%*	*11%*	**	**	**	**	**	**	*5%*	*9%*	**	*1%*	*4%*	*11%*
			ai	a							a				**ab**
Parcelforce	**35**	23	12	**	**	**	**	**	**	35	*	**	4	19	12
	5%	*4%*	*7%*	**	**	**	**	**	**	*5%*	*1%*	**	*3%*	*5%*	*5%*
Hermes	**34**	25	9	**	**	**	**	**	**	34	*	**	5	21	9
	5%	*5%*	*5%*	**	**	**	**	**	**	*5%*	**%*	**	*3%*	*6%*	*4%*
DPD	**28**	15	11	**	**	**	**	**	**	26	2	**	2	13	13
	4%	*3%*	*6%*	**	**	**	**	**	**	*4%*	*6%*	**	*2%*	*3%*	*6%*
DHL	**24**	13	10	**	**	**	**	**	**	22	1	**	3	10	11
	3%	*3%*	*5%*	**	**	**	**	**	**	*3%*	*4%*	**	*2%*	*3%*	*5%*
TNT Express	**21**	9	11	**	**	**	**	**	**	20	1	**	3	6	11
	3%	*2%*	*6%*	**	**	**	**	**	**	*3%*	*1%*	**	*2%*	*2%*	*5%*
			ai												b
APC	**10**	-	7	**	**	**	**	**	**	7	3	**	-	-	10
	1%	*-%*	*4%*	**	**	**	**	**	**	*1%*	*7%*	**	*-%*	*-%*	*5%*
			ai	**ai**						a	**ai**				**ab**
UK Mail	**7**	-	5	**	**	**	**	**	**	5	1	**	-	-	7
	1%	*-%*	*3%*	**	**	**	**	**	**	*1%*	*3%*	**	*-%*	*-%*	*3%*
			ai	**ai**							a				b
Yodel	**3**	3	-	**	**	**	**	**	**	3	-	**	2	1	-
	****%***	*1%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	*1%*	**%*	*-%*
FedEx	**3**	2	1	**	**	**	**	**	**	3	*	**	1	*	2
	****%***	**%*	*1%*	**	**	**	**	**	**	**%*	*1%*	**	*1%*	**%*	*1%*
Parcels to go	**1**	1	-	**	**	**	**	**	**	1	-	**	-	1	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	**%*	*-%*
Fastway Couriers	**1**	*	1	**	**	**	**	**	**	1	-	**	-	*	1
	****%***	**%*	*1%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	**%*	*1%*
DX	**1**	-	*	**	**	**	**	**	**	*	*	**	-	-	1
	****%***	*-%*	**%*	**	**	**	**	**	**	**%*	*1%*	**	*-%*	*-%*	**%*
											a				
Interparcel	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	**%*	*-%*
Collect Plus	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	**%*	*-%*
One Post	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	****%***	*-%*	**%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	*-%*	**%*
Tuffnels	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	****%***	*-%*	**%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	*-%*	**%*
Postal Sort	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**734**	472	210	40	4	6	1	1	-	682	52	12	108	364	262
Weighted total	**731**	515	178	34	1	3	*	*	-	693	38	4	143	373	215
Other answers	**22**	13	7	**	**	**	**	**	**	21	2	**	3	11	9
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	*4%*	**	*2%*	*3%*	*4%*
NET: RM Only	**502**	394	83	**	**	**	**	**	**	477	25	**	119	275	108
	69%	*76%*	*47%*	**	**	**	**	**	**	*69%*	*66%*	**	*83%*	*74%*	*50%*
		bi		b						b	b		**bc**	c	
NET: Provider other than RM	**229**	122	95	**	**	**	**	**	**	216	13	**	24	98	107
	31%	*24%*	*53%*	**	**	**	**	**	**	*31%*	*34%*	**	*17%*	*26%*	*50%*
			acij							a				a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**734**	471	424	544	734	225	549	478	33	16	8	4	5	-
Weighted total	**731**	420	365	498	731	190	516	456	25	9	1	2	4	-
Royal Mail	**502**	304	270	362	502	143	342	326	**	**	**	**	**	**
	69%	*72%*	*74%*	*73%*	*69%*	*75%*	*66%*	*71%*	**	**	**	**	**	**
		f	f	f		f								
UPS	**38**	14	11	16	38	2	26	16	**	**	**	**	**	**
	5%	*3%*	*3%*	*3%*	*5%*	*1%*	*5%*	*3%*	**	**	**	**	**	**
					e		e							
Parcelforce	**35**	21	14	22	35	9	31	20	**	**	**	**	**	**
	5%	*5%*	*4%*	*4%*	*5%*	*5%*	*6%*	*4%*	**	**	**	**	**	**
Hermes	**34**	19	23	27	34	3	24	27	**	**	**	**	**	**
	5%	*4%*	*6%*	*5%*	*5%*	*1%*	*5%*	*6%*	**	**	**	**	**	**
		e	e	e	e		e							
DPD	**28**	11	9	13	28	6	22	13	**	**	**	**	**	**
	4%	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*	**	**	**	**	**	**
DHL	**24**	16	14	19	24	7	19	19	**	**	**	**	**	**
	3%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	**	**	**	**	**	**
TNT Express	**21**	17	10	17	21	8	13	15	**	**	**	**	**	**
	3%	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	**	**	**	**	**	**
APC	**10**	2	4	4	10	2	9	4	**	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**
							a							
UK Mail	**7**	1	*	2	7	3	7	2	**	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	**
						b	b							
Yodel	**3**	1	-	1	3	-	1	1	**	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**
FedEx	**3**	3	2	3	3	1	3	3	**	**	**	**	**	**
	****%***	*1%*	**%*	*1%*	**%*	**%*	*1%*	*1%*	**	**	**	**	**	**
Parcels to go	**1**	*	*	*	1	*	1	*	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**
Fastway Couriers	**1**	*	-	*	1	-	1	*	**	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**
DX	**1**	1	1	1	1	1	1	*	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**
									a					
Interparcel	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**
Collect Plus	*	-	*	*	*	*	*	*	**	**	**	**	**	**
	****%***	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**
One Post	*	-	-	-	*	*	*	-	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**
Tuffnels	*	*	-	*	*	-	*	-	**	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**	**	**	**	**	**
Postal Sort	*	*	*	*	*	-	-	*	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**734**	471	424	544	734	225	549	478	33	16	8	4	5	-
Weighted total	**731**	420	365	498	731	190	516	456	25	9	1	2	4	-
Other answers	**22**	10	5	10	22	6	15	10	**	**	**	**	**	**
	3%	*2%*	*1%*	*2%*	*3%*	*3%*	*3%*	*2%*	**	**	**	**	**	**
NET: RM Only	**502**	304	270	362	502	143	342	326	**	**	**	**	**	**
	69%	*72%*	*74%*	*73%*	*69%*	*75%*	*66%*	*71%*	**	**	**	**	**	**
		f	f	f		f								
NET: Provider other than RM	**229**	116	95	136	229	47	175	130	**	**	**	**	**	**
	31%	*28%*	*26%*	*27%*	*31%*	*25%*	*34%*	*29%*	**	**	**	**	**	**
							abce							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**734**	711	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**731**	716	8	4	-	2	1	-	3	142	157	121	74	4
Royal Mail	**502**	495	**	**	**	**	**	**	**	99	112	90	56	**
	69%	*69%*	**	**	**	**	**	**	**	*70%*	*72%*	*74%*	*77%*	**
UPS	**38**	36	**	**	**	**	**	**	**	5	4	4	2	**
	5%	*5%*	**	**	**	**	**	**	**	*4%*	*2%*	*4%*	*3%*	**
Parcelforce	**35**	33	**	**	**	**	**	**	**	2	9	7	4	**
	5%	*5%*	**	**	**	**	**	**	**	*1%*	*6%*	*6%*	*6%*	**
Hermes	**34**	34	**	**	**	**	**	**	**	9	10	6	2	**
	5%	*5%*	**	**	**	**	**	**	**	*6%*	*6%*	*5%*	*3%*	**
DPD	**28**	26	**	**	**	**	**	**	**	2	4	5	2	**
	4%	*4%*	**	**	**	**	**	**	**	*1%*	*3%*	*4%*	*3%*	**
DHL	**24**	24	**	**	**	**	**	**	**	8	9	2	*	**
	3%	*3%*	**	**	**	**	**	**	**	*6%*	*5%*	*2%*	*%*	**
										d	d			
TNT Express	**21**	20	**	**	**	**	**	**	**	8	4	4	1	**
	3%	*3%*	**	**	**	**	**	**	**	*6%*	*2%*	*3%*	*1%*	**
										d				
APC	**10**	10	**	**	**	**	**	**	**	1	*	1	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*%*	*1%*	*2%*	**
UK Mail	**7**	7	**	**	**	**	**	**	**	-	-	-	2	**
	1%	*1%*	**	**	**	**	**	**	**	-%	-%	-%	*2%*	**
Yodel	**3**	3	**	**	**	**	**	**	**	1	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	*1%*	-%	-%	-%	**
FedEx	**3**	3	**	**	**	**	**	**	**	2	-	*	1	**
	%	*%*	**	**	**	**	**	**	**	*1%*	-%	*%*	*1%*	**
Parcels to go	**1**	1	**	**	**	**	**	**	**	*	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	-%	-%	-%	**
Fastway Couriers	**1**	1	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	*%*	-%	-%	**
DX	**1**	*	**	**	**	**	**	**	**	-	-	-	1	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*1%*	**
Interparcel	*	*	**	**	**	**	**	**	**	*	-	*	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	-%	*%*	-%	**
Collect Plus	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	*%*	-%	-%	**
One Post	*	*	**	**	**	**	**	**	**	-	-	-	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Tuffnels	*	-	**	**	**	**	**	**	**	-	-	-	*	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	*%*	**
Postal Sort	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*%*	**
Other answers	**22**	22	**	**	**	**	**	**	**	4	5	1	*	**
	3%	*3%*	**	**	**	**	**	**	**	*3%*	*3%*	*1%*	*%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**734**	711	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**731**	716	8	4	-	2	1	-	3	142	157	121	74	4
NET: RM Only	**502**	495	**	**	**	**	**	**	**	99	112	90	56	**
	69%	*69%*	**	**	**	**	**	**	**	*70%*	*72%*	*74%*	*77%*	**
NET: Provider other than RM	**229**	221	**	**	**	**	**	**	**	43	45	31	17	**
	31%	*31%*	**	**	**	**	**	**	**	*30%*	*28%*	*26%*	*23%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	734	303	149	175	93	14	409	20	305	562	172	521	23
Weighted total	731	307	151	182	76	14	437	13	281	565	166	484	13
Royal Mail	502	235	116	112	29	**	250	**	241	499	2	362	**
	69%	77%	76%	61%	38%	**	57%	**	86%	88%	1%	75%	**
		cd	cd	d					a	b			
UPS	38	14	4	5	15	**	32	**	6	10	28	16	**
	5%	4%	3%	3%	19%	**	7%	**	2%	2%	17%	3%	**
					abc		c				a		
Parcelforce	35	12	5	11	6	**	24	**	11	15	20	21	**
	5%	4%	4%	6%	9%	**	5%	**	4%	3%	12%	4%	**
											a		
Hermes	34	13	7	8	6	**	26	**	8	10	25	24	**
	5%	4%	5%	4%	8%	**	6%	**	3%	2%	15%	5%	**
											a		
DPD	28	4	4	11	10	**	25	**	3	10	19	13	**
	4%	1%	2%	6%	13%	**	6%	**	1%	2%	11%	3%	**
				a	ab		c				a		
DHL	24	8	4	11	1	**	21	**	2	5	19	14	**
	3%	2%	3%	6%	2%	**	5%	**	1%	1%	11%	3%	**
							c				a		
TNT Express	21	6	4	10	*	**	16	**	5	8	13	17	**
	3%	2%	3%	5%	*%	**	4%	**	2%	1%	8%	3%	**
				d							a		
APC	10	1	-	3	4	**	10	**	-	-	10	4	**
	1%	*%	-%	2%	6%	**	2%	**	-%	-%	6%	1%	**
					ab		c				a		
UK Mail	7	2	2	-	3	**	7	**	-	-	7	1	**
	1%	1%	1%	-%	4%	**	2%	**	-%	-%	4%	*%	**
					ac		c				a		
Yodel	3	3	-	-	-	**	1	**	2	1	2	1	**
	*%	1%	-%	-%	-%	**	*%	**	1%	*%	1%	*%	**
FedEx	3	*	1	2	*	**	2	**	1	1	2	2	**
	*%	*%	*%	1%	*%	**	1%	**	*%	*%	1%	*%	**
											a		
Parcels to go	1	*	1	-	-	**	1	**	-	*	1	*	**
	*%	*%	1%	-%	-%	**	*%	**	-%	*%	1%	*%	**
											a		
Fastway Couriers	1	-	-	1	-	**	1	**	-	-	1	*	**
	*%	-%	-%	1%	-%	**	*%	**	-%	-%	1%	*%	**
											a		
DX	1	-	*	*	*	**	*	**	1	-	1	*	**
	*%	-%	*%	*%	*%	**	*%	**	*%	-%	1%	*%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**734**	303	149	175	93	14	409	20	305	562	172	521	23
Weighted total	**731**	307	151	182	76	14	437	13	281	565	166	484	13
Interparcel	*	*	*	-	-	**	*	**	*	*	*	*	**
	*%	*%	*%	-%	-%	**	*%	**	*%	*%	*%	*%	**
Collect Plus	*	-	-	*	-	**	*	**	-	-	*	*	**
	*%	-%	-%	*%	-%	**	*%	**	-%	-%	*%	*%	**
One Post	*	-	-	*	-	**	-	**	*	-	*	-	**
	*%	-%	-%	*%	-%	**	-%	**	*%	-%	*%	-%	**
Tuffnels	*	-	-	-	*	**	*	**	-	*	-	*	**
	*%	-%	-%	-%	*%	**	*%	**	-%	*%	-%	*%	**
Postal Sort	*	*	-	-	-	**	-	**	*	-	*	-	**
	*%	*%	-%	-%	-%	**	-%	**	*%	-%	*%	-%	**
Other answers	**22**	10	3	8	*	**	21	**	1	6	16	7	**
	3%	*3%*	*2%*	*4%*	*1%*	**	*5%*	**	*%*	*1%*	*10%*	*1%*	**
							c				a		
NET: RM Only	**502**	235	116	112	29	**	250	**	241	499	2	362	**
	69%	*77%*	*76%*	*61%*	*38%*	**	*57%*	**	*86%*	*88%*	*1%*	*75%*	**
		cd	**cd**	d					a	b			
NET: Provider other than RM	**229**	72	36	70	47	**	187	**	40	66	164	122	**
	31%	*23%*	*24%*	*39%*	*62%*	**	*43%*	**	*14%*	*12%*	*99%*	*25%*	**
				ab	**abc**		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	734	73	168	160	13	502	232	216	446	93	1
Weighted total	731	80	158	153	10	502	229	199	396	75	*
Royal Mail	502	63	10	36	**	502	-	142	287	54	**
	69%	80%	7%	24%	**	100%	-%	72%	73%	72%	**
		b				b					
UPS	38	6	16	15	**	-	38	11	9	5	**
	5%	7%	10%	10%	**	-%	17%	6%	2%	7%	**
							a	b		b	
Parcelforce	35	1	26	20	**	-	35	12	19	2	**
	5%	2%	17%	13%	**	-%	15%	6%	5%	3%	**
			a				a				
Hermes	34	2	23	24	**	-	34	5	19	1	**
	5%	3%	14%	16%	**	-%	15%	3%	5%	2%	**
			a				a				
DPD	28	-	19	13	**	-	28	8	10	1	**
	4%	-%	12%	9%	**	-%	12%	4%	3%	2%	**
			a				a				
DHL	24	4	14	12	**	-	24	5	16	5	**
	3%	4%	9%	8%	**	-%	10%	3%	4%	6%	**
							a				
TNT Express	21	1	17	15	**	-	21	10	17	2	**
	3%	2%	11%	10%	**	-%	9%	5%	4%	2%	**
			a				a				
APC	10	-	9	4	**	-	10	-	2	-	**
	1%	-%	5%	3%	**	-%	4%	-%	*%	-%	**
			a				a				
UK Mail	7	-	5	1	**	-	7	-	1	-	**
	1%	-%	3%	1%	**	-%	3%	-%	*%	-%	**
							a				
Yodel	3	-	1	1	**	-	3	-	1	-	**
	*%	-%	1%	1%	**	-%	1%	-%	*%	-%	**
							a				
FedEx	3	-	3	2	**	-	3	1	2	1	**
	*%	-%	2%	2%	**	-%	1%	*%	1%	1%	**
							a				
Parcels to go	1	-	*	*	**	-	1	-	*	-	**
	*%	-%	*%	*%	**	-%	1%	-%	*%	-%	**
Fastway Couriers	1	-	*	*	**	-	1	-	*	*	**
	*%	-%	*%	*%	**	-%	1%	-%	*%	*%	**
DX	1	-	1	*	**	-	1	1	1	1	**
	*%	-%	1%	*%	**	-%	*%	*%	*%	1%	**
Interparcel	*	-	*	*	**	-	*	-	*	-	**
	*%	-%	*%	*%	**	-%	*%	-%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**734**	73	168	160	13	502	232	216	446	93	1
Weighted total	**731**	80	158	153	10	502	229	199	396	75	*
Collect Plus	*	-	*	*	**	-	*	-	-	-	**
	***%**	-%	***%**	***%**	**	-%	***%**	-%	-%	-%	**
One Post	*	*	-	-	**	-	*	-	-	-	**
	***%**	***%**	-%	-%	**	-%	***%**	-%	-%	-%	**
Tuffnels	*	-	*	*	**	-	*	-	*	-	**
	***%**	-%	***%**	***%**	**	-%	***%**	-%	***%**	-%	**
Postal Sort	*	-	-	-	**	-	*	*	*	*	**
	***%**	-%	-%	-%	**	-%	***%**	***%**	***%**	***%**	**
Other answers	**22**	2	14	7	**	-	22	4	10	3	**
	3%	*2%*	*9%*	*5%*	**	-%	*10%* a	*2%*	*2%*	*5%*	**
NET: RM Only	**502**	63	10	36	**	502	-	142	287	54	**
	69%	*80%* b	*7%*	*24%*	**	*100%* b	-%	*72%*	*73%*	*72%*	**
NET: Provider other than RM	**229**	16	147	117	**	-	229	57	108	21	**
	31%	*20%*	*93%* a	*76%*	**	-%	*100%* a	*28%*	*27%*	*28%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**734**	203	381	96	1	518	484	175	1	453	402	568	422	342	17
Weighted total	**731**	184	329	78	*	521	480	151	*	408	351	554	388	301	16
Royal Mail	**502**	137	248	52	**	329	352	94	**	299	266	480	293	231	**
	69%	*74%*	*75%*	*66%*	**	*63%*	*73%*	*62%*	**	*73%*	*76%*	*87%*	*75%*	*77%*	**
							ac					**ab**			
UPS	**38**	7	7	3	**	31	21	12	**	14	9	14	13	7	**
	5%	*4%*	*2%*	*4%*	**	*6%*	*4%*	*8%*	**	*3%*	*3%*	*3%*	*3%*	*2%*	**
Parcelforce	**35**	8	14	5	**	30	21	5	**	20	13	14	17	15	**
	5%	*4%*	*4%*	*6%*	**	*6%*	*4%*	*4%*	**	*5%*	*4%*	*3%*	*4%*	*5%*	**
										c					
Hermes	**34**	10	21	4	**	29	20	-	**	18	22	10	15	18	**
	5%	*6%*	*6%*	*5%*	**	*6%*	*4%*	*-%*	**	*4%*	*6%*	*2%*	*4%*	*6%*	**
						c	c			c	c				
DPD	**28**	1	9	1	**	25	15	8	**	11	9	11	8	6	**
	4%	*1%*	*3%*	*2%*	**	*5%*	*3%*	*5%*	**	*3%*	*3%*	*2%*	*2%*	*2%*	**
DHL	**24**	7	13	5	**	18	17	11	**	14	11	4	9	7	**
	3%	*4%*	*4%*	*7%*	**	*3%*	*3%*	*7%*	**	*3%*	*3%*	*1%*	*2%*	*2%*	**
								ab		c	c				
TNT Express	**21**	5	9	*	**	17	13	4	**	17	10	7	16	9	**
	3%	*3%*	*3%*	*%*	**	*3%*	*3%*	*3%*	**	*4%*	*3%*	*1%*	*4%*	*3%*	**
										c					
APC	**10**	3	2	3	**	9	6	4	**	2	4	2	4	*	**
	1%	*1%*	*%*	*3%*	**	*2%*	*1%*	*3%*	**	*%*	*1%*	*%*	*1%*	*%*	**
				b											
UK Mail	**7**	*	*	-	**	7	2	-	**	1	-	1	1	1	**
	1%	*%*	*%*	*-%*	**	*1%*	*%*	*-%*	**	*%*	*-%*	*%*	*%*	*%*	**
Yodel	**3**	-	-	-	**	1	3	-	**	1	-	1	1	1	**
	%	*-%*	*-%*	*-%*	**	*%*	*1%*	*-%*	**	*%*	*-%*	*%*	*%*	*%*	**
FedEx	**3**	1	1	1	**	2	1	2	**	2	1	*	2	1	**
	%	*%*	*%*	*1%*	**	*%*	*%*	*1%*	**	*1%*	*%*	*%*	*%*	*%*	**
Parcels to go	**1**	-	*	-	**	1	-	-	**	*	*	-	-	*	**
	%	*-%*	*%*	*-%*	**	*%*	*-%*	*-%*	**	*%*	*%*	*-%*	*-%*	*%*	**
Fastway Couriers	**1**	-	-	-	**	1	1	1	**	*	-	-	*	*	**
	%	*-%*	*-%*	*-%*	**	*%*	*%*	*%*	**	*%*	*-%*	*-%*	*%*	*%*	**
DX	**1**	1	1	1	**	1	*	1	**	1	1	1	1	1	**
	%	*%*	*%*	*1%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Interparcel	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	*-%*	**	*%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
Collect Plus	*	*	-	-	**	*	-	-	**	-	*	-	*	-	**
	%	*%*	*-%*	*-%*	**	*%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*%*	*-%*	**
One Post	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	%	*-%*	*-%*	*-%*	**	*-%*	*%*	*-%*	**	*-%*	*-%*	*%*	*-%*	*-%*	**
Tuffnels	*	-	-	-	**	*	-	-	**	*	-	*	-	*	**
	%	*-%*	*-%*	*-%*	**	*%*	*-%*	*-%*	**	*%*	*-%*	*%*	*-%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**734**	203	381	96	1	518	484	175	1	453	402	568	422	342	17
Weighted total	**731**	184	329	78	*	521	480	151	*	408	351	554	388	301	16
Postal Sort	*	*	*	-	**	*	*	*	**	-	-	-	-	-	**
	*%	*%	*%	-%	**	*%	*%	*%	**	-%	-%	-%	-%	-%	**
Other answers	**22**	5	5	3	**	22	10	10	**	7	4	10	5	2	**
	3%	*3%*	*1%*	*4%*	**	*4%*	*2%*	*7%*	**	*2%*	*1%*	*2%*	*1%*	*1%*	**
						b		b							
NET: RM Only	**502**	137	248	52	**	329	352	94	**	299	266	480	293	231	**
	69%	*74%*	*75%*	*66%*	**	*63%*	*73%*	*62%*	**	*73%*	*76%*	*87%*	*75%*	*77%*	**
							ac					**ab**			
NET: Provider other than RM	**229**	48	82	26	**	192	128	58	**	109	85	74	95	70	**
	31%	*26%*	*25%*	*34%*	**	*37%*	*27%*	*38%*	**	*27%*	*24%*	*13%*	*25%*	*23%*	**
						b		b		c	c				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**734**	382	254	309	69	58	397	330	19	12	20	4
Weighted total	**731**	369	220	301	70	46	360	286	19	8	22	5
Royal Mail	**502**	330	187	255	56	38	271	224	**	**	**	**
	69%	*89%*	*85%*	*85%*	*80%*	*83%*	*75%*	*78%*	**	**	**	**
		d										
UPS	**38**	6	2	10	4	2	11	4	**	**	**	**
	5%	*2%*	*1%*	*3%*	*6%*	*4%*	*3%*	*1%*	**	**	**	**
					ab							
Parcelforce	**35**	6	6	11	*	1	13	15	**	**	**	**
	5%	*2%*	*3%*	*4%*	*%*	*1%*	*4%*	*5%*	**	**	**	**
Hermes	**34**	7	6	7	1	-	13	13	**	**	**	**
	5%	*2%*	*3%*	*2%*	*2%*	*-%*	*4%*	*5%*	**	**	**	**
DPD	**28**	5	6	5	1	1	11	7	**	**	**	**
	4%	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*	**	**	**	**
DHL	**24**	3	3	1	3	-	11	7	**	**	**	**
	3%	*1%*	*1%*	*%*	*4%*	*-%*	*3%*	*3%*	**	**	**	**
					ac							
TNT Express	**21**	5	4	6	2	2	16	9	**	**	**	**
	3%	*1%*	*2%*	*2%*	*2%*	*3%*	*5%*	*3%*	**	**	**	**
APC	**10**	*	*	*	-	-	2	*	**	**	**	**
	1%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
UK Mail	**7**	-	1	-	-	-	1	1	**	**	**	**
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Yodel	**3**	1	1	-	-	-	1	1	**	**	**	**
	%	*%*	*1%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
FedEx	**3**	*	*	*	-	*	2	1	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*1%*	*%*	**	**	**	**
Parcels to go	**1**	-	-	-	-	-	-	*	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	**	**	**	**
Fastway Couriers	**1**	-	-	-	-	-	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	**	**	**	**
DX	**1**	1	1	1	*	*	1	1	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	**	**	**	**
Interparcel	*	*	*	*	-	-	*	*	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Collect Plus	*	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
One Post	*	*	*	-	-	-	-	-	**	**	**	**
	%	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Tuffnels	*	*	-	*	-	-	-	*	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	**	**	**	**
Postal Sort	*	-	-	-	-	-	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**734**	382	254	309	69	58	397	330	19	12	20	4
Weighted total	**731**	369	220	301	70	46	360	286	19	8	22	5
Other answers	**22**	5	2	5	3	2	5	2	**	**	**	**
	3%	*1%*	*1%*	*2%*	*5%*	*5%*	*1%*	*1%*	**	**	**	**
					b							
NET: RM Only	**502**	330	187	255	56	38	271	224	**	**	**	**
	69%	*89%*	*85%*	*85%*	*80%*	*83%*	*75%*	*78%*	**	**	**	**
		d										
NET: Provider other than RM	**229**	39	33	46	14	8	89	63	**	**	**	**
	31%	*11%*	*15%*	*15%*	*20%*	*17%*	*25%*	*22%*	**	**	**	**
					a							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**734**	709	637	715	685	721	503	700	263	1	557	18	119	538
Weighted total	**731**	699	613	705	665	712	496	698	241	*	533	25	125	521
Royal Mail	**502**	481	427	487	460	490	337	480	151	**	407	**	92	400
	69%	*69%*	*70%*	*69%*	*69%*	*69%*	*68%*	*69%*	*62%*	**	*76%*	**	*73%*	*77%*
UPS	**38**	30	21	30	32	34	25	32	15	**	9	**	8	10
	5%	*4%*	*3%*	*4%*	*5%*	*5%*	*5%*	*5%*	*6%*	**	*2%*	**	*6%*	*2%*
													b	
Parcelforce	**35**	34	34	34	35	35	27	34	14	**	24	**	5	23
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	**	*5%*	**	*4%*	*4%*
Hermes	**34**	34	27	34	29	33	17	31	14	**	22	**	5	19
	5%	*5%*	*4%*	*5%*	*4%*	*5%*	*3%*	*4%*	*6%*	**	*4%*	**	*4%*	*4%*
DPD	**28**	28	24	28	25	28	18	28	12	**	16	**	3	16
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	**	*3%*	**	*2%*	*3%*
DHL	**24**	22	17	22	22	21	18	24	15	**	11	**	6	12
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	**	*2%*	**	*5%*	*2%*
									b					
TNT Express	**21**	21	20	21	17	21	19	20	4	**	18	**	1	17
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	**	*3%*	**	*1%*	*3%*
APC	**10**	10	9	10	8	10	7	10	2	**	6	**	3	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*
UK Mail	**7**	7	7	7	7	7	3	7	2	**	3	**	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*-%*	*1%*
Yodel	**3**	3	3	3	3	3	3	3	-	**	-	**	1	-
	%	*%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*-%*	**	*-%*	**	*1%*	*-%*
													b	
FedEx	**3**	3	3	3	3	3	2	3	1	**	3	**	-	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
Parcels to go	**1**	1	1	1	1	1	1	1	1	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	*-%*	*%*
Fastway Couriers	**1**	1	1	1	1	1	1	1	1	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
DX	**1**	1	1	1	1	1	1	1	1	**	1	**	*	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
Interparcel	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	*-%*	*%*
Collect Plus	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
One Post	*	-	*	*	*	*	-	*	-	**	*	**	-	*
	%	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	**	*%*	**	*-%*	*%*
Tuffnels	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**734**	709	637	715	685	721	503	700	263	1	557	18	119	538
Weighted total	**731**	699	613	705	665	712	496	698	241	*	533	25	125	521
Postal Sort	*	*	*	*	*	*	*	*	*	**	-	**	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	-%	**	-%	-%
Other answers	**22**	22	18	22	21	22	16	22	8	**	14	**	1	14
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	*3%*	**	*%*	*3%*
NET: RM Only	**502**	481	427	487	460	490	337	480	151	**	407	**	92	400
	69%	*69%*	*70%*	*69%*	*69%*	*69%*	*68%*	*69%*	*62%*	**	*76%*	**	*73%*	*77%*
NET: Provider other than RM	**229**	218	186	218	205	222	159	218	91	**	126	**	34	121
	31%	*31%*	*30%*	*31%*	*31%*	*31%*	*32%*	*31%*	*38%*	**	*24%*	**	*27%*	*23%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	734	260	11	66	243	143	481	105	166	66	496	371	363
Weighted total	731	270	12	65	248	140	478	104	168	70	491	347	384
Royal Mail	502	77	**	14	70	71	353	72	75	29	396	241	261
	69%	28%	**	21%	28%	51%	74%	69%	44%	42%	81%	69%	68%
							a	a			ab		
UPS	38	34	**	7	32	15	20	4	18	4	16	14	24
	5%	13%	**	10%	13%	11%	4%	4%	11%	6%	3%	4%	6%
						bc			c				
Parcelforce	35	27	**	12	23	12	18	6	15	6	14	21	14
	5%	10%	**	18%	9%	8%	4%	5%	9%	8%	3%	6%	4%
				b		b			c	c			
Hermes	34	21	**	14	20	8	19	5	18	6	10	19	15
	5%	8%	**	22%	8%	6%	4%	5%	11%	9%	2%	6%	4%
				b					c	c			
DPD	28	27	**	8	20	7	19	3	12	2	14	7	21
	4%	10%	**	12%	8%	5%	4%	3%	7%	3%	3%	2%	5%
									c				a
DHL	24	23	**	3	21	7	12	5	13	6	4	12	12
	3%	8%	**	4%	9%	5%	2%	5%	8%	9%	1%	3%	3%
									c	c			
TNT Express	21	16	**	4	16	4	14	3	2	4	14	15	6
	3%	6%	**	7%	7%	3%	3%	2%	1%	6%	3%	4%	1%
												b	
APC	10	9	**	2	9	4	6	-	5	3	3	3	7
	1%	3%	**	2%	3%	3%	1%	-%	3%	4%	1%	1%	2%
									c	c			
UK Mail	7	7	**	-	7	3	3	-	2	-	5	2	5
	1%	2%	**	-%	3%	2%	1%	-%	1%	-%	1%	1%	1%
Yodel	3	3	**	-	3	-	3	-	1	2	-	1	2
	*%	1%	**	-%	1%	-%	1%	-%	1%	3%	-%	*%	*%
									c	c			
FedEx	3	3	**	1	2	*	3	*	2	*	1	1	3
	*%	1%	**	1%	1%	*%	1%	*%	1%	*%	*%	*%	1%
Parcels to go	1	1	**	-	1	-	1	-	-	-	1	1	*
	*%	1%	**	-%	1%	-%	*%	-%	-%	-%	*%	*%	*%
Fastway Couriers	1	1	**	-	1	-	1	*	1	-	1	1	1
	*%	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
DX	1	*	**	1	*	*	*	*	-	*	1	*	1
	*%	*%	**	1%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Interparcel	*	*	**	-	*	-	*	*	*	-	*	*	*
	*%	*%	**	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Collect Plus	*	*	**	-	*	*	-	-	-	-	*	*	-
	*%	*%	**	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%
One Post	*	*	**	-	*	*	-	-	-	*	-	-	*
	*%	*%	**	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**734**	260	11	66	243	143	481	105	166	66	496	371	363
Weighted total	**731**	270	12	65	248	140	478	104	168	70	491	347	384
Tuffnels	*	*	**	-	*	-	*	-	-	-	*	-	*
	*%	*%	**	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Postal Sort	*	*	**	-	*	*	-	-	-	-	*	-	*
	*%	*%	**	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%
Other answers	**22**	22	**	1	22	10	6	7	6	6	10	9	14
	3%	*8%*	**	*1%*	*9%*	*7%*	*1%*	*6%*	*4%*	*9%*	*2%*	*3%*	*4%*
					a	b		b		c			
NET: RM Only	**502**	77	**	14	70	71	353	72	75	29	396	241	261
	69%	*28%*	**	*21%*	*28%*	*51%*	*74%*	*69%*	*44%*	*42%*	*81%*	*69%*	*68%*
							a	a			ab		
NET: Provider other than RM	**229**	194	**	51	178	69	125	32	93	41	94	107	123
	31%	*72%*	**	*79%*	*72%*	*49%*	*26%*	*31%*	*56%*	*58%*	*19%*	*31%*	*32%*
						bc			c	c			

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**734**	63	59	66	66	64	58	66	52	55	74	67	44
Weighted total	**731**	37	71	81	41	76	68	33	53	81	83	74	34
Royal Mail	**502**	27	50	47	31	53	49	27	28	54	60	49	**
	69%	*74%*	*70%*	*59%*	*75%*	*70%*	*73%*	*82%*	*53%*	*67%*	*73%*	*67%*	**
		h			**ch**		h	**chk**			h		h
UPS	**38**	2	10	2	*	2	6	-	4	6	2	1	**
	5%	*6%*	*13%*	*3%*	**%*	*3%*	*9%*	*-%*	*8%*	*7%*	*3%*	*2%*	**
		g	**cdegjk**				**dg**		**dg**	**dg**			
Parcelforce	**35**	2	1	4	1	5	6	1	4	1	4	5	**
	5%	*5%*	*2%*	*5%*	*3%*	*6%*	*9%*	*3%*	*8%*	*2%*	*4%*	*7%*	**
Hermes	**34**	-	3	12	2	-	2	1	5	6	-	3	**
	5%	*-%*	*4%*	*14%*	*6%*	*-%*	*3%*	*2%*	*10%*	*7%*	*-%*	*4%*	**
				abefgjk	**aej**				**aej**	**aej**			
DPD	**28**	*	4	8	1	3	1	3	1	5	1	1	**
	4%	**%*	*6%*	*10%*	*1%*	*4%*	*2%*	*8%*	*1%*	*6%*	*2%*	*2%*	**
				adhjkl				a					
DHL	**24**	-	*	3	*	7	*	*	6	3	*	3	**
	3%	*-%*	**%*	*4%*	**%*	*9%*	**%*	*1%*	*11%*	*4%*	*1%*	*4%*	**
						abdfgj			**abdfgj**				
TNT Express	**21**	4	*	2	1	3	2	*	4	-	3	-	**
	3%	*11%*	**%*	*3%*	*2%*	*4%*	*3%*	*1%*	*7%*	*-%*	*3%*	*-%*	**
		bdgik							**bik**				
APC	**10**	*	-	-	*	-	*	-	-	-	6	3	**
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*8%*	*4%*	**
											bcefghi		
UK Mail	**7**	-	2	-	2	-	-	-	-	-	-	3	**
	1%	*-%*	*3%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	**
Yodel	**3**	-	-	-	-	2	-	-	-	-	-	1	**
	****%***	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**
FedEx	**3**	*	-	1	*	-	*	*	*	*	2	-	**
	****%***	*1%*	*-%*	*1%*	**%*	*-%*	**%*	*1%*	**%*	**%*	*2%*	*-%*	**
Parcels to go	**1**	*	-	-	-	-	-	-	-	-	-	1	**
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**
Fastway Couriers	**1**	-	-	1	-	-	-	-	-	1	-	-	**
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**
DX	**1**	*	-	-	*	-	-	-	*	-	-	*	**
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**
Interparcel	*	-	-	-	-	*	-	-	-	*	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
One Post	*	-	-	-	-	-	-	-	*	-	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**
Tuffnels	*	-	-	-	-	-	-	-	*	-	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**
Postal Sort	*	-	-	-	-	-	-	-	*	-	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**734**	63	59	66	66	64	58	66	52	55	74	67	44
Weighted total	**731**	37	71	81	41	76	68	33	53	81	83	74	34
Other answers	**22**	*	2	1	2	1	-	1	1	5	4	5	**
	3%	*1%*	*3%*	*1%*	*5%*	*1%*	*-%*	*3%*	*1%*	*6%*	*5%*	*7%*	**
												f	
NET: RM Only	**502**	27	50	47	31	53	49	27	28	54	60	49	**
	69%	*74%*	*70%*	*59%*	*75%*	*70%*	*73%*	*82%*	*53%*	*67%*	*73%*	*67%*	**
		h			**ch**		h	**chk**			h		h
NET: Provider other than RM	**229**	10	22	33	10	23	18	6	25	27	23	25	**
	31%	*26%*	*30%*	*41%*	*25%*	*30%*	*27%*	*18%*	*47%*	*33%*	*27%*	*33%*	**
				dg					**adfgjl**			g	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**734**	188	188	173	185
Weighted total	**731**	189	184	167	191
Royal Mail	**502**	124	133	109	135
	69%	*66%*	*72%*	*65%*	*71%*
UPS	**38**	14	9	10	5
	5%	*7%*	*5%*	*6%*	*3%*
		d			
Parcelforce	**35**	8	12	6	9
	5%	*4%*	*7%*	*4%*	*5%*
Hermes	**34**	14	4	12	4
	5%	*8%*	*2%*	*7%*	*2%*
		bd		**bd**	
DPD	**28**	13	5	8	3
	4%	*7%*	*3%*	*5%*	*1%*
		d			
DHL	**24**	3	7	9	4
	3%	*2%*	*4%*	*6%*	*2%*
				a	
TNT Express	**21**	7	5	4	4
	3%	*4%*	*3%*	*3%*	*2%*
APC	**10**	*	1	-	9
	1%	**%*	**%*	*-%*	*5%*
					abc
UK Mail	**7**	2	2	-	3
	1%	*1%*	*1%*	*-%*	*1%*
Yodel	**3**	-	2	-	1
	****%***	*-%*	*1%*	*-%*	*1%*
FedEx	**3**	1	*	1	2
	****%***	**%*	**%*	**%*	*1%*
Parcels to go	**1**	*	-	-	1
	****%***	**%*	*-%*	*-%*	*1%*
Fastway Couriers	**1**	1	-	1	-
	****%***	**%*	*-%*	**%*	*-%*
DX	**1**	*	*	*	*
	****%***	**%*	**%*	**%*	**%*
Interparcel	*	-	*	*	-
	****%***	*-%*	**%*	**%*	*-%*
Collect Plus	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*
One Post	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Tuffnels	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Postal Sort	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Other answers	**22**	3	3	6	11
	3%	*1%*	*2%*	*4%*	*6%*
					ab

Columns Tested: a,b,c,d

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**734**	188	188	173	185
Weighted total	**731**	189	184	167	191
NET: RM Only	**502**	124	133	109	135
	69%	*66%*	*72%*	*65%*	*71%*
NET: Provider other than RM	**229**	65	51	58	56
	31%	*34%*	*28%*	*35%*	*29%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1246**	867	238	96	45	379	319	276	86	37	93
Weighted total	**1193**	1148	28	12	5	46	407	314	76	25	38
Standard delivery	**1132**	1089	27	11	**	44	388	302	75	**	35
	95%	*95%*	*94%*	*95%*	**	*95%*	*95%*	*96%*	*99%* e	**	*93%*
Tracked service	**371**	357	9	4	**	15	126	99	26	**	9
	31%	*31%*	*30%*	*35%*	**	*32%*	*31%* d	*32%* d	*34%* d	**	*23%*
Urgent delivery - on the same day or a specific time the next day	**144**	138	2	2	**	5	56	46	5	**	5
	12%	*12%*	*8%*	*18%* b	**	*12%*	*14%*	*15%* c	*6%*	**	*14%*
Timed delivery (i.e. to arrive by specific time /day)	**121**	115	3	3	**	7	47	35	9	**	6
	10%	*10%*	*9%*	*26%* **abe**	**	*14%* a	*12%*	*11%*	*12%*	**	*15%*
International delivery	**114**	107	3	2	**	7	37	33	5	**	4
	10%	*9%*	*11%*	*18%* a	** **abce**	*15%* a	*9%*	*11%* d	*7%*	**	*11%* d
Cross-Border Delivery (to ROI)	**13**	11	1	*	**	1	3	4	2	**	1
	1%	*1%*	*3%* a	*3%* a	**	*3%* a	*1%*	*1%*	*2%*	**	*1%*
Other (PLEASE SPECIFY)	*	-	-	*	**	*	-	-	-	**	-
	%	*-%*	*-%*	*1%* a	**	*%*	*-%*	*-%*	*-%*	**	*-%*
None of these (DO NOT READ OUT)	**10**	10	-	-	**	-	3	2	-	**	-
	1%	*1%*	*-%*	*-%*	**	*-%*	*1%*	*1%*	*-%*	**	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
NET: Urgent / Tracked / Timed Mail	**410**	393	9	5	**	17	142	107	28	**	12
	34%	*34%*	*33%*	*46%* **ab**	**	*37%*	*35%* d	*34%* d	*37%* d	**	*31%* d

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1246**	99	56	131	33	81	139	95	80	63	777	149	160	160
Weighted total	**1193**	129	83	174	39	96	194	111	104	84	1014	59	63	57
Standard delivery	**1132**	126	82	159	**	91	185	104	97	83	965	55	58	55
	95%	*98%*	*98%*	*92%*	**	*95%*	*95%*	*94%*	*93%*	*99%*	*95%*	*93%*	*91%*	*96%*
		cl								**cl**	l			
Tracked service	**371**	36	28	83	**	29	56	34	30	22	327	13	16	14
	31%	*28%*	*34%*	*48%*	**	*30%*	*29%*	*30%*	*29%*	*27%*	*32%*	*23%*	*26%*	*25%*
				adefghi jklm							k			
Urgent delivery - on the same day or a specific time the next day	**144**	18	9	35	**	10	28	13	8	10	132	3	6	3
	12%	*14%*	*11%*	*20%*	**	*10%*	*14%*	*11%*	*7%*	*12%*	*13%*	*5%*	*10%*	*5%*
		km		**dhjklm**			**km**	m		m	**km**			
Timed delivery (i.e. to arrive by specific time /day)	**121**	10	6	29	**	7	20	7	5	15	105	6	6	4
	10%	*8%*	*7%*	*17%*	**	*8%*	*10%*	*6%*	*5%*	*18%*	*10%*	*11%*	*10%*	*6%*
				aghjm						**aghm**				
International delivery	**114**	9	8	41	**	8	19	5	5	5	102	3	4	5
	10%	*7%*	*10%*	*24%*	**	*9%*	*10%*	*4%*	*5%*	*6%*	*10%*	*6%*	*6%*	*8%*
				abdefgh ijklm										
Cross-Border Delivery (to ROI)	**13**	-	-	-	**	-	-	-	-	-	-	-	-	13
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	*	-	-	-	**	-	-	-	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**10**	3	1	1	**	2	-	3	-	-	10	*	-	-
	1%	*2%*	*2%*	*1%*	**	*2%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**410**	42	28	90	**	34	60	34	31	25	357	17	22	15
	34%	*32%*	*34%*	*52%*	**	*35%*	*31%*	*30%*	*30%*	*30%*	*35%*	*29%*	*34%*	*26%*
				abefghi jklm							m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1246**	51	112	30	109	237	32	92	576	899	347	1092	154
Weighted total	**1193**	41	87	26	103	271	28	96	535	906	287	1074	120
Standard delivery	**1132**	41	83	**	100	257	**	89	502	852	281	1020	113
	95%	*100%*	*95%*	**	*97%*	*95%*	**	*92%*	*94%*	*94%*	*98%*	*95%*	*94%*
		g									a		
Tracked service	**371**	6	30	**	22	80	**	44	177	289	82	331	41
	31%	*14%*	*35%*	**	*21%*	*30%*	**	*45%*	*33%*	*32%*	*29%*	*31%*	*34%*
			adf			**af**		**adefh**	**adf**				
Urgent delivery - on the same day or a specific time the next day	**144**	4	18	**	9	32	**	13	63	121	23	118	26
	12%	*9%*	*21%*	**	*8%*	*12%*	**	*14%*	*12%*	*13%*	*8%*	*11%*	*22%*
			cdeh				c	c		b			a
Timed delivery (i.e. to arrive by specific time /day)	**121**	2	13	**	6	21	**	14	58	99	23	110	12
	10%	*5%*	*15%*	**	*6%*	*8%*	**	*14%*	*11%*	*11%*	*8%*	*10%*	*10%*
			de	**de**									
International delivery	**114**	1	20	**	2	26	**	10	50	100	14	98	16
	10%	*3%*	*23%*	**	*2%*	*10%*	**	*11%*	*9%*	*11%*	*5%*	*9%*	*13%*
			acdegh			d	**ad**	d	d	b			
Cross-Border Delivery (to ROI)	**13**	*	2	**	1	3	**	*	8	8	5	11	2
	1%	**%*	*2%*	**	*1%*	*1%*	**	**%*	*1%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	*	-	-	**	-	-	**	-	*	*	-	*	-
	****%***	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	**%*	**%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	-	**	-	3	**	-	8	7	3	8	3
	1%	*-%*	*-%*	**	*-%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**410**	8	33	**	26	91	**	47	190	324	86	361	49
	34%	*20%*	*38%*	**	*25%*	*33%*	**	*48%*	*35%*	*36%*	*30%*	*34%*	*41%*
			adf	**af**				**adefh**	**adf**				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1246**	1199	47	739	194	300
Weighted total	**1193**	1130	63	735	183	259
Standard delivery	**1132**	1076	**	698	176	244
	95%	*95%*	**	*95%*	*96%*	*94%*
Tracked service	**371**	356	**	188	79	97
	31%	*31%*	**	*26%*	*43%*	*38%*
					a	a
Urgent delivery - on the same day or a specific time the next day	**144**	141	**	62	35	45
	12%	*12%*	**	*8%*	*19%*	*17%*
					a	a
Timed delivery (i.e. to arrive by specific time /day)	**121**	113	**	64	31	25
	10%	*10%*	**	*9%*	*17%*	*10%*
					ac	
International delivery	**114**	109	**	46	33	30
	10%	*10%*	**	*6%*	*18%*	*12%*
					ac	a
Cross-Border Delivery (to ROI)	**13**	12	**	6	4	3
	1%	*1%*	**	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	*	*	**	-	*	-
	***%**	*%*	**	-%	*%	-%
None of these (DO NOT READ OUT)	**10**	8	**	10	*	-
	1%	*1%*	**	*1%*	*%*	-%
			a	c		
Don't Know (DO NOT READ OUT)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**410**	390	**	207	84	111
	34%	*35%*	**	*28%*	*46%*	*43%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1246**	997	216	24	3	4	1	1	-	1213	33	9	347	650	249
Weighted total	**1193**	1025	154	11	*	1	2	*	-	1179	15	3	422	602	169
Standard delivery	**1132**	971	147	**	**	**	**	**	**	1118	**	**	397	574	162
	95%	*95%*	*95%*	**	**	**	**	**	**	*95%*	**	**	*94%*	*95%*	*96%*
Tracked service	**371**	300	65	**	**	**	**	**	**	365	**	**	108	192	71
	31%	*29%*	*42%*	**	**	**	**	**	**	*31%*	**	**	*26%*	*32%*	*42%*
			ai											a	**ab**
Urgent delivery - on the same day or a specific time the next day	**144**	113	30	**	**	**	**	**	**	143	**	**	35	78	30
	12%	*11%*	*19%*	**	**	**	**	**	**	*12%*	**	**	*8%*	*13%*	*18%*
			aij											a	a
Timed delivery (i.e. to arrive by specific time /day)	**121**	97	23	**	**	**	**	**	**	119	**	**	35	61	25
	10%	*9%*	*15%*	**	**	**	**	**	**	*10%*	**	**	*8%*	*10%*	*15%*
			a												a
International delivery	**114**	80	30	**	**	**	**	**	**	110	**	**	24	57	34
	10%	*8%*	*19%*	**	**	**	**	**	**	*9%*	**	**	*6%*	*9%*	*20%*
			ai								**ai**			a	**ab**
Cross-Border Delivery (to ROI)	**13**	11	2	**	**	**	**	**	**	13	**	**	1	9	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*%*	*2%*	*1%*
Other (PLEASE SPECIFY)	*	*	-	**	**	**	**	**	**	*	**	**	-	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	-%	*%*	-%
None of these (DO NOT READ OUT)	**10**	10	*	**	**	**	**	**	**	10	**	**	10	-	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	*2%*	-%	*%*
													bc		
Don't Know (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**410**	334	69	**	**	**	**	**	**	404	**	**	120	214	76
	34%	*33%*	*45%*	**	**	**	**	**	**	*34%*	**	**	*28%*	*36%*	*45%*
			ai											a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1246**	1246	714	1246	471	372	848	1119	68	31	16	5	6	1
Weighted total	**1193**	1193	619	1193	420	310	773	1116	45	15	5	5	6	2
Standard delivery	**1132**	1132	589	1132	396	302	750	1055	45	**	**	**	**	**
	95%	*95%*	*95%*	*95%*	*94%*	*97%*	*97%*	*95%*	*100%*	**	**	**	**	**
						d	abcd		a					
Tracked service	**371**	371	251	371	181	108	239	347	18	**	**	**	**	**
	31%	*31%*	*41%*	*31%*	*43%*	*35%*	*31%*	*31%*	*39%*	**	**	**	**	**
			acf		acef									
Urgent delivery - on the same day or a specific time the next day	**144**	144	115	144	72	54	96	136	5	**	**	**	**	**
	12%	*12%*	*19%*	*12%*	*17%*	*17%*	*12%*	*12%*	*12%*	**	**	**	**	**
			acf		acf	acf								
Timed delivery (i.e. to arrive by specific time /day)	**121**	121	100	121	58	50	87	121	*	**	**	**	**	**
	10%	*10%*	*16%*	*10%*	*14%*	*16%*	*11%*	*11%*	*1%*	**	**	**	**	**
			acf		ac	acf		b						
International delivery	**114**	114	97	114	72	40	70	104	4	**	**	**	**	**
	10%	*10%*	*16%*	*10%*	*17%*	*13%*	*9%*	*9%*	*9%*	**	**	**	**	**
			acf		acf	f				a				
Cross-Border Delivery (to ROI)	**13**	13	9	13	6	6	11	11	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**
Other (PLEASE SPECIFY)	*	*	*	*	*	-	-	*	-	**	**	**	**	**
	***%**	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	**	**	**	**	**
None of these (DO NOT READ OUT)	**10**	10	2	10	-	-	-	10	-	**	**	**	**	**
	1%	*1%*	*%*	*1%*	-%	-%	-%	*1%*	-%	**	**	**	**	**
		df		df										
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**410**	410	282	410	199	123	267	386	18	**	**	**	**	**
	34%	*34%*	*46%*	*34%*	*47%*	*40%*	*34%*	*35%*	*40%*	**	**	**	**	**
			acf		acef									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1246**	456	7	4	-	2	2	-	4	377	350	300	213	6
Weighted total	**1193**	413	5	*	-	*	1	-	2	430	368	267	123	5
Standard delivery	**1132**	390	**	**	**	**	**	**	**	407	349	256	116	**
	95%	*95%*	**	**	**	**	**	**	**	*95%*	*95%*	*96%*	*94%*	**
Tracked service	**371**	178	**	**	**	**	**	**	**	115	129	83	44	**
	31%	*43%*	**	**	**	**	**	**	**	*27%*	*35%* a	*31%*	*36%* a	**
Urgent delivery - on the same day or a specific time the next day	**144**	71	**	**	**	**	**	**	**	42	56	30	15	**
	12%	*17%*	**	**	**	**	**	**	**	*10%*	*15%* a	*11%*	*12%*	**
Timed delivery (i.e. to arrive by specific time /day)	**121**	58	**	**	**	**	**	**	**	34	49	25	13	**
	10%	*14%*	**	**	**	**	**	**	**	*8%*	*13%* a	*9%*	*11%*	**
International delivery	**114**	71	**	**	**	**	**	**	**	34	31	32	17	**
	10%	*17%*	**	**	**	**	**	**	**	*8%*	*8%*	*12%*	*14%* ab	**
Cross-Border Delivery (to ROI)	**13**	6	**	**	**	**	**	**	**	4	2	3	3	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*3%* b	**
Other (PLEASE SPECIFY)	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*%	**
None of these (DO NOT READ OUT)	**10**	-	**	**	**	**	**	**	**	10	-	-	*	**
	1%	-%	**	**	**	**	**	**	**	*2%* bc	-%	-%	*%	**
Don't Know (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	**410**	196	**	**	**	**	**	**	**	123	140	97	48	**
	34%	*48%*	**	**	**	**	**	**	**	*29%*	*38%* a	*36%* a	*39%* a	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1246**	204	107	107	47	6	221	16	234	1122	124	1197	49
Weighted total	**1193**	184	102	102	28	4	214	9	197	1083	110	1152	41
Standard delivery	**1132**	173	101	94	**	**	204	**	183	1033	100	1098	**
	95%	*94%*	*99%*	*93%*	**	**	*95%*	**	*93%*	*95%*	*90%*	*95%*	**
		d	**acd**							b		b	
Tracked service	**371**	81	35	52	**	**	85	**	87	323	49	355	**
	31%	*44%*	*34%*	*51%*	**	**	*40%*	**	*44%*	*30%*	*44%*	*31%*	**
				b							a		
Urgent delivery - on the same day or a specific time the next day	**144**	28	20	23	**	**	37	**	32	121	23	133	**
	12%	*15%*	*20%*	*23%*	**	**	*17%*	**	*16%*	*11%*	*21%*	*12%*	**
		d	d	d							a		a
Timed delivery (i.e. to arrive by specific time /day)	**121**	26	15	15	**	**	28	**	30	108	14	116	**
	10%	*14%*	*15%*	*15%*	**	**	*13%*	**	*15%*	*10%*	*12%*	*10%*	**
International delivery	**114**	29	16	19	**	**	37	**	29	97	17	110	**
	10%	*16%*	*15%*	*18%*	**	**	*17%*	**	*15%*	*9%*	*16%*	*10%*	**
											a		
Cross-Border Delivery (to ROI)	**13**	2	1	2	**	**	2	**	3	11	2	11	**
	1%	*1%*	*1%*	*2%*	**	**	*1%*	**	*2%*	*1%*	*2%*	*1%*	**
Other (PLEASE SPECIFY)	*	-	*	-	**	**	-	**	*	*	-	*	**
	***%**	-%	*%	-%	**	**	-%	**	*%	*%	-%	*%	**
None of these (DO NOT READ OUT)	**10**	-	-	-	**	**	-	**	-	5	5	5	**
	1%	-%	-%	-%	**	**	-%	**	-%	*%	*5%*	*%	**
											a		a
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	**	-%	**	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	**410**	89	41	55	**	**	93	**	97	362	49	394	**
	34%	*48%*	*41%*	*54%*	**	**	*43%*	**	*49%*	*33%*	*44%*	*34%*	**
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1246**	33	114	175	18	342	129	418	1180	165	1
Weighted total	**1193**	28	105	158	14	304	116	410	1132	123	*
Standard delivery	**1132**	**	98	150	**	287	108	360	1132	117	**
	95%	**	*93%*	*95%*	**	*94%*	*94%*	*88%*	*100%*	*95%*	**
									ac	a	
Tracked service	**371**	**	54	72	**	127	54	371	326	79	**
	31%	**	*52%*	*45%*	**	*42%*	*47%*	*91%*	*29%*	*64%*	**
			a					**bc**		b	
Urgent delivery - on the same day or a specific time the next day	**144**	**	19	29	**	49	22	144	136	40	**
	12%	**	*18%*	*18%*	**	*16%*	*19%*	*35%*	*12%*	*32%*	**
								b		b	
Timed delivery (i.e. to arrive by specific time /day)	**121**	**	12	20	**	44	14	121	116	39	**
	10%	**	*12%*	*13%*	**	*15%*	*12%*	*30%*	*10%*	*32%*	**
								b		b	
International delivery	**114**	**	20	30	**	51	21	85	108	114	**
	10%	**	*19%*	*19%*	**	*17%*	*18%*	*21%*	*10%*	*93%*	**
								b		**ab**	
Cross-Border Delivery (to ROI)	**13**	**	1	1	**	5	2	5	12	13	**
	1%	**	*1%*	*%*	**	*2%*	*1%*	*1%*	*1%*	*10%*	**
										ab	
Other (PLEASE SPECIFY)	*	**	-	*	**	*	-	-	*	-	**
	%	**	*-%*	*%*	**	*%*	*-%*	*-%*	*%*	*-%*	**
None of these (DO NOT READ OUT)	**10**	**	-	1	**	-	-	-	-	-	**
	1%	**	*-%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	**-**	**	-	-	**	-	-	-	-	-	**
	-%	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**410**	**	57	76	**	142	57	410	360	88	**
	34%	**	*54%*	*48%*	**	*47%*	*49%*	*100%*	*32%*	*71%*	**
								bc		b	

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1246**	290	653	117	1	323	333	103	1	1188	683	388	941	783	20
Weighted total	**1193**	258	575	82	*	294	292	81	*	1132	594	340	903	695	23
Standard delivery	**1132**	233	567	79	**	270	288	77	**	1082	567	318	862	677	**
	95%	*90%*	*99%*	*96%*	**	*92%*	*98%*	*95%*	**	*96%*	*95%*	*94%*	*95%*	*97%*	**
			a	a			**ac**							a	
Tracked service	**371**	217	223	57	**	163	134	51	**	350	236	155	308	194	**
	31%	*84%*	*39%*	*69%*	**	*55%*	*46%*	*63%*	**	*31%*	*40%*	*45%*	*34%*	*28%*	**
		bc		b		b		b			a	a	b		
Urgent delivery - on the same day or a specific time the next day	**144**	102	107	36	**	61	63	26	**	132	105	57	119	59	**
	12%	*40%*	*19%*	*43%*	**	*21%*	*22%*	*32%*	**	*12%*	*18%*	*17%*	*13%*	*9%*	**
		b		b				**ab**			a	a	b		
Timed delivery (i.e. to arrive by specific time /day)	**121**	82	91	30	**	50	49	28	**	115	94	53	98	57	**
	10%	*32%*	*16%*	*37%*	**	*17%*	*17%*	*34%*	**	*10%*	*16%*	*16%*	*11%*	*8%*	**
		b		b				**ab**			a	a			
International delivery	**114**	69	92	62	**	58	60	47	**	107	92	61	100	66	**
	10%	*27%*	*16%*	*76%*	**	*20%*	*21%*	*58%*	**	*9%*	*15%*	*18%*	*11%*	*9%*	**
		b		**ab**				**ab**			a	a			
Cross-Border Delivery (to ROI)	**13**	3	8	8	**	5	5	5	**	12	8	6	11	9	**
	1%	*1%*	*1%*	*9%*	**	*2%*	*2%*	*6%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
				ab				**ab**							
Other (PLEASE SPECIFY)	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	*-%*	**	*-%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
None of these (DO NOT READ OUT)	**10**	-	-	-	**	-	-	-	**	4	-	-	3	1	**
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*%*	*-%*	*-%*	*%*	*%*	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**410**	234	249	59	**	172	151	56	**	388	266	171	338	214	**
	34%	*91%*	*43%*	*72%*	**	*58%*	*52%*	*69%*	**	*34%*	*45%*	*50%*	*37%*	*31%*	**
		bc		b				b			a	a	b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1246**	290	189	210	45	43	898	766	32	18	16	-
Weighted total	**1193**	251	147	192	43	33	866	679	29	14	17	-
Standard delivery	**1132**	245	144	179	**	**	859	674	**	**	**	**
	95%	*98%*	*98%*	*94%*	**	**	*99%*	*99%*	**	**	**	**
		c	c									
Tracked service	**371**	119	69	123	**	**	273	183	**	**	**	**
	31%	*47%*	*47%*	*64%*	**	**	*32%*	*27%*	**	**	**	**
				ab	**ab**	**ab**	b					
Urgent delivery - on the same day or a specific time the next day	**144**	50	27	45	**	**	113	57	**	**	**	**
	12%	*20%*	*19%*	*23%*	**	**	*13%*	*8%*	**	**	**	**
					ab	**abc**	b					
Timed delivery (i.e. to arrive by specific time /day)	**121**	50	28	47	**	**	95	56	**	**	**	**
	10%	*20%*	*19%*	*25%*	**	**	*11%*	*8%*	**	**	**	**
					ab							
International delivery	**114**	48	31	51	**	**	90	60	**	**	**	**
	10%	*19%*	*21%*	*27%*	**	**	*10%*	*9%*	**	**	**	**
				a	**abc**	**abc**						
Cross-Border Delivery (to ROI)	**13**	5	4	4	**	**	9	10	**	**	**	**
	1%	*2%*	*3%*	*2%*	**	**	*1%*	*1%*	**	**	**	**
Other (PLEASE SPECIFY)	*	*	*	-	**	**	*	*	**	**	**	**
	***%**	*%*	*%*	-%	**	**	*%*	*%*	**	**	**	**
None of these (DO NOT READ OUT)	**10**	-	-	-	**	**	-	-	**	**	**	**
	1%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**410**	133	77	131	**	**	300	207	**	**	**	**
	34%	*53%*	*52%*	*68%*	**	**	*35%*	*30%*	**	**	**	**
				ab	**ab**	**ab**						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1246**	1221	1075	1226	1037	1225	744	1192	317	3	1054	27	140	1051
Weighted total	**1193**	1165	982	1168	948	1165	701	1144	260	2	977	37	148	986
Standard delivery	**1132**	1106	932	1109	897	1107	658	1094	242	**	941	**	138	947
	95%	*95%*	*95%*	*95%*	*95%*	*95%*	*94%*	*96%*	*93%*	**	*96%*	**	*93%*	*96%*
Tracked service	**371**	367	336	367	325	367	286	357	132	**	287	**	65	285
	31%	*31%*	*34%*	*31%*	*34%*	*31%*	*41%* b	*31%*	*51%* **ab**	**	*29%*	**	*44%* b	*29%*
Urgent delivery - on the same day or a specific time the next day	**144**	140	128	142	121	142	106	136	52	**	99	**	22	110
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*15%* b	*12%*	*20%* **ab**	**	*10%*	**	*15%*	*11%*
Timed delivery (i.e. to arrive by specific time /day)	**121**	120	115	120	99	120	91	118	57	**	94	**	20	95
	10%	*10%*	*12%*	*10%*	*10%*	*10%*	*13%*	*10%*	*22%* **ab**	**	*10%*	**	*13%*	*10%*
International delivery	**114**	112	105	112	90	112	81	107	79	**	90	**	24	83
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*11%*	*9%*	*30%* **ab**	**	*9%*	**	*16%* b	*8%*
Cross-Border Delivery (to ROI)	**13**	13	12	13	10	12	8	13	9	**	10	**	2	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%* **ab**	**	*1%*	**	*1%*	*1%*
Other (PLEASE SPECIFY)	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	*** %**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	-%	*%*
None of these (DO NOT READ OUT)	**10**	10	8	10	8	8	8	7	3	**	4	**	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
NET: Urgent / Tracked / Timed Mail	**410**	403	372	405	352	404	311	393	140	**	320	**	72	316
	34%	*35%*	*38%*	*35%*	*37%*	*35%*	*44%* b	*34%*	*54%* **ab**	**	*33%*	**	*49%* b	*32%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1246**	202	9	50	193	121	885	236	121	52	1063	718	528
Weighted total	**1193**	193	11	47	179	89	854	245	106	48	1037	694	499
Standard delivery	**1132**	176	**	**	162	79	811	238	100	43	989	671	462
	95%	*91%*	**	**	*90%*	*88%*	*95%* a	*97%* a	*94%*	*89%*	*95%* b	*97%* b	*92%*
Tracked service	**371**	90	**	**	78	41	266	64	43	24	305	218	153
	31%	*46%*	**	**	*43%*	*45%* bc	*31%*	*26%*	*40%* c	*49%* c	*29%*	*31%*	*31%*
Urgent delivery - on the same day or a specific time the next day	**144**	42	**	**	37	15	102	26	24	4	116	95	49
	12%	*22%*	**	**	*21%*	*17%*	*12%*	*11%*	*22%* bc	*9%*	*11%*	*14%* b	*10%*
Timed delivery (i.e. to arrive by specific time /day)	**121**	26	**	**	24	6	89	26	15	1	104	79	43
	10%	*13%*	**	**	*13%*	*7%*	*10%*	*10%*	*14%* b	*3%*	*10%*	*11%*	*9%*
International delivery	**114**	40	**	**	31	16	75	22	23	2	88	75	39
	10%	*21%*	**	**	*17%*	*18%* bc	*9%*	*9%*	*22%* bc	*4%*	*8%*	*11%*	*8%*
Cross-Border Delivery (to ROI)	**13**	2	**	**	1	2	10	1	2	1	10	6	6
	1%	*1%*	**	**	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	*	**	**	*	-	*	-	-	-	*	-	*
	%	*%*	**	**	*%*	-%	*%*	-%	-%	-%	*%*	-%	*%*
None of these (DO NOT READ OUT)	**10**	6	**	**	6	-	9	1	-	-	10	1	9
	1%	*3%*	**	**	*4%*	-%	*1%*	*1%*	-%	-%	*1%*	*%*	*2%* a
Don't Know (DO NOT READ OUT)	-	-	**	**	-	-	-	-	-	-	-	-	-
	-%	-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**410**	96	**	**	84	47	291	72	45	25	340	242	169
	34%	*49%*	**	**	*47%*	*52%* bc	*34%*	*29%*	*42%* c	*52%* c	*33%*	*35%*	*34%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1246**	123	93	95	128	114	110	130	76	91	123	89	74
Weighted total	**1193**	78	103	101	86	133	111	76	83	139	125	96	62
Standard delivery	**1132**	75	99	95	81	131	107	72	78	131	118	91	55
	95%	*96%*	*96%*	*94%*	*94%*	*98%*	*97%*	*96%*	*94%*	*94%*	*94%*	*94%*	*89%*
						l	l						
Tracked service	**371**	13	25	27	24	55	42	23	35	50	34	22	21
	31%	*17%*	*24%*	*27%*	*28%*	*41%*	*38%*	*30%*	*42%*	*36%*	*27%*	*23%*	*34%*
					a	**abcdjk**	**abk**	a	**abcdjk**	**ak**			a
Urgent delivery - on the same day or a specific time the next day	**144**	4	6	19	12	23	16	8	13	13	14	9	6
	12%	*5%*	*6%*	*19%*	*14%*	*18%*	*15%*	*10%*	*16%*	*9%*	*11%*	*10%*	*10%*
				ab	a	**ab**	**ab**		**ab**				
Timed delivery (i.e. to arrive by specific time /day)	**121**	1	5	11	13	31	10	12	7	11	8	9	3
	10%	*2%*	*5%*	*11%*	*15%*	*23%*	*9%*	*16%*	*8%*	*8%*	*6%*	*9%*	*5%*
				a	**abjl**	**abcfhijkl**	a	**abjl**	a	a		a	
International delivery	**114**	6	10	6	10	24	5	3	8	12	7	13	11
	10%	*8%*	*9%*	*6%*	*12%*	*18%*	*4%*	*4%*	*9%*	*9%*	*5%*	*14%*	*17%*
					fg	**acfgj**						**fgj**	**cfgj**
Cross-Border Delivery (to ROI)	**13**	1	-	2	2	3	1	1	*	1	2	1	*
	1%	*1%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	**%*	**%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	-	-	-	-	-	3	2	3	*	1	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*2%*	**%*	*1%*	*2%*
								ade					
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**410**	15	30	32	26	57	46	26	37	56	41	24	21
	34%	*19%*	*29%*	*31%*	*31%*	*43%*	*42%*	*35%*	*45%*	*40%*	*32%*	*25%*	*34%*
				a	a	**ak**	**ak**	a	**abdk**	**ak**	a		a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1246**	311	352	297	286
Weighted total	**1193**	282	330	298	284
Standard delivery	**1132**	268	319	281	264
	95%	*95%*	*97%*	*94%*	*93%*
			d		
Tracked service	**371**	66	121	108	77
	31%	*23%*	*37%*	*36%*	*27%*
			ad	**ad**	
Urgent delivery - on the same day or a specific time the next day	**144**	29	51	34	30
	12%	*10%*	*16%*	*11%*	*11%*
			a		
Timed delivery (i.e. to arrive by specific time /day)	**121**	18	54	29	20
	10%	*6%*	*16%*	*10%*	*7%*
			acd		
International delivery	**114**	22	39	23	31
	10%	*8%*	*12%*	*8%*	*11%*
Cross-Border Delivery (to ROI)	**13**	2	5	2	3
	1%	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	-	-	*	-
	***%**	*-%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	-	7	3
	1%	*-%*	*-%*	*2%*	*1%*
				ab	
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**410**	76	129	119	85
	34%	*27%*	*39%*	*40%*	*30%*
			ad	**ad**	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**853**	568	170	77	38	285	218	177	62	30	77
Weighted total	**768**	734	20	10	5	34	273	195	48	20	36
Standard delivery	**696**	666	18	8	**	31	253	179	41	**	28
	91%	*91%*	*88%*	*87%*	**	*89%*	*93%* **ce**	*92%* e	*84%*	** e	*78%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	284	8	4	**	13	115	74	19	**	10
	39%	*39%*	*38%*	*42%*	**	*39%*	*42%* e	*38%*	*39%*	**	*28%*
Urgent delivery - on the same day or a specific time the next day	**143**	138	3	2	**	5	50	48	7	**	9
	19%	*19%*	*13%*	*17%*	**	*15%*	*18%*	*25%*	*14%*	**	*24%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	110	2	2	**	6	44	33	8	**	4
	15%	*15%*	*11%*	*25%* **ab**	** b	*17%*	*16%*	*17%*	*17%*	** e	*10%*
International delivery	**103**	98	2	2	**	5	28	34	7	**	7
	13%	*13%*	*10%*	*17%*	** **abe**	*15%*	*10%*	*17%* **ad**	*14%* d	**	*20%* **ad**
Cross-Border Delivery	**13**	12	1	*	**	1	3	5	1	**	1
	2%	*2%*	*3%*	*3%*	** a	*3%*	*1%*	*3%*	*2%*	**	*2%*
Other (PLEASE SPECIFY)	*	-	-	*	**	*	-	-	-	**	-
	%	-%	-%	*1%* a	**	*%*	-%	-%	-%	**	-%
None of these (DO NOT READ OUT)	**7**	7	-	-	**	-	2	1	2	**	-
	1%	*1%*	-%	-%	**	-%	*1%*	*1%*	*4%* a	**	-%
Don't Know (DO NOT READ OUT)	*	-	*	*	**	*	-	-	-	**	-
	%	-%	*1%* a	*1%* a	**	*1%* a	-%	-%	-%	**	-%
NET: Urgent / Tracked / Timed Mail	**336**	321	8	5	**	15	128	80	19	**	16
	44%	*44%*	*41%*	*53%*	**	*43%*	*47%*	*41%*	*40%*	**	*44%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**853**	66	39	101	15	57	96	65	45	41	525	108	115	105
Weighted total	**768**	83	51	120	16	66	138	74	55	44	645	44	45	34
Standard delivery	**696**	77	**	102	**	57	130	68	**	**	585	39	39	32
	91%	*93%*	**	*85%*	**	*87%*	*95%*	*92%*	**	**	*91%*	*89%*	*88%*	*95%*
							c			**cel**				**cel**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	39	**	61	**	23	51	24	**	**	261	13	13	10
	39%	*48%*	**	*51%*	**	*36%*	*37%*	*32%*	**	**	*41%*	*30%*	*29%*	*30%*
		klm		**giklm**							**klm**			
Urgent delivery - on the same day or a specific time the next day	**143**	18	**	32	**	6	29	16	**	**	130	4	6	4
	19%	*22%*	**	*26%*	**	*9%*	*21%*	*22%*	**	**	*20%*	*8%*	*14%*	*11%*
		ekm		**eklm**			**ekm**	k	k		**ekm**			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	10	**	28	**	7	13	16	**	**	102	6	5	3
	15%	*12%*	**	*23%*	**	*11%*	*9%*	*21%*	**	**	*16%*	*14%*	*11%*	*9%*
				flm				**fm**						
International delivery	**103**	21	**	28	**	10	12	8	**	**	89	4	5	4
	13%	*25%*	**	*23%*	**	*15%*	*9%*	*11%*	**	**	*14%*	*9%*	*12%*	*13%*
		fghijkl	i	**fhijkl**		i		i			i		i	i
		m												
Cross-Border Delivery	**13**	-	**	-	**	-	-	-	**	**	-	-	-	13
	2%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	*39%*
														abcefghi jkl
Other (PLEASE SPECIFY)	*	-	**	-	**	-	-	-	**	**	-	-	*	-
	***%**	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	*%	-%
None of these (DO NOT READ OUT)	**7**	-	**	1	**	3	-	-	**	**	7	1	-	-
	1%	-%	**	*1%*	**	*5%*	-%	-%	**	**	*1%*	*1%*	-%	-%
						fjlm			**lm**					
Don't Know (DO NOT READ OUT)	*	-	**	-	**	*	-	-	**	**	*	-	*	-
	***%**	-%	**	-%	**	*%	-%	-%	**	**	*%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	**336**	41	**	68	**	26	56	29	**	**	293	16	16	10
	44%	*50%*	**	*56%*	**	*40%*	*40%*	*40%*	**	**	*45%*	*37%*	*36%*	*30%*
		m		**efgjklm**							m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**853**	33	88	24	76	166	10	86	366	628	225	752	101
Weighted total	**768**	25	65	19	57	170	4	97	327	589	179	702	66
Standard delivery	**696**	**	51	**	55	157	**	90	294	533	163	634	62
	91%	**	*79%*	**	*96%*	*92%*	**	*93%*	*90%*	*91%*	*91%*	*90%*	*93%*
		b			b	b		b	b				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	**	30	**	14	70	**	42	130	231	67	269	28
	39%	**	*46%*	**	*25%*	*41%*	**	*43%*	*40%*	*39%*	*37%*	*38%*	*43%*
			ad			d		d	d				
Urgent delivery - on the same day or a specific time the next day	**143**	**	16	**	7	32	**	14	68	110	33	125	18
	19%	**	*25%*	**	*13%*	*19%*	**	*14%*	*21%*	*19%*	*18%*	*18%*	*28%*
													a
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	**	19	**	6	25	**	14	50	91	24	108	8
	15%	**	*29%*	**	*11%*	*14%*	**	*14%*	*15%*	*16%*	*14%*	*15%*	*12%*
			adegh										
International delivery	**103**	**	15	**	*	37	**	13	33	82	20	89	14
	13%	**	*24%*	**	**%*	*22%*	**	*13%*	*10%*	*14%*	*11%*	*13%*	*20%*
		d	**dh**			**dh**		d	d				a
Cross-Border Delivery	**13**	**	1	**	1	4	**	1	6	10	4	12	1
	2%	**	*1%*	**	*1%*	*2%*	**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	**	-	**	-	-	**	-	*	*	-	*	-
	%	**	*-%*	**	*-%*	*-%*	**	*-%*	**%*	**%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**7**	**	-	**	-	2	**	-	4	5	2	7	-
	1%	**	*-%*	**	*-%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	*	**	-	**	-	-	**	*	-	*	*	-	*
	%	**	*-%*	**	*-%*	*-%*	**	**%*	*-%*	**%*	**%*	*-%*	**%*
NET: Urgent / Tracked / Timed Mail	**336**	**	34	**	14	79	**	45	151	258	78	306	29
	44%	**	*53%*	**	*25%*	*46%*	**	*46%*	*46%*	*44%*	*43%*	*44%*	*44%*
			ad			d		d	d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**853**	834	19	420	149	274
Weighted total	**768**	741	27	378	143	235
Standard delivery	**696**	670	**	348	128	211
	91%	*91%*	**	*92%*	*89%*	*90%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	282	**	123	62	110
	39%	*38%*	**	*32%*	*43%* a	*47%* a
Urgent delivery - on the same day or a specific time the next day	**143**	138	**	66	27	49
	19%	*19%*	**	*18%*	*19%*	*21%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	112	**	59	22	33
	15%	*15%*	**	*16%*	*15%*	*14%*
International delivery	**103**	102	**	38	29	34
	13%	*14%*	**	*10%*	*20%* a	*15%*
Cross-Border Delivery	**13**	13	**	6	3	4
	2%	*2%*	**	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	*	**	-	*	-
	***%**	*%*	**	-%	*%	-%
None of these (DO NOT READ OUT)	**7**	7	**	4	1	2
	1%	*1%*	**	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	*	*	**	-	*	*
	***%**	*%*	**	-%	*%	*%
NET: Urgent / Tracked / Timed Mail	**336**	318	**	142	70	118
	44%	*43%*	**	*38%*	*49%* a	*50%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**853**	617	202	27	1	4	1	1	-	819	34	7	137	480	236
Weighted total	**768**	604	144	18	*	1	2	*	-	747	21	3	159	445	164
Standard delivery	**696**	550	127	**	**	**	**	**	**	677	**	**	136	414	146
	91%	*91%*	*88%*	**	**	**	**	**	**	*91%*	**	**	*86%*	*93%*	*89%*
														a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	230	60	**	**	**	**	**	**	290	**	**	62	167	68
	39%	*38%*	*42%*	**	**	**	**	**	**	*39%*	**	**	*39%*	*38%*	*41%*
Urgent delivery - on the same day or a specific time the next day	**143**	109	33	**	**	**	**	**	**	143	**	**	36	73	34
	19%	*18%*	*23%*	**	**	**	**	**	**	*19%*	**	**	*23%*	*16%*	*21%*
		j	j							j					
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	91	22	**	**	**	**	**	**	114	**	**	30	61	24
	15%	*15%*	*15%*	**	**	**	**	**	**	*15%*	**	**	*19%*	*14%*	*15%*
International delivery	**103**	59	39	**	**	**	**	**	**	98	**	**	15	44	44
	13%	*10%*	*27%*	**	**	**	**	**	**	*13%*	**	**	*10%*	*10%*	*27%*
			ai								**ai**				**ab**
Cross-Border Delivery	**13**	11	2	**	**	**	**	**	**	13	**	**	1	10	2
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	*	*	-	**	**	**	**	**	**	*	**	**	-	*	-
	***%**	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**7**	3	5	**	**	**	**	**	**	7	**	**	2	1	5
	1%	*%*	*3%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*%*	*3%*
			ai												b
Don't Know (DO NOT READ OUT)	*	*	*	**	**	**	**	**	**	*	**	**	-	*	*
	***%**	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*-%*	*%*	*%*
NET: Urgent / Tracked / Timed Mail	**336**	260	68	**	**	**	**	**	**	328	**	**	77	183	75
	44%	*43%*	*47%*	**	**	**	**	**	**	*44%*	**	**	*49%*	*41%*	*46%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**853**	714	853	853	424	283	630	749	52	25	16	4	6	1
Weighted total	**768**	619	768	768	365	229	551	705	36	12	5	2	6	2
Standard delivery	**696**	575	696	696	329	215	511	635	35	**	**	**	**	**
	91%	*93%*	*91%*	*91%*	*90%*	*94%*	*93%*	*90%*	*99%* a	**	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	234	298	298	167	88	197	275	14	**	**	**	**	**
	39%	*38%*	*39%*	*39%*	*46%* abcf	*38%*	*36%*	*39%*	*39%*	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	**143**	118	143	143	74	52	100	136	5	**	**	**	**	**
	19%	*19%*	*19%*	*19%*	*20%*	*23%*	*18%*	*19%*	*15%*	**	**	**	**	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	91	116	116	66	33	75	115	*	**	**	**	**	**
	15%	*15%*	*15%*	*15%*	*18%*	*14%*	*14%*	*16%* b	*1%*	**	**	**	**	**
International delivery	**103**	75	103	103	73	37	69	96	3	**	**	**	**	**
	13%	*12%*	*13%*	*13%*	*20%* abcf	*16%*	*13%*	*14%*	*7%*	**	**	**	**	**
Cross-Border Delivery	**13**	10	13	13	9	6	12	12	1	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**
Other (PLEASE SPECIFY)	*	*	*	*	*	-	-	*	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	**	**	**	**	**
None of these (DO NOT READ OUT)	**7**	7	7	7	3	2	5	7	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	*	*	-	*	*	*	*	**	**	**	**	**
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**336**	258	336	336	184	96	219	313	14	**	**	**	**	**
	44%	*42%*	*44%*	*44%*	*51%* abcef	*42%*	*40%*	*44%*	*39%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**853**	411	7	2	-	2	2	-	4	190	226	239	193	5
Weighted total	**768**	356	5	1	-	*	1	-	2	212	225	209	118	4
Standard delivery	**696**	321	**	**	**	**	**	**	**	189	200	194	110	**
	91%	*90%*	**	**	**	**	**	**	**	*89%*	*89%*	*93%*	*93%*	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	166	**	**	**	**	**	**	**	76	106	69	46	**
	39%	*47%*	**	**	**	**	**	**	**	*36%*	*47%*	*33%*	*39%*	**
											ac			
Urgent delivery - on the same day or a specific time the next day	**143**	74	**	**	**	**	**	**	**	42	58	21	21	**
	19%	*21%*	**	**	**	**	**	**	**	*20%*	*26%*	*10%*	*18%*	**
										c	c		c	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	65	**	**	**	**	**	**	**	42	38	19	16	**
	15%	*18%*	**	**	**	**	**	**	**	*20%*	*17%*	*9%*	*14%*	**
										c	c			
International delivery	**103**	69	**	**	**	**	**	**	**	30	26	21	26	**
	13%	*19%*	**	**	**	**	**	**	**	*14%*	*11%*	*10%*	*22%*	**
													bc	
Cross-Border Delivery	**13**	9	**	**	**	**	**	**	**	3	2	5	3	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*2%*	*2%*	**
Other (PLEASE SPECIFY)	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	-%	*%	**
None of these (DO NOT READ OUT)	**7**	3	**	**	**	**	**	**	**	4	1	1	1	**
	1%	*1%*	**	**	**	**	**	**	**	*2%*	*1%*	*%*	*1%*	**
Don't Know (DO NOT READ OUT)	*	-	**	**	**	**	**	**	**	-	-	*	*	**
	%	-%	**	**	**	**	**	**	**	-%	-%	*%	*%	**
NET: Urgent / Tracked / Timed Mail	**336**	184	**	**	**	**	**	**	**	94	115	75	50	**
	44%	*52%*	**	**	**	**	**	**	**	*44%*	*51%*	*36%*	*42%*	**
											c			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**853**	172	91	105	53	3	212	16	196	753	100	811	42
Weighted total	**768**	151	79	91	40	3	206	10	149	682	86	735	33
Standard delivery	**696**	136	75	82	33	**	186	**	134	625	71	670	**
	91%	*90%*	*94%*	*90%*	*83%*	**	*90%*	**	*90%*	*92%*	*83%*	*91%*	**
			d							b		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	64	33	54	14	**	89	**	69	255	43	282	**
	39%	*42%*	*42%*	*60%*	*34%*	**	*43%*	**	*47%*	*37%*	*50%*	*38%*	**
				abd							a		
Urgent delivery - on the same day or a specific time the next day	**143**	26	20	22	7	**	38	**	29	127	16	137	**
	19%	*17%*	*25%*	*24%*	*17%*	**	*19%*	**	*19%*	*19%*	*19%*	*19%*	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	22	16	17	8	**	38	**	24	93	23	105	**
	15%	*14%*	*20%*	*19%*	*21%*	**	*19%*	**	*16%*	*14%*	*27%*	*14%*	**
											a		a
International delivery	**103**	22	14	22	12	**	49	**	23	78	25	91	**
	13%	*14%*	*18%*	*25%*	*30%*	**	*24%*	**	*15%*	*11%*	*29%*	*12%*	**
				a	a		c				a		a
Cross-Border Delivery	**13**	4	2	3	*	**	3	**	4	12	2	12	**
	2%	*2%*	*3%*	*3%*	*%*	**	*2%*	**	*3%*	*2%*	*2%*	*2%*	**
Other (PLEASE SPECIFY)	*	-	*	-	-	**	-	**	*	*	-	*	**
	%	-%	*%	-%	-%	**	-%	**	*%	*%	-%	*%	**
None of these (DO NOT READ OUT)	**7**	1	-	-	2	**	3	**	-	4	3	5	**
	1%	*1%*	-%	-%	*5%*	**	*2%*	**	-%	*1%*	*4%*	*1%*	**
					bc						a		a
Don't Know (DO NOT READ OUT)	*	-	-	-	-	**	-	**	-	*	-	*	**
	%	-%	-%	-%	-%	**	-%	**	-%	*%	-%	*%	**
NET: Urgent / Tracked / Timed Mail	**336**	74	36	55	17	**	98	**	77	287	49	316	**
	44%	*49%*	*45%*	*61%*	*41%*	**	*48%*	**	*52%*	*42%*	*57%*	*43%*	**
				bd							a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**853**	43	88	152	18	320	104	301	676	133	1
Weighted total	**768**	40	79	140	16	270	95	282	589	103	*
Standard delivery	**696**	**	70	124	**	248	82	249	567	97	**
	91%	**	*88%*	*88%*	**	*92%*	*86%*	*88%*	*96%* a	*94%*	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	**	41	63	**	125	42	215	213	63	**
	39%	**	*52%*	*45%*	**	*46%*	*45%*	*76%* **bc**	*36%*	*61%* b	**
Urgent delivery - on the same day or a specific time the next day	**143**	**	17	22	**	57	17	111	112	42	**
	19%	**	*22%*	*15%*	**	*21%*	*18%*	*40%* b	*19%*	*40%* b	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	**	16	26	**	43	22	84	86	32	**
	15%	**	*20%*	*18%*	**	*16%*	*24%*	*30%* b	*15%*	*31%* b	**
International delivery	**103**	**	22	33	**	47	26	57	72	62	**
	13%	**	*28%*	*24%*	**	*17%*	*27%* a	*20%* b	*12%*	*60%* **ab**	**
Cross-Border Delivery	**13**	**	1	2	**	7	1	5	10	8	**
	2%	**	*2%*	*1%*	**	*3%*	*2%*	*2%*	*2%*	*8%* **ab**	**
Other (PLEASE SPECIFY)	*	**	-	*	**	*	-	-	*	-	**
	%	**	-%	*%	**	*%	-%	-%	*%	-%	**
None of these (DO NOT READ OUT)	**7**	**	1	3	**	-	3	3	5	1	**
	1%	**	*2%*	*2%*	**	-%	*4%* a	*1%*	*1%*	*1%*	**
Don't Know (DO NOT READ OUT)	*	**	-	*	**	-	-	-	*	-	**
	%	**	-%	*%	**	-%	-%	-%	*%*	-%	**
NET: Urgent / Tracked / Timed Mail	**336**	**	43	67	**	137	48	234	233	70	**
	44%	**	*54%*	*48%*	**	*51%*	*50%*	*83%* **bc**	*40%*	*68%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**853**	351	768	147	1	294	298	110	1	685	811	356	681	533	18
Weighted total	**768**	336	696	112	*	260	257	88	*	596	731	299	620	450	19
Standard delivery	**696**	274	696	101	**	229	252	78	**	556	670	270	573	424	**
	91%	*82%*	*100%*	*90%*	**	*88%*	*98%*	*88%*	**	*93%*	*92%*	*91%*	*92%*	*94%*	**
			ac	a			**ac**								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	298	245	74	**	149	117	56	**	222	282	139	248	164	**
	39%	*89%*	*35%*	*66%*	**	*57%*	*45%*	*63%*	**	*37%*	*39%*	*46%*	*40%*	*37%*	**
		bc		b		b		b				**ab**			
Urgent delivery - on the same day or a specific time the next day	**143**	143	127	49	**	69	62	33	**	108	131	62	124	68	**
	19%	*43%*	*18%*	*43%*	**	*27%*	*24%*	*37%*	**	*18%*	*18%*	*21%*	*20%*	*15%*	**
		b		b				**ab**					b		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	116	100	37	**	56	49	24	**	81	103	51	83	51	**
	15%	*34%*	*14%*	*33%*	**	*22%*	*19%*	*27%*	**	*14%*	*14%*	*17%*	*13%*	*11%*	**
		b		b											
International delivery	**103**	79	92	103	**	63	65	58	**	70	92	56	82	55	**
	13%	*24%*	*13%*	*91%*	**	*24%*	*25%*	*66%*	**	*12%*	*13%*	*19%*	*13%*	*12%*	**
		b		**ab**				**ab**				**ab**			
Cross-Border Delivery	**13**	5	12	13	**	5	6	7	**	10	13	8	12	9	**
	2%	*2%*	*2%*	*12%*	**	*2%*	*2%*	*8%*	**	*2%*	*2%*	*3%*	*2%*	*2%*	**
				ab				**ab**							
Other (PLEASE SPECIFY)	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	%	*-%*	*%*	*-%*	**	*-%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
None of these (DO NOT READ OUT)	**7**	-	-	-	**	2	2	2	**	5	3	3	3	1	**
	1%	*-%*	*-%*	*-%*	**	*1%*	*1%*	*2%*	**	*1%*	*%*	*1%*	*1%*	*%*	**
Don't Know (DO NOT READ OUT)	*	-	-	-	**	-	-	-	**	*	*	-	*	*	**
	%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*%*	*%*	*-%*	*%*	*%*	**
NET: Urgent / Tracked / Timed Mail	**336**	336	274	81	**	164	128	62	**	242	311	151	275	184	**
	44%	*100%*	*39%*	*73%*	**	*63%*	*50%*	*70%*	**	*41%*	*43%*	*50%*	*44%*	*41%*	**
		bc		b		b		b				**ab**			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**853**	259	176	198	51	46	644	513	24	21	17	3
Weighted total	**768**	215	136	172	50	36	584	433	22	17	20	5
Standard delivery	**696**	206	133	150	44	**	567	423	**	**	**	**
	91%	*96%*	*98%*	*87%*	*89%*	**	*97%*	*98%*	**	**	**	**
		cd	**cd**									
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	101	63	110	36	**	217	152	**	**	**	**
	39%	*47%*	*46%*	*64%*	*71%*	**	*37%*	*35%*	**	**	**	**
				ab	**ab**	**ab**						
Urgent delivery - on the same day or a specific time the next day	**143**	51	30	55	20	**	108	62	**	**	**	**
	19%	*24%*	*22%*	*32%*	*41%*	**	*18%*	*14%*	**	**	**	**
				b	**ab**	**abc**						
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	43	26	43	12	**	78	40	**	**	**	**
	15%	*20%*	*19%*	*25%*	*24%*	**	*13%*	*9%*	**	**	**	**
							b					
International delivery	**103**	43	34	43	35	**	72	52	**	**	**	**
	13%	*20%*	*25%*	*25%*	*70%*	**	*12%*	*12%*	**	**	**	**
					abc	**abc**						
Cross-Border Delivery	**13**	7	5	6	3	**	10	9	**	**	**	**
	2%	*3%*	*4%*	*3%*	*7%*	**	*2%*	*2%*	**	**	**	**
						a						
Other (PLEASE SPECIFY)	*	*	*	-	-	**	*	*	**	**	**	**
	***%**	*%*	*%*	-%	-%	**	*%*	*%*	**	**	**	**
None of these (DO NOT READ OUT)	**7**	3	1	3	2	**	5	1	**	**	**	**
	1%	*2%*	*1%*	*2%*	*4%*	**	*1%*	*%*	**	**	**	**
						b						
Don't Know (DO NOT READ OUT)	*	-	-	-	-	**	*	*	**	**	**	**
	***%**	-%	-%	-%	-%	**	*%*	*%*	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**336**	109	67	118	38	**	236	168	**	**	**	**
	44%	*51%*	*49%*	*69%*	*77%*	**	*40%*	*39%*	**	**	**	**
				ab	**ab**	**ab**						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**853**	837	803	844	746	842	558	817	249	1	703	21	134	682
Weighted total	**768**	751	710	760	652	756	505	741	208	1	611	29	132	602
Standard delivery	**696**	683	647	689	596	687	459	681	187	**	569	**	112	559
	91%	*91%*	*91%*	*91%*	*91%*	*91%*	*91%*	*92%*	*90%*	**	*93%*	**	*85%*	*93%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	293	283	295	262	293	230	287	112	**	234	**	63	219
	39%	*39%*	*40%*	*39%*	*40%*	*39%*	*45%* b	*39%*	*54%* **ab**	**	*38%*	**	*48%* b	*36%*
Urgent delivery - on the same day or a specific time the next day	**143**	143	139	143	126	143	104	142	63	**	105	**	23	109
	19%	*19%*	*20%*	*19%*	*19%*	*19%*	*21%*	*19%*	*30%* **ab**	**	*17%*	**	*18%*	*18%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	112	110	115	100	113	93	109	51	**	82	**	26	77
	15%	*15%*	*16%*	*15%*	*15%*	*15%*	*18%*	*15%*	*24%* **ab**	**	*13%*	**	*19%* b	*13%*
International delivery	**103**	102	97	102	91	100	88	101	73	**	73	**	26	66
	13%	*14%*	*14%*	*13%*	*14%*	*13%*	*17%*	*14%*	*35%* **ab**	**	*12%*	**	*20%* b	*11%*
Cross-Border Delivery	**13**	13	13	13	12	13	10	13	10	**	10	**	2	11
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*5%* **ab**	**	*2%*	**	*1%*	*2%*
Other (PLEASE SPECIFY)	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	*-%*	*%*
None of these (DO NOT READ OUT)	**7**	7	7	7	5	5	5	5	3	**	4	**	3	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*3%* b	*%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*-%*	*%*
NET: Urgent / Tracked / Timed Mail	**336**	330	316	332	291	331	251	323	120	**	254	**	65	246
	44%	*44%*	*45%*	*44%*	*45%*	*44%*	*50%* b	*44%*	*58%* **ab**	**	*42%*	**	*50%*	*41%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**853**	162	10	52	151	127	567	156	109	45	688	483	370
Weighted total	**768**	154	11	51	137	102	517	146	98	36	631	430	338
Standard delivery	**696**	133	**	44	117	92	468	134	87	**	575	389	307
	91%	*86%*	**	*87%*	*86%*	*90%*	*90%*	*92%*	*88%*	**	*91%*	*90%*	*91%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	76	**	23	65	49	201	47	42	**	232	164	134
	39%	*49%*	**	*45%*	*48%*	*48%*	*39%*	*32%*	*43%*	**	*37%*	*38%*	*40%*
						c				c			
Urgent delivery - on the same day or a specific time the next day	**143**	36	**	14	24	23	93	28	23	**	109	86	57
	19%	*24%*	**	*28%*	*18%*	*22%*	*18%*	*19%*	*24%*	**	*17%*	*20%*	*17%*
										c			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	33	**	15	24	21	78	16	23	**	82	63	53
	15%	*22%*	**	*29%*	*18%*	*21%*	*15%*	*11%*	*23%*	**	*13%*	*15%*	*16%*
						c			c	c			
International delivery	**103**	41	**	15	32	26	66	11	25	**	63	56	46
	13%	*27%*	**	*28%*	*23%*	*26%*	*13%*	*7%*	*26%*	**	*10%*	*13%*	*14%*
						bc			c	c			
Cross-Border Delivery	**13**	3	**	1	2	2	8	3	2	**	11	8	6
	2%	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	*	**	-	*	-	*	-	-	**	*	-	*
	***%**	*%*	**	*-%*	*%*	*-%*	*%*	*-%*	*-%*	**	*%*	*-%*	*%*
None of these (DO NOT READ OUT)	**7**	5	**	2	3	3	4	-	2	**	5	1	7
	1%	*3%*	**	*4%*	*2%*	*3%*	*1%*	*-%*	*2%*	**	*1%*	*%*	*2%*
						bc							a
Don't Know (DO NOT READ OUT)	*	*	**	-	*	*	*	-	-	**	-	*	-
	***%**	*%*	**	*-%*	*%*	*%*	*%*	*-%*	*-%*	**	*-%*	*%*	*-%*
NET: Urgent / Tracked / Timed Mail	**336**	87	**	27	73	62	219	53	50	**	262	183	152
	44%	*57%*	**	*53%*	*54%*	*61%*	*42%*	*37%*	*51%*	**	*41%*	*43%*	*45%*
						bc				c			

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**853**	87	66	70	82	76	82	94	45	58	79	66	48
Weighted total	**768**	51	68	75	52	88	89	37	36	82	84	67	39
Standard delivery	**696**	47	62	66	44	88	84	35	**	77	71	58	**
	91%	*92%*	*91%*	*87%*	*84%*	*100%*	*94%*	*95%*	**	*94%*	*85%*	*87%*	**
						abcdfhijkl	**dj**	**dhj**					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	14	34	29	20	46	34	15	**	33	29	21	**
	39%	*27%*	*49%*	*38%*	*37%*	*53%*	*38%*	*41%*	**	*40%*	*35%*	*32%*	**
			ahk			**ahjkl**		a					
Urgent delivery - on the same day or a specific time the next day	**143**	6	6	12	9	29	16	9	**	19	14	12	**
	19%	*12%*	*9%*	*16%*	*18%*	*33%*	*18%*	*24%*	**	*24%*	*17%*	*18%*	**
						abcdfhjkl		**abh**		b			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	2	11	5	11	29	11	7	**	16	7	12	**
	15%	*4%*	*17%*	*7%*	*21%*	*33%*	*13%*	*19%*	**	*20%*	*8%*	*18%*	**
			ah		**achjl**	**abcfghjkl**	a	**achjl**		**achjl**		**ahl**	
International delivery	**103**	7	4	8	6	20	7	4	**	11	12	10	**
	13%	*15%*	*6%*	*10%*	*11%*	*23%*	*8%*	*10%*	**	*14%*	*14%*	*14%*	**
						bdfg							**bf**
Cross-Border Delivery	**13**	1	1	1	2	1	1	2	**	1	1	1	**
	2%	*3%*	*1%*	*1%*	*3%*	*2%*	*1%*	*4%*	**	*1%*	*2%*	*2%*	**
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	**	-	-	-	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**
None of these (DO NOT READ OUT)	**7**	1	-	-	-	-	-	-	**	-	1	-	**
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	*2%*	*-%*	**
									abcdefgijk				
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-	-	**	-	-	-	**
	%	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**336**	16	37	31	22	48	36	16	**	42	33	27	**
	44%	*31%*	*55%*	*41%*	*42%*	*55%*	*41%*	*45%*	**	*51%*	*39%*	*41%*	**
			a			**aj**				a			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**853**	223	240	197	193
Weighted total	**768**	194	230	155	190
Standard delivery	**696**	174	216	142	164
	91%	*90%*	*94%*	*92%*	*86%*
			d		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**298**	76	100	58	63
	39%	*39%*	*43%*	*38%*	*33%*
			d		
Urgent delivery - on the same day or a specific time the next day	**143**	25	55	32	32
	19%	*13%*	*24%*	*21%*	*17%*
			a	a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**116**	19	51	25	21
	15%	*10%*	*22%*	*16%*	*11%*
			ad		
International delivery	**103**	20	33	21	29
	13%	*10%*	*14%*	*14%*	*15%*
Cross-Border Delivery	**13**	3	4	2	4
	2%	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	-	-	*	-
	***%**	*-%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**7**	1	-	4	3
	1%	*%*	*-%*	*3%*	*1%*
				ab	
Don't Know (DO NOT READ OUT)	*	*	*	-	-
	***%**	*%*	*%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**336**	83	107	71	74
	44%	*43%*	*46%*	*46%*	*39%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	735	518	137	52	28	217	206	169	64	22	70
Weighted total	733	706	17	6	4	27	269	206	54	13	29
Standard delivery	482	464	11	4	**	17	181	134	32	**	21
	66%	*66%*	*65%*	*63%*	**	*64%*	*67%*	*65%*	*60%*	**	*71%*
Tracked service	453	435	11	4	**	18	161	139	40	**	13
	62%	*62%*	*62%*	*70%*	**	*67%*	*60%*	*67%*	*75%*	**	*45%*
							e	e	ae		
International delivery	149	143	3	2	**	6	46	43	13	**	5
	20%	*20%*	*17%*	*25%*	**	*22%*	*17%*	*21%*	*24%*	**	*18%*
Timed delivery (i.e. to arrive by specific time /day)	147	139	4	2	**	8	47	44	15	**	3
	20%	*20%*	*22%*	*32%*	**	*28%*	*17%*	*21%*	*28%*	**	*10%*
				a		a		e	e		
Urgent delivery - on the same day or a specific time the next day	136	130	3	1	**	6	39	44	12	**	3
	19%	*18%*	*20%*	*21%*	**	*23%*	*15%*	*21%*	*22%*	**	*9%*
								e	e		
Cross-Border Delivery (to ROI)	14	13	1	*	**	1	5	6	1	**	*
	2%	*2%*	*4%*	*1%*	**	*3%*	*2%*	*3%*	*2%*	**	*%*
Other (PLEASE SPECIFY)	*	-	-	*	**	*	-	-	-	**	-
	%	-%	-%	*1%*	**	*%*	-%	-%	-%	**	-%
				a							
None of these (DO NOT READ OUT)	3	3	-	-	**	-	1	1	-	**	-
	%	*%*	-%	-%	**	-%	*%*	*1%*	-%	**	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	**	*	-	-	-	**	-
	%	-%	*1%*	-%	**	*1%*	-%	-%	-%	**	-%
			a								
NET: Urgent / Tracked / Timed Mail	523	503	12	5	**	21	187	159	44	**	15
	71%	*71%*	*73%*	*80%*	**	*76%*	*70%*	*77%*	*81%*	**	*51%*
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	55	35	84	20	50	82	64	58	38	486	85	78	86
Weighted total	**733**	73	49	114	22	59	115	81	67	50	630	38	34	31
Standard delivery	**482**	54	**	75	**	**	72	49	42	**	410	23	26	23
	66%	*74%*	**	*66%*	**	**	*63%*	*60%*	*63%*	**	*65%*	*61%*	*77%*	*74%*
		b		b						**bcefghjk**	b		**begjk**	**be**
Tracked service	**453**	49	**	64	**	**	73	53	46	**	401	20	16	16
	62%	*67%*	**	*56%*	**	**	*64%*	*65%*	*69%*	**	*64%*	*52%*	*49%*	*52%*
		l				l		l	**kl**		**klm**			
International delivery	**149**	17	**	35	**	**	22	17	15	**	126	5	7	10
	20%	*23%*	**	*30%*	**	**	*19%*	*21%*	*22%*	**	*20%*	*14%*	*22%*	*32%*
				ijk										**eijk**
Timed delivery (i.e. to arrive by specific time /day)	**147**	8	**	21	**	**	31	19	16	**	129	7	7	4
	20%	*11%*	**	*18%*	**	**	*27%*	*23%*	*24%*	**	*20%*	*18%*	*20%*	*13%*
							abm							
Urgent delivery - on the same day or a specific time the next day	**136**	12	**	24	**	**	19	16	17	**	117	5	7	7
	19%	*17%*	**	*21%*	**	**	*16%*	*19%*	*25%*	**	*19%*	*13%*	*21%*	*22%*
Cross-Border Delivery (to ROI)	**14**	-	**	-	**	**	-	-	-	**	-	-	-	14
	2%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*44%*
														abcefghi jkl
Other (PLEASE SPECIFY)	*	-	**	-	**	**	-	-	-	**	-	-	*	-
	***%**	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	***%*	*-%*
None of these (DO NOT READ OUT)	**3**	-	**	-	**	**	-	-	-	**	1	1	1	-
	***%**	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	***%*	*1%*	*2%*	*-%*
						j							j	
Don't Know (DO NOT READ OUT)	*	*	**	-	**	**	-	-	-	**	*	-	-	-
	***%**	***%*	**	*-%*	**	**	*-%*	*-%*	*-%*	**	***%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**523**	53	**	74	**	**	85	61	51	**	458	25	22	19
	71%	*72%*	**	*65%*	**	**	*74%*	*75%*	*77%*	**	*73%*	*65%*	*64%*	*60%*
						m			m		m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	735	25	116	13	46	243	17	26	244	546	189	655	80
Weighted total	733	18	98	11	36	284	15	32	232	578	155	670	63
Standard delivery	482	**	59	**	**	186	**	**	153	384	97	436	46
	66%	**	*60%*	**	**	*65%*	**	**	*66%*	*67%*	*63%*	*65%*	*72%*
					beh								
Tracked service	453	**	62	**	**	184	**	**	143	352	101	418	35
	62%	**	*64%*	**	**	*65%*	**	**	*62%*	*61%*	*65%*	*62%*	*55%*
International delivery	149	**	27	**	**	68	**	**	38	116	32	135	14
	20%	**	*27%*	**	**	*24%*	**	**	*17%*	*20%*	*21%*	*20%*	*22%*
			dh			dh							
Timed delivery (i.e. to arrive by specific time /day)	147	**	34	**	**	62	**	**	39	121	26	131	16
	20%	**	*34%*	**	**	*22%*	**	**	*17%*	*21%*	*16%*	*20%*	*25%*
			deh										
Urgent delivery - on the same day or a specific time the next day	136	**	30	**	**	61	**	**	33	114	22	119	17
	19%	**	*31%*	**	**	*21%*	**	**	*14%*	*20%*	*14%*	*18%*	*26%*
			h			h							
Cross-Border Delivery (to ROI)	14	**	1	**	**	6	**	**	3	10	4	12	1
	2%	**	*1%*	**	**	*2%*	**	**	*1%*	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	**	-	**	**	-	**	**	*	*	-	*	-
	%	**	-%	**	**	-%	**	**	*%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	3	**	-	**	**	-	**	**	1	-	3	3	-
	%	**	-%	**	**	-%	**	**	*%	-%	*2%*	*%	-%
											a		
Don't Know (DO NOT READ OUT)	*	**	*	**	**	-	**	**	-	-	*	*	-
	%	**	*%	**	**	-%	**	**	-%	-%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	523	**	81	**	**	213	**	**	158	415	109	484	40
	71%	**	*83%*	**	**	*75%*	**	**	*68%*	*72%*	*70%*	*72%*	*62%*
			dh			d							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**735**	717	18	342	114	268
Weighted total	**733**	706	27	335	118	265
Standard delivery	**482**	460	**	218	79	176
	66%	*65%*	**	*65%*	*67%*	*67%*
Tracked service	**453**	440	**	189	77	176
	62%	*62%*	**	*56%*	*65%*	*66%*
						a
International delivery	**149**	146	**	40	34	71
	20%	*21%*	**	*12%*	*29%*	*27%*
					a	a
Timed delivery (i.e. to arrive by specific time /day)	**147**	144	**	73	22	46
	20%	*20%*	**	*22%*	*18%*	*17%*
Urgent delivery - on the same day or a specific time the next day	**136**	135	**	44	37	54
	19%	*19%*	**	*13%*	*31%*	*20%*
					ac	a
Cross-Border Delivery (to ROI)	**14**	14	**	7	2	4
	2%	*2%*	**	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	*	**	-	*	-
	***%**	*%*	**	-%	*%	-%
None of these (DO NOT READ OUT)	**3**	3	**	1	-	1
	***%**	*%*	**	*%	-%	*%
Don't Know (DO NOT READ OUT)	*	*	**	*	-	-
	***%**	*%*	**	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	**523**	509	**	220	90	199
	71%	*72%*	**	*66%*	*76%*	*75%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**735**	472	210	41	4	6	1	1	-	682	53	12	108	364	263
Weighted total	**733**	515	178	36	1	3	*	*	-	693	40	4	143	373	218
Standard delivery	**482**	345	114	**	**	**	**	**	**	459	23	**	110	235	137
	66%	*67%*	*64%*	**	**	**	**	**	**	*66%*	*57%*	**	*77%*	*63%*	*63%*
													bc		
Tracked service	**453**	300	125	**	**	**	**	**	**	426	27	**	68	232	153
	62%	*58%*	*71%*	**	**	**	**	**	**	*61%*	*69%*	**	*48%*	*62%*	*70%*
			ai											a	**ab**
International delivery	**149**	76	57	**	**	**	**	**	**	133	16	**	11	65	73
	20%	*15%*	*32%*	**	**	**	**	**	**	*19%*	*40%*	**	*8%*	*17%*	*33%*
			ai	**ai**						a	**ai**			a	**ab**
Timed delivery (i.e. to arrive by specific time /day)	**147**	95	39	**	**	**	**	**	**	134	13	**	17	78	52
	20%	*18%*	*22%*	**	**	**	**	**	**	*19%*	*32%*	**	*12%*	*21%*	*24%*
				ai							**ai**			a	a
Urgent delivery - on the same day or a specific time the next day	**136**	89	37	**	**	**	**	**	**	126	10	**	14	74	47
	19%	*17%*	*21%*	**	**	**	**	**	**	*18%*	*25%*	**	*10%*	*20%*	*22%*
														a	a
Cross-Border Delivery (to ROI)	**14**	10	3	**	**	**	**	**	**	13	1	**	1	9	3
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*3%*	*1%*
Other (PLEASE SPECIFY)	*	*	-	**	**	**	**	**	**	*	-	**	-	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	-%	**	-%	*%	-%
None of these (DO NOT READ OUT)	**3**	1	1	**	**	**	**	**	**	3	-	**	1	1	1
	%	*%*	*1%*	**	**	**	**	**	**	*%*	-%	**	*%*	*%*	*1%*
Don't Know (DO NOT READ OUT)	*	-	*	**	**	**	**	**	**	*	-	**	-	-	*
	%	-%	*%*	**	**	**	**	**	**	*%*	-%	**	-%	-%	*%*
NET: Urgent / Tracked / Timed Mail	**523**	350	143	**	**	**	**	**	**	493	30	**	81	270	173
	71%	*68%*	*80%*	**	**	**	**	**	**	*71%*	*76%*	**	*56%*	*72%*	*79%*
			ai											a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**735**	471	424	544	735	225	550	478	33	16	8	4	5	-
Weighted total	**733**	420	365	498	733	190	519	456	25	9	1	2	4	-
Standard delivery	**482**	292	257	346	482	124	349	311	**	**	**	**	**	**
	66%	*70%*	*71%*	*70%*	*66%*	*65%*	*67%*	*68%*	**	**	**	**	**	**
									a					
Tracked service	**453**	264	230	315	453	121	317	292	**	**	**	**	**	**
	62%	*63%*	*63%*	*63%*	*62%*	*64%*	*61%*	*64%*	**	**	**	**	**	**
International delivery	**149**	79	86	104	149	45	111	98	**	**	**	**	**	**
	20%	*19%*	*24%*	*21%*	*20%*	*24%*	*21%*	*21%*	**	**	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	**147**	74	78	92	147	49	105	84	**	**	**	**	**	**
	20%	*18%*	*21%*	*18%*	*20%*	*26%*	*20%*	*18%*	**	**	**	**	**	**
						ac								
Urgent delivery - on the same day or a specific time the next day	**136**	77	75	90	136	42	99	84	**	**	**	**	**	**
	19%	*18%*	*21%*	*18%*	*19%*	*22%*	*19%*	*18%*	**	**	**	**	**	**
Cross-Border Delivery (to ROI)	**14**	7	7	9	14	6	13	8	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	**	**	**	**	**	**
Other (PLEASE SPECIFY)	*	*	*	*	*	-	-	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	-%	-%	*%*	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**3**	3	3	3	3	2	3	3	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**523**	294	260	351	523	141	365	325	**	**	**	**	**	**
	71%	*70%*	*71%*	*70%*	*71%*	*74%*	*70%*	*71%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**735**	712	11	6	-	4	2	-	6	120	155	139	125	5
Weighted total	**733**	718	8	4	-	2	1	-	3	142	157	121	74	4
Standard delivery	**482**	475	**	**	**	**	**	**	**	90	113	90	49	**
	66%	*66%*	**	**	**	**	**	**	**	*63%*	*72%*	*75%* a	*66%*	**
Tracked service	**453**	444	**	**	**	**	**	**	**	90	101	73	51	**
	62%	*62%*	**	**	**	**	**	**	**	*64%*	*65%*	*60%*	*69%*	**
International delivery	**149**	144	**	**	**	**	**	**	**	31	33	20	18	**
	20%	*20%*	**	**	**	**	**	**	**	*22%*	*21%*	*17%*	*25%*	**
Timed delivery (i.e. to arrive by specific time /day)	**147**	146	**	**	**	**	**	**	**	35	24	21	12	**
	20%	*20%*	**	**	**	**	**	**	**	*25%* b	*15%*	*18%*	*16%*	**
Urgent delivery - on the same day or a specific time the next day	**136**	135	**	**	**	**	**	**	**	22	29	23	16	**
	19%	*19%*	**	**	**	**	**	**	**	*15%*	*19%*	*19%*	*22%*	**
Cross-Border Delivery (to ROI)	**14**	14	**	**	**	**	**	**	**	2	2	3	2	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*3%*	**
Other (PLEASE SPECIFY)	*	*	**	**	**	**	**	**	**	-	-	-	*	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*%*	**
None of these (DO NOT READ OUT)	**3**	3	**	**	**	**	**	**	**	1	1	-	-	**
	%	*%*	**	**	**	**	**	**	**	*1%*	*1%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**	**	**	**	-	*	-	-	**
	%	*%*	**	**	**	**	**	**	**	*-%*	*%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**523**	514	**	**	**	**	**	**	**	104	108	84	55	**
	71%	*72%*	**	**	**	**	**	**	**	*73%*	*69%*	*70%*	*74%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	735	303	149	175	94	14	410	20	305	562	173	521	23
Weighted total	733	307	151	182	78	14	439	13	281	565	168	484	13
Standard delivery	482	216	103	105	51	**	272	**	199	399	83	337	**
	66%	70%	68%	58%	65%	**	62%	**	71%	71%	49%	70%	**
		c							a	b			
Tracked service	453	175	85	127	58	**	277	**	164	338	116	308	**
	62%	57%	56%	70%	74%	**	63%	**	58%	60%	69%	63%	**
				ab	ab						a		
International delivery	149	41	25	47	29	**	111	**	34	105	44	99	**
	20%	13%	16%	26%	37%	**	25%	**	12%	19%	26%	21%	**
				ab	ab		c				a		
Timed delivery (i.e. to arrive by specific time /day)	147	52	30	38	23	**	96	**	47	90	57	85	**
	20%	17%	20%	21%	30%	**	22%	**	17%	16%	34%	18%	**
					a						a		
Urgent delivery - on the same day or a specific time the next day	136	36	29	49	17	**	86	**	45	104	31	90	**
	19%	12%	19%	27%	21%	**	19%	**	16%	18%	19%	18%	**
			a	a	a								
Cross-Border Delivery (to ROI)	14	5	4	4	1	**	8	**	5	9	5	8	**
	2%	2%	2%	2%	1%	**	2%	**	2%	2%	3%	2%	**
Other (PLEASE SPECIFY)	*	-	*	-	-	**	-	**	*	*	-	*	**
	*%	-%	*%	-%	-%	**	-%	**	*%	*%	-%	*%	**
None of these (DO NOT READ OUT)	3	3	-	-	-	**	2	**	1	1	2	3	**
	*%	1%	-%	-%	-%	**	*%	**	*%	*%	1%	1%	**
											a		
Don't Know (DO NOT READ OUT)	*	*	-	-	-	**	-	**	*	*	-	*	**
	*%	*%	-%	-%	-%	**	-%	**	*%	*%	-%	*%	**
NET: Urgent / Tracked / Timed Mail	523	198	102	148	65	**	328	**	183	380	143	340	**
	71%	65%	68%	81%	83%	**	75%	**	65%	67%	85%	70%	**
				ab	ab		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**735**	73	168	160	13	502	232	216	446	93	1
Weighted total	**733**	80	158	153	10	502	229	199	396	75	*
Standard delivery	**482**	52	92	101	**	352	128	151	288	63	**
	66%	*66%*	*59%*	*66%*	**	*70%* b	*56%*	*76%*	*73%*	*84%* b	**
Tracked service	**453**	55	118	114	**	292	159	157	242	58	**
	62%	*69%*	*75%*	*75%*	**	*58%*	*70%* a	*79%* b	*61%*	*77%* b	**
International delivery	**149**	21	44	44	**	91	55	55	75	48	**
	20%	*26%*	*28%*	*29%*	**	*18%*	*24%*	*28%* b	*19%*	*64%* **ab**	**
Timed delivery (i.e. to arrive by specific time /day)	**147**	18	36	35	**	75	70	47	73	26	**
	20%	*22%*	*23%*	*23%*	**	*15%*	*30%* a	*23%*	*18%*	*35%* **ab**	**
Urgent delivery - on the same day or a specific time the next day	**136**	17	32	33	**	91	43	63	73	30	**
	19%	*21%*	*20%*	*21%*	**	*18%*	*19%*	*31%* b	*18%*	*40%* b	**
Cross-Border Delivery (to ROI)	**14**	2	3	2	**	8	5	3	6	5	**
	2%	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*7%* **ab**	**
Other (PLEASE SPECIFY)	*	*	-	*	**	*	-	-	*	-	**
	***%**	*%*	-%	*%*	**	*%*	-%	-%	*%*	-%	**
None of these (DO NOT READ OUT)	**3**	-	2	2	**	1	2	2	3	-	**
	***%**	-%	*1%*	*1%*	**	*%*	*1%*	*1%*	*1%*	-%	**
Don't Know (DO NOT READ OUT)	*	-	*	*	**	-	*	-	*	-	**
	***%**	-%	*%*	*%*	**	-%	*%*	-%	*%*	-%	**
NET: Urgent / Tracked / Timed Mail	**523**	60	136	123	**	329	192	172	270	60	**
	71%	*76%*	*86%* a	*81%*	**	*66%*	*84%* a	*86%* b	*68%*	*80%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**735**	203	381	96	1	519	485	176	1	453	402	568	422	342	17
Weighted total	**733**	184	329	78	*	523	482	153	*	408	351	554	388	301	16
Standard delivery	**482**	128	252	70	**	280	482	108	**	287	247	387	274	222	**
	66%	*70%*	*76%*	*89%*	**	*54%*	*100%*	*70%*	**	*70%*	*70%*	*70%*	*71%*	*74%*	**
				ab			**ac**	a							
Tracked service	**453**	147	204	62	**	453	251	119	**	256	220	337	249	196	**
	62%	*80%*	*62%*	*79%*	**	*87%*	*52%*	*78%*	**	*63%*	*63%*	*61%*	*64%*	*65%*	**
		b		b		**bc**		b							
International delivery	**149**	62	76	61	**	126	104	149	**	78	80	109	80	63	**
	20%	*33%*	*23%*	*78%*	**	*24%*	*22%*	*97%*	**	*19%*	*23%*	*20%*	*21%*	*21%*	**
		b		**ab**				**ab**							
Timed delivery (i.e. to arrive by specific time /day)	**147**	52	72	28	**	147	94	53	**	72	72	95	71	51	**
	20%	*28%*	*22%*	*36%*	**	*28%*	*20%*	*35%*	**	*18%*	*21%*	*17%*	*18%*	*17%*	**
				b		b		b							
Urgent delivery - on the same day or a specific time the next day	**136**	60	65	34	**	136	96	56	**	75	71	106	79	46	**
	19%	*32%*	*20%*	*43%*	**	*26%*	*20%*	*36%*	**	*18%*	*20%*	*19%*	*20%*	*15%*	**
		b		b		b		**ab**							
Cross-Border Delivery (to ROI)	**14**	4	6	7	**	9	10	14	**	7	7	11	8	6	**
	2%	*2%*	*2%*	*9%*	**	*2%*	*2%*	*9%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
				ab				**ab**							
Other (PLEASE SPECIFY)	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	%	*-%*	**%*	*-%*	**	*-%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
None of these (DO NOT READ OUT)	**3**	-	1	-	**	-	-	-	**	3	3	1	3	2	**
	%	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
Don't Know (DO NOT READ OUT)	*	-	*	-	**	-	-	-	**	*	*	-	*	*	**
	%	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	**%*	**%*	**
NET: Urgent / Tracked / Timed Mail	**523**	164	229	66	**	523	280	128	**	283	247	383	273	207	**
	71%	*89%*	*69%*	*84%*	**	*100%*	*58%*	*84%*	**	*69%*	*70%*	*69%*	*70%*	*69%*	**
		b		b		**bc**		b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	735	382	254	309	69	58	397	330	19	12	20	4
Weighted total	733	369	220	301	70	46	360	286	19	8	22	5
Standard delivery	482	314	192	169	52	42	267	220	**	**	**	**
	66%	85%	87%	56%	74%	92%	74%	77%	**	**	**	**
		cd	cd		c	cd						
Tracked service	453	217	120	244	64	36	224	180	**	**	**	**
	62%	59%	55%	81%	91%	78%	62%	63%	**	**	**	**
				ab	abce	ab						
International delivery	149	69	48	75	63	38	76	60	**	**	**	**
	20%	19%	22%	25%	90%	84%	21%	21%	**	**	**	**
					abc	abc						
Timed delivery (i.e. to arrive by specific time /day)	147	68	30	78	28	20	68	48	**	**	**	**
	20%	19%	14%	26%	40%	44%	19%	17%	**	**	**	**
				ab	abc	abc						
Urgent delivery - on the same day or a specific time the next day	136	80	31	81	28	17	70	39	**	**	**	**
	19%	22%	14%	27%	40%	38%	19%	14%	**	**	**	**
		b		b	abc	ab	b					
Cross-Border Delivery (to ROI)	14	9	7	7	5	4	6	6	**	**	**	**
	2%	2%	3%	2%	7%	9%	2%	2%	**	**	**	**
						abc						
Other (PLEASE SPECIFY)	*	*	*	-	-	-	*	*	**	**	**	**
	*%	*%	*%	-%	-%	-%	*%	*%	**	**	**	**
None of these (DO NOT READ OUT)	3	1	1	1	-	-	3	2	**	**	**	**
	*%	*%	1%	*%	-%	-%	1%	1%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	*	**	**	**	**
	*%	-%	-%	-%	-%	-%	*%	*%	**	**	**	**
NET: Urgent / Tracked / Timed Mail	523	241	127	273	66	38	249	192	**	**	**	**
	71%	65%	58%	91%	94%	83%	69%	67%	**	**	**	**
				ab	abe	ab						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**735**	710	638	716	686	722	504	701	264	1	557	18	119	538
Weighted total	**733**	701	615	707	667	714	498	700	244	*	533	25	125	521
Standard delivery	**482**	460	415	464	445	468	329	465	169	**	377	**	80	361
	66%	*66%*	*67%*	*66%*	*67%*	*66%*	*66%*	*66%*	*69%*	**	*71%*	**	*64%*	*69%*
Tracked service	**453**	436	377	438	415	443	336	433	182	**	334	**	78	321
	62%	*62%*	*61%*	*62%*	*62%*	*62%*	*67%* b	*62%*	*75%* **ab**	**	*63%*	**	*63%*	*62%*
International delivery	**149**	146	131	148	138	145	113	147	92	**	108	**	39	90
	20%	*21%*	*21%*	*21%*	*21%*	*20%*	*23%*	*21%*	*38%* **ab**	**	*20%*	**	*31%* b	*17%*
Timed delivery (i.e. to arrive by specific time /day)	**147**	142	131	145	135	146	112	142	57	**	101	**	25	93
	20%	*20%*	*21%*	*20%*	*20%*	*20%*	*22%*	*20%*	*23%*	**	*19%*	**	*20%*	*18%*
Urgent delivery - on the same day or a specific time the next day	**136**	131	118	132	124	131	107	128	55	**	94	**	29	93
	19%	*19%*	*19%*	*19%*	*19%*	*18%*	*22%*	*18%*	*22%*	**	*18%*	**	*23%*	*18%*
Cross-Border Delivery (to ROI)	**14**	13	12	13	13	13	9	13	11	**	10	**	1	11
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*5%* **ab**	**	*2%*	**	*1%*	*2%*
Other (PLEASE SPECIFY)	*	*	*	*	*	*	*	*	-	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	-%	*%*
None of these (DO NOT READ OUT)	**3**	3	3	3	3	3	2	3	-	**	1	**	2	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	*%*	**	*2%* b	*%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	-	-	**	*	**	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	**	*%*	**	-%	*%*
NET: Urgent / Tracked / Timed Mail	**523**	501	435	505	477	509	383	498	197	**	375	**	93	361
	71%	*71%*	*71%*	*71%*	*72%*	*71%*	*77%* b	*71%*	*81%* b	**	*70%*	**	*74%*	*69%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**735**	261	11	66	244	144	481	105	166	66	497	372	363
Weighted total	**733**	273	12	65	250	142	478	104	168	70	493	350	384
Standard delivery	**482**	161	**	42	142	88	312	74	107	43	330	232	250
	66%	*59%*	**	*64%*	*57%*	*61%*	*65%*	*71%*	*64%*	*61%*	*67%*	*66%*	*65%*
Tracked service	**453**	195	**	45	177	102	285	64	115	46	292	213	240
	62%	*71%*	**	*70%*	*71%*	*71%* b	*60%*	*61%*	*68%* c	*65%*	*59%*	*61%*	*63%*
International delivery	**149**	74	**	18	63	43	86	19	49	25	73	56	93
	20%	*27%*	**	*28%*	*25%*	*30%* **bc**	*18%*	*18%*	*29%* c	*35%* c	*15%*	*16%*	*24%* a
Timed delivery (i.e. to arrive by specific time /day)	**147**	75	**	19	64	37	84	26	50	17	80	76	71
	20%	*27%*	**	*29%*	*26%*	*26%* b	*17%*	*25%*	*30%* c	*24%*	*16%*	*22%*	*18%*
Urgent delivery - on the same day or a specific time the next day	**136**	53	**	12	48	35	82	19	37	8	90	72	64
	19%	*19%*	**	*19%*	*19%*	*25%* b	*17%*	*18%*	*22%*	*11%*	*18%*	*21%*	*17%*
Cross-Border Delivery (to ROI)	**14**	5	**	2	5	4	7	2	4	2	8	8	6
	2%	*2%*	**	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	*	**	-	*	-	*	-	-	-	*	-	*
	%	*%*	**	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*
None of these (DO NOT READ OUT)	**3**	2	**	-	2	1	2	-	1	-	2	1	1
	%	*1%*	**	*-%*	*1%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*
Don't Know (DO NOT READ OUT)	*	*	**	-	*	-	*	-	*	-	-	*	-
	%	*%*	**	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
NET: Urgent / Tracked / Timed Mail	**523**	229	**	52	208	115	336	70	130	54	338	250	273
	71%	*84%*	**	*80%*	*83%*	*80%* **bc**	*70%*	*67%*	*77%* c	*77%*	*69%*	*72%*	*71%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**735**	63	59	66	66	64	59	66	52	55	74	67	44
Weighted total	**733**	37	71	81	41	76	70	33	53	81	83	74	34
Standard delivery	**482**	30	40	53	26	56	44	24	42	52	49	42	**
	66%	*81%*	*57%*	*65%*	*64%*	*74%*	*64%*	*71%*	*80%*	*65%*	*59%*	*58%*	**
		bdfjk							**bjk**				
Tracked service	**453**	14	40	43	29	52	47	24	43	54	44	40	**
	62%	*38%*	*57%*	*54%*	*72%*	*69%*	*67%*	*71%*	*81%*	*67%*	*53%*	*54%*	**
			a		**acjk**	a	a	**acj**	**abcjk**	a			a
International delivery	**149**	9	10	13	5	24	10	9	11	16	19	11	**
	20%	*25%*	*14%*	*16%*	*13%*	*32%*	*15%*	*27%*	*20%*	*20%*	*23%*	*15%*	**
						bcdfk							**bcdfk**
Timed delivery (i.e. to arrive by specific time /day)	**147**	7	18	16	7	18	13	5	12	9	17	18	**
	20%	*19%*	*26%*	*19%*	*18%*	*24%*	*19%*	*16%*	*23%*	*11%*	*21%*	*25%*	**
Urgent delivery - on the same day or a specific time the next day	**136**	9	7	9	10	17	14	8	15	13	17	11	**
	19%	*25%*	*9%*	*11%*	*24%*	*23%*	*20%*	*24%*	*29%*	*17%*	*21%*	*15%*	**
		bc			b			b	**bc**				
Cross-Border Delivery (to ROI)	**14**	2	1	2	*	1	1	1	*	2	*	1	**
	2%	*4%*	*2%*	*3%*	**%*	*1%*	*2%*	*3%*	**%*	*2%*	*1%*	*1%*	**
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	*	-	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**
None of these (DO NOT READ OUT)	**3**	-	1	-	-	-	-	-	-	1	1	-	**
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	**
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	-	-	**
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**523**	16	52	52	30	55	52	25	46	64	56	51	**
	71%	*44%*	*73%*	*65%*	*74%*	*73%*	*74%*	*74%*	*87%*	*80%*	*68%*	*69%*	**
			a	a	a	a	a	a	**acjkl**	a	a	a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**735**	188	189	173	185
Weighted total	**733**	189	186	167	191
Standard delivery	**482**	123	126	118	114
	66%	*65%*	*68%*	*71%*	*60%*
				d	
Tracked service	**453**	98	128	120	107
	62%	*52%*	*69%*	*72%*	*56%*
			ad	**ad**	
International delivery	**149**	32	40	36	41
	20%	*17%*	*21%*	*21%*	*22%*
Timed delivery (i.e. to arrive by specific time /day)	**147**	41	39	27	40
	20%	*22%*	*21%*	*16%*	*21%*
Urgent delivery - on the same day or a specific time the next day	**136**	25	41	36	34
	19%	*13%*	*22%*	*22%*	*18%*
			a	a	
Cross-Border Delivery (to ROI)	**14**	5	3	3	3
	2%	*3%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	*	-	-	*	-
	***%**	*-%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**3**	1	-	1	1
	***%**	*%*	*-%*	*%*	*1%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-
	***%**	*%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**523**	121	137	135	130
	71%	*64%*	*74%*	*81%*	*68%*
			a	**ad**	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1457**	1049	264	97	47	408	397	335	106	43	106
Weighted total	**1441**	1391	31	12	6	49	507	388	96	29	50
Letters	**1132**	1088	27	11	**	44	384	297	74	**	37
	79%	*78%*	*87%*	*94%*	**	*89%*	*76%*	*77%*	*77%*	**	*73%*
			a	a		a					
Large Letters	**731**	698	19	9	**	33	260	186	46	**	36
	51%	*50%*	*61%*	*74%*	**	*66%*	*51%*	*48%*	*48%*	**	*71%*
			a	**ab**	**ab**	a				**abc**	**abc**
Parcels and packets	**554**	533	12	5	**	21	206	155	43	**	22
	38%	*38%*	*39%*	*44%*	**	*42%*	*41%*	*40%*	*45%*	**	*44%*
					ab						
None of these (DO NOT READ OUT)	**15**	14	*	*	**	1	-	7	2	**	1
	1%	*1%*	*1%*	*1%*	**	*1%*	*-%*	*2%*	*2%*	**	*3%*
								a	a		a
Don't Know (DO NOT READ OUT)	**2**	2	-	-	**	-	-	-	-	**	-
	****%***	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1457**	120	59	162	37	96	170	116	86	71	917	173	185	182
Weighted total	**1441**	165	87	213	43	121	245	144	104	98	1223	73	78	68
Letters	**1132**	123	76	167	**	94	182	109	92	82	960	56	61	55
	79%	*75%*	*87%*	*78%*	**	*77%*	*74%*	*76%*	*88%*	*83%*	*78%*	*78%*	*79%*	*81%*
			f						**afgj**					
Large Letters	**731**	79	49	114	**	60	131	71	49	44	614	40	44	33
	51%	*48%*	*56%*	*54%*	**	*50%*	*54%*	*49%*	*47%*	*44%*	*50%*	*55%*	*57%*	*49%*
												d	d	
Parcels and packets	**554**	64	37	94	**	37	87	58	41	36	469	30	29	26
	38%	*39%*	*43%*	*44%*	**	*30%*	*35%*	*40%*	*39%*	*36%*	*38%*	*41%*	*37%*	*38%*
				e										
None of these (DO NOT READ OUT)	**15**	-	-	2	**	3	3	1	*	2	13	1	*	1
	1%	*-%*	*-%*	*1%*	**	*2%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	-	2	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*
									j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1457**	60	141	33	124	342	34	95	619	1066	391	1294	163
Weighted total	**1441**	47	115	32	116	402	26	103	590	1102	338	1313	128
Letters	**1132**	41	84	**	101	253	**	92	507	854	278	1029	103
	79%	*87%*	*73%*	**	*87%*	*63%*	**	*89%*	*86%*	*77%*	*82%*	*78%*	*81%*
		be	e	e	**be**		e	**be**	**be**				
Large Letters	**731**	24	63	**	57	157	**	94	310	557	174	670	61
	51%	*51%*	*55%*	**	*49%*	*39%*	**	*91%*	*52%*	*51%*	*51%*	*51%*	*48%*
		f	**ef**	**ef**	f	f		**abcdefh**	**ef**				
Parcels and packets	**554**	10	60	**	34	197	**	27	207	441	113	505	49
	38%	*22%*	*52%*	**	*29%*	*49%*	**	*26%*	*35%*	*40%*	*33%*	*38%*	*38%*
			acdgh			**acdgh**			a	b			
None of these (DO NOT READ OUT)	**15**	*	2	**	1	11	**	-	2	14	1	13	2
	1%	**%*	*1%*	**	*1%*	*3%*	**	*-%*	**%*	*1%*	**%*	*1%*	*2%*
						h							
Don't Know (DO NOT READ OUT)	**2**	-	-	**	2	-	**	-	-	2	-	2	-
	****%***	*-%*	*-%*	**	*2%*	*-%*	**	*-%*	*-%*	**%*	*-%*	**%*	*-%*
					eh								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1457**	1406	51	828	223	387
Weighted total	**1441**	1372	69	829	220	368
Letters	**1132**	1075	57	687	177	251
	79%	*78%*	*83%*	*83%*	*81%*	*68%*
				c	c	
Large Letters	**731**	705	26	353	140	226
	51%	*51%*	*38%*	*43%*	*64%*	*61%*
					a	a
Parcels and packets	**554**	532	22	253	91	202
	38%	*39%*	*33%*	*31%*	*41%*	*55%*
					a	**ab**
None of these (DO NOT READ OUT)	**15**	15	-	6	1	7
	1%	*1%*	*-%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**1457**	1145	259	41	3	6	2	1	-	1404	53	12	393	752	312
Weighted total	**1441**	1202	201	32	*	3	2	*	-	1403	37	6	472	730	239
Letters	**1132**	969	149	**	**	**	**	**	**	1118	15	**	388	581	163
	79%	*81%*	*74%*	**	**	**	**	**	**	*80%*	*39%*	**	*82%*	*80%*	*68%*
		bcj	**cj**							**bcj**			c	c	
Large Letters	**731**	575	135	**	**	**	**	**	**	711	20	**	147	428	156
	51%	*48%*	*67%*	**	**	**	**	**	**	*51%*	*54%*	**	*31%*	*59%*	*65%*
			ai											a	**ab**
Parcels and packets	**554**	415	108	**	**	**	**	**	**	523	31	**	118	297	139
	38%	*35%*	*54%*	**	**	**	**	**	**	*37%*	*83%*	**	*25%*	*41%*	*58%*
			ai	**abi**							**abi**			a	**ab**
None of these (DO NOT READ OUT)	**15**	7	6	**	**	**	**	**	**	14	1	**	3	5	8
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*4%*	**	*1%*	*1%*	*3%*
			ai								a				**ab**
Don't Know (DO NOT READ OUT)	**2**	2	-	**	**	**	**	**	**	2	-	**	2	-	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1457**	1191	816	1320	657	414	1004	1189	70	33	16	4	7	1
Weighted total	**1441**	1135	734	1272	646	351	953	1191	48	16	5	4	6	2
Letters	**1132**	1132	596	1132	408	304	750	1058	42	**	**	**	**	**
	79%	*100%*	*81%*	*89%*	*63%*	*86%*	*79%*	*89%*	*89%*	**	**	**	**	**
		bcdef	d	**bdf**		**bdf**	d							
Large Letters	**731**	594	731	731	351	225	529	668	35	**	**	**	**	**
	51%	*52%*	*100%*	*57%*	*54%*	*64%*	*55%*	*56%*	*74%*	**	**	**	**	**
			acdef	a		**acdf**			a	a				
Parcels and packets	**554**	340	299	400	554	152	391	363	21	**	**	**	**	**
	38%	*30%*	*41%*	*31%*	*86%*	*43%*	*41%*	*30%*	*44%*	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**		a	a				
None of these (DO NOT READ OUT)	**15**	-	*	*	15	3	12	*	-	**	**	**	**	**
	1%	*-%*	**%*	**%*	*2%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**
					abc	**abc**	**abc**							
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	-	2	2	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1457**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1441**	634	8	2	-	2	1	-	3	444	386	297	139	5
Letters	**1132**	400	**	**	**	**	**	**	**	397	349	262	119	**
	79%	*63%*	**	**	**	**	**	**	**	*89%*	*90%*	*88%*	*86%*	**
Large Letters	**731**	343	**	**	**	**	**	**	**	189	216	207	115	**
	51%	*54%*	**	**	**	**	**	**	**	*43%*	*56%*	*69%*	*83%*	**
											a	**ab**	**abc**	
Parcels and packets	**554**	544	**	**	**	**	**	**	**	110	121	102	62	**
	38%	*86%*	**	**	**	**	**	**	**	*25%*	*31%*	*34%*	*45%*	**
											a	a	**abc**	
None of these (DO NOT READ OUT)	**15**	15	**	**	**	**	**	**	**	-	-	-	*	**
	1%	*2%*	**	**	**	**	**	**	**	-%	-%	-%	*%	**
Don't Know (DO NOT READ OUT)	**2**	-	**	**	**	**	**	**	**	2	-	-	-	**
	****%***	-%	**	**	**	**	**	**	**	*%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1457**	274	135	159	76	13	356	19	282	1336	121	1306	14
Weighted total	**1441**	272	136	167	58	14	375	12	259	1335	106	1263	8
Letters	**1132**	175	99	102	28	**	207	**	191	1057	75	1126	**
	79%	*65%*	*73%*	*61%*	*47%*	**	*55%*	**	*74%*	*79%*	*71%*	*89%*	**
		d	**cd**						a	b			
Large Letters	**731**	145	78	89	37	**	197	**	144	670	61	723	**
	51%	*53%*	*58%*	*53%*	*63%*	**	*52%*	**	*56%*	*50%*	*58%*	*57%*	**
Parcels and packets	**554**	244	126	126	46	**	301	**	242	517	38	400	**
	38%	*90%*	*93%*	*76%*	*79%*	**	*80%*	**	*93%*	*39%*	*35%*	*32%*	**
		cd	**cd**						a				
None of these (DO NOT READ OUT)	**15**	4	-	9	1	**	10	**	5	8	7	-	**
	1%	*1%*	*-%*	*5%*	*2%*	**	*3%*	**	*2%*	*1%*	*6%*	*-%*	**
				ab							a		
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	**	-	**	-	2	-	2	**
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*	**%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1457**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1441**	80	149	190	15	491	155	388	1085	115	*
Letters	**1132**	28	104	157	**	299	109	388	1082	115	**
	79%	*35%*	*70%*	*83%*	**	*61%*	*70%*	*100%*	*100%*	*100%*	**
			a				a				
Large Letters	**731**	38	79	138	**	266	85	266	567	97	**
	51%	*48%*	*53%*	*73%*	**	*54%*	*55%*	*68%*	*52%*	*84%*	**
								b		**ab**	
Parcels and packets	**554**	77	69	88	**	480	74	171	318	64	**
	38%	*97%*	*46%*	*46%*	**	*98%*	*48%*	*44%*	*29%*	*55%*	**
		b				b		b		**ab**	
None of these (DO NOT READ OUT)	**15**	-	12	-	**	3	12	-	-	-	**
	1%	*-%*	*8%*	*-%*	**	*1%*	*8%*	*-%*	*-%*	*-%*	**
			a				a				
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	-	2	-	**
	%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1457**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1441**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Letters	**1132**	242	556	77	**	283	287	80	**	1132	594	340	902	695	**
	79%	*78%*	*83%*	*75%*	**	*62%*	*65%*	*61%*	**	*100%*	*81%*	*61%*	*89%*	*89%*	**
			ac							**bc**	c				
Large Letters	**731**	311	670	102	**	247	247	82	**	594	731	296	620	450	**
	51%	*100%*	*100%*	*100%*	**	*54%*	*56%*	*62%*	**	*52%*	*100%*	*53%*	*61%*	*58%*	**
											ac				
Parcels and packets	**554**	151	270	61	**	383	387	113	**	340	296	554	326	258	**
	38%	*48%*	*40%*	*60%*	**	*84%*	*88%*	*85%*	**	*30%*	*41%*	*100%*	*32%*	*33%*	**
		b		**ab**							a	**ab**			
None of these (DO NOT READ OUT)	**15**	*	*	*	**	11	11	2	**	-	-	-	-	-	**
	1%	**%*	**%*	**%*	**	*2%*	*3%*	*2%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1457**	382	254	309	69	58	983	839	37	23	24	6
Weighted total	**1441**	369	220	301	70	46	958	755	35	19	25	8
Letters	**1132**	251	147	192	43	33	863	679	**	**	**	**
	79%	*68%*	*67%*	*64%*	*61%*	*73%*	*90%*	*90%*	**	**	**	**
Large Letters	**731**	212	136	170	48	34	581	433	**	**	**	**
	51%	*58%*	*62%*	*57%*	*68%*	*75%* ac	*61%*	*57%*	**	**	**	**
Parcels and packets	**554**	369	220	301	70	46	302	248	**	**	**	**
	38%	*100%*	*100%*	*100%*	*100%*	*100%*	*32%*	*33%*	**	**	**	**
None of these (DO NOT READ OUT)	**15**	-	-	-	-	-	*	-	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	-	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1457**	1415	1249	1427	1231	1438	892	1393	391	4	1269	35	195	1262
Weighted total	**1441**	1390	1192	1403	1176	1414	875	1378	341	2	1227	47	205	1236
Letters	**1132**	1105	945	1109	900	1112	668	1088	254	**	974	**	148	984
	79%	*79%*	*79%*	*79%*	*77%*	*79%*	*76%*	*79%*	*74%*	**	*79%*	**	*73%*	*80%* a
Large Letters	**731**	714	679	722	621	721	481	706	198	**	608	**	130	601
	51%	*51%*	*57%* **acde**	*51%*	*53%*	*51%*	*55%*	*51%*	*58%* b	**	*50%*	**	*63%* b	*49%*
Parcels and packets	**554**	533	486	539	509	544	377	530	171	**	458	**	109	445
	38%	*38%*	*41%*	*38%*	*43%* **ace**	*38%*	*43%* b	*38%*	*50%* **ab**	**	*37%*	**	*53%* b	*36%*
None of these (DO NOT READ OUT)	**15**	13	11	13	13	15	9	15	7	**	15	**	*	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	2	-	2	-	**	2	**	-	2
	%	*%*	-%	*%*	-%	*%*	-%	*%*	-%	**	*%*	**	-%	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1457**	230	12	63	218	177	1019	256	167	73	1207	800	657
Weighted total	**1441**	226	16	59	212	161	1012	261	159	74	1204	782	659
Letters	**1132**	139	**	39	129	84	813	230	102	46	983	664	468
	79%	*62%*	**	*66%*	*61%*	*52%*	*80%*	*88%*	*64%*	*63%*	*82%*	*85%*	*71%*
							a	**ab**			**ab**	b	
Large Letters	**731**	119	**	38	113	94	494	140	91	36	601	413	318
	51%	*53%*	**	*64%*	*53%*	*59%*	*49%*	*54%*	*57%*	*49%*	*50%*	*53%*	*48%*
						b							
Parcels and packets	**554**	127	**	27	120	91	374	82	106	42	404	265	289
	38%	*56%*	**	*45%*	*57%*	*57%*	*37%*	*32%*	*66%*	*57%*	*34%*	*34%*	*44%*
						bc			c	c			a
None of these (DO NOT READ OUT)	**15**	11	**	2	10	2	11	2	2	2	11	7	8
	1%	*5%*	**	*4%*	*5%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	-	**	-	-	-	2	-	-	-	2	-	2
	****%***	*-%*	**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1457**	136	120	120	140	126	125	137	90	105	144	127	87
Weighted total	**1441**	93	135	138	91	149	131	85	97	165	150	137	70
Letters	**1132**	78	101	101	86	130	106	66	75	125	117	93	53
	79%	*84%*	*75%*	*74%*	*95%*	*87%*	*81%*	*77%*	*78%*	*75%*	*78%*	*68%*	*77%*
		k			**abcefghijk**	**bcgijkl**	k						
					l								
Large Letters	**731**	49	68	74	52	85	85	36	32	72	76	64	38
	51%	*52%*	*51%*	*54%*	*58%*	*57%*	*65%*	*42%*	*33%*	*44%*	*51%*	*46%*	*55%*
		h	h	h	**ghi**	**ghi**	**abghijk**				h	h	h
Parcels and packets	**554**	28	55	54	37	56	57	28	33	59	60	59	27
	38%	*30%*	*41%*	*39%*	*41%*	*38%*	*44%*	*33%*	*34%*	*35%*	*40%*	*43%*	*39%*
					a		a					a	
None of these (DO NOT READ OUT)	**15**	-	*	-	*	-	-	-	5	1	4	5	-
	1%	-%	*%	-%	*%	-%	-%	-%	*5%*	*1%*	*3%*	*3%*	-%
									abcdefgl			**abcefg**	
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1457**	376	391	332	358
Weighted total	**1441**	365	371	348	357
Letters	**1132**	280	322	266	264
	79%	*77%*	*87%*	*76%*	*74%*
			acd		
Large Letters	**731**	191	222	140	178
	51%	*52%*	*60%*	*40%*	*50%*
		c	**acd**		c
Parcels and packets	**554**	136	151	120	147
	38%	*37%*	*41%*	*34%*	*41%*
None of these (DO NOT READ OUT)	**15**	*	*	6	9
	1%	*%*	*%*	*2%*	*2%*
				ab	**ab**
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-
	%	-%	-%	*1%*	-%

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1317**	932	247	93	45	385	350	292	97	40	96
Weighted total	**1269**	1223	29	12	5	46	439	334	85	28	43
Standard Stamped Mail 1st Class	**834**	813	15	5	**	22	313	227	44	**	25
	66%	*66%*	*53%*	*39%*	**	*47%*	*71%*	*68%*	*52%*	**	*58%*
		bcde	**cd**			d	**ce**	c			
Standard Stamped Mail 2nd Class	**627**	608	13	5	**	20	229	157	33	**	18
	49%	*50%*	*44%*	*43%*	**	*42%*	*52%*	*47%*	*39%*	**	*42%*
		de	d				c			c	
1st Class large letter stamps	**530**	514	10	3	**	15	202	145	23	**	23
	42%	*42%*	*36%*	*29%*	**	*33%*	*46%*	*43%*	*28%*	**	*54%*
		cde					c	c		c	c
2nd Class large letter stamps	**306**	295	6	3	**	10	127	61	17	**	10
	24%	*24%*	*21%*	*25%*	**	*22%*	*29%*	*18%*	*20%*	**	*23%*
							b				
Franked / metered mail 1st Class	**124**	109	7	4	**	14	15	36	13	**	8
	10%	*9%*	*24%*	*38%*	**	*31%*	*3%*	*11%*	*16%*	**	*19%*
			a	**ab**	**abe**	a		a	a	a	**ab**
Franked / metered mail 2nd Class	**121**	105	8	4	**	15	19	31	15	**	8
	10%	*9%*	*28%*	*34%*	**	*33%*	*4%*	*9%*	*17%*	**	*20%*
			a	a	**abce**	a		a	**ab**		**ab**
PPI - PPI 1st Class	**27**	25	1	*	**	2	13	7	4	**	1
	2%	*2%*	*3%*	*4%*	**	*3%*	*3%*	*2%*	*4%*	**	*1%*
PPI - PPI 2nd Class	**27**	25	1	*	**	1	11	7	4	**	2
	2%	*2%*	*2%*	*2%*	**	*2%*	*3%*	*2%*	*4%*	**	*5%*
Bulk Mail	**26**	25	*	1	**	1	2	12	4	**	2
	2%	*2%*	*1%*	*5%*	**	*2%*	*%*	*4%*	*4%*	**	*5%*
				b				a	a		a
None of these (DO NOT READ OUT)	**26**	26	-	*	**	*	5	6	2	**	*
	2%	*2%*	*-%*	*1%*	**	*%*	*1%*	*2%*	*3%*	**	*%*
		be									
Don't Know (DO NOT READ OUT)	**4**	3	*	-	**	*	-	1	-	**	-
	%	*%*	*1%*	*-%*	**	*1%*	*-%*	*%*	*-%*	**	*-%*
			a								
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1317**	111	56	140	32	88	147	103	76	66	819	161	175	162
Weighted total	**1269**	149	82	182	37	111	208	123	95	88	1076	64	70	60
Standard Stamped Mail 1st Class	**834**	109	57	126	**	62	148	86	53	50	712	37	45	41
	66%	*73%*	*70%*	*69%*	**	*56%*	*71%*	*70%*	*56%*	*57%*	*66%*	*59%*	*64%*	*68%*
		ehik		**eh**			**ehk**	e						
Standard Stamped Mail 2nd Class	**627**	88	37	67	**	68	91	57	37	58	523	35	33	36
	49%	*59%*	*45%*	*37%*	**	*61%*	*43%*	*47%*	*39%*	*66%*	*49%*	*55%*	*47%*	*61%*
		cfhjl				**cfghjl**				**bcfghjl**	c	**ch**		**bcfghjl**
1st Class large letter stamps	**530**	67	39	84	**	33	105	49	35	37	455	22	29	24
	42%	*45%*	*48%*	*46%*	**	*30%*	*51%*	*40%*	*36%*	*42%*	*42%*	*35%*	*41%*	*40%*
		de	**de**	**de**			**dehk**	d	d	d	**de**	d	d	d
2nd Class large letter stamps	**306**	45	20	36	**	28	67	32	13	17	261	14	16	16
	24%	*30%*	*25%*	*20%*	**	*26%*	*32%*	*26%*	*13%*	*19%*	*24%*	*21%*	*22%*	*26%*
		dh	d			d	**cdhjkl**	**dh**			**dh**			**dh**
Franked / metered mail 1st Class	**124**	15	8	20	**	21	12	10	8	5	102	7	9	6
	10%	*10%*	*9%*	*11%*	**	*19%*	*6%*	*8%*	*8%*	*6%*	*9%*	*10%*	*13%*	*10%*
						fgij							f	
Franked / metered mail 2nd Class	**121**	17	5	12	**	21	15	11	8	5	96	7	10	8
	10%	*12%*	*7%*	*6%*	**	*19%*	*7%*	*9%*	*8%*	*6%*	*9%*	*11%*	*14%*	*14%*
						bcfgij							c	c
PPI - PPI 1st Class	**27**	1	5	6	**	1	4	1	2	2	24	1	2	1
	2%	*1%*	*6%*	*3%*	**	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*
			km											
PPI - PPI 2nd Class	**27**	1	3	6	**	3	2	1	-	2	22	2	2	1
	2%	*1%*	*4%*	*3%*	**	*3%*	*1%*	*1%*	*-%*	*2%*	*2%*	*3%*	*2%*	*1%*
					afghjm									
Bulk Mail	**26**	2	-	6	**	2	7	-	3	4	25	*	1	1
	2%	*1%*	*-%*	*3%*	**	*1%*	*3%*	*-%*	*3%*	*4%*	*2%*	*%*	*1%*	*2%*
				k	**gkl**		k			**gk**				
None of these (DO NOT READ OUT)	**26**	-	3	6	**	2	4	3	2	-	21	3	2	-
	2%	*-%*	*4%*	*3%*	**	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*4%*	*3%*	*-%*
			am	m	**am**							**am**	m	
Don't Know (DO NOT READ OUT)	**4**	-	-	1	**	*	-	-	2	*	4	-	-	-
	%	*-%*	*-%*	*1%*	**	*%*	*-%*	*-%*	*2%*	*%*	*%*	*-%*	*-%*	*-%*
									jl					
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1317**	57	121	32	118	271	30	94	586	954	363	1167	150
Weighted total	**1269**	45	96	30	106	308	23	101	552	961	309	1157	112
Standard Stamped Mail 1st Class	**834**	28	58	**	82	191	**	72	363	628	207	762	72
	66%	*63%*	*60%*	**	*77%*	*62%*	**	*70%*	*66%*	*65%*	*67%*	*66%*	*64%*
					beh								
Standard Stamped Mail 2nd Class	**627**	33	40	**	42	145	**	42	306	475	152	569	58
	49%	*73%*	*42%*	**	*40%*	*47%*	**	*41%*	*55%*	*49%*	*49%*	*49%*	*52%*
		bcdefgh							**bcdeg**				
1st Class large letter stamps	**530**	19	39	**	43	114	**	66	237	401	129	487	43
	42%	*43%*	*41%*	**	*41%*	*37%*	**	*65%*	*43%*	*42%*	*42%*	*42%*	*38%*
		cf	**cf**		**cf**	c		**abcdefh**	**cf**				
2nd Class large letter stamps	**306**	11	16	**	19	68	**	31	151	237	69	274	32
	24%	*25%*	*17%*	**	*18%*	*22%*	**	*31%*	*27%*	*25%*	*22%*	*24%*	*28%*
								bdf	**bdf**				
Franked / metered mail 1st Class	**124**	1	14	**	6	23	**	22	52	105	19	111	13
	10%	*3%*	*14%*	**	*5%*	*7%*	**	*21%*	*9%*	*11%*	*6%*	*10%*	*11%*
			adef	**adf**				**adefh**		b			
Franked / metered mail 2nd Class	**121**	4	15	**	4	23	**	22	48	101	20	112	8
	10%	*8%*	*15%*	**	*4%*	*7%*	**	*21%*	*9%*	*10%*	*6%*	*10%*	*7%*
			defh					**adefh**		b			
PPI - PPI 1st Class	**27**	-	2	**	*	7	**	4	13	19	7	23	4
	2%	*-%*	*2%*	**	**%*	*2%*	**	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*
								d					
PPI - PPI 2nd Class	**27**	-	2	**	-	8	**	4	13	19	7	24	3
	2%	*-%*	*3%*	**	*-%*	*2%*	**	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*
								d					
Bulk Mail	**26**	*	2	**	-	10	**	*	13	23	3	24	3
	2%	*1%*	*3%*	**	*-%*	*3%*	**	**%*	*2%*	*2%*	*1%*	*2%*	*2%*
						d							
None of these (DO NOT READ OUT)	**26**	-	8	**	3	10	**	1	2	18	8	22	3
	2%	*-%*	*8%*	**	*3%*	*3%*	**	*1%*	**%*	*2%*	*2%*	*2%*	*3%*
			aegh		h	h	**agh**						
Don't Know (DO NOT READ OUT)	**4**	-	2	**	*	*	**	-	1	4	-	4	*
	****%***	*-%*	*2%*	**	**%*	**%*	**	*-%*	**%*	**%*	*-%*	**%*	**%*
			eh										
Refused (DO NOT READ OUT)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1317**	1271	46	760	206	336
Weighted total	**1269**	1207	62	748	202	300
Standard Stamped Mail 1st Class	**834**	782	**	519	127	178
	66%	*65%*	**	*69%*	*63%*	*59%*
			a	c		
Standard Stamped Mail 2nd Class	**627**	584	**	378	101	141
	49%	*48%*	**	*50%*	*50%*	*47%*
			a			
1st Class large letter stamps	**530**	502	**	287	111	125
	42%	*42%*	**	*38%*	*55%*	*42%*
					ac	
2nd Class large letter stamps	**306**	283	**	155	61	85
	24%	*23%*	**	*21%*	*30%*	*28%*
			a		a	a
Franked / metered mail 1st Class	**124**	119	**	64	20	39
	10%	*10%*	**	*9%*	*10%*	*13%*
						a
Franked / metered mail 2nd Class	**121**	116	**	58	25	38
	10%	*10%*	**	*8%*	*12%*	*13%*
					a	a
PPI - PPI 1st Class	**27**	27	**	6	7	14
	2%	*2%*	**	*1%*	*3%*	*5%*
					a	a
PPI - PPI 2nd Class	**27**	26	**	6	5	15
	2%	*2%*	**	*1%*	*3%*	*5%*
					a	a
Bulk Mail	**26**	26	**	8	4	15
	2%	*2%*	**	*1%*	*2%*	*5%*
						a
None of these (DO NOT READ OUT)	**26**	26	**	10	4	9
	2%	*2%*	**	*1%*	*2%*	*3%*
						a
Don't Know (DO NOT READ OUT)	**4**	4	**	1	-	2
	****%***	**%*	**	**%*	*-%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1317**	1051	228	29	3	4	1	1	-	1279	38	9	357	694	266
Weighted total	**1269**	1076	173	18	*	1	2	*	-	1248	21	3	420	655	194
Standard Stamped Mail 1st Class	**834**	746	81	**	**	**	**	**	**	827	**	**	317	429	89
	66%	*69%*	*47%*	**	**	**	**	**	**	*66%*	**	**	*75%*	*65%*	*46%*
		bj								**bj**			**bc**	c	
Standard Stamped Mail 2nd Class	**627**	558	64	**	**	**	**	**	**	622	**	**	213	345	69
	49%	*52%*	*37%*	**	**	**	**	**	**	*50%*	**	**	*51%*	*53%*	*35%*
		bj								**bj**			c	c	
1st Class large letter stamps	**530**	446	76	**	**	**	**	**	**	522	**	**	147	299	83
	42%	*41%*	*44%*	**	**	**	**	**	**	*42%*	**	**	*35%*	*46%*	*43%*
														a	a
2nd Class large letter stamps	**306**	253	47	**	**	**	**	**	**	300	**	**	62	191	52
	24%	*24%*	*27%*	**	**	**	**	**	**	*24%*	**	**	*15%*	*29%*	*27%*
														a	a
Franked / metered mail 1st Class	**124**	65	52	**	**	**	**	**	**	117	**	**	16	49	59
	10%	*6%*	*30%*	**	**	**	**	**	**	*9%*	**	**	*4%*	*8%*	*30%*
			ai							a	**ai**			a	**ab**
Franked / metered mail 2nd Class	**121**	55	59	**	**	**	**	**	**	114	**	**	6	49	66
	10%	*5%*	*34%*	**	**	**	**	**	**	*9%*	**	**	*1%*	*7%*	*34%*
			ai							a	**ai**			a	**ab**
PPI - PPI 1st Class	**27**	14	6	**	**	**	**	**	**	20	**	**	1	13	12
	2%	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**%*	*2%*	*6%*
			a								**abi**			a	**ab**
PPI - PPI 2nd Class	**27**	13	7	**	**	**	**	**	**	20	**	**	2	11	14
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	**%*	*2%*	*7%*
			ai								**abi**				**ab**
Bulk Mail	**26**	7	14	**	**	**	**	**	**	21	**	**	-	7	19
	2%	*1%*	*8%*	**	**	**	**	**	**	*2%*	**	**	*-%*	*1%*	*10%*
			ai							a	**abi**			a	**ab**
None of these (DO NOT READ OUT)	**26**	21	3	**	**	**	**	**	**	24	**	**	3	18	5
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*3%*	*3%*
											abi			a	a
Don't Know (DO NOT READ OUT)	**4**	4	-	**	**	**	**	**	**	4	**	**	1	3	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1317**	1189	814	1317	519	385	909	1186	70	33	16	4	7	1
Weighted total	**1269**	1133	734	1269	477	326	843	1188	48	16	5	4	6	2
Standard Stamped Mail 1st Class	**834**	772	467	834	301	206	535	797	25	**	**	**	**	**
	66%	*68%*	*64%*	*66%*	*63%*	*63%*	*64%*	*67%*	*52%*	**	**	**	**	**
		bdf						**bc**						
Standard Stamped Mail 2nd Class	**627**	585	320	627	226	171	428	593	20	**	**	**	**	**
	49%	*52%*	*44%*	*49%*	*47%*	*52%*	*51%*	*50%*	*42%*	**	**	**	**	**
		b		b		b	b							
1st Class large letter stamps	**530**	455	437	530	231	156	378	500	18	**	**	**	**	**
	42%	*40%*	*60%*	*42%*	*48%*	*48%*	*45%*	*42%*	*38%*	**	**	**	**	**
			acdef		**ac**	**ac**	a							
2nd Class large letter stamps	**306**	255	254	306	137	96	220	281	17	**	**	**	**	**
	24%	*22%*	*35%*	*24%*	*29%*	*30%*	*26%*	*24%*	*37%*	**	**	**	**	**
			acdf		**ac**	**ac**			a	a				
Franked / metered mail 1st Class	**124**	107	105	124	61	56	95	100	17	**	**	**	**	**
	10%	*9%*	*14%*	*10%*	*13%*	*17%*	*11%*	*8%*	*36%*	**	**	**	**	**
			ac		a	**acf**			**ac**					
Franked / metered mail 2nd Class	**121**	109	98	121	56	58	99	96	15	**	**	**	**	**
	10%	*10%*	*13%*	*10%*	*12%*	*18%*	*12%*	*8%*	*32%*	**	**	**	**	**
			ac			**abcdf**			a					
PPI - PPI 1st Class	**27**	18	25	27	22	13	24	21	2	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*5%*	*4%*	*3%*	*2%*	*5%*	**	**	**	**	**
			a		**ac**	**ac**			a					
PPI - PPI 2nd Class	**27**	16	26	27	19	9	23	21	2	**	**	**	**	**
	2%	*1%*	*4%*	*2%*	*4%*	*3%*	*3%*	*2%*	*5%*	**	**	**	**	**
			ac		**ac**		a							
Bulk Mail	**26**	23	19	26	16	18	22	21	*	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*	*2%*	*%*	**	**	**	**	**
						abcf								
None of these (DO NOT READ OUT)	**26**	16	19	26	15	3	8	26	-	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	*-%*	**	**	**	**	**
			f		**aef**									
Don't Know (DO NOT READ OUT)	**4**	1	4	4	2	-	*	4	-	**	**	**	**	**
	%	*%*	*1%*	*%*	*1%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1317**	502	8	5	-	2	2	-	4	394	373	324	220	6
Weighted total	**1269**	467	7	2	-	*	1	-	2	442	386	297	139	5
Standard Stamped Mail 1st Class	**834**	299	**	**	**	**	**	**	**	309	281	176	65	**
	66%	*64%*	**	**	**	**	**	**	**	*70%*	*73%*	*59%*	*47%*	**
										cd	**cd**	d		
Standard Stamped Mail 2nd Class	**627**	223	**	**	**	**	**	**	**	217	206	143	59	**
	49%	*48%*	**	**	**	**	**	**	**	*49%*	*53%*	*48%*	*43%*	**
											d			
1st Class large letter stamps	**530**	226	**	**	**	**	**	**	**	159	177	135	55	**
	42%	*48%*	**	**	**	**	**	**	**	*36%*	*46%*	*45%*	*40%*	**
											a	a		
2nd Class large letter stamps	**306**	135	**	**	**	**	**	**	**	94	91	74	46	**
	24%	*29%*	**	**	**	**	**	**	**	*21%*	*24%*	*25%*	*33%*	**
													abc	
Franked / metered mail 1st Class	**124**	61	**	**	**	**	**	**	**	13	20	43	47	**
	10%	*13%*	**	**	**	**	**	**	**	*3%*	*5%*	*14%*	*34%*	**
												ab	**abc**	
Franked / metered mail 2nd Class	**121**	55	**	**	**	**	**	**	**	10	16	50	45	**
	10%	*12%*	**	**	**	**	**	**	**	*2%*	*4%*	*17%*	*33%*	**
												ab	**abc**	
PPI - PPI 1st Class	**27**	17	**	**	**	**	**	**	**	2	11	5	9	**
	2%	*4%*	**	**	**	**	**	**	**	*1%*	*3%*	*2%*	*6%*	**
											a		**abc**	
PPI - PPI 2nd Class	**27**	14	**	**	**	**	**	**	**	2	8	7	9	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*6%*	**
												a	**abc**	
Bulk Mail	**26**	14	**	**	**	**	**	**	**	7	5	1	12	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*1%*	**%*	*8%*	**
													abc	
None of these (DO NOT READ OUT)	**26**	15	**	**	**	**	**	**	**	5	5	11	6	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*1%*	*4%*	*4%*	**
												ab	**ab**	
Don't Know (DO NOT READ OUT)	**4**	2	**	**	**	**	**	**	**	4	*	-	-	**
	****%***	*1%*	**	**	**	**	**	**	**	*1%*	**%*	*-%*	*-%*	**
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1317**	216	113	127	57	6	264	19	236	1223	94	1304	13
Weighted total	**1269**	199	108	121	45	4	264	12	201	1186	84	1261	8
Standard Stamped Mail 1st Class	**834**	138	70	76	14	**	159	**	134	790	45	831	**
	66%	*70%*	*65%*	*63%*	*31%*	**	*60%*	**	*67%*	*67%*	*53%*	*66%*	**
		d	d	d						b			
Standard Stamped Mail 2nd Class	**627**	86	63	60	16	**	132	**	87	593	34	625	**
	49%	*43%*	*58%*	*50%*	*37%*	**	*50%*	**	*43%*	*50%*	*40%*	*50%*	**
			ad										
1st Class large letter stamps	**530**	101	53	61	14	**	127	**	95	489	41	526	**
	42%	*51%*	*49%*	*50%*	*30%*	**	*48%*	**	*47%*	*41%*	*49%*	*42%*	**
		d	d	d									
2nd Class large letter stamps	**306**	50	37	41	7	**	84	**	47	282	24	304	**
	24%	*25%*	*35%*	*34%*	*16%*	**	*32%*	**	*23%*	*24%*	*28%*	*24%*	**
			d	d			c						
Franked / metered mail 1st Class	**124**	24	12	11	14	**	29	**	29	116	8	124	**
	10%	*12%*	*11%*	*9%*	*31%*	**	*11%*	**	*14%*	*10%*	*10%*	*10%*	**
					abc								
Franked / metered mail 2nd Class	**121**	19	10	12	15	**	28	**	25	112	9	118	**
	10%	*10%*	*9%*	*10%*	*32%*	**	*11%*	**	*12%*	*9%*	*10%*	*9%*	**
					abc								
PPI - PPI 1st Class	**27**	8	3	5	5	**	15	**	7	26	1	27	**
	2%	*4%*	*3%*	*5%*	*12%*	**	*6%*	**	*3%*	*2%*	*1%*	*2%*	**
					ab								
PPI - PPI 2nd Class	**27**	5	2	7	5	**	13	**	5	26	*	26	**
	2%	*3%*	*1%*	*6%*	*11%*	**	*5%*	**	*2%*	*2%*	*%*	*2%*	**
					ab								
Bulk Mail	**26**	3	*	2	10	**	15	**	*	22	5	26	**
	2%	*1%*	*%*	*2%*	*23%*	**	*6%*	**	*%*	*2%*	*6%*	*2%*	**
					abc		c				a		
None of these (DO NOT READ OUT)	**26**	4	-	10	2	**	11	**	3	24	2	26	**
	2%	*2%*	*-%*	*8%*	*4%*	**	*4%*	**	*2%*	*2%*	*2%*	*2%*	**
				ab	b								
Don't Know (DO NOT READ OUT)	**4**	2	*	-	-	**	2	**	*	3	1	3	**
	%	*1%*	*%*	*-%*	*-%*	**	*1%*	**	*%*	*%*	*1%*	*%*	**
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1317**	216	113	127	57	6	264	19	236	1223	94	1304	13
Weighted total	**1269**	199	108	121	45	4	264	12	201	1186	84	1261	8
Refused (DO NOT READ OUT)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1317**	47	124	202	19	394	125	395	1133	152	1
Weighted total	**1269**	45	117	190	15	354	123	388	1082	115	*
Standard Stamped Mail 1st Class	**834**	**	70	106	**	229	72	294	739	87	**
	66%	**	*60%* a	*56%*	**	*65%*	*59%*	*76%* b	*68%*	*75%*	**
Standard Stamped Mail 2nd Class	**627**	**	47	86	**	177	49	175	569	52	**
	49%	**	*40%*	*45%*	**	*50%* b	*40%*	*45%*	*53%* a	*45%*	**
1st Class large letter stamps	**530**	**	58	88	**	170	60	221	434	74	**
	42%	**	*50%*	*47%*	**	*48%*	*49%*	*57%* b	*40%*	*64%* b	**
2nd Class large letter stamps	**306**	**	30	57	**	104	33	95	244	34	**
	24%	** b	*25%*	*30%*	**	*29%*	*27%*	*24%*	*23%*	*30%*	**
Franked / metered mail 1st Class	**124**	**	8	23	**	51	10	34	106	23	**
	10%	**	*7%*	*12%*	**	*14%*	*8%*	*9%*	*10%*	*20%* **ab**	**
Franked / metered mail 2nd Class	**121**	**	9	26	**	45	11	32	108	18	**
	10%	**	*8%*	*14%*	**	*13%*	*9%*	*8%*	*10%*	*16%* **ab**	**
PPI - PPI 1st Class	**27**	**	4	7	**	18	4	8	15	2	**
	2%	**	*3%*	*3%*	**	*5%*	*3%*	*2%*	*1%*	*2%*	**
PPI - PPI 2nd Class	**27**	**	2	7	**	16	2	8	14	2	**
	2%	** b	*2%*	*4%*	**	*5%*	*2%*	*2%*	*1%*	*2%*	**
Bulk Mail	**26**	**	6	12	**	8	8	11	21	5	**
	2%	**	*5%*	*7%*	**	*2%*	*7%* a	*3%*	*2%*	*4%*	**
None of these (DO NOT READ OUT)	**26**	**	7	8	**	10	5	10	12	4	**
	2%	**	*6%*	*4%*	**	*3%*	*4%*	*3%* b	*1%*	*3%* b	**
Don't Know (DO NOT READ OUT)	**4**	**	-	3	**	2	-	1	1	-	**
	%	** b	*-%*	*2%*	**	*1%*	*-%*	*%*	*%*	*-%*	**
Refused (DO NOT READ OUT)	**-**	**	-	-	**	-	-	-	-	-	**
	-%	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1317	326	739	136	1	353	368	120	1	1188	811	446	1041	863	23
Weighted total	1269	311	670	102	*	332	335	103	*	1132	731	400	1012	778	26
Standard Stamped Mail 1st Class	834	226	434	71	**	215	221	59	**	772	467	253	834	433	**
	66%	73%	65%	69%	**	65%	66%	58%	**	68%	64%	63%	82%	56%	**
		b								b			b		
Standard Stamped Mail 2nd Class	627	133	304	42	**	155	167	42	**	585	319	198	439	627	**
	49%	43%	45%	41%	**	47%	50%	41%	**	52%	44%	50%	43%	81%	**
										b		b		a	
1st Class large letter stamps	530	210	404	65	**	175	161	53	**	455	436	194	530	295	**
	42%	67%	60%	64%	**	53%	48%	52%	**	40%	60%	48%	52%	38%	**
		b									ac	a	b		
2nd Class large letter stamps	306	109	239	28	**	91	102	35	**	255	254	118	239	306	**
	24%	35%	36%	28%	**	27%	30%	34%	**	22%	35%	29%	24%	39%	**
											a	a		a	
Franked / metered mail 1st Class	124	37	101	23	**	45	46	19	**	107	105	52	124	87	**
	10%	12%	15%	23%	**	14%	14%	19%	**	9%	14%	13%	12%	11%	**
				ab							a	a			
Franked / metered mail 2nd Class	121	32	95	16	**	45	42	16	**	109	98	48	91	121	**
	10%	10%	14%	16%	**	13%	13%	15%	**	10%	13%	12%	9%	16%	**
											a			a	
PPI - PPI 1st Class	27	11	20	5	**	14	12	4	**	18	25	20	27	22	**
	2%	3%	3%	5%	**	4%	4%	4%	**	2%	3%	5%	3%	3%	**
											a	a			
PPI - PPI 2nd Class	27	11	21	6	**	10	14	5	**	16	26	17	21	27	**
	2%	4%	3%	5%	**	3%	4%	5%	**	1%	4%	4%	2%	3%	**
											a	a			
Bulk Mail	26	7	14	4	**	12	12	7	**	23	17	12	21	16	**
	2%	2%	2%	4%	**	4%	3%	7%	**	2%	2%	3%	2%	2%	**
None of these (DO NOT READ OUT)	26	12	13	5	**	12	8	7	**	16	19	13	-	-	**
	2%	4%	2%	4%	**	3%	2%	6%	**	1%	3%	3%	-%	-%	**
								b				a			
Don't Know (DO NOT READ OUT)	4	4	1	1	**	2	-	-	**	1	4	2	-	-	**
	*%	1%	*%	1%	**	1%	-%	-%	**	*%	1%	1%	-%	-%	**
		b													
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1317**	325	219	246	57	53	980	839	33	21	21	3
Weighted total	**1269**	287	178	227	57	42	956	755	31	17	23	5
Standard Stamped Mail 1st Class	**834**	210	107	155	36	24	782	415	**	**	**	**
	66%	*73%*	*60%*	*68%*	*64%*	*57%*	*82%*	*55%*	**	**	**	**
		be					b					
Standard Stamped Mail 2nd Class	**627**	141	125	119	25	17	418	589	**	**	**	**
	49%	*49%*	*70%*	*53%*	*45%*	*40%*	*44%*	*78%*	**	**	**	**
			acde					a				
1st Class large letter stamps	**530**	159	81	134	35	22	499	280	**	**	**	**
	42%	*55%*	*46%*	*59%*	*62%*	*52%*	*52%*	*37%*	**	**	**	**
		b		b	b		b					
2nd Class large letter stamps	**306**	76	82	70	19	12	228	278	**	**	**	**
	24%	*27%*	*46%*	*31%*	*33%*	*29%*	*24%*	*37%*	**	**	**	**
			ace					a				
Franked / metered mail 1st Class	**124**	42	28	27	10	13	114	83	**	**	**	**
	10%	*14%*	*16%*	*12%*	*18%*	*31%*	*12%*	*11%*	**	**	**	**
						abc						
Franked / metered mail 2nd Class	**121**	34	36	25	8	11	86	118	**	**	**	**
	10%	*12%*	*20%*	*11%*	*14%*	*27%*	*9%*	*16%*	**	**	**	**
			ac			**ac**		a				
PPI - PPI 1st Class	**27**	12	8	11	2	3	19	20	**	**	**	**
	2%	*4%*	*5%*	*5%*	*4%*	*7%*	*2%*	*3%*	**	**	**	**
PPI - PPI 2nd Class	**27**	9	11	7	3	4	14	22	**	**	**	**
	2%	*3%*	*6%*	*3%*	*5%*	*10%*	*2%*	*3%*	**	**	**	**
						ac		a				
Bulk Mail	**26**	9	5	8	8	4	17	13	**	**	**	**
	2%	*3%*	*3%*	*4%*	*14%*	*9%*	*2%*	*2%*	**	**	**	**
					abc	**ab**						
None of these (DO NOT READ OUT)	**26**	8	5	4	4	*	7	8	**	**	**	**
	2%	*3%*	*3%*	*2%*	*7%*	*%*	*1%*	*1%*	**	**	**	**
					c							
Don't Know (DO NOT READ OUT)	**4**	-	-	2	-	-	1	-	**	**	**	**
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1317**	1287	1146	1295	1102	1301	804	1259	346	3	1151	32	167	1150
Weighted total	**1269**	1234	1062	1243	1021	1248	767	1215	295	2	1083	44	172	1098
Standard Stamped Mail 1st Class	**834**	812	696	813	652	817	487	799	212	**	722	**	94	740
	66%	*66%*	*66%*	*65%*	*64%*	*65%*	*63%*	*66%*	*72%*	**	*67%*	**	*55%*	*67%*
									ab					a
Standard Stamped Mail 2nd Class	**627**	611	516	613	500	621	363	608	145	**	546	**	73	554
	49%	*50%*	*49%*	*49%*	*49%*	*50%*	*47%*	*50%*	*49%*	**	*50%*	**	*43%*	*50%*
1st Class large letter stamps	**530**	520	477	523	443	520	346	514	145	**	446	**	81	448
	42%	*42%*	*45%*	*42%*	*43%*	*42%*	*45%*	*42%*	*49%*	**	*41%*	**	*47%*	*41%*
									b					
2nd Class large letter stamps	**306**	297	277	299	259	301	185	298	84	**	260	**	40	265
	24%	*24%*	*26%*	*24%*	*25%*	*24%*	*24%*	*25%*	*28%*	**	*24%*	**	*23%*	*24%*
Franked / metered mail 1st Class	**124**	121	116	122	106	122	79	121	28	**	107	**	14	110
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	**	*10%*	**	*8%*	*10%*
Franked / metered mail 2nd Class	**121**	117	115	119	104	119	73	118	25	**	105	**	15	106
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*9%*	*10%*	*9%*	**	*10%*	**	*9%*	*10%*
PPI - PPI 1st Class	**27**	27	27	27	20	27	13	27	5	**	19	**	7	20
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*4%*	*2%*
PPI - PPI 2nd Class	**27**	27	27	27	23	27	16	27	5	**	19	**	11	16
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*6%*	*1%*
													b	
Bulk Mail	**26**	26	24	26	24	26	22	22	13	**	19	**	8	18
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	**	*2%*	**	*5%*	*2%*
									b			a	b	
None of these (DO NOT READ OUT)	**26**	20	17	23	19	24	18	17	8	**	19	**	7	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	**	*2%*	**	*4%*	*2%*
Don't Know (DO NOT READ OUT)	**4**	4	4	4	4	4	3	4	1	**	2	**	4	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*2%*	*%*
													b	
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1317**	174	11	51	168	144	929	241	132	58	1119	745	572
Weighted total	**1269**	167	15	49	156	122	897	245	120	55	1092	714	555
Standard Stamped Mail 1st Class	**834**	98	**	29	88	67	602	161	76	23	736	478	356
	66%	*58%*	**	*58%*	*57%*	*55%*	*67%*	*66%*	*63%*	*41%*	*67%*	*67%*	*64%*
							a	a	b		b		
Standard Stamped Mail 2nd Class	**627**	70	**	25	65	52	448	124	54	25	548	343	284
	49%	*42%*	**	*50%*	*42%*	*43%*	*50%*	*50%*	*45%*	*45%*	*50%*	*48%*	*51%*
1st Class large letter stamps	**530**	82	**	18	81	58	367	103	56	16	457	296	234
	42%	*49%*	**	*37%*	*52%*	*47%*	*41%*	*42%*	*47%*	*29%*	*42%*	*41%*	*42%*
									b		b		
2nd Class large letter stamps	**306**	50	**	14	47	33	202	69	35	10	260	162	144
	24%	*30%*	**	*28%*	*30%*	*27%*	*23%*	*28%*	*29%*	*19%*	*24%*	*23%*	*26%*
Franked / metered mail 1st Class	**124**	20	**	4	22	19	83	23	9	9	103	79	45
	10%	*12%*	**	*8%*	*14%*	*15%*	*9%*	*9%*	*8%*	*17%*	*9%*	*11%*	*8%*
						b							
Franked / metered mail 2nd Class	**121**	22	**	3	25	15	72	32	11	10	98	76	45
	10%	*13%*	**	*6%*	*16%*	*13%*	*8%*	*13%*	*9%*	*18%*	*9%*	*11%*	*8%*
								b		c			
PPI - PPI 1st Class	**27**	8	**	1	6	8	17	2	9	*	18	10	16
	2%	*5%*	**	*3%*	*4%*	*7%*	*2%*	*1%*	*7%*	*%*	*2%*	*1%*	*3%*
						bc			**bc**				
PPI - PPI 2nd Class	**27**	7	**	2	6	9	16	1	7	1	18	9	18
	2%	*4%*	**	*4%*	*4%*	*8%*	*2%*	*1%*	*6%*	*2%*	*2%*	*1%*	*3%*
						bc			c				a
Bulk Mail	**26**	12	**	4	8	15	12	-	10	*	16	18	9
	2%	*7%*	**	*8%*	*5%*	*12%*	*1%*	*-%*	*8%*	*1%*	*2%*	*2%*	*2%*
						bc			**bc**				
None of these (DO NOT READ OUT)	**26**	6	**	4	4	4	15	7	7	5	13	6	20
	2%	*4%*	**	*7%*	*2%*	*3%*	*2%*	*3%*	*6%*	*9%*	*1%*	*1%*	*4%*
									c	c			a
Don't Know (DO NOT READ OUT)	**4**	3	**	1	2	*	4	-	2	-	2	4	-
	%	*2%*	**	*2%*	*1%*	*%*	*%*	*-%*	*2%*	*-%*	*%*	*1%*	*-%*
									c				
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1317**	129	108	108	131	118	114	132	79	90	126	105	77
Weighted total	**1269**	86	119	120	87	138	117	76	82	140	130	112	63
Standard Stamped Mail 1st Class	**834**	65	79	74	50	93	77	55	56	99	86	64	36
	66%	*75%*	*67%*	*62%*	*58%*	*67%*	*66%*	*73%*	*69%*	*71%*	*66%*	*57%*	*57%*
		cdkl						**dkl**		d			
Standard Stamped Mail 2nd Class	**627**	41	54	53	42	67	61	40	43	71	62	52	41
	49%	*48%*	*45%*	*44%*	*48%*	*48%*	*52%*	*53%*	*52%*	*51%*	*48%*	*47%*	*65%*
													abcdejk
1st Class large letter stamps	**530**	31	34	50	41	68	67	31	38	54	51	37	28
	42%	*35%*	*29%*	*42%*	*47%*	*49%*	*57%*	*41%*	*46%*	*38%*	*39%*	*33%*	*44%*
				b	**bk**	**abk**	**abcgijk**		b				b
2nd Class large letter stamps	**306**	24	17	24	25	30	37	24	21	30	29	25	19
	24%	*27%*	*14%*	*20%*	*28%*	*22%*	*32%*	*32%*	*26%*	*21%*	*22%*	*23%*	*31%*
		b			b		**bc**	**bc**					b
Franked / metered mail 1st Class	**124**	9	11	9	12	10	9	8	2	19	9	19	8
	10%	*10%*	*10%*	*7%*	*13%*	*7%*	*8%*	*11%*	*2%*	*13%*	*7%*	*17%*	*12%*
		h	h		h			h		h		**cefhj**	h
Franked / metered mail 2nd Class	**121**	4	10	15	10	12	14	5	2	16	12	13	8
	10%	*5%*	*8%*	*12%*	*11%*	*9%*	*12%*	*7%*	*3%*	*12%*	*9%*	*12%*	*12%*
				ah	h		**ah**			h		**ah**	**ah**
PPI - PPI 1st Class	**27**	1	*	2	2	*	2	*	3	2	4	6	3
	2%	*1%*	**%*	*2%*	*3%*	**%*	*2%*	*1%*	*3%*	*1%*	*3%*	*6%*	*5%*
												abeg	**beg**
PPI - PPI 2nd Class	**27**	*	1	2	2	1	4	1	3	2	3	5	3
	2%	**%*	**%*	*2%*	*2%*	*1%*	*4%*	*2%*	*3%*	*1%*	*2%*	*5%*	*5%*
							a					a	a
Bulk Mail	**26**	3	2	4	2	-	4	1	4	5	-	-	2
	2%	*3%*	*2%*	*3%*	*3%*	*-%*	*4%*	*1%*	*5%*	*3%*	*-%*	*-%*	*3%*
		j		j			**ej**		**ejk**	**ej**			
None of these (DO NOT READ OUT)	**26**	-	2	4	1	2	2	1	3	7	1	1	-
	2%	*-%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*4%*	*5%*	*1%*	*1%*	*-%*
				a					a	a			
Don't Know (DO NOT READ OUT)	**4**	-	2	-	-	-	-	*	-	-	1	-	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1317**	345	363	301	308
Weighted total	**1269**	325	342	298	304
Standard Stamped Mail 1st Class	**834**	218	220	211	185
	66%	*67%*	*64%*	*71%*	*61%*
				d	
Standard Stamped Mail 2nd Class	**627**	148	170	154	155
	49%	*46%*	*50%*	*52%*	*51%*
1st Class large letter stamps	**530**	115	176	123	116
	42%	*35%*	*52%*	*41%*	*38%*
			acd		
2nd Class large letter stamps	**306**	65	92	75	74
	24%	*20%*	*27%*	*25%*	*24%*
			a		
Franked / metered mail 1st Class	**124**	28	31	29	36
	10%	*9%*	*9%*	*10%*	*12%*
Franked / metered mail 2nd Class	**121**	28	35	24	33
	10%	*9%*	*10%*	*8%*	*11%*
PPI - PPI 1st Class	**27**	3	5	5	13
	2%	*1%*	*2%*	*2%*	*4%*
					ab
PPI - PPI 2nd Class	**27**	2	7	6	11
	2%	*1%*	*2%*	*2%*	*3%*
					a
Bulk Mail	**26**	8	7	10	2
	2%	*3%*	*2%*	*3%*	*1%*
		d		d	
None of these (DO NOT READ OUT)	**26**	6	6	11	3
	2%	*2%*	*2%*	*4%*	*1%*
				d	
Don't Know (DO NOT READ OUT)	**4**	2	-	*	1
	****%***	*1%*	*-%*	**%*	**%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**789**	606	131	35	17	183	245	193	52	23	46
Weighted total	**834**	813	15	5	2	22	313	227	44	17	25
0-24%	**172**	166	4	**	**	6	54	53	8	**	**
	21%	*20%*	*28%*	**	**	*27%*	*17%*	*23%*	*17%*	**	**
			a								**ac**
25-49%	**90**	87	1	**	**	2	34	24	2	**	**
	11%	*11%*	*8%*	**	**	*11%*	*11%*	*10%*	*5%*	**	**
											c
50-74%	**186**	181	4	**	**	5	76	38	7	**	**
	22%	*22%*	*26%*	**	**	*24%*	*24%*	*17%*	*17%*	**	**
							b				
75-100%	**306**	300	4	**	**	6	115	95	26	**	**
	37%	*37%*	*27%*	**	**	*27%*	*37%*	*42%*	*60%*	**	**
		be					e	e	**abe**		
Don't know	**80**	77	2	**	**	2	33	18	1	**	**
	10%	*10%*	*10%*	**	**	*10%*	*11%*	*8%*	*1%*	**	**
							ce				
Answered	**755**	735	14	**	**	20	280	209	44	**	**
Mean	**56.91**	57.11	50.33	**	**	49.29	59.63	57.00	69.02	**	**
		be					e	e	**be**		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**789**	74	36	87	18	46	95	65	38	38	497	89	105	98
Weighted total	**834**	109	57	126	22	62	148	86	53	50	712	37	45	41
0-24%	**172**	27	**	10	**	**	40	17	**	**	143	11	9	10
	21%	*25%*	**	*8%*	**	**	*27%*	*20%*	**	**	*20%*	*29%*	*20%*	*24%*
		ci				**bcij**	**ci**	c	**ci**		**ci**	**ci**	**ci**	**ci**
25-49%	**90**	12	**	11	**	**	25	9	**	**	71	3	5	10
	11%	*11%*	**	*9%*	**	**	*17%*	*11%*	**	**	*10%*	*8%*	*12%*	*25%*
		h					**eh**	h			h		**habceghij**	
														kl
50-74%	**186**	25	**	29	**	**	34	20	**	**	164	8	8	6
	22%	*23%*	**	*23%*	**	**	*23%*	*24%*	**	**	*23%*	*22%*	*17%*	*15%*
75-100%	**306**	38	**	63	**	**	43	24	**	**	261	13	20	12
	37%	*35%*	**	*50%*	**	**	*29%*	*28%*	**	**	*37%*	*35%*	*44%*	*30%*
			efgmaefgjkm										**efgm**	
Don't know	**80**	8	**	12	**	**	7	15	**	**	72	2	3	2
	10%	*7%*	**	*9%*	**	**	*5%*	*18%*	**	**	*10%*	*6%*	*7%*	*5%*
						fklm		**fklm**		**acfhjklm**				
Answered	**755**	101	**	114	**	**	141	70	**	**	639	35	41	39
Mean	**56.91**	53.86	**	69.46	**	**	50.72	52.85	**	**	57.50	54.28	58.14	48.25
			efmaefgjkl						**em**	**efm**	**em**		**em**	
				m										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**789**	37	65	20	84	153	18	55	352	569	220	707	82
Weighted total	**834**	28	58	18	82	191	18	72	363	628	207	762	72
0-24%	**172**	**	9	**	7	28	**	23	90	134	39	161	11
	21%	**	*15%*	**	*9%*	*15%*	**	*32%*	*25%*	*21%*	*19%*	*21%*	*15%*
		bde						**bde**	**de**				
25-49%	**90**	**	10	**	6	17	**	10	41	70	20	78	11
	11%	**	*18%*	**	*7%*	*9%*	**	*14%*	*11%*	*11%*	*10%*	*10%*	*16%*
			de										
50-74%	**186**	**	18	**	24	50	**	17	70	134	53	174	12
	22%	**	*31%*	**	*29%*	*26%*	**	*23%*	*19%*	*21%*	*25%*	*23%*	*17%*
			h		h								
75-100%	**306**	**	16	**	40	77	**	13	125	226	80	278	29
	37%	**	*28%*	**	*49%*	*40%*	**	*18%*	*35%*	*36%*	*39%*	*36%*	*40%*
					abgh	g			g				
Don't know	**80**	**	5	**	5	18	**	9	37	65	15	71	9
	10%	**	*8%*	**	*7%*	*10%*	**	*13%*	*10%*	*10%*	*7%*	*9%*	*12%*
Answered	**755**	**	53	**	76	173	**	62	326	563	192	692	63
Mean	**56.91**	**	56.14	**	67.05	61.57	**	45.05	53.00	56.08	59.34	56.46	61.88
					abgh	**agh**							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**789**	752	37	480	116	186
Weighted total	**834**	782	53	519	127	178
0-24%	**172**	159	**	93	32	44
	21%	*20%*	**	*18%*	*25%*	*25%* a
25-49%	**90**	81	**	46	19	25
	11%	*10%*	**	*9%*	*15%*	*14%* a
50-74%	**186**	174	**	115	34	37
	22%	*22%*	**	*22%*	*27%*	*21%*
75-100%	**306**	294	**	213	34	52
	37%	*38%*	**	*41%* **bc**	*27%*	*29%*
Don't know	**80**	74	**	52	8	20
	10%	*10%*	**	*10%*	*6%*	*11%*
Answered	**755**	708	**	468	119	158
Mean	**56.91**	57.48	**	60.61 **bc**	50.30	50.24

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**789**	693	84	6	2	2	1	1	-	777	12	6	261	432	96
Weighted total	**834**	746	81	5	*	*	2	*	-	827	8	3	317	429	89
0-24%	**172**	141	25	**	**	**	**	**	**	166	**	**	50	91	31
	21%	*19%*	*31%*	**	**	**	**	**	**	*20%*	**	**	*16%*	*21%*	*35%*
			ai												**ab**
25-49%	**90**	80	10	**	**	**	**	**	**	90	**	**	28	52	10
	11%	*11%*	*12%*	**	**	**	**	**	**	*11%*	**	**	*9%*	*12%*	*11%*
50-74%	**186**	166	20	**	**	**	**	**	**	186	**	**	62	104	20
	22%	*22%*	*25%*	**	**	**	**	**	**	*23%*	**	**	*20%*	*24%*	*23%*
75-100%	**306**	286	19	**	**	**	**	**	**	305	**	**	144	142	20
	37%	*38%*	*23%*	**	**	**	**	**	**	*37%*	**	**	*46%*	*33%*	*23%*
		b								b			**bc**		
Don't know	**80**	73	7	**	**	**	**	**	**	79	**	**	33	40	7
	10%	*10%*	*9%*	**	**	**	**	**	**	*10%*	**	**	*10%*	*9%*	*8%*
Answered	**755**	673	74	**	**	**	**	**	**	747	**	**	284	389	82
Mean	**56.91**	58.63	45.07	**	**	**	**	**	**	57.29	**	**	64.04	54.68	42.76
		b								b			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**789**	735	461	789	299	208	527	744	27	11	4	-	2	1
Weighted total	**834**	772	467	834	301	206	535	797	25	7	1	-	2	2
0-24%	**172**	156	113	172	66	54	118	155	**	**	**	**	**	**
	21%	*20%*	*24%*	*21%*	*22%*	*26%*	*22%*	*19%*	**	**	**	**	**	**
25-49%	**90**	82	55	90	37	29	55	89	**	**	**	**	**	**
	11%	*11%*	*12%*	*11%*	*12%*	*14%*	*10%*	*11%*	**	**	**	**	**	**
50-74%	**186**	172	124	186	79	45	133	182	**	**	**	**	**	**
	22%	*22%*	*26%*	*22%*	*26%*	*22%*	*25%*	*23%*	**	**	**	**	**	**
75-100%	**306**	290	129	306	94	53	181	298	**	**	**	**	**	**
	37%	*38%*	*28%*	*37%*	*31%*	*26%*	*34%*	*37%*	**	**	**	**	**	**
		bde		**be**			**be**							
Don't know	**80**	72	47	80	26	25	48	74	**	**	**	**	**	**
	10%	*9%*	*10%*	*10%*	*8%*	*12%*	*9%*	*9%*	**	**	**	**	**	**
Answered	**755**	701	420	755	276	181	487	723	**	**	**	**	**	**
Mean	**56.91**	57.48	50.28	56.91	53.37	48.69	54.86	57.80	**	**	**	**	**	**
		be		**be**			**be**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**789**	294	2	1	-	1	1	-	2	268	264	175	78	4
Weighted total	**834**	299	2	*	-	*	*	-	*	309	281	176	65	4
0-24%	**172**	64	**	**	**	**	**	**	**	42	61	43	24	**
	21%	*21%*	**	**	**	**	**	**	**	*14%*	*22%*	*24%*	*36%*	**
											a	a	**ab**	
25-49%	**90**	37	**	**	**	**	**	**	**	28	22	32	8	**
	11%	*12%*	**	**	**	**	**	**	**	*9%*	*8%*	*18%*	*13%*	**
												ab		
50-74%	**186**	79	**	**	**	**	**	**	**	73	69	31	13	**
	22%	*27%*	**	**	**	**	**	**	**	*24%*	*24%*	*18%*	*20%*	**
75-100%	**306**	94	**	**	**	**	**	**	**	132	99	64	11	**
	37%	*31%*	**	**	**	**	**	**	**	*43%*	*35%*	*36%*	*17%*	**
										d	d	d		
Don't know	**80**	26	**	**	**	**	**	**	**	33	31	6	8	**
	10%	*9%*	**	**	**	**	**	**	**	*11%*	*11%*	*3%*	*13%*	**
										c	c		c	
Answered	**755**	274	**	**	**	**	**	**	**	276	250	170	56	**
Mean	**56.91**	53.77	**	**	**	**	**	**	**	64.65	56.09	52.35	38.72	**
										bcd	d	d		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**789**	144	70	65	16	4	142	10	147	738	51	782	7
Weighted total	**834**	138	70	76	14	3	159	8	134	790	45	831	3
0-24%	**172**	27	11	21	**	**	46	**	20	160	12	170	**
	21%	*20%*	*15%*	*28%*	**	**	*29%* c	**	*15%*	*20%*	*28%*	*20%*	**
25-49%	**90**	19	8	8	**	**	18	**	15	84	6	89	**
	11%	*14%*	*11%*	*11%*	**	**	*11%*	**	*12%*	*11%*	*13%*	*11%*	**
50-74%	**186**	49	18	12	**	**	34	**	45	179	8	186	**
	22%	*35%* c	*25%*	*15%*	**	**	*21%*	**	*34%* a	*23%*	*18%*	*22%*	**
75-100%	**306**	39	29	20	**	**	43	**	48	295	11	306	**
	37%	*28%*	*41%*	*27%*	**	**	*27%*	**	*36%*	*37%*	*26%*	*37%*	**
Don't know	**80**	5	6	15	**	**	19	**	5	72	7	79	**
	10%	*4%*	*8%*	*19%* a	**	**	*12%* c	**	*4%*	*9%*	*16%*	*10%*	**
Answered	**755**	133	65	61	**	**	140	**	129	717	37	752	**
Mean	**56.91**	54.39	59.72 c	47.73	**	**	48.23	**	59.34 a	57.48 b	46.09	57.10	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**789**	17	67	98	15	231	68	279	697	89	1
Weighted total	**834**	19	70	106	12	229	72	294	739	87	*
0-24%	**172**	**	18	27	**	48	18	43	153	16	**
	21%	**	*26%*	*26%*	**	*21%*	*25%*	*15%*	*21%* a	*18%*	**
25-49%	**90**	**	6	9	**	31	6	34	77	15	**
	11%	**	*9%*	*9%*	**	*13%*	*8%*	*12%*	*10%*	*17%*	**
50-74%	**186**	**	14	18	**	62	17	81	162	29	**
	22%	**	*20%*	*17%*	**	*27%*	*23%*	*28%*	*22%*	*34%* b	**
75-100%	**306**	**	20	37	**	74	20	106	284	23	**
	37%	**	*29%*	*35%*	**	*32%*	*28%*	*36%*	*38%* c	*26%*	**
Don't know	**80**	**	11	14	**	15	11	29	64	4	**
	10%	**	*16%*	*14%*	**	*6%*	*15%* a	*10%*	*9%*	*5%*	**
Answered	**755**	**	59	91	**	215	61	265	675	83	**
Mean	**56.91**	**	49.22	52.49	**	54.17	50.56	58.68	57.58	52.98	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**789**	217	422	78	1	203	228	66	1	735	459	256	789	439	8
Weighted total	**834**	226	434	71	*	215	221	59	*	772	467	253	834	433	13
0-24%	**172**	41	109	21	**	40	49	18	**	156	113	51	172	131	**
	21%	*18%*	*25%* a	*30%* a	**	*19%*	*22%*	*30%* a	**	*20%*	*24%*	*20%*	*21%*	*30%* a	**
25-49%	**90**	34	50	10	**	29	30	8	**	82	55	33	90	74	**
	11%	*15%*	*11%*	*14%*	**	*13%*	*13%*	*13%*	**	*11%*	*12%*	*13%*	*11%*	*17%* a	**
50-74%	**186**	61	112	25	**	60	53	18	**	172	124	70	186	98	**
	22%	*27%*	*26%*	*35%*	**	*28%*	*24%*	*31%*	**	*22%*	*26%*	*28%*	*22%*	*23%*	**
75-100%	**306**	60	123	13	**	62	75	13	**	290	128	84	306	82	**
	37%	*27%*	*28%*	*19%*	**	*29%*	*34%*	*21%*	**	*38%* b	*28%*	*33%*	*37%* b	*19%*	**
Don't know	**80**	29	39	1	**	23	15	3	**	72	47	15	80	50	**
	10%	*13%* c	*9%* c	*2%*	**	*11%*	*7%*	*5%*	**	*9%*	*10%*	*6%*	*10%*	*11%*	**
Answered	**755**	197	394	69	**	191	206	57	**	701	420	239	755	384	**
Mean	**56.91**	51.54	50.31	45.41	**	53.73	54.39	45.94	**	57.48 b	50.28	54.90	56.91 b	41.71	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**789**	216	117	151	34	28	730	422	17	14	8	1
Weighted total	**834**	210	107	155	36	24	782	415	18	11	9	2
0-24%	**172**	38	39	26	**	**	155	130	**	**	**	**
	21%	*18%*	*36%*	*17%*	**	**	*20%*	*31%*	**	**	**	**
			ac					a				
25-49%	**90**	27	17	24	**	**	87	71	**	**	**	**
	11%	*13%*	*16%*	*16%*	**	**	*11%*	*17%*	**	**	**	**
								a				
50-74%	**186**	56	26	41	**	**	171	86	**	**	**	**
	22%	*26%*	*24%*	*26%*	**	**	*22%*	*21%*	**	**	**	**
75-100%	**306**	76	19	53	**	**	300	86	**	**	**	**
	37%	*36%*	*18%*	*34%*	**	**	*38%*	*21%*	**	**	**	**
		b		b			b					
Don't know	**80**	13	6	11	**	**	69	43	**	**	**	**
	10%	*6%*	*6%*	*7%*	**	**	*9%*	*10%*	**	**	**	**
Answered	**755**	197	101	144	**	**	712	373	**	**	**	**
Mean	**56.91**	57.01	39.73	55.54	**	**	57.96	41.81	**	**	**	**
		b		b			b					

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**789**	771	684	773	652	777	477	754	222	2	694	19	84	705
Weighted total	**834**	812	696	813	652	817	487	799	212	2	722	27	94	740
0-24%	**172**	170	146	170	134	172	87	168	36	**	152	**	18	154
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*18%*	*21%*	*17%*	**	*21%*	**	*19%*	*21%*
25-49%	**90**	87	77	87	68	88	50	85	23	**	81	**	12	78
	11%	*11%*	*11%*	*11%*	*10%*	*11%*	*10%*	*11%*	*11%*	**	*11%*	**	*13%*	*10%*
50-74%	**186**	182	160	182	148	186	120	181	54	**	153	**	24	162
	22%	*22%*	*23%*	*22%*	*23%*	*23%*	*25%*	*23%*	*25%*	**	*21%*	**	*26%*	*22%*
75-100%	**306**	303	257	303	246	298	184	296	73	**	273	**	31	275
	37%	*37%*	*37%*	*37%*	*38%*	*37%*	*38%*	*37%*	*34%*	**	*38%*	**	*33%*	*37%*
Don't know	**80**	71	56	71	55	73	46	68	26	**	64	**	8	71
	10%	*9%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*12%*	**	*9%*	**	*9%*	*10%*
Answered	**755**	741	640	741	597	744	441	730	185	**	658	**	86	669
Mean	**56.91**	57.00	56.48	57.00	57.10	56.53	58.59	56.83	57.68	**	57.17	**	54.80	57.18

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**789**	94	5	23	89	77	568	142	72	24	692	440	349
Weighted total	**834**	98	8	29	88	67	602	161	76	23	736	478	356
0-24%	**172**	27	**	**	24	24	107	41	20	**	148	92	80
	21%	*28%*	**	**	*27%*	*36%* b	*18%*	*25%* b	*27%*	**	*20%*	*19%*	*23%*
25-49%	**90**	10	**	**	8	8	55	26	6	**	78	51	38
	11%	*11%*	**	**	*9%*	*11%*	*9%*	*16%* b	*7%*	**	*11%*	*11%*	*11%*
50-74%	**186**	15	**	**	11	13	141	33	21	**	159	102	84
	22%	*15%*	**	**	*13%*	*19%*	*23%*	*20%*	*28%*	**	*22%*	*21%*	*24%*
75-100%	**306**	35	**	**	34	14	243	47	24	**	278	187	119
	37%	*36%*	**	**	*39%*	*21%*	*40%* **ac**	*29%*	*32%*	**	*38%*	*39%*	*34%*
Don't know	**80**	11	**	**	10	9	56	15	5	**	74	46	34
	10%	*11%*	**	**	*11%*	*13%*	*9%*	*9%*	*6%*	**	*10%*	*10%*	*9%*
Answered	**755**	87	**	**	78	59	547	146	71	**	662	432	322
Mean	**56.91**	50.81	**	**	53.18	42.38	59.96 **ac**	50.94	51.97	**	57.74	58.93	54.20

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**789**	74	61	68	65	74	70	78	48	64	85	60	42
Weighted total	**834**	65	79	74	50	93	77	55	56	99	86	64	36
0-24%	**172**	11	16	11	7	16	23	11	**	30	19	13	**
	21%	*17%*	*20%*	*15%*	*14%*	*18%*	*30%*	*20%*	**	*30%*	*22%*	*20%*	**
							cdh			**cdh**			
25-49%	**90**	5	9	5	5	7	8	5	**	12	8	12	**
	11%	*8%*	*12%*	*7%*	*10%*	*8%*	*10%*	*9%*	**	*12%*	*9%*	*18%*	**
													acegj
50-74%	**186**	17	6	23	12	25	27	5	**	10	16	17	**
	22%	*27%*	*8%*	*32%*	*25%*	*27%*	*35%*	*10%*	**	*10%*	*18%*	*27%*	**
		bgi		**bgi**	**bgi**	**bgi**	**bgij**		**bgij**			**bgi**	
75-100%	**306**	23	40	26	25	38	13	29	**	30	39	20	**
	37%	*35%*	*50%*	*35%*	*50%*	*41%*	*17%*	*52%*	**	*30%*	*45%*	*32%*	**
		f	**fhikl**	f	**fhikl**	f		**acfhikl**			**fhl**		
Don't know	**80**	8	8	8	1	6	6	5	**	18	4	2	**
	10%	*13%*	*10%*	*11%*	*1%*	*7%*	*8%*	*9%*	**	*18%*	*5%*	*4%*	**
		d	d	d				d	**djk**	**dejk**			d
Answered	**755**	57	71	66	50	86	71	50	**	81	82	61	**
Mean	**56.91**	59.77	61.69	60.04	63.58	58.14	44.52	65.44	**	48.41	58.01	56.20	**
		f	f	f	**fil**	f		**fil**	f		f	f	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**789**	203	209	190	187
Weighted total	**834**	218	220	211	185
0-24%	**172**	38	47	48	40
	21%	*17%*	*21%*	*23%*	*21%*
25-49%	**90**	20	20	22	28
	11%	*9%*	*9%*	*10%*	*15%*
50-74%	**186**	47	65	35	40
	22%	*21%*	*29%*	*17%*	*22%*
			c		
75-100%	**306**	89	76	74	68
	37%	*41%*	*35%*	*35%*	*36%*
Don't know	**80**	24	13	32	10
	10%	*11%*	*6%*	*15%*	*6%*
		bd		**bd**	
Answered	**755**	194	207	178	175
Mean	**56.91**	60.57	54.76	56.72	55.60

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**632**	472	108	39	13	160	188	144	46	17	33
Weighted total	**627**	608	13	5	2	20	229	157	33	16	18
0-24%	**161**	156	3	**	**	5	59	45	**	**	**
	26%	*26%*	*26%*	**	**	*25%*	*26%*	*29%*	**	**	**
25-49%	**82**	79	2	**	**	3	32	15	**	**	**
	13%	*13%*	*14%*	**	**	*15%*	*14%*	*10%*	**	**	**
											abc
50-74%	**116**	112	2	**	**	4	41	33	**	**	**
	18%	*18%*	*16%*	**	**	*20%*	*18%*	*21%*	**	**	**
				abe				c			
75-100%	**209**	203	5	**	**	6	71	48	**	**	**
	33%	*33%*	*35%*	**	**	*31%*	*31%*	*31%*	**	**	**
Don't know	**59**	58	1	**	**	2	25	15	**	**	**
	9%	*9%*	*9%*	**	**	*8%*	*11%*	*10%*	**	**	**
Answered	**568**	550	12	**	**	18	203	142	**	**	**
Mean	**52.76**	52.83	52.78	**	**	50.80	50.92	51.94	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**632**	60	23	49	18	47	65	49	30	41	382	83	80	87
Weighted total	**627**	88	37	67	20	68	91	57	37	58	523	35	33	36
0-24%	**161**	29	**	**	**	**	23	**	**	**	137	7	11	6
	26%	*33%*	**	**	**	**	*25%*	**	**	**	*26%*	*20%*	*32%*	*17%*
		m		**km**									m	
25-49%	**82**	11	**	**	**	**	19	**	**	**	71	3	3	4
	13%	*12%*	**	**	**	**	*21%*	**	**	**	*14%*	*10%*	*10%*	*11%*
		i		i		i	i	i			i			
50-74%	**116**	17	**	**	**	**	18	**	**	**	93	5	8	10
	18%	*19%*	**	**	**	**	*20%*	**	**	**	*18%*	*14%*	*23%*	*27%*
														ck
75-100%	**209**	27	**	**	**	**	27	**	**	**	168	18	9	15
	33%	*30%*	**	**	**	**	*29%*	**	**	**	*32%*	*51%*	*27%*	*41%*
									acefgjl			**acefgjl**		c
Don't know	**59**	4	**	**	**	**	4	**	**	**	53	2	3	2
	9%	*5%*	**	**	**	**	*4%*	**	**	**	*10%*	*5%*	*8%*	*4%*
								m		**afkm**				
Answered	**568**	83	**	**	**	**	87	**	**	**	470	33	30	35
Mean	**52.76**	48.53	**	**	**	**	48.15	**	**	**	51.67	63.39	47.90	61.67
										c		**acefjl**		**acfjl**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**632**	37	50	10	46	123	16	35	313	446	186	556	76
Weighted total	**627**	33	40	9	42	145	10	42	306	475	152	569	58
0-24%	**161**	**	**	**	**	30	**	**	79	126	35	146	15
	26%	**	**	**	**	*20%*	**	**	*26%*	*26%*	*23%*	*26%*	*26%*
			a		a			**aeh**					
25-49%	**82**	**	**	**	**	23	**	**	37	67	15	76	6
	13%	**	**	**	**	*16%*	**	**	*12%*	*14%*	*10%*	*13%*	*10%*
50-74%	**116**	**	**	**	**	33	**	**	49	86	30	108	7
	18%	**	**	**	**	*23%*	**	**	*16%*	*18%*	*20%*	*19%*	*12%*
75-100%	**209**	**	**	**	**	52	**	**	114	154	56	185	24
	33%	**	**	**	**	*36%*	**	**	*37%*	*32%*	*37%*	*32%*	*42%*
		g	g		g	g			g				
Don't know	**59**	**	**	**	**	7	**	**	27	43	17	54	5
	9%	**	**	**	**	*5%*	**	**	*9%*	*9%*	*11%*	*9%*	*9%*
		e						**eh**					
Answered	**568**	**	**	**	**	138	**	**	279	432	136	515	53
Mean	**52.76**	**	**	**	**	56.40	**	**	54.19	52.02	55.13	52.31	57.19
		bd				d							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**632**	603	29	386	97	143
Weighted total	**627**	584	43	378	101	141
0-24%	**161**	144	**	103	32	27
	26%	*25%*	**	*27%*	*31%*	*19%*
				c	c	
25-49%	**82**	78	**	41	13	26
	13%	*13%*	**	*11%*	*13%*	*18%*
						a
50-74%	**116**	108	**	73	18	22
	18%	*19%*	**	*19%*	*17%*	*16%*
75-100%	**209**	197	**	128	31	48
	33%	*34%*	**	*34%*	*31%*	*34%*
Don't know	**59**	57	**	32	7	19
	9%	*10%*	**	*9%*	*7%*	*13%*
Answered	**568**	527	**	345	94	122
Mean	**52.76**	53.30	**	53.54	48.89	52.97

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**632**	551	70	7	2	1	-	1	-	621	11	4	194	357	81
Weighted total	**627**	558	64	4	*	*	-	*	-	622	5	1	213	345	69
0-24%	**161**	135	22	**	**	**	**	**	**	157	**	**	49	86	26
	26%	*24%*	*34%*	**	**	**	**	**	**	*25%*	**	**	*23%*	*25%*	*37%*
															ab
25-49%	**82**	74	8	**	**	**	**	**	**	82	**	**	15	59	9
	13%	*13%*	*13%*	**	**	**	**	**	**	*13%*	**	**	*7%*	*17%*	*12%*
														a	
50-74%	**116**	100	15	**	**	**	**	**	**	116	**	**	36	65	15
	18%	*18%*	*24%*	**	**	**	**	**	**	*19%*	**	**	*17%*	*19%*	*22%*
75-100%	**209**	202	7	**	**	**	**	**	**	209	**	**	94	108	7
	33%	*36%*	*10%*	**	**	**	**	**	**	*34%*	**	**	*44%*	*31%*	*10%*
		b								b			**bc**	c	
Don't know	**59**	47	12	**	**	**	**	**	**	59	**	**	19	27	12
	9%	*8%*	*19%*	**	**	**	**	**	**	*10%*	**	**	*9%*	*8%*	*18%*
			ai												**ab**
Answered	**568**	512	52	**	**	**	**	**	**	563	**	**	194	318	56
Mean	**52.76**	54.91	35.30	**	**	**	**	**	**	53.11	**	**	60.87	51.27	33.27
		b								b			**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**632**	594	340	632	223	177	434	575	30	18	7	1	1	-
Weighted total	**627**	585	320	627	226	171	428	593	20	10	2	2	*	-
0-24%	**161**	140	109	161	78	45	107	155	**	**	**	**	**	**
	26%	*24%*	*34%*	*26%*	*34%*	*26%*	*25%*	*26%*	**	**	**	**	**	**
			acf		**acf**									
25-49%	**82**	75	56	82	38	21	59	80	**	**	**	**	**	**
	13%	*13%*	*17%*	*13%*	*17%*	*12%*	*14%*	*13%*	**	**	**	**	**	**
50-74%	**116**	110	56	116	42	42	84	110	**	**	**	**	**	**
	18%	*19%*	*17%*	*18%*	*19%*	*25%*	*20%*	*19%*	**	**	**	**	**	**
75-100%	**209**	207	58	209	46	40	142	191	**	**	**	**	**	**
	33%	*35%*	*18%*	*33%*	*20%*	*23%*	*33%*	*32%*	**	**	**	**	**	**
		bde		**bde**			**bde**							
Don't know	**59**	53	41	59	22	23	36	56	**	**	**	**	**	**
	9%	*9%*	*13%*	*9%*	*10%*	*13%*	*8%*	*9%*	**	**	**	**	**	**
			f											
Answered	**568**	532	278	568	204	148	392	537	**	**	**	**	**	**
Mean	**52.76**	54.44	39.69	52.76	41.13	48.03	52.45	52.11	**	**	**	**	**	**
		bde		**bd**		**bd**	**bd**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**632**	216	3	2	-	1	1	-	2	204	208	142	75	3
Weighted total	**627**	223	2	*	-	*	*	-	*	217	206	143	59	2
0-24%	**161**	77	**	**	**	**	**	**	**	52	44	46	19	**
	26%	*35%*	**	**	**	**	**	**	**	*24%*	*21%*	*32%* b	*32%*	**
25-49%	**82**	36	**	**	**	**	**	**	**	24	24	23	12	**
	13%	*16%*	**	**	**	**	**	**	**	*11%*	*12%*	*16%*	*19%*	**
50-74%	**116**	42	**	**	**	**	**	**	**	39	40	29	8	**
	18%	*19%*	**	**	**	**	**	**	**	*18%*	*19%*	*20%*	*13%*	**
75-100%	**209**	46	**	**	**	**	**	**	**	84	72	40	13	**
	33%	*20%*	**	**	**	**	**	**	**	*39%* cd	*35%* d	*28%*	*22%*	**
Don't know	**59**	22	**	**	**	**	**	**	**	19	26	5	8	**
	9%	*10%*	**	**	**	**	**	**	**	*9%*	*13%* c	*4%*	*14%* c	**
Answered	**568**	201	**	**	**	**	**	**	**	198	180	138	51	**
Mean	**52.76**	41.12	**	**	**	**	**	**	**	55.73 d	55.49 d	48.44	42.99	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**632**	93	62	49	17	2	118	9	96	600	32	626	6
Weighted total	**627**	86	63	60	16	*	132	7	87	593	34	625	2
0-24%	**161**	36	15	**	**	**	40	**	36	155	**	161	**
	26%	*42%*	*24%*	**	**	**	*30%*	**	*41%*	*26%*	**	*26%*	**
		b											
25-49%	**82**	17	9	**	**	**	23	**	12	80	**	82	**
	13%	*20%*	*15%*	**	**	**	*17%*	**	*14%*	*14%*	**	*13%*	**
50-74%	**116**	15	14	**	**	**	30	**	11	105	**	115	**
	18%	*17%*	*23%*	**	**	**	*23%*	**	*12%*	*18%*	**	*18%*	**
							c						
75-100%	**209**	18	18	**	**	**	20	**	25	204	**	209	**
	33%	*21%*	*29%*	**	**	**	*15%*	**	*29%*	*34%*	**	*33%*	**
									a	b			
Don't know	**59**	*	6	**	**	**	18	**	4	49	**	58	**
	9%	**%*	*9%*	**	**	**	*14%*	**	*4%*	*8%*	**	*9%*	**
			a	a			c				a		
Answered	**568**	86	57	**	**	**	114	**	83	544	**	567	**
Mean	**52.76**	38.84	49.21	**	**	**	41.48	**	41.98	52.80	**	52.79	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**632**	20	43	79	7	180	43	174	583	58	1
Weighted total	**627**	25	47	86	4	177	49	175	569	52	*
0-24%	**161**	**	**	31	**	67	**	58	138	25	**
	26%	**	**	*36%*	**	*38%* b	**	*33%* b	*24%*	*47%* b	**
25-49%	**82**	**	**	5	**	34	**	36	71	9	**
	13%	**	**	*6%*	**	*19%*	**	*21%* b	*12%*	*17%*	**
50-74%	**116**	**	**	23	**	28	**	32	105	9	**
	18%	**	**	*26%*	**	*16%*	**	*19%*	*18%*	*18%*	**
75-100%	**209**	**	**	11	**	39	**	25	205	4	**
	33%	**	**	*13%*	**	*22%*	**	*14%*	*36%* ac	*8%*	**
Don't know	**59**	**	**	17	**	8	**	24	51	5	**
	9%	**	**	*20%*	**	*5%*	** a	*14%*	*9%*	*10%*	**
Answered	**568**	**	**	69	**	169	**	151	519	47	**
Mean	**52.76**	**	**	40.44	**	39.76	**	37.77	54.67 ac	29.55	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**632**	135	324	48	1	142	175	46	1	594	339	201	447	632	7
Weighted total	**627**	133	304	42	*	155	167	42	*	585	319	198	439	627	9
0-24%	**161**	50	106	**	**	55	68	**	**	140	109	75	152	161	**
	26%	*38%*	*35%*	**	**	*35%*	*41%*	**	**	*24%*	*34%*	*38%*	*35%*	*26%*	**
				ab							a	a	b		
25-49%	**82**	27	52	**	**	27	26	**	**	75	56	34	74	82	**
	13%	*20%*	*17%*	**	**	*18%*	*16%*	**	**	*13%*	*17%*	*17%*	*17%*	*13%*	**
50-74%	**116**	16	53	**	**	27	28	**	**	110	56	36	93	116	**
	18%	*12%*	*17%*	**	**	*17%*	*17%*	**	**	*19%*	*17%*	*18%*	*21%*	*18%*	**
75-100%	**209**	12	56	**	**	27	33	**	**	207	58	41	71	209	**
	33%	*9%*	*18%*	**	**	*18%*	*20%*	**	**	*35%*	*18%*	*21%*	*16%*	*33%*	**
			ac							**bc**				a	
Don't know	**59**	28	37	**	**	19	12	**	**	53	41	12	49	59	**
	9%	*21%*	*12%*	**	**	*12%*	*7%*	**	**	*9%*	*13%*	*6%*	*11%*	*9%*	**
		b									c				
Answered	**568**	106	267	**	**	136	156	**	**	532	278	186	390	568	**
Mean	**52.76**	30.70	39.48	**	**	38.44	38.91	**	**	54.44	39.71	40.00	39.36	52.76	**
			ac							**bc**				a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**632**	145	142	115	24	21	426	598	21	7	7	1
Weighted total	**627**	141	125	119	25	17	418	589	22	6	7	2
0-24%	**161**	70	43	47	**	**	147	146	**	**	**	**
	26%	*50%* b	*34%*	*40%*	**	**	*35%* b	*25%*	**	**	**	**
25-49%	**82**	26	21	20	**	**	73	70	**	**	**	**
	13%	*18%*	*17%*	*17%*	**	**	*17%* b	*12%*	**	**	**	**
50-74%	**116**	21	28	23	**	**	86	110	**	**	**	**
	18%	*15%*	*22%*	*19%*	**	**	*21%*	*19%*	**	**	**	**
75-100%	**209**	15	27	19	**	**	69	208	**	**	**	**
	33%	*11%*	*21%* a	*16%*	**	**	*16%*	*35%* a	**	**	**	**
Don't know	**59**	8	7	10	**	**	44	55	**	**	**	**
	9%	*6%*	*6%*	*8%*	**	**	*10%*	*9%*	**	**	**	**
Answered	**568**	132	118	109	**	**	374	534	**	**	**	**
Mean	**52.76**	30.81	41.94 a	36.59	**	**	39.30	54.51 a	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**632**	618	536	620	525	627	368	612	164	1	559	13	67	565
Weighted total	**627**	611	516	613	500	621	363	608	145	*	546	16	73	554
0-24%	**161**	161	141	161	137	158	101	161	58	**	150	**	17	144
	26%	*26%*	*27%*	*26%*	*27%*	*25%*	*28%*	*26%*	*40%*	**	*28%*	**	*24%*	*26%*
									ab					
25-49%	**82**	79	70	79	67	82	51	79	19	**	72	**	13	69
	13%	*13%*	*14%*	*13%*	*13%*	*13%*	*14%*	*13%*	*13%*	**	*13%*	**	*17%*	*13%*
50-74%	**116**	108	95	110	87	115	64	109	25	**	95	**	12	103
	18%	*18%*	*18%*	*18%*	*17%*	*19%*	*18%*	*18%*	*17%*	**	*17%*	**	*17%*	*19%*
75-100%	**209**	208	166	208	168	209	114	206	28	**	187	**	19	190
	33%	*34%*	*32%*	*34%*	*34%*	*34%*	*32%*	*34%*	*20%*	**	*34%*	**	*26%*	*34%*
							c	c						
Don't know	**59**	55	44	55	41	57	32	53	14	**	42	**	12	48
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*9%*	*9%*	*10%*	**	*8%*	**	*16%*	*9%*
Answered	**568**	556	472	558	459	564	330	555	131	**	504	**	62	506
Mean	**52.76**	52.72	51.24	52.71	52.14	52.91	50.65	52.52	40.09	**	52.27	**	50.45	53.05
							c	c						

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**632**	69	3	17	68	60	452	118	51	24	556	346	286
Weighted total	**627**	70	6	25	65	52	448	124	54	25	548	343	284
0-24%	**161**	27	**	**	25	13	117	29	15	**	141	84	77
	26%	*39%*	**	**	*38%*	*25%*	*26%*	*23%*	*27%*	**	*26%*	*24%*	*27%*
25-49%	**82**	7	**	**	3	7	63	11	13	**	63	43	39
	13%	*10%*	**	**	*4%*	*14%*	*14%*	*9%*	*25%* c	**	*12%*	*13%*	*14%*
50-74%	**116**	18	**	**	17	13	80	23	18	**	91	60	55
	18%	*26%*	**	**	*26%*	*25%*	*18%*	*18%*	*34%* c	**	*17%*	*18%*	*19%*
75-100%	**209**	10	**	**	11	8	151	51	7	**	201	120	89
	33%	*14%*	**	**	*16%*	*15%*	*34%* a	*41%* a	*12%*	**	*37%* a	*35%*	*31%*
Don't know	**59**	8	**	**	10	11	38	10	2	**	51	37	23
	9%	*11%*	**	**	*15%*	*21%* bc	*8%*	*8%*	*3%*	**	*9%*	*11%*	*8%*
Answered	**568**	62	**	**	55	41	410	113	53	**	497	307	261
Mean	**52.76**	39.33	**	**	41.63	44.67	52.45	57.77 a	42.34	**	54.45 a	54.01	51.31

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**632**	50	49	50	58	55	54	66	38	51	61	51	49
Weighted total	**627**	41	54	53	42	67	61	40	43	71	62	52	41
0-24%	**161**	**	**	**	10	20	20	14	**	23	14	14	**
	26%	**	**	**	*23%*	*30%*	*34%*	*35%*	**	*33%*	*23%*	*27%*	**
						a	**al**	**al**		a			
25-49%	**82**	**	**	**	7	11	4	2	**	8	5	7	**
	13%	**	**	**	*16%*	*17%*	*7%*	*5%*	**	*11%*	*9%*	*14%*	**
			cfg		g	g			**cfgj**				
50-74%	**116**	**	**	**	10	7	17	7	**	9	13	8	**
	18%	**	**	**	*23%*	*10%*	*28%*	*17%*	**	*12%*	*21%*	*15%*	**
		ehi	h	**eh**	h		**ehi**	h			h	h	h
75-100%	**209**	**	**	**	16	24	15	13	**	20	26	20	**
	33%	**	**	**	*37%*	*36%*	*25%*	*32%*	**	*27%*	*42%*	*38%*	**
Don't know	**59**	**	**	**	*	5	4	5	**	12	4	3	**
	9%	**	**	**	*%*	*7%*	*6%*	*12%*	**	*16%*	*6%*	*5%*	**
		dk	d	d				d	d	d			
Answered	**568**	**	**	**	42	62	57	35	**	60	58	49	**
Mean	**52.76**	**	**	**	55.09	50.98	47.87	47.90	**	48.19	58.39	55.57	**
													fg

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**632**	149	167	155	161
Weighted total	**627**	148	170	154	155
0-24%	**161**	29	50	47	35
	26%	*20%*	*29%*	*31%*	*22%*
			a	a	
25-49%	**82**	20	22	21	18
	13%	*14%*	*13%*	*14%*	*12%*
50-74%	**116**	36	34	16	30
	18%	*24%*	*20%*	*11%*	*19%*
		c	c		c
75-100%	**209**	44	55	47	63
	33%	*30%*	*32%*	*30%*	*41%*
					a
Don't know	**59**	18	9	23	10
	9%	*12%*	*5%*	*15%*	*6%*
		b		**bd**	
Answered	**568**	130	161	132	145
Mean	**52.76**	52.68	50.95	48.91	58.34
					c

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	c	***d**	e
Unweighted total	**507**	379	87	27	14	128	153	124	37	14	35
Weighted total	**530**	514	10	3	1	15	202	145	23	14	23
0-24%	**260**	253	5	**	**	7	92	76	**	**	**
	49%	*49%*	*48%*	**	**	*49%*	*46%*	*52%*	**	**	**
							e	e	**abe**		
25-49%	**95**	92	2	**	**	3	46	20	**	**	**
	18%	*18%*	*16%*	**	**	*16%*	*23%*	*14%*	**	**	**
50-74%	**84**	82	2	**	**	2	25	22	**	**	**
	16%	*16%*	*17%*	**	**	*14%*	*12%*	*16%*	**	**	**
							c	c			**abc**
75-100%	**43**	42	1	**	**	1	21	13	**	**	**
	8%	*8%*	*7%*	**	**	*8%*	*10%*	*9%*	**	**	**
Don't know	**47**	45	1	**	**	2	18	13	**	**	**
	9%	*9%*	*12%*	**	**	*13%*	*9%*	*9%*	**	**	**
Answered	**482**	469	9	**	**	13	184	132	**	**	**
Mean	**28.80**	28.82	28.66	**	**	27.89	30.23	28.62	**	**	**
							c	c			**abc**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	**507**	46	25	60	6	25	67	41	27	27	324	53	68	62
Weighted total	**530**	67	39	84	5	33	105	49	35	37	455	22	29	24
0-24%	**260**	**	**	35	**	**	46	**	**	**	214	16	15	16
	49%	**	**	*41%*	**	**	*43%*	**	**	**	*47%*	*69%*	*52%*	*66%*
												cfj		**cfj**
25-49%	**95**	**	**	10	**	**	28	**	**	**	84	3	4	4
	18%	**	**	*12%*	**	**	*27%*	**	**	**	*18%*	*12%*	*14%*	*18%*
							ck							
50-74%	**84**	**	**	22	**	**	19	**	**	**	76	3	3	2
	16%	**	**	*27%*	**	**	*18%*	**	**	**	*17%*	*11%*	*12%*	*9%*
				klm										
75-100%	**43**	**	**	7	**	**	9	**	**	**	38	1	4	1
	8%	**	**	*8%*	**	**	*9%*	**	**	**	*8%*	*2%*	*12%*	*4%*
													k	
Don't know	**47**	**	**	10	**	**	2	**	**	**	43	1	3	1
	9%	**	**	*12%*	**	**	*2%*	**	**	**	*9%*	*5%*	*11%*	*2%*
				f									f	
Answered	**482**	**	**	74	**	**	103	**	**	**	412	21	25	23
Mean	**28.80**	**	**	35.19	**	**	31.51	**	**	**	29.70	19.67	28.64	21.37
				agkm			**km**				**km**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**507**	25	36	8	51	95	8	50	232	370	137	458	49
Weighted total	**530**	19	39	6	43	114	4	66	237	401	129	487	43
0-24%	**260**	**	**	**	21	58	**	**	122	195	65	239	**
	49%	**	**	**	*48%*	*51%*	**	**	*51%*	*49%*	*51%*	*49%*	**
25-49%	**95**	**	**	**	9	20	**	**	40	68	27	86	**
	18%	**	**	**	*21%*	*17%*	**	**	*17%*	*17%*	*21%*	*18%*	**
50-74%	**84**	**	**	**	7	19	**	**	35	67	17	75	**
	16%	**	**	**	*16%*	*17%*	**	**	*15%*	*17%*	*14%*	*15%*	**
			degh										
75-100%	**43**	**	**	**	3	6	**	**	21	37	7	41	**
	8%	**	**	**	*6%*	*5%*	**	**	*9%*	*9%*	*5%*	*8%*	**
								be					
Don't know	**47**	**	**	**	4	11	**	**	19	35	12	45	**
	9%	**	**	**	*10%*	*10%*	**	**	*8%*	*9%*	*9%*	*9%*	**
Answered	**482**	**	**	**	39	102	**	**	218	366	116	441	**
Mean	**28.80**	**	**	**	27.48	26.40	**	**	28.47	29.72	25.91	29.12	**
								e					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**507**	491	16	276	92	135
Weighted total	**530**	502	28	287	111	125
0-24%	**260**	240	**	129	60	66
	49%	*48%*	**	*45%*	*54%*	*53%*
25-49%	**95**	89	**	46	24	25
	18%	*18%*	**	*16%*	*22%*	*20%*
50-74%	**84**	82	**	60	11	14
	16%	*16%*	**	*21%*	*10%*	*11%*
				bc		
75-100%	**43**	43	**	24	10	9
	8%	*9%*	**	*8%*	*9%*	*7%*
Don't know	**47**	47	**	29	6	12
	9%	*9%*	**	*10%*	*6%*	*10%*
Answered	**482**	454	**	258	104	113
Mean	**28.80**	29.71	**	30.94	28.01	24.98
				c		

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**507**	421	75	6	1	2	1	1	-	496	11	5	122	299	86
Weighted total	**530**	446	76	5	*	*	2	*	-	522	8	3	147	299	83
0-24%	**260**	220	33	**	**	**	**	**	**	253	**	**	80	139	41
	49%	*49%*	*44%*	**	**	**	**	**	**	*48%*	**	**	*54%*	*47%*	*49%*
25-49%	**95**	79	16	**	**	**	**	**	**	95	**	**	21	58	16
	18%	*18%*	*21%*	**	**	**	**	**	**	*18%*	**	**	*14%*	*19%*	*19%*
50-74%	**84**	73	11	**	**	**	**	**	**	84	**	**	25	47	11
	16%	*16%*	*15%*	**	**	**	**	**	**	*16%*	**	**	*17%*	*16%*	*14%*
75-100%	**43**	37	6	**	**	**	**	**	**	43	**	**	8	29	6
	8%	*8%*	*8%*	**	**	**	**	**	**	*8%*	**	**	*6%*	*10%*	*7%*
Don't know	**47**	39	9	**	**	**	**	**	**	47	**	**	13	26	9
	9%	*9%*	*12%*	**	**	**	**	**	**	*9%*	**	**	*9%*	*9%*	*11%*
Answered	**482**	408	67	**	**	**	**	**	**	474	**	**	135	273	74
Mean	**28.80**	28.92	30.92	**	**	**	**	**	**	29.20	**	**	25.25	30.73	28.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**507**	443	425	507	219	149	369	464	22	13	5	-	2	1
Weighted total	**530**	455	437	530	231	156	378	500	18	6	1	-	2	2
0-24%	**260**	231	203	260	115	82	191	241	**	**	**	**	**	**
	49%	*51%*	*46%*	*49%*	*50%*	*52%*	*51%*	*48%*	**	**	**	**	**	**
25-49%	**95**	83	82	95	49	23	74	93	**	**	**	**	**	**
	18%	*18%*	*19%*	*18%*	*21%*	*15%*	*20%*	*19%*	**	**	**	**	**	**
50-74%	**84**	76	74	84	37	22	56	79	**	**	**	**	**	**
	16%	*17%*	*17%*	*16%*	*16%*	*14%*	*15%*	*16%*	**	**	**	**	**	**
75-100%	**43**	22	39	43	13	10	27	43	**	**	**	**	**	**
	8%	*5%*	*9%*	*8%*	*6%*	*6%*	*7%*	*9%*	**	**	**	**	**	**
			a	a										
Don't know	**47**	43	40	47	16	20	30	44	**	**	**	**	**	**
	9%	*9%*	*9%*	*9%*	*7%*	*13%*	*8%*	*9%*	**	**	**	**	**	**
Answered	**482**	412	397	482	214	137	348	455	**	**	**	**	**	**
Mean	**28.80**	26.10	30.43	28.80	27.86	26.74	27.54	29.46	**	**	**	**	**	**
			a											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**507**	214	3	-	-	1	1	-	2	142	162	132	68	3
Weighted total	**530**	226	4	-	-	*	*	-	*	159	177	135	55	4
0-24%	**260**	113	**	**	**	**	**	**	**	70	92	65	31	**
	49%	*50%*	**	**	**	**	**	**	**	*44%*	*52%*	*48%*	*57%*	**
25-49%	**95**	49	**	**	**	**	**	**	**	25	28	31	10	**
	18%	*22%*	**	**	**	**	**	**	**	*16%*	*16%*	*23%*	*18%*	**
50-74%	**84**	37	**	**	**	**	**	**	**	30	30	19	5	**
	16%	*16%*	**	**	**	**	**	**	**	*19%*	*17%*	*14%*	*10%*	**
75-100%	**43**	11	**	**	**	**	**	**	**	19	6	16	2	**
	8%	*5%*	**	**	**	**	**	**	**	*12%*	*4%*	*12%*	*5%*	**
										b		b		
Don't know	**47**	16	**	**	**	**	**	**	**	15	20	4	6	**
	9%	*7%*	**	**	**	**	**	**	**	*10%*	*11%*	*3%*	*12%*	**
										c	c		c	
Answered	**482**	210	**	**	**	**	**	**	**	144	157	131	49	**
Mean	**28.80**	27.34	**	**	**	**	**	**	**	31.68	25.85	32.44	21.13	**
										d		**bd**		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**507**	101	48	53	14	3	104	12	103	464	43	500	7
Weighted total	**530**	101	53	61	14	3	127	9	95	489	41	526	3
0-24%	**260**	46	**	31	**	**	63	**	47	246	**	257	**
	49%	*45%*	**	*51%*	**	**	*50%*	**	*50%*	*50%* b	**	*49%*	**
25-49%	**95**	25	**	12	**	**	28	**	18	91	**	95	**
	18%	*24%*	**	*19%*	**	**	*22%*	**	*19%*	*19%*	**	*18%*	**
50-74%	**84**	20	**	11	**	**	17	**	19	72	**	84	**
	16%	*19%*	**	*19%*	**	**	*14%*	**	*20%*	*15%*	** a	*16%*	**
75-100%	**43**	9	**	*	**	**	7	**	6	40	**	43	**
	8%	*9%* c	**	**%*	**	**	*6%*	**	*6%*	*8%*	**	*8%*	**
Don't know	**47**	2	**	6	**	**	10	**	4	39	**	47	**
	9%	*2%*	** a	*10%* a	**	**	*8%*	**	*5%*	*8%*	** a	*9%*	**
Answered	**482**	98	**	55	**	**	116	**	91	450	**	479	**
Mean	**28.80**	30.45	**	27.36	**	**	27.29	**	29.74	28.32	**	28.94	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**507**	15	51	78	14	166	53	203	425	73	1
Weighted total	**530**	18	58	88	10	170	60	221	434	74	*
0-24%	**260**	**	17	38	**	98	17	94	226	37	**
	49%	**	*30%*	*43%*	**	*57%* b	*29%*	*43%*	*52%* a	*49%*	**
25-49%	**95**	**	9	13	**	38	11	49	83	17	**
	18%	**	*15%*	*15%*	**	*23%*	*18%*	*22%*	*19%*	*23%*	**
50-74%	**84**	**	14	17	**	22	14	38	71	14	**
	16%	**	*24%*	*20%*	**	*13%*	*24%*	*17%*	*16%*	*18%*	**
75-100%	**43**	**	8	8	**	5	8	12	18	2	**
	8%	**	*13%*	*9%*	**	*3%*	*13%* a	*6%*	*4%*	*3%*	**
Don't know	**47**	**	10	12	**	6	10	27	36	5	**
	9%	**	*18%*	*14%*	**	*4%*	*17%* a	*12%*	*8%*	*7%*	**
Answered	**482**	**	48	76	**	164	50	194	398	69	**
Mean	**28.80**	**	39.44	31.77	**	24.43	39.09 a	30.48 b	25.40	27.55	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**507**	201	385	69	1	159	162	55	1	442	424	188	507	298	11
Weighted total	**530**	210	404	65	*	175	161	53	*	455	436	194	530	295	17
0-24%	**260**	90	193	33	**	81	86	27	**	231	203	105	260	182	**
	49%	*43%*	*48%*	*51%*	**	*46%*	*53%*	*51%*	**	*51%*	*46%*	*54%*	*49%*	*62%* a	**
25-49%	**95**	41	80	14	**	39	44	15	**	83	82	46	95	53	**
	18%	*20%*	*20%*	*22%*	**	*22%*	*27%*	*29%*	**	*18%*	*19%*	*23%*	*18%*	*18%*	**
50-74%	**84**	38	65	13	**	30	17	7	**	76	74	26	84	17	**
	16%	*18%*	*16%*	*20%*	**	*17%*	*10%*	*13%*	**	*17%*	*17%*	*13%*	*16%* b	*6%*	**
75-100%	**43**	14	34	4	**	9	6	*	**	21	39	8	43	7	**
	8%	*7%*	*8%*	*6%*	**	*5%*	*4%*	*%*	**	*5%*	*9%* ac	*4%*	*8%* b	*3%*	**
Don't know	**47**	27	32	1	**	16	9	4	**	43	40	10	47	35	**
	9%	*13%* bc	*8%*	*2%*	**	*9%*	*5%*	*8%*	**	*10%*	*9%*	*5%*	*9%*	*12%*	**
Answered	**482**	183	372	64	**	159	152	49	**	411	397	184	482	259	**
Mean	**28.80**	31.24	29.51	31.82	**	29.62	24.76	25.71	**	26.02	30.45 ac	25.80	28.80 b	18.76	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**507**	158	87	127	32	24	474	284	11	14	9	3
Weighted total	**530**	159	81	134	35	22	499	280	11	12	9	5
0-24%	**260**	91	56	69	**	**	251	169	**	**	**	**
	49%	*57%*	*69%*	*51%*	**	**	*50%*	*60%*	**	**	**	**
			cd					a				
25-49%	**95**	36	14	36	**	**	93	55	**	**	**	**
	18%	*23%*	*17%*	*27%*	**	**	*19%*	*20%*	**	**	**	**
50-74%	**84**	21	7	16	**	**	78	20	**	**	**	**
	16%	*13%*	*9%*	*12%*	**	**	*16%*	*7%*	**	**	**	**
							b					
75-100%	**43**	6	1	6	**	**	37	5	**	**	**	**
	8%	*4%*	*2%*	*5%*	**	**	*7%*	*2%*	**	**	**	**
							b					
Don't know	**47**	4	2	8	**	**	40	31	**	**	**	**
	9%	*3%*	*3%*	*6%*	**	**	*8%*	*11%*	**	**	**	**
Answered	**482**	154	79	126	**	**	459	249	**	**	**	**
Mean	**28.80**	25.20	19.56	26.90	**	**	27.90	18.93	**	**	**	**
				b	b		b					

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**507**	498	466	501	442	500	339	488	155	1	443	15	70	437
Weighted total	**530**	520	477	523	443	520	346	514	145	1	446	21	81	448
0-24%	**260**	255	240	255	215	258	163	252	80	**	233	**	34	226
	49%	*49%*	*50%*	*49%*	*48%*	*50%*	*47%*	*49%*	*55%*	**	*52%*	**	*42%*	*50%*
25-49%	**95**	95	84	95	83	92	67	93	23	**	79	**	20	75
	18%	*18%*	*18%*	*18%*	*19%*	*18%*	*19%*	*18%*	*16%*	**	*18%*	**	*24%*	*17%*
50-74%	**84**	84	79	84	72	84	51	84	23	**	65	**	11	73
	16%	*16%*	*17%*	*16%*	*16%*	*16%*	*15%*	*16%*	*16%*	**	*15%*	**	*13%*	*16%*
75-100%	**43**	41	33	43	37	43	35	40	6	**	33	**	10	33
	8%	*8%*	*7%*	*8%*	*8%*	*8%*	*10%*	*8%*	*4%*	**	*7%*	**	*12%*	*7%*
							c							
Don't know	**47**	45	41	45	37	43	30	45	12	**	36	**	7	41
	9%	*9%*	*9%*	*9%*	*8%*	*8%*	*9%*	*9%*	*9%*	**	*8%*	**	*8%*	*9%*
Answered	**482**	475	436	477	407	477	316	469	132	**	410	**	75	407
Mean	**28.80**	28.59	27.92	28.97	29.12	28.93	30.68	28.63	26.74	**	27.42	**	34.47	27.76

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**507**	73	2	18	73	58	352	96	58	17	431	285	222
Weighted total	**530**	82	3	18	81	58	367	103	56	16	457	296	234
0-24%	**260**	39	**	**	36	27	176	56	36	**	221	141	119
	49%	*48%*	**	**	*45%*	*47%*	*48%*	*54%*	*65%*	**	*48%*	*48%*	*51%*
									c				
25-49%	**95**	12	**	**	12	8	71	15	4	**	88	57	38
	18%	*15%*	**	**	*15%*	*15%*	*19%*	*15%*	*7%*	**	*19%*	*19%*	*16%*
											a		
50-74%	**84**	15	**	**	13	6	58	19	7	**	72	48	36
	16%	*18%*	**	**	*16%*	*11%*	*16%*	*19%*	*12%*	**	*16%*	*16%*	*16%*
75-100%	**43**	7	**	**	7	9	27	7	6	**	35	20	23
	8%	*9%*	**	**	*9%*	*16%*	*7%*	*7%*	*10%*	**	*8%*	*7%*	*10%*
						b							
Don't know	**47**	9	**	**	13	7	34	6	4	**	41	29	18
	9%	*10%*	**	**	*16%*	*12%*	*9%*	*6%*	*7%*	**	*9%*	*10%*	*8%*
Answered	**482**	73	**	**	68	51	333	97	52	**	417	266	216
Mean	**28.80**	29.88	**	**	30.61	33.30	28.67	27.13	24.66	**	28.78	28.23	29.50

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	*b	c	d	e	f	g	*h	i	j	k	l
Unweighted total	**507**	42	27	45	45	54	55	60	29	33	50	36	31
Weighted total	**530**	31	34	50	41	68	67	31	38	54	51	37	28
0-24%	**260**	**	**	**	**	36	27	16	**	**	**	**	**
	49%	**	**	**	**	*53%*	*41%*	*54%*	**	**	**	**	**
		c			c						**cf**		
25-49%	**95**	**	**	**	**	13	13	3	**	**	**	**	**
	18%	**	**	**	**	*19%*	*19%*	*9%*	**	**	**	**	**
												acg	
50-74%	**84**	**	**	**	**	14	14	6	**	**	**	**	**
	16%	**	**	**	**	*20%*	*21%*	*20%*	**	**	**	**	**
				k									
75-100%	**43**	**	**	**	**	3	9	2	**	**	**	**	**
	8%	**	**	**	**	*4%*	*13%*	*8%*	**	**	**	**	**
Don't know	**47**	**	**	**	**	2	4	3	**	**	**	**	**
	9%	**	**	**	**	*4%*	*6%*	*10%*	**	**	**	**	**
		dejk		**dk**									k
Answered	**482**	**	**	**	**	66	64	28	**	**	**	**	**
Mean	**28.80**	**	**	**	**	25.30	34.61	31.76	**	**	**	**	**
				adej			**aj**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**507**	114	154	122	117
Weighted total	**530**	115	176	123	116
0-24%	**260**	49	88	59	63
	49%	*43%*	*50%*	*49%*	*54%*
25-49%	**95**	13	34	21	26
	18%	*12%*	*19%*	*17%*	*23%*
					a
50-74%	**84**	21	35	17	11
	16%	*18%*	*20%*	*14%*	*10%*
			d		
75-100%	**43**	12	13	9	10
	8%	*10%*	*7%*	*7%*	*9%*
Don't know	**47**	20	7	16	5
	9%	*17%*	*4%*	*13%*	*4%*
		bd		**bd**	
Answered	**482**	95	169	107	111
Mean	**28.80**	32.45	28.86	28.77	25.59

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**312**	227	50	24	11	85	94	63	27	7	20
Weighted total	**306**	295	6	3	1	10	127	61	17	8	10
0-24%	**172**	166	**	**	**	6	61	42	**	**	**
	56%	*56%*	**	**	**	*58%*	*48%*	*68%* a	**	**	**
25-49%	**48**	46	**	**	**	2	24	3	**	**	**
	16%	*16%*	**	**	**	*16%*	*19%* b	*5%*	**	**	**
50-74%	**25**	24	**	**	**	1	13	6	**	**	**
	8%	*8%*	**	**	**	*6%*	*10%*	*10%*	**	**	**
75-100%	**22**	22	**	**	**	*	12	3	**	**	**
	7%	*7%*	**	**	**	*4%*	*9%*	*6%*	**	**	**
Don't know	**38**	36	**	**	**	2	18	7	**	**	**
	12%	*12%*	**	**	**	*16%*	*14%*	*11%*	**	**	**
Answered	**268**	259	**	**	**	9	110	54	**	**	**
Mean	**23.41**	23.57	**	**	**	18.80	27.48 b	18.45	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	**312**	34	15	26	4	18	36	29	14	17	193	36	42	41
Weighted total	**306**	45	20	36	3	28	67	32	13	17	261	14	16	16
0-24%	**172**	**	**	**	**	**	**	**	**	**	144	**	**	**
	56%	**	**	**	**	**	**	**	**	**	*55%*	**	**	**
25-49%	**48**	**	**	**	**	**	**	**	**	**	41	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
50-74%	**25**	**	**	**	**	**	**	**	**	**	22	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
75-100%	**22**	**	**	**	**	**	**	**	**	**	20	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
Don't know	**38**	**	**	**	**	**	**	**	**	**	33	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
Answered	**268**	**	**	**	**	**	**	**	**	**	227	**	**	**
Mean	**23.41**	**	**	**	**	**	**	**	**	**	23.90	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**312**	13	22	5	26	65	4	25	150	227	85	272	40
Weighted total	**306**	11	16	7	19	68	2	31	151	237	69	274	32
0-24%	**172**	**	**	**	**	31	**	**	94	132	40	154	**
	56%	**	**	**	**	*46%*	**	**	*62%* e	*56%*	*58%*	*56%*	**
25-49%	**48**	**	**	**	**	14	**	**	20	34	14	44	**
	16%	**	**	**	**	*20%*	**	**	*14%*	*15%*	*20%*	*16%*	**
50-74%	**25**	**	**	**	**	6	**	**	13	21	4	21	**
	8%	**	**	**	**	*9%*	**	**	*8%*	*9%*	*7%*	*8%*	**
75-100%	**22**	**	**	**	**	10	**	**	7	18	4	21	**
	7%	**	**	**	**	*14%* h	**	**	*5%*	*8%*	*6%*	*8%*	**
Don't know	**38**	**	**	**	**	8	**	**	17	31	7	34	**
	12%	**	**	**	**	*11%*	**	**	*11%*	*13%*	*10%*	*12%*	**
Answered	**268**	**	**	**	**	61	**	**	134	205	62	240	**
Mean	**23.41**	**	**	**	**	31.41 h	**	**	19.45	23.91	21.77	23.39	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**312**	299	13	160	61	89
Weighted total	**306**	283	23	155	61	85
0-24%	**172**	156	**	94	30	46
	56%	*55%*	**	*60%*	*49%*	*54%*
25-49%	**48**	46	**	17	13	18
	16%	*16%*	**	*11%*	*21%*	*21%*
					a	a
50-74%	**25**	22	**	10	9	6
	8%	*8%*	**	*6%*	*16%*	*7%*
					a	
75-100%	**22**	20	**	10	5	5
	7%	*7%*	**	*7%*	*8%*	*6%*
Don't know	**38**	38	**	25	4	9
	12%	*13%*	**	*16%*	*6%*	*11%*
				b		
Answered	**268**	245	**	130	57	76
Mean	**23.41**	23.43	**	20.99	27.87	22.69

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**312**	252	50	6	2	1	-	1	-	302	10	4	54	198	60
Weighted total	**306**	253	47	5	*	*	-	*	-	300	5	1	62	191	52
0-24%	**172**	149	**	**	**	**	**	**	**	167	**	**	33	115	24
	56%	*59%*	**	**	**	**	**	**	**	*56%*	**	**	*53%*	*60%*	*45%*
		b								b				c	
25-49%	**48**	31	**	**	**	**	**	**	**	48	**	**	11	20	17
	16%	*12%*	**	**	**	**	**	**	**	*16%*	**	**	*18%*	*11%*	*32%*
			ai												b
50-74%	**25**	23	**	**	**	**	**	**	**	25	**	**	2	21	2
	8%	*9%*	**	**	**	**	**	**	**	*8%*	**	**	*3%*	*11%*	*5%*
75-100%	**22**	21	**	**	**	**	**	**	**	22	**	**	6	15	2
	7%	*8%*	**	**	**	**	**	**	**	*7%*	**	**	*9%*	*8%*	*3%*
Don't know	**38**	30	**	**	**	**	**	**	**	38	**	**	10	20	8
	12%	*12%*	**	**	**	**	**	**	**	*13%*	**	**	*16%*	*10%*	*15%*
Answered	**268**	223	**	**	**	**	**	**	**	262	**	**	52	171	44
Mean	**23.41**	23.81	**	**	**	**	**	**	**	23.81	**	**	24.13	23.71	21.43

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**312**	266	262	312	136	102	230	275	20	11	5	-	1	-
Weighted total	**306**	255	254	306	137	96	220	281	17	6	1	-	*	-
0-24%	**172**	150	135	172	69	59	120	157	**	**	**	**	**	**
	56%	*59%*	*53%*	*56%*	*51%*	*61%*	*55%*	*56%*	**	**	**	**	**	**
25-49%	**48**	42	40	48	28	12	34	42	**	**	**	**	**	**
	16%	*17%*	*16%*	*16%*	*21%*	*13%*	*16%*	*15%*	**	**	**	**	**	**
50-74%	**25**	22	23	25	17	7	19	24	**	**	**	**	**	**
	8%	*9%*	*9%*	*8%*	*12%*	*8%*	*9%*	*9%*	**	**	**	**	**	**
75-100%	**22**	7	22	22	8	2	17	22	**	**	**	**	**	**
	7%	*3%*	*9%*	*7%*	*6%*	*2%*	*8%*	*8%*	**	**	**	**	**	**
			ae	a			a							
Don't know	**38**	33	34	38	15	15	29	35	**	**	**	**	**	**
	12%	*13%*	*13%*	*12%*	*11%*	*16%*	*13%*	*12%*	**	**	**	**	**	**
Answered	**268**	221	220	268	122	81	191	246	**	**	**	**	**	**
Mean	**23.41**	19.23	25.93	23.41	24.36	18.27	24.68	23.87	**	**	**	**	**	**
			ae	a	a		ae							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**312**	131	1	2	-	1	1	-	2	83	92	79	56	2
Weighted total	**306**	135	2	*	-	*	*	-	*	94	91	74	46	1
0-24%	**172**	69	**	**	**	**	**	**	**	50	47	49	26	**
	56%	*51%*	**	**	**	**	**	**	**	*53%*	*52%*	*67%* b	*56%*	**
25-49%	**48**	26	**	**	**	**	**	**	**	16	15	7	11	**
	16%	*19%*	**	**	**	**	**	**	**	*17%*	*16%*	*10%*	*23%* c	**
50-74%	**25**	17	**	**	**	**	**	**	**	7	9	9	*	**
	8%	*12%*	**	**	**	**	**	**	**	*8%*	*9%* d	*12%* d	*1%*	**
75-100%	**22**	8	**	**	**	**	**	**	**	7	8	6	1	**
	7%	*6%*	**	**	**	**	**	**	**	*7%*	*9%*	*8%*	*3%*	**
Don't know	**38**	15	**	**	**	**	**	**	**	14	12	2	8	**
	12%	*11%*	**	**	**	**	**	**	**	*15%* c	*14%* c	*3%*	*17%* c	**
Answered	**268**	120	**	**	**	**	**	**	**	79	78	71	38	**
Mean	**23.41**	24.05	**	**	**	**	**	**	**	22.96	25.76	24.03	18.42	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**312**	55	34	33	11	3	72	8	56	289	23	307	5
Weighted total	**306**	50	37	41	7	1	84	6	47	282	24	304	2
0-24%	**172**	23	**	**	**	**	36	**	30	167	**	172	**
	56%	*45%*	**	**	**	**	*42%*	**	*64%* a	*59%*	**	*57%*	**
25-49%	**48**	14	**	**	**	**	19	**	7	42	**	48	**
	16%	*28%* b	**	** b	**	**	*23%*	**	*14%*	*15%*	**	*16%*	**
50-74%	**25**	5	**	**	**	**	13	**	3	23	**	25	**
	8%	*9%*	**	**	**	**	*16%*	**	*7%*	*8%*	**	*8%*	**
75-100%	**22**	6	**	**	**	**	6	**	2	22	**	22	**
	7%	*12%* b	**	**	**	**	*7%*	**	*4%*	*8%*	**	*7%*	**
Don't know	**38**	3	**	**	**	**	10	**	5	28	**	37	**
	12%	*6%*	**	**	**	**	*12%*	**	*10%*	*10%*	**	*12%*	**
Answered	**268**	47	**	**	**	**	74	**	42	254	**	267	**
Mean	**23.41**	28.56	**	**	**	**	28.70 c	**	18.07	23.37	**	23.44	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**312**	16	26	50	5	109	27	90	260	39	1
Weighted total	**306**	20	30	57	3	104	33	95	244	34	*
0-24%	**172**	**	**	**	**	61	**	47	145	**	**
	56%	**	**	**	**	*59%*	**	*50%*	*60%*	**	**
25-49%	**48**	**	**	**	**	18	**	20	40	**	**
	16%	**	**	**	**	*17%*	**	*21%*	*17%*	**	**
50-74%	**25**	**	**	**	**	14	**	9	22	**	**
	8%	**	**	**	**	*14%*	**	*10%*	*9%*	**	**
75-100%	**22**	**	**	**	**	6	**	3	7	**	**
	7%	**	**	**	**	*6%*	**	*3%*	*3%*	**	**
Don't know	**38**	**	**	**	**	5	**	16	29	**	**
	12%	**	**	**	**	*5%*	**	*17%*	*12%*	**	**
Answered	**268**	**	**	**	**	100	**	79	215	**	**
Mean	**23.41**	**	**	**	**	22.69	**	20.73	19.34	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**312**	100	249	37	1	87	103	36	1	266	262	123	246	312	4
Weighted total	**306**	109	239	28	*	91	102	35	*	255	254	118	239	306	5
0-24%	**172**	53	130	**	**	53	51	**	**	150	135	67	143	172	**
	56%	*49%*	*54%*	**	**	*58%*	*50%*	**	**	*59%*	*53%*	*57%*	*60%*	*56%*	**
25-49%	**48**	22	38	**	**	20	22	**	**	42	40	18	40	48	**
	16%	*20%*	*16%*	**	**	*22%*	*21%*	**	**	*17%*	*16%*	*15%*	*17%*	*16%*	**
50-74%	**25**	6	22	**	**	6	14	**	**	22	23	17	9	25	**
	8%	*6%*	*9%*	**	**	*6%*	*14%*	**	**	*9%*	*9%*	*14%*	*4%*	*8%*	**
								a						a	
75-100%	**22**	7	19	**	**	2	6	**	**	7	22	6	13	22	**
	7%	*7%*	*8%*	**	**	*2%*	*6%*	**	**	*3%*	*9%*	*5%*	*5%*	*7%*	**
											a				
Don't know	**38**	20	30	**	**	11	9	**	**	33	34	10	34	38	**
	12%	*18%*	*13%*	**	**	*12%*	*9%*	**	**	*13%*	*13%*	*9%*	*14%*	*12%*	**
Answered	**268**	89	209	**	**	81	93	**	**	221	220	108	205	268	**
Mean	**23.41**	23.22	25.28	**	**	18.08	24.84	**	**	19.23	25.93	22.41	18.89	23.41	**
											a			a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**312**	84	92	72	19	16	237	290	11	4	5	2
Weighted total	**306**	76	82	70	19	12	228	278	10	3	6	4
0-24%	**172**	49	47	42	**	**	138	158	**	**	**	**
	56%	*64%*	*58%*	*60%*	**	**	*60%*	*57%*	**	**	**	**
25-49%	**48**	11	8	11	**	**	40	46	**	**	**	**
	16%	*14%*	*9%*	*15%*	**	**	*17%*	*16%*	**	**	**	**
50-74%	**25**	10	17	6	**	**	10	24	**	**	**	**
	8%	*14%*	*20%*	*9%*	**	**	*4%*	*9%*	**	**	**	**
			c									
75-100%	**22**	2	4	3	**	**	11	19	**	**	**	**
	7%	*2%*	*5%*	*5%*	**	**	*5%*	*7%*	**	**	**	**
Don't know	**38**	4	6	8	**	**	30	31	**	**	**	**
	12%	*6%*	*7%*	*11%*	**	**	*13%*	*11%*	**	**	**	**
Answered	**268**	72	76	62	**	**	198	247	**	**	**	**
Mean	**23.41**	18.67	24.27	19.18	**	**	18.87	23.34	**	**	**	**
								a				

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**312**	306	291	308	275	309	195	305	95	-	274	7	38	274
Weighted total	**306**	297	277	299	259	301	185	298	84	-	260	6	40	265
0-24%	**172**	168	156	168	147	172	103	168	46	**	145	**	**	155
	56%	*56%*	*56%*	*56%*	*57%*	*57%*	*56%*	*56%*	*55%*	**	*56%*	**	**	*58%*
25-49%	**48**	48	44	48	44	46	29	48	13	**	44	**	**	41
	16%	*16%*	*16%*	*16%*	*17%*	*15%*	*16%*	*16%*	*15%*	**	*17%*	**	**	*15%*
50-74%	**25**	23	21	25	20	25	13	25	10	**	21	**	**	20
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*7%*	*8%*	*11%*	**	*8%*	**	**	*7%*
75-100%	**22**	22	22	22	20	22	17	21	5	**	20	**	**	18
	7%	*8%*	*8%*	*7%*	*8%*	*7%*	*9%*	*7%*	*6%*	**	*8%*	**	**	*7%*
Don't know	**38**	36	33	36	28	36	22	36	11	**	30	**	**	32
	12%	*12%*	*12%*	*12%*	*11%*	*12%*	*12%*	*12%*	*13%*	**	*12%*	**	**	*12%*
Answered	**268**	261	244	263	231	265	162	262	73	**	230	**	**	234
Mean	**23.41**	23.36	23.91	23.57	23.37	23.43	24.69	23.30	23.42	**	23.80	**	**	22.85

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**312**	46	1	9	45	41	207	63	34	15	262	178	134
Weighted total	**306**	50	1	14	47	33	202	69	35	10	260	162	144
0-24%	**172**	**	**	**	**	**	117	39	**	**	151	90	82
	56%	**	**	**	**	**	*58%*	*57%*	**	**	*58%*	*56%*	*57%*
25-49%	**48**	**	**	**	**	**	32	9	**	**	40	22	26
	16%	**	**	**	**	**	*16%*	*13%*	**	**	*16%*	*14%*	*18%*
50-74%	**25**	**	**	**	**	**	15	7	**	**	18	15	10
	8%	**	**	**	**	**	*7%*	*10%*	**	**	*7%*	*9%*	*7%*
75-100%	**22**	**	**	**	**	**	13	3	**	**	20	8	14
	7%	**	**	**	**	**	*6%*	*4%*	**	**	*8%*	*5%*	*10%*
						bc							
Don't know	**38**	**	**	**	**	**	25	11	**	**	30	27	11
	12%	**	**	**	**	**	*12%*	*15%*	**	**	*11%*	*17%*	*7%*
												b	
Answered	**268**	**	**	**	**	**	177	58	**	**	230	135	133
Mean	**23.41**	**	**	**	**	**	21.84	21.20	**	**	23.24	22.78	24.05
						bc							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	*b	*c	*d	*e	f	g	*h	*i	*j	*k	*l
Unweighted total	312	30	16	21	29	29	32	42	18	19	28	25	23
Weighted total	306	24	17	24	25	30	37	24	21	30	29	25	19
0-24%	172	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	48	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	25	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	22	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
		g											
Don't know	38	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	268	**	**	**	**	**	**	**	**	**	**	**	**
Mean	23.41	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**312**	67	90	79	76
Weighted total	**306**	65	92	75	74
0-24%	**172**	27	59	45	42
	56%	*42%*	*64%*	*59%*	*57%*
			a	a	
25-49%	**48**	11	15	11	11
	16%	*17%*	*17%*	*14%*	*15%*
50-74%	**25**	3	9	5	8
	8%	*5%*	*10%*	*7%*	*10%*
75-100%	**22**	7	5	5	6
	7%	*11%*	*5%*	*7%*	*8%*
Don't know	**38**	16	5	10	7
	12%	*25%*	*5%*	*13%*	*10%*
		bd			
Answered	**268**	48	87	66	66
Mean	**23.41**	29.26	21.90	21.51	23.04

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	*a	b	*c	*d	e
Unweighted total	**210**	89	61	37	23	121	14	35	15	7	31
Weighted total	**124**	109	7	4	3	14	15	36	13	3	8
0-24%	**37**	32	2	**	**	4	**	**	**	**	**
	30%	*30%*	*32%*	**	**	*29%*	**	**	**	**	**
25-49%	**21**	20	1	**	**	2	**	**	**	**	**
	17%	*18%*	*9%*	**	**	*12%*	**	**	**	**	**
50-74%	**16**	13	1	**	**	3	**	**	**	**	**
	13%	*12%*	*18%*	**	**	*22%*	**	**	**	**	**
				a							
75-100%	**47**	43	2	**	**	4	**	**	**	**	**
	38%	*40%*	*30%*	**	**	*30%*	**	**	**	**	**
Don't know	**2**	1	1	**	**	1	**	**	**	**	**
	2%	*1%*	*10%*	**	**	*8%*	**	**	**	**	**
			a	a		a					
Answered	**122**	108	6	**	**	13	**	**	**	**	**
Mean	**53.37**	53.57	51.10	**	**	51.72	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	**210**	18	9	25	4	20	15	14	12	9	126	27	32	25
Weighted total	**124**	15	8	20	4	21	12	10	8	5	102	7	9	6
0-24%	**37**	**	**	**	**	**	**	**	**	**	26	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
													j	
25-49%	**21**	**	**	**	**	**	**	**	**	**	20	**	**	**
	17%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
											l			
50-74%	**16**	**	**	**	**	**	**	**	**	**	14	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*14%*	**	**	**
75-100%	**47**	**	**	**	**	**	**	**	**	**	41	**	**	**
	38%	**	**	**	**	**	**	**	**	**	*41%*	**	**	**
Don't know	**2**	**	**	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Answered	**122**	**	**	**	**	**	**	**	**	**	101	**	**	**
Mean	**53.37**	**	**	**	**	**	**	**	**	**	55.68	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**210**	7	27	6	12	36	2	29	88	155	55	177	33
Weighted total	**124**	1	14	5	6	23	*	22	52	105	19	111	13
0-24%	**37**	**	**	**	**	**	**	**	17	29	7	30	**
	30%	**	**	**	**	**	**	**	*33%*	*28%*	*38%*	*27%*	** a
25-49%	**21**	**	**	**	**	**	**	**	13	20	1	21	**
	17%	**	**	**	**	**	**	**	*24%*	*19%* b	*5%*	*19%* b	**
50-74%	**16**	**	**	**	**	**	**	**	4	15	1	14	**
	13%	**	**	**	**	**	**	**	*9%*	*14%*	*5%*	*12%*	**
75-100%	**47**	**	**	**	**	**	**	**	17	39	9	45	**
	38%	**	**	**	**	**	**	**	*33%*	*37%*	*46%*	*41%* b	**
Don't know	**2**	**	**	**	**	**	**	**	1	1	1	2	**
	2%	**	**	**	**	**	**	**	*1%*	*1%*	*6%*	*2%*	**
Answered	**122**	**	**	**	**	**	**	**	51	104	18	109	**
Mean	**53.37**	**	**	**	**	**	**	**	49.02	52.89	56.18	55.22 b	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**210**	207	3	99	38	71
Weighted total	**124**	119	5	64	20	39
0-24%	**37**	34	**	20	**	13
	30%	*29%*	**	*31%*	**	*34%*
25-49%	**21**	19	**	8	**	9
	17%	*16%*	**	*13%*	**	*23%*
50-74%	**16**	16	**	6	**	7
	13%	*13%*	**	*10%*	**	*19%*
75-100%	**47**	47	**	29	**	8
	38%	*40%*	**	*45%*	**	*21%*
				c	c	
Don't know	**2**	2	**	1	**	1
	2%	*2%*	**	*1%*	**	*3%*
Answered	**122**	117	**	63	**	37
Mean	**53.37**	54.47	**	56.99	**	41.82
				c	c	

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**210**	104	91	14	-	-	-	1	-	195	15	1	15	89	106
Weighted total	**124**	65	52	7	-	-	-	*	-	117	7	*	16	49	59
0-24%	**37**	16	18	**	**	**	**	**	**	34	**	**	**	10	20
	30%	*25%*	*34%*	**	**	**	**	**	**	*29%*	**	**	**	*21%*	*35%*
															b
25-49%	**21**	6	13	**	**	**	**	**	**	19	**	**	**	6	15
	17%	*9%*	*25%*	**	**	**	**	**	**	*16%*	**	**	**	*12%*	*26%*
			a												b
50-74%	**16**	4	12	**	**	**	**	**	**	16	**	**	**	3	12
	13%	*7%*	*22%*	**	**	**	**	**	**	*14%*	**	**	**	*6%*	*20%*
			a												b
75-100%	**47**	36	9	**	**	**	**	**	**	45	**	**	**	29	11
	38%	*56%*	*18%*	**	**	**	**	**	**	*39%*	**	**	**	*58%*	*19%*
		bi								b				c	
Don't know	**2**	2	*	**	**	**	**	**	**	2	**	**	**	1	*
	2%	*3%*	*%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	*%*
Answered	**122**	63	52	**	**	**	**	**	**	115	**	**	**	48	59
Mean	**53.37**	64.90	40.29	**	**	**	**	**	**	53.83	**	**	**	67.02	40.99
		bi								b				c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**210**	194	175	210	107	100	168	165	26	10	5	3	1	-
Weighted total	**124**	107	105	124	61	56	95	100	17	2	3	2	*	-
0-24%	**37**	29	33	37	21	17	31	28	**	**	**	**	**	**
	30%	*27%*	*31%*	*30%*	*34%*	*31%*	*33%*	*28%*	**	**	**	**	**	**
25-49%	**21**	16	17	21	11	10	16	17	**	**	**	**	**	**
	17%	*15%*	*16%*	*17%*	*18%*	*17%*	*17%*	*17%*	**	**	**	**	**	**
50-74%	**16**	16	13	16	12	7	9	12	**	**	**	**	**	**
	13%	*15%*	*12%*	*13%*	*20%*	*12%*	*10%*	*12%*	**	**	**	**	**	**
					f									
75-100%	**47**	44	40	47	17	22	37	41	**	**	**	**	**	**
	38%	*42%*	*38%*	*38%*	*27%*	*39%*	*39%*	*41%*	**	**	**	**	**	**
		d		d			d							
Don't know	**2**	1	2	2	*	1	1	2	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
Answered	**122**	106	103	122	61	55	94	98	**	**	**	**	**	**
Mean	**53.37**	56.53	52.55	53.37	47.54	52.38	51.71	54.33	**	**	**	**	**	**
		d												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted total	**210**	105	1	-	-	-	1	-	1	15	26	70	98	1
Weighted total	**124**	61	*	-	-	-	*	-	*	13	20	43	47	1
0-24%	**37**	21	**	**	**	**	**	**	**	**	**	15	12	**
	30%	*34%*	**	**	**	**	**	**	**	**	**	*35%*	*27%*	**
25-49%	**21**	11	**	**	**	**	**	**	**	**	**	4	12	**
	17%	*18%*	**	**	**	**	**	**	**	**	**	*9%*	*26%*	**
													c	
50-74%	**16**	12	**	**	**	**	**	**	**	**	**	6	7	**
	13%	*20%*	**	**	**	**	**	**	**	**	**	*15%*	*15%*	**
75-100%	**47**	17	**	**	**	**	**	**	**	**	**	17	15	**
	38%	*27%*	**	**	**	**	**	**	**	**	**	*40%*	*32%*	**
Don't know	**2**	*	**	**	**	**	**	**	**	**	**	*	1	**
	2%	*1%*	**	**	**	**	**	**	**	**	**	*1%*	*1%*	**
Answered	**122**	61	**	**	**	**	**	**	**	**	**	43	46	**
Mean	**53.37**	47.59	**	**	**	**	**	**	**	**	**	52.15	50.20	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**210**	35	19	27	25	1	50	7	50	191	19	207	3
Weighted total	**124**	24	12	11	14	1	29	3	29	116	8	124	*
0-24%	**37**	**	**	**	**	**	**	**	**	32	**	37	**
	30%	**	**	**	**	**	**	**	**	*28%*	**	*30%*	**
							c						
25-49%	**21**	**	**	**	**	**	**	**	**	21	**	21	**
	17%	**	**	**	**	**	**	**	**	*18%*	**	*17%*	**
50-74%	**16**	**	**	**	**	**	**	**	**	14	**	16	**
	13%	**	**	**	**	**	**	**	**	*12%*	**	*13%*	**
75-100%	**47**	**	**	**	**	**	**	**	**	46	**	47	**
	38%	**	**	**	**	**	**	**	**	*39%*	**	*38%*	**
Don't know	**2**	**	**	**	**	**	**	**	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	*2%*	**	*2%*	**
Answered	**122**	**	**	**	**	**	**	**	**	113	**	121	**
Mean	**53.37**	**	**	**	**	**	**	**	**	54.38	**	53.33	**
									a				

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**210**	12	22	43	4	86	21	68	189	55	1
Weighted total	**124**	6	8	23	2	51	10	34	106	23	*
0-24%	**37**	**	**	**	**	17	**	11	29	7	**
	30%	**	**	**	**	*33%*	**	*34%*	*28%*	*31%*	**
25-49%	**21**	**	**	**	**	9	**	10	15	5	**
	17%	**	**	**	**	*17%*	**	*30%* b	*14%*	*21%*	**
50-74%	**16**	**	**	**	**	10	**	3	16	5	**
	13%	**	**	**	**	*20%*	**	*9%*	*15%*	*22%*	**
75-100%	**47**	**	**	**	**	15	**	9	44	6	**
	38%	**	**	**	**	*29%*	**	*25%*	*42%* **ac**	*26%*	**
Don't know	**2**	**	**	**	**	*	**	1	1	*	**
	2%	**	**	**	**	*1%*	**	*1%*	*1%*	*%	**
Answered	**122**	**	**	**	**	51	**	33	105	23	**
Mean	**53.37**	**	**	**	**	49.70	**	43.10	56.46 a	48.46	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**210**	61	163	43	1	80	71	33	1	194	174	92	210	155	9
Weighted total	**124**	37	101	23	*	45	46	19	*	107	105	52	124	87	6
0-24%	**37**	16	31	**	**	17	14	**	**	29	32	17	37	33	**
	30%	*45%*	*30%*	**	**	*38%*	*31%*	**	**	*27%*	*31%*	*33%*	*30%*	*38%*	**
		b													
25-49%	**21**	9	17	**	**	11	11	**	**	16	17	11	21	21	**
	17%	*26%*	*17%*	**	**	*24%*	*23%*	**	**	*15%*	*16%*	*21%*	*17%*	*25%*	**
50-74%	**16**	3	13	**	**	8	9	**	**	16	13	9	16	14	**
	13%	*8%*	*12%*	**	**	*17%*	*21%*	**	**	*15%*	*12%*	*17%*	*13%*	*16%*	**
							c								
75-100%	**47**	8	39	**	**	10	12	**	**	44	40	15	47	18	**
	38%	*21%*	*38%*	**	**	*21%*	*25%*	**	**	*42%*	*38%*	*29%*	*38%*	*20%*	**
			a							c			b		
Don't know	**2**	*	2	**	**	*	*	**	**	1	2	*	2	1	**
	2%	*1%*	*2%*	**	**	*1%*	**%	**	**	*1%*	*2%*	*1%*	*2%*	*2%*	**
Answered	**122**	36	99	**	**	45	46	**	**	106	103	51	122	86	**
Mean	**53.37**	38.02	52.55	**	**	42.33	46.89	**	**	56.53	52.69	48.62	53.37	39.54	**
			a										b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**210**	76	51	50	15	21	199	150	10	3	4	-
Weighted total	**124**	42	28	27	10	13	114	83	7	2	3	-
0-24%	**37**	11	13	**	**	**	32	31	**	**	**	**
	30%	*28%*	*48%* a	**	**	**	*28%*	*37%*	**	**	**	**
25-49%	**21**	9	9	**	**	**	20	21	**	**	**	**
	17%	*21%*	*31%*	**	**	**	*17%*	*26%*	**	**	**	**
50-74%	**16**	9	3	**	**	**	16	14	**	**	**	**
	13%	*21%*	*11%*	**	**	**	*14%*	*16%*	**	**	**	**
75-100%	**47**	12	3	**	**	**	45	16	**	**	**	**
	38%	*30%* b	*9%*	**	**	**	*39%* b	*19%*	**	**	**	**
Don't know	**2**	*	*	**	**	**	2	1	**	**	**	**
	2%	*1%*	*1%*	**	**	**	*2%*	*2%*	**	**	**	**
Answered	**122**	41	28	**	**	**	112	82	**	**	**	**
Mean	**53.37**	51.98 b	31.70	**	**	**	54.70 b	39.41	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**210**	206	201	208	186	208	139	204	62	-	189	3	27	183
Weighted total	**124**	121	116	122	106	122	79	121	28	-	107	2	14	110
0-24%	**37**	35	35	35	32	37	26	35	10	**	33	**	**	32
	30%	*29%*	*30%*	*29%*	*31%*	*30%*	*33%*	*28%*	*37%*	**	*31%*	**	**	*29%*
25-49%	**21**	20	21	21	21	21	13	21	7	**	19	**	**	21
	17%	*17%*	*18%*	*18%*	*20%*	*18%*	*16%*	*18%*	*25%*	**	*18%*	**	**	*19%*
50-74%	**16**	16	15	16	15	16	11	16	5	**	12	**	**	14
	13%	*13%*	*13%*	*13%*	*14%*	*13%*	*14%*	*13%*	*17%*	**	*11%*	**	**	*12%*
75-100%	**47**	47	43	47	35	45	27	47	5	**	41	**	**	42
	38%	*39%*	*37%*	*39%*	*33%*	*37%*	*35%*	*39%*	*19%*	**	*39%*	**	**	*38%*
							c	c						
Don't know	**2**	2	2	2	2	2	2	2	1	**	2	**	**	2
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	**	*2%*
Answered	**122**	118	114	120	103	120	78	119	27	**	104	**	**	108
Mean	**53.37**	54.19	52.22	54.07	50.54	52.74	50.83	54.12	40.26	**	52.84	**	**	53.08
								c						

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	**210**	37	1	8	38	29	140	41	21	14	168	133	77
Weighted total	**124**	20	1	4	22	19	83	23	9	9	103	79	45
0-24%	**37**	**	**	**	**	**	24	**	**	**	26	24	13
	30%	**	**	**	**	**	*30%*	**	**	**	*25%*	*30%*	*28%*
25-49%	**21**	**	**	**	**	**	10	**	**	**	18	15	7
	17%	**	**	**	**	**	*12%*	**	**	**	*17%*	*19%*	*15%*
								b					
50-74%	**16**	**	**	**	**	**	13	**	**	**	14	13	3
	13%	**	**	**	**	**	*16%*	**	**	**	*14%*	*16%*	*7%*
75-100%	**47**	**	**	**	**	**	34	**	**	**	43	26	22
	38%	**	**	**	**	**	*41%*	**	**	**	*42%*	*33%*	*49%*
													a
Don't know	**2**	**	**	**	**	**	2	**	**	**	2	2	*
	2%	**	**	**	**	**	*2%*	**	**	**	*2%*	*2%*	*1%*
Answered	**122**	**	**	**	**	**	81	**	**	**	101	77	44
Mean	**53.37**	**	**	**	**	**	55.12	**	**	**	56.65	50.97	57.55

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i	*j	*k	*l
Unweighted total	**210**	24	14	14	29	14	17	35	12	14	10	17	10
Weighted total	**124**	9	11	9	12	10	9	8	2	19	9	19	8
0-24%	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**21**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**47**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**122**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**53.37**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**210**	52	60	61	37
Weighted total	**124**	28	31	29	36
0-24%	**37**	8	9	11	**
	30%	*26%*	*28%*	*37%*	**
25-49%	**21**	2	6	6	**
	17%	*7%*	*18%*	*23%*	**
				a	
50-74%	**16**	7	4	*	**
	13%	*25%*	*14%*	*2%*	**
		c	c		c
75-100%	**47**	11	12	10	**
	38%	*40%*	*38%*	*36%*	**
Don't know	**2**	1	*	1	**
	2%	*2%*	*1%*	*3%*	**
Answered	**122**	28	30	28	**
Mean	**53.37**	59.44	55.07	44.61	**
		c			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	***a**	b	***c**	***d**	e
Unweighted total	**218**	92	69	33	24	126	18	32	20	8	34
Weighted total	**121**	105	8	4	3	15	19	31	15	3	8
0-24%	**29**	27	1	**	**	2	**	**	**	**	**
	24%	*26%*	*17%*	**	**	*16%*	**	**	**	**	**
								e			
25-49%	**16**	15	1	**	**	1	**	**	**	**	**
	13%	*14%*	*8%*	**	**	*9%*	**	**	**	**	**
								e			
50-74%	**26**	22	1	**	**	4	**	**	**	**	**
	21%	*21%*	*18%*	**	**	*23%*	**	**	**	**	**
75-100%	**46**	39	4	**	**	7	**	**	**	**	**
	38%	*37%*	*46%*	**	**	*45%*	**	**	**	**	**
											b
Don't know	**3**	2	1	**	**	1	**	**	**	**	**
	3%	*2%*	*11%*	**	**	*7%*	**	**	**	**	**
			a								
Answered	**117**	103	7	**	**	14	**	**	**	**	**
Mean	**55.21**	54.29	62.46	**	**	61.91	**	**	**	**	**
											b

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**218**	18	8	18	3	21	17	15	14	9	123	33	31	31
Weighted total	**121**	17	5	12	2	21	15	11	8	5	96	7	10	8
0-24%	**29**	**	**	**	**	**	**	**	**	**	25	**	**	**
	24%	**	**	**	**	**	**	**	**	**	*26%* m	**	**	**
25-49%	**16**	**	**	**	**	**	**	**	**	**	15	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
50-74%	**26**	**	**	**	**	**	**	**	**	**	21	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*22%* l	l	**	l
75-100%	**46**	**	**	**	**	**	**	**	**	**	33	**	**	**
	38%	**	**	**	**	**	**	**	**	**	*34%*	** j	j	**
Don't know	**3**	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Answered	**117**	**	**	**	**	**	**	**	**	**	93	**	**	**
Mean	**55.21**	**	**	**	**	**	**	**	**	**	52.60	**	**	** j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**218**	10	31	5	10	34	1	27	97	162	56	191	27
Weighted total	**121**	4	15	3	4	23	*	22	48	101	20	112	8
0-24%	**29**	**	**	**	**	**	**	**	5	27	3	27	**
	24%	**	**	**	**	**	**	**	*11%*	*27%*	*13%*	*24%*	**
						bh				b			
25-49%	**16**	**	**	**	**	**	**	**	8	14	3	16	**
	13%	**	**	**	**	**	**	**	*16%*	*13%*	*13%*	*14%*	**
50-74%	**26**	**	**	**	**	**	**	**	10	23	3	23	**
	21%	**	**	**	**	**	**	**	*20%*	*23%*	*13%*	*20%*	**
75-100%	**46**	**	**	**	**	**	**	**	23	35	12	43	**
	38%	**	**	**	**	**	**	**	*48%*	*34%*	*59%*	*39%*	**
											a		
Don't know	**3**	**	**	**	**	**	**	**	2	3	*	3	**
	3%	**	**	**	**	**	**	**	*5%*	*3%*	*2%*	*3%*	**
Answered	**117**	**	**	**	**	**	**	**	45	98	20	109	**
Mean	**55.21**	**	**	**	**	**	**	**	66.03	52.32	69.62	55.39	**
									e		a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**218**	215	3	100	42	76
Weighted total	**121**	116	4	58	25	38
0-24%	**29**	27	**	16	**	7
	24%	*23%*	**	*28%*	**	*18%*
25-49%	**16**	14	**	8	**	6
	13%	*12%*	**	*13%*	**	*15%*
50-74%	**26**	25	**	8	**	11
	21%	*22%*	**	*14%*	**	*29%* a
75-100%	**46**	46	**	23	**	14
	38%	*40%*	**	*40%*	**	*36%*
Don't know	**3**	3	**	3	**	1
	3%	*3%*	**	*5%*	**	*1%*
Answered	**117**	113	**	55	**	37
Mean	**55.21**	56.31	**	53.56	**	56.70

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**218**	98	107	11	-	1	-	1	-	205	13	2	7	91	120
Weighted total	**121**	55	59	7	-	*	-	*	-	114	7	*	6	49	66
0-24%	**29**	16	12	**	**	**	**	**	**	27	**	**	**	13	14
	24%	*29%*	*20%*	**	**	**	**	**	**	*24%*	**	**	**	*27%*	*21%*
25-49%	**16**	6	8	**	**	**	**	**	**	14	**	**	**	5	10
	13%	*12%*	*13%*	**	**	**	**	**	**	*12%*	**	**	**	*10%*	*15%*
50-74%	**26**	5	20	**	**	**	**	**	**	25	**	**	**	5	21
	21%	*9%*	*34%*	**	**	**	**	**	**	*22%*	**	**	**	*10%*	*32%*
			ai							a					b
75-100%	**46**	25	19	**	**	**	**	**	**	44	**	**	**	25	21
	38%	*46%*	*33%*	**	**	**	**	**	**	*39%*	**	**	**	*51%*	*32%*
														c	
Don't know	**3**	3	*	**	**	**	**	**	**	3	**	**	**	1	*
	3%	*5%*	*1%*	**	**	**	**	**	**	*3%*	**	**	**	*2%*	*1%*
		b													
Answered	**117**	52	59	**	**	**	**	**	**	110	**	**	**	48	66
Mean	**55.21**	56.94	54.55	**	**	**	**	**	**	55.67	**	**	**	60.13	53.85

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**218**	203	171	218	110	112	180	163	31	12	5	3	4	-
Weighted total	**121**	109	98	121	56	58	99	96	15	2	3	2	2	-
0-24%	**29**	25	28	29	12	14	23	22	**	**	**	**	**	**
	24%	*23%*	*28%*	*24%*	*22%*	*25%*	*23%*	*23%*	**	**	**	**	**	**
25-49%	**16**	14	13	16	12	8	11	12	**	**	**	**	**	**
	13%	*12%*	*14%*	*13%*	*21%*	*14%*	*11%*	*13%*	**	**	**	**	**	**
					af									
50-74%	**26**	23	19	26	12	14	21	21	**	**	**	**	**	**
	21%	*21%*	*19%*	*21%*	*21%*	*24%*	*21%*	*21%*	**	**	**	**	**	**
75-100%	**46**	43	35	46	20	19	41	38	**	**	**	**	**	**
	38%	*40%*	*36%*	*38%*	*35%*	*33%*	*42%*	*39%*	**	**	**	**	**	**
Don't know	**3**	3	3	3	*	3	3	3	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*1%*	*4%*	*3%*	*3%*	**	**	**	**	**	**
Answered	**117**	105	95	117	56	55	96	93	**	**	**	**	**	**
Mean	**55.21**	56.42	51.63	55.21	51.97	53.07	57.55	56.20	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted total	**218**	106	1	1	-	1	1	-	2	14	26	74	103	1
Weighted total	**121**	55	*	*	-	*	*	-	*	10	16	50	45	*
0-24%	**29**	12	**	**	**	**	**	**	**	**	**	12	13	**
	24%	*22%*	**	**	**	**	**	**	**	**	**	*23%*	*29%*	**
25-49%	**16**	12	**	**	**	**	**	**	**	**	**	7	7	**
	13%	*21%*	**	**	**	**	**	**	**	**	**	*14%*	*16%*	**
50-74%	**26**	12	**	**	**	**	**	**	**	**	**	10	9	**
	21%	*21%*	**	**	**	**	**	**	**	**	**	*21%*	*19%*	**
75-100%	**46**	19	**	**	**	**	**	**	**	**	**	20	16	**
	38%	*35%*	**	**	**	**	**	**	**	**	**	*41%*	*35%*	**
Don't know	**3**	*	**	**	**	**	**	**	**	**	**	*	1	**
	3%	*%*	**	**	**	**	**	**	**	**	**	*1%*	*1%*	**
Answered	**117**	55	**	**	**	**	**	**	**	**	**	50	45	**
Mean	**55.21**	51.97	**	**	**	**	**	**	**	**	**	54.31	52.41	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**218**	38	18	28	26	-	53	6	51	198	20	214	4
Weighted total	**121**	19	10	12	15	-	28	3	25	112	9	118	2
0-24%	**29**	**	**	**	**	**	7	**	4	29	**	29	**
	24%	**	**	**	**	**	*25%*	**	*18%*	*26%*	**	*25%*	**
25-49%	**16**	**	**	**	**	**	7	**	5	12	**	16	**
	13%	**	**	**	**	**	*23%*	**	*20%*	*11%*	**	*14%*	**
50-74%	**26**	**	**	**	**	**	8	**	4	25	**	26	**
	21%	**	**	**	**	**	*27%*	**	*17%*	*22%*	**	*22%*	**
75-100%	**46**	**	**	**	**	**	7	**	11	42	**	44	**
	38%	**	**	**	**	**	*24%*	**	*44%* a	*38%*	**	*37%*	**
Don't know	**3**	**	**	**	**	**	*	**	*	3	**	3	**
	3%	**	**	**	**	**	*1%*	**	*1%*	*3%*	**	*3%*	**
Answered	**117**	**	**	**	**	**	28	**	24	109	**	115	**
Mean	**55.21**	**	**	**	**	**	46.53	**	57.18	54.93	**	54.62	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**218**	14	26	48	4	84	26	62	200	44	1
Weighted total	**121**	7	9	26	2	45	11	32	108	18	*
0-24%	**29**	**	**	**	**	11	**	7	25	**	**
	24%	**	**	**	**	*26%*	**	*23%*	*23%*	**	**
25-49%	**16**	**	**	**	**	8	**	6	14	**	**
	13%	**	**	**	**	*17%*	**	*18%*	*13%*	**	**
										b	
50-74%	**26**	**	**	**	**	10	**	7	23	**	**
	21%	**	**	**	**	*22%*	**	*21%*	*21%*	**	**
75-100%	**46**	**	**	**	**	16	**	10	43	**	**
	38%	**	**	**	**	*35%*	**	*31%*	*40%*	**	**
Don't know	**3**	**	**	**	**	*	**	2	3	**	**
	3%	**	**	**	**	*1%*	**	*7%*	*3%*	**	**
Answered	**117**	**	**	**	**	45	**	30	105	**	**
Mean	**55.21**	**	**	**	**	51.56	**	51.70	56.33	**	**
									c		

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**218**	54	165	34	1	82	79	31	1	203	171	95	161	218	10
Weighted total	**121**	32	95	16	*	45	42	16	*	109	98	48	91	121	6
0-24%	**29**	10	26	**	**	9	9	**	**	25	28	12	29	29	**
	24%	*32%*	*27%*	**	**	*21%*	*20%*	**	**	*23%*	*28%*	*25%*	*31%*	*24%*	**
25-49%	**16**	6	13	**	**	11	9	**	**	14	13	8	14	16	**
	13%	*17%*	*14%*	**	**	*25%*	*21%*	**	**	*12%*	*14%*	*17%*	*15%*	*13%*	**
50-74%	**26**	5	19	**	**	8	12	**	**	23	19	9	20	26	**
	21%	*16%*	*20%*	**	**	*17%*	*28%*	**	**	*21%*	*19%*	*19%*	*22%*	*21%*	**
75-100%	**46**	9	35	**	**	16	13	**	**	43	35	18	25	46	**
	38%	*28%*	*36%*	**	**	*36%*	*30%*	**	**	*40%*	*36%*	*38%*	*27%*	*38%* a	**
Don't know	**3**	2	3	**	**	*	*	**	**	3	3	*	3	3	**
	3%	*6%*	*3%*	**	**	*1%*	*%*	**	**	*3%*	*3%*	*1%*	*3%*	*3%*	**
Answered	**117**	30	92	**	**	44	42	**	**	105	95	48	88	117	**
Mean	**55.21**	45.55	52.57	**	**	51.12	50.32	**	**	56.42	51.63	52.43	46.28	55.21 a	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**218**	69	66	50	13	19	156	214	11	3	2	-
Weighted total	**121**	34	36	25	8	11	86	118	8	2	*	-
0-24%	**29**	8	10	**	**	**	25	27	**	**	**	**
	24%	*24%*	*27%*	**	**	**	*29%*	*23%*	**	**	**	**
25-49%	**16**	8	5	**	**	**	16	16	**	**	**	**
	13%	*24%*	*13%*	**	**	**	*19%*	*14%*	**	**	**	**
				b								
50-74%	**26**	6	9	**	**	**	18	26	**	**	**	**
	21%	*19%*	*25%*	**	**	**	*22%*	*22%*	**	**	**	**
75-100%	**46**	11	13	**	**	**	23	46	**	**	**	**
	38%	*32%*	*35%*	**	**	**	*26%*	*39%*	**	**	**	**
								a				
Don't know	**3**	*	*	**	**	**	3	3	**	**	**	**
	3%	*1%*	**%*	**	**	**	*4%*	*3%*	**	**	**	**
Answered	**117**	33	36	**	**	**	82	115	**	**	**	**
Mean	**55.21**	48.54	52.51	**	**	**	46.12	56.02	**	**	**	**
								a				

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**218**	215	207	216	194	216	138	210	60	-	194	2	29	189
Weighted total	**121**	117	115	119	104	119	73	118	25	-	105	1	15	106
0-24%	**29**	27	27	27	21	27	19	27	4	**	27	**	**	23
	24%	*23%*	*23%*	*23%*	*21%*	*23%*	*27%*	*23%*	*17%*	**	*26%*	**	**	*22%*
25-49%	**16**	16	15	16	15	16	14	16	5	**	13	**	**	16
	13%	*14%*	*13%*	*14%*	*15%*	*14%*	*20%*	*14%*	*19%*	**	*12%*	**	**	*15%*
50-74%	**26**	24	25	26	21	26	10	26	6	**	21	**	**	22
	21%	*21%*	*22%*	*22%*	*21%*	*22%*	*14%*	*22%*	*24%*	**	*20%*	**	**	*21%*
75-100%	**46**	46	44	46	42	46	29	46	10	**	40	**	**	41
	38%	*39%*	*39%*	*39%*	*41%*	*39%*	*39%*	*39%*	*38%*	**	*38%*	**	**	*39%*
Don't know	**3**	3	3	3	3	3	1	3	1	**	3	**	**	3
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	**	*3%*	**	**	*3%*
Answered	**117**	114	111	115	101	115	72	115	25	**	102	**	**	103
Mean	**55.21**	56.03	55.83	56.08	57.30	56.02	52.39	55.83	54.96	**	54.40	**	**	56.42

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	**218**	42	2	9	42	28	140	49	26	17	170	130	88
Weighted total	**121**	22	3	3	25	15	72	32	11	10	98	76	45
0-24%	**29**	**	**	**	**	**	23	**	**	**	26	11	18
	24%	**	**	**	**	**	*32%*	**	**	**	*27%*	*14%*	*41%*
							c						a
25-49%	**16**	**	**	**	**	**	10	**	**	**	11	11	5
	13%	**	**	**	**	**	*13%*	**	**	**	*11%*	*15%*	*11%*
50-74%	**26**	**	**	**	**	**	16	**	**	**	19	17	9
	21%	**	**	**	**	**	*22%*	**	**	**	*19%*	*22%*	*20%*
75-100%	**46**	**	**	**	**	**	23	**	**	**	39	34	12
	38%	**	**	**	**	**	*31%*	**	**	**	*40%*	*45%*	*27%*
												b	
Don't know	**3**	**	**	**	**	**	1	**	**	**	3	3	1
	3%	**	**	**	**	**	*1%*	**	**	**	*3%*	*4%*	*1%*
Answered	**117**	**	**	**	**	**	71	**	**	**	95	73	44
Mean	**55.21**	**	**	**	**	**	49.95	**	**	**	55.11	62.01	43.94
								b				b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i	*j	*k	*l
Unweighted total	**218**	20	17	19	27	20	23	31	12	12	12	13	12
Weighted total	**121**	4	10	15	10	12	14	5	2	16	12	13	8
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**26**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**46**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**3**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**117**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**55.21**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**218**	56	70	55	37
Weighted total	**121**	28	35	24	33
0-24%	**29**	8	5	10	**
	24%	*27%*	*14%*	*41%*	**
				bd	
25-49%	**16**	4	3	*	**
	13%	*15%*	*10%*	*%*	**
		c	c		**bc**
50-74%	**26**	6	9	5	**
	21%	*20%*	*24%*	*21%*	**
75-100%	**46**	8	18	9	**
	38%	*30%*	*51%*	*36%*	**
			a		
Don't know	**3**	2	*	*	**
	3%	*8%*	*1%*	*2%*	**
		b			
Answered	**117**	26	35	23	**
Mean	**55.21**	47.14	64.40	49.96	**
			ac		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**29**	28	*	-	**	*	13	2	1	**	2
	2%	*2%*	*1%*	*-%*	**	*1%*	*3%* b	*1%*	*1%*	**	*5%* b
This is not important to me - don't mind if not offered	**146**	143	2	2	**	4	49	37	14	**	8
	12%	*12%* b	*6%*	*15%* b	**	*8%*	*11%*	*11%*	*17%*	**	*19%*
This is mandatory to me - a must have	**311**	299	7	3	**	12	116	70	17	**	6
	25%	*25%*	*25%*	*26%*	**	*26%*	*27%* e	*21%*	*20%*	** e	*14%*
This is a 'nice to have' , but I can live without it being offered	**358**	345	8	4	**	13	109	114	26	**	16
	29%	*29%*	*30%*	*30%*	**	*29%*	*25%*	*35%* a	*32%*	**	*37%* a
This is a 'great to have' - makes a difference and can sway my decision	**396**	380	11	3	**	16	148	104	24	**	11
	32%	*32%*	*39%* a	*29%*	**	*35%*	*34%*	*32%*	*29%*	**	*25%*
NET Important	**707**	678	18	6	**	28	264	174	41	**	17
	57%	*57%*	*64%* a	*55%*	**	*62%*	*61%* e	*53%* e	*50%*	**	*40%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**29**	*	-	4	**	3	10	8	*	-	25	1	2	1
	2%	**%*	*-%*	*2%*	**	*3%*	*5%*	*6%*	**%*	*-%*	*2%*	*2%*	*2%*	*1%*
							am	**ahijm**						
This is not important to me - don't mind if not offered	**146**	15	10	23	**	8	24	18	15	7	128	6	6	7
	12%	*10%*	*13%*	*13%*	**	*7%*	*12%*	*15%*	*16%*	*8%*	*12%*	*9%*	*8%*	*12%*
					eikl									
This is mandatory to me - a must have	**311**	41	14	43	**	33	51	22	26	25	263	11	21	15
	25%	*28%*	*18%*	*25%*	**	*31%*	*25%*	*18%*	*29%*	*28%*	*25%*	*18%*	*31%*	*25%*
						k							**gk**	
This is a 'nice to have' , but I can live without it being offered	**358**	48	25	58	**	32	46	42	20	30	308	20	15	14
	29%	*32%*	*32%*	*33%*	**	*29%*	*23%*	*35%*	*22%*	*34%*	*29%*	*33%*	*22%*	*24%*
				fl				**flm**				**fl**		
This is a 'great to have' - makes a difference and can sway my decision	**396**	44	29	47	**	33	74	30	30	26	326	23	25	23
	32%	*30%*	*37%*	*27%*	**	*30%*	*36%*	*25%*	*33%*	*30%*	*31%*	*37%*	*36%*	*38%*
												g		**cg**
NET Important	**707**	86	43	90	**	66	125	52	57	51	590	34	46	38
	57%	*57%*	*55%*	*51%*	**	*61%*	*61%*	*43%*	*62%*	*58%*	*56%*	*55%*	*67%*	*63%*
		g				g	g		g		g		**cgjk**	**cg**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**29**	*	-	**	4	8	**	3	12	18	11	25	4
	2%	*1%*	*-%*	**	*4%*	*3%*	**	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
					b								
This is not important to me - don't mind if not offered	**146**	6	12	**	9	35	**	16	59	105	42	134	13
	12%	*12%*	*14%*	**	*9%*	*12%*	**	*16%*	*11%*	*11%*	*14%*	*12%*	*12%*
This is mandatory to me - a must have	**311**	12	20	**	22	70	**	23	147	246	65	279	32
	25%	*28%*	*23%*	**	*21%*	*23%*	**	*23%*	*27%*	*26%*	*22%*	*25%*	*29%*
				d									
This is a 'nice to have' , but I can live without it being offered	**358**	14	23	**	36	81	**	28	165	268	90	328	30
	29%	*32%*	*27%*	**	*35%*	*27%*	**	*28%*	*30%*	*29%*	*30%*	*29%*	*27%*
		c	c		c	c		c	c				
This is a 'great to have' - makes a difference and can sway my decision	**396**	12	32	**	32	105	**	30	165	302	94	365	31
	32%	*27%*	*37%*	**	*31%*	*35%*	**	*30%*	*30%*	*32%*	*31%*	*32%*	*28%*
NET Important	**707**	25	51	**	54	175	**	53	313	548	159	644	63
	57%	*55%*	*59%*	**	*52%*	*59%*	**	*53%*	*57%*	*58%*	*53%*	*57%*	*57%*
				abdegh									

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**29**	29	**	23	5	-
	2%	*2%*	**	*3%*	*3%*	*-%*
				c	c	
This is not important to me - don't mind if not offered	**146**	135	**	106	15	23
	12%	*11%*	**	*14%*	*8%*	*8%*
				bc		
This is mandatory to me - a must have	**311**	290	**	162	64	78
	25%	*25%*	**	*22%*	*32%*	*27%*
					a	
This is a 'nice to have' , but I can live without it being offered	**358**	341	**	237	56	64
	29%	*29%*	**	*32%*	*28%*	*22%*
				c		
This is a 'great to have' - makes a difference and can sway my decision	**396**	382	**	207	58	123
	32%	*32%*	**	*28%*	*29%*	*43%*
						ab
NET Important	**707**	673	**	370	122	201
	57%	*57%*	**	*50%*	*62%*	*70%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**29**	23	6	**	**	**	**	**	**	29	**	**	9	14	6
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**146**	138	9	**	**	**	**	**	**	146	**	**	66	71	9
	12%	*13%*	*5%*	**	**	**	**	**	**	*12%*	**	**	*16%*	*11%*	*5%*
		bj								**bj**			**bc**	c	
This is mandatory to me - a must have	**311**	240	60	**	**	**	**	**	**	300	**	**	96	143	71
	25%	*23%*	*36%*	**	**	**	**	**	**	*25%*	**	**	*23%*	*23%*	*38%*
			ai								**abi**				**ab**
This is a 'nice to have' , but I can live without it being offered	**358**	308	46	**	**	**	**	**	**	354	**	**	128	181	50
	29%	*29%*	*27%*	**	**	**	**	**	**	*29%*	**	**	*31%*	*28%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	343	49	**	**	**	**	**	**	392	**	**	118	225	54
	32%	*33%*	*29%*	**	**	**	**	**	**	*32%*	**	**	*28%*	*35%*	*28%*
														ac	
NET Important	**707**	582	110	**	**	**	**	**	**	692	**	**	214	368	125
	57%	*55%*	*65%*	**	**	**	**	**	**	*57%*	**	**	*51%*	*58%*	*66%*
			ai								**ai**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**29**	28	11	29	7	2	18	27	*	**	**	**	**	**
	2%	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**%*	**	**	**	**	**
		e		e			e			**ab**				
This is not important to me - don't mind if not offered	**146**	129	69	146	43	33	81	143	1	**	**	**	**	**
	12%	*12%*	*10%*	*12%*	*9%*	*10%*	*10%*	*12%*	*2%*	**	**	**	**	**
								b		b				
This is mandatory to me - a must have	**311**	266	193	311	128	91	218	284	17	**	**	**	**	**
	25%	*24%*	*27%*	*25%*	*28%*	*28%*	*26%*	*25%*	*36%*	**	**	**	**	**
									a					
This is a 'nice to have' , but I can live without it being offered	**358**	334	198	358	111	86	242	330	16	**	**	**	**	**
	29%	*30%*	*28%*	*29%*	*24%*	*27%*	*29%*	*28%*	*33%*	**	**	**	**	**
		d		d			d							
This is a 'great to have' - makes a difference and can sway my decision	**396**	359	240	396	171	111	275	376	14	**	**	**	**	**
	32%	*32%*	*34%*	*32%*	*37%*	*34%*	*33%*	*32%*	*29%*	**	**	**	**	**
					ac			c						
NET Important	**707**	624	433	707	299	202	493	660	31	**	**	**	**	**
	57%	*56%*	*61%*	*57%*	*65%*	*63%*	*59%*	*57%*	*65%*	**	**	**	**	**
			a		**acf**	a		c	c					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**29**	7	**	**	**	**	**	**	**	11	13	2	2	**
	2%	*2%*	**	**	**	**	**	**	**	*3%*	*3%* c	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**146**	43	**	**	**	**	**	**	**	61	47	32	7	**
	12%	*10%*	**	**	**	**	**	**	**	*14%* d	*12%* d	*11%* d	*5%*	**
This is mandatory to me - a must have	**311**	121	**	**	**	**	**	**	**	100	97	73	41	**
	25%	*27%*	**	**	**	**	**	**	**	*23%*	*25%*	*25%*	*31%* a	**
This is a 'nice to have' , but I can live without it being offered	**358**	109	**	**	**	**	**	**	**	124	109	79	43	**
	29%	*24%*	**	**	**	**	**	**	**	*29%*	*29%*	*28%*	*32%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	169	**	**	**	**	**	**	**	138	115	101	41	**
	32%	*38%*	**	**	**	**	**	**	**	*32%*	*30%*	*35%*	*31%*	**
NET Important	**707**	290	**	**	**	**	**	**	**	238	211	174	82	**
	57%	*65%*	**	**	**	**	**	**	**	*55%*	*56%*	*61%*	*62%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**29**	3	1	3	*	**	4	**	3	26	3	29	**
	2%	*2%*	*1%*	*3%*	**%*	**	*2%*	**	*2%*	*2%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**146**	25	8	9	1	**	14	**	29	143	3	146	**
	12%	*13%*	*8%*	*8%*	*2%*	**	*5%*	**	*15%*	*12%*	*4%*	*12%*	**
		d							a	b			
This is mandatory to me - a must have	**311**	53	26	30	18	**	79	**	46	282	29	308	**
	25%	*27%*	*24%*	*27%*	*42%*	**	*31%*	**	*23%*	*24%*	*36%*	*25%*	**
					ab						a		
This is a 'nice to have' , but I can live without it being offered	**358**	41	30	26	12	**	64	**	44	339	20	356	**
	29%	*21%*	*28%*	*23%*	*29%*	**	*26%*	**	*22%*	*29%*	*24%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	71	42	44	12	**	90	**	75	370	26	394	**
	32%	*37%*	*39%*	*39%*	*27%*	**	*36%*	**	*38%*	*32%*	*32%*	*32%*	**
NET Important	**707**	124	68	74	30	**	169	**	121	652	55	702	**
	57%	*64%*	*63%*	*66%*	*69%*	**	*67%*	**	*61%*	*56%*	*68%*	*57%*	**
											a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**29**	**	3	3	**	5	3	7	25	*	**
	2%	**	*2%*	*1%*	**	*1%*	*2%*	*2%*	*2%*	*%*	**
This is not important to me - don't mind if not offered	**146**	**	6	7	**	37	6	43	116	21	**
	12%	**	*5%*	*4%*	**	*11%* b	*5%*	*11%*	*11%*	*19%* **ab**	**
This is mandatory to me - a must have	**311**	**	39	64	**	83	45	88	258	32	**
	25%	**	*35%*	*36%*	**	*24%*	*38%* a	*23%*	*24%*	*28%*	**
This is a 'nice to have' , but I can live without it being offered	**358**	**	22	37	**	86	25	118	327	31	**
	29%	**	*20%*	*21%*	**	*25%*	*21%*	*31%*	*31%*	*28%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	**	42	69	**	130	41	120	343	28	**
	32%	**	*38%*	*38%*	**	*38%*	*34%*	*32%*	*32%*	*25%*	**
NET Important	**707**	**	80	133	**	213	85	209	602	60	**
	57%	**	*73%*	*74%*	**	*62%*	*72%*	*55%*	*56%*	*53%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**29**	*	11	1	**	5	5	3	**	28	11	5	21	21	**
	2%	**%*	*2%* a	*1%*	**	*2%*	*1%*	*3%*	**	*3%*	*2%*	*1%*	*2%*	*3%*	**
This is not important to me - don't mind if not offered	**146**	30	61	12	**	27	30	9	**	129	69	40	124	80	**
	12%	*10%*	*9%*	*13%*	**	*9%*	*9%*	*9%*	**	*12%*	*10%*	*10%*	*12%*	*10%*	**
This is mandatory to me - a must have	**311**	85	178	26	**	84	91	19	**	266	193	104	248	214	**
	25%	*29%*	*27%*	*27%*	**	*27%*	*28%*	*20%*	**	*24%*	*27%*	*27%*	*25%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**358**	82	184	31	**	82	89	27	**	333	196	95	297	207	**
	29%	*28%*	*28%*	*32%*	**	*26%*	*27%*	*28%*	**	*30%* c	*28%*	*25%*	*29%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	98	222	26	**	120	113	37	**	359	239	140	321	255	**
	32%	*33%*	*34%*	*27%*	**	*38%*	*34%*	*39%*	**	*32%*	*34%*	*36%*	*32%*	*33%*	**
NET Important	**707**	183	400	52	**	205	203	57	**	624	433	245	569	469	**
	57%	*62%*	*61%*	*54%*	**	*64%*	*62%*	*59%*	**	*56%*	*61%* a	*64%* a	*56%*	*60%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**29**	4	2	1	-	-	18	21	**	**	**	**
	2%	*1%*	*1%*	**%*	*-%*	*-%*	*2%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**146**	25	14	22	3	1	113	73	**	**	**	**
	12%	*9%*	*8%*	*10%*	*6%*	*3%*	*12%*	*10%*	**	**	**	**
This is mandatory to me - a must have	**311**	75	64	63	13	12	231	207	**	**	**	**
	25%	*27%*	*37%* a	*28%*	*24%*	*29%*	*24%*	*28%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**358**	76	36	60	16	14	287	204	**	**	**	**
	29%	*27%*	*21%*	*27%*	*31%*	*32%*	*30%*	*27%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	100	58	75	21	15	299	241	**	**	**	**
	32%	*36%*	*34%*	*34%*	*40%*	*36%*	*32%*	*32%*	**	**	**	**
NET Important	**707**	175	122	138	33	27	529	449	**	**	**	**
	57%	*63%*	*70%*	*63%*	*63%*	*64%*	*56%*	*60%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**29**	29	19	29	21	29	11	28	5	**	26	**	3	26
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**	*2%*	**	*2%*	*2%*
This is not important to me - don't mind if not offered	**146**	141	110	143	114	145	84	139	34	**	125	**	14	133
	12%	*12%*	*11%*	*12%*	*11%*	*12%*	*11%*	*12%*	*12%*	**	*12%*	**	*9%*	*12%*
This is mandatory to me - a must have	**311**	305	267	306	248	303	200	302	84	**	265	**	53	258
	25%	*25%*	*26%*	*25%*	*25%*	*25%*	*27%*	*25%*	*29%*	**	*25%*	**	*33%* b	*24%*
This is a 'nice to have' , but I can live without it being offered	**358**	347	304	348	282	351	202	341	77	**	305	**	44	314
	29%	*29%*	*29%*	*29%*	*28%*	*29%*	*27%*	*29%*	*27%*	**	*29%*	**	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	389	342	391	334	393	248	384	86	**	341	**	48	349
	32%	*32%*	*33%*	*32%*	*33%*	*32%*	*33%*	*32%*	*30%*	**	*32%*	**	*30%*	*32%*
NET Important	**707**	694	609	698	582	696	449	686	170	**	605	**	101	606
	57%	*57%*	*58%*	*57%*	*58%*	*57%*	*60%*	*57%*	*59%*	**	*57%*	**	*62%*	*56%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**29**	3	**	**	3	-	20	8	1	*	27	13	16
	2%	*2%*	**	**	*2%*	*-%*	*2%*	*3%* a	*1%*	*1%*	*2%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**146**	6	**	**	6	8	112	23	11	1	135	77	70
	12%	*4%*	**	**	*4%*	*7%*	*13%*	*10%*	*10%*	*2%*	*13%* b	*11%*	*13%*
This is mandatory to me - a must have	**311**	54	**	**	53	43	199	68	36	17	258	182	129
	25%	*34%*	**	**	*36%*	*37%* b	*23%*	*29%*	*32%* c	*34%*	*24%*	*26%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**358**	32	**	**	29	30	261	68	35	15	307	210	148
	29%	*20%*	**	**	*19%*	*25%*	*30%*	*28%*	*31%*	*30%*	*29%*	*30%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	64	**	**	59	37	286	71	29	17	350	223	173
	32%	*40%*	**	**	*40%*	*31%*	*33%*	*30%*	*26%*	*34%*	*33%*	*32%*	*32%*
NET Important	**707**	118	**	**	112	80	485	140	64	34	608	405	302
	57%	*75%*	**	**	*75%*	*68%* b	*55%*	*59%*	*58%*	*67%*	*56%*	*58%*	*56%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**29**	2	3	2	2	2	*	3	2	1	4	4	3
	2%	*3%*	*3%*	*2%*	*2%*	*2%*	**%*	*4%*	*3%*	**%*	*3%*	*4%*	*5%*
													f
This is not important to me - don't mind if not offered	**146**	9	7	17	14	18	13	8	10	21	11	9	9
	12%	*11%*	*6%*	*14%*	*16%*	*13%*	*11%*	*11%*	*13%*	*16%*	*9%*	*9%*	*14%*
					b					b			
This is mandatory to me - a must have	**311**	15	28	21	24	42	43	18	16	23	32	29	20
	25%	*17%*	*24%*	*18%*	*27%*	*31%*	*38%*	*24%*	*20%*	*17%*	*25%*	*26%*	*32%*
					a	**aci**	**abcghij**						**aci**
This is a 'nice to have' , but I can live without it being offered	**358**	36	33	28	23	36	30	26	28	43	34	26	16
	29%	*42%*	*29%*	*24%*	*26%*	*26%*	*26%*	*35%*	*35%*	*32%*	*27%*	*24%*	*25%*
		bcdefjkl											
This is a 'great to have' - makes a difference and can sway my decision	**396**	23	42	49	24	37	29	19	23	47	46	41	15
	32%	*27%*	*37%*	*42%*	*28%*	*28%*	*25%*	*26%*	*29%*	*35%*	*36%*	*38%*	*24%*
				adefgl									
NET Important	**707**	38	70	70	47	80	72	37	39	69	78	70	36
	57%	*44%*	*61%*	*60%*	*55%*	*59%*	*63%*	*50%*	*49%*	*52%*	*61%*	*64%*	*56%*
			a	a		a	**ag**				a	**ag**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**29**	7	5	5	11
	2%	*2%*	*1%*	*2%*	*4%*
This is not important to me - don't mind if not offered	**146**	33	44	39	29
	12%	*11%*	*13%*	*14%*	*10%*
This is mandatory to me - a must have	**311**	63	109	57	81
	25%	*20%*	*32%*	*20%*	*27%*
			ac		**ac**
This is a 'nice to have' , but I can live without it being offered	**358**	98	88	96	76
	29%	*31%*	*26%*	*34%*	*25%*
				bd	
This is a 'great to have' - makes a difference and can sway my decision	**396**	115	90	89	103
	32%	*36%*	*27%*	*31%*	*34%*
		b			b
NET Important	**707**	178	200	145	184
	57%	*56%*	*59%*	*51%*	*61%*
			c		c

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**26**	25	1	-	**	1	8	6	*	**	2
	2%	*2%*	*3%*	*-%*	**	*2%*	*2%*	*2%*	**%*	**	*5%*
					c					c	c
This is not important to me - don't mind if not offered	**180**	174	4	1	**	6	57	51	9	**	8
	15%	*15%*	*13%*	*12%*	**	*13%*	*13%*	*16%*	*11%*	**	*19%*
							d	d			d
This is mandatory to me - a must have	**330**	318	8	3	**	12	115	84	21	**	12
	27%	*27%*	*26%*	*27%*	**	*27%*	*26%*	*26%*	*25%*	**	*29%*
This is a 'nice to have' , but I can live without it being offered	**365**	352	7	5	**	13	123	91	33	**	13
	29%	*29%*	*23%*	*40%*	**	*28%*	*28%*	*28%*	*40%*	**	*31%*
		b		**abe**					**ab**		
This is a 'great to have' - makes a difference and can sway my decision	**339**	325	10	2	**	14	131	95	20	**	7
	27%	*27%*	*35%*	*21%*	**	*30%*	*30%*	*29%*	*24%*	**	*16%*
			ac				e	e			
NET Important	**669**	643	18	6	**	26	246	179	40	**	19
	54%	*54%*	*62%*	*48%*	**	*57%*	*57%*	*55%*	*49%*	**	*45%*
			ac				e			**ce**	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**26**	4	-	2	**	4	5	4	2	-	22	*	2	2
	2%	*3%*	*-%*	*1%*	**	*3%*	*3%*	*3%*	*3%*	*-%*	*2%*	*%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**180**	22	9	23	**	12	37	16	10	16	153	10	8	9
	15%	*15%*	*11%*	*13%*	**	*11%*	*18%*	*14%*	*11%*	*19%*	*15%*	*16%*	*12%*	*16%*
This is mandatory to me - a must have	**330**	42	19	49	**	34	49	39	26	25	288	13	17	12
	27%	*28%*	*25%*	*28%*	**	*31%*	*24%*	*32%* km	*29%*	*28%*	*27%*	*21%*	*25%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**365**	44	19	51	**	30	56	36	27	33	306	19	19	20
	29%	*29%*	*24%*	*29%*	**	*28%*	*27%*	*30%*	*29%*	*37%*	*29%*	*32%*	*28%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**339**	37	31	50	**	29	57	25	26	14	282	19	22	16
	27%	*25%*	*40%* gij	*29%* i	** i	*27%*	*28%*	*21%*	*29%*	*16%*	*27%*	*31%* i	*32%* i	*27%*
NET Important	**669**	79	51	99	**	63	106	64	53	39	570	31	39	29
	54%	*53%*	*65%* im	*56%*	**	*58%*	*52%*	*53%*	*58%*	*44%*	*54%*	*52%*	*56%*	*48%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**26**	-	-	**	3	12	**	2	5	14	11	24	2
	2%	-%	-%	**	*2%*	*4%*	**	*2%*	*1%*	*2%*	*4%*	*2%*	*2%*
				abh		**bh**					a		
This is not important to me - don't mind if not offered	**180**	9	14	**	20	34	**	10	79	131	49	165	15
	15%	*19%*	*16%*	**	*20%*	*11%*	**	*10%*	*14%*	*14%*	*16%*	*15%*	*14%*
					eg								
This is mandatory to me - a must have	**330**	15	22	**	18	73	**	35	149	255	75	306	24
	27%	*33%*	*25%*	**	*18%*	*25%*	**	*34%*	*27%*	*27%*	*25%*	*27%*	*22%*
		d						d	d				
This is a 'nice to have' , but I can live without it being offered	**365**	14	27	**	35	84	**	36	160	283	82	326	39
	29%	*31%*	*31%*	**	*34%*	*28%*	**	*36%*	*29%*	*30%*	*27%*	*29%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**339**	7	24	**	27	94	**	18	156	254	85	310	29
	27%	*16%*	*27%*	**	*26%*	*32%*	**	*17%*	*28%*	*27%*	*28%*	*27%*	*27%*
						ag			g				
NET Important	**669**	22	45	**	45	168	**	52	305	510	160	616	53
	54%	*50%*	*53%*	**	*43%*	*56%*	**	*52%*	*56%*	*54%*	*53%*	*54%*	*49%*
						d			d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**26**	24	**	19	2	3
	2%	*2%*	**	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**180**	167	**	131	18	29
	15%	*14%*	**	*18%* **bc**	*9%*	*10%*
This is mandatory to me - a must have	**330**	316	**	171	58	93
	27%	*27%*	**	*23%*	*30%*	*32%* a
This is a 'nice to have' , but I can live without it being offered	**365**	350	**	229	55	79
	29%	*30%*	**	*31%*	*28%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**339**	320	**	187	63	85
	27%	*27%*	**	*25%*	*32%*	*30%*
NET Important	**669**	636	**	357	122	178
	54%	*54%*	**	*49%*	*62%* a	*62%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**26**	24	2	**	**	**	**	**	**	26	**	**	12	12	2
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**180**	167	12	**	**	**	**	**	**	179	**	**	84	83	13
	15%	*16%*	*7%*	**	**	**	**	**	**	*15%*	**	**	*20%*	*13%*	*7%*
		bj								b			**bc**	c	
This is mandatory to me - a must have	**330**	258	66	**	**	**	**	**	**	324	**	**	87	171	72
	27%	*25%*	*39%*	**	**	**	**	**	**	*27%*	**	**	*21%*	*27%*	*38%*
			ai											a	**ab**
This is a 'nice to have' , but I can live without it being offered	**365**	307	50	**	**	**	**	**	**	357	**	**	119	188	58
	29%	*29%*	*30%*	**	**	**	**	**	**	*29%*	**	**	*29%*	*30%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**339**	295	39	**	**	**	**	**	**	334	**	**	115	180	44
	27%	*28%*	*23%*	**	**	**	**	**	**	*27%*	**	**	*28%*	*28%*	*23%*
NET Important	**669**	553	105	**	**	**	**	**	**	658	**	**	202	351	116
	54%	*53%*	*62%*	**	**	**	**	**	**	*54%*	**	**	*48%*	*55%*	*61%*
			ai											a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**26**	25	7	26	1	7	8	26	*	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	**%*	*2%*	*1%*	*2%*	**%*	**	**	**	**	**
		bdf		d		d								
This is not important to me - don't mind if not offered	**180**	165	71	180	38	37	108	173	3	**	**	**	**	**
	15%	*15%*	*10%*	*15%*	*8%*	*11%*	*13%*	*15%*	*6%*	**	**	**	**	**
		bd		**bd**			d	b						
This is mandatory to me - a must have	**330**	288	213	330	152	93	228	303	17	**	**	**	**	**
	27%	*26%*	*30%*	*27%*	*33%*	*29%*	*27%*	*26%*	*36%*	**	**	**	**	**
			a		**acf**					a				
This is a 'nice to have' , but I can live without it being offered	**365**	329	210	365	137	90	256	333	20	**	**	**	**	**
	29%	*30%*	*30%*	*29%*	*30%*	*28%*	*31%*	*29%*	*42%*	**	**	**	**	**
									a					
This is a 'great to have' - makes a difference and can sway my decision	**339**	308	210	339	132	97	233	325	8	**	**	**	**	**
	27%	*28%*	*30%*	*27%*	*29%*	*30%*	*28%*	*28%*	*16%*	**	**	**	**	**
								bc						
NET Important	**669**	596	423	669	284	189	461	628	25	**	**	**	**	**
	54%	*53%*	*60%*	*54%*	*62%*	*59%*	*55%*	*54%*	*52%*	**	**	**	**	**
			ac		**acf**									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**26**	1	**	**	**	**	**	**	**	10	9	2	5	**
	2%	*%*	**	**	**	**	**	**	**	*2%*	*2%*	*1%*	*4%* c	**
This is not important to me - don't mind if not offered	**180**	38	**	**	**	**	**	**	**	74	61	36	9	**
	15%	*8%*	**	**	**	**	**	**	**	*17%* d	*16%* d	*13%* d	*7%*	**
This is mandatory to me - a must have	**330**	146	**	**	**	**	**	**	**	99	98	92	41	**
	27%	*32%*	**	**	**	**	**	**	**	*23%*	*26%*	*32%* a	*30%* a	**
This is a 'nice to have' , but I can live without it being offered	**365**	133	**	**	**	**	**	**	**	136	102	80	46	**
	29%	*30%*	**	**	**	**	**	**	**	*31%*	*27%*	*28%*	*34%* b	**
This is a 'great to have' - makes a difference and can sway my decision	**339**	131	**	**	**	**	**	**	**	115	111	76	33	**
	27%	*29%*	**	**	**	**	**	**	**	*27%*	*29%*	*27%*	*25%*	**
NET Important	**669**	277	**	**	**	**	**	**	**	214	209	169	73	**
	54%	*62%*	**	**	**	**	**	**	**	*49%*	*55%*	*59%* a	*55%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**26**	1	-	1	*	**	1	**	1	26	-	26	**
	2%	**%*	*-%*	*1%*	**%*	**	**%*	**	**%*	*2%*	*-%*	*2%*	**
This is not important to me - don't mind if not offered	**180**	29	6	2	-	**	17	**	21	175	5	180	**
	15%	*15%*	*5%*	*2%*	*-%*	**	*7%*	**	*10%*	*15%*	*6%*	*15%*	**
		bcd								b			
This is mandatory to me - a must have	**330**	65	38	33	17	**	77	**	71	311	19	328	**
	27%	*33%*	*35%*	*29%*	*38%*	**	*31%*	**	*36%*	*27%*	*24%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**365**	47	35	42	13	**	81	**	53	332	33	363	**
	29%	*24%*	*33%*	*37%*	*30%*	**	*32%*	**	*27%*	*29%*	*41%*	*29%*	**
				a							a		
This is a 'great to have' - makes a difference and can sway my decision	**339**	52	29	34	14	**	75	**	53	316	23	336	**
	27%	*27%*	*27%*	*30%*	*32%*	**	*30%*	**	*27%*	*27%*	*29%*	*27%*	**
NET Important	**669**	116	67	67	30	**	152	**	124	627	42	664	**
	54%	*60%*	*62%*	*60%*	*70%*	**	*61%*	**	*63%*	*54%*	*53%*	*54%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**26**	**	-	1	**	1	-	3	24	-	**
	2%	**	-%	*%	**	*%	-%	*1%*	*2%*	-%	**
This is not important to me - don't mind if not offered	**180**	**	6	12	**	31	7	27	162	9	**
	15%	**	*6%*	*6%*	**	*9%*	*6%*	*7%*	*15%* ac	*8%*	**
This is mandatory to me - a must have	**330**	**	31	49	**	119	33	132	271	43	**
	27%	**	*28%*	*27%*	**	*35%*	*28%*	*35%* b	*25%*	*38%* b	**
This is a 'nice to have' , but I can live without it being offered	**365**	**	40	63	**	93	44	93	323	23	**
	29%	**	*36%*	*35%*	**	*27%*	*37%* a	*25%*	*30%* ac	*21%*	**
This is a 'great to have' - makes a difference and can sway my decision	**339**	**	33	55	**	98	34	122	290	37	**
	27%	**	*30%*	*31%*	**	*29%*	*29%*	*32%* b	*27%*	*33%*	**
NET Important	**669**	**	64	104	**	217	67	254	561	79	**
	54%	**	*58%*	*58%*	**	*64%*	*57%*	*67%* b	*52%*	*71%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1293	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	1240	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	26	-	7	-	**	-	1	-	**	25	7	1	15	15	**
	2%	-%	1%	-%	**	-%	*%	-%	**	2% bc	1%	*%	1%	2%	**
This is not important to me - don't mind if not offered	180	15	66	2	**	25	26	2	**	164	71	35	123	130	**
	15%	5%	10% ac	2%	**	8% c	8% c	2%	**	15% bc	10%	9%	12%	17% a	**
This is mandatory to me - a must have	330	118	185	43	**	108	97	37	**	288	213	130	287	188	**
	27%	40% b	28%	45% b	**	34%	30%	38%	**	26%	30% a	34% a	28% b	24%	**
This is a 'nice to have' , but I can live without it being offered	365	73	197	20	**	95	103	23	**	329	207	107	305	233	**
	29%	25%	30% c	21%	**	30%	32%	24%	**	30%	29%	28%	30%	30%	**
This is a 'great to have' - makes a difference and can sway my decision	339	90	200	32	**	90	100	33	**	308	210	112	282	212	**
	27%	30%	30%	33%	**	28%	31%	35%	**	28%	30%	29%	28%	27%	**
NET Important	669	208	386	75	**	198	197	70	**	596	423	242	569	400	**
	54%	70% b	59%	77% b	**	62%	60%	73% ab	**	53%	60% a	63% a	56% b	51%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**26**	1	1	-	-	-	14	15	**	**	**	**
	2%	**%*	**%*	*-%*	*-%*	*-%*	*1%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**180**	23	15	19	2	2	115	124	**	**	**	**
	15%	*8%*	*9%*	*9%*	*5%*	*4%*	*12%*	*17%* a	**	**	**	**
This is mandatory to me - a must have	**330**	92	56	85	22	19	259	179	**	**	**	**
	27%	*33%*	*32%*	*39%*	*42%*	*45%*	*27%*	*24%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**365**	76	58	55	10	10	297	227	**	**	**	**
	29%	*27%*	*34%* cd	*25%*	*20%*	*23%*	*31%*	*30%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**339**	87	43	61	18	12	263	201	**	**	**	**
	27%	*31%*	*25%*	*28%*	*34%*	*28%*	*28%*	*27%*	**	**	**	**
NET Important	**669**	180	100	146	40	30	521	380	**	**	**	**
	54%	*64%*	*57%*	*66%* b	*76%* b	*73%* b	*55%*	*51%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**26**	26	15	26	17	22	9	25	3	**	24	**	4	22
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	*2%*	**	*2%*	*2%*
This is not important to me - don't mind if not offered	**180**	171	131	173	121	176	77	173	18	**	159	**	18	162
	15%	*14%*	*13%*	*14%*	*12%*	*14%*	*10%*	*14%*	*6%*	**	*15%*	**	*11%*	*15%*
							c	**ac**						
This is mandatory to me - a must have	**330**	320	292	323	272	326	236	317	93	**	264	**	62	268
	27%	*26%*	*28%*	*27%*	*27%*	*27%*	*32%*	*27%*	*32%*	**	*25%*	**	*38%*	*25%*
							b		b				b	
This is a 'nice to have' , but I can live without it being offered	**365**	359	307	359	294	360	217	354	82	**	314	**	29	336
	29%	*30%*	*29%*	*30%*	*29%*	*29%*	*29%*	*30%*	*29%*	**	*30%*	**	*18%*	*31%*
														a
This is a 'great to have' - makes a difference and can sway my decision	**339**	334	297	336	294	336	207	325	91	**	301	**	49	290
	27%	*28%*	*29%*	*28%*	*29%*	*28%*	*28%*	*27%*	*32%*	**	*28%*	**	*30%*	*27%*
NET Important	**669**	654	589	658	566	662	443	643	184	**	564	**	111	558
	54%	*54%*	*57%*	*54%*	*57%*	*54%*	*59%*	*54%*	*64%*	**	*53%*	**	*69%*	*52%*
							b		b				b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**26**	-	**	**	1	3	18	5	1	*	25	9	17
	2%	-%	**	**	*%	*2%*	*2%*	*2%*	*1%*	*%*	*2%*	*1%*	*3%* a
This is not important to me - don't mind if not offered	**180**	7	**	**	9	7	143	29	9	8	163	99	81
	15%	*4%*	**	**	*6%*	*6%*	*16%* a	*12%* a	*8%*	*15%*	*15%* a	*14%*	*15%*
This is mandatory to me - a must have	**330**	48	**	**	42	42	226	59	41	11	279	190	140
	27%	*30%*	**	**	*28%*	*36%* bc	*26%*	*25%*	*37%* bc	*22%*	*26%*	*27%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**365**	52	**	**	46	34	248	83	37	17	310	206	159
	29%	*33%*	**	**	*31%*	*29%*	*28%*	*35%* b	*33%*	*34%*	*29%*	*29%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**339**	51	**	**	52	33	244	62	23	15	301	200	139
	27%	*33%*	**	**	*35%*	*28%*	*28%*	*26%*	*21%*	*29%*	*28%*	*28%*	*26%*
NET Important	**669**	99	**	**	94	75	470	121	63	25	580	390	279
	54%	*63%*	**	**	*63%*	*63%* bc	*53%*	*51%*	*57%*	*51%*	*54%*	*55%*	*52%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**26**	2	3	4	1	4	*	*	1	1	3	5	1
	2%	*2%*	*2%*	*3%*	*1%*	*3%*	**%*	**%*	*1%*	*1%*	*2%*	*4%*	*2%*
												g	
This is not important to me - don't mind if not offered	**180**	8	14	21	13	7	23	16	13	19	18	13	13
	15%	*10%*	*12%*	*18%*	*15%*	*5%*	*20%*	*22%*	*17%*	*14%*	*14%*	*12%*	*21%*
				e	e		**ae**	**aek**	e	e	e		**ae**
This is mandatory to me - a must have	**330**	22	31	31	33	49	36	16	15	21	29	31	17
	27%	*25%*	*27%*	*26%*	*38%*	*36%*	*31%*	*22%*	*19%*	*16%*	*23%*	*28%*	*26%*
					aghij	**ghij**	i					i	
This is a 'nice to have' , but I can live without it being offered	**365**	35	29	27	17	33	36	27	35	37	44	27	18
	29%	*41%*	*26%*	*23%*	*20%*	*24%*	*31%*	*37%*	*45%*	*28%*	*34%*	*25%*	*28%*
		bcdek					d	**cdek**	**bcdeikl**		d		
This is a 'great to have' - makes a difference and can sway my decision	**339**	19	37	34	22	42	20	14	14	55	33	34	14
	27%	*22%*	*32%*	*29%*	*26%*	*31%*	*17%*	*19%*	*18%*	*41%*	*26%*	*31%*	*23%*
			fgh	f		**fgh**				**adfghjl**		**fg**	
NET Important	**669**	41	68	65	55	91	56	30	29	76	62	65	31
	54%	*47%*	*60%*	*56%*	*64%*	*67%*	*49%*	*41%*	*37%*	*57%*	*49%*	*59%*	*49%*
			gh	**gh**	**afghjl**	**afghjl**				**gh**		**gh**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**26**	9	5	2	9
	2%	*3%*	*2%*	*1%*	*3%*
					c
This is not important to me - don't mind if not offered	**180**	43	43	49	45
	15%	*14%*	*13%*	*17%*	*15%*
This is mandatory to me - a must have	**330**	83	118	53	76
	27%	*26%*	*35%*	*18%*	*25%*
		c	**acd**		c
This is a 'nice to have' , but I can live without it being offered	**365**	91	86	100	88
	29%	*29%*	*26%*	*35%*	*29%*
				b	
This is a 'great to have' - makes a difference and can sway my decision	**339**	90	84	83	82
	27%	*28%*	*25%*	*29%*	*27%*
NET Important	**669**	173	202	136	158
	54%	*55%*	*60%*	*47%*	*53%*
			c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**17**	16	1	-	**	1	4	1	-	**	*
	1%	*1%*	*2%*	*-%*	**	*1%*	*1%*	**%*	*-%*	**	**%*
This is not important to me - don't mind if not offered	**209**	201	5	2	**	8	72	57	12	**	9
	17%	*17%*	*17%*	*15%*	**	*17%*	*17%*	*17%*	*14%*	**	*22%*
This is mandatory to me - a must have	**298**	285	8	3	**	13	94	84	17	**	12
	24%	*24%*	*27%*	*24%*	**	*28%*	*22%*	*26%*	*21%*	**	*28%*
					abce					**abce**	
This is a 'nice to have' , but I can live without it being offered	**381**	369	7	4	**	12	146	93	29	**	16
	31%	*31%*	*24%*	*37%*	**	*26%*	*34%*	*28%*	*36%*	**	*38%*
		bd		**bde**							
This is a 'great to have' - makes a difference and can sway my decision	**335**	322	9	3	**	13	118	93	24	**	5
	27%	*27%*	*30%*	*24%*	**	*28%*	*27%*	*28%*	*29%*	**	*12%*
							de	**de**	**de**		
NET Important	**633**	607	16	6	**	26	212	176	42	**	17
	51%	*51%*	*57%*	*48%*	**	*56%*	*49%*	*54%*	*50%*	**	*40%*
								e		e	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**17**	2	-	1	**	-	4	2	2	-	11	4	*	2
	1%	*1%*	*-%*	*1%*	**	*-%*	*2%*	*2%*	*2%*	*-%*	*1%*	*7%*	**%*	*3%*
												acefijl		l
This is not important to me - don't mind if not offered	**209**	26	17	28	**	20	33	18	7	12	173	12	11	12
	17%	*17%*	*22%*	*16%*	**	*19%*	*16%*	*15%*	*8%*	*14%*	*16%*	*20%*	*17%*	*19%*
			h		**cghijl**							h		h
This is mandatory to me - a must have	**298**	36	10	57	**	21	58	29	20	19	257	12	15	14
	24%	*24%*	*12%*	*32%*	**	*20%*	*28%*	*24%*	*22%*	*22%*	*24%*	*20%*	*22%*	*24%*
				bejkl			b				b			
This is a 'nice to have' , but I can live without it being offered	**381**	50	27	45	**	39	48	49	32	31	327	14	20	20
	31%	*34%*	*35%*	*26%*	**	*36%*	*23%*	*40%*	*35%*	*36%*	*31%*	*23%*	*30%*	*34%*
		dk	d			**dfk**		**cdfk**	**dk**	**dk**	**dk**			**dfk**
This is a 'great to have' - makes a difference and can sway my decision	**335**	35	24	44	**	28	62	22	29	26	283	19	22	12
	27%	*23%*	*31%*	*25%*	**	*25%*	*30%*	*18%*	*32%*	*29%*	*27%*	*31%*	*32%*	*20%*
					gm		**gm**		**gm**			**gm**	**gm**	
NET Important	**633**	71	34	101	**	49	120	51	50	44	539	31	37	26
	51%	*48%*	*43%*	*58%*	**	*45%*	*59%*	*43%*	*54%*	*51%*	*51%*	*51%*	*53%*	*44%*
				gm			**egm**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**17**	-	-	**	-	7	**	2	7	9	8	14	2
	1%	-%	-%	**	-%	*2%*	**	*2%*	*1%*	*1%*	*2%* a	*1%*	*2%*
This is not important to me - don't mind if not offered	**209**	7	11	**	21	57	**	8	95	159	50	191	18
	17%	*16%*	*13%*	**	*20%* g	*19%* g	**	*8%*	*17%* g	*17%*	*17%*	*17%*	*16%*
This is mandatory to me - a must have	**298**	13	15	**	26	59	**	36	133	226	72	271	27
	24%	*29%*	*17%*	**	*25%*	*20%*	**	*35%* **beh**	*24%*	*24%*	*24%*	*24%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**381**	12	28	**	38	85	**	34	166	287	94	348	33
	31%	*28%*	*33%*	**	*37%*	*29%*	**	*34%*	*30%*	*31%*	*31%*	*31%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**335**	12	32	**	19	90	**	21	147	257	78	306	29
	27%	*27%*	*37%* **dgh**	** d	*18%*	*30%* d	**	*21%*	*27%*	*27%*	*26%*	*27%*	*26%*
NET Important	**633**	25	47	**	45	149	**	57	281	483	150	577	56
	51%	*56%*	*55%*	**	*43%*	*50%*	**	*56%*	*51%*	*51%*	*50%*	*51%*	*51%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**17**	15	**	13	4	1
	1%	*1%*	**	*2%*	*2%*	*%*
				c	c	
This is not important to me - don't mind if not offered	**209**	194	**	149	24	30
	17%	*16%*	**	*20%*	*12%*	*11%*
				bc		
This is mandatory to me - a must have	**298**	284	**	158	50	87
	24%	*24%*	**	*22%*	*25%*	*30%*
						a
This is a 'nice to have' , but I can live without it being offered	**381**	357	**	241	70	69
	31%	*30%*	**	*33%*	*36%*	*24%*
				c	c	
This is a 'great to have' - makes a difference and can sway my decision	**335**	327	**	176	49	102
	27%	*28%*	**	*24%*	*25%*	*35%*
		b				**ab**
NET Important	**633**	611	**	334	99	189
	51%	*52%*	**	*45%*	*50%*	*66%*
		b				**ab**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**17**	17	*	**	**	**	**	**	**	17	**	**	9	7	*
	1%	*2%*	**%*	**	**	**	**	**	**	*1%*	**	**	*2%* c	*1%*	**%*
This is not important to me - don't mind if not offered	**209**	185	23	**	**	**	**	**	**	208	**	**	91	94	24
	17%	*18%* j	*14%*	**	**	**	**	**	**	*17%* j	**	**	*22%* **bc**	*15%*	*12%*
This is mandatory to me - a must have	**298**	230	61	**	**	**	**	**	**	291	**	**	91	139	67
	24%	*22%*	*36%* **ai**	**	**	**	**	**	**	*24%*	**	**	*22%*	*22%*	*36%* **ab**
This is a 'nice to have' , but I can live without it being offered	**381**	336	41	**	**	**	**	**	**	377	**	**	124	212	46
	31%	*32%* b	*24%*	**	**	**	**	**	**	*31%* b	**	**	*30%*	*33%* c	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**335**	283	45	**	**	**	**	**	**	328	**	**	101	182	52
	27%	*27%*	*26%*	**	**	**	**	**	**	*27%*	**	**	*24%*	*29%*	*28%*
NET Important	**633**	513	105	**	**	**	**	**	**	619	**	**	192	322	120
	51%	*49%*	*62%* **ai**	**	**	**	**	**	**	*51%*	** **ai**	**	*46%*	*51%*	*63%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**17**	15	3	17	1	1	9	17	-	**	**	**	**	**
	1%	*1%*	**%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*	**	**	**	**	**
		bd		**bde**										
This is not important to me - don't mind if not offered	**209**	192	80	209	46	49	134	194	7	**	**	**	**	**
	17%	*17%*	*11%*	*17%*	*10%*	*15%*	*16%*	*17%*	*15%*	**	**	**	**	**
		bd		**bd**		d	**bd**			**ab**				
This is mandatory to me - a must have	**298**	261	196	298	151	71	210	275	13	**	**	**	**	**
	24%	*23%*	*28%*	*24%*	*33%*	*22%*	*25%*	*24%*	*28%*	**	**	**	**	**
			ae		**abcef**					a				
This is a 'nice to have' , but I can live without it being offered	**381**	346	223	381	129	96	265	358	17	**	**	**	**	**
	31%	*31%*	*31%*	*31%*	*28%*	*30%*	*32%*	*31%*	*37%*	**	**	**	**	**
								c	c					
This is a 'great to have' - makes a difference and can sway my decision	**335**	301	209	335	134	106	217	315	10	**	**	**	**	**
	27%	*27%*	*29%*	*27%*	*29%*	*33%*	*26%*	*27%*	*21%*	**	**	**	**	**
						acf								
NET Important	**633**	562	404	633	285	178	427	590	23	**	**	**	**	**
	51%	*50%*	*57%*	*51%*	*62%*	*55%*	*51%*	*51%*	*48%*	**	**	**	**	**
			acf		**acef**									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**17**	1	**	**	**	**	**	**	**	7	5	2	4	**
	1%	*%*	**	**	**	**	**	**	**	*2%*	*1%*	*1%*	*3%* c	**
This is not important to me - don't mind if not offered	**209**	46	**	**	**	**	**	**	**	80	67	48	13	**
	17%	*10%*	**	**	**	**	**	**	**	*18%* d	*18%* d	*17%* d	*10%*	**
This is mandatory to me - a must have	**298**	147	**	**	**	**	**	**	**	96	90	73	39	**
	24%	*33%*	**	**	**	**	**	**	**	*22%*	*24%*	*26%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**381**	124	**	**	**	**	**	**	**	143	111	86	41	**
	31%	*28%*	**	**	**	**	**	**	**	*33%*	*29%*	*30%*	*31%*	**
This is a 'great to have' - makes a difference and can sway my decision	**335**	132	**	**	**	**	**	**	**	108	109	78	37	**
	27%	*29%*	**	**	**	**	**	**	**	*25%*	*29%*	*27%*	*28%*	**
NET Important	**633**	279	**	**	**	**	**	**	**	204	198	151	76	**
	51%	*62%*	**	**	**	**	**	**	**	*47%*	*52%*	*53%*	*57%* a	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**17**	-	-	1	*	**	1	**	-	17	-	17	**
	1%	-%	-%	*1%*	**%*	**	**%*	**	-%	*1%*	-%	*1%*	**
This is not important to me - don't mind if not offered	**209**	24	9	11	1	**	19	**	26	198	11	208	**
	17%	*12%* d	*8%*	*10%*	*3%*	**	*8%*	**	*13%* a	*17%*	*13%*	*17%*	**
This is mandatory to me - a must have	**298**	65	31	42	14	**	81	**	65	277	21	298	**
	24%	*33%*	*28%*	*37%*	*32%*	**	*32%*	**	*33%*	*24%*	*26%*	*24%*	**
This is a 'nice to have' , but I can live without it being offered	**381**	53	36	25	15	**	78	**	48	362	20	380	**
	31%	*28%*	*34%* c	*22%*	*34%*	**	*31%*	**	*24%*	*31%*	*25%*	*31%*	**
This is a 'great to have' - makes a difference and can sway my decision	**335**	51	32	34	13	**	72	**	58	306	29	331	**
	27%	*27%*	*30%*	*30%*	*31%*	**	*29%*	**	*29%*	*26%*	*36%* a	*27%*	**
NET Important	**633**	116	62	75	27	**	154	**	123	583	50	628	**
	51%	*60%*	*58%*	*67%*	*63%*	**	*61%*	**	*62%*	*50%*	*62%* a	*51%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**17**	**	-	1	**	1	-	-	15	-	**
	1%	**	-%	*%	**	*%	-%	-%	*1%* a	-%	**
This is not important to me - don't mind if not offered	**209**	**	12	19	**	33	13	38	185	13	**
	17%	**	*11%*	*11%*	**	*10%*	*11%*	*10%*	*17%* a	*12%*	**
This is mandatory to me - a must have	**298**	**	30	48	**	116	34	131	247	40	**
	24%	**	*28%*	*27%*	**	*34%*	*29%*	*35%* b	*23%*	*36%* b	**
This is a 'nice to have' , but I can live without it being offered	**381**	**	30	47	**	95	34	82	335	27	**
	31%	**	*27%*	*26%*	**	*28%*	*29%*	*22%*	*31%* a	*25%*	**
This is a 'great to have' - makes a difference and can sway my decision	**335**	**	38	65	**	97	37	125	288	31	**
	27%	**	*34%*	*36%*	**	*28%*	*31%*	*33%* b	*27%*	*28%*	**
NET Important	**633**	**	69	112	**	213	72	256	534	71	**
	51%	**	*62%*	*63%*	**	*62%*	*61%*	*68%* b	*50%*	*64%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**17**	-	3	-	**	-	1	-	**	15	3	1	7	14	**
	1%	-%	*%	-%	**	-%	*%	-%	**	*1%*	*%*	*%*	*1%*	*2%*	**
										bc				a	
This is not important to me - don't mind if not offered	**209**	21	74	2	**	25	35	4	**	192	80	39	143	149	**
	17%	*7%*	*11%*	*2%*	**	*8%*	*11%*	*4%*	**	*17%*	*11%*	*10%*	*14%*	*19%*	**
		c	**ac**				c			**bc**				a	
This is mandatory to me - a must have	**298**	118	170	40	**	111	104	38	**	261	193	129	267	173	**
	24%	*40%*	*26%*	*41%*	**	*35%*	*32%*	*40%*	**	*23%*	*27%*	*33%*	*26%*	*22%*	**
		b		b							a	**ab**	b		
This is a 'nice to have' , but I can live without it being offered	**381**	61	213	20	**	82	96	19	**	345	222	106	308	242	**
	31%	*21%*	*32%*	*20%*	**	*26%*	*29%*	*20%*	**	*31%*	*31%*	*28%*	*30%*	*31%*	**
			ac												
This is a 'great to have' - makes a difference and can sway my decision	**335**	95	196	35	**	100	93	35	**	301	209	110	286	200	**
	27%	*32%*	*30%*	*36%*	**	*31%*	*28%*	*37%*	**	*27%*	*29%*	*29%*	*28%*	*26%*	**
NET Important	**633**	213	366	74	**	211	196	73	**	562	402	239	553	373	**
	51%	*72%*	*56%*	*77%*	**	*66%*	*60%*	*76%*	**	*50%*	*57%*	*62%*	*55%*	*48%*	**
		b		b				**ab**			a	a	b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**17**	-	1	-	-	-	7	14	**	**	**	**
	1%	-%	*%	-%	-%	-%	*1%*	*2%* a	**	**	**	**
This is not important to me - don't mind if not offered	**209**	21	25	20	3	4	132	144	**	**	**	**
	17%	*8%*	*14%* a	*9%*	*6%*	*10%*	*14%*	*19%* a	**	**	**	**
This is mandatory to me - a must have	**298**	97	45	79	22	16	246	156	**	**	**	**
	24%	*35%* b	*26%*	*36%* b	*41%* b	*37%*	*26%* b	*21%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**381**	79	54	54	8	8	288	238	**	**	**	**
	31%	*28%*	*31%* d	*24%*	*16%*	*20%*	*30%*	*32%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**335**	83	48	68	20	14	275	195	**	**	**	**
	27%	*30%*	*28%*	*31%*	*37%*	*33%*	*29%*	*26%*	**	**	**	**
NET Important	**633**	179	94	147	41	29	521	351	**	**	**	**
	51%	*64%* b	*54%*	*67%* b	*78%* ab	*70%* b	*55%* b	*47%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**17**	17	14	17	11	17	7	17	2	**	15	**	1	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
This is not important to me - don't mind if not offered	**209**	202	154	202	153	204	99	197	31	**	183	**	19	190
	17%	*17%*	*15%*	*17%*	*15%*	*17%*	*13%*	*16%*	*11%*	**	*17%*	**	*12%*	*18%*
								ac						
This is mandatory to me - a must have	**298**	291	260	293	231	294	192	287	99	**	230	**	58	239
	24%	*24%*	*25%*	*24%*	*23%*	*24%*	*26%*	*24%*	*34%*	**	*22%*	**	*36%*	*22%*
									ab			a	b	
This is a 'nice to have' , but I can live without it being offered	**381**	370	321	373	314	371	229	371	82	**	341	**	45	337
	31%	*31%*	*31%*	*31%*	*31%*	*30%*	*31%*	*31%*	*29%*	**	*32%*	**	*28%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**335**	330	293	332	289	335	219	322	72	**	293	**	38	297
	27%	*27%*	*28%*	*27%*	*29%*	*27%*	*29%*	*27%*	*25%*	**	*28%*	**	*24%*	*28%*
NET Important	**633**	621	553	625	521	628	411	609	171	**	523	**	97	536
	51%	*51%*	*53%*	*51%*	*52%*	*51%*	*55%*	*51%*	*60%*	**	*49%*	**	*60%*	*50%*
									b				b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**17**	-	**	**	1	1	13	4	1	*	16	8	9
	1%	-%	**	**	*%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**209**	16	**	**	13	13	155	40	12	11	185	112	96
	17%	*10%*	**	**	*9%*	*11%*	*18%* a	*17%*	*11%*	*23%* a	*17%*	*16%*	*18%*
This is mandatory to me - a must have	**298**	42	**	**	35	33	203	60	43	9	246	160	138
	24%	*27%*	**	**	*24%*	*28%*	*23%*	*25%*	*39%* bc	*17%*	*23%*	*23%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**381**	39	**	**	41	35	266	79	27	19	334	211	171
	31%	*25%*	**	**	*28%*	*30%*	*30%*	*33%*	*25%*	*38%*	*31%*	*30%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**335**	60	**	**	59	37	242	56	28	11	296	214	121
	27%	*38%*	**	**	*40%*	*31%*	*28%*	*24%*	*25%*	*22%*	*28%*	*30%* b	*23%*
NET Important	**633**	102	**	**	95	70	445	116	70	20	542	374	259
	51%	*65%*	**	**	*63%*	*59%* c	*51%*	*49%*	*64%* bc	*39%*	*50%*	*53%*	*48%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**17**	2	1	-	1	2	-	*	2	4	1	2	1
	1%	*2%*	**%*	*-%*	*1%*	*2%*	*-%*	**%*	*3%*	*3%*	*1%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**209**	14	18	20	18	23	25	16	10	16	23	17	9
	17%	*16%*	*16%*	*17%*	*21%*	*17%*	*22%*	*21%*	*13%*	*12%*	*18%*	*16%*	*14%*
This is mandatory to me - a must have	**298**	26	29	19	20	40	26	21	29	21	25	31	10
	24%	*30%*	*26%*	*16%*	*24%*	*30%*	*23%*	*28%*	*37%*	*16%*	*20%*	*28%*	*16%*
		cil				**cil**		**cil**	**cfijl**			**ci**	
This is a 'nice to have' , but I can live without it being offered	**381**	20	33	49	21	33	35	19	25	48	49	30	20
	31%	*23%*	*29%*	*42%*	*24%*	*25%*	*31%*	*26%*	*31%*	*36%*	*39%*	*27%*	*31%*
				abdegk						a	**adeg**		
This is a 'great to have' - makes a difference and can sway my decision	**335**	25	34	29	26	37	28	17	13	44	28	30	23
	27%	*28%*	*30%*	*25%*	*31%*	*27%*	*24%*	*24%*	*17%*	*33%*	*22%*	*27%*	*37%*
					h					h			**ghj**
NET Important	**633**	51	63	48	47	77	55	39	42	66	53	61	33
	51%	*59%*	*55%*	*41%*	*54%*	*57%*	*47%*	*52%*	*53%*	*49%*	*42%*	*55%*	*53%*
		cj	**cj**		c	**cj**						c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**17**	2	3	7	5
	1%	*1%*	*1%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**209**	51	66	42	49
	17%	*16%*	*20%*	*15%*	*16%*
This is mandatory to me - a must have	**298**	74	87	71	66
	24%	*23%*	*26%*	*25%*	*22%*
This is a 'nice to have' , but I can live without it being offered	**381**	101	90	92	99
	31%	*32%*	*27%*	*32%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**335**	88	91	75	81
	27%	*28%*	*27%*	*26%*	*27%*
NET Important	**633**	161	178	146	147
	51%	*51%*	*53%*	*51%*	*49%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**55**	53	1	*	**	1	17	14	*	**	1
	4%	*4%*	*3%*	*1%*	**	*3%*	*4%*	*4%*	*%*	** c	*1%*
This is not important to me - don't mind if not offered	**132**	127	3	1	**	5	47	35	6	**	5
	11%	*11%*	*11%*	*9%*	**	*10%*	*11%*	*11%*	*7%*	**	*12%*
This is mandatory to me - a must have	**484**	466	11	4	**	18	168	129	31	**	20
	39%	*39%*	*38%*	*37%*	**	*38%*	*39%*	*39%*	*38%*	**	*47%*
This is a 'nice to have' , but I can live without it being offered	**283**	273	7	3	**	11	90	80	17	**	13
	23%	*23%*	*24%*	*26%*	**	*24%*	*21%*	*25%*	*21%*	**	*31%* a
This is a 'great to have' - makes a difference and can sway my decision	**286**	275	7	3	**	12	112	69	28	**	4
	23%	*23%*	*24%*	*27%*	**	*26%*	*26%* e	*21%* e	*34%* **bde**	**	*9%*
NET Important	**770**	741	18	8	**	29	280	198	59	**	24
	62%	*62%*	*61%*	*64%*	**	*64%*	*64%*	*61%*	*72%* e	**	*56%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**55**	10	-	12	**	1	10	8	2	2	46	4	4	1
	4%	*6%*	*-%*	*7%*	**	*1%*	*5%*	*7%*	*3%*	*3%*	*4%*	*6%*	*6%*	*1%*
		m		**bm**				**bm**				m	m	
This is not important to me - don't mind if not offered	**132**	17	6	27	**	8	25	3	13	12	114	6	6	6
	11%	*11%*	*7%*	*15%*	**	*8%*	*12%*	*3%*	*14%*	*14%*	*11%*	*10%*	*9%*	*10%*
		g		g			g		g	g	g	g	g	g
This is mandatory to me - a must have	**484**	65	29	59	**	57	79	48	38	25	411	22	26	25
	39%	*44%*	*37%*	*34%*	**	*53%*	*39%*	*40%*	*42%*	*29%*	*39%*	*36%*	*38%*	*42%*
						cdfijkl								
This is a 'nice to have' , but I can live without it being offered	**283**	32	30	33	**	18	39	38	16	30	246	13	14	11
	23%	*21%*	*39%*	*19%*	**	*16%*	*19%*	*32%*	*17%*	*34%*	*23%*	*21%*	*20%*	*18%*
			acefhjkl					**cefhlm**		**cefhjklm**				
			m											
This is a 'great to have' - makes a difference and can sway my decision	**286**	26	14	44	**	24	51	22	23	18	234	17	18	18
	23%	*18%*	*17%*	*25%*	**	*22%*	*25%*	*18%*	*25%*	*20%*	*22%*	*27%*	*27%*	*29%*
					a									**agj**
NET Important	**770**	91	42	102	**	81	130	70	61	43	645	39	44	43
	62%	*61%*	*54%*	*59%*	**	*75%*	*64%*	*58%*	*67%*	*49%*	*61%*	*63%*	*65%*	*71%*
						abcgij	i		i				i	**bcgij**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**55**	*	1	**	7	10	**	3	29	42	13	51	4
	4%	*1%*	*2%*	**	*7%*	*3%*	**	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**132**	4	9	**	16	50	**	2	43	101	31	124	8
	11%	*8%*	*10%*	**	*16%*	*17%*	**	*2%*	*8%*	*11%*	*10%*	*11%*	*8%*
			g	g	**gh**	**gh**			g				
This is mandatory to me - a must have	**484**	21	37	**	36	102	**	60	198	349	135	442	41
	39%	*47%*	*43%*	**	*35%*	*34%*	**	*59%*	*36%*	*37%*	*45%*	*39%*	*38%*
								bdeh			a		
This is a 'nice to have' , but I can live without it being offered	**283**	6	27	**	15	63	**	17	148	220	63	260	23
	23%	*13%*	*32%*	**	*15%*	*21%*	**	*17%*	*27%*	*23%*	*21%*	*23%*	*21%*
			acdeg						**acdg**				
This is a 'great to have' - makes a difference and can sway my decision	**286**	13	11	**	29	73	**	20	130	226	60	254	32
	23%	*30%*	*13%*	**	*28%*	*24%*	**	*19%*	*24%*	*24%*	*20%*	*22%*	*30%*
		b			b	b			b				
NET Important	**770**	35	49	**	65	175	**	79	328	575	195	696	74
	62%	*77%*	*57%*	**	*63%*	*59%*	**	*78%*	*60%*	*61%*	*65%*	*62%*	*68%*
		beh		**be**				**bdeh**					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**55**	53	**	37	11	6
	4%	*4%*	**	*5%*	*5%*	*2%*
				c	c	
This is not important to me - don't mind if not offered	**132**	125	**	89	15	26
	11%	*11%*	**	*12%*	*8%*	*9%*
This is mandatory to me - a must have	**484**	461	**	259	97	120
	39%	*39%*	**	*35%*	*49%*	*42%*
					a	a
This is a 'nice to have' , but I can live without it being offered	**283**	266	**	198	30	55
	23%	*23%*	**	*27%*	*15%*	*19%*
				bc		
This is a 'great to have' - makes a difference and can sway my decision	**286**	273	**	154	45	81
	23%	*23%*	**	*21%*	*23%*	*28%*
						a
NET Important	**770**	734	**	413	142	201
	62%	*62%*	**	*56%*	*72%*	*70%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**55**	51	3	**	**	**	**	**	**	55	**	**	26	25	3
	4%	*5%*	*2%*	**	**	**	**	**	**	*4%*	**	**	*6%*	*4%*	*2%*
		b											c		
This is not important to me - don't mind if not offered	**132**	117	15	**	**	**	**	**	**	131	**	**	43	74	15
	11%	*11%*	*9%*	**	**	**	**	**	**	*11%*	**	**	*10%*	*12%*	*8%*
This is mandatory to me - a must have	**484**	376	96	**	**	**	**	**	**	472	**	**	138	238	108
	39%	*36%*	*57%*	**	**	**	**	**	**	*39%*	**	**	*33%*	*38%*	*57%*
			ai								**ai**				**ab**
This is a 'nice to have' , but I can live without it being offered	**283**	250	28	**	**	**	**	**	**	277	**	**	104	146	34
	23%	*24%*	*16%*	**	**	**	**	**	**	*23%*	**	**	*25%*	*23%*	*18%*
		b								b	b		c		
This is a 'great to have' - makes a difference and can sway my decision	**286**	257	28	**	**	**	**	**	**	285	**	**	106	151	29
	23%	*24%*	*16%*	**	**	**	**	**	**	*23%*	**	**	*25%*	*24%*	*16%*
		bj								**bj**			c	c	
NET Important	**770**	633	124	**	**	**	**	**	**	757	**	**	244	389	137
	62%	*60%*	*73%*	**	**	**	**	**	**	*62%*	**	**	*58%*	*61%*	*72%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**55**	52	21	55	15	5	27	54	*	**	**	**	**	**
	4%	*5%*	*3%*	*4%*	*3%*	*2%*	*3%*	*5%*	*1%*	**	**	**	**	**
		e		e										
This is not important to me - don't mind if not offered	**132**	131	60	132	37	31	93	128	3	**	**	**	**	**
	11%	*12%*	*8%*	*11%*	*8%*	*10%*	*11%*	*11%*	*7%*	**	**	**	**	**
		bd												
This is mandatory to me - a must have	**484**	420	314	484	193	140	336	446	22	**	**	**	**	**
	39%	*38%*	*44%*	*39%*	*42%*	*43%*	*40%*	*38%*	*45%*	**	**	**	**	**
			ac											
This is a 'nice to have' , but I can live without it being offered	**283**	254	144	283	103	75	194	260	15	**	**	**	**	**
	23%	*23%*	*20%*	*23%*	*22%*	*23%*	*23%*	*22%*	*32%*	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**286**	257	172	286	111	72	185	271	7	**	**	**	**	**
	23%	*23%*	*24%*	*23%*	*24%*	*22%*	*22%*	*23%*	*15%*	**	**	**	**	**
NET Important	**770**	677	487	770	304	212	521	717	29	**	**	**	**	**
	62%	*61%*	*68%*	*62%*	*66%*	*66%*	*62%*	*62%*	*60%*	**	**	**	**	**
			acf		a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**55**	15	**	**	**	**	**	**	**	15	18	16	6	**
	4%	*3%*	**	**	**	**	**	**	**	*3%*	*5%*	*6%*	*4%*	**
This is not important to me - don't mind if not offered	**132**	37	**	**	**	**	**	**	**	45	43	24	20	**
	11%	*8%*	**	**	**	**	**	**	**	*10%*	*11%*	*8%*	*15%* c	**
This is mandatory to me - a must have	**484**	186	**	**	**	**	**	**	**	153	135	124	71	**
	39%	*41%*	**	**	**	**	**	**	**	*35%*	*35%*	*43%* **ab**	*53%* **abc**	**
This is a 'nice to have' , but I can live without it being offered	**283**	99	**	**	**	**	**	**	**	113	89	57	24	**
	23%	*22%*	**	**	**	**	**	**	**	*26%* d	*23%*	*20%*	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**286**	111	**	**	**	**	**	**	**	108	96	66	12	**
	23%	*25%*	**	**	**	**	**	**	**	*25%* d	*25%* d	*23%* d	*9%*	**
NET Important	**770**	297	**	**	**	**	**	**	**	261	231	190	83	**
	62%	*66%*	**	**	**	**	**	**	**	*60%*	*61%*	*66%*	*63%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**55**	8	3	4	*	**	5	**	10	54	1	55	**
	4%	*4%*	*2%*	*4%*	**%*	**	*2%*	**	*5%*	*5%*	*1%*	*4%*	**
This is not important to me - don't mind if not offered	**132**	16	10	7	4	**	18	**	19	121	11	131	**
	11%	*8%*	*9%*	*7%*	*10%*	**	*7%*	**	*10%*	*10%*	*14%*	*11%*	**
This is mandatory to me - a must have	**484**	80	37	50	24	**	111	**	77	446	37	480	**
	39%	*42%*	*34%*	*45%*	*55%* b	**	*44%*	**	*39%*	*38%*	*46%*	*39%*	**
This is a 'nice to have' , but I can live without it being offered	**283**	44	28	25	6	**	58	**	43	267	17	281	**
	23%	*23%*	*26%*	*23%*	*15%*	**	*23%*	**	*22%*	*23%*	*21%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**286**	45	31	25	9	**	58	**	49	272	15	286	**
	23%	*23%*	*28%*	*22%*	*21%*	**	*23%*	**	*25%*	*23%*	*18%*	*23%*	**
NET Important	**770**	125	68	75	33	**	170	**	126	718	52	766	**
	62%	*65%*	*63%*	*67%*	*75%*	**	*68%*	**	*64%*	*62%*	*65%*	*62%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**55**	**	1	1	**	14	1	16	50	7	**
	4%	**	*1%*	*1%*	**	*4%*	*1%*	*4%*	*5%*	*6%*	**
This is not important to me - don't mind if not offered	**132**	**	13	16	**	24	13	32	128	8	**
	11%	**	*12%*	*9%*	**	*7%*	*11%*	*9%*	*12%*	*7%*	**
This is mandatory to me - a must have	**484**	**	47	70	**	141	51	167	402	52	**
	39%	**	*42%*	*39%*	**	*41%*	*43%*	*44%* b	*38%*	*47%* b	**
This is a 'nice to have' , but I can live without it being offered	**283**	**	22	45	**	80	23	64	245	23	**
	23%	**	*20%*	*25%*	**	*23%*	*20%*	*17%*	*23%* a	*20%*	**
This is a 'great to have' - makes a difference and can sway my decision	**286**	**	28	47	**	82	29	98	243	22	**
	23%	**	*25%*	*26%*	**	*24%*	*25%*	*26%*	*23%*	*20%*	**
NET Important	**770**	**	74	118	**	223	81	264	646	74	**
	62%	**	*67%*	*66%*	**	*65%*	*68%*	*70%* b	*60%*	*66%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**55**	10	19	7	**	8	11	2	**	52	21	14	46	24	**
	4%	*3%*	*3%*	*7%*	**	*3%*	*3%*	*2%*	**	*5%*	*3%*	*4%*	*5%*	*3%*	**
				b											
This is not important to me - don't mind if not offered	**132**	18	56	7	**	29	25	7	**	131	60	30	98	83	**
	11%	*6%*	*9%*	*8%*	**	*9%*	*8%*	*8%*	**	*12%*	*8%*	*8%*	*10%*	*11%*	**
										bc					
This is mandatory to me - a must have	**484**	154	282	50	**	147	139	49	**	420	312	155	410	297	**
	39%	*52%*	*43%*	*52%*	**	*46%*	*42%*	*51%*	**	*38%*	*44%*	*40%*	*41%*	*38%*	**
		b									a				
This is a 'nice to have' , but I can live without it being offered	**283**	46	138	14	**	63	75	19	**	254	144	92	227	186	**
	23%	*16%*	*21%*	*15%*	**	*20%*	*23%*	*20%*	**	*23%*	*20%*	*24%*	*22%*	*24%*	**
			a												
This is a 'great to have' - makes a difference and can sway my decision	**286**	68	161	18	**	71	78	18	**	257	172	94	231	187	**
	23%	*23%*	*25%*	*18%*	**	*22%*	*24%*	*19%*	**	*23%*	*24%*	*24%*	*23%*	*24%*	**
NET Important	**770**	222	443	68	**	218	217	67	**	677	484	249	640	484	**
	62%	*75%*	*67%*	*70%*	**	*69%*	*66%*	*70%*	**	*61%*	*68%*	*65%*	*63%*	*62%*	**
		b									a				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**55**	11	2	9	1	-	44	24	**	**	**	**
	4%	*4%*	*1%*	*4%*	*2%*	*-%*	*5%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**132**	24	15	18	5	3	93	80	**	**	**	**
	11%	*8%*	*9%*	*8%*	*10%*	*7%*	*10%*	*11%*	**	**	**	**
This is mandatory to me - a must have	**484**	115	76	93	25	22	380	279	**	**	**	**
	39%	*41%*	*44%*	*42%*	*47%*	*52%*	*40%*	*37%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**283**	61	44	46	11	9	216	180	**	**	**	**
	23%	*22%*	*26%*	*21%*	*21%*	*22%*	*23%*	*24%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**286**	69	36	56	11	8	214	185	**	**	**	**
	23%	*25%*	*20%*	*25%*	*20%*	*20%*	*23%*	*25%*	**	**	**	**
NET Important	**770**	184	111	148	35	30	594	464	**	**	**	**
	62%	*66%*	*64%*	*67%*	*67%*	*72%*	*63%*	*62%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**55**	55	48	55	39	55	28	51	14	**	41	**	7	47
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	**	*4%*	**	*5%*	*4%*
This is not important to me - don't mind if not offered	**132**	130	88	130	99	128	64	129	21	**	113	**	18	114
	11%	*11%*	*8%*	*11%*	*10%*	*10%*	*9%*	*11%*	*7%*	**	*11%*	**	*11%*	*11%*
This is mandatory to me - a must have	**484**	470	427	474	388	473	322	470	131	**	400	**	87	397
	39%	*39%*	*41%*	*39%*	*39%*	*39%*	*43%*	*39%*	*46%* b	**	*38%*	**	*54%* b	*37%*
This is a 'nice to have' , but I can live without it being offered	**283**	275	230	275	237	281	156	270	53	**	255	**	25	259
	23%	*23%*	*22%*	*23%*	*24%*	*23%*	*21%*	*23%*	*18%*	**	*24%*	**	*15%*	*24%* a
This is a 'great to have' - makes a difference and can sway my decision	**286**	281	248	283	236	283	176	274	68	**	254	**	24	262
	23%	*23%*	*24%*	*23%*	*24%*	*23%*	*24%*	*23%*	*24%*	**	*24%*	**	*15%*	*24%* a
NET Important	**770**	751	675	757	624	756	497	744	199	**	654	**	111	659
	62%	*62%*	*65%*	*62%*	*62%*	*62%*	*67%* b	*62%*	*69%* b	**	*62%*	**	*69%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**55**	1	**	**	1	4	36	14	2	-	52	33	22
	4%	*1%*	**	**	*%*	*4%*	*4%*	*6%*	*2%*	-%	*5%*	*5%*	*4%*
This is not important to me - don't mind if not offered	**132**	13	**	**	13	7	102	23	11	7	114	73	59
	11%	*8%*	**	**	*9%*	*6%*	*12%* a	*9%*	*10%*	*15%*	*11%*	*10%*	*11%*
This is mandatory to me - a must have	**484**	64	**	**	52	65	325	90	57	22	404	288	195
	39%	*40%*	**	** b	*35%*	*55%* bc	*37%*	*38%*	*51%* c	*45%*	*38%*	*41%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**283**	32	**	**	39	17	204	60	23	9	250	149	135
	23%	*20%*	**	**	*26%*	*14%*	*23%* a	*25%* a	*21%*	*18%*	*23%*	*21%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**286**	48	**	**	45	24	211	51	18	11	257	161	125
	23%	*30%*	**	**	*30%* a	*21%*	*24%*	*21%*	*16%*	*22%*	*24%*	*23%*	*23%*
NET Important	**770**	112	**	**	97	90	536	141	75	34	661	450	320
	62%	*71%*	**	**	*65%*	*76%* bc	*61%*	*59%*	*67%*	*67%*	*61%*	*64%*	*60%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**55**	8	6	3	4	3	3	3	3	7	5	8	1
	4%	*10%*	*5%*	*3%*	*5%*	*2%*	*2%*	*4%*	*4%*	*6%*	*4%*	*7%*	*2%*
		cefl											
This is not important to me - don't mind if not offered	**132**	9	15	12	5	19	17	4	17	9	7	10	8
	11%	*11%*	*13%*	*10%*	*5%*	*14%*	*15%*	*6%*	*21%*	*7%*	*6%*	*9%*	*13%*
			d			**dgj**	**dgj**		**acdgijk**				d
This is mandatory to me - a must have	**484**	33	39	49	25	68	42	24	37	50	54	41	22
	39%	*38%*	*34%*	*42%*	*29%*	*50%*	*37%*	*32%*	*46%*	*37%*	*42%*	*38%*	*34%*
				d		**bdfgl**			**dg**		d		
This is a 'nice to have' , but I can live without it being offered	**283**	26	27	24	28	27	27	17	14	27	35	21	11
	23%	*30%*	*23%*	*20%*	*32%*	*20%*	*23%*	*23%*	*18%*	*20%*	*27%*	*19%*	*18%*
		hl			**cehkl**								
This is a 'great to have' - makes a difference and can sway my decision	**286**	10	27	29	24	19	26	26	9	40	26	30	20
	23%	*12%*	*24%*	*25%*	*28%*	*14%*	*23%*	*35%*	*11%*	*30%*	*20%*	*27%*	*32%*
			ah	**aeh**	**aeh**		**ah**	**aefhj**		**aeh**		**aeh**	**aeh**
NET Important	**770**	43	66	78	49	87	69	50	45	90	80	72	42
	62%	*50%*	*58%*	*67%*	*57%*	*64%*	*60%*	*67%*	*57%*	*67%*	*63%*	*65%*	*67%*
				a		a		a		a	a	a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**55**	17	10	14	14
	4%	*5%*	*3%*	*5%*	*5%*
This is not important to me - don't mind if not offered	**132**	36	40	30	26
	11%	*11%*	*12%*	*11%*	*9%*
This is mandatory to me - a must have	**484**	121	135	110	117
	39%	*38%*	*40%*	*39%*	*39%*
This is a 'nice to have' , but I can live without it being offered	**283**	76	82	58	67
	23%	*24%*	*24%*	*20%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**286**	66	69	75	77
	23%	*21%*	*21%*	*26%*	*25%*
NET Important	**770**	187	205	185	193
	62%	*59%*	*61%*	*65%*	*64%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**23**	22	1	*	**	1	8	2	*	**	3
	2%	*2%*	*3%*	*1%*	**	*3%*	*2%*	*1%*	*%	**	*7%*
											abc
This is not important to me - don't mind if not offered	**155**	145	5	2	**	10	50	34	14	**	9
	12%	*12%*	*18%*	*21%*	**	*21%*	*11%*	*10%*	*16%*	**	*21%*
			a	a	**ab**	a				**ab**	**ab**
This is mandatory to me - a must have	**390**	378	8	4	**	13	137	103	21	**	11
	31%	*32%*	*27%*	*31%*	**	*28%*	*31%*	*32%*	*26%*	**	*26%*
										ce	
This is a 'nice to have' , but I can live without it being offered	**289**	279	7	3	**	11	82	90	28	**	11
	23%	*23%*	*24%*	*23%*	**	*23%*	*19%*	*27%*	*34%*	**	*26%*
								a	a		
This is a 'great to have' - makes a difference and can sway my decision	**382**	370	8	3	**	12	158	97	19	**	9
	31%	*31%*	*28%*	*25%*	**	*26%*	*36%*	*30%*	*24%*	**	*20%*
		d					**cde**	d	d		d
NET Important	**773**	748	16	7	**	25	295	201	41	**	19
	62%	*63%*	*55%*	*56%*	**	*54%*	*68%*	*61%*	*49%*	**	*46%*
		bde					**cde**	**ce**			

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**23**	2	1	6	**	*	5	1	*	4	20	1	1	2
	2%	*1%*	*2%*	*3%*	**	*%*	*2%*	*1%*	*%*	*5%*	*2%*	*2%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**155**	27	11	19	**	19	20	10	11	11	132	6	10	7
	12%	*18%*	*14%*	*11%*	**	*17%*	*10%*	*8%*	*12%*	*13%*	*13%*	*10%*	*14%*	*12%*
		g												
This is mandatory to me - a must have	**390**	39	14	64	**	36	64	46	34	25	331	21	18	20
	31%	*26%*	*18%*	*36%*	**	*34%*	*31%*	*39%*	*37%*	*28%*	*32%*	*34%*	*27%*	*33%*
				b		b		**bl**	b		b	b		b
This is a 'nice to have' , but I can live without it being offered	**289**	40	22	23	**	30	47	31	26	21	250	11	17	11
	23%	*27%*	*27%*	*13%*	**	*27%*	*23%*	*26%*	*29%*	*24%*	*24%*	*18%*	*25%*	*19%*
		c	c		c	c	c	c	c	c	c		c	
This is a 'great to have' - makes a difference and can sway my decision	**382**	41	31	64	**	23	69	32	20	26	318	22	22	20
	31%	*28%*	*40%*	*37%*	**	*22%*	*34%*	*26%*	*21%*	*30%*	*30%*	*36%*	*33%*	*34%*
			eh	**eh**								**eh**		e
NET Important	**773**	80	45	128	**	60	133	78	53	51	649	42	41	40
	62%	*54%*	*57%*	*73%*	**	*55%*	*65%*	*65%*	*59%*	*58%*	*62%*	*70%*	*59%*	*67%*
				abehijl								**ae**		a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**23**	1	*	**	3	6	**	2	10	15	9	18	5
	2%	*3%*	**%*	**	*3%*	*2%*	**	*2%*	*2%*	*2%*	*3%*	*2%*	*5%* a
This is not important to me - don't mind if not offered	**155**	5	13	**	18	42	**	12	55	114	41	147	8
	12%	*11%*	*15%*	**	*17%* h	*14%*	**	*12%*	*10%*	*12%*	*14%*	*13%*	*7%*
This is mandatory to me - a must have	**390**	13	32	**	22	86	**	32	179	310	81	359	31
	31%	*29%*	*37%* d	** **adegh**	*21%*	*29%*	**	*32%*	*33%* d	*33%* b	*27%*	*32%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**289**	11	18	**	29	72	**	30	119	209	81	263	26
	23%	*25%* c	*21%*	**	*28%* c	*24%* c	**	*30%* c	*22%*	*22%*	*27%*	*23%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**382**	14	23	**	32	91	**	25	185	292	90	344	38
	31%	*31%*	*27%*	**	*31%*	*30%*	**	*24%*	*34%*	*31%*	*30%*	*30%*	*35%*
NET Important	**773**	27	55	**	53	177	**	57	364	602	171	703	70
	62%	*61%*	*64%*	** **dg**	*52%*	*59%*	**	*56%*	*66%* d	*64%* b	*57%*	*62%*	*64%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**23**	21	**	9	1	13
	2%	*2%*	**	*1%*	*1%*	*4%*
						ab
This is not important to me - don't mind if not offered	**155**	148	**	101	24	26
	12%	*13%*	**	*14%*	*12%*	*9%*
				c		
This is mandatory to me - a must have	**390**	370	**	228	64	94
	31%	*31%*	**	*31%*	*32%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**289**	276	**	192	40	57
	23%	*23%*	**	*26%*	*20%*	*20%*
				c		
This is a 'great to have' - makes a difference and can sway my decision	**382**	362	**	206	69	99
	31%	*31%*	**	*28%*	*35%*	*34%*
						a
NET Important	**773**	733	**	434	132	194
	62%	*62%*	**	*59%*	*67%*	*67%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**23**	19	4	**	**	**	**	**	**	23	**	**	8	11	4
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**155**	132	20	**	**	**	**	**	**	152	**	**	61	70	23
	12%	*13%*	*12%*	**	**	**	**	**	**	*12%*	**	**	*15%*	*11%*	*12%*
This is mandatory to me - a must have	**390**	310	76	**	**	**	**	**	**	386	**	**	123	187	81
	31%	*29%*	*45%*	**	**	**	**	**	**	*32%*	**	**	*29%*	*29%*	*43%*
			aij												**ab**
This is a 'nice to have' , but I can live without it being offered	**289**	249	37	**	**	**	**	**	**	286	**	**	87	162	40
	23%	*24%*	*22%*	**	**	**	**	**	**	*23%*	**	**	*21%*	*26%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**382**	342	32	**	**	**	**	**	**	374	**	**	138	204	40
	31%	*33%*	*19%*	**	**	**	**	**	**	*31%*	**	**	*33%*	*32%*	*21%*
		b								b	b		c	c	
NET Important	**773**	652	109	**	**	**	**	**	**	760	**	**	261	391	121
	62%	*62%*	*64%*	**	**	**	**	**	**	*62%*	**	**	*63%*	*62%*	*64%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**23**	19	11	23	6	5	9	23	1	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**	**	**	**	**
This is not important to me - don't mind if not offered	**155**	136	79	155	50	29	118	147	4	**	**	**	**	**
	12%	*12%*	*11%*	*12%*	*11%*	*9%*	*14%* e	*13%*	*8%*	** **ab**	**	**	**	**
This is mandatory to me - a must have	**390**	344	251	390	160	100	266	360	18	**	**	**	**	**
	31%	*31%*	*35%* a	*31%*	*35%*	*31%*	*32%*	*31%*	*38%*	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**289**	270	140	289	95	75	189	271	14	**	**	**	**	**
	23%	*24%* b	*20%*	*23%* b	*21%*	*23%*	*23%*	*23%* c	*28%* c	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**382**	345	230	382	148	113	253	359	11	**	**	**	**	**
	31%	*31%*	*32%*	*31%*	*32%*	*35%*	*30%*	*31%*	*23%*	**	**	**	**	**
NET Important	**773**	689	481	773	308	213	518	718	29	**	**	**	**	**
	62%	*62%*	*68%* **acf**	*62%*	*67%* a	*66%*	*62%*	*62%*	*61%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**23**	6	**	**	**	**	**	**	**	14	4	4	2	**
	2%	*1%*	**	**	**	**	**	**	**	*3%* b	*1%*	*1%*	*2%*	**
This is not important to me - don't mind if not offered	**155**	48	**	**	**	**	**	**	**	51	53	38	13	**
	12%	*11%*	**	**	**	**	**	**	**	*12%*	*14%*	*13%*	*10%*	**
This is mandatory to me - a must have	**390**	157	**	**	**	**	**	**	**	136	105	92	58	**
	31%	*35%*	**	**	**	**	**	**	**	*31%*	*27%*	*32%*	*44%* **abc**	**
This is a 'nice to have' , but I can live without it being offered	**289**	91	**	**	**	**	**	**	**	104	80	74	31	**
	23%	*20%*	**	**	**	**	**	**	**	*24%*	*21%*	*26%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**382**	147	**	**	**	**	**	**	**	131	139	80	29	**
	31%	*33%*	**	**	**	**	**	**	**	*30%* d	*37%* **cd**	*28%*	*22%*	**
NET Important	**773**	304	**	**	**	**	**	**	**	266	244	171	88	**
	62%	*68%*	**	**	**	**	**	**	**	*61%*	*64%*	*60%*	*66%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**23**	3	1	1	1	**	2	**	5	21	2	21	**
	2%	*2%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	*2%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**155**	25	6	12	7	**	23	**	26	145	10	154	**
	12%	*13%*	*6%*	*10%*	*15%*	**	*9%*	**	*13%*	*13%*	*12%*	*13%*	**
		b			b								
This is mandatory to me - a must have	**390**	68	40	36	16	**	95	**	60	361	30	388	**
	31%	*35%*	*37%*	*32%*	*37%*	**	*38%*	**	*30%*	*31%*	*37%*	*31%*	**
This is a 'nice to have' , but I can live without it being offered	**289**	32	28	25	10	**	53	**	42	269	20	287	**
	23%	*17%*	*26%*	*22%*	*24%*	**	*21%*	**	*21%*	*23%*	*25%*	*23%*	**
			a										
This is a 'great to have' - makes a difference and can sway my decision	**382**	65	32	38	9	**	78	**	64	364	18	382	**
	31%	*33%*	*30%*	*34%*	*22%*	**	*31%*	**	*32%*	*31%*	*23%*	*31%*	**
NET Important	**773**	132	72	74	26	**	173	**	124	724	48	770	**
	62%	*69%*	*67%*	*66%*	*59%*	**	*69%*	**	*63%*	*62%*	*60%*	*62%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**23**	**	-	1	**	6	-	6	17	2	**
	2%	**	-%	*%	**	*2%*	-%	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**155**	**	12	20	**	38	12	32	134	9	**
	12%	**	*11%*	*11%*	**	*11%*	*10%*	*9%*	*12%* a	*8%*	**
This is mandatory to me - a must have	**390**	**	40	66	**	113	47	114	328	32	**
	31%	**	*36%*	*37%*	**	*33%*	*40%*	*30%*	*31%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**289**	**	28	42	**	68	27	91	260	25	**
	23%	**	*26%*	*24%*	**	*20%*	*23%*	*24%*	*24%*	*22%*	**
This is a 'great to have' - makes a difference and can sway my decision	**382**	**	30	50	**	117	31	133	331	43	**
	31%	**	*27%*	*28%*	**	*34%*	*26%*	*35%*	*31%*	*39%*	**
NET Important	**773**	**	70	116	**	230	79	247	658	76	**
	62%	**	*63%*	*65%*	**	*67%*	*67%*	*66%*	*62%*	*68%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**23**	5	9	1	**	6	5	2	**	19	11	6	19	14	**
	2%	*2%*	*1%*	*1%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**155**	26	74	13	**	30	39	13	**	136	79	39	121	92	**
	12%	*9%*	*11%*	*14%*	**	*9%*	*12%*	*14%*	**	*12%*	*11%*	*10%*	*12%*	*12%*	**
This is mandatory to me - a must have	**390**	98	229	27	**	107	115	31	**	344	249	133	321	246	**
	31%	*33%*	*35%*	*28%*	**	*34%*	*35%*	*33%*	**	*31%*	*35%* a	*35%*	*32%*	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**289**	60	131	20	**	73	64	17	**	270	139	80	237	177	**
	23%	*20%*	*20%*	*21%*	**	*23%*	*19%*	*17%*	**	*24%* b	*20%*	*21%*	*23%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**382**	108	213	35	**	102	105	33	**	345	230	126	314	250	**
	31%	*36%*	*33%*	*37%*	**	*32%*	*32%*	*34%*	**	*31%*	*32%*	*33%*	*31%*	*32%*	**
NET Important	**773**	205	442	62	**	209	220	64	**	689	479	259	635	495	**
	62%	*69%*	*67%*	*64%*	**	*66%*	*67%*	*67%*	**	*62%*	*68%* a	*67%* a	*63%*	*64%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**23**	6	1	4	1	-	17	12	**	**	**	**
	2%	*2%*	**%*	*2%*	*2%*	*-%*	*2%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**155**	32	19	23	7	6	113	90	**	**	**	**
	12%	*11%*	*11%*	*10%*	*12%*	*14%*	*12%*	*12%*	**	**	**	**
This is mandatory to me - a must have	**390**	89	65	69	17	14	302	234	**	**	**	**
	31%	*32%*	*37%*	*31%*	*32%*	*35%*	*32%*	*31%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**289**	59	40	49	13	13	224	173	**	**	**	**
	23%	*21%*	*23%*	*22%*	*25%*	*31%*	*24%*	*23%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**382**	94	49	76	15	8	291	238	**	**	**	**
	31%	*34%*	*28%*	*34%*	*29%*	*20%*	*31%*	*32%*	**	**	**	**
				e								
NET Important	**773**	182	114	145	32	23	593	472	**	**	**	**
	62%	*65%*	*66%*	*66%*	*60%*	*55%*	*63%*	*63%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**23**	22	14	22	19	23	14	22	2	**	20	**	1	22
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*1%*	*2%*
This is not important to me - don't mind if not offered	**155**	153	121	153	121	153	75	153	25	**	131	**	22	133
	12%	*13%*	*12%*	*13%*	*12%*	*13%*	*10%*	*13%* c	*9%*	**	*12%*	**	*14%*	*12%*
This is mandatory to me - a must have	**390**	379	331	383	324	385	248	379	103	**	324	**	63	327
	31%	*31%*	*32%*	*31%*	*32%*	*32%*	*33%*	*32%*	*36%*	**	*31%*	** a	*39%* b	*30%*
This is a 'nice to have' , but I can live without it being offered	**289**	281	250	281	229	281	169	279	52	**	248	**	32	257
	23%	*23%*	*24%*	*23%*	*23%*	*23%*	*23%*	*23%* c	*18%*	**	*23%*	**	*20%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**382**	375	325	378	305	378	240	362	105	**	339	**	43	339
	31%	*31%*	*31%*	*31%*	*31%*	*31%*	*32%*	*30%*	*37%* b	**	*32%*	**	*27%*	*31%*
NET Important	**773**	754	656	761	629	763	487	741	208	**	663	**	106	667
	62%	*62%*	*63%*	*63%*	*63%*	*63%*	*65%*	*62%*	*72%* ab	**	*62%*	**	*66%*	*62%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**23**	2	**	**	2	6	15	2	2	-	22	8	16
	2%	*1%*	**	**	*1%*	*5%* bc	*2%*	*1%*	*2%*	*-%*	*2%*	*1%*	*3%* a
This is not important to me - don't mind if not offered	**155**	17	**	**	11	9	120	25	6	6	142	85	70
	12%	*11%*	**	** b	*7%*	*8%*	*14%*	*11%*	*6%*	*12%*	*13%* a	*12%*	*13%*
This is mandatory to me - a must have	**390**	55	**	**	52	46	259	82	50	16	322	211	179
	31%	*35%*	**	**	*34%*	*39%* b	*30%*	*34%*	*45%* c	*33%*	*30%*	*30%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**289**	35	**	**	37	19	209	59	24	11	254	170	119
	23%	*22%*	**	**	*25%*	*16%*	*24%* a	*25%*	*22%*	*22%*	*24%*	*24%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**382**	48	**	**	48	37	275	70	28	17	338	230	152
	31%	*31%*	**	**	*32%* a	*31%*	*31%*	*30%*	*25%*	*33%*	*31%*	*33%*	*28%*
NET Important	**773**	104	**	**	99	84	534	152	78	33	660	442	331
	62%	*66%*	**	**	*66%*	*71%* b	*61%*	*64%*	*71%* c	*65%*	*61%*	*63%*	*62%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**23**	6	3	2	1	1	*	*	5	-	4	1	1
	2%	*6%*	*2%*	*2%*	*1%*	**%*	**%*	*1%*	*7%*	*-%*	*3%*	*1%*	*2%*
		defgik							**defgik**				
This is not important to me - don't mind if not offered	**155**	13	13	12	14	10	14	13	9	15	19	10	14
	12%	*15%*	*12%*	*10%*	*16%*	*8%*	*12%*	*17%*	*11%*	*11%*	*15%*	*9%*	*22%*
					e			e					**ceik**
This is mandatory to me - a must have	**390**	27	29	32	32	50	47	23	24	32	38	38	18
	31%	*31%*	*25%*	*28%*	*37%*	*37%*	*41%*	*31%*	*31%*	*24%*	*30%*	*35%*	*29%*
					i	i	**bci**						
This is a 'nice to have' , but I can live without it being offered	**289**	13	29	25	18	34	31	16	19	44	27	20	12
	23%	*15%*	*26%*	*21%*	*21%*	*25%*	*27%*	*21%*	*25%*	*33%*	*21%*	*18%*	*19%*
			a			a	a			**akl**			
This is a 'great to have' - makes a difference and can sway my decision	**382**	28	40	46	21	40	23	22	21	43	39	40	17
	31%	*32%*	*35%*	*40%*	*24%*	*30%*	*20%*	*30%*	*27%*	*33%*	*31%*	*37%*	*27%*
		f	f	**df**						f		**df**	
NET Important	**773**	55	69	78	53	91	70	45	46	75	77	79	36
	62%	*63%*	*60%*	*67%*	*62%*	*67%*	*61%*	*61%*	*58%*	*56%*	*60%*	*71%*	*57%*
												il	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**23**	10	1	6	6
	2%	*3%*	**%*	*2%*	*2%*
		b			b
This is not important to me - don't mind if not offered	**155**	38	38	36	43
	12%	*12%*	*11%*	*13%*	*14%*
This is mandatory to me - a must have	**390**	88	129	79	94
	31%	*28%*	*38%*	*27%*	*31%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**289**	67	84	79	59
	23%	*21%*	*25%*	*28%*	*20%*
				d	
This is a 'great to have' - makes a difference and can sway my decision	**382**	114	85	87	97
	31%	*36%*	*25%*	*30%*	*32%*
		b			b
NET Important	**773**	202	214	166	191
	62%	*64%*	*63%*	*58%*	*64%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**16**	16	1	*	**	1	1	6	*	**	2
	1%	*1%*	*2%*	*1%*	**	*1%*	**%*	*2%*	**%*	**	*4%*
								a			**ac**
This is not important to me - don't mind if not offered	**165**	158	5	1	**	7	55	46	9	**	7
	13%	*13%*	*16%*	*11%*	**	*14%*	*13%*	*14%*	*11%*	**	*16%*
This is mandatory to me - a must have	**323**	312	6	3	**	10	130	69	19	**	8
	26%	*26%*	*22%*	*23%*	**	*22%*	*30%*	*21%*	*23%*	**	*18%*
							be			**be**	
This is a 'nice to have' , but I can live without it being offered	**340**	326	8	4	**	14	112	88	30	**	19
	27%	*27%*	*29%*	*37%*	**	*31%*	*26%*	*27%*	*36%*	**	*45%*
				a					**ad**		**abd**
This is a 'great to have' - makes a difference and can sway my decision	**396**	382	9	3	**	14	137	117	25	**	7
	32%	*32%*	*31%*	*28%*	**	*30%*	*32%*	*36%*	*30%*	**	*16%*
							e	e	e	e	
NET Important	**719**	695	15	6	**	24	267	187	44	**	15
	58%	*58%*	*53%*	*51%*	**	*53%*	*61%*	*57%*	*54%*	**	*34%*
							e	e	e	**bce**	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**16**	2	-	3	**	-	2	1	*	2	10	4	1	1
	1%	*1%*	*-%*	*2%*	**	*-%*	*1%*	*1%*	**%*	*2%*	*1%*	*6%*	*2%*	*2%*
												efhj		
This is not important to me - don't mind if not offered	**165**	12	8	38	**	11	36	10	10	11	140	8	9	8
	13%	*8%*	*11%*	*22%*	**	*10%*	*18%*	*8%*	*11%*	*13%*	*13%*	*12%*	*14%*	*13%*
				aeghjkm			**ag**							
This is mandatory to me - a must have	**323**	47	14	34	**	36	42	36	21	32	267	18	19	18
	26%	*32%*	*18%*	*20%*	**	*33%*	*20%*	*30%*	*23%*	*37%*	*25%*	*30%*	*28%*	*30%*
		cf				**bcdf**				**bcdfj**		c		c
This is a 'nice to have' , but I can live without it being offered	**340**	39	33	48	**	32	54	40	25	24	302	11	16	12
	27%	*26%*	*42%*	*27%*	**	*30%*	*27%*	*33%*	*28%*	*27%*	*29%*	*18%*	*23%*	*19%*
			adfjklm	k		k		**km**			**km**			
This is a 'great to have' - makes a difference and can sway my decision	**396**	49	24	52	**	30	70	33	35	19	331	21	23	21
	32%	*33%*	*30%*	*30%*	**	*28%*	*34%*	*28%*	*39%*	*22%*	*32%*	*34%*	*33%*	*35%*
					bcegijl				i					i
NET Important	**719**	97	37	86	**	66	112	69	56	51	599	39	42	39
	58%	*65%*	*48%*	*49%*	**	*61%*	*55%*	*58%*	*62%*	*58%*	*57%*	*64%*	*61%*	*65%*
		bc										**bc**	c	**bcj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**16**	*	-	**	2	7	**	2	3	15	1	13	3
	1%	*1%*	*-%*	**	*2%*	*2%* h	**	*2%*	*1%*	*2%*	**%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**165**	5	8	**	10	41	**	18	73	123	41	151	14
	13%	*12%*	*9%*	**	*10%*	*14%*	**	*17%*	*13%*	*13%*	*14%*	*13%*	*13%*
This is mandatory to me - a must have	**323**	12	16	**	26	76	**	30	143	250	73	301	22
	26%	*28%*	*18%*	** **bdeh**	*25%*	*26%*	**	*30%*	*26%*	*27%*	*24%*	*27%*	*20%*
This is a 'nice to have' , but I can live without it being offered	**340**	12	38	**	37	71	**	29	139	243	97	312	28
	27%	*26%*	*44%* **acegh**	**	*36%* **eh**	*24%*	**	*28%*	*25%*	*26%*	*32%* a	*28%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	15	25	**	28	102	**	23	190	307	89	354	42
	32%	*33%*	*29%*	**	*27%*	*34%* g	**	*22%*	*35%* g	*33%*	*29%*	*31%*	*39%*
NET Important	**719**	27	41	**	54	178	**	53	333	557	161	655	64
	58%	*60%*	*47%*	** **bd**	*52%*	*60%* b	**	*52%*	*61%* b	*59%*	*54%*	*58%*	*59%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**16**	15	**	8	4	4
	1%	*1%*	**	*1%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**165**	158	**	113	17	30
	13%	*13%*	**	*15%*	*9%*	*11%*
				bc		
This is mandatory to me - a must have	**323**	302	**	179	49	88
	26%	*26%*	**	*24%*	*25%*	*31%*
						a
This is a 'nice to have' , but I can live without it being offered	**340**	322	**	232	56	50
	27%	*27%*	**	*31%*	*28%*	*17%*
				c	c	
This is a 'great to have' - makes a difference and can sway my decision	**396**	382	**	204	71	116
	32%	*32%*	**	*28%*	*36%*	*40%*
					a	a
NET Important	**719**	684	**	383	121	204
	58%	*58%*	**	*52%*	*61%*	*71%*
					a	**ab**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**16**	14	2	**	**	**	**	**	**	16	**	**	7	7	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**165**	154	11	**	**	**	**	**	**	164	**	**	61	92	11
	13%	*15%*	*6%*	**	**	**	**	**	**	*13%*	**	**	*15%*	*15%*	*6%*
		bj								**bj**			c	c	
This is mandatory to me - a must have	**323**	257	57	**	**	**	**	**	**	314	**	**	90	166	66
	26%	*24%*	*34%*	**	**	**	**	**	**	*26%*	**	**	*22%*	*26%*	*35%*
			ai								**ai**				**ab**
This is a 'nice to have' , but I can live without it being offered	**340**	294	45	**	**	**	**	**	**	339	**	**	131	163	46
	27%	*28%*	*27%*	**	**	**	**	**	**	*28%*	**	**	*32%*	*26%*	*24%*
		j	j							j			b		
This is a 'great to have' - makes a difference and can sway my decision	**396**	332	54	**	**	**	**	**	**	387	**	**	127	205	64
	32%	*32%*	*32%*	**	**	**	**	**	**	*32%*	**	**	*30%*	*32%*	*34%*
											abi				
NET Important	**719**	589	112	**	**	**	**	**	**	701	**	**	217	372	130
	58%	*56%*	*66%*	**	**	**	**	**	**	*57%*	**	**	*52%*	*59%*	*69%*
			ai								**abi**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**16**	15	6	16	1	1	10	16	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	**	**	**	**	**
		d		d										
This is not important to me - don't mind if not offered	**165**	156	83	165	46	40	107	160	2	**	**	**	**	**
	13%	*14%*	*12%*	*13%*	*10%*	*12%*	*13%*	*14%*	*4%*	**	**	**	**	**
		d						b		b				
This is mandatory to me - a must have	**323**	281	205	323	131	82	245	296	13	**	**	**	**	**
	26%	*25%*	*29%*	*26%*	*28%*	*25%*	*29%*	*26%*	*28%*	**	**	**	**	**
							a			a				
This is a 'nice to have' , but I can live without it being offered	**340**	305	175	340	125	87	225	317	20	**	**	**	**	**
	27%	*27%*	*25%*	*27%*	*27%*	*27%*	*27%*	*27%*	*42%*	**	**	**	**	**
									ac					
This is a 'great to have' - makes a difference and can sway my decision	**396**	358	241	396	158	113	248	369	13	**	**	**	**	**
	32%	*32%*	*34%*	*32%*	*34%*	*35%*	*30%*	*32%*	*26%*	**	**	**	**	**
NET Important	**719**	640	446	719	288	195	493	665	26	**	**	**	**	**
	58%	*57%*	*63%*	*58%*	*63%*	*60%*	*59%*	*57%*	*54%*	**	**	**	**	**
			ac		a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**16**	1	**	**	**	**	**	**	**	6	4	1	4	**
	1%	*%*	**	**	**	**	**	**	**	*1%*	*1%*	*%*	*3%*	**
													c	
This is not important to me - don't mind if not offered	**165**	46	**	**	**	**	**	**	**	53	61	40	11	**
	13%	*10%*	**	**	**	**	**	**	**	*12%*	*16%*	*14%*	*9%*	**
											d			
This is mandatory to me - a must have	**323**	127	**	**	**	**	**	**	**	103	92	77	51	**
	26%	*28%*	**	**	**	**	**	**	**	*24%*	*24%*	*27%*	*38%*	**
													abc	
This is a 'nice to have' , but I can live without it being offered	**340**	120	**	**	**	**	**	**	**	119	96	87	37	**
	27%	*27%*	**	**	**	**	**	**	**	*27%*	*25%*	*30%*	*28%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	155	**	**	**	**	**	**	**	153	127	82	30	**
	32%	*35%*	**	**	**	**	**	**	**	*35%*	*33%*	*29%*	*22%*	**
										d	d			
NET Important	**719**	282	**	**	**	**	**	**	**	256	220	159	81	**
	58%	*63%*	**	**	**	**	**	**	**	*59%*	*58%*	*55%*	*61%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**16**	1	-	-	-	**	-	**	1	16	-	16	**
	1%	*%	-%	-%	-%	**	-%	**	*%	*1%*	-%	*1%*	**
This is not important to me - don't mind if not offered	**165**	26	10	7	2	**	12	**	34	162	3	165	**
	13%	*14%*	*9%*	*7%*	*5%*	**	*5%*	**	*17%* a	*14%* b	*3%*	*13%*	**
This is mandatory to me - a must have	**323**	57	21	41	13	**	78	**	48	299	24	320	**
	26%	*29%* b	*19%*	*37%* b	*29%*	**	*31%*	**	*24%*	*26%*	*30%*	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**340**	44	39	30	12	**	75	**	48	316	24	338	**
	27%	*23%*	*36%* a	*27%*	*27%*	**	*30%*	**	*24%*	*27%*	*30%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	66	38	33	17	**	87	**	67	367	29	393	**
	32%	*34%*	*36%*	*30%*	*38%*	**	*34%*	**	*34%*	*32%*	*36%*	*32%*	**
NET Important	**719**	122	59	74	29	**	164	**	115	666	53	714	**
	58%	*63%*	*55%*	*67%*	*67%*	**	*65%*	**	*58%*	*57%*	*66%*	*58%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**16**	**	-	-	**	1	-	1	13	*	**
	1%	**	-%	-%	**	*%	-%	*%	*1%*	*%	**
This is not important to me - don't mind if not offered	**165**	**	7	13	**	39	7	47	147	10	**
	13%	**	*7%*	*7%*	**	*11%*	*6%*	*13%*	*14%*	*9%*	**
This is mandatory to me - a must have	**323**	**	27	50	**	98	33	106	272	30	**
	26%	**	*24%*	*28%*	**	*29%*	*28%*	*28%*	*25%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**340**	**	34	49	**	90	34	83	294	28	**
	27%	**	*30%*	*27%*	**	*26%*	*29%*	*22%*	*28%* a	*25%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	**	43	67	**	114	44	139	343	43	**
	32%	**	*39%*	*38%*	**	*33%*	*37%*	*37%*	*32%*	*39%*	**
NET Important	**719**	**	70	117	**	212	77	245	614	73	**
	58%	**	*63%*	*66%*	**	*62%*	*65%*	*65%* b	*57%*	*66%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**16**	2	6	1	**	-	1	1	**	15	6	1	12	10	**
	1%	*1%*	*1%*	*1%*	**	*-%*	**%*	*1%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**165**	32	77	6	**	30	36	7	**	156	83	40	132	101	**
	13%	*11%*	*12%* c	*6%*	**	*9%*	*11%*	*7%*	**	*14%*	*12%*	*10%*	*13%*	*13%*	**
This is mandatory to me - a must have	**323**	86	189	19	**	94	95	27	**	281	205	116	265	207	**
	26%	*29%* c	*29%* c	*20%*	**	*29%*	*29%*	*28%*	**	*25%*	*29%*	*30%* a	*26%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**340**	71	160	25	**	86	83	19	**	305	175	102	277	211	**
	27%	*24%*	*24%*	*26%*	**	*27%*	*25%*	*19%*	**	*27%*	*25%*	*26%*	*27%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	105	225	45	**	108	113	43	**	358	239	126	325	250	**
	32%	*35%*	*34%*	*47%* **ab**	**	*34%*	*34%*	*45%* **ab**	**	*32%*	*34%*	*33%*	*32%*	*32%*	**
NET Important	**719**	191	413	64	**	202	208	70	**	639	444	242	590	457	**
	58%	*65%*	*63%*	*67%*	**	*64%*	*63%*	*73%*	**	*57%*	*63%* a	*63%* a	*58%*	*59%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**16**	1	-	-	-	-	12	11	**	**	**	**
	1%	*%	-%	-%	-%	-%	*1%*	*1%*	**	**	**	**
This is not important to me - don't mind if not offered	**165**	32	14	20	*	1	122	97	**	**	**	**
	13%	*12%*	*8%*	*9%*	*1%*	*1%*	*13%*	*13%*	**	**	**	**
		de		d								
This is mandatory to me - a must have	**323**	87	60	68	18	10	252	205	**	**	**	**
	26%	*31%*	*35%*	*31%*	*34%*	*24%*	*27%*	*27%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**340**	70	46	62	11	11	255	206	**	**	**	**
	27%	*25%*	*27%*	*28%*	*21%*	*26%*	*27%*	*28%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**396**	89	53	70	23	20	307	229	**	**	**	**
	32%	*32%*	*31%*	*32%*	*44%*	*49%*	*32%*	*31%*	**	**	**	**
						abc						
NET Important	**719**	176	114	138	41	31	559	433	**	**	**	**
	58%	*63%*	*66%*	*63%*	*78%*	*73%*	*59%*	*58%*	**	**	**	**
					ac							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**16**	16	13	16	16	16	9	16	6	**	16	**	2	15
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
This is not important to me - don't mind if not offered	**165**	162	134	162	128	162	89	162	36	**	142	**	18	147
	13%	*13%*	*13%*	*13%*	*13%*	*13%*	*12%*	*14%*	*12%*	**	*13%*	**	*11%*	*14%*
This is mandatory to me - a must have	**323**	314	284	317	255	314	188	313	75	**	273	**	56	267
	26%	*26%*	*27%*	*26%*	*26%*	*26%*	*25%*	*26%*	*26%*	**	*26%*	**	*35%* b	*25%*
This is a 'nice to have' , but I can live without it being offered	**340**	332	269	333	277	334	209	328	60	**	285	**	39	301
	27%	*27%*	*26%*	*27%*	*28%*	*27%*	*28%* c	*27%* c	*21%*	**	*27%*	**	*24%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	386	342	389	323	393	250	376	110	**	346	**	47	349
	32%	*32%*	*33%*	*32%*	*32%*	*32%*	*34%*	*31%*	*38%* b	**	*33%*	**	*29%*	*32%*
NET Important	**719**	700	626	706	578	707	438	689	185	**	619	**	103	616
	58%	*58%*	*60%*	*58%*	*58%*	*58%*	*59%*	*58%*	*64%* b	**	*58%*	**	*64%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**16**	-	**	**	-	2	14	1	1	-	15	7	9
	1%	-%	**	**	-%	*2%*	*2%*	**%*	*1%*	-%	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**165**	13	**	**	12	9	128	26	17	5	142	89	76
	13%	*8%*	**	**	*8%*	*8%*	*15%* a	*11%*	*15%*	*10%*	*13%*	*13%*	*14%*
This is mandatory to me - a must have	**323**	44	**	**	42	34	217	71	38	11	273	188	134
	26%	*28%*	**	**	*28%*	*29%*	*25%*	*30%*	*34%* c	*22%*	*25%*	*27%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**340**	40	**	**	36	33	234	72	23	12	303	179	161
	27%	*25%*	**	**	*24%*	*28%*	*27%*	*30%*	*20%*	*24%*	*28%*	*25%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**396**	61	**	**	59	40	285	69	32	21	343	240	156
	32%	*39%*	**	**	*40%*	*34%*	*32%*	*29%*	*29%*	*43%*	*32%*	*34%*	*29%*
NET Important	**719**	105	**	**	101	74	503	140	70	33	616	429	290
	58%	*67%*	**	**	*67%*	*62%*	*57%*	*59%*	*63%*	*65%*	*57%*	*61%* b	*54%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**16**	5	1	2	-	2	-	*	-	4	-	1	2
	1%	*5%*	*1%*	*2%*	*-%*	*1%*	*-%*	**%*	*-%*	*3%*	*-%*	*1%*	*3%*
		bdfghj											
This is not important to me - don't mind if not offered	**165**	5	26	14	10	19	22	8	14	15	15	8	9
	13%	*5%*	*23%*	*12%*	*11%*	*14%*	*19%*	*10%*	*18%*	*11%*	*12%*	*8%*	*15%*
			acdgijk			a	**ak**		**ak**				a
This is mandatory to me - a must have	**323**	21	40	20	25	41	35	22	19	23	34	26	18
	26%	*24%*	*35%*	*17%*	*29%*	*30%*	*30%*	*29%*	*24%*	*17%*	*27%*	*24%*	*28%*
			ci		c	**ci**	**ci**	**ci**					
This is a 'nice to have' , but I can live without it being offered	**340**	31	24	27	27	19	30	24	26	40	42	36	15
	27%	*36%*	*21%*	*23%*	*31%*	*14%*	*26%*	*33%*	*32%*	*30%*	*33%*	*33%*	*24%*
		bce			e		e	**be**	e	e	**be**	**be**	
This is a 'great to have' - makes a difference and can sway my decision	**396**	25	24	54	25	54	29	20	20	52	35	38	19
	32%	*29%*	*21%*	*46%*	*29%*	*40%*	*25%*	*27%*	*26%*	*39%*	*28%*	*35%*	*31%*
				abdfghjl		**bfghj**				**bf**		b	
NET Important	**719**	46	64	74	49	95	64	42	39	75	69	64	37
	58%	*53%*	*56%*	*63%*	*58%*	*70%*	*55%*	*57%*	*50%*	*56%*	*55%*	*58%*	*59%*
						abdfghij							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**16**	7	2	4	3
	1%	*2%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**165**	45	51	36	33
	13%	*14%*	*15%*	*13%*	*11%*
This is mandatory to me - a must have	**323**	80	100	64	78
	26%	*25%*	*30%*	*22%*	*26%*
			c		
This is a 'nice to have' , but I can live without it being offered	**340**	81	75	90	93
	27%	*26%*	*22%*	*31%*	*31%*
				b	b
This is a 'great to have' - makes a difference and can sway my decision	**396**	103	108	92	92
	32%	*32%*	*32%*	*32%*	*31%*
NET Important	**719**	183	209	156	171
	58%	*58%*	*62%*	*55%*	*57%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**17**	17	*	-	**	*	6	2	*	**	2
	1%	*1%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*%*	** **bc**	*4%* **bc**
This is not important to me - don't mind if not offered	**145**	141	3	1	**	4	47	35	9	**	7
	12%	*12%*	*10%*	*8%*	**	*9%*	*11%*	*11%*	*10%*	**	*17%* d
This is mandatory to me - a must have	**516**	496	12	6	**	21	179	132	33	**	19
	42%	*42%*	*42%*	*50%*	**	*45%*	*41%*	*40%*	*40%*	** **abce**	*44%*
This is a 'nice to have' , but I can live without it being offered	**227**	219	5	2	**	8	79	79	12	**	8
	18%	*18%*	*17%*	*16%*	**	*17%*	*18%* d	*24%* d	*15%*	**	*19%* d
This is a 'great to have' - makes a difference and can sway my decision	**334**	321	9	3	**	13	124	79	29	**	6
	27%	*27%*	*30%*	*25%*	**	*28%*	*29%* **de**	*24%*	*35%* **bde**	**	*15%*
NET Important	**851**	817	21	9	**	34	303	211	62	**	25
	69%	*68%*	*72%*	*76%*	**	*73%*	*70%* e	*64%*	*75%* e	** **abe**	*59%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**17**	4	-	1	**	1	6	1	*	-	14	1	1	1
	1%	*3%*	*-%*	*1%*	**	*1%*	*3%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**145**	23	15	18	**	11	24	8	8	10	125	9	6	6
	12%	*15%*	*20%*	*10%*	**	*10%*	*12%*	*7%*	*8%*	*11%*	*12%*	*15%*	*9%*	*9%*
			glm		g									
This is mandatory to me - a must have	**516**	43	22	80	**	56	84	61	43	41	440	22	28	27
	42%	*29%*	*28%*	*46%*	**	*51%*	*41%*	*51%*	*47%*	*47%*	*42%*	*35%*	*41%*	*45%*
				ab		**abk**	a	**abk**	**ab**	**ab**	**ab**		a	**ab**
This is a 'nice to have' , but I can live without it being offered	**227**	36	16	34	**	19	27	22	17	16	190	10	15	12
	18%	*24%*	*20%*	*19%*	**	*17%*	*13%*	*18%*	*18%*	*18%*	*18%*	*16%*	*22%*	*20%*
		f											f	
This is a 'great to have' - makes a difference and can sway my decision	**334**	43	25	42	**	22	63	28	24	22	282	19	19	14
	27%	*29%*	*32%*	*24%*	**	*20%*	*31%*	*23%*	*26%*	*24%*	*27%*	*32%*	*27%*	*24%*
NET Important	**851**	86	47	121	**	78	147	89	67	62	722	41	47	41
	69%	*58%*	*60%*	*70%*	**	*71%*	*72%*	*74%*	*73%*	*71%*	*69%*	*67%*	*68%*	*69%*
						a	a	a	a		a			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**17**	-	-	**	2	6	**	2	5	10	8	16	1
	1%	-%	-%	**	*2%*	*2%*	**	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*
				abh							a		
This is not important to me - don't mind if not offered	**145**	4	7	**	14	39	**	14	58	105	40	134	12
	12%	*8%*	*8%*	**	*14%*	*13%*	**	*14%*	*11%*	*11%*	*13%*	*12%*	*11%*
This is mandatory to me - a must have	**516**	20	36	**	41	108	**	45	242	394	123	471	46
	42%	*44%*	*42%*	**	*40%*	*36%*	**	*45%*	*44%*	*42%*	*41%*	*42%*	*42%*
									e				
This is a 'nice to have' , but I can live without it being offered	**227**	9	15	**	17	49	**	21	109	175	51	210	17
	18%	*21%*	*18%*	**	*17%*	*16%*	**	*21%*	*20%*	*19%*	*17%*	*19%*	*16%*
		c	c		c	c		c	c				
This is a 'great to have' - makes a difference and can sway my decision	**334**	12	27	**	29	96	**	19	134	254	80	301	33
	27%	*27%*	*32%*	**	*28%*	*32%*	**	*19%*	*24%*	*27%*	*27%*	*27%*	*31%*
			g	**gh**		**gh**							
NET Important	**851**	32	63	**	70	204	**	64	376	648	203	772	79
	69%	*71%*	*74%*	**	*67%*	*68%*	**	*64%*	*69%*	*69%*	*67%*	*68%*	*73%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**17**	15	**	16	1	-
	1%	*1%*	**	*2%*	*1%*	*-%*
				c		
This is not important to me - don't mind if not offered	**145**	139	**	114	11	18
	12%	*12%*	**	*16%*	*6%*	*6%*
				bc		
This is mandatory to me - a must have	**516**	492	**	269	97	144
	42%	*42%*	**	*37%*	*49%*	*50%*
					a	a
This is a 'nice to have' , but I can live without it being offered	**227**	214	**	142	42	42
	18%	*18%*	**	*19%*	*21%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**334**	317	**	195	47	85
	27%	*27%*	**	*26%*	*24%*	*29%*
NET Important	**851**	809	**	464	144	229
	69%	*69%*	**	*63%*	*73%*	*79%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**17**	15	2	**	**	**	**	**	**	17	**	**	10	6	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**145**	126	18	**	**	**	**	**	**	144	**	**	59	68	19
	12%	*12%*	*11%*	**	**	**	**	**	**	*12%*	**	**	*14%*	*11%*	*10%*
This is mandatory to me - a must have	**516**	413	96	**	**	**	**	**	**	509	**	**	147	265	104
	42%	*39%*	*57%*	**	**	**	**	**	**	*42%*	**	**	*35%*	*42%*	*55%*
			ai											a	**ab**
This is a 'nice to have' , but I can live without it being offered	**227**	203	19	**	**	**	**	**	**	222	**	**	87	116	24
	18%	*19%*	*11%*	**	**	**	**	**	**	*18%*	**	**	*21%*	*18%*	*13%*
		b								b	b		c	c	
This is a 'great to have' - makes a difference and can sway my decision	**334**	294	35	**	**	**	**	**	**	329	**	**	114	180	40
	27%	*28%*	*21%*	**	**	**	**	**	**	*27%*	**	**	*27%*	*28%*	*21%*
		b								b				c	
NET Important	**851**	707	131	**	**	**	**	**	**	837	**	**	262	445	144
	69%	*67%*	*77%*	**	**	**	**	**	**	*69%*	**	**	*63%*	*70%*	*76%*
			ai											a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**17**	17	4	17	-	*	9	17	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*	**	**	**	**	**
		bde		**de**			d							
This is not important to me - don't mind if not offered	**145**	128	66	145	35	24	84	139	3	**	**	**	**	**
	12%	*11%*	*9%*	*12%*	*8%*	*8%*	*10%*	*12%*	*5%*	**	**	**	**	**
		de		**de**						**ab**				
This is mandatory to me - a must have	**516**	456	333	516	226	160	368	479	20	**	**	**	**	**
	42%	*41%*	*47%*	*42%*	*49%*	*49%*	*44%*	*41%*	*42%*	**	**	**	**	**
			ac		**ac**	**ac**								
This is a 'nice to have' , but I can live without it being offered	**227**	212	115	227	70	57	154	206	14	**	**	**	**	**
	18%	*19%*	*16%*	*18%*	*15%*	*18%*	*18%*	*18%*	*29%*	**	**	**	**	**
									a					
This is a 'great to have' - makes a difference and can sway my decision	**334**	303	193	334	129	81	219	319	11	**	**	**	**	**
	27%	*27%*	*27%*	*27%*	*28%*	*25%*	*26%*	*27%*	*24%*	**	**	**	**	**
								c						
NET Important	**851**	758	526	851	355	241	587	797	31	**	**	**	**	**
	69%	*68%*	*74%*	*69%*	*77%*	*75%*	*70%*	*69%*	*66%*	**	**	**	**	**
			ac		**acf**	**ac**		c						

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**17**	-	**	**	**	**	**	**	**	9	5	*	3	**
	1%	-%	**	**	**	**	**	**	**	*2%* c	*1%*	*%*	*2%* c	**
This is not important to me - don't mind if not offered	**145**	35	**	**	**	**	**	**	**	62	34	36	14	**
	12%	*8%*	**	**	**	**	**	**	**	*14%* b	*9%*	*12%*	*11%*	**
This is mandatory to me - a must have	**516**	219	**	**	**	**	**	**	**	165	169	118	64	**
	42%	*49%*	**	**	**	**	**	**	**	*38%*	*44%*	*41%*	*48%* a	**
This is a 'nice to have' , but I can live without it being offered	**227**	68	**	**	**	**	**	**	**	77	64	62	22	**
	18%	*15%*	**	**	**	**	**	**	**	*18%*	*17%*	*22%*	*16%*	**
This is a 'great to have' - makes a difference and can sway my decision	**334**	127	**	**	**	**	**	**	**	121	108	71	30	**
	27%	*28%*	**	**	**	**	**	**	**	*28%*	*28%*	*25%*	*23%*	**
NET Important	**851**	346	**	**	**	**	**	**	**	286	278	189	94	**
	69%	*77%*	**	**	**	**	**	**	**	*66%*	*73%* ac	*66%*	*71%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**17**	-	-	-	-	**	-	**	-	17	-	17	**
	1%	-%	-%	-%	-%	**	-%	**	-%	*1%*	-%	*1%*	**
This is not important to me - don't mind if not offered	**145**	20	8	6	1	**	13	**	22	142	3	145	**
	12%	*10%*	*7%*	*5%*	*3%*	**	*5%*	**	*11%* a	*12%* b	*4%*	*12%*	**
This is mandatory to me - a must have	**516**	97	48	54	26	**	127	**	95	475	42	514	**
	42%	*50%*	*45%*	*48%*	*60%*	**	*51%*	**	*48%*	*41%*	*52%* a	*42%*	**
This is a 'nice to have' , but I can live without it being offered	**227**	25	20	22	3	**	41	**	25	216	10	226	**
	18%	*13%*	*19%* d	*20%* d	*7%*	**	*16%*	**	*13%*	*19%*	*13%*	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**334**	51	31	30	13	**	70	**	55	309	25	330	**
	27%	*26%*	*29%*	*27%*	*31%*	**	*28%*	**	*28%*	*27%*	*31%*	*27%*	**
NET Important	**851**	148	80	83	39	**	197	**	151	784	67	844	**
	69%	*77%*	*74%*	*75%*	*91%* abc	**	*78%*	**	*76%*	*68%*	*83%* a	*68%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**17**	**	-	-	**	-	-	-	17	-	**
	1%	**	-%	-%	**	-%	-%	-%	*2%* a	-%	**
This is not important to me - don't mind if not offered	**145**	**	6	8	**	29	6	17	126	12	**
	12%	**	*6%*	*5%*	**	*8%*	*5%*	*5%*	*12%* a	*11%* a	**
This is mandatory to me - a must have	**516**	**	55	90	**	161	65	187	429	61	**
	42%	**	*50%*	*50%*	**	*47%*	*55%*	*50%* b	*40%*	*55%* b	**
This is a 'nice to have' , but I can live without it being offered	**227**	**	15	25	**	56	14	62	205	19	**
	18%	**	*14%*	*14%*	**	*16%*	*12%*	*16%*	*19%*	*17%*	**
This is a 'great to have' - makes a difference and can sway my decision	**334**	**	34	55	**	96	33	110	292	19	**
	27%	**	*31%*	*31%*	**	*28%*	*28%*	*29%* c	*27%* c	*17%*	**
NET Important	**851**	**	89	145	**	257	98	297	722	81	**
	69%	**	*81%*	*81%*	**	*75%*	*83%*	*79%* b	*68%*	*72%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**17**	-	4	-	**	-	-	-	**	17	4	-	9	15	**
	1%	-%	*1%*	-%	**	-%	-%	-%	**	*1%*	*1%*	-%	*1%*	*2%*	**
										bc				a	
This is not important to me - don't mind if not offered	**145**	6	62	6	**	18	32	3	**	128	66	28	104	97	**
	12%	*2%*	*9%*	*7%*	**	*6%*	*10%*	*3%*	**	*11%*	*9%*	*7%*	*10%*	*12%*	**
			a	a			ac			c					
This is mandatory to me - a must have	**516**	171	298	50	**	169	156	52	**	456	331	188	423	317	**
	42%	*58%*	*45%*	*52%*	**	*53%*	*48%*	*54%*	**	*41%*	*47%*	*49%*	*42%*	*41%*	**
		b									a	a			
This is a 'nice to have' , but I can live without it being offered	**227**	39	111	16	**	48	48	11	**	212	115	61	189	145	**
	18%	*13%*	*17%*	*16%*	**	*15%*	*15%*	*12%*	**	*19%*	*16%*	*16%*	*19%*	*19%*	**
This is a 'great to have' - makes a difference and can sway my decision	**334**	79	182	24	**	84	91	29	**	303	193	108	287	204	**
	27%	*27%*	*28%*	*25%*	**	*26%*	*28%*	*30%*	**	*27%*	*27%*	*28%*	*28%*	*26%*	**
NET Important	**851**	250	479	74	**	252	247	81	**	758	524	296	710	521	**
	69%	*85%*	*73%*	*77%*	**	*79%*	*75%*	*85%*	**	*68%*	*74%*	*77%*	*70%*	*67%*	**
		b						b			a	a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**17**	-	-	-	-	-	7	15	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%* a	**	**	**	**
This is not important to me - don't mind if not offered	**145**	20	11	11	-	1	101	94	**	**	**	**
	12%	*7%* d	*6%*	*5%*	*-%*	*3%*	*11%*	*13%*	**	**	**	**
This is mandatory to me - a must have	**516**	130	90	112	31	23	390	303	**	**	**	**
	42%	*47%*	*52%*	*51%*	*59%*	*55%*	*41%*	*41%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**227**	42	35	34	7	11	178	143	**	**	**	**
	18%	*15%*	*20%*	*16%*	*14%*	*26%*	*19%*	*19%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**334**	86	38	63	14	7	271	192	**	**	**	**
	27%	*31%* be	*22%*	*29%*	*27%*	*16%*	*29%*	*26%*	**	**	**	**
NET Important	**851**	217	128	175	45	30	661	496	**	**	**	**
	69%	*78%*	*74%*	*79%*	*86%*	*71%*	*70%*	*66%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**17**	17	9	17	12	17	4	17	1	**	17	**	1	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	*2%*	**	*1%*	*1%*
This is not important to me - don't mind if not offered	**145**	139	114	141	103	144	62	139	22	**	135	**	8	138
	12%	*11%*	*11%*	*12%*	*10%*	*12%*	*8%*	*12%*	*8%*	**	*13%*	**	*5%*	*13%*
								ac			b			a
This is mandatory to me - a must have	**516**	508	450	509	424	506	337	503	146	**	420	**	93	423
	42%	*42%*	*43%*	*42%*	*42%*	*41%*	*45%*	*42%*	*51%*	**	*40%*	**	*58%*	*39%*
									b			a	b	
This is a 'nice to have' , but I can live without it being offered	**227**	219	185	219	179	221	139	217	43	**	195	**	22	204
	18%	*18%*	*18%*	*18%*	*18%*	*18%*	*19%*	*18%*	*15%*	**	*18%*	**	*14%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**334**	328	282	330	282	332	203	319	74	**	295	**	37	298
	27%	*27%*	*27%*	*27%*	*28%*	*27%*	*27%*	*27%*	*26%*	**	*28%*	**	*23%*	*28%*
NET Important	**851**	835	733	840	705	838	540	822	220	**	715	**	130	721
	69%	*69%*	*70%*	*69%*	*71%*	*69%*	*72%*	*69%*	*77%*	**	*67%*	**	*81%*	*67%*
									b			a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**17**	-	**	**	-	-	15	2	1	-	16	7	11
	1%	-%	**	**	-%	-%	*2%*	*1%*	*1%*	-%	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**145**	8	**	**	7	11	97	37	5	*	140	78	67
	12%	*5%*	**	**	*5%*	*9%*	*11%*	*15%*	*5%*	*1%*	*13%* ab	*11%*	*13%*
This is mandatory to me - a must have	**516**	76	**	**	67	65	350	98	62	24	429	297	219
	42%	*48%*	**	** b	*45%*	*55%* bc	*40%*	*41%*	*56%* c	*47%*	*40%*	*42%*	*41%*
This is a 'nice to have' , but I can live without it being offered	**227**	23	**	**	23	11	178	38	13	14	199	122	104
	18%	*15%*	**	**	*16%*	*10%*	*20%* a	*16%*	*12%*	*28%* a	*19%*	*17%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**334**	51	**	**	52	30	238	63	29	12	293	200	134
	27%	*33%*	**	**	*35%*	*26%*	*27%*	*27%*	*26%*	*24%*	*27%*	*28%*	*25%*
NET Important	**851**	127	**	**	119	96	588	162	91	36	722	497	354
	69%	*80%*	**	**	*80%*	*81%* bc	*67%*	*68%*	*82%* c	*71%*	*67%*	*71%*	*66%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**17**	2	5	2	*	2	-	*	-	1	1	1	1
	1%	*2%*	*4%*	*2%*	*1%*	*2%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*2%*
			fg										
This is not important to me - don't mind if not offered	**145**	3	8	16	11	15	12	8	17	20	14	16	6
	12%	*3%*	*7%*	*13%*	*13%*	*11%*	*11%*	*11%*	*21%*	*15%*	*11%*	*15%*	*10%*
				a	a	a	a	a	**abefgjl**	a	a	a	
This is mandatory to me - a must have	**516**	40	47	46	38	69	50	37	33	48	48	39	21
	42%	*47%*	*41%*	*39%*	*45%*	*51%*	*43%*	*50%*	*42%*	*36%*	*38%*	*35%*	*34%*
						ijkl		**ikl**					
This is a 'nice to have' , but I can live without it being offered	**227**	15	20	28	13	20	28	7	11	26	22	20	15
	18%	*18%*	*18%*	*24%*	*15%*	*15%*	*25%*	*10%*	*14%*	*20%*	*18%*	*18%*	*23%*
				g			g			g			g
This is a 'great to have' - makes a difference and can sway my decision	**334**	26	34	24	22	30	24	22	17	38	41	35	20
	27%	*30%*	*30%*	*21%*	*26%*	*22%*	*21%*	*29%*	*22%*	*29%*	*32%*	*31%*	*31%*
NET Important	**851**	66	81	70	61	99	74	59	51	86	89	73	41
	69%	*77%*	*71%*	*60%*	*71%*	*73%*	*65%*	*79%*	*64%*	*65%*	*70%*	*66%*	*65%*
		cfhi				c		**cfhikl**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**17**	9	3	2	4
	1%	*3%*	*1%*	*1%*	*1%*
		bc			
This is not important to me - don't mind if not offered	**145**	26	38	45	36
	12%	*8%*	*11%*	*16%*	*12%*
				a	
This is mandatory to me - a must have	**516**	133	157	118	108
	42%	*42%*	*47%*	*41%*	*36%*
			d		
This is a 'nice to have' , but I can live without it being offered	**227**	64	61	45	57
	18%	*20%*	*18%*	*16%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**334**	85	77	77	95
	27%	*27%*	*23%*	*27%*	*32%*
					b
NET Important	**851**	218	234	196	203
	69%	*69%*	*70%*	*68%*	*68%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1293**	911	245	92	45	382	344	287	96	39	95
Weighted total	**1240**	1194	29	12	5	46	435	327	83	28	43
This is a negative to me	**48**	47	1	*	**	2	22	8	2	**	6
	4%	*4%*	*5%*	*1%*	**	*3%*	*5%*	*2%*	*2%*	**	*14%*
											abc
This is not important to me - don't mind if not offered	**433**	420	9	3	**	13	146	138	26	**	14
	35%	*35%*	*30%*	*23%*	**	*27%*	*34%*	*42%*	*32%*	**	*32%*
		ce					d	**ad**			
This is mandatory to me - a must have	**345**	330	7	5	**	15	126	81	24	**	10
	28%	*28%*	*26%*	*42%*	**	*32%*	*29%*	*25%*	*29%*	**	*23%*
				ab	**abe**					**abce**	
This is a 'nice to have' , but I can live without it being offered	**196**	188	5	2	**	8	71	43	13	**	11
	16%	*16%*	*19%*	*17%*	**	*18%*	*16%*	*13%*	*15%*	**	*25%*
											ab
This is a 'great to have' - makes a difference and can sway my decision	**218**	209	6	2	**	9	70	58	18	**	2
	18%	*18%*	*20%*	*17%*	**	*19%*	*16%*	*18%*	*22%*	**	*6%*
							e	e	e		
NET Important	**563**	539	13	7	**	24	196	138	42	**	12
	45%	*45%*	*46%*	*59%*	**	*51%*	*45%*	*42%*	*51%*	**	*29%*
				ab	**ab**	a	e	e	e	**abe**	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1293**	111	54	136	31	86	145	102	74	65	804	156	171	162
Weighted total	**1240**	149	78	175	36	109	204	120	91	88	1051	61	68	60
This is a negative to me	**48**	2	1	5	**	2	7	5	9	6	41	2	3	2
	4%	*1%*	*2%*	*3%*	**	*1%*	*4%*	*4%*	*9%*	*7%*	*4%*	*4%*	*4%*	*3%*
					ae				**acej**	a				
This is not important to me - don't mind if not offered	**433**	56	23	64	**	58	77	34	21	32	376	15	21	21
	35%	*38%*	*29%*	*37%*	**	*54%*	*38%*	*28%*	*23%*	*37%*	*36%*	*25%*	*31%*	*34%*
		hk		**hk**		**abcdfghijk lm**	**hk**				**hk**			
This is mandatory to me - a must have	**345**	34	20	50	**	29	64	46	26	21	297	18	18	11
	28%	*23%*	*26%*	*29%*	**	*27%*	*31%*	*39%*	*28%*	*24%*	*28%*	*30%*	*26%*	*18%*
				m			m	**adjm**			m	m		
This is a 'nice to have' , but I can live without it being offered	**196**	27	19	24	**	7	22	22	19	15	163	9	9	15
	16%	*18%*	*24%*	*14%*	**	*6%*	*11%*	*19%*	*21%*	*18%*	*15%*	*15%*	*14%*	*25%*
		e	**ef**		e			e	**ef**	e	e			**cefjkl**
This is a 'great to have' - makes a difference and can sway my decision	**218**	31	16	31	**	12	34	13	17	13	174	16	17	11
	18%	*21%*	*20%*	*18%*	**	*11%*	*17%*	*10%*	*19%*	*14%*	*17%*	*26%*	*25%*	*19%*
		g										**efgj**	**egj**	
NET Important	**563**	65	36	82	**	42	98	59	43	34	471	34	35	22
	45%	*43%*	*46%*	*47%*	**	*38%*	*48%*	*49%*	*47%*	*39%*	*45%*	*56%*	*51%*	*37%*
												aeijm	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1293**	57	114	32	115	263	29	93	582	937	356	1146	147
Weighted total	**1240**	45	86	30	103	298	21	101	548	939	301	1131	109
This is a negative to me	**48**	1	*	**	6	18	**	5	17	37	11	44	4
	4%	*2%*	*1%*	**	*6%*	*6%*	**	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*
					b	**bh**							
This is not important to me - don't mind if not offered	**433**	13	33	**	34	100	**	41	188	331	102	400	33
	35%	*28%*	*38%*	**	*33%*	*34%*	**	*41%*	*34%*	*35%*	*34%*	*35%*	*30%*
This is mandatory to me - a must have	**345**	15	24	**	37	76	**	33	145	259	86	314	30
	28%	*33%*	*27%*	**	*36%*	*25%*	**	*33%*	*26%*	*28%*	*28%*	*28%*	*28%*
					eh								
This is a 'nice to have' , but I can live without it being offered	**196**	5	15	**	13	47	**	10	96	148	48	178	18
	16%	*11%*	*18%*	**	*13%*	*16%*	**	*10%*	*18%*	*16%*	*16%*	*16%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**218**	11	14	**	13	57	**	12	101	164	54	195	23
	18%	*26%*	*16%*	**	*12%*	*19%*	**	*12%*	*18%*	*17%*	*18%*	*17%*	*21%*
		dg											
NET Important	**563**	26	38	**	50	132	**	45	246	423	140	509	54
	45%	*59%*	*44%*	**	*48%*	*44%*	**	*45%*	*45%*	*45%*	*46%*	*45%*	*49%*
		h											

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1293**	1247	46	751	202	326
Weighted total	**1240**	1178	62	736	198	289
This is a negative to me	**48**	44	**	35	4	9
	4%	*4%*	**	*5%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**433**	421	**	281	67	77
	35%	*36%*	**	*38%*	*34%*	*27%*
		b		c		
This is mandatory to me - a must have	**345**	322	**	189	64	87
	28%	*27%*	**	*26%*	*33%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**196**	187	**	129	25	42
	16%	*16%*	**	*18%*	*12%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**218**	204	**	102	38	73
	18%	*17%*	**	*14%*	*19%*	*25%*
						a
NET Important	**563**	526	**	291	103	160
	45%	*45%*	**	*40%*	*52%*	*56%*
			a		a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1293**	1032	225	27	3	4	1	1	-	1257	36	9	354	678	261
Weighted total	**1240**	1051	170	16	*	1	2	*	-	1221	19	3	417	634	189
This is a negative to me	**48**	44	4	**	**	**	**	**	**	48	**	**	23	21	4
	4%	*4%*	*2%*	**	**	**	**	**	**	*4%*	**	**	*6%*	*3%*	*2%*
													c		
This is not important to me - don't mind if not offered	**433**	379	53	**	**	**	**	**	**	432	**	**	159	220	54
	35%	*36%*	*31%*	**	**	**	**	**	**	*35%*	**	**	*38%*	*35%*	*29%*
		j	j							j			c		
This is mandatory to me - a must have	**345**	271	65	**	**	**	**	**	**	336	**	**	102	169	73
	28%	*26%*	*38%*	**	**	**	**	**	**	*28%*	**	**	*24%*	*27%*	*39%*
			ai								**ai**				**ab**
This is a 'nice to have' , but I can live without it being offered	**196**	160	31	**	**	**	**	**	**	191	**	**	67	92	37
	16%	*15%*	*18%*	**	**	**	**	**	**	*16%*	**	**	*16%*	*15%*	*19%*
											ai				
This is a 'great to have' - makes a difference and can sway my decision	**218**	198	17	**	**	**	**	**	**	214	**	**	66	132	20
	18%	*19%*	*10%*	**	**	**	**	**	**	*18%*	**	**	*16%*	*21%*	*11%*
		b								b				**ac**	
NET Important	**563**	469	81	**	**	**	**	**	**	550	**	**	168	301	94
	45%	*45%*	*48%*	**	**	**	**	**	**	*45%*	**	**	*40%*	*47%*	*50%*
											ai			a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1293**	1174	794	1293	504	382	900	1162	70	33	16	4	7	1
Weighted total	**1240**	1115	711	1240	460	323	834	1159	48	16	5	4	6	2
This is a negative to me	**48**	46	24	48	15	8	30	45	3	**	**	**	**	**
	4%	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*6%*	**	**	**	**	**
This is not important to me - don't mind if not offered	**433**	381	242	433	147	115	277	411	8	**	**	**	**	**
	35%	*34%*	*34%*	*35%*	*32%*	*36%*	*33%*	*35%*	*17%*	**	**	**	**	**
								b		**ab**				
This is mandatory to me - a must have	**345**	310	219	345	141	92	245	315	17	**	**	**	**	**
	28%	*28%*	*31%*	*28%*	*31%*	*28%*	*29%*	*27%*	*35%*	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**196**	176	102	196	68	51	135	180	13	**	**	**	**	**
	16%	*16%*	*14%*	*16%*	*15%*	*16%*	*16%*	*16%*	*28%*	**	**	**	**	**
									ac					
This is a 'great to have' - makes a difference and can sway my decision	**218**	201	123	218	89	58	147	209	7	**	**	**	**	**
	18%	*18%*	*17%*	*18%*	*19%*	*18%*	*18%*	*18%*	*15%*	**	**	**	**	**
NET Important	**563**	511	342	563	230	150	392	523	24	**	**	**	**	**
	45%	*46%*	*48%*	*45%*	*50%*	*46%*	*47%*	*45%*	*50%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1293**	487	8	5	-	2	2	-	4	388	368	315	216	6
Weighted total	**1240**	449	7	2	-	*	1	-	2	434	381	287	133	5
This is a negative to me	**48**	15	**	**	**	**	**	**	**	21	11	9	7	**
	4%	*3%*	**	**	**	**	**	**	**	*5%*	*3%*	*3%*	*5%*	**
This is not important to me - don't mind if not offered	**433**	147	**	**	**	**	**	**	**	155	151	88	38	**
	35%	*33%*	**	**	**	**	**	**	**	*36%*	*40%* **cd**	*31%*	*29%*	**
This is mandatory to me - a must have	**345**	133	**	**	**	**	**	**	**	112	85	96	49	**
	28%	*30%*	**	**	**	**	**	**	**	*26%*	*22%*	*34%* **ab**	*37%* **ab**	**
This is a 'nice to have' , but I can live without it being offered	**196**	66	**	**	**	**	**	**	**	74	61	44	16	**
	16%	*15%*	**	**	**	**	**	**	**	*17%*	*16%*	*15%*	*12%*	**
This is a 'great to have' - makes a difference and can sway my decision	**218**	88	**	**	**	**	**	**	**	72	72	49	23	**
	18%	*20%*	**	**	**	**	**	**	**	*17%*	*19%*	*17%*	*17%*	**
NET Important	**563**	222	**	**	**	**	**	**	**	184	157	146	72	**
	45%	*49%*	**	**	**	**	**	**	**	*42%*	*41%*	*51%* **ab**	*54%* **ab**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1293**	212	112	119	55	6	254	18	232	1201	92	1281	12
Weighted total	**1240**	193	108	112	43	4	251	12	198	1160	80	1233	7
This is a negative to me	**48**	9	1	4	*	**	6	**	8	48	-	48	**
	4%	*5%*	*1%*	*4%*	**%*	**	*3%*	**	*4%*	*4%* b	*-%*	*4%*	**
This is not important to me - don't mind if not offered	**433**	78	37	25	7	**	79	**	62	404	28	430	**
	35%	*40%* cd	*34%* d	*23%*	*16%*	**	*32%*	**	*31%*	*35%*	*35%*	*35%*	**
This is mandatory to me - a must have	**345**	50	29	39	22	**	81	**	56	319	26	342	**
	28%	*26%*	*27%*	*35%*	*52%* abc	**	*32%*	**	*28%*	*28%*	*32%*	*28%*	**
This is a 'nice to have' , but I can live without it being offered	**196**	25	19	20	4	**	44	**	25	186	10	196	**
	16%	*13%*	*18%*	*18%*	*10%*	**	*17%*	**	*12%*	*16%*	*13%*	*16%*	**
This is a 'great to have' - makes a difference and can sway my decision	**218**	31	22	22	10	**	41	**	47	202	16	216	**
	18%	*16%*	*20%*	*20%*	*23%*	**	*16%*	**	*24%* a	*17%*	*20%*	*18%*	**
NET Important	**563**	81	51	62	32	**	122	**	102	521	41	559	**
	45%	*42%*	*47%*	*55%* a	*75%* abc	**	*49%*	**	*52%*	*45%*	*52%*	*45%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1293**	46	119	194	19	383	121	386	1121	148	1
Weighted total	**1240**	43	110	179	15	342	118	376	1069	111	*
This is a negative to me	**48**	**	-	2	**	15	-	20	43	5	**
	4%	**	-%	*1%*	**	*4%*	-%	*5%*	*4%*	*5%*	**
						b					
This is not important to me - don't mind if not offered	**433**	**	41	64	**	106	41	119	370	39	**
	35%	**	*37%*	*35%*	**	*31%*	*34%*	*32%*	*35%*	*35%*	**
This is mandatory to me - a must have	**345**	**	32	54	**	101	40	109	299	37	**
	28%	**	*29%*	*30%*	**	*30%*	*34%*	*29%*	*28%*	*33%*	**
This is a 'nice to have' , but I can live without it being offered	**196**	**	19	27	**	50	18	58	165	11	**
	16%	**	*18%*	*15%*	**	*15%*	*15%*	*16%*	*15%*	*10%*	**
This is a 'great to have' - makes a difference and can sway my decision	**218**	**	18	33	**	69	20	70	191	20	**
	18%	**	*16%*	*18%*	**	*20%*	*17%*	*19%*	*18%*	*18%*	**
NET Important	**563**	**	50	86	**	170	60	179	490	56	**
	45%	**	*45%*	*48%*	**	*50%*	*50%*	*48%*	*46%*	*51%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1293**	312	726	130	1	340	361	114	1	1173	791	433	1041	863	23
Weighted total	**1240**	295	656	96	*	318	327	96	*	1114	708	385	1012	778	26
This is a negative to me	**48**	17	21	3	**	10	15	3	**	46	24	15	35	30	**
	4%	*6%*	*3%*	*3%*	**	*3%*	*5%*	*3%*	**	*4%*	*3%*	*4%*	*3%*	*4%*	**
		b													
This is not important to me - don't mind if not offered	**433**	89	227	36	**	108	98	29	**	381	242	123	346	278	**
	35%	*30%*	*35%*	*37%*	**	*34%*	*30%*	*30%*	**	*34%*	*34%*	*32%*	*34%*	*36%*	**
This is mandatory to me - a must have	**345**	89	197	23	**	93	106	31	**	310	217	113	289	224	**
	28%	*30%*	*30%*	*24%*	**	*29%*	*32%*	*32%*	**	*28%*	*31%*	*29%*	*29%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**196**	47	96	15	**	44	47	12	**	176	102	56	168	113	**
	16%	*16%*	*15%*	*15%*	**	*14%*	*14%*	*12%*	**	*16%*	*14%*	*14%*	*17%*	*15%*	**
This is a 'great to have' - makes a difference and can sway my decision	**218**	54	115	20	**	63	61	22	**	201	123	78	173	132	**
	18%	*18%*	*18%*	*21%*	**	*20%*	*19%*	*23%*	**	*18%*	*17%*	*20%*	*17%*	*17%*	**
NET Important	**563**	142	313	43	**	157	168	53	**	511	340	191	462	356	**
	45%	*48%*	*48%*	*45%*	**	*49%*	*51%*	*55%*	**	*46%*	*48%*	*50%*	*46%*	*46%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1293**	319	216	240	53	52	972	833	33	20	19	3
Weighted total	**1240**	279	174	221	53	42	947	747	31	15	20	5
This is a negative to me	**48**	15	9	9	2	2	30	30	**	**	**	**
	4%	*5%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	**	**	**	**
This is not important to me - don't mind if not offered	**433**	83	58	78	15	12	325	276	**	**	**	**
	35%	*30%*	*33%*	*35%*	*29%*	*28%*	*34%*	*37%*	**	**	**	**
This is mandatory to me - a must have	**345**	84	48	53	16	15	277	208	**	**	**	**
	28%	*30%*	*27%*	*24%*	*30%*	*36%*	*29%*	*28%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**196**	38	30	35	9	6	153	109	**	**	**	**
	16%	*14%*	*17%*	*16%*	*17%*	*13%*	*16%*	*15%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**218**	60	29	46	10	8	163	123	**	**	**	**
	18%	*21%*	*17%*	*21%*	*20%*	*18%*	*17%*	*17%*	**	**	**	**
NET Important	**563**	144	77	100	26	22	439	332	**	**	**	**
	45%	*52%*	*44%*	*45%*	*50%*	*54%*	*46%*	*44%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1293**	1266	1128	1273	1082	1278	787	1240	338	3	1134	31	157	1136
Weighted total	**1240**	1210	1041	1217	999	1220	746	1194	286	2	1062	42	161	1078
This is a negative to me	**48**	46	34	46	36	46	28	45	6	**	44	**	8	41
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	**	*4%*	**	*5%*	*4%*
This is not important to me - don't mind if not offered	**433**	421	348	425	336	427	261	417	84	**	375	**	44	389
	35%	*35%*	*33%*	*35%*	*34%*	*35%*	*35%*	*35%*	*29%*	**	*35%*	**	*27%*	*36%*
								c			b			a
This is mandatory to me - a must have	**345**	339	304	340	272	335	214	333	93	**	286	**	68	276
	28%	*28%*	*29%*	*28%*	*27%*	*27%*	*29%*	*28%*	*33%*	**	*27%*	**	*42%*	*26%*
												a	b	
This is a 'nice to have' , but I can live without it being offered	**196**	191	161	192	168	194	114	190	49	**	170	**	18	178
	16%	*16%*	*15%*	*16%*	*17%*	*16%*	*15%*	*16%*	*17%*	**	*16%*	**	*11%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**218**	213	194	213	187	218	129	209	54	**	186	**	24	194
	18%	*18%*	*19%*	*18%*	*19%*	*18%*	*17%*	*18%*	*19%*	**	*18%*	**	*15%*	*18%*
NET Important	**563**	552	498	553	459	553	343	542	147	**	472	**	92	471
	45%	*46%*	*48%*	*45%*	*46%*	*45%*	*46%*	*45%*	*51%*	**	*44%*	**	*57%*	*44%*
									b			a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1293**	169	10	46	165	139	914	237	125	55	1105	736	557
Weighted total	**1240**	158	14	44	150	118	879	238	111	50	1077	704	536
This is a negative to me	**48**	*	**	**	*	4	41	3	2	1	46	22	26
	4%	*%	**	**	*%	*4%*	*5%*	*1%*	*1%*	*1%*	*4%*	*3%*	*5%*
				b			c						
This is not important to me - don't mind if not offered	**433**	52	**	**	51	29	327	77	44	22	367	240	193
	35%	*33%*	**	**	*34%*	*25%*	*37%*	*32%*	*39%*	*44%*	*34%*	*34%*	*36%*
							a						
This is mandatory to me - a must have	**345**	50	**	**	43	39	218	84	42	11	291	217	127
	28%	*32%*	**	**	*29%*	*33%*	*25%*	*35%*	*38%*	*21%*	*27%*	*31%*	*24%*
						b		b	**bc**			b	
This is a 'nice to have' , but I can live without it being offered	**196**	25	**	**	24	19	138	38	12	8	175	96	100
	16%	*16%*	**	**	*16%*	*16%*	*16%*	*16%*	*11%*	*15%*	*16%*	*14%*	*19%*
													a
This is a 'great to have' - makes a difference and can sway my decision	**218**	30	**	**	30	26	154	38	11	9	198	129	89
	18%	*19%*	**	**	*20%*	*22%*	*18%*	*16%*	*10%*	*18%*	*18%*	*18%*	*17%*
											a		
NET Important	**563**	80	**	**	73	65	372	122	54	20	488	346	217
	45%	*51%*	**	**	*49%*	*55%*	*42%*	*51%*	*48%*	*39%*	*45%*	*49%*	*40%*
						b		b				b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1293**	129	104	106	128	117	113	128	76	87	124	104	77
Weighted total	**1240**	86	114	116	86	136	115	74	79	134	127	110	63
This is a negative to me	**48**	5	7	9	5	5	1	*	5	1	3	6	2
	4%	*6%*	*6%*	*7%*	*6%*	*4%*	*1%*	**%*	*6%*	*1%*	*2%*	*5%*	*3%*
		fgi	**fgi**	**fgi**	**fgi**				g			g	
This is not important to me - don't mind if not offered	**433**	20	36	30	26	32	49	36	32	54	52	43	22
	35%	*23%*	*32%*	*26%*	*31%*	*23%*	*43%*	*48%*	*40%*	*40%*	*41%*	*39%*	*36%*
							ace	**abcde**	**ace**	**ace**	**ace**	**ace**	
This is mandatory to me - a must have	**345**	22	27	38	30	49	39	22	25	29	26	18	19
	28%	*25%*	*24%*	*32%*	*35%*	*36%*	*34%*	*29%*	*32%*	*22%*	*21%*	*17%*	*31%*
				jk	**ijk**	**bijk**	**jk**	k	k				k
This is a 'nice to have' , but I can live without it being offered	**196**	24	22	17	8	27	14	6	11	20	22	19	6
	16%	*28%*	*19%*	*15%*	*9%*	*20%*	*12%*	*8%*	*13%*	*15%*	*18%*	*17%*	*10%*
		cdfghil	**dg**			**dg**					g	g	
This is a 'great to have' - makes a difference and can sway my decision	**218**	15	22	22	16	23	12	11	7	30	23	24	13
	18%	*18%*	*20%*	*19%*	*19%*	*17%*	*10%*	*14%*	*9%*	*22%*	*18%*	*22%*	*21%*
			f							**fh**		**fh**	**fh**
NET Important	**563**	37	49	60	46	72	51	32	32	59	49	43	33
	45%	*43%*	*43%*	*52%*	*54%*	*53%*	*44%*	*44%*	*41%*	*44%*	*39%*	*39%*	*52%*
					jk	**jk**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1293**	339	358	291	305
Weighted total	**1240**	317	337	287	300
This is a negative to me	**48**	21	11	6	10
	4%	*7%*	*3%*	*2%*	*3%*
		bc			
This is not important to me - don't mind if not offered	**433**	86	107	121	118
	35%	*27%*	*32%*	*42%*	*39%*
				ab	**ab**
This is mandatory to me - a must have	**345**	86	118	76	64
	28%	*27%*	*35%*	*26%*	*21%*
			acd		
This is a 'nice to have' , but I can live without it being offered	**196**	63	49	36	48
	16%	*20%*	*15%*	*13%*	*16%*
		c			
This is a 'great to have' - makes a difference and can sway my decision	**218**	60	50	47	60
	18%	*19%*	*15%*	*17%*	*20%*
NET Important	**563**	146	169	123	124
	45%	*46%*	*50%*	*43%*	*41%*
			d		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	568	399	101	43	25	169	160	132	48	17	52
Weighted total	554	533	12	5	3	21	206	155	43	10	22
Standard 1st Class	301	290	6	**	**	11	107	85	**	**	14
	54%	54%	51%	**	**	55%	52%	55%	**	**	64%
Signed for 1st Class	254	243	6	**	**	11	87	80	**	**	8
	46%	46%	52%	**	**	54%	42%	52%	**	**	35%
								e			
Standard 2nd Class	190	181	4	**	**	8	76	47	**	**	7
	34%	34%	31%	**	**	40%	37%	30%	**	**	31%
				ab							
Royal Mail tracked 24 hours	162	155	4	**	**	7	61	48	**	**	5
	29%	29%	30%	**	**	34%	30%	31%	**	**	21%
Royal Mail tracked 48 hours	119	115	2	**	**	5	55	28	**	**	5
	22%	22%	18%	**	**	22%	27%	18%	**	**	21%
									b		
Signed for 2nd Class	119	113	2	**	**	6	49	32	**	**	3
	22%	21%	19%	**	**	27%	24%	21%	**	**	12%
				ab							
Special Delivery Guaranteed by 1pm	109	104	3	**	**	5	42	28	**	**	1
	20%	19%	21%	**	**	25%	20%	18%	**	**	6%
							e	e	e		
Parcelforce Worldwide	89	86	2	**	**	3	31	25	**	**	8
	16%	16%	14%	**	**	14%	15%	16%	**	**	36%
											abc
International Tracked and Signed	58	56	*	**	**	2	19	16	**	**	*
	10%	11%	4%	**	**	8%	9%	11%	**	**	2%
		b		b					e		
Special Delivery Guaranteed by 9am	51	48	2	**	**	3	16	16	**	**	1
	9%	9%	12%	**	**	15%	8%	10%	**	**	5%
						a					
International Signed	50	48	*	**	**	1	16	16	**	**	*
	9%	9%	4%	**	**	7%	8%	11%	**	**	2%
								e			
International Tracked (previously Airsure)	48	47	1	**	**	1	13	17	**	**	*
	9%	9%	5%	**	**	7%	6%	11%	**	**	1%
								e	e		
International standard mail (previously Airmail)	43	40	1	**	**	2	17	9	**	**	*
	8%	8%	5%	**	**	11%	8%	6%	**	**	2%
				ab					e		
International Economy (previously surface mail)	18	17	*	**	**	1	10	3	**	**	*
	3%	3%	2%	**	**	5%	5%	2%	**	**	1%
				ab							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**568**	399	101	43	25	169	160	132	48	17	52
Weighted total	**554**	533	12	5	3	21	206	155	43	10	22
None of these (DO NOT READ OUT)	**16**	16	*	**	**	*	2	8	**	**	*
	3%	*3%*	*2%*	**	**	*1%*	*1%*	*5%* a	**	**	*1%*
Don't Know (DO NOT READ OUT)	**8**	8	*	**	**	*	6	-	**	**	*
	2%	*1%*	*4%*	**	**	*2%*	*3%*	-%	**	**	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	568	44	26	70	16	30	61	48	41	29	365	68	65	70
Weighted total	554	64	37	94	15	37	87	58	41	36	469	30	29	26
Standard 1st Class	301	**	**	51	**	**	45	**	**	**	251	17	16	16
	54%	**	**	*54%*	**	**	*52%*	**	**	**	*54%*	*59%*	*57%*	*61%*
Signed for 1st Class	254	**	**	45	**	**	40	**	**	**	222	10	13	10
	46%	**	**	*47%*	**	**	*46%*	**	**	**	*47%*	*32%*	*44%*	*38%*
								k	k		k			
Standard 2nd Class	190	**	**	17	**	**	35	**	**	**	151	11	14	13
	34%	**	**	*18%*	**	**	*40%*	**	**	**	*32%*	*38%*	*50%*	*51%*
		c				c	c				c	c	chj	cghj
Royal Mail tracked 24 hours	162	**	**	36	**	**	21	**	**	**	144	5	6	6
	29%	**	**	*38%*	**	**	*25%*	**	**	**	*31%*	*18%*	*22%*	*24%*
				kl				k			k			
Royal Mail tracked 48 hours	119	**	**	22	**	**	17	**	**	**	105	5	5	5
	22%	**	**	*23%*	**	**	*20%*	**	**	**	*22%*	*16%*	*16%*	*21%*
						akl								
Signed for 2nd Class	119	**	**	12	**	**	25	**	**	**	100	6	7	7
	22%	**	**	*12%*	**	**	*29%*	**	**	**	*21%*	*19%*	*23%*	*27%*
						c	c							c
Special Delivery Guaranteed by 1pm	109	**	**	21	**	**	18	**	**	**	97	5	4	3
	20%	**	**	*22%*	**	**	*21%*	**	**	**	*21%*	*16%*	*14%*	*12%*
									aklm					
Parcelforce Worldwide	89	**	**	13	**	**	11	**	**	**	70	5	4	9
	16%	**	**	*14%*	**	**	*12%*	**	**	**	*15%*	*17%*	*15%*	*34%*
														cefgjkl
International Tracked and Signed	58	**	**	15	**	**	7	**	**	**	50	1	3	4
	10%	**	**	*16%*	**	**	*8%*	**	**	**	*11%*	*4%*	*10%*	*16%*
				k										k
Special Delivery Guaranteed by 9am	51	**	**	9	**	**	7	**	**	**	47	1	1	1
	9%	**	**	*9%*	**	**	*8%*	**	**	**	*10%*	*4%*	*4%*	*5%*
International Signed	50	**	**	8	**	**	8	**	**	**	45	1	1	3
	9%	**	**	*8%*	**	**	*10%*	**	**	**	*9%*	*4%*	*4%*	*11%*
		k				k								
International Tracked (previously Airsure)	48	**	**	12	**	**	5	**	**	**	43	1	1	3
	9%	**	**	*13%*	**	**	*6%*	**	**	**	*9%*	*3%*	*4%*	*13%*
				k										k
International standard mail (previously Airmail)	43	**	**	6	**	**	7	**	**	**	36	2	2	2
	8%	**	**	*6%*	**	**	*8%*	**	**	**	*8%*	*7%*	*7%*	*9%*
						cjk								
International Economy (previously surface mail)	18	**	**	4	**	**	1	**	**	**	13	1	2	2
	3%	**	**	*4%*	**	**	*1%*	**	**	**	*3%*	*5%*	*6%*	*8%*
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	**568**	44	26	70	16	30	61	48	41	29	365	68	65	70
Weighted total	**554**	64	37	94	15	37	87	58	41	36	469	30	29	26
None of these (DO NOT READ OUT)	**16**	**	**	2	**	**	-	**	**	**	15	-	-	1
	3%	**	**	*2%*	**	**	-%	**	**	**	*3%*	-%	-%	*2%*
Don't Know (DO NOT READ OUT)	**8**	**	**	2	**	**	-	**	**	**	6	2	1	*
	2%	**	**	*2%*	**	**	-%	**	**	**	*1%*	*7%*	*2%*	*%
												fjm		
Refused (DO NOT READ OUT)	**-**	**	**	-	**	**	-	**	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	568	19	80	10	38	172	13	22	212	429	139	507	61
Weighted total	554	10	60	8	34	197	10	27	207	441	113	505	49
Standard 1st Class	301	**	27	**	**	91	**	**	127	234	68	267	34
	54%	**	46%	**	**	46%	**	**	61%	53%	60%	53%	70%
					beh				be				a
Signed for 1st Class	254	**	30	**	**	77	**	**	104	207	47	227	27
	46%	**	50%	**	**	39%	**	**	50%	47%	42%	45%	56%
									e				
Standard 2nd Class	190	**	19	**	**	65	**	**	77	150	40	170	20
	34%	**	32%	**	**	33%	**	**	37%	34%	35%	34%	41%
Royal Mail tracked 24 hours	162	**	17	**	**	60	**	**	61	128	34	151	11
	29%	**	28%	**	**	31%	**	**	30%	29%	30%	30%	23%
Royal Mail tracked 48 hours	119	**	18	**	**	42	**	**	44	102	18	111	9
	22%	**	30%	**	**	21%	**	**	21%	23%	16%	22%	18%
Signed for 2nd Class	119	**	12	**	**	44	**	**	40	98	21	111	8
	22%	**	20%	**	**	22%	**	**	20%	22%	19%	22%	17%
Special Delivery Guaranteed by 1pm	109	**	19	**	**	30	**	**	47	92	17	103	6
	20%	**	32%	**	**	15%	**	**	23%	21%	15%	20%	12%
			e										
Parcelforce Worldwide	89	**	8	**	**	30	**	**	43	72	16	79	10
	16%	**	13%	**	**	15%	**	**	21%	16%	14%	16%	19%
International Tracked and Signed	58	**	8	**	**	29	**	**	19	52	6	56	1
	10%	**	13%	**	**	15%	**	**	9%	12%	5%	11%	3%
			d			d				b		b	
Special Delivery Guaranteed by 9am	51	**	13	**	**	9	**	**	25	45	6	47	4
	9%	**	22%	**	**	4%	**	**	12%	10%	5%	9%	9%
			eh						e				
International Signed	50	**	6	**	**	22	**	**	20	45	5	50	*
	9%	**	10%	**	**	11%	**	**	10%	10%	4%	10%	*%
						d				b		b	
International Tracked (previously Airsure)	48	**	6	**	**	21	**	**	19	43	5	48	*
	9%	**	10%	**	**	10%	**	**	9%	10%	4%	10%	*%
										b		b	
International standard mail (previously Airmail)	43	**	7	**	**	12	**	**	21	38	5	41	2
	8%	**	12%	**	**	6%	**	**	10%	9%	4%	8%	3%
International Economy (previously surface mail)	18	**	2	**	**	5	**	**	8	15	3	18	*
	3%	**	4%	**	**	3%	**	**	4%	3%	3%	4%	*%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**568**	19	80	10	38	172	13	22	212	429	139	507	61
Weighted total	**554**	10	60	8	34	197	10	27	207	441	113	505	49
None of these (DO NOT READ OUT)	**16**	**	3	**	**	3	**	**	5	13	3	16	-
	3%	**	*6%*	**	**	*2%*	**	**	*3%*	*3%*	*3%*	*3%*	*-%*
Don't Know (DO NOT READ OUT)	**8**	**	-	**	**	2	**	**	4	6	2	8	-
	2%	**	*-%*	**	**	*1%*	**	**	*2%*	*1%*	*2%*	*2%*	*-%*
Refused (DO NOT READ OUT)	**-**	**	-	**	**	-	**	**	-	-	-	-	-
	-%	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**568**	552	16	271	86	204
Weighted total	**554**	532	22	253	91	202
Standard 1st Class	**301**	289	**	145	53	99
	54%	*54%*	**	*57%*	*58%*	*49%*
Signed for 1st Class	**254**	239	**	120	43	86
	46%	*45%*	**	*48%*	*48%*	*42%*
Standard 2nd Class	**190**	184	**	81	38	70
	34%	*35%*	**	*32%*	*42%*	*35%*
Royal Mail tracked 24 hours	**162**	158	**	67	26	63
	29%	*30%*	**	*26%*	*29%*	*31%*
Royal Mail tracked 48 hours	**119**	116	**	53	19	43
	22%	*22%*	**	*21%*	*21%*	*22%*
Signed for 2nd Class	**119**	108	**	49	19	50
	22%	*20%*	**	*19%*	*21%*	*25%*
Special Delivery Guaranteed by 1pm	**109**	106	**	41	29	36
	20%	*20%*	**	*16%*	*32%*	*18%*
					ac	
Parcelforce Worldwide	**89**	84	**	39	12	35
	16%	*16%*	**	*15%*	*13%*	*18%*
International Tracked and Signed	**58**	58	**	13	13	30
	10%	*11%*	**	*5%*	*14%*	*15%*
					a	a
Special Delivery Guaranteed by 9am	**51**	48	**	23	13	15
	9%	*9%*	**	*9%*	*14%*	*7%*
International Signed	**50**	50	**	9	9	29
	9%	*9%*	**	*3%*	*10%*	*15%*
					a	a
International Tracked (previously Airsure)	**48**	48	**	12	5	28
	9%	*9%*	**	*5%*	*6%*	*14%*
						ab
International standard mail (previously Airmail)	**43**	43	**	13	11	19
	8%	*8%*	**	*5%*	*12%*	*9%*
					a	
International Economy (previously surface mail)	**18**	18	**	10	3	5
	3%	*3%*	**	*4%*	*3%*	*3%*
None of these (DO NOT READ OUT)	**16**	16	**	9	-	7
	3%	*3%*	**	*4%*	*-%*	*3%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**568**	552	16	271	86	204
Weighted total	**554**	532	22	253	91	202
Don't Know (DO NOT READ OUT)	**8**	8	**	5	*	3
	2%	*2%*	**	*2%*	**%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**568**	390	137	32	3	4	1	1	-	527	41	9	90	300	178
Weighted total	**554**	415	108	29	*	2	*	*	-	523	31	2	118	297	139
Standard 1st Class	**301**	245	44	**	**	**	**	**	**	289	**	**	73	172	56
	54%	*59%*	*41%*	**	**	**	**	**	**	*55%*	**	**	*62%*	*58%*	*41%*
		bj								b			c	c	
Signed for 1st Class	**254**	196	51	**	**	**	**	**	**	247	**	**	51	145	58
	46%	*47%*	*47%*	**	**	**	**	**	**	*47%*	**	**	*43%*	*49%*	*42%*
		cj	**cj**							**cj**					
Standard 2nd Class	**190**	137	44	**	**	**	**	**	**	181	**	**	37	100	52
	34%	*33%*	*40%*	**	**	**	**	**	**	*35%*	**	**	*31%*	*34%*	*38%*
Royal Mail tracked 24 hours	**162**	116	36	**	**	**	**	**	**	152	**	**	36	80	46
	29%	*28%*	*33%*	**	**	**	**	**	**	*29%*	**	**	*30%*	*27%*	*33%*
Royal Mail tracked 48 hours	**119**	82	26	**	**	**	**	**	**	108	**	**	21	61	37
	22%	*20%*	*24%*	**	**	**	**	**	**	*21%*	**	**	*18%*	*21%*	*27%*
											ai				
Signed for 2nd Class	**119**	79	34	**	**	**	**	**	**	113	**	**	23	56	40
	22%	*19%*	*32%*	**	**	**	**	**	**	*22%*	**	**	*19%*	*19%*	*29%*
			ai												b
Special Delivery Guaranteed by 1pm	**109**	85	17	**	**	**	**	**	**	103	**	**	11	74	24
	20%	*21%*	*16%*	**	**	**	**	**	**	*20%*	**	**	*9%*	*25%*	*17%*
														ac	
Parcelforce Worldwide	**89**	64	16	**	**	**	**	**	**	79	**	**	11	53	25
	16%	*15%*	*14%*	**	**	**	**	**	**	*15%*	**	**	*9%*	*18%*	*18%*
				abi							**abi**				
International Tracked and Signed	**58**	26	23	**	**	**	**	**	**	49	**	**	5	21	31
	10%	*6%*	*21%*	**	**	**	**	**	**	*9%*	**	**	*4%*	*7%*	*23%*
			ai	**ai**							**ai**				**ab**
Special Delivery Guaranteed by 9am	**51**	34	12	**	**	**	**	**	**	46	**	**	9	25	17
	9%	*8%*	*11%*	**	**	**	**	**	**	*9%*	**	**	*8%*	*8%*	*12%*
International Signed	**50**	19	23	**	**	**	**	**	**	42	**	**	3	16	30
	9%	*5%*	*21%*	**	**	**	**	**	**	*8%*	**	**	*3%*	*5%*	*22%*
			ai	**ai**						a	**ai**				**ab**
International Tracked (previously Airsure)	**48**	18	22	**	**	**	**	**	**	39	**	**	1	16	31
	9%	*4%*	*20%*	**	**	**	**	**	**	*8%*	**	**	*1%*	*5%*	*22%*
			ai	**ai**						a	**ai**				**ab**
International standard mail (previously Airmail)	**43**	22	17	**	**	**	**	**	**	39	**	**	3	19	20
	8%	*5%*	*16%*	**	**	**	**	**	**	*7%*	**	**	*3%*	*6%*	*15%*
			ai												**ab**
International Economy (previously surface mail)	**18**	11	7	**	**	**	**	**	**	18	**	**	1	10	7
	3%	*3%*	*6%*	**	**	**	**	**	**	*3%*	**	**	*%*	*4%*	*5%*
			a												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**568**	390	137	32	3	4	1	1	-	527	41	9	90	300	178
Weighted total	**554**	415	108	29	*	2	*	*	-	523	31	2	118	297	139
None of these (DO NOT READ OUT)	**16**	7	6	**	**	**	**	**	**	13	**	**	2	5	8
	3%	*2%*	*5%*	**	**	**	**	**	**	*3%*	**	**	*2%*	*2%*	*6%*
			a	**ai**							**ai**				b
Don't Know (DO NOT READ OUT)	**8**	8	*	**	**	**	**	**	**	8	**	**	8	*	*
	2%	*2%*	**%*	**	**	**	**	**	**	*2%*	**	**	*7%*	**%*	**%*
													bc		
Refused (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**568**	388	356	447	568	186	427	388	29	14	8	3	5	-
Weighted total	**554**	340	299	400	554	152	391	363	21	8	1	2	4	-
Standard 1st Class	**301**	211	184	240	301	91	219	218	**	**	**	**	**	**
	54%	*62%*	*62%*	*60%*	*54%*	*60%*	*56%*	*60%*	**	**	**	**	**	**
		d	d											
Signed for 1st Class	**254**	181	156	206	254	87	180	191	**	**	**	**	**	**
	46%	*53%*	*52%*	*51%*	*46%*	*57%*	*46%*	*53%*	**	**	**	**	**	**
		df				**df**								
Standard 2nd Class	**190**	127	122	155	190	61	135	140	**	**	**	**	**	**
	34%	*37%*	*41%*	*39%*	*34%*	*40%*	*35%*	*39%*	**	**	**	**	**	**
			d											
Royal Mail tracked 24 hours	**162**	112	99	126	162	52	112	115	**	**	**	**	**	**
	29%	*33%*	*33%*	*31%*	*29%*	*35%*	*29%*	*32%*	**	**	**	**	**	**
Royal Mail tracked 48 hours	**119**	65	70	83	119	44	88	77	**	**	**	**	**	**
	22%	*19%*	*23%*	*21%*	*22%*	*29%*	*22%*	*21%*	**	**	**	**	**	**
						acd								
Signed for 2nd Class	**119**	78	72	97	119	43	87	85	**	**	**	**	**	**
	22%	*23%*	*24%*	*24%*	*22%*	*28%*	*22%*	*23%*	**	**	**	**	**	**
Special Delivery Guaranteed by 1pm	**109**	77	79	91	109	50	73	85	**	**	**	**	**	**
	20%	*23%*	*27%*	*23%*	*20%*	*33%*	*19%*	*24%*	**	**	**	**	**	**
			df			**acdf**								
Parcelforce Worldwide	**89**	64	58	76	89	33	72	68	**	**	**	**	**	**
	16%	*19%*	*19%*	*19%*	*16%*	*22%*	*18%*	*19%*	**	**	**	**	**	**
International Tracked and Signed	**58**	34	41	47	58	18	44	44	**	**	**	**	**	**
	10%	*10%*	*14%*	*12%*	*10%*	*12%*	*11%*	*12%*	**	**	**	**	**	**
Special Delivery Guaranteed by 9am	**51**	42	44	45	51	21	34	41	**	**	**	**	**	**
	9%	*12%*	*15%*	*11%*	*9%*	*14%*	*9%*	*11%*	**	**	**	**	**	**
			df											
International Signed	**50**	32	39	42	50	15	40	39	**	**	**	**	**	**
	9%	*9%*	*13%*	*10%*	*9%*	*10%*	*10%*	*11%*	**	**	**	**	**	**
International Tracked (previously Airsure)	**48**	33	32	38	48	17	40	36	**	**	**	**	**	**
	9%	*10%*	*11%*	*9%*	*9%*	*11%*	*10%*	*10%*	**	**	**	**	**	**
International standard mail (previously Airmail)	**43**	33	34	40	43	16	34	36	**	**	**	**	**	**
	8%	*10%*	*11%*	*10%*	*8%*	*10%*	*9%*	*10%*	**	**	**	**	**	**
International Economy (previously surface mail)	**18**	13	13	18	18	7	16	17	**	**	**	**	**	**
	3%	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*5%*	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**16**	8	10	12	16	1	9	8	**	**	**	**	**	**
	3%	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**568**	388	356	447	568	186	427	388	29	14	8	3	5	-
Weighted total	**554**	340	299	400	554	152	391	363	21	8	1	2	4	-
Don't Know (DO NOT READ OUT)	**8**	5	4	6	8	1	1	6	**	**	**	**	**	**
	2%	*1%*	*1%*	*2%*	*2%*	*%*	*%*	*2%*	**	**	**	**	**	**
		f		f	f									
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**568**	551	7	5	-	3	2	-	5	89	127	121	105	5
Weighted total	**554**	544	5	2	-	2	1	-	3	110	121	102	62	4
Standard 1st Class	**301**	296	**	**	**	**	**	**	**	68	72	64	34	**
	54%	*54%*	**	**	**	**	**	**	**	*61%*	*59%*	*63%*	*54%*	**
Signed for 1st Class	**254**	253	**	**	**	**	**	**	**	54	62	57	32	**
	46%	*47%*	**	**	**	**	**	**	**	*49%*	*51%*	*56%*	*51%*	**
Standard 2nd Class	**190**	186	**	**	**	**	**	**	**	31	47	46	30	**
	34%	*34%*	**	**	**	**	**	**	**	*29%*	*38%*	*45%* a	*48%* a	**
Royal Mail tracked 24 hours	**162**	159	**	**	**	**	**	**	**	29	42	37	17	**
	29%	*29%*	**	**	**	**	**	**	**	*26%*	*35%*	*36%*	*28%*	**
Royal Mail tracked 48 hours	**119**	117	**	**	**	**	**	**	**	18	31	21	13	**
	22%	*22%*	**	**	**	**	**	**	**	*16%*	*26%*	*20%*	*21%*	**
Signed for 2nd Class	**119**	119	**	**	**	**	**	**	**	14	33	23	26	**
	22%	*22%*	**	**	**	**	**	**	**	*13%*	*27%* a	*23%*	*42%* **abc**	**
Special Delivery Guaranteed by 1pm	**109**	108	**	**	**	**	**	**	**	23	34	24	9	**
	20%	*20%*	**	**	**	**	**	**	**	*21%*	*28%* d	*24%*	*15%*	**
Parcelforce Worldwide	**89**	88	**	**	**	**	**	**	**	16	28	25	6	**
	16%	*16%*	**	**	**	**	**	**	**	*15%*	*23%* d	*24%* d	*10%*	**
International Tracked and Signed	**58**	56	**	**	**	**	**	**	**	12	15	10	10	**
	10%	*10%*	**	**	**	**	**	**	**	*11%*	*12%*	*9%*	*17%*	**
Special Delivery Guaranteed by 9am	**51**	51	**	**	**	**	**	**	**	11	16	12	6	**
	9%	*9%*	**	**	**	**	**	**	**	*10%*	*14%*	*12%*	*9%*	**
International Signed	**50**	48	**	**	**	**	**	**	**	9	16	8	9	**
	9%	*9%*	**	**	**	**	**	**	**	*8%*	*13%*	*8%*	*14%*	**
International Tracked (previously Airsure)	**48**	48	**	**	**	**	**	**	**	12	9	8	9	**
	9%	*9%*	**	**	**	**	**	**	**	*10%*	*7%*	*8%*	*15%*	**
International standard mail (previously Airmail)	**43**	41	**	**	**	**	**	**	**	10	11	10	8	**
	8%	*8%*	**	**	**	**	**	**	**	*9%*	*9%*	*10%*	*13%*	**
International Economy (previously surface mail)	**18**	18	**	**	**	**	**	**	**	7	1	5	5	**
	3%	*3%*	**	**	**	**	**	**	**	*6%*	*1%*	*5%*	*8%* b	**
None of these (DO NOT READ OUT)	**16**	16	**	**	**	**	**	**	**	4	2	-	6	**
	3%	*3%*	**	**	**	**	**	**	**	*3%* c	*2%*	*-%*	*10%* **bc**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**568**	551	7	5	-	3	2	-	5	89	127	121	105	5
Weighted total	**554**	544	5	2	-	2	1	-	3	110	121	102	62	4
Don't Know (DO NOT READ OUT)	**8**	8	**	**	**	**	**	**	**	3	2	1	-	**
	2%	*2%*	**	**	**	**	**	**	**	*3%*	*2%*	*1%*	-%	**
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	568	250	123	122	62	11	293	17	258	519	49	445	2
Weighted total	554	244	126	126	46	12	301	11	242	517	38	400	*
Standard 1st Class	301	148	64	67	20	**	140	**	154	293	**	239	**
	54%	61%	50%	53%	45%	**	47%	**	63%	57%	**	60%	**
		d							a	b			
Signed for 1st Class	254	113	54	68	16	**	137	**	111	238	**	205	**
	46%	46%	43%	54%	36%	**	46%	**	46%	46%	**	51%	**
				d									
Standard 2nd Class	190	77	51	43	16	**	108	**	78	181	**	155	**
	34%	32%	41%	34%	34%	**	36%	**	32%	35%	**	39%	**
Royal Mail tracked 24 hours	162	64	27	49	16	**	84	**	73	150	**	125	**
	29%	26%	21%	39%	34%	**	28%	**	30%	29%	**	31%	**
				ab									
Royal Mail tracked 48 hours	119	44	29	26	13	**	78	**	38	110	**	82	**
	22%	18%	23%	21%	29%	**	26%	**	16%	21%	**	21%	**
							c						
Signed for 2nd Class	119	49	24	37	9	**	69	**	47	111	**	97	**
	22%	20%	19%	29%	20%	**	23%	**	19%	22%	**	24%	**
Special Delivery Guaranteed by 1pm	109	27	38	34	8	**	56	**	48	105	**	90	**
	20%	11%	30%	27%	18%	**	19%	**	20%	20%	**	23%	**
			a	a									
Parcelforce Worldwide	89	31	17	30	9	**	51	**	31	81	**	76	**
	16%	13%	14%	24%	21%	**	17%	**	13%	16%	**	19%	**
				ab									
International Tracked and Signed	58	18	9	15	12	**	42	**	13	54	**	47	**
	10%	7%	7%	12%	27%	**	14%	**	5%	10%	**	12%	**
					abc		c						
Special Delivery Guaranteed by 9am	51	14	18	12	6	**	24	**	24	49	**	45	**
	9%	6%	14%	9%	14%	**	8%	**	10%	10%	**	11%	**
			a		a								
International Signed	50	9	10	18	12	**	39	**	7	47	**	41	**
	9%	4%	8%	14%	25%	**	13%	**	3%	9%	**	10%	**
				a	ab		c						
International Tracked (previously Airsure)	48	12	5	16	11	**	35	**	10	45	**	38	**
	9%	5%	4%	13%	23%	**	12%	**	4%	9%	**	9%	**
				ab	ab		c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**568**	250	123	122	62	11	293	17	258	519	49	445	2
Weighted total	**554**	244	126	126	46	12	301	11	242	517	38	400	*
International standard mail (previously Airmail)	**43**	9	14	10	9	**	24	**	17	42	**	39	**
	8%	*4%*	*11%*	*8%*	*19%*	**	*8%*	**	*7%*	*8%*	**	*10%*	**
			a		**ac**								
International Economy (previously surface mail)	**18**	6	3	5	4	**	8	**	10	18	**	17	**
	3%	*3%*	*3%*	*4%*	*8%*	**	*3%*	**	*4%*	*3%*	**	*4%*	**
					a								
None of these (DO NOT READ OUT)	**16**	5	4	4	3	**	12	**	4	12	**	12	**
	3%	*2%*	*3%*	*3%*	*6%*	**	*4%*	**	*2%*	*2%*	**	*3%*	**
											a		
Don't Know (DO NOT READ OUT)	**8**	4	4	-	*	**	*	**	8	8	**	6	**
	2%	*2%*	*3%*	*-%*	*1%*	**	**%*	**	*3%*	*2%*	**	*2%*	**
			c						a				
Refused (DO NOT READ OUT)	**-**	-	-	-	-	**	-	**	-	-	**	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	568	72	79	100	4	486	82	182	370	72	1
Weighted total	554	77	69	88	4	480	74	171	318	64	*
Standard 1st Class	301	40	24	46	**	274	27	114	207	46	**
	54%	*51%*	*34%*	*52%*	**	*57%*	*37%*	*66%*	*65%*	*72%*	**
		b				b					
Signed for 1st Class	254	37	28	48	**	220	34	116	175	40	**
	46%	*47%*	*41%*	*55%*	**	*46%*	*46%*	*68%*	*55%*	*63%*	**
								b			
Standard 2nd Class	190	32	21	42	**	166	24	64	127	30	**
	34%	*41%*	*31%*	*48%*	**	*34%*	*33%*	*37%*	*40%*	*46%*	**
Royal Mail tracked 24 hours	162	28	27	38	**	133	29	86	100	33	**
	29%	*36%*	*39%*	*43%*	**	*28%*	*40%*	*50%*	*32%*	*52%*	**
							a	b		b	
Royal Mail tracked 48 hours	119	30	19	31	**	97	22	49	62	18	**
	22%	*39%*	*28%*	*35%*	**	*20%*	*30%*	*29%*	*19%*	*28%*	**
							a	b			
Signed for 2nd Class	119	16	19	25	**	100	19	49	76	19	**
	22%	*21%*	*27%*	*29%*	**	*21%*	*26%*	*29%*	*24%*	*30%*	**
Special Delivery Guaranteed by 1pm	109	18	7	19	**	99	10	62	77	26	**
	20%	*23%*	*10%*	*21%*	**	*21%*	*14%*	*36%*	*24%*	*42%*	**
		b						b		b	
Parcelforce Worldwide	89	10	20	21	**	71	18	43	63	24	**
	16%	*13%*	*29%*	*24%*	**	*15%*	*24%*	*25%*	*20%*	*38%*	**
			a				a			b	
International Tracked and Signed	58	11	12	15	**	48	10	25	31	28	**
	10%	*14%*	*17%*	*17%*	**	*10%*	*13%*	*15%*	*10%*	*43%*	**
										ab	
Special Delivery Guaranteed by 9am	51	9	4	10	**	44	7	36	42	23	**
	9%	*12%*	*6%*	*11%*	**	*9%*	*10%*	*21%*	*13%*	*37%*	**
								b		ab	
International Signed	50	10	11	14	**	40	9	26	32	28	**
	9%	*13%*	*16%*	*16%*	**	*8%*	*13%*	*15%*	*10%*	*44%*	**
										ab	
International Tracked (previously Airsure)	48	10	11	11	**	39	9	26	32	27	**
	9%	*13%*	*16%*	*13%*	**	*8%*	*12%*	*15%*	*10%*	*42%*	**
										ab	
International standard mail (previously Airmail)	43	7	6	12	**	36	7	25	33	27	**
	8%	*9%*	*9%*	*13%*	**	*7%*	*9%*	*15%*	*10%*	*42%*	**
										ab	

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**568**	72	79	100	4	486	82	182	370	72	1
Weighted total	**554**	77	69	88	4	480	74	171	318	64	*
International Economy (previously surface mail)	**18**	1	3	3	**	15	3	9	13	10	**
	3%	*2%*	*5%*	*4%*	**	*3%*	*5%*	*6%*	*4%*	*16%* ab	**
None of these (DO NOT READ OUT)	**16**	-	4	-	**	12	4	2	6	-	**
	3%	-%	*6%* a	-%	**	*2%*	*6%*	*1%*	*2%*	-%	**
Don't Know (DO NOT READ OUT)	**8**	-	-	-	**	8	-	3	3	*	**
	2%	-%	-%	-%	**	*2%*	-%	*2%*	*1%*	*%	**
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**568**	167	325	77	1	388	400	125	1	387	353	568	364	302	15
Weighted total	**554**	151	270	61	*	383	387	113	*	340	296	554	326	258	12
Standard 1st Class	**301**	94	179	44	**	187	262	60	**	211	181	301	225	147	**
	54%	*63%*	*66%*	*72%*	**	*49%*	*68%*	*54%*	**	*62%*	*61%*	*54%*	*69%*	*57%*	**
							ac			c	c		b		
Signed for 1st Class	**254**	93	149	38	**	204	205	52	**	181	154	254	184	124	**
	46%	*62%*	*55%*	*62%*	**	*53%*	*53%*	*46%*	**	*53%*	*52%*	*46%*	*57%*	*48%*	**
										c			b		
Standard 2nd Class	**190**	60	121	36	**	106	166	46	**	127	122	190	115	143	**
	34%	*40%*	*45%*	*59%*	**	*28%*	*43%*	*41%*	**	*37%*	*41%*	*34%*	*35%*	*55%*	**
				ab			a	a			c			a	
Royal Mail tracked 24 hours	**162**	69	85	26	**	150	86	40	**	112	97	162	112	76	**
	29%	*46%*	*32%*	*42%*	**	*39%*	*22%*	*36%*	**	*33%*	*33%*	*29%*	*34%*	*29%*	**
		b				b		b							
Royal Mail tracked 48 hours	**119**	44	63	14	**	110	65	30	**	65	70	119	68	62	**
	22%	*29%*	*23%*	*22%*	**	*29%*	*17%*	*27%*	**	*19%*	*24%*	*22%*	*21%*	*24%*	**
						b		b							
Signed for 2nd Class	**119**	45	70	19	**	88	98	25	**	78	72	119	72	84	**
	22%	*30%*	*26%*	*32%*	**	*23%*	*25%*	*22%*	**	*23%*	*24%*	*22%*	*22%*	*32%*	**
														a	
Special Delivery Guaranteed by 1pm	**109**	58	72	22	**	102	68	29	**	77	77	109	74	53	**
	20%	*39%*	*27%*	*36%*	**	*27%*	*18%*	*26%*	**	*23%*	*26%*	*20%*	*23%*	*20%*	**
		b				b		b			c				
Parcelforce Worldwide	**89**	43	55	18	**	73	64	32	**	64	58	89	69	60	**
	16%	*28%*	*20%*	*30%*	**	*19%*	*17%*	*29%*	**	*19%*	*20%*	*16%*	*21%*	*23%*	**
		b						**ab**							
International Tracked and Signed	**58**	34	36	32	**	53	44	54	**	34	39	58	38	31	**
	10%	*23%*	*13%*	*52%*	**	*14%*	*11%*	*48%*	**	*10%*	*13%*	*10%*	*12%*	*12%*	**
		b		**ab**				**ab**							
Special Delivery Guaranteed by 9am	**51**	34	40	17	**	45	41	18	**	42	42	51	40	26	**
	9%	*23%*	*15%*	*27%*	**	*12%*	*11%*	*16%*	**	*12%*	*14%*	*9%*	*12%*	*10%*	**
		b		b							c				
International Signed	**50**	28	36	27	**	48	39	43	**	32	37	50	36	29	**
	9%	*19%*	*13%*	*44%*	**	*13%*	*10%*	*38%*	**	*9%*	*12%*	*9%*	*11%*	*11%*	**
				ab				**ab**							
International Tracked (previously Airsure)	**48**	24	27	19	**	46	34	43	**	33	30	48	32	28	**
	9%	*16%*	*10%*	*31%*	**	*12%*	*9%*	*38%*	**	*10%*	*10%*	*9%*	*10%*	*11%*	**
				ab				**ab**							
International standard mail (previously Airmail)	**43**	26	32	27	**	35	39	35	**	33	32	43	35	25	**
	8%	*17%*	*12%*	*45%*	**	*9%*	*10%*	*31%*	**	*10%*	*11%*	*8%*	*11%*	*10%*	**
				ab				**ab**							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**568**	167	325	77	1	388	400	125	1	387	353	568	364	302	15
Weighted total	**554**	151	270	61	*	383	387	113	*	340	296	554	326	258	12
International Economy (previously surface mail)	**18**	9	13	13	**	15	18	18	**	13	13	18	16	15	**
	3%	*6%*	*5%*	*21%*	**	*4%*	*5%*	*16%*	**	*4%*	*4%*	*3%*	*5%*	*6%*	**
				ab				**ab**							
None of these (DO NOT READ OUT)	**16**	5	8	1	**	11	8	2	**	8	10	16	6	7	**
	3%	*4%*	*3%*	*2%*	**	*3%*	*2%*	*2%*	**	*2%*	*3%*	*3%*	*2%*	*3%*	**
Don't Know (DO NOT READ OUT)	**8**	4	2	-	**	6	2	*	**	5	4	8	4	2	**
	2%	*3%*	*1%*	*-%*	**	*2%*	*1%*	**%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	568	382	254	309	69	58	345	293	18	11	15	4
Weighted total	554	369	220	301	70	46	302	248	17	7	16	5
Standard 1st Class	301	301	138	160	39	33	225	144	**	**	**	**
	54%	82%	62%	53%	56%	72%	74%	58%	**	**	**	**
		bcd	c			c	b					
Signed for 1st Class	254	254	108	164	42	30	183	118	**	**	**	**
	46%	69%	49%	55%	60%	66%	61%	47%	**	**	**	**
		bc				b	b					
Standard 2nd Class	190	141	190	93	28	26	112	142	**	**	**	**
	34%	38%	86%	31%	39%	57%	37%	57%	**	**	**	**
		c	acde			acd		a				
Royal Mail tracked 24 hours	162	105	52	162	33	21	99	73	**	**	**	**
	29%	28%	23%	54%	47%	46%	33%	29%	**	**	**	**
				ab	ab	ab						
Royal Mail tracked 48 hours	119	74	50	119	25	19	60	60	**	**	**	**
	22%	20%	23%	40%	36%	41%	20%	24%	**	**	**	**
				ab	ab	ab						
Signed for 2nd Class	119	91	119	73	23	18	72	83	**	**	**	**
	22%	25%	54%	24%	33%	39%	24%	33%	**	**	**	**
			acde			ac		a				
Special Delivery Guaranteed by 1pm	109	85	39	109	26	20	74	53	**	**	**	**
	20%	23%	18%	36%	37%	43%	24%	21%	**	**	**	**
				ab	ab	ab						
Parcelforce Worldwide	89	67	45	89	24	17	63	56	**	**	**	**
	16%	18%	21%	29%	35%	38%	21%	23%	**	**	**	**
				ab	ab	ab						
International Tracked and Signed	58	37	28	48	58	29	35	27	**	**	**	**
	10%	10%	13%	16%	82%	64%	12%	11%	**	**	**	**
				a	abce	abc						
Special Delivery Guaranteed by 9am	51	45	24	51	18	16	39	26	**	**	**	**
	9%	12%	11%	17%	26%	34%	13%	11%	**	**	**	**
				b	ab	abc						
International Signed	50	34	28	42	50	28	36	24	**	**	**	**
	9%	9%	12%	14%	71%	62%	12%	10%	**	**	**	**
					abc	abc						
International Tracked (previously Airsure)	48	32	21	40	48	24	31	21	**	**	**	**
	9%	9%	10%	13%	69%	52%	10%	8%	**	**	**	**
					abc	abc						
International standard mail (previously Airmail)	43	34	26	37	33	43	32	25	**	**	**	**
	8%	9%	12%	12%	47%	94%	11%	10%	**	**	**	**
					abc	abcd						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**568**	382	254	309	69	58	345	293	18	11	15	4
Weighted total	**554**	369	220	301	70	46	302	248	17	7	16	5
International Economy (previously surface mail)	**18**	16	14	15	14	18	16	13	**	**	**	**
	3%	*4%*	*6%*	*5%*	*20%*	*40%*	*5%*	*5%*	**	**	**	**
					abc	**abcd**						
None of these (DO NOT READ OUT)	**16**	-	-	-	-	-	6	7	**	**	**	**
	3%	-%	-%	-%	-%	-%	*2%*	*3%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**8**	-	-	-	-	-	2	2	**	**	**	**
	2%	-%	-%	-%	-%	-%	*1%*	*1%*	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**568**	550	508	556	533	561	384	542	191	1	484	14	105	463
Weighted total	**554**	533	486	539	509	544	377	530	171	*	458	17	109	445
Standard 1st Class	**301**	291	267	293	277	296	210	292	103	**	250	**	54	247
	54%	*55%*	*55%*	*54%*	*54%*	*54%*	*56%*	*55%*	*60%*	**	*55%*	**	*49%*	*56%*
Signed for 1st Class	**254**	246	223	247	234	250	193	242	97	**	211	**	49	205
	46%	*46%*	*46%*	*46%*	*46%*	*46%*	*51%*	*46%*	*57%* b	**	*46%*	**	*45%*	*46%*
Standard 2nd Class	**190**	179	171	182	176	187	131	185	69	**	160	**	31	159
	34%	*34%*	*35%*	*34%*	*34%*	*34%*	*35%*	*35%*	*40%*	**	*35%*	**	*28%*	*36%*
Royal Mail tracked 24 hours	**162**	157	147	160	153	162	125	154	69	**	131	**	41	122
	29%	*30%*	*30%*	*30%*	*30%*	*30%*	*33%*	*29%*	*40%* b	**	*29%*	**	*37%* b	*27%*
Royal Mail tracked 48 hours	**119**	114	112	115	112	119	89	116	46	**	103	**	26	94
	22%	*21%*	*23%*	*21%*	*22%*	*22%*	*24%*	*22%*	*27%*	**	*23%*	**	*23%*	*21%*
Signed for 2nd Class	**119**	117	110	117	114	119	92	116	50	**	100	**	18	101
	22%	*22%*	*23%*	*22%*	*22%*	*22%*	*24%*	*22%*	*29%* b	**	*22%*	**	*17%*	*23%*
Special Delivery Guaranteed by 1pm	**109**	106	100	107	105	109	94	103	43	**	91	**	21	87
	20%	*20%*	*21%*	*20%*	*21%*	*20%*	*25%* b	*19%*	*26%*	**	*20%*	**	*20%*	*20%*
Parcelforce Worldwide	**89**	88	82	88	87	89	61	87	37	**	76	**	20	68
	16%	*17%*	*17%*	*16%*	*17%*	*16%*	*16%*	*16%*	*22%*	**	*17%*	**	*18%*	*15%*
International Tracked and Signed	**58**	58	53	58	55	56	47	57	38	**	48	**	19	39
	10%	*11%*	*11%*	*11%*	*11%*	*10%*	*12%*	*11%*	*22%* **ab**	**	*10%*	**	*17%* b	*9%*
Special Delivery Guaranteed by 9am	**51**	50	48	51	46	51	43	50	25	**	38	**	15	36
	9%	*9%*	*10%*	*9%*	*9%*	*9%*	*11%*	*9%*	*14%*	**	*8%*	**	*13%*	*8%*
International Signed	**50**	50	44	50	48	48	39	48	32	**	46	**	17	32
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*9%*	*19%* **ab**	**	*10%*	**	*16%* b	*7%*
International Tracked (previously Airsure)	**48**	48	44	48	46	47	39	48	35	**	42	**	20	28
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*9%*	*20%* **ab**	**	*9%*	**	*18%* b	*6%*
International standard mail (previously Airmail)	**43**	43	41	43	41	43	38	43	28	**	39	**	14	29
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*10%*	*8%*	*16%* **ab**	**	*9%*	**	*13%* b	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**568**	550	508	556	533	561	384	542	191	1	484	14	105	463
Weighted total	**554**	533	486	539	509	544	377	530	171	*	458	17	109	445
International Economy (previously surface mail)	**18**	18	18	18	17	18	14	18	15	**	18	**	1	17
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*9%* ab	**	*4%*	**	*1%*	*4%*
None of these (DO NOT READ OUT)	**16**	14	12	14	14	14	10	14	2	**	9	**	3	13
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	**	*2%*	**	*3%*	*3%*
Don't Know (DO NOT READ OUT)	**8**	8	6	8	8	8	6	8	3	**	6	**	1	8
	2%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	**%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	568	126	4	29	122	96	384	84	104	47	413	295	273
Weighted total	554	127	4	27	120	91	374	82	106	42	404	265	289
Standard 1st Class	301 54%	57 45%	** **	** **	55 46%	39 42%	215 57% a	43 52%	50 47%	** **	236 58% ab	160 61% b	141 49%
Signed for 1st Class	254 46%	58 46%	** **	** **	53 44%	38 41%	176 47%	38 46%	52 49%	** **	186 46%	136 51% b	119 41%
Standard 2nd Class	190 34%	47 37%	** **	** **	43 36%	24 27%	131 35%	33 40%	38 36%	** **	135 33%	87 33%	103 36%
Royal Mail tracked 24 hours	162 29%	48 38%	** **	** **	46 38%	32 35% c	111 30%	17 21%	39 37% c	** **	106 26%	79 30%	83 29%
Royal Mail tracked 48 hours	119 22%	44 35%	** **	** **	43 36%	24 26%	73 20%	20 24%	40 38% c	** **	67 17%	58 22%	61 21%
Signed for 2nd Class	119 22%	31 24%	** **	** **	23 19%	25 27%	69 18%	26 31% b	30 29% b	** **	84 21%	53 20%	66 23%
Special Delivery Guaranteed by 1pm	109 20%	22 18%	** **	** **	22 18%	20 22%	76 20%	13 16%	24 23%	** **	78 19%	62 23% b	47 16%
Parcelforce Worldwide	89 16%	23 18%	** **	** **	23 19%	15 16%	59 16%	15 18%	18 17%	** **	64 16%	49 19%	39 14%
International Tracked and Signed	58 10%	22 17%	** **	** **	12 10%	19 20% bc	33 9%	6 8%	21 19% c	** ** c	29 7%	25 10%	32 11%
Special Delivery Guaranteed by 9am	51 9%	12 10%	** **	** **	11 9%	9 10%	34 9%	8 10%	19 18% c	** **	29 7%	32 12% b	19 7%
International Signed	50 9%	18 14%	** **	** **	9 8%	14 16% bc	30 8%	5 6%	19 18% c	** **	24 6%	21 8%	28 10%
International Tracked (previously Airsure)	48 9%	19 15%	** **	** **	11 9%	14 16% bc	32 8%	2 3%	21 20% c	** **	23 6%	22 8%	27 9%
International standard mail (previously Airmail)	43 8%	13 10%	** **	** **	7 6%	11 12% b	24 6%	8 10%	14 13% c	** **	24 6%	16 6%	27 9%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**568**	126	4	29	122	96	384	84	104	47	413	295	273
Weighted total	**554**	127	4	27	120	91	374	82	106	42	404	265	289
International Economy (previously surface mail)	**18**	3	**	**	2	3	13	2	4	**	12	8	10
	3%	*3%*	**	**	*2%*	*3%*	*4%*	*3%*	*4%*	**	*3%*	*3%*	*3%*
None of these (DO NOT READ OUT)	**16**	4	**	**	3	3	9	4	3	**	11	4	12
	3%	*3%*	**	**	*3%*	*3%*	*2%*	*4%*	*3%*	**	*3%*	*2%*	*4%*
Don't Know (DO NOT READ OUT)	**8**	-	**	**	-	-	8	-	*	**	8	3	6
	2%	-%	**	**	-%	-%	*2%*	-%	*%	**	*2%*	*1%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	**	**	-	-	-	-	-	**	-	-	-
	-%	-%	**	**	-%	-%	-%	-%	-%	**	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**568**	50	48	45	55	49	53	53	35	36	54	54	36
Weighted total	**554**	28	55	54	37	56	57	28	33	59	60	59	27
Standard 1st Class	**301**	**	**	**	27	**	35	14	**	**	25	28	**
	54%	**	**	**	*72%*	**	*60%*	*52%*	**	**	*41%*	*47%*	**
		bjk			**bcgjk**	**bj**	b		**bjk**				
Signed for 1st Class	**254**	**	**	**	27	**	25	11	**	**	21	22	**
	46%	**	**	**	*72%*	**	*44%*	*38%*	**	**	*35%*	*38%*	**
					abcefghjkl					j			
Standard 2nd Class	**190**	**	**	**	12	**	17	10	**	**	22	20	**
	34%	**	**	**	*32%*	**	*30%*	*37%*	**	**	*37%*	*33%*	**
		b											
Royal Mail tracked 24 hours	**162**	**	**	**	15	**	17	12	**	**	9	16	**
	29%	**	**	**	*39%*	**	*30%*	*45%*	**	**	*14%*	*27%*	**
			a	a	**aj**	a	a	**aj**	a	**aj**		a	**abcejk**
Royal Mail tracked 48 hours	**119**	**	**	**	14	**	12	10	**	**	14	15	**
	22%	**	**	**	*38%*	**	*21%*	*36%*	**	**	*23%*	*25%*	**
				aehi	**abefhi**		a	**abehi**			**ah**	**ah**	**aehi**
Signed for 2nd Class	**119**	**	**	**	10	**	12	6	**	**	13	12	**
	22%	**	**	**	*26%*	**	*22%*	*21%*	**	**	*21%*	*20%*	**
		b		b	b	b	b	b	b	b	b		b
Special Delivery Guaranteed by 1pm	**109**	**	**	**	10	**	10	5	**	**	15	12	**
	20%	**	**	**	*27%*	**	*18%*	*18%*	**	**	*24%*	*21%*	**
					aci	**abcfgikl**					**ci**		
Parcelforce Worldwide	**89**	**	**	**	12	**	7	1	**	**	10	8	**
	16%	**	**	**	*33%*	**	*13%*	*4%*	**	**	*17%*	*14%*	**
		g		g	**bfgik**	**bg**					g		g
International Tracked and Signed	**58**	**	**	**	6	**	3	4	**	**	4	4	**
	10%	**	**	**	*17%*	**	*5%*	*13%*	**	**	*6%*	*7%*	**
					f	f							**bfijk**
Special Delivery Guaranteed by 9am	**51**	**	**	**	9	**	3	2	**	**	5	4	**
	9%	**	**	**	*24%*	**	*6%*	*6%*	**	**	*8%*	*7%*	**
					abcfgijkl	**abcfgijkl**			a				
International Signed	**50**	**	**	**	4	**	2	2	**	**	5	4	**
	9%	**	**	**	*11%*	**	*4%*	*6%*	**	**	*8%*	*7%*	**
		b		b	b	**bf**				b	b		**bfgk**
International Tracked (previously Airsure)	**48**	**	**	**	4	**	3	4	**	**	5	3	**
	9%	**	**	**	*11%*	**	*5%*	*16%*	**	**	*8%*	*5%*	**
						bf		b					
International standard mail (previously Airmail)	**43**	**	**	**	7	**	2	1	**	**	2	4	**
	8%	**	**	**	*18%*	**	*4%*	*5%*	**	**	*4%*	*7%*	**
					abcfgij	**abcfgij**							**abcfghijk**
International Economy (previously surface mail)	**18**	**	**	**	2	**	3	1	**	**	-	2	**
	3%	**	**	**	*6%*	**	*5%*	*4%*	**	**	*-%*	*3%*	**
						acj							**abchj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**568**	50	48	45	55	49	53	53	35	36	54	54	36
Weighted total	**554**	28	55	54	37	56	57	28	33	59	60	59	27
None of these (DO NOT READ OUT)	**16**	**	**	**	*	**	1	-	**	**	3	3	**
	3%	**	**	**	*1%*	**	*1%*	*-%*	**	**	*4%*	*5%*	**
			g										
Don't Know (DO NOT READ OUT)	**8**	**	**	**	*	**	-	-	**	**	-	1	**
	2%	**	**	**	*1%*	**	*-%*	*-%*	**	**	*-%*	*2%*	**
Refused (DO NOT READ OUT)	**-**	**	**	**	-	**	-	-	**	**	-	-	**
	-%	**	**	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**568**	143	157	124	144
Weighted total	**554**	136	151	120	147
Standard 1st Class	**301**	66	96	72	68
	54%	*49%*	*63%*	*60%*	*46%*
			ad	d	
Signed for 1st Class	**254**	59	81	60	54
	46%	*44%*	*53%*	*50%*	*37%*
			d	d	
Standard 2nd Class	**190**	41	51	43	54
	34%	*30%*	*34%*	*36%*	*37%*
Royal Mail tracked 24 hours	**162**	30	47	46	39
	29%	*22%*	*31%*	*39%*	*26%*
				ad	
Royal Mail tracked 48 hours	**119**	28	34	20	38
	22%	*21%*	*22%*	*17%*	*26%*
Signed for 2nd Class	**119**	23	36	27	33
	22%	*17%*	*24%*	*22%*	*23%*
Special Delivery Guaranteed by 1pm	**109**	18	44	17	30
	20%	*13%*	*29%*	*14%*	*21%*
			ac		
Parcelforce Worldwide	**89**	18	34	13	23
	16%	*13%*	*22%*	*11%*	*16%*
			ac		
International Tracked and Signed	**58**	14	19	10	15
	10%	*10%*	*13%*	*8%*	*10%*
Special Delivery Guaranteed by 9am	**51**	8	25	8	10
	9%	*6%*	*17%*	*6%*	*7%*
			acd		
International Signed	**50**	10	16	9	15
	9%	*7%*	*10%*	*8%*	*10%*
International Tracked (previously Airsure)	**48**	9	16	12	11
	9%	*7%*	*11%*	*10%*	*8%*
International standard mail (previously Airmail)	**43**	4	20	5	14
	8%	*3%*	*13%*	*4%*	*9%*
			ac		a
International Economy (previously surface mail)	**18**	1	11	2	5
	3%	**%*	*7%*	*1%*	*4%*
			ac		
None of these (DO NOT READ OUT)	**16**	6	1	4	5
	3%	*4%*	*1%*	*3%*	*4%*
		b			

Columns Tested: a,b,c,d

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**568**	143	157	124	144
Weighted total	**554**	136	151	120	147
Don't Know (DO NOT READ OUT)	**8**	5	*	2	1
	2%	*3%*	**%*	*2%*	*1%*
		b			
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	e
Unweighted total	**313**	216	56	25	16	97	83	73	28	7	32
Weighted total	**301**	290	6	3	2	11	107	85	21	3	14
0-24%	**81**	79	1	**	**	3	40	20	**	**	**
	27%	*27%*	*20%*	**	**	*24%*	*37%*	*24%*	**	**	**
25-49%	**37**	35	1	**	**	2	5	11	**	**	**
	12%	*12%*	*14%*	**	**	*15%*	*5%*	*13%*	**	**	**
50-74%	**42**	41	1	**	**	2	16	11	**	**	**
	14%	*14%*	*23%*	**	**	*17%*	*15%*	*14%*	**	**	**
75-100%	**95**	92	2	**	**	3	25	31	**	**	**
	32%	*32%*	*35%*	**	**	*28%*	*24%*	*36%*	**	**	**
											ab
Don't know	**46**	44	*	**	**	2	20	11	**	**	**
	15%	*15%*	*7%*	**	**	*16%*	*19%*	*13%*	**	**	**
							e				
Answered	**256**	246	6	**	**	10	87	73	**	**	**
Mean	**51.32**	51.38	57.24	**	**	49.72	44.32	54.93	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	313	27	12	37	9	15	32	24	19	16	191	40	39	43
Weighted total	301	39	16	51	8	15	45	32	20	25	251	17	16	16
0-24%	81	**	**	**	**	**	**	**	**	**	64	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
							c					c		**cj**
25-49%	37	**	**	**	**	**	**	**	**	**	32	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
				l			l							
50-74%	42	**	**	**	**	**	**	**	**	**	37	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
75-100%	95	**	**	**	**	**	**	**	**	**	79	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*32%*	**	**	**
Don't know	46	**	**	**	**	**	**	**	**	**	39	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
													m	
Answered	256	**	**	**	**	**	**	**	**	**	213	**	**	**
Mean	51.32	**	**	**	**	**	**	**	**	**	51.84	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**313**	13	43	7	29	80	5	15	121	233	80	275	38
Weighted total	**301**	6	27	4	27	91	4	16	127	234	68	267	34
0-24%	**81**	**	**	**	**	35	**	**	30	57	24	71	**
	27%	**	**	**	**	*39%*	**	**	*23%*	*24%*	*36%*	*27%*	**
						bh					a		
25-49%	**37**	**	**	**	**	12	**	**	15	33	3	30	**
	12%	**	**	**	**	*13%*	**	**	*12%*	*14%*	*5%*	*11%*	**
										b			
50-74%	**42**	**	**	**	**	10	**	**	15	34	8	36	**
	14%	**	**	**	**	*11%*	**	**	*12%*	*15%*	*13%*	*13%*	**
			eh										
75-100%	**95**	**	**	**	**	25	**	**	44	69	26	85	**
	32%	**	**	**	**	*28%*	**	**	*35%*	*29%*	*39%*	*32%*	**
									b				
Don't know	**46**	**	**	**	**	8	**	**	23	41	5	45	**
	15%	**	**	**	**	*9%*	**	**	*18%*	*17%*	*7%*	*17%*	**
			e							b		b	
Answered	**256**	**	**	**	**	83	**	**	104	193	63	222	**
Mean	**51.32**	**	**	**	**	44.04	**	**	53.42	51.48	50.82	51.75	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**313**	305	8	148	51	111
Weighted total	**301**	289	12	145	53	99
0-24%	**81**	79	**	35	13	33
	27%	*27%*	**	*24%*	*26%*	*33%*
25-49%	**37**	32	**	17	11	8
	12%	*11%*	**	*12%*	*21%* c	*8%*
50-74%	**42**	42	**	19	8	15
	14%	*15%*	**	*13%*	*15%*	*15%*
75-100%	**95**	93	**	56	11	27
	32%	*32%*	**	*38%* b	*20%*	*27%*
Don't know	**46**	43	**	18	10	16
	15%	*15%*	**	*12%*	*18%*	*16%*
Answered	**256**	246	**	127	43	84
Mean	**51.32**	51.65	**	55.82 c	45.91	46.23

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**313**	231	62	16	2	1	-	1	-	293	20	4	54	177	82
Weighted total	**301**	245	44	12	*	*	-	*	-	289	13	1	73	172	56
0-24%	**81**	62	14	**	**	**	**	**	**	77	**	**	19	43	19
	27%	*25%*	*33%*	**	**	**	**	**	**	*27%*	**	**	*27%*	*25%*	*34%*
25-49%	**37**	26	7	**	**	**	**	**	**	34	**	**	4	22	10
	12%	*11%*	*16%*	**	**	**	**	**	**	*12%*	**	**	*6%*	*13%*	*18%*
															a
50-74%	**42**	35	6	**	**	**	**	**	**	41	**	**	12	23	8
	14%	*14%*	*15%*	**	**	**	**	**	**	*14%*	**	**	*17%*	*13%*	*14%*
75-100%	**95**	86	7	**	**	**	**	**	**	92	**	**	24	62	10
	32%	*35%*	*16%*	**	**	**	**	**	**	*32%*	**	**	*33%*	*36%*	*17%*
		b								b			c	c	
Don't know	**46**	36	9	**	**	**	**	**	**	45	**	**	13	23	10
	15%	*15%*	*20%*	**	**	**	**	**	**	*16%*	**	**	*18%*	*13%*	*17%*
Answered	**256**	209	35	**	**	**	**	**	**	244	**	**	59	150	47
Mean	**51.32**	53.84	39.91	**	**	**	**	**	**	51.84	**	**	54.16	53.71	40.03
		b								b			c	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**313**	241	217	270	313	115	247	236	21	5	2	2	4	-
Weighted total	**301**	211	184	240	301	91	219	218	15	1	1	2	3	-
0-24%	**81**	51	55	66	81	22	55	58	**	**	**	**	**	**
	27%	*24%*	*30%*	*28%*	*27%*	*24%*	*25%*	*26%*	**	**	**	**	**	**
25-49%	**37**	28	28	32	37	10	28	31	**	**	**	**	**	**
	12%	*13%*	*15%*	*13%*	*12%*	*11%*	*13%*	*14%*	**	**	**	**	**	**
50-74%	**42**	31	21	32	42	16	29	28	**	**	**	**	**	**
	14%	*15%*	*11%*	*13%*	*14%*	*18%*	*13%*	*13%*	**	**	**	**	**	**
75-100%	**95**	69	49	72	95	27	74	65	**	**	**	**	**	**
	32%	*33%*	*27%*	*30%*	*32%*	*30%*	*34%*	*30%*	**	**	**	**	**	**
Don't know	**46**	32	32	38	46	15	32	36	**	**	**	**	**	**
	15%	*15%*	*17%*	*16%*	*15%*	*17%*	*15%*	*16%*	**	**	**	**	**	**
Answered	**256**	178	152	202	256	75	187	182	**	**	**	**	**	**
Mean	**51.32**	52.30	46.45	49.31	51.32	51.46	52.09	48.91	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**313**	304	3	3	-	1	2	-	3	56	74	77	61	2
Weighted total	**301**	296	2	2	-	*	1	-	2	68	72	64	34	2
0-24%	**81**	79	**	**	**	**	**	**	**	19	18	17	12	**
	27%	*27%*	**	**	**	**	**	**	**	*28%*	*26%*	*26%*	*36%*	**
25-49%	**37**	35	**	**	**	**	**	**	**	4	11	10	7	**
	12%	*12%*	**	**	**	**	**	**	**	*5%*	*15%*	*16%*	*21%* a	**
50-74%	**42**	42	**	**	**	**	**	**	**	11	8	10	3	**
	14%	*14%*	**	**	**	**	**	**	**	*16%*	*12%*	*16%*	*8%*	**
75-100%	**95**	94	**	**	**	**	**	**	**	26	23	15	6	**
	32%	*32%*	**	**	**	**	**	**	**	*38%* d	*32%* d	*23%*	*17%*	**
Don't know	**46**	46	**	**	**	**	**	**	**	8	11	12	6	**
	15%	*15%*	**	**	**	**	**	**	**	*12%*	*15%*	*19%*	*17%*	**
Answered	**256**	250	**	**	**	**	**	**	**	59	61	52	28	**
Mean	**51.32**	51.60	**	**	**	**	**	**	**	54.85 d	48.28	48.57	37.76	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**313**	149	64	67	29	4	140	10	163	293	20	269	1
Weighted total	**301**	148	64	67	20	3	140	8	154	293	8	239	*
0-24%	**81**	42	18	14	**	**	38	**	39	79	**	66	**
	27%	*28%*	*28%*	*22%*	**	**	*27%*	**	*25%*	*27%*	**	*28%*	**
25-49%	**37**	12	8	13	**	**	11	**	25	35	**	32	**
	12%	*8%*	*13%*	*19%* a	**	**	*8%*	**	*16%* a	*12%*	**	*13%*	**
50-74%	**42**	25	11	2	**	**	19	**	21	40	**	32	**
	14%	*17%* c	*18%* c	*3%*	**	**	*14%*	**	*14%*	*14%*	**	*14%*	**
75-100%	**95**	51	16	23	**	**	43	**	53	94	**	72	**
	32%	*35%*	*26%*	*35%*	**	**	*30%*	**	*34%*	*32%*	**	*30%*	**
Don't know	**46**	17	10	14	**	**	29	**	16	45	**	37	**
	15%	*12%*	*15%*	*21%*	**	**	*21%* c	**	*11%*	*15%*	**	*16%*	**
Answered	**256**	130	54	53	**	**	111	**	137	248	**	202	**
Mean	**51.32**	52.43	50.47	53.14	**	**	50.48	**	53.27	51.61	**	49.31	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**313**	34	33	53	1	276	37	124	238	54	1
Weighted total	**301**	40	24	46	*	274	27	114	207	46	*
0-24%	**81**	**	**	17	**	70	**	32	51	12	**
	27%	**	**	*37%*	**	*25%*	**	*28%*	*25%*	*27%*	**
							a				
25-49%	**37**	**	**	6	**	35	**	16	27	6	**
	12%	**	**	*13%*	**	*13%*	**	*14%*	*13%*	*13%*	**
50-74%	**42**	**	**	5	**	40	**	19	30	6	**
	14%	**	**	*12%*	**	*14%*	**	*16%*	*14%*	*13%*	**
75-100%	**95**	**	**	10	**	89	**	24	67	4	**
	32%	**	**	*21%*	**	*32%*	**	*21%*	*32%*	*8%*	**
								c	**ac**		
Don't know	**46**	**	**	8	**	41	**	23	32	18	**
	15%	**	**	*17%*	**	*15%*	**	*20%*	*16%*	*39%*	**
										ab	
Answered	**256**	**	**	38	**	233	**	91	175	28	**
Mean	**51.32**	**	**	39.49	**	52.55	**	44.37	52.03	36.39	**
						b			c		

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**313**	105	210	55	1	197	269	74	1	240	214	313	253	171	9
Weighted total	**301**	94	179	44	*	187	262	60	*	211	181	301	225	147	9
0-24%	**81**	32	53	16	**	58	66	19	**	51	55	81	60	45	**
	27%	*34%*	*30%*	*36%*	**	*31%*	*25%*	*31%*	**	*24%*	*30%*	*27%*	*27%*	*30%*	**
25-49%	**37**	18	28	7	**	26	31	10	**	28	28	37	29	24	**
	12%	*19%*	*15%*	*16%*	**	*14%*	*12%*	*16%*	**	*13%*	*15%*	*12%*	*13%*	*16%*	**
50-74%	**42**	6	21	3	**	31	40	8	**	31	21	42	32	19	**
	14%	*7%*	*12%*	*7%*	**	*16%*	*15%*	*14%*	**	*15%*	*11%*	*14%*	*14%*	*13%*	**
75-100%	**95**	15	48	4	**	40	83	9	**	69	49	95	70	36	**
	32%	*16%*	*27%*	*10%*	**	*21%*	*32%*	*16%*	**	*33%*	*27%*	*32%*	*31%*	*25%*	**
			ac				**ac**								
Don't know	**46**	22	29	14	**	32	42	14	**	32	30	46	33	23	**
	15%	*24%*	*16%*	*31%*	**	*17%*	*16%*	*23%*	**	*15%*	*16%*	*15%*	*14%*	*16%*	**
				b											
Answered	**256**	72	150	30	**	155	220	46	**	178	152	256	192	124	**
Mean	**51.32**	37.00	46.37	33.11	**	43.16	52.80	37.73	**	52.27	46.27	51.32	50.32	44.71	**
			ac				**ac**								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**313**	313	152	173	44	41	252	169	10	5	7	3
Weighted total	**301**	301	138	160	39	33	225	144	11	3	7	5
0-24%	**81**	81	55	54	**	**	60	45	**	**	**	**
	27%	*27%*	*40%*	*34%*	**	**	*27%*	*31%*	**	**	**	**
			a									
25-49%	**37**	37	25	22	**	**	29	23	**	**	**	**
	12%	*12%*	*18%*	*14%*	**	**	*13%*	*16%*	**	**	**	**
50-74%	**42**	42	17	17	**	**	30	19	**	**	**	**
	14%	*14%*	*12%*	*11%*	**	**	*13%*	*13%*	**	**	**	**
75-100%	**95**	95	12	30	**	**	70	34	**	**	**	**
	32%	*32%*	*9%*	*18%*	**	**	*31%*	*23%*	**	**	**	**
		bcde		b								
Don't know	**46**	46	29	38	**	**	35	23	**	**	**	**
	15%	*15%*	*21%*	*23%*	**	**	*16%*	*16%*	**	**	**	**
				a	**abc**	a						
Answered	**256**	256	109	123	**	**	190	121	**	**	**	**
Mean	**51.32**	51.32	31.02	39.63	**	**	50.16	44.07	**	**	**	**
		bc		b								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**313**	305	286	308	298	310	218	305	115	-	270	6	50	263
Weighted total	**301**	291	267	293	277	296	210	292	103	-	250	11	54	247
0-24%	**81**	76	74	76	76	81	52	77	31	**	71	**	**	69
	27%	*26%*	*28%*	*26%*	*27%*	*27%*	*25%*	*27%*	*31%*	**	*28%*	**	**	*28%*
25-49%	**37**	37	34	37	32	35	28	36	19	**	24	**	**	24
	12%	*13%*	*13%*	*12%*	*11%*	*12%*	*13%*	*12%*	*19%*	**	*10%*	**	**	*10%*
													b	
50-74%	**42**	41	36	42	39	39	30	42	14	**	38	**	**	34
	14%	*14%*	*14%*	*14%*	*14%*	*13%*	*14%*	*15%*	*14%*	**	*15%*	**	**	*14%*
75-100%	**95**	93	83	93	89	95	62	91	19	**	81	**	**	84
	32%	*32%*	*31%*	*32%*	*32%*	*32%*	*29%*	*31%*	*19%*	**	*33%*	**	**	*34%*
							c	c						
Don't know	**46**	45	39	45	41	46	38	45	18	**	36	**	**	36
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*18%*	*15%*	*18%*	**	*14%*	**	**	*15%*
Answered	**256**	247	228	249	236	251	172	247	84	**	214	**	**	211
Mean	**51.32**	51.68	50.57	51.77	51.41	51.37	50.21	51.18	39.47	**	51.82	**	**	52.96
							c	c						

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**313**	58	2	10	57	47	220	43	48	17	245	170	143
Weighted total	**301**	57	1	8	55	39	215	43	50	14	236	160	141
0-24%	**81**	18	**	**	18	**	51	**	**	**	57	43	39
	27%	*32%*	**	**	*33%*	**	*24%*	**	**	**	*24%*	*27%*	*28%*
25-49%	**37**	10	**	**	7	**	26	**	**	**	28	14	22
	12%	*18%*	**	**	*13%*	**	*12%*	**	**	**	*12%*	*9%*	*16%*
50-74%	**42**	8	**	**	10	**	30	**	**	**	39	20	22
	14%	*15%*	**	**	*17%*	**	*14%*	**	**	**	*17%*	*13%*	*16%*
75-100%	**95**	10	**	**	12	**	76	**	**	**	83	50	45
	32%	*17%*	**	**	*22%*	**	*36%* a	**	**	**	*35%*	*31%*	*32%*
Don't know	**46**	11	**	**	8	**	30	**	**	**	28	33	13
	15%	*18%*	**	**	*15%*	**	*14%*	**	** c	**	*12%*	*21%* b	*9%*
Answered	**256**	47	**	**	47	**	184	**	**	**	208	127	128
Mean	**51.32**	40.19	**	**	43.16	**	53.81 a	**	**	**	54.45 a	52.37	50.28

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	*j	*k	*l
Unweighted total	**313**	25	18	28	34	29	33	31	23	20	23	28	21
Weighted total	**301**	18	21	27	27	34	35	14	24	33	25	28	15
0-24%	**81**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**42**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
					g								
75-100%	**95**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
								f					
Don't know	**46**	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**
					g								
Answered	**256**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**51.32**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**313**	71	96	74	72
Weighted total	**301**	66	96	72	68
0-24%	**81**	19	26	14	22
	27%	*29%*	*27%*	*20%*	*33%*
25-49%	**37**	6	13	9	8
	12%	*9%*	*14%*	*13%*	*12%*
50-74%	**42**	7	15	10	11
	14%	*10%*	*16%*	*14%*	*16%*
75-100%	**95**	25	26	25	19
	32%	*38%*	*27%*	*35%*	*28%*
Don't know	**46**	10	16	13	8
	15%	*14%*	*16%*	*17%*	*12%*
Answered	**256**	57	80	59	60
Mean	**51.32**	52.68	50.27	56.77	46.03

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**221**	152	33	24	12	69	64	48	20	5	18
Weighted total	**190**	181	4	3	2	8	76	47	15	3	7
0-24%	**52**	50	**	**	**	2	18	**	**	**	**
	27%	*27%*	**	**	**	*27%*	*24%*	**	**	**	**
25-49%	**26**	25	**	**	**	1	7	**	**	**	**
	14%	*14%*	**	**	**	*8%*	*9%*	**	**	**	**
								a			
50-74%	**25**	24	**	**	**	1	10	**	**	**	**
	13%	*13%*	**	**	**	*15%*	*13%*	**	**	**	**
75-100%	**56**	53	**	**	**	3	26	**	**	**	**
	30%	*29%*	**	**	**	*33%*	*34%*	**	**	**	**
Don't know	**30**	29	**	**	**	1	15	**	**	**	**
	16%	*16%*	**	**	**	*17%*	*20%*	**	**	**	**
Answered	**159**	153	**	**	**	7	60	**	**	**	**
Mean	**49.10**	48.91	**	**	**	53.20	56.38	**	**	**	**
							b				

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**221**	16	7	14	10	12	25	16	14	8	122	33	33	33
Weighted total	**190**	26	9	17	8	14	35	18	12	12	151	11	14	13
0-24%	**52**	**	**	**	**	**	**	**	**	**	40	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*27%*	**	**	**
25-49%	**26**	**	**	**	**	**	**	**	**	**	21	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*14%*	**	**	**
50-74%	**25**	**	**	**	**	**	**	**	**	**	22	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
75-100%	**56**	**	**	**	**	**	**	**	**	**	43	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*29%*	**	**	**
Don't know	**30**	**	**	**	**	**	**	**	**	**	23	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Answered	**159**	**	**	**	**	**	**	**	**	**	127	**	**	**
Mean	**49.10**	**	**	**	**	**	**	**	**	**	48.72	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**221**	7	33	4	10	61	5	7	93	162	59	196	25
Weighted total	**190**	4	19	3	9	65	1	9	77	150	40	170	20
0-24%	**52**	**	**	**	**	14	**	**	24	36	15	45	**
	27%	**	**	**	**	*22%*	**	**	*31%*	*24%*	*39%* a	*27%*	**
25-49%	**26**	**	**	**	**	13	**	**	7	18	8	23	**
	14%	**	**	**	**	*21%* h	**	**	*9%*	*12%*	*19%*	*14%*	**
50-74%	**25**	**	**	**	**	10	**	**	12	22	3	21	**
	13%	**	**	**	**	*15%*	**	**	*16%* b	*15%*	*7%*	*13%*	**
75-100%	**56**	**	**	**	**	25	**	**	17	45	11	50	**
	30%	**	**	**	**	*39%* h	**	**	*22%*	*30%*	*28%*	*29%*	**
Don't know	**30**	**	**	**	**	2	**	**	18	28	3	30	**
	16%	**	** e	**	**	*4%*	**	**	*23%* e	*18%* b	*6%*	*18%*	**
Answered	**159**	**	**	**	**	62	**	**	60	122	37	140	**
Mean	**49.10**	**	**	**	**	53.96	**	**	44.84	51.51	41.25	49.26	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**221**	216	5	101	37	82
Weighted total	**190**	184	6	81	38	70
0-24%	**52**	52	**	28	**	18
	27%	*28%*	**	*35%*	**	*26%*
				b		
25-49%	**26**	26	**	10	**	11
	14%	*14%*	**	*13%*	**	*16%*
50-74%	**25**	21	**	7	**	10
	13%	*11%*	**	*9%*	**	*14%*
75-100%	**56**	56	**	23	**	22
	30%	*30%*	**	*29%*	**	*32%*
Don't know	**30**	30	**	12	**	8
	16%	*16%*	**	*15%*	**	*12%*
Answered	**159**	154	**	69	**	62
Mean	**49.10**	48.50	**	44.50	**	51.20

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**221**	151	56	10	2	1	-	1	-	207	14	4	34	117	70
Weighted total	**190**	137	44	8	*	*	-	*	-	181	9	1	37	100	52
0-24%	**52**	40	9	**	**	**	**	**	**	50	**	**	**	25	12
	27%	*29%*	*22%*	**	**	**	**	**	**	*27%*	**	**	**	*25%*	*22%*
													c		
25-49%	**26**	14	12	**	**	**	**	**	**	26	**	**	**	11	12
	14%	*10%*	*28%*	**	**	**	**	**	**	*14%*	**	**	**	*11%*	*23%*
			ai												b
50-74%	**25**	19	3	**	**	**	**	**	**	22	**	**	**	17	7
	13%	*14%*	*7%*	**	**	**	**	**	**	*12%*	**	**	**	*17%*	*12%*
75-100%	**56**	39	14	**	**	**	**	**	**	54	**	**	**	33	17
	30%	*29%*	*33%*	**	**	**	**	**	**	*30%*	**	**	**	*33%*	*32%*
Don't know	**30**	25	5	**	**	**	**	**	**	29	**	**	**	14	5
	16%	*18%*	*11%*	**	**	**	**	**	**	*16%*	**	**	**	*14%*	*10%*
													bc		
Answered	**159**	112	39	**	**	**	**	**	**	151	**	**	**	86	47
Mean	**49.10**	48.73	48.83	**	**	**	**	**	**	48.76	**	**	**	52.90	49.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**221**	164	156	191	221	82	168	168	12	5	2	1	3	-
Weighted total	**190**	127	122	155	190	61	135	140	9	2	1	2	1	-
0-24%	**52**	40	30	42	52	16	34	41	**	**	**	**	**	**
	27%	*32%*	*24%*	*27%*	*27%*	*26%*	*25%*	*29%*	**	**	**	**	**	**
25-49%	**26**	13	14	17	26	8	17	14	**	**	**	**	**	**
	14%	*10%*	*11%*	*11%*	*14%*	*13%*	*12%*	*10%*	**	**	**	**	**	**
50-74%	**25**	14	19	22	25	6	20	17	**	**	**	**	**	**
	13%	*11%*	*15%*	*14%*	*13%*	*10%*	*15%*	*12%*	**	**	**	**	**	**
75-100%	**56**	38	36	48	56	20	45	42	**	**	**	**	**	**
	30%	*30%*	*30%*	*31%*	*30%*	*32%*	*33%*	*30%*	**	**	**	**	**	**
Don't know	**30**	22	24	27	30	11	19	25	**	**	**	**	**	**
	16%	*17%*	*19%*	*17%*	*16%*	*18%*	*14%*	*18%*	**	**	**	**	**	**
Answered	**159**	105	99	128	159	50	116	115	**	**	**	**	**	**
Mean	**49.10**	47.84	51.64	50.63	49.10	49.87	52.83	48.69	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**221**	215	2	2	-	1	1	-	2	33	50	53	52	3
Weighted total	**190**	186	2	1	-	*	*	-	*	31	47	46	30	1
0-24%	**52**	52	**	**	**	**	**	**	**	**	**	15	5	**
	27%	*28%*	**	**	**	**	**	**	**	**	**	*32%*	*17%*	**
										bd				
25-49%	**26**	26	**	**	**	**	**	**	**	**	**	6	6	**
	14%	*14%*	**	**	**	**	**	**	**	**	**	*13%*	*19%*	**
													b	
50-74%	**25**	24	**	**	**	**	**	**	**	**	**	6	9	**
	13%	*13%*	**	**	**	**	**	**	**	**	**	*14%*	*28%*	**
													a	
75-100%	**56**	54	**	**	**	**	**	**	**	**	**	13	7	**
	30%	*29%*	**	**	**	**	**	**	**	**	**	*28%*	*23%*	**
Don't know	**30**	30	**	**	**	**	**	**	**	**	**	6	4	**
	16%	*16%*	**	**	**	**	**	**	**	**	**	*14%*	*13%*	**
Answered	**159**	156	**	**	**	**	**	**	**	**	**	40	26	**
Mean	**49.10**	48.46	**	**	**	**	**	**	**	**	**	47.76	49.55	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**221**	99	50	47	22	3	120	9	92	205	16	190	1
Weighted total	**190**	77	51	43	16	2	108	4	78	181	8	155	*
0-24%	**52**	29	**	**	**	**	23	**	26	49	**	42	**
	27%	*38%*	**	**	**	**	*22%*	**	*33%*	*27%*	**	*27%*	**
		b		b									
25-49%	**26**	10	**	**	**	**	11	**	14	26	**	17	**
	14%	*13%*	**	**	**	**	*10%*	**	*18%*	*14%*	**	*11%*	**
				b									
50-74%	**25**	9	**	**	**	**	13	**	12	25	**	22	**
	13%	*12%*	**	**	**	**	*12%*	**	*15%*	*14%*	**	*14%*	**
			c										
75-100%	**56**	20	**	**	**	**	41	**	16	52	**	48	**
	30%	*25%*	**	**	**	**	*38%*	**	*20%*	*29%*	**	*31%*	**
							c						
Don't know	**30**	10	**	**	**	**	19	**	11	29	**	27	**
	16%	*13%*	**	**	**	**	*18%*	**	*14%*	*16%*	**	*17%*	**
Answered	**159**	67	**	**	**	**	88	**	67	152	**	128	**
Mean	**49.10**	43.59	**	**	**	**	56.48	**	41.25	49.02	**	50.63	**
			ac				c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**221**	32	28	48	1	190	31	75	164	36	1
Weighted total	**190**	32	21	42	*	166	24	64	127	30	*
0-24%	**52**	**	**	**	**	44	**	29	40	**	**
	27%	**	**	**	**	*26%*	**	*46%* **bc**	*32%*	**	**
25-49%	**26**	**	**	**	**	25	**	4	13	**	**
	14%	**	**	**	**	*15%*	**	*6%*	*10%*	**	**
50-74%	**25**	**	**	**	**	25	**	6	14	**	**
	13%	**	**	**	**	*15%* b	**	*9%*	*11%*	**	**
75-100%	**56**	**	**	**	**	45	**	11	38	**	**
	30%	**	**	**	**	*27%*	** a	*17%*	*30%* **ac**	**	**
Don't know	**30**	**	**	**	**	27	**	14	22	**	**
	16%	**	**	**	**	*16%*	**	*22%*	*17%*	** **ab**	**
Answered	**159**	**	**	**	**	139	**	49	105	**	**
Mean	**49.10**	**	**	**	**	48.28	**	33.32	47.84 a	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**221**	68	154	44	1	121	197	59	1	164	156	221	143	180	7
Weighted total	**190**	60	121	36	*	106	166	46	*	127	122	190	115	143	5
0-24%	**52**	23	30	**	**	33	45	8	**	40	30	52	36	41	**
	27%	*38%*	*24%*	**	**	*31%*	*27%*	*17%*	**	*32%*	*24%*	*27%*	*31%*	*28%*	**
		b				c									
25-49%	**26**	7	14	**	**	19	23	6	**	13	14	26	14	17	**
	14%	*11%*	*12%*	**	**	*18%*	*14%*	*12%*	**	*10%*	*11%*	*14%*	*12%*	*12%*	**
50-74%	**25**	9	19	**	**	15	24	9	**	14	19	25	20	20	**
	13%	*15%*	*16%*	**	**	*15%*	*15%*	*20%*	**	*11%*	*15%*	*13%*	*17%*	*14%*	**
75-100%	**56**	4	35	**	**	22	47	13	**	38	36	56	22	43	**
	30%	*7%*	*29%*	**	**	*21%*	*28%*	*29%*	**	*30%*	*30%*	*30%*	*19%*	*30%*	**
			a											a	
Don't know	**30**	18	24	**	**	17	27	10	**	22	24	30	23	23	**
	16%	*29%*	*20%*	**	**	*16%*	*16%*	*23%*	**	*17%*	*19%*	*16%*	*20%*	*16%*	**
Answered	**159**	43	97	**	**	89	138	36	**	105	99	159	92	120	**
Mean	**49.10**	31.04	51.25	**	**	40.56	49.39	54.92	**	47.84	51.64	49.10	43.22	49.87	**
			a				a	a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**221**	156	221	104	31	36	135	180	9	2	7	2
Weighted total	**190**	141	190	93	28	26	112	142	8	1	7	3
0-24%	**52**	44	52	33	**	**	35	39	**	**	**	**
	27%	*31%*	*27%*	*35%*	**	**	*31%*	*27%*	**	**	**	**
25-49%	**26**	21	26	13	**	**	13	17	**	**	**	**
	14%	*15%*	*14%*	*14%*	**	**	*12%*	*12%*	**	**	**	**
50-74%	**25**	23	25	11	**	**	21	21	**	**	**	**
	13%	*16%*	*13%*	*12%*	**	**	*19%*	*15%*	**	**	**	**
75-100%	**56**	26	56	11	**	**	21	44	**	**	**	**
	30%	*18%*	*30%*	*12%*	**	**	*19%*	*31%*	**	**	**	**
		d	**acd**					a				
Don't know	**30**	27	30	24	**	**	22	22	**	**	**	**
	16%	*19%*	*16%*	*26%*	**	**	*20%*	*16%*	**	**	**	**
				b	**ab**							
Answered	**159**	114	159	68	**	**	90	120	**	**	**	**
Mean	**49.10**	40.44	49.10	33.16	**	**	43.24	50.80	**	**	**	**
			ac									

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**221**	213	207	217	209	219	148	216	80	-	192	4	35	186
Weighted total	**190**	179	171	182	176	187	131	185	69	-	160	3	31	159
0-24%	**52**	51	45	51	51	52	44	52	20	**	48	**	**	43
	27%	*28%*	*26%*	*28%*	*29%*	*28%*	*34%*	*28%*	*30%*	**	*30%*	**	**	*27%*
25-49%	**26**	25	25	26	25	26	18	26	12	**	22	**	**	25
	14%	*14%*	*15%*	*14%*	*14%*	*14%*	*14%*	*14%*	*17%*	**	*14%*	**	**	*16%* a
50-74%	**25**	24	24	24	21	23	15	23	9	**	19	**	**	19
	13%	*13%*	*14%*	*13%*	*12%*	*13%*	*11%*	*13%*	*13%*	**	*12%*	**	**	*12%*
75-100%	**56**	50	50	52	52	56	28	54	13	**	51	**	**	45
	30%	*28%*	*29%*	*29%*	*30%*	*30%*	*21%*	*29%*	*19%*	**	*32%*	**	**	*28%*
Don't know	**30**	30	28	30	27	30	26	30	15	**	20	**	**	26
	16%	*17%*	*16%*	*17%*	*15%*	*16%*	*20%*	*16%*	*22%*	**	*12%*	**	**	*17%*
Answered	**159**	149	143	152	149	157	105	155	54	**	140	**	**	133
Mean	**49.10**	47.67	49.08	48.20	48.17	48.86	41.52	48.60	41.22	**	48.94	**	**	47.77

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**221**	48	2	14	46	38	146	36	38	23	159	115	106
Weighted total	**190**	47	2	10	43	24	131	33	38	16	135	87	103
0-24%	**52**	**	**	**	**	**	40	**	**	**	36	23	29
	27%	**	**	**	**	**	*30%*	**	**	**	*27%*	*27%*	*28%*
25-49%	**26**	**	**	**	**	**	20	**	**	**	20	8	18
	14%	**	**	**	**	**	*15%*	**	**	**	*15%*	*10%*	*17%*
50-74%	**25**	**	**	**	**	**	14	**	**	**	19	10	16
	13%	**	**	**	**	**	*11%*	**	**	**	*14%*	*11%*	*15%*
75-100%	**56**	**	**	**	**	**	36	**	**	**	39	24	32
	30%	**	**	**	**	**	*28%*	**	**	**	*29%*	*28%*	*31%*
								ab					
Don't know	**30**	**	**	**	**	**	21	**	**	**	20	22	8
	16%	**	**	**	**	**	*16%*	**	**	**	*15%*	*25%*	*8%*
												b	
Answered	**159**	**	**	**	**	**	110	**	**	**	114	65	95
Mean	**49.10**	**	**	**	**	**	45.93	**	**	**	48.65	49.61	48.75
								ab					

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**221**	20	14	15	23	22	17	27	14	12	21	18	18
Weighted total	**190**	12	13	15	12	22	17	10	13	19	22	20	12
0-24%	**52**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**26**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**25**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**56**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**30**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**159**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**49.10**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**221**	49	62	53	57
Weighted total	**190**	41	51	43	54
0-24%	**52**	**	13	10	18
	27%	**	*25%*	*24%*	*34%*
25-49%	**26**	**	6	8	9
	14%	**	*11%*	*19%*	*17%*
50-74%	**25**	**	7	5	6
	13%	**	*14%*	*13%*	*10%*
75-100%	**56**	**	16	11	15
	30%	**	*31%*	*26%*	*27%*
Don't know	**30**	**	9	8	6
	16%	**	*18%*	*19%*	*11%*
Answered	**159**	**	42	35	48
Mean	**49.10**	**	50.69	48.60	43.53

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**264**	174	51	23	16	90	66	63	24	10	26
Weighted total	**254**	243	6	3	2	11	87	80	19	9	8
0-24%	**127**	120	4	**	**	7	42	36	**	**	**
	50%	*49%*	*69%*	**	**	*60%*	*48%*	*44%*	**	**	**
			a								
25-49%	**23**	23	*	**	**	*	6	11	**	**	**
	9%	*9%*	*2%*	**	**	*3%*	*7%*	*14%*	**	**	**
		e									
50-74%	**37**	36	*	**	**	1	13	15	**	**	**
	14%	*15%*	*4%*	**	**	*6%*	*15%*	*19%*	**	**	**
		be									
75-100%	**27**	26	1	**	**	1	12	6	**	**	**
	11%	*11%*	*15%*	**	**	*13%*	*13%*	*7%*	**	**	**
Don't know	**40**	38	1	**	**	2	14	12	**	**	**
	16%	*16%*	*10%*	**	**	*18%*	*17%*	*15%*	**	**	**
Answered	**214**	205	6	**	**	9	73	68	**	**	**
Mean	**30.00**	30.17	25.43	**	**	26.12	32.79	29.65	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	m
Unweighted total	264	23	11	32	5	17	29	21	23	13	174	28	32	30
Weighted total	254	31	18	45	5	17	40	30	22	13	222	10	13	10
0-24%	127	**	**	**	**	**	**	**	**	**	109	**	**	**
	50%	**	**	**	**	**	**	**	**	**	*49%*	**	**	**
														cjl
25-49%	23	**	**	**	**	**	**	**	**	**	17	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
													j	
50-74%	37	**	**	**	**	**	**	**	**	**	33	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
75-100%	27	**	**	**	**	**	**	**	**	**	27	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
				lm										
Don't know	40	**	**	**	**	**	**	**	**	**	36	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Answered	214	**	**	**	**	**	**	**	**	**	186	**	**	**
Mean	30.00	**	**	**	**	**	**	**	**	**	31.27	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	264	6	38	6	24	68	3	14	105	201	63	232	32
Weighted total	254	3	30	6	18	77	*	18	104	207	47	227	27
0-24%	127	**	**	**	**	43	**	**	51	99	27	113	**
	50%	**	**	**	**	*56%*	**	**	*49%*	*48%*	*59%*	*50%*	**
25-49%	23	**	**	**	**	6	**	**	10	17	6	21	**
	9%	**	**	**	**	*8%*	**	**	*9%*	*8%*	*13%*	*9%*	**
50-74%	37	**	**	**	**	11	**	**	12	29	8	28	**
	14%	**	**	**	**	*15%*	**	**	*12%*	*14%*	*17%*	*12%*	**
													a
75-100%	27	**	**	**	**	8	**	**	11	27	*	25	**
	11%	**	**	**	**	*11%*	**	**	*11%*	*13%*	*1%*	*11%*	**
										b			
Don't know	40	**	**	**	**	8	**	**	20	35	5	40	**
	16%	**	**	**	**	*11%*	**	**	*19%*	*17%*	*10%*	*17%*	**
												b	
Answered	214	**	**	**	**	68	**	**	84	172	42	187	**
Mean	30.00	**	**	**	**	28.25	**	**	30.88	31.82	22.55	29.46	**
										b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**264**	254	10	124	43	94
Weighted total	**254**	239	15	120	43	86
0-24%	**127**	121	**	60	**	44
	50%	*51%*	**	*50%*	**	*52%*
25-49%	**23**	21	**	14	**	8
	9%	*9%*	**	*12%*	**	*9%*
50-74%	**37**	34	**	17	**	11
	14%	*14%*	**	*14%*	**	*13%*
75-100%	**27**	25	**	17	**	7
	11%	*11%*	**	*14%*	**	*8%*
Don't know	**40**	37	**	13	**	16
	16%	*16%*	**	*11%*	**	*18%*
Answered	**214**	202	**	107	**	70
Mean	**30.00**	29.65	**	32.46	**	25.94

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**264**	185	62	11	3	2	-	1	-	247	17	6	37	148	79
Weighted total	**254**	196	51	7	*	*	-	*	-	247	7	1	51	145	58
0-24%	**127**	90	32	**	**	**	**	**	**	123	**	**	**	66	36
	50%	*46%*	*64%*	**	**	**	**	**	**	*50%*	**	**	**	*46%*	*63%*
			ai												b
25-49%	**23**	19	3	**	**	**	**	**	**	22	**	**	**	16	4
	9%	*10%*	*6%*	**	**	**	**	**	**	*9%*	**	**	**	*11%*	*7%*
50-74%	**37**	32	4	**	**	**	**	**	**	36	**	**	**	22	4
	14%	*16%*	*8%*	**	**	**	**	**	**	*15%*	**	**	**	*15%*	*8%*
75-100%	**27**	24	3	**	**	**	**	**	**	27	**	**	**	17	3
	11%	*12%*	*7%*	**	**	**	**	**	**	*11%*	**	**	**	*12%*	*6%*
Don't know	**40**	30	8	**	**	**	**	**	**	38	**	**	**	24	9
	16%	*16%*	*15%*	**	**	**	**	**	**	*16%*	**	**	**	*17%*	*16%*
Answered	**214**	166	43	**	**	**	**	**	**	208	**	**	**	121	49
Mean	**30.00**	32.25	23.48	**	**	**	**	**	**	30.45	**	**	**	32.12	22.32
														c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**264**	203	184	229	264	102	206	198	17	7	4	1	2	-
Weighted total	**254**	181	156	206	254	87	180	191	12	1	1	*	*	-
0-24%	**127**	97	81	109	127	52	94	97	**	**	**	**	**	**
	50%	*54%*	*52%*	*53%*	*50%*	*59%*	*52%*	*51%*	**	**	**	**	**	**
25-49%	**23**	21	20	22	23	11	15	22	**	**	**	**	**	**
	9%	*12%*	*13%*	*11%*	*9%*	*12%*	*8%*	*12%*	**	**	**	**	**	**
50-74%	**37**	23	19	26	37	8	23	24	**	**	**	**	**	**
	14%	*13%*	*12%*	*12%*	*14%*	*10%*	*13%*	*13%*	**	**	**	**	**	**
75-100%	**27**	11	8	15	27	3	21	15	**	**	**	**	**	**
	11%	*6%*	*5%*	*8%*	*11%*	*3%*	*12%*	*8%*	**	**	**	**	**	**
					be		**abe**							
Don't know	**40**	28	27	33	40	14	27	32	**	**	**	**	**	**
	16%	*16%*	*17%*	*16%*	*16%*	*16%*	*15%*	*17%*	**	**	**	**	**	**
Answered	**214**	153	129	172	214	73	153	159	**	**	**	**	**	**
Mean	**30.00**	24.94	24.34	25.90	30.00	20.01	29.06	26.97	**	**	**	**	**	**
					e		e							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**264**	259	1	2	-	1	1	-	2	45	61	67	54	2
Weighted total	**254**	253	*	*	-	*	*	-	*	54	62	57	32	1
0-24%	**127**	126	**	**	**	**	**	**	**	**	35	32	16	**
	50%	*50%*	**	**	**	**	**	**	**	**	*57%*	*56%*	*49%*	**
25-49%	**23**	23	**	**	**	**	**	**	**	**	8	6	3	**
	9%	*9%*	**	**	**	**	**	**	**	**	*12%*	*10%*	*10%*	**
50-74%	**37**	37	**	**	**	**	**	**	**	**	7	5	5	**
	14%	*14%*	**	**	**	**	**	**	**	**	*11%*	*9%*	*17%*	**
75-100%	**27**	27	**	**	**	**	**	**	**	**	2	4	2	**
	11%	*11%*	**	**	**	**	**	**	**	**	*3%*	*8%*	*6%*	**
Don't know	**40**	40	**	**	**	**	**	**	**	**	10	10	6	**
	16%	*16%*	**	**	**	**	**	**	**	**	*17%*	*18%*	*18%*	**
Answered	**214**	214	**	**	**	**	**	**	**	**	52	47	26	**
Mean	**30.00**	30.04	**	**	**	**	**	**	**	**	20.96	25.10	24.75	**
										b				

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**264**	117	54	65	23	5	129	10	125	241	23	227	2
Weighted total	**254**	113	54	68	16	3	137	6	111	238	16	205	*
0-24%	**127**	59	28	30	**	**	64	**	57	117	**	109	**
	50%	*52%*	*52%*	*45%*	**	**	*47%*	**	*51%*	*49%*	**	*53%*	**
25-49%	**23**	10	4	8	**	**	8	**	15	22	**	22	**
	9%	*9%*	*8%*	*11%*	**	**	*6%*	**	*13%*	*9%*	**	*11%*	**
50-74%	**37**	19	6	9	**	**	16	**	21	34	**	26	**
	14%	*16%*	*12%*	*13%*	**	**	*11%*	**	*19%*	*14%*	**	*13%*	**
75-100%	**27**	16	6	6	**	**	18	**	10	27	**	15	**
	11%	*14%*	*10%*	*8%*	**	**	*13%*	**	*9%*	*11%*	**	*8%*	**
Don't know	**40**	9	9	16	**	**	31	**	9	38	**	33	**
	16%	*8%*	*17%*	*23%* a	**	**	*23%* c	**	*8%*	*16%*	**	*16%*	**
Answered	**214**	104	45	52	**	**	106	**	102	200	**	172	**
Mean	**30.00**	30.62	30.80	30.80	**	**	30.62	**	30.64	30.87	**	25.90	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**264**	31	35	52	2	226	38	122	197	46	1
Weighted total	**254**	37	28	48	*	220	34	116	175	40	*
0-24%	**127**	**	**	31	**	107	**	64	97	**	**
	50%	**	**	*65%*	**	*49%*	**	*55%*	*55%*	**	**
									c		
25-49%	**23**	**	**	4	**	19	**	18	19	**	**
	9%	**	**	*8%*	**	*9%*	**	*16%*	*11%*	**	**
			a								
50-74%	**37**	**	**	4	**	33	**	14	20	**	**
	14%	**	**	*9%*	**	*15%*	**	*12%*	*11%*	**	**
75-100%	**27**	**	**	1	**	27	**	1	11	**	**
	11%	**	**	*1%*	**	*12%*	**	**%*	*6%*	**	**
						b			a		
Don't know	**40**	**	**	8	**	34	**	20	28	**	**
	16%	**	**	*16%*	**	*15%*	**	*17%*	*16%*	**	**
										ab	
Answered	**214**	**	**	40	**	187	**	96	147	**	**
Mean	**30.00**	**	**	18.98	**	31.86	**	20.05	24.30	**	**
						b					

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**264**	107	175	45	1	210	206	62	1	203	183	264	205	148	7
Weighted total	**254**	93	149	38	*	204	205	52	*	181	154	254	184	124	5
0-24%	**127**	51	78	**	**	100	98	22	**	97	81	127	99	69	**
	50%	*55%*	*52%*	**	**	*49%*	*48%*	*43%*	**	*54%*	*53%*	*50%*	*54%*	*56%*	**
25-49%	**23**	11	20	**	**	19	18	6	**	21	20	23	22	14	**
	9%	*12%*	*14%*	**	**	*9%*	*9%*	*11%*	**	*12%*	*13%*	*9%*	*12%*	*12%*	**
50-74%	**37**	8	18	**	**	32	32	5	**	23	19	37	24	11	**
	14%	*9%*	*12%*	**	**	*16%*	*16%*	*10%*	**	*13%*	*12%*	*14%*	*13%*	*9%*	**
			c												
75-100%	**27**	5	8	**	**	18	23	2	**	11	8	27	11	10	**
	11%	*5%*	*6%*	**	**	*9%*	*11%*	*4%*	**	*6%*	*5%*	*11%*	*6%*	*8%*	**
												b			
Don't know	**40**	18	25	**	**	36	34	17	**	28	25	40	28	19	**
	16%	*19%*	*17%*	**	**	*17%*	*16%*	*32%*	**	*16%*	*16%*	*16%*	*15%*	*15%*	**
								ab							
Answered	**214**	75	124	**	**	169	172	35	**	153	129	214	156	105	**
Mean	**30.00**	22.57	24.45	**	**	29.22	31.14	23.07	**	24.94	24.34	30.00	25.21	25.10	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**264**	264	122	178	45	35	204	143	7	5	6	3
Weighted total	**254**	254	108	164	42	30	183	118	6	4	8	5
0-24%	**127**	127	66	95	**	**	95	63	**	**	**	**
	50%	*50%*	*61%*	*58%*	**	**	*52%*	*54%*	**	**	**	**
			ad	d								
25-49%	**23**	23	10	15	**	**	22	16	**	**	**	**
	9%	*9%*	*9%*	*9%*	**	**	*12%*	*13%*	**	**	**	**
50-74%	**37**	37	9	14	**	**	24	12	**	**	**	**
	14%	*14%*	*8%*	*8%*	**	**	*13%*	*10%*	**	**	**	**
		d										
75-100%	**27**	27	3	6	**	**	11	9	**	**	**	**
	11%	*11%*	*3%*	*4%*	**	**	*6%*	*8%*	**	**	**	**
		bce										
Don't know	**40**	40	20	34	**	**	30	17	**	**	**	**
	16%	*16%*	*18%*	*21%*	**	**	*17%*	*14%*	**	**	**	**
					abc	**ab**						
Answered	**214**	214	88	130	**	**	153	101	**	**	**	**
Mean	**30.00**	30.00	19.65	20.94	**	**	25.65	25.19	**	**	**	**
		bc										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**264**	257	241	259	247	261	195	254	106	-	225	7	47	217
Weighted total	**254**	246	223	247	234	250	193	242	97	-	211	11	49	205
0-24%	**127**	121	115	121	117	126	96	119	48	**	104	**	**	109
	50%	*49%*	*52%*	*49%*	*50%*	*51%*	*49%*	*49%*	*50%*	**	*49%*	**	**	*53%* a
25-49%	**23**	23	22	23	23	23	20	23	6	**	17	**	**	17
	9%	*9%*	*10%*	*9%*	*10%*	*9%*	*10%*	*10%*	*6%*	**	*8%*	**	**	*8%*
50-74%	**37**	36	31	36	31	35	27	36	20	**	28	**	**	26
	14%	*15%*	*14%*	*15%*	*13%*	*14%*	*14%*	*15%*	*20%*	**	*13%*	**	**	*13%*
75-100%	**27**	27	21	27	24	26	16	25	4	**	27	**	**	20
	11%	*11%*	*9%*	*11%*	*10%*	*10%*	*8%*	*10%*	*4%*	**	*13%*	**	**	*10%*
Don't know	**40**	39	33	39	39	40	34	39	19	**	35	**	**	33
	16%	*16%*	*15%*	*16%*	*17%*	*16%*	*18%*	*16%*	*19%*	**	*17%*	**	**	*16%*
Answered	**214**	208	189	208	195	210	159	204	78	**	176	**	**	172
Mean	**30.00**	30.63	28.63	30.60	29.71	29.41	29.07	30.14	29.21	**	31.19	**	** b	27.96

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**264**	59	2	11	55	42	178	43	50	18	195	149	115
Weighted total	**254**	58	3	12	53	38	176	38	52	15	186	136	119
0-24%	**127**	33	**	**	29	**	91	**	**	**	93	63	64
	50%	*56%*	**	**	*56%*	**	*52%*	**	**	**	*50%*	*47%*	*54%*
25-49%	**23**	4	**	**	4	**	20	**	**	**	17	13	11
	9%	*6%*	**	**	*7%*	**	*12%*	**	**	**	*9%*	*9%*	*9%*
50-74%	**37**	8	**	**	8	**	23	**	**	**	33	20	17
	14%	*13%*	**	**	*15%*	**	*13%*	**	**	**	*18%* a	*15%*	*14%*
75-100%	**27**	3	**	**	3	**	18	**	**	**	22	12	15
	11%	*4%*	**	**	*5%*	**	*10%*	**	**	**	*12%*	*9%*	*13%*
Don't know	**40**	12	**	**	9	**	24	**	**	**	22	27	13
	16%	*20%*	**	**	*18%*	**	*13%*	**	**	**	*12%*	*20%*	*11%*
						b			c			b	
Answered	**214**	47	**	**	43	**	153	**	**	**	164	108	106
Mean	**30.00**	24.14	**	**	24.89	**	29.24	**	**	**	31.12	29.83	30.17

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	*f	g	*h	*i	*j	*k	*l
Unweighted total	**264**	24	19	19	33	25	23	30	18	19	19	21	14
Weighted total	**254**	13	26	20	27	29	25	11	16	33	21	22	11
0-24%	**127**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**23**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**40**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
					g								
Answered	**214**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**30.00**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**264**	62	81	67	54
Weighted total	**254**	59	81	60	54
0-24%	**127**	24	40	38	25
	50%	*40%*	*50%*	*64%*	*45%*
				ad	
25-49%	**23**	6	7	3	8
	9%	*10%*	*9%*	*5%*	*15%*
50-74%	**37**	8	10	10	9
	14%	*13%*	*12%*	*17%*	*17%*
75-100%	**27**	13	8	1	5
	11%	*22%*	*10%*	*2%*	*9%*
		c	c		
Don't know	**40**	9	16	8	8
	16%	*15%*	*19%*	*13%*	*14%*
Answered	**214**	50	65	52	47
Mean	**30.00**	39.66	28.72	21.91	30.40
		c			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**136**	88	20	18	10	48	37	30	11	4	10
Weighted total	**119**	113	2	2	1	6	49	32	7	2	3
0-24%	**66**	62	**	**	**	**	**	**	**	**	**
	55%	*55%*	**	**	**	**	**	**	**	**	**
25-49%	**10**	10	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**
50-74%	**8**	8	**	**	**	**	**	**	**	**	**
	6%	*7%*	**	**	**	**	**	**	**	**	**
75-100%	**15**	15	**	**	**	**	**	**	**	**	**
	13%	*13%*	**	**	**	**	**	**	**	**	**
Don't know	**20**	19	**	**	**	**	**	**	**	**	**
	17%	*17%*	**	**	**	**	**	**	**	**	**
							b				
Answered	**99**	94	**	**	**	**	**	**	**	**	**
Mean	**27.84**	28.04	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**136**	9	5	11	4	9	18	11	9	7	83	19	17	17
Weighted total	**119**	14	6	12	2	13	25	14	9	6	100	6	7	7
0-24%	**66**	**	**	**	**	**	**	**	**	**	57	**	**	**
	55%	**	**	**	**	**	**	**	**	**	*57%*	**	**	**
25-49%	**10**	**	**	**	**	**	**	**	**	**	8	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	**8**	**	**	**	**	**	**	**	**	**	6	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
75-100%	**15**	**	**	**	**	**	**	**	**	**	11	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
Don't know	**20**	**	**	**	**	**	**	**	**	**	17	**	**	**
	17%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
Answered	**99**	**	**	**	**	**	**	**	**	**	83	**	**	**
Mean	**27.84**	**	**	**	**	**	**	**	**	**	26.34	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**136**	5	19	2	8	39	3	6	54	102	34	120	16
Weighted total	**119**	3	12	1	9	44	1	9	40	98	21	111	8
0-24%	**66**	**	**	**	**	**	**	**	25	53	**	59	**
	55%	**	**	**	**	**	**	**	*61%*	*54%*	**	*53%*	**
25-49%	**10**	**	**	**	**	**	**	**	2	6	**	10	**
	9%	**	**	**	**	**	**	**	*6%*	*7%*	**	*9%*	**
											a		
50-74%	**8**	**	**	**	**	**	**	**	1	8	**	8	**
	6%	**	**	**	**	**	**	**	*2%*	*8%*	**	*7%*	**
75-100%	**15**	**	**	**	**	**	**	**	3	12	**	15	**
	13%	**	**	**	**	**	**	**	*7%*	*12%*	**	*14%*	**
Don't know	**20**	**	**	**	**	**	**	**	9	19	**	20	**
	17%	**	**	**	**	**	**	**	*23%*	*19%*	**	*18%*	**
									e	b			
Answered	**99**	**	**	**	**	**	**	**	31	79	**	91	**
Mean	**27.84**	**	**	**	**	**	**	**	18.93	28.51	**	29.36	**
						h							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**136**	131	5	61	24	50
Weighted total	**119**	108	11	49	19	50
0-24%	**66**	62	**	30	**	**
	55%	*57%*	**	*61%*	**	**
25-49%	**10**	10	**	4	**	**
	9%	*10%*	**	*9%*	**	**
50-74%	**8**	5	**	2	**	**
	6%	*5%*	**	*4%*	**	**
75-100%	**15**	11	**	6	**	**
	13%	*11%*	**	*13%*	**	**
Don't know	**20**	20	**	7	**	**
	17%	*18%*	**	*14%*	**	**
Answered	**99**	88	**	42	**	**
Mean	**27.84**	25.23	**	25.30	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**136**	85	41	7	2	-	-	1	-	126	10	3	19	66	51
Weighted total	**119**	79	34	5	*	-	-	*	-	113	6	*	23	56	40
0-24%	**66**	40	**	**	**	**	**	**	**	60	**	**	**	30	26
	55%	*51%*	**	**	**	**	**	**	**	*53%*	**	**	**	*54%*	*64%*
25-49%	**10**	5	**	**	**	**	**	**	**	10	**	**	**	4	5
	9%	*7%*	**	**	**	**	**	**	**	*9%*	**	**	**	*7%*	*12%*
50-74%	**8**	7	**	**	**	**	**	**	**	8	**	**	**	7	*
	6%	*9%*	**	**	**	**	**	**	**	*7%*	**	**	**	*13%*	*1%*
														c	
75-100%	**15**	11	**	**	**	**	**	**	**	15	**	**	**	4	4
	13%	*14%*	**	**	**	**	**	**	**	*14%*	**	**	**	*7%*	*11%*
Don't know	**20**	15	**	**	**	**	**	**	**	20	**	**	**	11	5
	17%	*19%*	**	**	**	**	**	**	**	*17%*	**	**	**	*19%*	*12%*
Answered	**99**	64	**	**	**	**	**	**	**	94	**	**	**	46	35
Mean	**27.84**	30.49	**	**	**	**	**	**	**	28.97	**	**	**	26.30	23.10

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**136**	102	93	119	136	57	103	96	13	4	3	1	2	-
Weighted total	**119**	78	72	97	119	43	87	85	8	2	1	2	*	-
0-24%	**66**	46	44	56	66	27	46	49	**	**	**	**	**	**
	55%	*59%*	*60%*	*58%*	*55%*	*63%*	*53%*	*57%*	**	**	**	**	**	**
25-49%	**10**	6	4	6	10	2	6	6	**	**	**	**	**	**
	9%	*8%*	*6%*	*6%*	*9%*	*5%*	*7%*	*7%*	**	**	**	**	**	**
50-74%	**8**	6	5	7	8	5	6	6	**	**	**	**	**	**
	6%	*8%*	*8%*	*7%*	*6%*	*13%*	*7%*	*7%*	**	**	**	**	**	**
75-100%	**15**	7	5	11	15	2	13	9	**	**	**	**	**	**
	13%	*9%*	*7%*	*11%*	*13%*	*4%*	*14%* e	*11%*	**	**	**	**	**	**
Don't know	**20**	13	14	17	20	6	16	15	**	**	**	**	**	**
	17%	*16%*	*19%*	*18%*	*17%*	*15%*	*18%*	*18%*	**	**	**	**	**	**
Answered	**99**	66	58	80	99	36	71	70	**	**	**	**	**	**
Mean	**27.84**	24.32	21.45	26.16	27.84	20.50	29.80	25.47	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	*c	d	*e
Unweighted total	**136**	132	2	1	-	-	1	-	1	19	33	26	38	3
Weighted total	**119**	119	*	*	-	-	*	-	*	14	33	23	26	1
0-24%	**66**	66	**	**	**	**	**	**	**	**	**	**	**	**
	55%	*55%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**10**	10	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**8**	8	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*6%*	**	**	**	**	**	**	**	**	**	**	**	**
													b	
75-100%	**15**	15	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*13%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	20	**	**	**	**	**	**	**	**	**	**	**	**
	17%	*17%*	**	**	**	**	**	**	**	**	**	**	**	**
											d			
Answered	**99**	99	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**27.84**	27.83	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**136**	60	27	35	12	2	71	8	57	128	8	118	1
Weighted total	**119**	49	24	37	9	*	69	4	47	111	8	97	*
0-24%	**66**	30	**	**	**	**	34	**	30	62	**	56	**
	55%	*61%*	**	**	**	**	*49%*	**	*65%*	*56%*	**	*58%*	**
25-49%	**10**	2	**	**	**	**	7	**	4	10	**	6	**
	9%	*5%*	**	**	**	**	*10%*	**	*8%*	*9%*	**	*6%*	**
50-74%	**8**	2	**	**	**	**	4	**	4	8	**	7	**
	6%	*5%*	**	**	**	**	*6%*	**	*8%*	*7%*	**	*7%*	**
75-100%	**15**	9	**	**	**	**	11	**	2	12	**	11	**
	13%	*19%*	**	**	**	**	*16%*	**	*5%*	*10%*	**	*11%*	**
Don't know	**20**	5	**	**	**	**	13	**	6	19	**	17	**
	17%	*10%*	**	**	**	**	*20%*	**	*14%*	*17%*	**	*18%*	**
Answered	**99**	44	**	**	**	**	55	**	40	92	**	80	**
Mean	**27.84**	29.51	**	**	**	**	31.11	**	20.91	25.80	**	26.16	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	*c	*d
Unweighted total	**136**	16	20	27	1	116	20	57	100	24	1
Weighted total	**119**	16	19	25	*	100	19	49	76	19	*
0-24%	**66**	**	**	**	**	56	**	32	46	**	**
	55%	**	**	**	**	*56%*	**	*66%*	*61%*	**	**
25-49%	**10**	**	**	**	**	8	**	2	6	**	**
	9%	**	**	**	**	*8%*	**	*5%*	*8%*	**	**
50-74%	**8**	**	**	**	**	8	**	3	4	**	**
	6%	**	**	**	**	*8%*	**	*6%*	*5%*	**	**
75-100%	**15**	**	**	**	**	11	**	3	7	**	**
	13%	**	**	**	**	*11%*	**	*5%*	*9%*	**	**
Don't know	**20**	**	**	**	**	17	**	9	13	**	**
	17%	**	**	**	**	*17%*	**	*18%*	*17%*	**	**
Answered	**99**	**	**	**	**	83	**	40	63	**	**
Mean	**27.84**	**	**	**	**	26.76	**	17.69	23.29	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**136**	52	87	21	1	98	109	34	1	102	93	136	92	109	5
Weighted total	**119**	45	70	19	*	88	98	25	*	78	72	119	72	84	3
0-24%	**66**	28	43	**	**	48	54	**	**	46	44	66	42	47	**
	55%	*62%*	*61%*	**	**	*55%*	*55%*	**	**	*59%*	*60%*	*55%*	*58%*	*56%*	**
25-49%	**10**	1	4	**	**	9	8	**	**	6	4	10	4	6	**
	9%	*1%*	*6%*	**	**	*10%*	*8%*	**	**	*8%*	*6%*	*9%*	*6%*	*7%*	**
50-74%	**8**	3	5	**	**	7	4	**	**	6	5	8	5	5	**
	6%	*7%*	*8%*	**	**	*8%*	*4%*	**	**	*8%*	*8%*	*6%*	*8%*	*6%*	**
75-100%	**15**	3	3	**	**	8	14	**	**	7	5	15	7	11	**
	13%	*6%*	*5%*	**	**	*9%*	*15%*	**	**	*9%*	*7%*	*13%*	*9%*	*13%*	**
Don't know	**20**	11	14	**	**	15	17	**	**	13	14	20	14	15	**
	17%	*24%*	*20%*	**	**	*17%*	*18%*	**	**	*16%*	*19%*	*17%*	*19%*	*18%*	**
Answered	**99**	34	56	**	**	73	80	**	**	66	58	99	58	68	**
Mean	**27.84**	18.93	19.90	**	**	26.27	28.10	**	**	24.32	21.45	27.84	24.44	27.73	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**136**	99	136	83	26	23	88	108	5	2	4	2
Weighted total	**119**	91	119	73	23	18	72	83	5	1	3	3
0-24%	**66**	54	66	42	**	**	43	49	**	**	**	**
	55%	*59%*	*55%*	*57%*	**	**	*60%*	*60%*	**	**	**	**
25-49%	**10**	7	10	4	**	**	4	6	**	**	**	**
	9%	*8%*	*9%*	*6%*	**	**	*6%*	*7%*	**	**	**	**
50-74%	**8**	5	8	3	**	**	5	5	**	**	**	**
	6%	*5%*	*6%*	*4%*	**	**	*8%*	*6%*	**	**	**	**
75-100%	**15**	7	15	6	**	**	6	10	**	**	**	**
	13%	*8%*	*13%*	*8%*	**	**	*8%*	*12%*	**	**	**	**
Don't know	**20**	18	20	18	**	**	14	13	**	**	**	**
	17%	*20%*	*17%*	*25%*	**	**	*19%*	*16%*	**	**	**	**
Answered	**99**	73	99	55	**	**	58	70	**	**	**	**
Mean	**27.84**	21.09	27.84	22.35	**	**	23.11	26.41	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**136**	134	127	135	132	136	96	132	54	-	121	3	22	114
Weighted total	**119**	117	110	117	114	119	92	116	50	-	100	5	18	101
0-24%	**66**	64	62	64	61	66	51	64	32	**	57	**	**	57
	55%	*54%*	*57%*	*55%*	*54%*	*55%*	*56%*	*55%*	*63%*	**	*57%*	**	**	*57%*
25-49%	**10**	10	9	10	10	10	5	10	1	**	6	**	**	9
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*5%*	*9%*	*3%*	**	*6%*	**	**	*9%*
50-74%	**8**	8	7	8	8	8	5	8	2	**	6	**	**	5
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*5%*	*7%*	*3%*	**	*6%*	**	**	*5%*
75-100%	**15**	15	15	15	15	15	13	14	4	**	15	**	**	15
	13%	*13%*	*14%*	*13%*	*13%*	*13%*	*14%*	*12%*	*9%*	**	*15%*	**	**	*15%*
Don't know	**20**	20	16	20	20	20	18	20	11	**	16	**	**	15
	17%	*17%*	*14%*	*17%*	*17%*	*17%*	*19%*	*17%*	*22%*	**	*16%*	**	**	*15%*
Answered	**99**	97	94	97	94	99	74	96	39	**	84	**	**	86
Mean	**27.84**	28.02	28.00	27.99	28.24	27.84	27.78	27.41	20.40	**	29.51	**	**	29.13

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**136**	31	2	10	26	27	85	24	25	8	103	69	67
Weighted total	**119**	31	3	12	23	25	69	26	30	5	84	53	66
0-24%	**66**	**	**	**	**	**	42	**	**	**	48	29	37
	55%	**	**	**	**	**	*62%*	**	**	**	*57%*	*55%*	*55%*
25-49%	**10**	**	**	**	**	**	7	**	**	**	9	5	6
	9%	**	**	**	**	**	*10%*	**	**	**	*10%*	*9%*	*9%*
50-74%	**8**	**	**	**	**	**	3	**	**	**	7	2	5
	6%	**	**	**	**	**	*4%*	**	**	**	*9%*	*5%*	*8%*
75-100%	**15**	**	**	**	**	**	7	**	**	**	6	3	12
	13%	**	**	**	**	**	*10%*	**	**	**	*8%*	*6%*	*18%*
													a
Don't know	**20**	**	**	**	**	**	10	**	**	**	14	13	7
	17%	**	**	**	**	**	*14%*	**	**	**	*16%*	*25%*	*10%*
												b	
Answered	**99**	**	**	**	**	**	59	**	**	**	70	40	60
Mean	**27.84**	**	**	**	**	**	23.81	**	**	**	23.97	20.18	32.92
													a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**136**	13	8	10	13	11	13	21	6	7	12	11	11
Weighted total	**119**	6	4	13	10	14	12	6	8	12	13	12	9
0-24%	**66**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**8**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**99**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**27.84**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**136**	31	37	34	34
Weighted total	**119**	23	36	27	33
0-24%	**66**	**	**	**	**
	55%	**	**	**	**
			ac		c
25-49%	**10**	**	**	**	**
	9%	**	**	**	**
				b	
50-74%	**8**	**	**	**	**
	6%	**	**	**	**
75-100%	**15**	**	**	**	**
	13%	**	**	**	**
				b	
Don't know	**20**	**	**	**	**
	17%	**	**	**	**
Answered	**99**	**	**	**	**
Mean	**27.84**	**	**	**	**
				b	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	***b**	***c**	***d**	e	a	***b**	***c**	***d**	***e**
Unweighted total	**117**	76	20	12	9	41	33	25	11	2	12
Weighted total	**109**	104	3	2	1	5	42	28	10	*	1
0-24%	**50**	47	**	**	**	**	**	**	**	**	**
	46%	*45%*	**	**	**	**	**	**	**	**	**
25-49%	**2**	2	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**
50-74%	**14**	14	**	**	**	**	**	**	**	**	**
	13%	*13%*	**	**	**	**	**	**	**	**	**
75-100%	**15**	15	**	**	**	**	**	**	**	**	**
	14%	*15%*	**	**	**	**	**	**	**	**	**
		e									
Don't know	**27**	25	**	**	**	**	**	**	**	**	**
	25%	*24%*	**	**	**	**	**	**	**	**	**
Answered	**82**	78	**	**	**	**	**	**	**	**	**
Mean	**31.06**	31.81	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	117	6	5	16	2	8	16	11	11	7	82	14	14	7
Weighted total	109	9	7	21	1	6	18	14	14	7	97	5	4	3
0-24%	50	**	**	**	**	**	**	**	**	**	43	**	**	**
	46%	**	**	**	**	**	**	**	**	**	*45%*	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
50-74%	14	**	**	**	**	**	**	**	**	**	13	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
75-100%	15	**	**	**	**	**	**	**	**	**	13	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*14%*	**	**	**
Don't know	27	**	**	**	**	**	**	**	**	**	25	**	**	**
	25%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
Answered	82	**	**	**	**	**	**	**	**	**	72	**	**	**
Mean	31.06	**	**	**	**	**	**	**	**	**	31.31	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted total	**117**	5	23	1	7	26	1	4	50	98	19	107	10
Weighted total	**109**	3	19	3	6	30	*	1	47	92	17	103	6
0-24%	**50**	**	**	**	**	**	**	**	**	41	**	45	**
	46%	**	**	**	**	**	**	**	**	*45%*	**	*43%*	**
25-49%	**2**	**	**	**	**	**	**	**	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	*3%*	**	*2%*	**
50-74%	**14**	**	**	**	**	**	**	**	**	11	**	14	**
	13%	**	**	**	**	**	**	**	**	*12%*	**	*14%*	**
75-100%	**15**	**	**	**	**	**	**	**	**	12	**	15	**
	14%	**	**	**	**	**	**	**	**	*13%*	**	*15%*	**
Don't know	**27**	**	**	**	**	**	**	**	**	25	**	26	**
	25%	**	**	**	**	**	**	**	**	*27%*	**	*26%*	**
Answered	**82**	**	**	**	**	**	**	**	**	67	**	77	**
Mean	**31.06**	**	**	**	**	**	**	**	**	30.45	**	32.70	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**117**	114	3	44	22	48
Weighted total	**109**	106	3	41	29	36
0-24%	**50**	48	**	**	**	**
	46%	*45%*	**	**	**	**
25-49%	**2**	2	**	**	**	**
	2%	*2%*	**	**	**	**
50-74%	**14**	14	**	**	**	**
	13%	*14%*	**	**	**	**
75-100%	**15**	15	**	**	**	**
	14%	*14%*	**	**	**	**
Don't know	**27**	27	**	**	**	**
	25%	*25%*	**	**	**	**
Answered	**82**	79	**	**	**	**
Mean	**31.06**	31.42	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**117**	76	28	7	3	2	-	1	-	104	13	6	6	70	41
Weighted total	**109**	85	17	5	*	*	-	*	-	103	6	1	11	74	24
0-24%	**50**	40	**	**	**	**	**	**	**	46	**	**	**	35	**
	46%	*47%*	**	**	**	**	**	**	**	*44%*	**	**	**	*48%*	**
25-49%	**2**	2	**	**	**	**	**	**	**	2	**	**	**	*	**
	2%	*3%*	**	**	**	**	**	**	**	*2%*	**	**	**	*%	**
50-74%	**14**	11	**	**	**	**	**	**	**	14	**	**	**	11	**
	13%	*12%*	**	**	**	**	**	**	**	*14%*	**	**	**	*14%*	**
75-100%	**15**	13	**	**	**	**	**	**	**	14	**	**	**	11	**
	14%	*16%*	**	**	**	**	**	**	**	*13%*	**	**	**	*15%*	**
Don't know	**27**	19	**	**	**	**	**	**	**	26	**	**	**	17	**
	25%	*22%*	**	**	**	**	**	**	**	*26%*	**	**	**	*23%*	**
Answered	**82**	66	**	**	**	**	**	**	**	76	**	**	**	57	**
Mean	**31.06**	32.34	**	**	**	**	**	**	**	31.66	**	**	**	32.92	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**117**	90	87	100	117	50	87	85	9	3	2	-	1	-
Weighted total	**109**	77	79	91	109	50	73	85	4	1	1	-	*	-
0-24%	**50**	40	42	45	50	**	40	41	**	**	**	**	**	**
	46%	*52%*	*53%*	*49%*	*46%*	**	*55%*	*48%*	**	**	**	**	**	**
25-49%	**2**	2	*	2	2	**	2	2	**	**	**	**	**	**
	2%	*3%*	*%*	*3%*	*2%*	**	*3%*	*3%*	**	**	**	**	**	**
50-74%	**14**	9	9	10	14	**	5	10	**	**	**	**	**	**
	13%	*12%*	*12%*	*11%*	*13%*	**	*7%*	*12%*	**	**	**	**	**	**
						f								
75-100%	**15**	2	5	7	15	**	8	7	**	**	**	**	**	**
	14%	*3%*	*6%*	*7%*	*14%*	**	*12%*	*8%*	**	**	**	**	**	**
					a		a							
Don't know	**27**	23	23	27	27	**	17	25	**	**	**	**	**	**
	25%	*29%*	*29%*	*30%*	*25%*	**	*23%*	*30%*	**	**	**	**	**	**
Answered	**82**	54	56	64	82	**	57	60	**	**	**	**	**	**
Mean	**31.06**	19.24	21.81	23.61	31.06	**	23.81	24.89	**	**	**	**	**	**
					a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	*c	*d	*e
Unweighted total	**117**	112	1	2	-	1	1	-	2	15	31	28	24	2
Weighted total	**109**	108	*	*	-	*	*	-	*	23	34	24	9	*
0-24%	**50**	50	**	**	**	**	**	**	**	**	**	**	**	**
	46%	*46%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**14**	14	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*13%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**15**	15	**	**	**	**	**	**	**	**	**	**	**	**
	14%	*14%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**27**	26	**	**	**	**	**	**	**	**	**	**	**	**
	25%	*24%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**82**	82	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**31.06**	31.19	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**117**	32	34	32	15	4	59	6	52	107	10	98	2
Weighted total	**109**	27	38	34	8	2	56	5	48	105	4	90	*
0-24%	**50**	**	**	**	**	**	19	**	28	48	**	45	**
	46%	**	**	**	**	**	*34%*	**	*59%* a	*46%*	**	*49%*	**
25-49%	**2**	**	**	**	**	**	2	**	*	2	**	2	**
	2%	**	**	**	**	**	*4%*	**	**%*	*2%*	**	*3%*	**
50-74%	**14**	**	**	**	**	**	6	**	8	14	**	10	**
	13%	**	**	**	**	**	*12%*	**	*16%*	*13%*	**	*11%*	**
75-100%	**15**	**	**	**	**	**	8	**	6	15	**	7	**
	14%	**	**	**	**	**	*14%*	**	*12%*	*14%*	**	*7%*	**
Don't know	**27**	**	**	**	**	**	20	**	6	26	**	26	**
	25%	**	**	**	**	**	*37%* c	**	*13%*	*25%*	**	*29%*	**
			a	a									
Answered	**82**	**	**	**	**	**	35	**	42	79	**	64	**
Mean	**31.06**	**	**	**	**	**	34.62	**	27.39	31.12	**	23.63	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	c	*d
Unweighted total	**117**	12	15	19	2	100	17	72	89	30	-
Weighted total	**109**	18	7	19	*	99	10	62	77	26	-
0-24%	**50**	**	**	**	**	48	**	36	40	**	**
	46%	**	**	**	**	*48%*	**	*59%* c	*52%*	**	**
25-49%	**2**	**	**	**	**	2	**	*	2	**	**
	2%	**	**	**	**	*2%*	**	**%*	*3%*	**	**
50-74%	**14**	**	**	**	**	12	**	8	9	**	**
	13%	**	**	**	**	*12%*	**	*12%*	*12%*	**	**
75-100%	**15**	**	**	**	**	15	**	2	2	**	**
	14%	**	**	**	**	*15%*	**	*4%*	*3%*	**	**
Don't know	**27**	**	**	**	**	22	**	15	23	**	**
	25%	**	**	**	**	*22%*	**	*24%*	*29%*	** ab	**
Answered	**82**	**	**	**	**	77	**	47	54	**	**
Mean	**31.06**	**	**	**	**	30.86	**	19.29	19.24	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**117**	68	82	27	-	111	80	34	-	90	86	117	86	60	6
Weighted total	**109**	58	72	22	-	102	68	29	-	77	77	109	74	53	5
0-24%	**50**	29	41	**	**	45	37	**	**	40	42	50	39	27	**
	46%	*50%*	*57%*	**	**	*45%*	*55%*	**	**	*52%*	*54%*	*46%*	*53%*	*51%*	**
							c								
25-49%	**2**	*	*	**	**	2	2	**	**	2	*	2	*	2	**
	2%	*%*	*%*	**	**	*2%*	*3%*	**	**	*3%*	*%*	*2%*	*%*	*4%*	**
50-74%	**14**	8	7	**	**	14	5	**	**	9	9	14	8	6	**
	13%	*14%*	*10%*	**	**	*14%*	*8%*	**	**	*12%*	*12%*	*13%*	*11%*	*11%*	**
75-100%	**15**	4	2	**	**	15	2	**	**	2	5	15	4	*	**
	14%	*7%*	*3%*	**	**	*15%*	*3%*	**	**	*3%*	*6%*	*14%*	*6%*	*1%*	**
						b						a			
Don't know	**27**	17	21	**	**	25	21	**	**	23	21	27	23	17	**
	25%	*29%*	*29%*	**	**	*24%*	*31%*	**	**	*29%*	*27%*	*25%*	*30%*	*33%*	**
								ab							
Answered	**82**	42	51	**	**	77	47	**	**	54	56	82	52	35	**
Mean	**31.06**	25.07	17.71	**	**	32.36	16.57	**	**	19.24	21.81	31.06	21.22	16.68	**
						b						a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**117**	96	48	117	27	22	86	60	3	4	1	1
Weighted total	**109**	85	39	109	26	20	74	53	3	3	1	*
0-24%	**50**	44	**	50	**	**	36	30	**	**	**	**
	46%	*52%*	**	*46%*	**	**	*49%*	*56%*	**	**	**	**
25-49%	**2**	2	**	2	**	**	*	2	**	**	**	**
	2%	*3%*	**	*2%*	**	**	*%*	*4%*	**	**	**	**
50-74%	**14**	7	**	14	**	**	8	6	**	**	**	**
	13%	*9%*	**	*13%*	**	**	*11%*	*11%*	**	**	**	**
75-100%	**15**	4	**	15	**	**	4	*	**	**	**	**
	14%	*5%*	**	*14%*	**	**	*6%*	*1%*	**	**	**	**
				ab								
Don't know	**27**	27	**	27	**	**	24	15	**	**	**	**
	25%	*32%*	**	*25%*	**	**	*33%*	*28%*	**	**	**	**
			c									
Answered	**82**	58	**	82	**	**	49	38	**	**	**	**
Mean	**31.06**	19.01	**	31.06	**	**	22.26	16.25	**	**	**	**
				ab								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**117**	114	108	115	114	117	99	112	49	-	101	4	24	93
Weighted total	**109**	106	100	107	105	109	94	103	43	-	91	4	21	87
0-24%	**50**	49	48	50	48	50	46	48	**	**	42	**	**	39
	46%	*46%*	*48%*	*47%*	*45%*	*46%*	*49%*	*46%*	**	**	*46%*	**	**	*45%*
25-49%	**2**	2	2	2	2	2	*	*	**	**	2	**	**	2
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*%*	**	**	*3%*	**	**	*3%*
50-74%	**14**	14	14	14	14	14	12	14	**	**	9	**	**	13
	13%	*14%*	*14%*	*13%*	*14%*	*13%*	*12%*	*14%*	**	**	*10%*	**	**	*14%*
75-100%	**15**	15	12	15	15	15	13	15	**	**	15	**	**	11
	14%	*14%*	*12%*	*14%*	*14%*	*14%*	*14%*	*15%*	**	**	*16%*	**	**	*13%*
Don't know	**27**	26	23	26	26	27	23	26	**	**	23	**	**	22
	25%	*24%*	*23%*	*24%*	*24%*	*25%*	*25%*	*25%*	**	**	*26%*	**	**	*25%*
Answered	**82**	80	77	82	80	82	71	77	**	**	68	**	**	65
Mean	**31.06**	30.86	29.64	30.70	31.86	31.06	30.41	31.89	**	**	31.99	**	**	31.29

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**117**	23	-	5	22	24	77	16	21	9	87	63	54
Weighted total	**109**	22	-	3	22	20	76	13	24	7	78	62	47
0-24%	**50**	**	**	**	**	**	36	**	**	**	36	29	22
	46%	**	**	**	**	**	*47%*	**	**	**	*46%*	*46%*	*46%*
25-49%	**2**	**	**	**	**	**	2	**	**	**	2	2	-
	2%	**	**	**	**	**	*3%*	**	**	**	*3%*	*4%*	-%
50-74%	**14**	**	**	**	**	**	10	**	**	**	12	9	5
	13%	**	**	**	**	**	*13%*	**	**	**	*15%*	*15%*	*11%*
75-100%	**15**	**	**	**	**	**	11	**	**	**	12	3	12
	14%	**	**	**	**	**	*14%*	**	**	**	*15%*	*5%*	*25%* a
Don't know	**27**	**	**	**	**	**	17	**	**	**	17	18	9
	25%	**	**	**	**	**	*22%*	**	**	**	*21%*	*30%*	*18%*
Answered	**82**	**	**	**	**	**	59	**	**	**	61	43	39
Mean	**31.06**	**	**	**	**	**	30.44	**	**	**	32.32	23.16	39.88 a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**117**	6	9	3	15	18	12	15	7	4	13	11	4
Weighted total	**109**	3	11	4	10	23	10	5	8	4	15	12	3
0-24%	**50**	**	**	**	**	**	**	**	**	**	**	**	**
	46%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**14**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**82**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**31.06**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	b	*c	*d
Unweighted total	117	18	45	26	28
Weighted total	109	18	44	17	30
0-24%	50	**	**	**	**
	46%	**	**	**	**
25-49%	2	**	**	**	**
	2%	**	**	**	**
50-74%	14	**	**	**	**
	13%	**	**	**	**
75-100%	15	**	**	**	**
	14%	**	**	**	**
Don't know	27	**	**	**	**
	25%	**	**	**	**
Answered	82	**	**	**	**
Mean	31.06	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	55	31	11	7	6	24	11	11	5	2	10
Weighted total	51	48	2	1	1	3	16	16	7	*	1
0-24%	32	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	55	3	4	6	1	4	8	6	4	5	41	5	6	3
Weighted total	51	3	6	9	1	4	7	7	5	7	47	1	1	1
0-24%	32	**	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	55	1	14	-	6	7	-	-	27	47	8	49	6
Weighted total	51	*	13	-	4	9	-	-	25	45	6	47	4
0-24%	32	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	55	53	2	24	9	22
Weighted total	51	48	3	23	13	15
0-24%	32	29	**	**	**	**
	63%	61%	**	**	**	**
25-49%	2	2	**	**	**	**
	4%	5%	**	**	**	**
50-74%	1	1	**	**	**	**
	2%	3%	**	**	**	**
75-100%	*	*	**	**	**	**
	*%	*%	**	**	**	**
Don't know	15	15	**	**	**	**
	30%	32%	**	**	**	**
Answered	35	33	**	**	**	**
Mean	10.09	10.14	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	55	28	16	6	3	1	-	1	-	44	11	5	5	23	27
Weighted total	51	34	12	4	*	*	-	*	-	46	5	*	9	25	17
0-24%	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	***e**	f	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**55**	46	46	49	55	20	41	40	4	2	2	-	1	-
Weighted total	**51**	42	44	45	51	21	34	41	3	1	1	-	*	-
0-24%	**32**	**	**	**	32	**	**	**	**	**	**	**	**	**
	63%	**	**	**	*63%*	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	1	**	**	**	**	**	**	**	**	**
	2%	**	**	**	*2%*	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	*	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**%*	**	**	**	**	**	**	**	**	**
Don't know	**15**	**	**	**	15	**	**	**	**	**	**	**	**	**
	30%	**	**	**	*30%*	**	**	**	**	**	**	**	**	**
Answered	**35**	**	**	**	35	**	**	**	**	**	**	**	**	**
Mean	**10.09**	**	**	**	10.09	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**55**	52	1	1	-	-	1	-	1	7	13	15	13	1
Weighted total	**51**	51	*	*	-	-	*	-	*	11	16	12	6	*
0-24%	**32**	32	**	**	**	**	**	**	**	**	**	**	**	**
	63%	*63%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*4%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	*%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**15**	15	**	**	**	**	**	**	**	**	**	**	**	**
	30%	*30%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**35**	35	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**10.09**	10.13	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	55	13	14	12	12	4	29	5	21	50	5	48	1
Weighted total	51	14	18	12	6	2	24	3	24	49	2	45	*
0-24%	32	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	*c	*d
Unweighted total	55	6	7	9	1	46	9	39	45	21	-
Weighted total	51	9	4	10	*	44	7	36	42	23	-
0-24%	32	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	55	36	44	16	-	52	43	20	-	46	45	55	45	32	4
Weighted total	51	34	40	17	-	45	41	18	-	42	42	51	40	26	5
0-24%	32	**	**	**	**	30	**	**	**	**	**	32	**	**	**
	63%	**	**	**	**	*66%*	**	**	**	**	**	*63%*	**	**	**
25-49%	2	**	**	**	**	2	**	**	**	**	**	2	**	**	**
	4%	**	**	**	**	*5%*	**	**	**	**	**	*4%*	**	**	**
50-74%	1	**	**	**	**	1	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	*3%*	**	**	**	**	**	*2%*	**	**	**
75-100%	*	**	**	**	**	*	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	*%*	**	**	**	**	**	*%*	**	**	**
Don't know	15	**	**	**	**	11	**	**	**	**	**	15	**	**	**
	30%	**	**	**	**	*26%*	**	**	**	**	**	*30%*	**	**	**
Answered	35	**	**	**	**	33	**	**	**	**	**	35	**	**	**
Mean	10.09	**	**	**	**	10.09	**	**	**	**	**	10.09	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	55	49	28	55	17	15	44	31	2	2	-	-
Weighted total	51	45	24	51	18	16	39	26	2	3	-	-
0-24%	32	**	**	32	**	**	**	**	**	**	**	**
	63%	**	**	*63%*	**	**	**	**	**	**	**	**
25-49%	2	**	**	2	**	**	**	**	**	**	**	**
	4%	**	**	*4%*	**	**	**	**	**	**	**	**
50-74%	1	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	*2%*	**	**	**	**	**	**	**	**
75-100%	*	**	**	*	**	**	**	**	**	**	**	**
	%	**	**	*%*	**	**	**	**	**	**	**	**
Don't know	15	**	**	15	**	**	**	**	**	**	**	**
	30%	**	**	*30%*	**	**	**	**	**	**	**	**
Answered	35	**	**	35	**	**	**	**	**	**	**	**
Mean	10.09	**	**	10.09	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**55**	54	52	55	52	55	45	54	25	-	44	2	15	40
Weighted total	**51**	50	48	51	46	51	43	50	25	-	38	3	15	36
0-24%	**32**	31	30	32	29	32	**	31	**	**	**	**	**	**
	63%	*62%*	*62%*	*63%*	*64%*	*63%*	**	*62%*	**	**	**	**	**	**
25-49%	**2**	2	2	2	2	2	**	2	**	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	**	*4%*	**	**	**	**	**	**
50-74%	**1**	1	1	1	1	1	**	1	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	**	*2%*	**	**	**	**	**	**
75-100%	*	*	*	*	*	*	**	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	**	**	**	**
Don't know	**15**	15	15	15	13	15	**	15	**	**	**	**	**	**
	30%	*31%*	*31%*	*30%*	*29%*	*30%*	**	*31%*	**	**	**	**	**	**
Answered	**35**	34	33	35	33	35	**	34	**	**	**	**	**	**
Mean	**10.09**	9.73	10.42	10.09	10.44	10.09	**	9.73	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	*b
Unweighted total	**55**	11	-	3	10	13	33	9	13	7	35	31	24
Weighted total	**51**	12	-	2	11	9	34	8	19	3	29	32	19
0-24%	**32**	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*****	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**35**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**10.09**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	55	3	4	3	11	8	5	9	2	2	4	3	1
Weighted total	51	*	5	3	9	13	3	2	4	2	5	4	1
0-24%	32	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	15	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	35	**	**	**	**	**	**	**	**	**	**	**	**
Mean	10.09	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	55	10	24	13	8
Weighted total	51	8	25	8	10
0-24%	32	**	**	**	**
	63%	**	**	**	**
25-49%	2	**	**	**	**
	4%	**	**	**	**
50-74%	1	**	**	**	**
	2%	**	**	**	**
75-100%	*	**	**	**	**
	%	**	**	**	**
Don't know	15	**	**	**	**
	30%	**	**	**	**
Answered	35	**	**	**	**
Mean	10.09	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted total	**99**	74	14	3	8	25	32	23	8	3	9
Weighted total	**89**	86	2	*	1	3	31	25	4	*	8
0-24%	**56**	54	**	**	**	**	**	**	**	**	**
	63%	*63%*	**	**	**	**	**	**	**	**	**
25-49%	**8**	8	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**
50-74%	**3**	3	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**
75-100%	**6**	6	**	**	**	**	**	**	**	**	**
	7%	*6%*	**	**	**	**	**	**	**	**	**
Don't know	**16**	16	**	**	**	**	**	**	**	**	**
	19%	*19%*	**	**	**	**	**	**	**	**	**
Answered	**72**	70	**	**	**	**	**	**	**	**	**
Mean	**17.30**	17.05	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	99	7	3	9	2	4	7	6	8	4	50	13	14	22
Weighted total	89	13	7	13	3	4	11	9	9	3	70	5	4	9
0-24%	56	**	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	8	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	72	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	17.30	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted total	99	7	12	2	4	31	-	2	41	74	25	84	15
Weighted total	89	3	8	1	3	30	-	*	43	72	16	79	10
0-24%	56	**	**	**	**	**	**	**	**	43	**	49	**
	63%	**	**	**	**	**	**	**	**	*60%*	**	*62%*	**
25-49%	8	**	**	**	**	**	**	**	**	4	**	7	**
	9%	**	**	**	**	**	**	**	**	*6%*	**	*8%*	**
50-74%	3	**	**	**	**	**	**	**	**	3	**	3	**
	3%	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
75-100%	6	**	**	**	**	**	**	**	**	6	**	4	**
	7%	**	**	**	**	**	**	**	**	*8%*	**	*6%*	**
						h							
Don't know	16	**	**	**	**	**	**	**	**	16	**	16	**
	19%	**	**	**	**	**	**	**	**	*22%*	**	*21%*	**
									e				
Answered	72	**	**	**	**	**	**	**	**	56	**	63	**
Mean	17.30	**	**	**	**	**	**	**	**	18.88	**	16.09	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**99**	97	2	42	12	43
Weighted total	**89**	84	4	39	12	35
0-24%	**56**	51	**	**	**	**
	63%	*61%*	**	**	**	**
25-49%	**8**	8	**	**	**	**
	9%	*9%*	**	**	**	**
50-74%	**3**	3	**	**	**	**
	3%	*3%*	**	**	**	**
75-100%	**6**	6	**	**	**	**
	7%	*7%*	**	**	**	**
Don't know	**16**	16	**	**	**	**
	19%	*20%*	**	**	**	**
Answered	**72**	68	**	**	**	**
Mean	**17.30**	18.28	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**99**	67	20	9	-	2	-	1	-	87	12	3	11	56	32
Weighted total	**89**	64	16	9	-	*	-	*	-	79	9	*	11	53	25
0-24%	**56**	39	**	**	**	**	**	**	**	48	**	**	**	30	**
	63%	*61%*	**	**	**	**	**	**	**	*61%*	**	**	**	*56%*	**
25-49%	**8**	6	**	**	**	**	**	**	**	6	**	**	**	6	**
	9%	*10%*	**	**	**	**	**	**	**	*8%*	**	**	**	*12%*	**
50-74%	**3**	1	**	**	**	**	**	**	**	3	**	**	**	1	**
	3%	*1%*	**	**	**	**	**	**	**	*4%*	**	**	**	*1%*	**
75-100%	**6**	4	**	**	**	**	**	**	**	6	**	**	**	4	**
	7%	*6%*	**	**	**	**	**	**	**	*7%*	**	**	**	*7%*	**
Don't know	**16**	14	**	**	**	**	**	**	**	16	**	**	**	12	**
	19%	*22%*	**	**	**	**	**	**	**	*20%*	**	**	**	*23%*	**
Answered	**72**	49	**	**	**	**	**	**	**	63	**	**	**	40	**
Mean	**17.30**	16.32	**	**	**	**	**	**	**	18.48	**	**	**	18.77	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**99**	72	66	86	99	39	83	72	9	3	1	-	1	-
Weighted total	**89**	64	58	76	89	33	72	68	6	2	*	-	*	-
0-24%	**56**	42	38	48	56	**	48	42	**	**	**	**	**	**
	63%	*65%*	*66%*	*63%*	*63%*	**	*66%*	*62%*	**	**	**	**	**	**
25-49%	**8**	4	3	6	8	**	8	6	**	**	**	**	**	**
	9%	*6%*	*5%*	*8%*	*9%*	**	*11%*	*8%*	**	**	**	**	**	**
50-74%	**3**	3	2	3	3	**	3	3	**	**	**	**	**	**
	3%	*4%*	*4%*	*4%*	*3%*	**	*3%*	*4%*	**	**	**	**	**	**
75-100%	**6**	4	*	4	6	**	6	3	**	**	**	**	**	**
	7%	*6%*	*1%*	*5%*	*7%*	**	*8%*	*5%*	**	**	**	**	**	**
							b							
Don't know	**16**	12	14	16	16	**	8	14	**	**	**	**	**	**
	19%	*18%*	*24%*	*21%*	*19%*	**	*12%*	*21%*	**	**	**	**	**	**
			f											
Answered	**72**	52	44	60	72	**	64	54	**	**	**	**	**	**
Mean	**17.30**	16.02	11.07	15.90	17.30	**	18.35	16.83	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**99**	94	2	1	-	1	1	-	2	15	25	28	17	1
Weighted total	**89**	88	*	*	-	*	*	-	*	16	28	25	6	*
0-24%	**56**	55	**	**	**	**	**	**	**	**	**	**	**	**
	63%	*63%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**8**	8	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**3**	3	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**6**	6	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*6%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**16**	16	**	**	**	**	**	**	**	**	**	**	**	**
	19%	*19%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**72**	71	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**17.30**	17.07	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**99**	42	16	26	14	1	53	8	38	86	13	85	1
Weighted total	**89**	31	17	30	9	1	51	7	31	81	7	76	*
0-24%	**56**	**	**	**	**	**	22	**	**	54	**	48	**
	63%	**	**	**	**	**	*43%*	**	**	*66%*	**	*63%*	**
									a				
25-49%	**8**	**	**	**	**	**	6	**	**	7	**	6	**
	9%	**	**	**	**	**	*11%*	**	**	*9%*	**	*8%*	**
50-74%	**3**	**	**	**	**	**	3	**	**	3	**	3	**
	3%	**	**	**	**	**	*6%*	**	**	*4%*	**	*4%*	**
75-100%	**6**	**	**	**	**	**	6	**	**	1	**	4	**
	7%	**	**	**	**	**	*11%*	**	**	*2%*	**	*5%*	**
							c						
Don't know	**16**	**	**	**	**	**	15	**	**	16	**	16	**
	19%	**	**	**	**	**	*29%*	**	**	*20%*	**	*21%*	**
							c						
Answered	**72**	**	**	**	**	**	37	**	**	65	**	60	**
Mean	**17.30**	**	**	**	**	**	26.13	**	**	13.39	**	15.91	**
							c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	*c	*d
Unweighted total	**99**	13	23	28	3	76	23	46	71	24	-
Weighted total	**89**	10	20	21	4	71	18	43	63	24	-
0-24%	**56**	**	**	**	**	48	**	**	41	**	**
	63%	**	**	**	**	*68%*	**	**	*65%*	**	**
25-49%	**8**	**	**	**	**	5	**	**	4	**	**
	9%	**	**	**	**	*7%*	**	**	*6%*	**	**
50-74%	**3**	**	**	**	**	3	**	**	3	**	**
	3%	**	**	**	**	*4%*	**	**	*4%*	**	**
75-100%	**6**	**	**	**	**	1	**	**	4	**	**
	7%	**	**	**	**	*2%*	**	**	*6%*	**	**
Don't know	**16**	**	**	**	**	13	**	**	12	**	**
	19%	**	**	**	**	*19%*	**	**	*18%*	**	**
Answered	**72**	**	**	**	**	57	**	**	52	**	**
Mean	**17.30**	**	**	**	**	12.56	**	**	16.04	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**99**	44	61	25	-	79	70	39	-	72	66	99	77	66	4
Weighted total	**89**	43	55	18	-	73	64	32	-	64	58	89	69	60	1
0-24%	**56**	**	36	**	**	44	42	**	**	42	38	56	43	36	**
	63%	**	*66%*	**	**	*61%*	*66%*	**	**	*65%*	*66%*	*63%*	*62%*	*61%*	**
25-49%	**8**	**	2	**	**	6	4	**	**	4	3	8	6	6	**
	9%	**	*3%*	**	**	*9%*	*7%*	**	**	*6%*	*5%*	*9%*	*8%*	*9%*	**
50-74%	**3**	**	2	**	**	3	3	**	**	3	2	3	3	3	**
	3%	**	*4%*	**	**	*3%*	*4%*	**	**	*4%*	*4%*	*3%*	*4%*	*5%*	**
75-100%	**6**	**	*	**	**	6	2	**	**	4	*	6	4	3	**
	7%	**	*1%*	**	**	*8%*	*4%*	**	**	*6%*	*1%*	*7%*	*5%*	*6%*	**
Don't know	**16**	**	14	**	**	14	12	**	**	12	14	16	14	12	**
	19%	**	*25%*	**	**	*19%*	*19%*	**	**	*18%*	*24%*	*19%*	*21%*	*20%*	**
Answered	**72**	**	41	**	**	59	52	**	**	52	44	72	55	48	**
Mean	**17.30**	**	10.56	**	**	19.17	14.67	**	**	16.02	11.07	17.30	16.44	17.85	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**99**	76	50	99	27	23	72	61	2	2	1	-
Weighted total	**89**	67	45	89	24	17	63	56	*	*	1	-
0-24%	**56**	45	**	56	**	**	38	34	**	**	**	**
	63%	*67%*	**	*63%*	**	**	*61%*	*60%*	**	**	**	**
25-49%	**8**	2	**	8	**	**	4	4	**	**	**	**
	9%	*3%*	**	*9%*	**	**	*6%*	*8%*	**	**	**	**
50-74%	**3**	3	**	3	**	**	3	3	**	**	**	**
	3%	*4%*	**	*3%*	**	**	*4%*	*5%*	**	**	**	**
75-100%	**6**	2	**	6	**	**	4	3	**	**	**	**
	7%	*3%*	**	*7%*	**	**	*6%*	*6%*	**	**	**	**
Don't know	**16**	15	**	16	**	**	14	12	**	**	**	**
	19%	*22%*	**	*19%*	**	**	*23%*	*21%*	**	**	**	**
Answered	**72**	52	**	72	**	**	48	44	**	**	**	**
Mean	**17.30**	13.37	**	17.30	**	**	17.29	17.70	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**99**	98	90	98	98	99	70	96	54	-	83	4	23	76
Weighted total	**89**	88	82	88	87	89	61	87	37	-	76	5	20	68
0-24%	**56**	56	50	56	54	56	36	54	18	**	47	**	**	40
	63%	*63%*	*62%*	*63%*	*62%*	*63%*	*59%*	*62%*	*49%*	**	*62%*	**	**	*58%*
25-49%	**8**	8	6	8	8	8	3	8	4	**	8	**	**	7
	9%	*9%*	*8%*	*9%*	*9%*	*9%*	*5%*	*9%*	*11%*	**	*10%*	**	**	*11%*
50-74%	**3**	3	3	3	3	3	3	3	2	**	3	**	**	1
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*7%*	**	*4%*	**	**	*1%*
75-100%	**6**	6	6	6	6	6	6	6	*	**	4	**	**	6
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*9%*	*6%*	*%*	**	*5%*	**	**	*9%*
							c							
Don't know	**16**	16	16	16	16	16	14	16	12	**	15	**	**	15
	19%	*19%*	*20%*	*19%*	*19%*	*19%*	*23%*	*19%*	*33%*	**	*19%*	**	**	*22%*
Answered	**72**	72	65	72	70	72	47	71	25	**	62	**	**	53
Mean	**17.30**	17.24	17.03	17.24	17.22	17.30	20.06	17.28	15.92	**	16.85	**	**	18.39

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**99**	29	2	6	30	16	65	18	19	8	72	59	40
Weighted total	**89**	23	2	8	23	15	59	15	18	7	64	49	39
0-24%	**56**	**	**	**	**	**	42	**	**	**	42	27	**
	63%	**	**	**	**	**	*71%*	**	**	**	*65%*	*55%*	**
25-49%	**8**	**	**	**	**	**	4	**	**	**	7	6	**
	9%	**	**	**	**	**	*7%*	**	**	**	*11%*	*11%*	**
50-74%	**3**	**	**	**	**	**	1	**	**	**	3	*	**
	3%	**	**	**	**	**	*1%*	**	**	**	*4%*	*%*	**
75-100%	**6**	**	**	**	**	**	2	**	**	**	2	6	**
	7%	**	**	**	**	**	*3%*	**	**	**	*3%*	*11%*	**
												b	
Don't know	**16**	**	**	**	**	**	10	**	**	**	11	11	**
	19%	**	**	**	**	**	*18%*	**	**	**	*17%*	*22%*	**
Answered	**72**	**	**	**	**	**	49	**	**	**	53	39	**
Mean	**17.30**	**	**	**	**	**	11.82	**	**	**	14.41	21.21	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	99	8	5	7	13	14	7	8	5	5	10	9	8
Weighted total	89	5	4	9	12	14	7	1	5	7	10	8	5
0-24%	56	**	**	**	**	**	**	**	**	**	**	**	**
	63%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	8	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	3	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	72	**	**	**	**	**	**	**	**	**	**	**	**
Mean	17.30	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	b	*c	*d
Unweighted total	**99**	20	34	18	27
Weighted total	**89**	18	34	13	23
0-24%	**56**	**	**	**	**
	63%	**	**	**	**
25-49%	**8**	**	**	**	**
	9%	**	**	**	**
50-74%	**3**	**	**	**	**
	3%	**	**	**	**
75-100%	**6**	**	**	**	**
	7%	**	**	**	**
Don't know	**16**	**	**	**	**
	19%	**	**	**	**
Answered	**72**	**	**	**	**
Mean	**17.30**	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**163**	111	27	14	11	52	44	39	15	3	15
Weighted total	**162**	155	4	2	1	7	61	48	15	*	5
0-24%	**84**	80	**	**	**	4	**	**	**	**	**
	52%	*52%*	**	**	**	*56%*	**	**	**	**	**
25-49%	**13**	13	**	**	**	*	**	**	**	**	**
	8%	*9%*	**	**	**	*2%*	**	**	**	**	**
50-74%	**13**	13	**	**	**	1	**	**	**	**	**
	8%	*8%*	**	**	**	*11%*	**	**	**	**	**
75-100%	**26**	25	**	**	**	1	**	**	**	**	**
	16%	*16%*	**	**	**	*13%*	**	**	**	**	**
Don't know	**26**	24	**	**	**	1	**	**	**	**	**
	16%	*16%*	**	**	**	*17%*	**	**	**	**	**
Answered	**137**	131	**	**	**	6	**	**	**	**	**
Mean	**30.37**	30.47	**	**	**	28.05	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**163**	16	7	25	3	11	19	13	12	12	118	14	15	16
Weighted total	**162**	21	11	36	5	7	21	20	11	13	144	5	6	6
0-24%	**84**	**	**	**	**	**	**	**	**	**	72	**	**	**
	52%	**	**	**	**	**	**	**	**	**	*50%*	**	**	**
25-49%	**13**	**	**	**	**	**	**	**	**	**	12	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	**13**	**	**	**	**	**	**	**	**	**	12	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
75-100%	**26**	**	**	**	**	**	**	**	**	**	23	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	24	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
Answered	**137**	**	**	**	**	**	**	**	**	**	120	**	**	**
Mean	**30.37**	**	**	**	**	**	**	**	**	**	31.15	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**163**	1	22	4	15	52	2	7	60	127	36	144	19
Weighted total	**162**	*	17	5	9	60	1	9	61	128	34	151	11
0-24%	**84**	**	**	**	**	31	**	**	30	67	**	79	**
	52%	**	**	**	**	*51%*	**	**	*49%*	*52%*	**	*52%*	**
25-49%	**13**	**	**	**	**	9	**	**	4	12	**	11	**
	8%	**	**	**	**	*15%*	**	**	*7%*	*10%*	**	*7%*	**
50-74%	**13**	**	**	**	**	3	**	**	7	13	**	11	**
	8%	**	**	**	**	*5%*	**	**	*12%*	*10%*	**	*7%*	**
										b			
75-100%	**26**	**	**	**	**	12	**	**	9	14	**	24	**
	16%	**	**	**	**	*19%*	**	**	*15%*	*11%*	**	*16%*	**
											a		
Don't know	**26**	**	**	**	**	6	**	**	11	21	**	25	**
	16%	**	**	**	**	*10%*	**	**	*17%*	*17%*	**	*17%*	**
Answered	**137**	**	**	**	**	54	**	**	51	107	**	126	**
Mean	**30.37**	**	**	**	**	31.40	**	**	32.31	27.64	**	30.09	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**163**	159	4	72	25	62
Weighted total	**162**	158	4	67	26	63
0-24%	**84**	82	**	37	**	33
	52%	*52%*	**	*56%*	**	*53%*
25-49%	**13**	13	**	5	**	6
	8%	*8%*	**	*8%*	**	*9%*
50-74%	**13**	13	**	8	**	6
	8%	*8%*	**	*12%*	**	*9%*
75-100%	**26**	26	**	10	**	10
	16%	*16%*	**	*15%*	**	*16%*
Don't know	**26**	24	**	6	**	8
	16%	*15%*	**	*9%*	**	*13%*
Answered	**137**	134	**	61	**	55
Mean	**30.37**	30.75	**	30.80	**	28.87

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**163**	105	44	9	1	2	1	1	-	149	14	5	26	79	58
Weighted total	**162**	116	36	10	*	*	*	*	-	152	10	1	36	80	46
0-24%	**84**	53	**	**	**	**	**	**	**	77	**	**	**	37	31
	52%	*45%*	**	**	**	**	**	**	**	*51%*	**	**	**	*46%*	*68%*
			ai												b
25-49%	**13**	11	**	**	**	**	**	**	**	12	**	**	**	9	3
	8%	*9%*	**	**	**	**	**	**	**	*8%*	**	**	**	*11%*	*6%*
50-74%	**13**	12	**	**	**	**	**	**	**	12	**	**	**	9	1
	8%	*10%*	**	**	**	**	**	**	**	*8%*	**	**	**	*11%*	*3%*
		b													
75-100%	**26**	20	**	**	**	**	**	**	**	25	**	**	**	14	5
	16%	*18%*	**	**	**	**	**	**	**	*17%*	**	**	**	*17%*	*12%*
Don't know	**26**	20	**	**	**	**	**	**	**	25	**	**	**	12	5
	16%	*18%*	**	**	**	**	**	**	**	*17%*	**	**	**	*15%*	*11%*
Answered	**137**	96	**	**	**	**	**	**	**	127	**	**	**	68	41
Mean	**30.37**	33.86	**	**	**	**	**	**	**	30.87	**	**	**	33.12	22.18

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**163**	117	112	134	163	60	122	113	14	3	1	2	1	-
Weighted total	**162**	112	99	126	162	52	112	115	7	2	*	*	*	-
0-24%	**84**	59	52	68	84	33	62	61	**	**	**	**	**	**
	52%	*53%*	*53%*	*54%*	*52%*	*63%*	*56%*	*53%*	**	**	**	**	**	**
25-49%	**13**	6	6	8	13	4	10	8	**	**	**	**	**	**
	8%	*5%*	*6%*	*6%*	*8%*	*7%*	*9%*	*7%*	**	**	**	**	**	**
50-74%	**13**	10	9	10	13	5	9	10	**	**	**	**	**	**
	8%	*9%*	*9%*	*8%*	*8%*	*10%*	*8%*	*9%*	**	**	**	**	**	**
75-100%	**26**	16	10	16	26	3	13	14	**	**	**	**	**	**
	16%	*14%*	*10%*	*13%*	*16%* e	*6%*	*12%*	*12%*	**	**	**	**	**	**
Don't know	**26**	21	22	23	26	7	17	22	**	**	**	**	**	**
	16%	*19%*	*22%*	*18%*	*16%*	*14%*	*15%*	*19%*	**	**	**	**	**	**
Answered	**137**	91	77	103	137	45	95	93	**	**	**	**	**	**
Mean	**30.37**	30.32	25.67	28.20	30.37	20.49	25.46	27.98	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**163**	157	3	-	-	2	1	-	3	26	36	37	33	2
Weighted total	**162**	159	3	-	-	*	*	-	*	29	42	37	17	*
0-24%	**84**	83	**	**	**	**	**	**	**	**	**	**	**	**
	52%	*52%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**13**	13	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*8%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**13**	13	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*8%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**26**	24	**	**	**	**	**	**	**	**	**	**	**	**
	16%	*15%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**26**	25	**	**	**	**	**	**	**	**	**	**	**	**
	16%	*16%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**137**	134	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**30.37**	29.50	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**163**	66	31	43	18	5	81	8	74	147	16	132	2
Weighted total	**162**	64	27	49	16	7	84	5	73	150	12	125	*
0-24%	**84**	30	**	**	**	**	40	**	39	76	**	68	**
	52%	*47%*	**	**	**	**	*48%*	**	*53%*	*51%*	**	*55%*	**
25-49%	**13**	6	**	**	**	**	10	**	3	11	**	8	**
	8%	*9%*	**	**	**	**	*12%*	**	*5%*	*7%*	**	*6%*	**
50-74%	**13**	5	**	**	**	**	4	**	10	13	**	10	**
	8%	*8%*	**	**	**	**	*4%*	**	*13%* a	*9%*	**	*8%*	**
75-100%	**26**	14	**	**	**	**	10	**	16	25	**	16	**
	16%	*22%*	**	**	**	**	*12%*	**	*22%*	*16%*	**	*13%*	**
Don't know	**26**	9	**	**	**	**	21	**	5	25	**	23	**
	16%	*14%*	**	**	**	**	*25%* c	**	*7%*	*17%*	**	*18%*	**
Answered	**137**	55	**	**	**	**	63	**	68	125	**	102	**
Mean	**30.37**	37.60	**	**	**	**	26.53	**	35.88	31.24	**	28.17	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**163**	22	29	37	3	135	28	85	108	36	-
Weighted total	**162**	28	27	38	2	133	29	86	100	33	-
0-24%	**84**	**	**	**	**	68	**	46	55	**	**
	52%	**	**	**	**	*51%*	**	*53%*	*54%*	**	**
25-49%	**13**	**	**	**	**	9	**	3	5	**	**
	8%	**	**	**	**	*7%*	**	*4%*	*5%*	**	**
50-74%	**13**	**	**	**	**	13	**	8	10	**	**
	8%	**	**	**	**	*10%*	**	*10%*	*10%*	**	**
75-100%	**26**	**	**	**	**	22	**	12	11	**	**
	16%	**	**	**	**	*17%*	**	*14%*	*11%*	**	**
Don't know	**26**	**	**	**	**	21	**	17	21	**	**
	16%	**	**	**	**	*16%*	**	*19%*	*21%*	**	**
										ab	
Answered	**137**	**	**	**	**	112	**	70	80	**	**
Mean	**30.37**	**	**	**	**	31.38	**	29.83	26.62	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**163**	75	98	31	-	153	90	43	-	117	111	163	117	89	7
Weighted total	**162**	69	85	26	-	150	86	40	-	112	97	162	112	76	7
0-24%	**84**	37	47	**	**	76	49	**	**	59	52	84	60	53	**
	52%	*54%*	*55%*	**	**	*51%*	*57%*	**	**	*53%*	*54%*	*52%*	*54%*	*70%* a	**
25-49%	**13**	4	5	**	**	13	4	**	**	6	6	13	6	5	**
	8%	*6%*	*5%*	**	**	*9%*	*5%*	**	**	*5%*	*6%*	*8%*	*6%*	*7%*	**
50-74%	**13**	6	7	**	**	13	7	**	**	10	9	13	10	*	**
	8%	*9%*	*9%*	**	**	*9%* c	*8%*	**	**	*9%*	*9%*	*8%*	*9%* b	**%*	**
75-100%	**26**	8	7	**	**	26	3	**	**	16	10	26	15	6	**
	16%	*12%*	*9%*	**	**	*17%* b	*4%*	**	**	*14%*	*11%*	*16%*	*13%*	*8%*	**
Don't know	**26**	13	19	**	**	21	23	**	**	21	20	26	21	12	**
	16%	*19%*	*23%*	**	**	*14%*	*26%* a	**	**	*19%*	*20%*	*16%*	*18%*	*15%*	**
Answered	**137**	55	66	**	**	129	63	**	**	91	77	137	91	64	**
Mean	**30.37**	26.90	23.71	**	**	31.90 b	18.59	**	**	30.32	25.67	30.37	28.57 b	18.81	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**163**	110	57	163	33	24	108	86	7	6	4	1
Weighted total	**162**	105	52	162	33	21	99	73	8	3	5	*
0-24%	**84**	62	38	84	**	**	55	52	**	**	**	**
	52%	*59%*	*74%*	*52%*	**	**	*55%*	*72%*	**	**	**	**
			cd					a				
25-49%	**13**	5	*	13	**	**	5	3	**	**	**	**
	8%	*5%*	*%*	*8%*	**	**	*5%*	*4%*	**	**	**	**
				b								
50-74%	**13**	10	-	13	**	**	10	3	**	**	**	**
	8%	*9%*	-%	*8%*	**	**	*10%*	*4%*	**	**	**	**
		b		b								
75-100%	**26**	3	*	26	**	**	7	6	**	**	**	**
	16%	*3%*	*%*	*16%*	**	**	*7%*	*8%*	**	**	**	**
				ab	ab							
Don't know	**26**	26	13	26	**	**	22	10	**	**	**	**
	16%	*24%*	*26%*	*16%*	**	**	*23%*	*13%*	**	**	**	**
					c							
Answered	**137**	79	38	137	**	**	77	63	**	**	**	**
Mean	**30.37**	17.52	7.97	30.37	**	**	23.66	18.98	**	**	**	**
		b		ab								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**163**	158	147	161	155	163	125	155	68	1	136	6	42	121
Weighted total	**162**	157	147	160	153	162	125	154	69	*	131	9	41	122
0-24%	**84**	82	75	82	80	84	65	82	37	**	70	**	**	61
	52%	*52%*	*51%*	*51%*	*53%*	*52%*	*52%*	*53%*	*54%*	**	*53%*	**	**	*50%*
25-49%	**13**	13	12	13	11	13	9	13	6	**	12	**	**	12
	8%	*8%*	*8%*	*8%*	*7%*	*8%*	*7%*	*8%*	*9%*	**	*9%*	**	**	*10%*
50-74%	**13**	11	12	13	12	13	10	12	3	**	11	**	**	11
	8%	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*4%*	**	*8%*	**	**	*9%*
75-100%	**26**	26	22	26	24	26	16	22	8	**	15	**	**	21
	16%	*16%*	*15%*	*16%*	*16%*	*16%*	*13%*	*14%*	*12%*	**	*11%*	**	**	*17%*
Don't know	**26**	26	26	26	26	26	25	26	14	**	24	**	**	17
	16%	*16%*	*17%*	*16%*	*17%*	*16%*	*20%*	*17%*	*21%*	**	*18%*	**	**	*14%*
Answered	**137**	132	121	134	127	137	100	128	55	**	107	**	**	105
Mean	**30.37**	30.26	29.52	30.72	29.66	30.37	28.15	28.56	26.87	**	26.42	**	**	32.56

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**163**	43	-	11	40	32	108	22	32	14	116	85	78
Weighted total	**162**	48	-	9	46	32	111	17	39	16	106	79	83
0-24%	**84**	**	**	**	**	**	61	**	**	**	52	37	47
	52%	**	**	**	**	**	*55%*	**	**	**	*49%*	*47%*	*56%*
25-49%	**13**	**	**	**	**	**	8	**	**	**	8	7	7
	8%	**	**	**	**	**	*7%*	**	**	**	*7%*	*8%*	*8%*
50-74%	**13**	**	**	**	**	**	10	**	**	**	12	5	8
	8%	**	**	**	**	**	*9%*	**	**	**	*11%*	*6%*	*10%*
75-100%	**26**	**	**	**	**	**	17	**	**	**	22	11	15
	16%	**	**	**	**	**	*15%*	**	**	**	*20%*	*14%*	*18%*
Don't know	**26**	**	**	**	**	**	15	**	**	**	13	19	7
	16%	**	**	**	**	**	*13%*	**	**	**	*12%*	*24%*	*8%*
												b	
Answered	**137**	**	**	**	**	**	96	**	**	**	93	60	77
Mean	**30.37**	**	**	**	**	**	29.81	**	**	**	34.44	29.67	30.92

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	163	9	11	13	18	15	18	18	11	12	8	16	14
Weighted total	162	1	14	14	15	16	17	12	10	24	9	16	14
0-24%	84	**	**	**	**	**	**	**	**	**	**	**	**
	52%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	13	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	13	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	26	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	26	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	137	**	**	**	**	**	**	**	**	**	**	**	**
Mean	30.37	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**163**	33	51	41	38
Weighted total	**162**	30	47	46	39
0-24%	**84**	**	21	**	**
	52%	**	*44%*	**	**
				b	
25-49%	**13**	**	4	**	**
	8%	**	*8%*	**	**
		c			c
50-74%	**13**	**	5	**	**
	8%	**	*10%*	**	**
75-100%	**26**	**	7	**	**
	16%	**	*15%*	**	**
Don't know	**26**	**	11	**	**
	16%	**	*22%*	**	**
Answered	**137**	**	37	**	**
Mean	**30.37**	**	31.28	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	a	*b	*c	*d	*e
Unweighted total	**123**	87	17	9	10	36	39	26	16	2	12
Weighted total	**119**	115	2	1	1	5	55	28	15	*	5
0-24%	**63**	61	**	**	**	**	**	**	**	**	**
	52%	*53%*	**	**	**	**	**	**	**	**	**
25-49%	**11**	11	**	**	**	**	**	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	**	**
50-74%	**12**	12	**	**	**	**	**	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	**	**
75-100%	**18**	17	**	**	**	**	**	**	**	**	**
	15%	*15%*	**	**	**	**	**	**	**	**	**
Don't know	**16**	14	**	**	**	**	**	**	**	**	**
	13%	*12%*	**	**	**	**	**	**	**	**	**
						a					
Answered	**104**	101	**	**	**	**	**	**	**	**	**
Mean	**28.82**	28.98	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	123	8	2	16	3	11	14	10	10	8	82	14	13	14
Weighted total	119	8	1	22	4	13	17	17	11	11	105	5	5	5
0-24%	63	**	**	**	**	**	**	**	**	**	54	**	**	**
	52%	**	**	**	**	**	**	**	**	**	*52%*	**	**	**
25-49%	11	**	**	**	**	**	**	**	**	**	11	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
50-74%	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
75-100%	18	**	**	**	**	**	**	**	**	**	16	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	12	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Answered	104	**	**	**	**	**	**	**	**	**	92	**	**	**
Mean	28.82	**	**	**	**	**	**	**	**	**	29.37	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted total	**123**	3	19	3	11	38	1	4	44	99	24	108	15
Weighted total	**119**	1	18	4	8	42	*	2	44	102	18	111	9
0-24%	**63**	**	**	**	**	**	**	**	**	51	**	59	**
	52%	**	**	**	**	**	**	**	**	*50%*	**	*54%*	**
25-49%	**11**	**	**	**	**	**	**	**	**	10	**	10	**
	10%	**	**	**	**	**	**	**	**	*10%*	**	*9%*	**
						h							
50-74%	**12**	**	**	**	**	**	**	**	**	10	**	12	**
	10%	**	**	**	**	**	**	**	**	*10%*	**	*11%*	**
75-100%	**18**	**	**	**	**	**	**	**	**	16	**	14	**
	15%	**	**	**	**	**	**	**	**	*16%*	**	*13%*	**
Don't know	**16**	**	**	**	**	**	**	**	**	15	**	15	**
	13%	**	**	**	**	**	**	**	**	*15%*	**	*14%*	**
									e				
Answered	**104**	**	**	**	**	**	**	**	**	87	**	95	**
Mean	**28.82**	**	**	**	**	**	**	**	**	29.77	**	27.32	**
						h							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**123**	120	3	54	17	50
Weighted total	**119**	116	3	53	19	43
0-24%	**63**	60	**	31	**	**
	52%	*52%*	**	*59%*	**	**
25-49%	**11**	11	**	5	**	**
	10%	*10%*	**	*10%*	**	**
50-74%	**12**	12	**	5	**	**
	10%	*10%*	**	*10%*	**	**
75-100%	**18**	18	**	7	**	**
	15%	*15%*	**	*14%*	**	**
Don't know	**16**	15	**	4	**	**
	13%	*13%*	**	*8%*	**	**
Answered	**104**	101	**	49	**	**
Mean	**28.82**	29.41	**	25.80	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	**123**	77	31	9	1	3	1	1	-	108	15	6	16	61	46
Weighted total	**119**	82	26	9	*	1	*	*	-	108	11	2	21	61	37
0-24%	**63**	45	**	**	**	**	**	**	**	61	**	**	**	39	**
	52%	*54%*	**	**	**	**	**	**	**	*56%*	**	**	**	*63%*	**
25-49%	**11**	7	**	**	**	**	**	**	**	9	**	**	**	4	**
	10%	*9%*	**	**	**	**	**	**	**	*8%*	**	**	**	*7%*	**
50-74%	**12**	6	**	**	**	**	**	**	**	7	**	**	**	2	**
	10%	*7%*	**	**	**	**	**	**	**	*7%*	**	**	**	*3%*	**
															b
75-100%	**18**	12	**	**	**	**	**	**	**	16	**	**	**	9	**
	15%	*14%*	**	**	**	**	**	**	**	*15%*	**	**	**	*15%*	**
Don't know	**16**	12	**	**	**	**	**	**	**	15	**	**	**	7	**
	13%	*15%*	**	**	**	**	**	**	**	*14%*	**	**	**	*12%*	**
Answered	**104**	70	**	**	**	**	**	**	**	93	**	**	**	54	**
Mean	**28.82**	26.86	**	**	**	**	**	**	**	26.00	**	**	**	24.58	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**123**	81	82	96	123	47	96	84	9	1	1	-	1	-
Weighted total	**119**	65	70	83	119	44	88	77	5	*	*	-	*	-
0-24%	**63**	47	47	57	63	**	48	52	**	**	**	**	**	**
	52%	*71%*	*66%*	*68%*	*52%*	**	*55%*	*67%*	**	**	**	**	**	**
		df	d	d		d								
25-49%	**11**	4	5	5	11	**	5	5	**	**	**	**	**	**
	10%	*5%*	*7%*	*6%*	*10%*	**	*6%*	*6%*	**	**	**	**	**	**
					e									
50-74%	**12**	2	3	4	12	**	11	4	**	**	**	**	**	**
	10%	*2%*	*4%*	*5%*	*10%*	**	*12%*	*5%*	**	**	**	**	**	**
					a	ab	a							
75-100%	**18**	3	5	5	18	**	15	5	**	**	**	**	**	**
	15%	*5%*	*7%*	*6%*	*15%*	**	*18%*	*6%*	**	**	**	**	**	**
					ac		abc							
Don't know	**16**	10	12	13	16	**	8	12	**	**	**	**	**	**
	13%	*16%*	*16%*	*15%*	*13%*	**	*9%*	*15%*	**	**	**	**	**	**
Answered	**104**	55	59	70	104	**	79	66	**	**	**	**	**	**
Mean	**28.82**	14.03	16.23	15.84	28.82	**	30.62	16.65	**	**	**	**	**	**
					abc		abc							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**123**	117	2	1	-	2	1	-	3	17	26	26	26	1
Weighted total	**119**	117	1	*	-	1	*	-	1	18	31	21	13	*
0-24%	**63**	62	**	**	**	**	**	**	**	**	**	**	**	**
	52%	*53%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**11**	11	**	**	**	**	**	**	**	**	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**12**	12	**	**	**	**	**	**	**	**	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**18**	16	**	**	**	**	**	**	**	**	**	**	**	**
	15%	*13%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**16**	15	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*13%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**104**	102	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**28.82**	27.88	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**123**	47	26	28	17	5	71	6	46	114	9	94	2
Weighted total	**119**	44	29	26	13	7	78	3	38	110	10	82	*
0-24%	**63**	**	**	**	**	**	35	**	**	54	**	57	**
	52%	**	**	**	**	**	*45%*	**	** a	*49%*	**	*69%*	**
25-49%	**11**	**	**	**	**	**	6	**	**	11	**	5	**
	10%	**	**	**	**	**	*8%*	**	**	*10%*	**	*6%*	**
50-74%	**12**	**	**	**	**	**	10	**	**	12	**	4	**
	10%	**	**	**	**	**	*13%*	**	**	*11%*	**	*5%*	**
75-100%	**18**	**	**	**	**	**	13	**	**	18	**	5	**
	15%	**	**	**	**	**	*16%*	**	**	*16%*	**	*6%*	**
Don't know	**16**	**	**	**	**	**	14	**	**	15	**	12	**
	13%	**	**	**	**	**	*18%* c	**	**	*13%*	**	*15%*	**
Answered	**104**	**	**	**	**	**	64	**	**	95	**	70	**
Mean	**28.82**	**	**	**	**	**	34.30	**	**	30.96	**	15.86	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	*c	*d
Unweighted total	**123**	23	19	26	3	104	19	60	77	23	-
Weighted total	**119**	30	19	31	2	97	22	49	62	18	-
0-24%	**63**	**	**	**	**	47	**	37	45	**	**
	52%	**	**	**	**	*48%*	**	*77%*	*73%*	**	**
25-49%	**11**	**	**	**	**	9	**	2	4	**	**
	10%	**	**	**	**	*10%*	**	*4%*	*6%*	**	**
50-74%	**12**	**	**	**	**	12	**	1	*	**	**
	10%	**	**	**	**	*12%*	**	*3%*	**%*	**	**
75-100%	**18**	**	**	**	**	16	**	1	3	**	**
	15%	**	**	**	**	*16%*	**	*1%*	*4%*	**	**
Don't know	**16**	**	**	**	**	13	**	7	10	**	**
	13%	**	**	**	**	*13%*	**	*15%*	*17%*	**	**
Answered	**104**	**	**	**	**	84	**	42	52	**	**
Mean	**28.82**	**	**	**	**	31.66	**	11.08	11.75	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	***c**	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**123**	55	72	19	-	114	72	35	-	81	82	123	79	73	4
Weighted total	**119**	44	63	14	-	110	65	30	-	65	70	119	68	62	3
0-24%	**63**	29	45	**	**	56	45	**	**	47	47	63	46	43	**
	52%	*67%*	*71%*	**	**	*51%*	*69%*	**	**	*71%*	*66%*	*52%*	*67%*	*69%*	**
							ac			c	c				
25-49%	**11**	3	3	**	**	11	7	**	**	4	5	11	5	3	**
	10%	*7%*	*5%*	**	**	*10%*	*11%*	**	**	*5%*	*7%*	*10%*	*7%*	*5%*	**
50-74%	**12**	3	-	**	**	12	*	**	**	2	3	12	2	4	**
	10%	*6%*	*-%*	**	**	*11%*	**%*	**	**	*2%*	*4%*	*10%*	*3%*	*6%*	**
		b				b		b				a			
75-100%	**18**	2	3	**	**	18	1	**	**	3	5	18	4	4	**
	15%	*4%*	*5%*	**	**	*16%*	*2%*	**	**	*5%*	*7%*	*15%*	*6%*	*6%*	**
						b						a			
Don't know	**16**	7	11	**	**	13	12	**	**	10	12	16	12	8	**
	13%	*15%*	*18%*	**	**	*12%*	*19%*	**	**	*16%*	*16%*	*13%*	*17%*	*14%*	**
Answered	**104**	37	52	**	**	97	53	**	**	55	59	104	56	53	**
Mean	**28.82**	16.05	12.25	**	**	30.61	10.90	**	**	14.03	16.23	28.82	15.43	17.04	**
						b						**ab**			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**123**	79	54	123	26	23	71	70	8	4	3	-
Weighted total	**119**	74	50	119	25	19	60	60	7	2	6	-
0-24%	**63**	51	39	63	**	**	42	48	**	**	**	**
	52%	*69%*	*78%*	*52%*	**	**	*70%*	*80%*	**	**	**	**
		c	c									
25-49%	**11**	8	1	11	**	**	3	2	**	**	**	**
	10%	*11%*	*3%*	*10%*	**	**	*6%*	*3%*	**	**	**	**
50-74%	**12**	*	-	12	**	**	*	*	**	**	**	**
	10%	*%*	*-%*	*10%*	**	**	*%*	*%*	**	**	**	**
				ab								
75-100%	**18**	*	-	18	**	**	3	3	**	**	**	**
	15%	*%*	*-%*	*15%*	**	**	*5%*	*5%*	**	**	**	**
				ab								
Don't know	**16**	15	10	16	**	**	11	7	**	**	**	**
	13%	*20%*	*19%*	*13%*	**	**	*19%*	*11%*	**	**	**	**
Answered	**104**	59	40	104	**	**	49	53	**	**	**	**
Mean	**28.82**	10.11	6.46	28.82	**	**	12.76	11.39	**	**	**	**
				ab								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**123**	118	113	120	117	123	89	120	53	-	109	4	28	95
Weighted total	**119**	114	112	115	112	119	89	116	46	-	103	5	26	94
0-24%	**63**	61	60	61	59	63	48	61	21	**	54	**	**	48
	52%	*53%*	*54%*	*53%*	*52%*	*52%*	*53%*	*52%*	*46%*	**	*53%*	**	**	*51%*
25-49%	**11**	10	8	10	11	11	7	11	5	**	11	**	**	11
	10%	*9%*	*8%*	*9%*	*10%*	*10%*	*8%*	*10%*	*11%*	**	*11%*	**	**	*12%*
50-74%	**12**	11	12	12	12	12	10	12	7	**	8	**	**	7
	10%	*9%*	*11%*	*11%*	*11%*	*10%*	*11%*	*10%*	*16%*	**	*8%*	**	**	*8%*
75-100%	**18**	16	16	16	14	18	10	16	5	**	15	**	**	13
	15%	*14%*	*15%*	*14%*	*13%*	*15%*	*12%*	*14%*	*10%*	**	*15%*	**	**	*13%*
Don't know	**16**	16	15	16	16	16	14	16	8	**	14	**	**	15
	13%	*14%*	*14%*	*14%*	*14%*	*13%*	*16%*	*13%*	*17%*	**	*13%*	**	**	*15%*
Answered	**104**	98	97	99	97	104	75	101	38	**	89	**	**	79
Mean	**28.82**	28.22	28.47	28.50	27.99	28.82	26.84	28.59	30.89	**	28.27	**	**	26.11

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**123**	37	1	8	34	27	76	19	33	14	76	62	61
Weighted total	**119**	44	2	6	43	24	73	20	40	12	67	58	61
0-24%	**63**	**	**	**	**	**	44	**	**	**	41	27	35
	52%	**	**	**	**	**	*60%*	**	**	**	*62%*	*47%*	*58%*
25-49%	**11**	**	**	**	**	**	8	**	**	**	7	5	7
	10%	**	**	**	**	**	*10%*	**	**	**	*10%*	*8%*	*11%*
50-74%	**12**	**	**	**	**	**	10	**	**	**	2	5	7
	10%	**	**	**	**	**	*13%*	**	**	**	*4%*	*9%*	*11%*
75-100%	**18**	**	**	**	**	**	6	**	**	**	9	9	9
	15%	**	**	**	**	**	*8%*	**	**	**	*14%*	*15%*	*14%*
Don't know	**16**	**	**	**	**	**	6	**	**	**	7	12	4
	13%	**	**	**	**	**	*9%*	**	**	**	*11%*	*21%*	*6%*
												b	
Answered	**104**	**	**	**	**	**	67	**	**	**	60	46	58
Mean	**28.82**	**	**	**	**	**	23.33	**	**	**	22.49	29.57	28.23

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	123	7	8	12	18	8	12	14	2	4	12	15	11
Weighted total	119	1	9	18	14	8	12	10	2	8	14	15	9
0-24%	63	**	**	**	**	**	**	**	**	**	**	**	**
	52%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	11	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	12	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	18	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	104	**	**	**	**	**	**	**	**	**	**	**	**
Mean	28.82	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	b	*c	d
Unweighted total	**123**	27	38	20	38
Weighted total	**119**	28	34	20	38
0-24%	**63**	**	**	**	**
	52%	**	**	**	**
25-49%	**11**	**	**	**	**
	10%	**	**	**	**
50-74%	**12**	**	**	**	**
	10%	**	**	**	**
75-100%	**18**	**	**	**	**
	15%	**	**	**	**
Don't know	**16**	**	**	**	**
	13%	**	**	**	**
Answered	**104**	**	**	**	**
Mean	**28.82**	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**52**	33	5	8	6	19	14	7	7	-	5
Weighted total	**43**	40	1	1	1	2	17	9	6	-	*
0-24%	**29**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	52	4	-	6	2	6	6	6	3	1	34	5	7	6
Weighted total	43	5	-	6	2	7	7	6	4	*	36	2	2	2
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	30	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	8.30	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	**52**	4	11	-	3	11	-	3	20	44	8	49	3
Weighted total	**43**	1	7	-	2	12	-	*	21	38	5	41	2
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	52	52	-	18	7	27
Weighted total	43	43	-	13	11	19
0-24%	29	29	**	**	**	**
	68%	*68%*	**	**	**	**
25-49%	*	*	**	**	**	**
	1%	*1%*	**	**	**	**
50-74%	*	*	**	**	**	**
	%	*%*	**	**	**	**
75-100%	1	1	**	**	**	**
	2%	*2%*	**	**	**	**
Don't know	12	12	**	**	**	**
	29%	*29%*	**	**	**	**
Answered	30	30	**	**	**	**
Mean	8.30	8.30	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	**52**	28	17	6	-	-	-	1	-	45	7	1	5	23	24
Weighted total	**43**	22	17	3	-	-	-	*	-	39	4	*	3	19	20
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**52**	42	42	49	52	23	44	43	3	2	-	-	1	-
Weighted total	**43**	33	34	40	43	16	34	36	3	2	-	-	*	-
0-24%	**29**	**	**	**	29	**	**	**	**	**	**	**	**	**
	68%	**	**	**	*68%*	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	*	**	**	**	**	**	**	**	**	**
	1%	**	**	**	*1%*	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	*	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**%*	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	1	**	**	**	**	**	**	**	**	**
	2%	**	**	**	*2%*	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	12	**	**	**	**	**	**	**	**	**
	29%	**	**	**	*29%*	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	30	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	8.30	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**52**	50	-	1	-	-	1	-	1	6	11	12	19	1
Weighted total	**43**	41	-	1	-	-	*	-	*	10	11	10	8	*
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	52	13	13	13	13	-	24	4	24	49	3	48	1
Weighted total	43	9	14	10	9	-	24	2	17	42	1	39	*
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	12	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	30	**	**	**	**	**	**	**	**	**	**	**	**
Mean	8.30	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	c	*d
Unweighted total	**52**	7	8	13	1	44	8	30	42	33	-
Weighted total	**43**	7	6	12	*	36	7	25	33	27	-
0-24%	**29**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	52	29	41	33	-	40	45	44	-	42	41	52	43	34	4
Weighted total	43	26	32	27	-	35	39	35	-	33	32	43	35	25	4
0-24%	29	**	**	**	**	**	**	**	**	**	**	29	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	*68%*	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**%*	**	**	**
75-100%	1	**	**	**	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Don't know	12	**	**	**	**	**	**	**	**	**	**	12	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	*29%*	**	**	**
Answered	30	**	**	**	**	**	**	**	**	**	**	30	**	**	**
Mean	8.30	**	**	**	**	**	**	**	**	**	**	8.30	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**52**	41	32	42	37	52	40	34	2	2	-	-
Weighted total	**43**	34	26	37	33	43	32	25	2	2	-	-
0-24%	**29**	**	**	**	**	29	**	**	**	**	**	**
	68%	**	**	**	**	*68%*	**	**	**	**	**	**
25-49%	*	**	**	**	**	*	**	**	**	**	**	**
	1%	**	**	**	**	*1%*	**	**	**	**	**	**
50-74%	*	**	**	**	**	*	**	**	**	**	**	**
	****%***	**	**	**	**	**%*	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	1	**	**	**	**	**	**
	2%	**	**	**	**	*2%*	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	12	**	**	**	**	**	**
	29%	**	**	**	**	*29%*	**	**	**	**	**	**
Answered	**30**	**	**	**	**	30	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	8.30	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**52**	52	50	52	50	52	43	51	36	-	47	1	13	39
Weighted total	**43**	43	41	43	41	43	38	43	28	-	39	*	14	29
0-24%	**29**	29	**	29	**	29	**	29	**	**	**	**	**	**
	68%	*68%*	**	*68%*	**	*68%*	**	*68%*	**	**	**	**	**	**
25-49%	*	*	**	*	**	*	**	*	**	**	**	**	**	**
	1%	*1%*	**	*1%*	**	*1%*	**	*1%*	**	**	**	**	**	**
50-74%	*	*	**	*	**	*	**	*	**	**	**	**	**	**
	%	*%*	**	*%*	**	*%*	**	*%*	**	**	**	**	**	**
75-100%	**1**	1	**	1	**	1	**	1	**	**	**	**	**	**
	2%	*2%*	**	*2%*	**	*2%*	**	*2%*	**	**	**	**	**	**
Don't know	**12**	12	**	12	**	12	**	12	**	**	**	**	**	**
	29%	*29%*	**	*29%*	**	*29%*	**	*29%*	**	**	**	**	**	**
Answered	**30**	30	**	30	**	30	**	30	**	**	**	**	**	**
Mean	**8.30**	8.30	**	8.30	**	8.30	**	8.31	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	*a	*b
Unweighted total	**52**	13	-	5	10	12	33	7	11	6	34	23	29
Weighted total	**43**	13	-	6	7	11	24	8	14	4	24	16	27
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**12**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**30**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**8.30**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	52	3	1	2	6	10	2	11	2	1	2	4	8
Weighted total	43	1	1	3	7	11	2	1	2	2	2	4	7
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	12	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	30	**	**	**	**	**	**	**	**	**	**	**	**
Mean	8.30	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	52	6	18	14	14
Weighted total	43	4	20	5	14
0-24%	29	**	**	**	**
	68%	**	**	**	**
25-49%	*	**	**	**	**
	1%	**	**	**	**
50-74%	*	**	**	**	**
	%	**	**	**	**
75-100%	1	**	**	**	**
	2%	**	**	**	**
Don't know	12	**	**	**	**
	29%	**	**	**	**
Answered	30	**	**	**	**
Mean	8.30	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	58	42	5	6	5	16	16	13	5	-	5
Weighted total	58	56	*	1	1	2	19	16	7	-	*
0-24%	33	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**
Answered	42	**	**	**	**	**	**	**	**	**	**
Mean	19.40	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	58	4	2	12	-	3	6	6	2	2	37	3	8	10
Weighted total	58	8	4	15	-	4	7	6	4	2	50	1	3	4
0-24%	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	42	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	19.40	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	**58**	4	10	-	2	21	-	3	18	50	8	55	3
Weighted total	**58**	1	8	-	*	29	-	*	19	52	6	56	1
0-24%	**33**	**	**	**	**	**	**	**	**	**	**	32	**
	58%	**	**	**	**	**	**	**	**	**	**	*57%*	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	*	**
	1%	**	**	**	**	**	**	**	**	**	**	*1%*	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	1	**
	2%	**	**	**	**	**	**	**	**	**	**	*2%*	**
75-100%	**6**	**	**	**	**	**	**	**	**	**	**	6	**
	11%	**	**	**	**	**	**	**	**	**	**	*11%*	**
Don't know	**16**	**	**	**	**	**	**	**	**	**	**	16	**
	28%	**	**	**	**	**	**	**	**	**	**	*29%*	**
Answered	**42**	**	**	**	**	**	**	**	**	**	**	40	**
Mean	**19.40**	**	**	**	**	**	**	**	**	**	**	19.94	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**58**	58	-	16	9	31
Weighted total	**58**	58	-	13	13	30
0-24%	**33**	33	**	**	**	**
	58%	*58%*	**	**	**	**
25-49%	*	*	**	**	**	**
	1%	*1%*	**	**	**	**
50-74%	**1**	1	**	**	**	**
	2%	*2%*	**	**	**	**
75-100%	**6**	6	**	**	**	**
	11%	*11%*	**	**	**	**
Don't know	**16**	16	**	**	**	**
	28%	*28%*	**	**	**	**
Answered	**42**	42	**	**	**	**
Mean	**19.40**	19.40	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	**58**	30	19	7	-	-	1	1	-	49	9	2	7	23	28
Weighted total	**58**	26	23	8	-	-	*	*	-	49	8	*	5	21	31
0-24%	**33**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**16**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**42**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**19.40**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**58**	37	43	49	58	23	47	42	2	4	-	-	1	-
Weighted total	**58**	34	41	47	58	18	44	44	*	2	-	-	*	-
0-24%	**33**	**	**	**	33	**	**	**	**	**	**	**	**	**
	58%	**	**	**	*58%*	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	*	**	**	**	**	**	**	**	**	**
	1%	**	**	**	*1%*	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	1	**	**	**	**	**	**	**	**	**
	2%	**	**	**	*2%*	**	**	**	**	**	**	**	**	**
75-100%	**6**	**	**	**	6	**	**	**	**	**	**	**	**	**
	11%	**	**	**	*11%*	**	**	**	**	**	**	**	**	**
Don't know	**16**	**	**	**	16	**	**	**	**	**	**	**	**	**
	28%	**	**	**	*28%*	**	**	**	**	**	**	**	**	**
Answered	**42**	**	**	**	42	**	**	**	**	**	**	**	**	**
Mean	**19.40**	**	**	**	19.40	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**58**	55	-	1	-	1	1	-	2	8	14	10	17	-
Weighted total	**58**	56	-	1	-	*	*	-	*	12	15	10	10	-
0-24%	**33**	32	**	**	**	**	**	**	**	**	**	**	**	**
	58%	*57%*	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**6**	6	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*11%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**16**	16	**	**	**	**	**	**	**	**	**	**	**	**
	28%	*29%*	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**42**	40	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**19.40**	20.01	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted total	58	17	10	18	10	3	34	4	20	52	6	48	1
Weighted total	58	18	9	15	12	4	42	3	13	54	4	47	*
0-24%	33	**	**	**	**	**	**	**	**	33	**	**	**
	58%	**	**	**	**	**	**	**	**	*62%*	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	*	**	**	**
	2%	**	**	**	**	**	**	**	**	*%	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	4	**	**	**
	11%	**	**	**	**	**	**	**	**	*8%*	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	15	**	**	**
	28%	**	**	**	**	**	**	**	**	*29%*	**	**	**
Answered	42	**	**	**	**	**	**	**	**	38	**	**	**
Mean	19.40	**	**	**	**	**	**	**	**	15.55	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	b	*c	*d
Unweighted total	58	10	11	15	2	48	10	27	35	29	-
Weighted total	58	11	12	15	3	48	10	25	31	28	-
0-24%	33	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**
Answered	42	**	**	**	**	**	**	**	**	**	**
Mean	19.40	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**58**	34	39	33	-	53	44	52	-	37	42	58	41	33	5
Weighted total	**58**	34	36	32	-	53	44	54	-	34	39	58	38	31	8
0-24%	**33**	**	**	**	**	30	**	33	**	**	**	33	**	**	**
	58%	**	**	**	**	*56%*	**	*61%*	**	**	**	*58%*	**	**	**
25-49%	*	**	**	**	**	-	**	*	**	**	**	*	**	**	**
	1%	**	**	**	**	*-%*	**	*1%*	**	**	**	*1%*	**	**	**
50-74%	**1**	**	**	**	**	1	**	1	**	**	**	1	**	**	**
	2%	**	**	**	**	*2%*	**	*2%*	**	**	**	*2%*	**	**	**
75-100%	**6**	**	**	**	**	6	**	6	**	**	**	6	**	**	**
	11%	**	**	**	**	*12%*	**	*12%*	**	**	**	*11%*	**	**	**
Don't know	**16**	**	**	**	**	16	**	13	**	**	**	16	**	**	**
	28%	**	**	**	**	*30%*	**	*24%*	**	**	**	*28%*	**	**	**
Answered	**42**	**	**	**	**	38	**	41	**	**	**	42	**	**	**
Mean	**19.40**	**	**	**	**	20.82	**	19.66	**	**	**	19.40	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**58**	42	30	51	58	36	39	31	4	4	3	1
Weighted total	**58**	37	28	48	58	29	35	27	3	3	4	2
0-24%	**33**	**	**	26	33	**	**	**	**	**	**	**
	58%	**	**	*54%*	*58%*	**	**	**	**	**	**	**
25-49%	*	**	**	*	*	**	**	**	**	**	**	**
	1%	**	**	*1%*	*1%*	**	**	**	**	**	**	**
50-74%	**1**	**	**	*	1	**	**	**	**	**	**	**
	2%	**	**	**%*	*2%*	**	**	**	**	**	**	**
75-100%	**6**	**	**	6	6	**	**	**	**	**	**	**
	11%	**	**	*12%*	*11%*	**	**	**	**	**	**	**
				a	a							
Don't know	**16**	**	**	16	16	**	**	**	**	**	**	**
	28%	**	**	*34%*	*28%*	**	**	**	**	**	**	**
Answered	**42**	**	**	32	42	**	**	**	**	**	**	**
Mean	**19.40**	**	**	19.51	19.40	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**58**	58	52	58	56	57	51	57	42	-	50	1	17	41
Weighted total	**58**	58	53	58	55	56	47	57	38	-	48	2	19	39
0-24%	**33**	33	30	33	32	32	28	32	**	**	**	**	**	**
	58%	*58%*	*56%*	*58%*	*58%*	*57%*	*59%*	*57%*	**	**	**	**	**	**
25-49%	*	*	*	*	*	*	*	*	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
50-74%	**1**	1	1	1	*	1	1	1	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*%*	*2%*	*3%*	*2%*	**	**	**	**	**	**
75-100%	**6**	6	6	6	6	6	4	6	**	**	**	**	**	**
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*8%*	*11%*	**	**	**	**	**	**
Don't know	**16**	16	16	16	16	16	14	16	**	**	**	**	**	**
	28%	*28%*	*30%*	*28%*	*30%*	*29%*	*30%*	*29%*	**	**	**	**	**	**
Answered	**42**	42	37	42	38	40	33	40	**	**	**	**	**	**
Mean	**19.40**	19.40	19.00	19.40	18.40	19.38	15.72	19.69	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	*a	*b
Unweighted total	**58**	19	-	8	13	18	33	7	15	7	35	29	29
Weighted total	**58**	22	-	11	12	19	33	6	21	7	29	25	32
0-24%	**33**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**42**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**19.40**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	58	4	3	4	5	9	3	8	5	2	3	4	8
Weighted total	58	3	4	7	6	10	3	4	3	3	4	4	7
0-24%	33	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	6	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	16	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	42	**	**	**	**	**	**	**	**	**	**	**	**
Mean	19.40	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	58	11	17	15	15
Weighted total	58	14	19	10	15
0-24%	33	**	**	**	**
	58%	**	**	**	**
25-49%	*	**	**	**	**
	1%	**	**	**	**
50-74%	1	**	**	**	**
	2%	**	**	**	**
75-100%	6	**	**	**	**
	11%	**	**	**	**
Don't know	16	**	**	**	**
	28%	**	**	**	**
Answered	42	**	**	**	**
Mean	19.40	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**9**	8	-	**	**	*	3	3	**	**	**
	2%	*2%*	*-%*	**	**	**%*	*2%*	*2%*	**	**	**
This is not important to me - don't mind if not offered	**23**	23	*	**	**	*	7	10	**	**	**
	4%	*4%*	*1%*	**	**	*2%*	*4%*	*7%*	**	**	**
											ac
This is mandatory to me - a must have	**164**	158	3	**	**	5	62	40	**	**	**
	31%	*31%*	*27%*	**	**	*27%*	*31%*	*27%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**156**	149	4	**	**	7	53	43	**	**	**
	29%	*29%*	*33%*	**	**	*35%*	*27%*	*29%*	**	**	**
											a
This is a 'great to have' - makes a difference and can sway my decision	**179**	172	5	**	**	7	73	51	**	**	**
	34%	*34%*	*39%*	**	**	*35%*	*37%*	*35%*	**	**	**
									e		
NET Important	**343**	330	8	**	**	12	135	91	**	**	**
	65%	*65%*	*66%*	**	**	*62%*	*68%*	*62%*	**	**	**
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	**547**	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	**530**	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	**9**	**	**	2	**	**	1	**	**	**	7	1	-	-
	2%	**	**	*3%*	**	**	*2%*	**	**	**	*2%*	*5%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**23**	**	**	6	**	**	5	**	**	**	21	-	1	1
	4%	**	**	*6%*	**	**	*6%*	**	**	**	*5%*	*-%*	*4%*	*4%*
		k		k			k							
This is mandatory to me - a must have	**164**	**	**	33	**	**	40	**	**	**	142	6	7	8
	31%	**	**	*36%*	**	**	*46%*	**	**	**	*32%*	*21%*	*26%*	*32%*
				g			**agjkl**		**gk**		g			
This is a 'nice to have' , but I can live without it being offered	**156**	**	**	31	**	**	22	**	**	**	137	7	6	6
	29%	**	**	*34%*	**	**	*25%*	**	**	**	*31%*	*25%*	*20%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**179**	**	**	19	**	**	19	**	**	**	140	14	14	11
	34%	**	**	*21%*	**	**	*21%*	**	**	**	*31%*	*49%*	*50%*	*43%*
		cfhj						**cfh**				**cfhj**	**cfhj**	**cfh**
NET Important	**343**	**	**	52	**	**	58	**	**	**	283	19	21	19
	65%	**	**	*57%*	**	**	*67%*	**	**	**	*63%*	*70%*	*75%*	*75%*
													c	c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	9	**	2	**	**	*	**	**	4	9	-	8	*
	2%	**	4%	**	**	*%	**	**	2%	2%	-%	2%	1%
			e										
This is not important to me - don't mind if not offered	23	**	2	**	**	10	**	**	6	16	8	22	1
	4%	**	4%	**	**	5%	**	**	3%	4%	7%	5%	2%
This is mandatory to me - a must have	164	**	21	**	**	54	**	**	62	141	22	149	15
	31%	**	38%	**	**	28%	**	**	31%	33%	21%	31%	31%
										b			
This is a 'nice to have' , but I can live without it being offered	156	**	20	**	**	53	**	**	49	119	37	140	16
	29%	**	36%	**	**	28%	**	**	25%	28%	34%	29%	33%
					eh								
This is a 'great to have' - makes a difference and can sway my decision	179	**	10	**	**	74	**	**	76	138	41	162	17
	34%	**	19%	**	**	39%	**	**	39%	33%	38%	34%	34%
						bd			bd				
NET Important	343	**	32	**	**	129	**	**	138	279	63	311	32
	65%	**	57%	**	**	67%	**	**	70%	66%	59%	65%	65%
						d			bd				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**9**	9	**	7	*	*
	2%	*2%*	**	*3%*	**%*	**%*
				c		
This is not important to me - don't mind if not offered	**23**	23	**	14	1	8
	4%	*5%*	**	*6%*	*1%*	*4%*
This is mandatory to me - a must have	**164**	155	**	56	38	66
	31%	*31%*	**	*23%*	*42%*	*34%*
					a	a
This is a 'nice to have' , but I can live without it being offered	**156**	148	**	92	25	35
	29%	*29%*	**	*39%*	*27%*	*18%*
				c		
This is a 'great to have' - makes a difference and can sway my decision	**179**	173	**	70	26	82
	34%	*34%*	**	*29%*	*29%*	*43%*
						ab
NET Important	**343**	328	**	126	64	149
	65%	*65%*	**	*53%*	*71%*	*77%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**9**	7	1	**	**	**	**	**	**	9	**	**	4	4	1
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**23**	19	4	**	**	**	**	**	**	23	**	**	8	12	4
	4%	*5%*	*4%*	**	**	**	**	**	**	*5%*	**	**	*7%*	*4%*	*3%*
This is mandatory to me - a must have	**164**	114	33	**	**	**	**	**	**	147	**	**	24	90	50
	31%	*28%*	*33%*	**	**	**	**	**	**	*29%*	**	**	*22%*	*31%*	*38%*
				abi							**abi**				a
This is a 'nice to have' , but I can live without it being offered	**156**	130	23	**	**	**	**	**	**	153	**	**	42	88	26
	29%	*33%*	*22%*	**	**	**	**	**	**	*31%*	**	**	*39%*	*30%*	*20%*
		bcj								**cj**			c	c	
This is a 'great to have' - makes a difference and can sway my decision	**179**	129	41	**	**	**	**	**	**	170	**	**	31	98	50
	34%	*32%*	*40%*	**	**	**	**	**	**	*34%*	**	**	*28%*	*34%*	*38%*
NET Important	**343**	243	74	**	**	**	**	**	**	317	**	**	54	188	100
	65%	*61%*	*73%*	**	**	**	**	**	**	*63%*	**	**	*50%*	*65%*	*77%*
			ai	**abi**							**abi**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**9**	7	7	7	9	*	3	6	**	**	**	**	**	**
	2%	*2%*	*2%* f	*2%*	*2%*	*%*	*1%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**23**	15	13	16	23	5	12	14	**	**	**	**	**	**
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	**	**	**	**	**	**
This is mandatory to me - a must have	**164**	106	96	123	164	48	122	111	**	**	**	**	**	**
	31%	*32%*	*34%*	*32%*	*31%*	*32%*	*32%*	*32%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**156**	94	77	112	156	34	112	104	**	**	**	**	**	**
	29%	*29%*	*27%*	*29%*	*29%*	*23%*	*29%*	*30%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	105	91	123	179	63	132	113	**	**	**	**	**	**
	34%	*32%*	*32%*	*32%*	*34%*	*42%* abcd	*35%*	*32%*	**	**	**	**	**	**
NET Important	**343**	212	188	247	343	110	254	224	**	**	**	**	**	**
	65%	*65%*	*66%*	*65%*	*65%*	*74%* acd	*67%*	*64%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**9**	9	**	**	**	**	**	**	**	2	1	3	2	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*3%*	*3%*	**
This is not important to me - don't mind if not offered	**23**	23	**	**	**	**	**	**	**	13	2	1	*	**
	4%	*4%*	**	**	**	**	**	**	**	*12%* bcd	*2%*	*1%*	*1%*	**
This is mandatory to me - a must have	**164**	156	**	**	**	**	**	**	**	29	40	32	23	**
	31%	*30%*	**	**	**	**	**	**	**	*28%*	*34%*	*31%*	*41%*	**
This is a 'nice to have' , but I can live without it being offered	**156**	155	**	**	**	**	**	**	**	28	36	35	12	**
	29%	*30%*	**	**	**	**	**	**	**	*27%*	*31%*	*34%* d	*22%*	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	177	**	**	**	**	**	**	**	32	37	32	19	**
	34%	*34%*	**	**	**	**	**	**	**	*31%*	*32%*	*31%*	*33%*	**
NET Important	**343**	333	**	**	**	**	**	**	**	61	77	63	42	**
	65%	*64%*	**	**	**	**	**	**	**	*59%*	*66%*	*62%*	*74%* a	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**9**	5	1	2	*	**	3	**	5	9	**	7	**
	2%	*2%*	*1%*	*2%*	**%*	**	*1%*	**	*2%*	*2%*	**	*2%*	**
This is not important to me - don't mind if not offered	**23**	13	5	5	*	**	10	**	13	21	**	16	**
	4%	*6%*	*4%*	*4%*	**%*	**	*3%*	**	*6%*	*4%*	**	*4%*	**
This is mandatory to me - a must have	**164**	68	38	32	22	**	98	**	63	150	**	123	**
	31%	*29%*	*32%*	*26%*	*51%* abc	**	*34%*	**	*27%*	*30%*	**	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**156**	80	35	35	6	**	78	**	75	152	**	112	**
	29%	*34%* d	*30%* d	*28%*	*15%*	**	*27%*	**	*32%*	*31%* b	**	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	68	39	49	15	**	100	**	74	164	**	123	**
	34%	*29%*	*33%*	*40%* a	*34%*	**	*35%*	**	*32%*	*33%*	**	*32%*	**
NET Important	**343**	137	77	80	36	**	197	**	137	314	**	246	**
	65%	*58%*	*65%*	*66%*	*85%* abc	**	*68%* c	**	*60%*	*63%*	** a	*65%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**9**	-	-	-	**	9	-	5	6	4	**
	2%	*-%*	*-%*	*-%*	**	*2%*	*-%*	*3%*	*2%*	*6%* b	**
This is not important to me - don't mind if not offered	**23**	2	3	2	**	21	2	7	15	6	**
	4%	*2%*	*5%*	*3%*	**	*5%*	*3%*	*4%*	*5%*	*9%*	**
This is mandatory to me - a must have	**164**	30	28	39	**	131	33	57	102	23	**
	31%	*39%*	*43%*	*44%*	**	*28%*	*47%* a	*34%*	*33%*	*36%*	**
This is a 'nice to have' , but I can live without it being offered	**156**	21	8	21	**	142	13	52	84	17	**
	29%	*27%* b	*13%*	*24%*	**	*31%* b	*19%*	*31%*	*27%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	24	25	26	**	157	22	46	103	14	**
	34%	*32%*	*39%*	*30%*	**	*34%*	*31%*	*27%*	*33%*	*22%*	**
NET Important	**343**	54	53	65	**	288	55	103	204	37	**
	65%	*70%*	*82%*	*74%*	**	*63%*	*79%* a	*62%*	*66%*	*58%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**9**	5	6	2	**	3	7	1	**	7	7	9	7	4	**
	2%	*3%*	*2%*	*3%*	**	*1%*	*2%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**23**	7	13	5	**	14	17	7	**	15	13	23	16	5	**
	4%	*5%*	*5%*	*8%*	**	*4%*	*4%*	*7%*	**	*5%*	*5%*	*4%*	*5%*	*2%*	**
This is mandatory to me - a must have	**164**	48	90	25	**	114	118	35	**	106	96	164	91	81	**
	31%	*34%*	*35%*	*41%*	**	*31%*	*31%*	*31%*	**	*32%*	*34%*	*31%*	*29%*	*33%*	**
This is a 'nice to have' , but I can live without it being offered	**156**	39	72	12	**	113	108	30	**	94	75	156	104	73	**
	29%	*28%*	*28%*	*20%*	**	*31%*	*29%*	*27%*	**	*29%*	*27%*	*29%*	*33%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	43	80	17	**	122	127	37	**	105	91	179	97	86	**
	34%	*30%*	*31%*	*28%*	**	*33%*	*34%*	*34%*	**	*32%*	*32%*	*34%*	*31%*	*34%*	**
NET Important	**343**	91	170	42	**	235	245	72	**	212	187	343	188	167	**
	65%	*64%*	*65%*	*69%*	**	*64%*	*65%*	*65%*	**	*65%*	*66%*	*65%*	*60%*	*67%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**9**	5	7	4	1	-	6	6	**	**	**	**
	2%	*1%*	*3%*	*1%*	*2%*	*-%*	*2%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**23**	16	9	17	5	4	15	3	**	**	**	**
	4%	*4%*	*4%*	*6%*	*7%*	*9%*	*5%* b	*1%*	**	**	**	**
This is mandatory to me - a must have	**164**	111	78	103	28	20	83	80	**	**	**	**
	31%	*30%*	*35%*	*34%*	*39%*	*44%* a	*28%*	*33%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**156**	112	50	86	15	12	101	72	**	**	**	**
	29%	*30%* b	*23%*	*28%*	*21%*	*27%*	*34%*	*30%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**179**	126	76	91	22	9	90	79	**	**	**	**
	34%	*34%* e	*34%* e	*30%*	*31%*	*20%*	*31%*	*33%*	**	**	**	**
NET Important	**343**	236	153	194	49	29	173	159	**	**	**	**
	65%	*64%*	*70%*	*64%*	*70%*	*64%*	*59%*	*66%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**9**	9	7	9	6	9	7	7	2	**	5	**	1	8
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**	*1%*	**	*1%*	*2%*
This is not important to me - don't mind if not offered	**23**	23	17	23	20	23	11	22	9	**	20	**	4	19
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	**	*5%*	**	*4%*	*5%*
This is mandatory to me - a must have	**164**	157	140	158	145	162	107	157	41	**	135	**	50	114
	31%	*31%*	*30%*	*31%*	*30%*	*31%*	*30%*	*31%*	*25%*	**	*30%*	**	*47%* b	*27%*
This is a 'nice to have' , but I can live without it being offered	**156**	152	139	153	148	152	118	155	51	**	136	**	28	128
	29%	*30%*	*30%*	*30%*	*30%*	*29%*	*33%*	*30%*	*31%*	**	*31%*	**	*26%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**179**	170	164	174	167	177	118	167	62	**	148	**	24	155
	34%	*33%*	*35%*	*34%*	*34%*	*34%*	*33%*	*33%*	*38%*	**	*33%*	**	*22%*	*37%* a
NET Important	**343**	327	304	332	312	339	226	324	104	**	282	**	73	269
	65%	*64%*	*65%*	*64%*	*64%*	*65%*	*62%*	*64%*	*63%*	**	*64%*	**	*69%*	*63%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**9**	-	**	**	-	-	7	2	-	**	8	5	3
	2%	-%	**	**	-%	-%	*2%*	*2%*	-%	**	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**23**	4	**	**	2	1	19	3	5	**	18	12	11
	4%	*3%*	**	**	*2%*	*1%*	*5%*	*4%*	*5%*	**	*5%*	*5%*	*4%*
This is mandatory to me - a must have	**164**	50	**	**	49	32	101	27	45	**	97	75	89
	31%	*41%*	**	**	*42%*	*37%*	*28%*	*34%*	*44%* c	** c	*25%*	*29%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**156**	27	**	**	25	22	109	24	14	**	134	69	87
	29%	*22%*	**	**	*22%*	*25%*	*31%*	*31%*	*14%*	**	*35%* **ab**	*27%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**179**	41	**	**	39	33	121	22	38	**	128	97	82
	34%	*34%*	**	**	*34%*	*37%*	*34%*	*29%*	*37%*	**	*33%*	*38%*	*30%*
NET Important	**343**	92	**	**	88	65	222	49	83	**	225	172	171
	65%	*75%*	**	**	*76%*	*74%* b	*62%*	*63%*	*81%* c	** c	*59%*	*67%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**9**	**	**	**	*	**	-	-	**	**	2	3	**
	2%	**	**	**	**%*	**	*-%*	*-%*	**	**	*3%*	*5%*	**
This is not important to me - don't mind if not offered	**23**	**	**	**	2	**	2	3	**	**	-	5	**
	4%	**	**	**	*7%*	**	*4%*	*12%*	**	**	*-%*	*10%*	**
								chj		j		**cj**	
This is mandatory to me - a must have	**164**	**	**	**	18	**	18	7	**	**	17	24	**
	31%	**	**	**	*48%*	**	*31%*	*25%*	**	**	*29%*	*43%*	**
			a	a	**agil**	a	a		a		a	**ail**	
This is a 'nice to have' , but I can live without it being offered	**156**	**	**	**	9	**	18	8	**	**	17	10	**
	29%	**	**	**	*24%*	**	*32%*	*27%*	**	**	*30%*	*18%*	**
		bdegjkl		**bk**			b		**bdegjkl**	b			
This is a 'great to have' - makes a difference and can sway my decision	**179**	**	**	**	8	**	19	10	**	**	22	14	**
	34%	**	**	**	*21%*	**	*33%*	*36%*	**	**	*38%*	*24%*	**
			dhk										**dhk**
NET Important	**343**	**	**	**	25	**	36	17	**	**	39	37	**
	65%	**	**	**	*69%*	**	*64%*	*61%*	**	**	*67%*	*67%*	**
			ah		a								a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**9**	2	*	-	6
	2%	*2%*	**.*%*	-%	*4%*
					bc
This is not important to me - don't mind if not offered	**23**	3	7	8	6
	4%	*2%*	*5%*	*7%*	*4%*
This is mandatory to me - a must have	**164**	33	56	28	47
	31%	*26%*	*37%*	*25%*	*33%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**156**	38	43	41	33
	29%	*30%*	*29%*	*36%*	*23%*
				d	
This is a 'great to have' - makes a difference and can sway my decision	**179**	50	44	36	49
	34%	*40%*	*30%*	*32%*	*35%*
NET Important	**343**	83	100	64	95
	65%	*66%*	*67%*	*57%*	*68%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**5**	5	*	**	**	*	3	1	**	**	**
	1%	*1%*	*1%*	**	**	*%*	*2%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**21**	21	1	**	**	1	6	3	**	**	**
	4%	*4%*	*5%*	**	**	*4%*	*3%*	*2%*	**	**	**
											ab
This is mandatory to me - a must have	**264**	253	6	**	**	11	87	73	**	**	**
	50%	*50%*	*53%*	**	**	*55%*	*43%*	*50%*	**	**	**
											a
This is a 'nice to have' , but I can live without it being offered	**79**	77	1	**	**	2	35	20	**	**	**
	15%	*15%*	*10%*	**	**	*12%*	*17%*	*14%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	155	4	**	**	6	68	49	**	**	**
	30%	*30%*	*31%*	**	**	*29%*	*34%*	*34%*	**	**	**
							e	e	e		
NET Important	**425**	408	10	**	**	17	155	123	**	**	**
	80%	*80%*	*84%*	**	**	*84%*	*78%*	*83%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	5	**	**	-	**	**	1	**	**	**	5	*	-	-
	1%	**	**	-%	**	**	*1%*	**	**	**	*1%*	*%	-%	-%
This is not important to me - don't mind if not offered	21	**	**	4	**	**	2	**	**	**	19	-	1	2
	4%	**	**	*4%*	**	**	*2%*	**	**	**	*4%*	-%	*4%*	*6%*
		k												k
This is mandatory to me - a must have	264	**	**	54	**	**	46	**	**	**	228	11	13	11
	50%	**	**	*59%*	**	**	*53%*	**	**	**	*51%*	*40%*	*47%*	*45%*
				k					**ajklm**					
This is a 'nice to have' , but I can live without it being offered	79	**	**	9	**	**	14	**	**	**	65	6	4	3
	15%	**	**	*10%*	**	**	*16%*	**	**	**	*14%*	*23%*	*15%*	*13%*
								h				**ch**		
This is a 'great to have' - makes a difference and can sway my decision	161	**	**	24	**	**	24	**	**	**	132	10	10	9
	30%	**	**	*26%*	**	**	*27%*	**	**	**	*29%*	*37%*	*34%*	*36%*
NET Important	425	**	**	78	**	**	70	**	**	**	360	21	23	20
	80%	**	**	*86%*	**	**	*81%*	**	**	**	*80%*	*77%*	*81%*	*80%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**547**	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	**530**	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	**5**	**	-	**	**	-	**	**	4	5	*	5	-
	1%	**	*-%*	**	**	*-%*	**	**	*2%*	*1%*	**%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**21**	**	5	**	**	4	**	**	4	16	6	19	3
	4%	**	*10%*	**	**	*2%*	**	**	*2%*	*4%*	*5%*	*4%*	*5%*
			eh		**eh**								
This is mandatory to me - a must have	**264**	**	37	**	**	88	**	**	97	213	51	237	27
	50%	**	*65%*	**	**	*46%*	**	**	*49%*	*50%*	*47%*	*49%*	*55%*
			eh										
This is a 'nice to have' , but I can live without it being offered	**79**	**	7	**	**	36	**	**	26	60	19	74	5
	15%	**	*12%*	**	**	*19%*	**	**	*13%*	*14%*	*18%*	*15%*	*11%*
This is a 'great to have' - makes a difference and can sway my decision	**161**	**	7	**	**	64	**	**	67	129	32	147	14
	30%	**	*13%*	**	**	*33%*	**	**	*34%*	*30%*	*30%*	*31%*	*28%*
						b			b				
NET Important	**425**	**	44	**	**	151	**	**	164	342	83	384	41
	80%	**	*78%*	**	**	*79%*	**	**	*83%*	*81%*	*77%*	*80%*	*84%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**5**	5	**	5	-	-
	1%	*1%*	**	*2%*	*-%*	*-%*
				c		
This is not important to me - don't mind if not offered	**21**	20	**	14	1	5
	4%	*4%*	**	*6%*	*1%*	*3%*
This is mandatory to me - a must have	**264**	252	**	113	50	97
	50%	*50%*	**	*47%*	*55%*	*50%*
This is a 'nice to have' , but I can live without it being offered	**79**	74	**	31	18	30
	15%	*15%*	**	*13%*	*20%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**161**	156	**	75	22	61
	30%	*31%*	**	*32%*	*24%*	*32%*
NET Important	**425**	408	**	188	72	157
	80%	*80%*	**	*79%*	*79%*	*82%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**5**	4	1	**	**	**	**	**	**	5	**	**	4	*	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*3%*	**%*	*1%*
													b		
This is not important to me - don't mind if not offered	**21**	20	1	**	**	**	**	**	**	21	**	**	12	8	1
	4%	*5%*	*1%*	**	**	**	**	**	**	*4%*	**	**	*11%*	*3%*	*1%*
													bc		
This is mandatory to me - a must have	**264**	195	55	**	**	**	**	**	**	250	**	**	47	148	69
	50%	*49%*	*54%*	**	**	**	**	**	**	*50%*	**	**	*43%*	*51%*	*53%*
This is a 'nice to have' , but I can live without it being offered	**79**	55	15	**	**	**	**	**	**	70	**	**	19	36	23
	15%	*14%*	*15%*	**	**	**	**	**	**	*14%*	**	**	*18%*	*12%*	*18%*
				abi							**abi**				
This is a 'great to have' - makes a difference and can sway my decision	**161**	126	30	**	**	**	**	**	**	155	**	**	27	98	35
	30%	*31%*	*29%*	**	**	**	**	**	**	*31%*	**	**	*25%*	*34%*	*27%*
NET Important	**425**	320	84	**	**	**	**	**	**	405	**	**	74	247	104
	80%	*80%*	*83%*	**	**	**	**	**	**	*81%*	**	**	*68%*	*85%*	*80%*
														a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**5**	4	4	4	5	-	1	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**21**	9	4	9	21	2	12	9	**	**	**	**	**	**
	4%	*3%*	*2%*	*2%*	*4%* b	*1%*	*3%*	*3%*	**	**	**	**	**	**
This is mandatory to me - a must have	**264**	174	155	202	264	80	194	185	**	**	**	**	**	**
	50%	*53%*	*55%*	*53%*	*50%*	*53%*	*51%*	*53%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**79**	44	42	58	79	16	57	48	**	**	**	**	**	**
	15%	*13%*	*15%*	*15%*	*15%*	*11%*	*15%*	*14%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	97	79	109	161	52	116	104	**	**	**	**	**	**
	30%	*30%*	*28%*	*29%*	*30%*	*35%*	*31%*	*30%*	**	**	**	**	**	**
NET Important	**425**	271	234	311	425	132	310	289	**	**	**	**	**	**
	80%	*83%*	*82%*	*81%*	*80%*	*88%* cdf	*82%*	*83%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**5**	5	**	**	**	**	**	**	**	1	-	2	*	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*2%*	**%*	**
This is not important to me - don't mind if not offered	**21**	21	**	**	**	**	**	**	**	7	-	1	1	**
	4%	*4%*	**	**	**	**	**	**	**	*7%* **bc**	*-%*	*1%*	*2%*	**
This is mandatory to me - a must have	**264**	256	**	**	**	**	**	**	**	48	65	56	33	**
	50%	*49%*	**	**	**	**	**	**	**	*47%*	*56%*	*55%*	*58%*	**
This is a 'nice to have' , but I can live without it being offered	**79**	77	**	**	**	**	**	**	**	17	16	16	9	**
	15%	*15%*	**	**	**	**	**	**	**	*17%*	*14%*	*16%*	*16%*	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	160	**	**	**	**	**	**	**	30	36	26	13	**
	30%	*31%*	**	**	**	**	**	**	**	*29%*	*31%*	*26%*	*24%*	**
NET Important	**425**	417	**	**	**	**	**	**	**	78	101	82	46	**
	80%	*80%*	**	**	**	**	**	**	**	*75%*	*86%* a	*81%*	*82%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**5**	4	1	-	-	**	3	**	2	5	**	4	**
	1%	*2%*	*1%*	*-%*	*-%*	**	*1%*	**	*1%*	*1%*	**	*1%*	**
This is not important to me - don't mind if not offered	**21**	14	3	3	*	**	7	**	14	21	**	9	**
	4%	*6%*	*3%*	*2%*	*1%*	**	*2%*	**	*6%* a	*4%*	**	*2%*	**
This is mandatory to me - a must have	**264**	118	61	49	31	**	137	**	120	241	**	202	**
	50%	*50%*	*52%*	*41%*	*74%* abc	**	*47%*	**	*52%*	*49%*	** a	*53%*	**
This is a 'nice to have' , but I can live without it being offered	**79**	29	18	22	6	**	50	**	29	77	**	58	**
	15%	*13%*	*15%*	*18%*	*14%*	**	*17%*	**	*13%*	*15%*	**	*15%*	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	69	34	47	5	**	93	**	64	152	**	108	**
	30%	*30%* d	*29%* d	*39%* d	*11%*	**	*32%*	**	*28%*	*31%*	**	*28%*	**
NET Important	**425**	188	95	97	36	**	230	**	184	394	**	311	**
	80%	*80%*	*81%*	*79%*	*85%*	**	*80%*	**	*80%*	*79%*	** a	*81%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**5**	-	-	-	**	5	-	2	4	2	**
	1%	-%	-%	-%	**	*1%*	-%	*1%*	*1%*	*3%*	**
This is not important to me - don't mind if not offered	**21**	1	1	1	**	21	1	3	9	2	**
	4%	*1%*	*1%*	*1%*	**	*4%*	*1%*	*2%*	*3%*	*3%*	**
This is mandatory to me - a must have	**264**	33	38	52	**	220	44	100	157	37	**
	50%	*43%*	*59%*	*59%*	**	*48%*	*62%* a	*60%* b	*51%*	*58%*	**
This is a 'nice to have' , but I can live without it being offered	**79**	21	8	14	**	68	11	13	44	4	**
	15%	*27%* b	*12%*	*16%*	**	*15%*	*15%*	*8%*	*14%* a	*6%*	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	23	18	22	**	146	15	49	95	19	**
	30%	*30%*	*28%*	*24%*	**	*32%*	*21%*	*29%*	*31%*	*29%*	**
NET Important	**425**	56	56	73	**	366	58	149	253	56	**
	80%	*73%*	*87%* a	*83%*	**	*80%*	*84%*	*89%* b	*82%*	*88%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**5**	2	4	-	**	*	5	-	**	4	4	5	3	1	**
	1%	*2%*	*1%*	*-%*	**	*%*	*1%* a	*-%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**21**	1	4	1	**	10	18	4	**	9	4	21	8	3	**
	4%	*1%*	*2%*	*2%*	**	*3%*	*5%*	*4%*	**	*3%*	*2%*	*4%* b	*3%*	*1%*	**
This is mandatory to me - a must have	**264**	86	136	34	**	200	171	62	**	174	153	264	163	124	**
	50%	*61%*	*52%*	*56%*	**	*54%* b	*45%*	*56%* b	**	*53%*	*54%*	*50%*	*52%*	*50%*	**
This is a 'nice to have' , but I can live without it being offered	**79**	18	40	7	**	41	67	11	**	44	42	79	49	50	**
	15%	*13%*	*15%*	*11%*	**	*11%*	*18%* ac	*10%*	**	*13%*	*15%*	*15%*	*16%*	*20%*	**
This is a 'great to have' - makes a difference and can sway my decision	**161**	34	77	18	**	115	115	33	**	97	79	161	92	70	**
	30%	*24%*	*30%*	*30%*	**	*31%*	*30%*	*30%*	**	*30%*	*28%*	*30%*	*29%*	*28%*	**
NET Important	**425**	120	213	52	**	315	286	95	**	271	232	425	254	195	**
	80%	*85%*	*82%*	*86%*	**	*86%* b	*76%*	*86%* b	**	*83%*	*82%*	*80%*	*81%*	*78%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**5**	2	5	2	-	-	3	4	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
This is not important to me - don't mind if not offered	**21**	16	7	7	1	*	8	4	**	**	**	**
	4%	*4%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	**	**	**	**
This is mandatory to me - a must have	**264**	175	99	165	41	27	144	112	**	**	**	**
	50%	*48%*	*45%*	*55%*	*59%*	*59%*	*49%*	*47%*	**	**	**	**
				b	b	b						
This is a 'nice to have' , but I can live without it being offered	**79**	50	52	34	7	7	46	51	**	**	**	**
	15%	*14%*	*24%*	*11%*	*11%*	*16%*	*16%*	*21%*	**	**	**	**
			acd									
This is a 'great to have' - makes a difference and can sway my decision	**161**	125	57	93	20	11	92	69	**	**	**	**
	30%	*34%*	*26%*	*31%*	*29%*	*24%*	*31%*	*29%*	**	**	**	**
		b										
NET Important	**425**	300	156	258	62	38	236	181	**	**	**	**
	80%	*81%*	*71%*	*86%*	*88%*	*84%*	*80%*	*76%*	**	**	**	**
		b		b	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**5**	5	4	5	3	5	4	5	-	**	3	**	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*
This is not important to me - don't mind if not offered	**21**	19	13	19	17	19	7	21	2	**	19	**	5	16
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%* c	*1%*	**	*4%*	**	*5%*	*4%*
This is mandatory to me - a must have	**264**	255	236	255	238	262	193	252	83	**	215	**	70	194
	50%	*50%*	*50%*	*49%*	*49%*	*50%*	*53%*	*50%*	*50%*	**	*49%*	**	*66%* b	*46%*
This is a 'nice to have' , but I can live without it being offered	**79**	79	68	79	76	76	50	79	22	**	73	**	7	72
	15%	*15%*	*14%*	*15%*	*16%*	*15%*	*14%*	*15%*	*13%*	**	*16%*	**	*7%*	*17%* a
This is a 'great to have' - makes a difference and can sway my decision	**161**	153	148	159	154	160	109	151	58	**	134	**	23	138
	30%	*30%*	*32%*	*31%*	*32%*	*31%*	*30%*	*30%*	*35%*	**	*30%*	**	*22%*	*32%* a
NET Important	**425**	408	383	414	392	422	301	403	141	**	349	**	93	332
	80%	*80%*	*82%*	*80%*	*80%*	*81%*	*83%*	*79%*	*85%*	**	*79%*	**	*88%* b	*78%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**5**	-	**	**	-	-	5	-	-	**	5	4	1
	1%	-%	**	**	-%	-%	*1%*	-%	-%	**	*1%*	*1%*	*%*
This is not important to me - don't mind if not offered	**21**	1	**	**	1	4	15	2	2	**	20	7	14
	4%	*%	**	**	*%	*5%*	*4%*	*3%*	*1%*	**	*5%*	*3%*	*5%*
This is mandatory to me - a must have	**264**	62	**	**	59	50	165	47	56	**	178	130	134
	50%	*50%*	**	**	*51%*	*56%*	*46%*	*61%* b	*55%*	** c	*46%*	*51%*	*49%*
This is a 'nice to have' , but I can live without it being offered	**79**	23	**	**	24	11	58	10	15	**	58	31	48
	15%	*19%*	**	**	*20%*	*12%*	*16%*	*12%*	*14%*	**	*15%*	*12%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**161**	37	**	**	33	24	113	19	30	**	125	86	75
	30%	*30%*	**	**	*28%*	*27%*	*32%*	*24%*	*29%*	**	*32%* b	*33%*	*28%*
NET Important	**425**	99	**	**	92	73	279	66	86	**	303	216	209
	80%	*81%*	**	**	*79%*	*83%*	*78%*	*85%*	*84%*	**	*79%*	*84%* b	*77%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**5**	**	**	**	-	**	-	-	**	**	1	1	**
	1%	**	**	**	-%	**	-%	-%	**	**	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**21**	**	**	**	*	**	1	3	**	**	*	*	**
	4%	**	**	**	*%	**	*1%*	*11%*	**	**	*1%*	*1%*	**
				adefijk				**adefijk**	**adefijk**				**adefjk**
This is mandatory to me - a must have	**264**	**	**	**	25	**	30	13	**	**	33	33	**
	50%	**	**	**	*67%*	**	*53%*	*47%*	**	**	*57%*	*60%*	**
		i	i		**cgil**	**ci**	i	i	i		**ci**	**ci**	
This is a 'nice to have' , but I can live without it being offered	**79**	**	**	**	4	**	10	3	**	**	12	9	**
	15%	**	**	**	*10%*	**	*18%*	*11%*	**	**	*21%*	*17%*	**
				h							h		
This is a 'great to have' - makes a difference and can sway my decision	**161**	**	**	**	9	**	16	9	**	**	11	11	**
	30%	**	**	**	*23%*	**	*28%*	*31%*	**	**	*19%*	*21%*	**
										bcdefghjk			j
NET Important	**425**	**	**	**	33	**	46	22	**	**	44	44	**
	80%	**	**	**	*90%*	**	*81%*	*78%*	**	**	*76%*	*80%*	**
		c			c	c							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**5**	2	-	-	3
	1%	*2%*	*-%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**21**	9	1	8	4
	4%	*7%*	*1%*	*7%*	*3%*
		b		b	
This is mandatory to me - a must have	**264**	56	87	45	76
	50%	*44%*	*58%*	*39%*	*54%*
			ac		c
This is a 'nice to have' , but I can live without it being offered	**79**	21	21	14	24
	15%	*16%*	*14%*	*12%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**161**	38	41	48	34
	30%	*30%*	*27%*	*42%*	*24%*
				bd	
NET Important	**425**	94	128	92	110
	80%	*75%*	*86%*	*81%*	*78%*
			a		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**6**	6	*	**	**	*	3	2	**	**	**
	1%	*1%*	*1%*	**	**	*%*	*2%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**32**	31	1	**	**	1	8	7	**	**	**
	6%	*6%*	*7%*	**	**	*4%*	*4%*	*5%*	**	**	**
											abc
This is mandatory to me - a must have	**217**	208	5	**	**	9	84	61	**	**	**
	41%	*41%*	*42%*	**	**	*43%*	*42%*	*42%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**132**	127	2	**	**	5	50	33	**	**	**
	25%	*25%*	*18%*	**	**	*26%*	*25%*	*23%*	**	**	**
				abe							
This is a 'great to have' - makes a difference and can sway my decision	**143**	138	4	**	**	6	54	43	**	**	**
	27%	*27%*	*33%*	**	**	*27%*	*27%*	*30%*	**	**	**
								e	e		
NET Important	**360**	346	9	**	**	14	137	105	**	**	**
	68%	*68%*	*75%*	**	**	*70%*	*69%*	*71%*	**	**	**
			c				e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	6	**	**	-	**	**	1	**	**	**	5	1	-	-
	1%	**	**	-%	**	**	*1%*	**	**	**	*1%*	*3%*	-%	-%
This is not important to me - don't mind if not offered	32	**	**	6	**	**	-	**	**	**	24	4	*	4
	6%	**	**	*7%*	**	**	-%	**	**	**	*5%*	*13%*	*1%*	*14%*
				f								**fghjl**		**fghjl**
This is mandatory to me - a must have	217	**	**	43	**	**	44	**	**	**	191	6	10	9
	41%	**	**	*48%*	**	**	*50%*	**	**	**	*43%*	*23%*	*35%*	*35%*
				ak			**ak**	k	**aklm**		k			
This is a 'nice to have' , but I can live without it being offered	132	**	**	17	**	**	24	**	**	**	109	9	8	6
	25%	**	**	*19%*	**	**	*28%*	**	**	**	*24%*	*32%*	*29%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	143	**	**	24	**	**	18	**	**	**	119	8	10	7
	27%	**	**	*26%*	**	**	*20%*	**	**	**	*27%*	*28%*	*34%*	*26%*
		cfghjkm												
NET Important	360	**	**	67	**	**	61	**	**	**	310	14	20	15
	68%	**	**	*74%*	**	**	*71%*	**	**	**	*69%*	*51%*	*69%*	*61%*
		k		k			k		k		k		k	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	6	**	-	**	**	-	**	**	4	6	*	5	*
	1%	**	-%	**	**	-%	**	**	*2%*	*1%*	*%*	*1%*	*1%*
This is not important to me - don't mind if not offered	32	**	7	**	**	7	**	**	11	22	10	30	2
	6%	**	*13%* eh	**	**	*4%*	**	**	*6%*	*5%*	*9%*	*6%*	*5%*
This is mandatory to me - a must have	217	**	26	**	**	75	**	**	82	182	35	201	15
	41%	**	*47%* d	**	**	*39%*	**	**	*42%*	*43%* b	*32%*	*42%*	*31%*
This is a 'nice to have' , but I can live without it being offered	132	**	16	**	**	53	**	**	38	101	31	121	11
	25%	**	*29%*	**	** h	*28%*	**	**	*19%*	*24%*	*29%*	*25%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	143	**	6	**	**	56	**	**	62	111	32	123	20
	27%	**	*11%*	**	**	*29%* b	**	**	*31%* b	*26%*	*30%*	*26%*	*41%* a
NET Important	360	**	33	**	**	132	**	**	144	293	66	324	35
	68%	**	*58%*	**	**	*69%* d	**	**	*73%* bd	*69%*	*62%*	*67%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**6**	6	**	5	*	*
	1%	*1%*	**	*2%*	**%*	**%*
This is not important to me - don't mind if not offered	**32**	30	**	18	3	9
	6%	*6%*	**	*8%*	*4%*	*5%*
This is mandatory to me - a must have	**217**	203	**	89	38	83
	41%	*40%*	**	*37%*	*42%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**132**	126	**	59	23	50
	25%	*25%*	**	*25%*	*26%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**143**	143	**	68	26	49
	27%	*28%*	**	*28%*	*28%*	*26%*
NET Important	**360**	346	**	157	64	132
	68%	*68%*	**	*66%*	*70%*	*69%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**6**	4	1	**	**	**	**	**	**	6	**	**	4	1	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*3%* b	*%*	*1%*
This is not important to me - don't mind if not offered	**32**	29	2	**	**	**	**	**	**	31	**	**	16	13	3
	6%	*7%* b	*2%*	**	**	**	**	**	**	*6%*	**	**	*15%* **bc**	*4%*	*2%*
This is mandatory to me - a must have	**217**	158	41	**	**	**	**	**	**	199	**	**	42	116	59
	41%	*39%*	*41%*	** **ai**	**	**	**	**	**	*40%*	** **abi**	**	*39%*	*40%*	*45%*
This is a 'nice to have' , but I can live without it being offered	**132**	101	25	**	**	**	**	**	**	126	**	**	30	71	31
	25%	*25%*	*25%*	**	**	**	**	**	**	*25%*	**	**	*28%*	*24%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**143**	107	32	**	**	**	**	**	**	139	**	**	16	91	36
	27%	*27%*	*31%* j	**	**	**	**	**	**	*28%*	**	**	*15%*	*31%* a	*28%* a
NET Important	**360**	265	73	**	**	**	**	**	**	338	**	**	58	207	95
	68%	*66%*	*72%*	**	**	**	**	**	**	*67%*	**	**	*54%*	*71%* a	*73%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**6**	4	4	4	6	*	2	3	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**32**	20	12	22	32	6	21	21	**	**	**	**	**	**
	6%	*6%*	*4%*	*6%*	*6%*	*4%*	*5%*	*6%*	**	**	**	**	**	**
This is mandatory to me - a must have	**217**	136	129	157	217	63	153	141	**	**	**	**	**	**
	41%	*42%*	*45%*	*41%*	*41%*	*42%*	*40%*	*41%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**132**	77	57	96	132	30	97	87	**	**	**	**	**	**
	25%	*24%*	*20%*	*25%*	*25%*	*20%*	*25%*	*25%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**143**	90	82	102	143	50	108	96	**	**	**	**	**	**
	27%	*27%*	*29%*	*27%*	*27%*	*34%*	*28%*	*28%*	**	**	**	**	**	**
NET Important	**360**	226	211	259	360	114	261	237	**	**	**	**	**	**
	68%	*69%*	*74%*	*68%*	*68%*	*76%*	*69%*	*68%*	**	**	**	**	**	**
						d								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**6**	6	**	**	**	**	**	**	**	1	-	3	1	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*3%*	*1%*	**
This is not important to me - don't mind if not offered	**32**	32	**	**	**	**	**	**	**	11	5	5	1	**
	6%	*6%*	**	**	**	**	**	**	**	*11%* d	*4%*	*5%*	*2%*	**
This is mandatory to me - a must have	**217**	209	**	**	**	**	**	**	**	39	48	41	29	**
	41%	*40%*	**	**	**	**	**	**	**	*38%*	*41%*	*41%*	*51%*	**
This is a 'nice to have' , but I can live without it being offered	**132**	130	**	**	**	**	**	**	**	28	25	28	16	**
	25%	*25%*	**	**	**	**	**	**	**	*27%*	*21%*	*28%*	*28%*	**
This is a 'great to have' - makes a difference and can sway my decision	**143**	143	**	**	**	**	**	**	**	24	39	25	10	**
	27%	*27%*	**	**	**	**	**	**	**	*23%*	*34%* d	*24%*	*19%*	**
NET Important	**360**	352	**	**	**	**	**	**	**	63	87	66	39	**
	68%	*68%*	**	**	**	**	**	**	**	*61%*	*75%* a	*65%*	*69%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**6**	4	1	*	-	**	3	**	3	6	**	4	**
	1%	*2%*	*1%*	**%*	-%	**	*1%*	**	*1%*	*1%*	**	*1%*	**
This is not important to me - don't mind if not offered	**32**	17	6	8	1	**	11	**	21	32	**	22	**
	6%	*7%*	*5%*	*7%*	*1%*	**	*4%*	**	*9%* a	*6%*	**	*6%*	**
This is mandatory to me - a must have	**217**	96	54	41	19	**	125	**	86	200	**	157	**
	41%	*41%*	*46%*	*34%*	*44%*	**	*43%*	**	*37%*	*40%*	**	*41%*	**
This is a 'nice to have' , but I can live without it being offered	**132**	58	31	27	13	**	74	**	58	126	**	96	**
	25%	*25%*	*26%*	*22%*	*31%*	**	*26%*	**	*25%*	*25%*	**	*25%*	**
This is a 'great to have' - makes a difference and can sway my decision	**143**	59	26	45	10	**	75	**	63	133	**	102	**
	27%	*25%*	*22%*	*37%* ab	*24%*	**	*26%*	**	*27%*	*27%*	**	*27%*	**
NET Important	**360**	155	80	87	29	**	200	**	149	333	**	259	**
	68%	*66%*	*68%*	*71%*	*68%*	**	*69%*	**	*65%*	*67%*	**	*68%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	547	72	74	100	4	470	77	177	363	71	1
Weighted total	530	77	65	88	4	460	70	167	309	64	*
This is a negative to me	6	-	-	-	**	6	-	3	4	3	**
	1%	-%	-%	-%	**	1%	-%	2%	1%	4%	**
This is not important to me - don't mind if not offered	32	5	1	3	**	31	1	3	20	1	**
	6%	6%	1%	3%	**	7%	1%	2%	6% a	2%	**
This is mandatory to me - a must have	217	33	32	38	**	182	35	80	122	31	**
	41%	42%	50%	43%	**	39%	50%	48%	40%	48%	**
This is a 'nice to have' , but I can live without it being offered	132	19	11	23	**	118	15	32	77	12	**
	25%	24%	17%	26%	**	26%	21%	19%	25%	19%	**
This is a 'great to have' - makes a difference and can sway my decision	143	21	21	25	**	124	19	48	86	17	**
	27%	27%	32%	28%	**	27%	28%	29%	28%	26%	**
NET Important	360	54	53	63	**	306	54	129	209	47	**
	68%	70%	82%	71%	**	66%	78%	77% b	67%	75%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**6**	2	4	*	**	1	6	-	**	4	4	6	4	2	**
	1%	*2%*	*2%*	*1%*	**	*%*	*2%* a	-%	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**32**	*	12	2	**	11	28	7	**	20	12	32	20	12	**
	6%	*%*	*5%* a	*3%*	**	*3%*	*7%* a	*6%*	**	*6%*	*4%*	*6%*	*6%*	*5%*	**
This is mandatory to me - a must have	**217**	77	112	30	**	168	134	51	**	136	127	217	124	96	**
	41%	*55%* b	*43%*	*50%*	**	*46%* b	*36%*	*46%*	**	*42%*	*45%*	*41%*	*39%*	*38%*	**
This is a 'nice to have' , but I can live without it being offered	**132**	22	55	10	**	78	105	24	**	77	57	132	80	73	**
	25%	*15%*	*21%*	*17%*	**	*21%*	*28%* a	*21%*	**	*24%*	*20%*	*25%*	*25%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**143**	40	76	17	**	109	104	30	**	90	82	143	87	67	**
	27%	*28%*	*29%*	*29%*	**	*30%*	*28%*	*27%*	**	*27%*	*29%*	*27%*	*28%*	*27%*	**
NET Important	**360**	117	189	48	**	277	238	80	**	226	209	360	211	163	**
	68%	*83%* b	*72%*	*79%*	**	*76%* b	*63%*	*73%*	**	*69%*	*74%*	*68%*	*67%*	*65%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**6**	3	5	3	-	-	4	4	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**32**	25	10	11	*	1	20	12	**	**	**	**
	6%	*7%*	*5%*	*4%*	*1%*	*2%*	*7%*	*5%*	**	**	**	**
		d										
This is mandatory to me - a must have	**217**	136	82	148	40	24	111	92	**	**	**	**
	41%	*37%*	*37%*	*49%*	*57%*	*52%*	*38%*	*39%*	**	**	**	**
				ab	**ab**	**ab**						
This is a 'nice to have' , but I can live without it being offered	**132**	91	74	52	12	9	76	69	**	**	**	**
	25%	*25%*	*33%*	*17%*	*17%*	*19%*	*26%*	*29%*	**	**	**	**
		c	**acde**									
This is a 'great to have' - makes a difference and can sway my decision	**143**	113	49	88	18	12	83	62	**	**	**	**
	27%	*31%*	*22%*	*29%*	*26%*	*26%*	*28%*	*26%*	**	**	**	**
		b										
NET Important	**360**	249	131	235	58	36	195	154	**	**	**	**
	68%	*68%*	*60%*	*78%*	*83%*	*78%*	*66%*	*64%*	**	**	**	**
		b		**ab**	**ab**	b						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**6**	6	4	6	3	6	4	6	1	**	3	**	*	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
This is not important to me - don't mind if not offered	**32**	30	19	30	25	30	16	32	5	**	28	**	5	27
	6%	*6%*	*4%*	*6%*	*5%*	*6%*	*4%*	*6%*	*3%*	**	*6%*	**	*5%*	*6%*
This is mandatory to me - a must have	**217**	207	194	210	196	214	165	208	65	**	174	**	65	152
	41%	*41%*	*41%*	*41%*	*40%*	*41%*	*45%*	*41%*	*39%*	**	*39%*	**	*62%* b	*36%*
This is a 'nice to have' , but I can live without it being offered	**132**	132	119	132	125	129	75	131	39	**	116	**	17	116
	25%	*26%*	*25%*	*26%*	*26%*	*25%*	*21%*	*26%*	*24%*	**	*26%*	**	*16%*	*27%* a
This is a 'great to have' - makes a difference and can sway my decision	**143**	136	132	139	137	143	102	131	55	**	122	**	19	125
	27%	*27%*	*28%*	*27%*	*28%*	*27%*	*28%*	*26%*	*33%* b	**	*27%*	**	*18%*	*29%* a
NET Important	**360**	343	325	349	333	357	267	339	120	**	296	**	84	276
	68%	*67%*	*70%*	*68%*	*68%*	*68%*	*74%* b	*67%*	*72%*	**	*67%*	**	*79%* b	*65%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**6**	-	**	**	-	-	6	-	-	**	6	4	2
	1%	-%	**	**	-%	-%	*2%*	-%	-%	**	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**32**	5	**	**	5	4	25	3	2	**	29	13	19
	6%	*4%*	**	**	*4%*	*4%*	*7%*	*4%*	*2%*	**	*7%*	*5%*	*7%*
This is mandatory to me - a must have	**217**	55	**	**	55	42	141	30	58	**	135	99	117
	41%	*45%*	**	**	*47%*	*48%*	*39%*	*38%*	*57%* c	** c	*35%*	*39%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**132**	24	**	**	22	21	79	29	19	**	102	64	68
	25%	*19%*	**	**	*19%*	*24%*	*22%*	*38%* b	*18%*	**	*26%*	*25%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**143**	39	**	**	34	21	106	16	23	**	114	77	66
	27%	*32%*	**	**	*29%*	*24%*	*30%*	*21%*	*23%*	**	*30%* b	*30%*	*24%*
NET Important	**360**	94	**	**	89	63	247	46	81	**	248	176	183
	68%	*77%*	**	**	*77%*	*71%*	*69%*	*59%*	*79%* c	**	*65%*	*69%*	*67%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**6**	**	**	**	-	**	-	-	**	**	2	1	**
	1%	**	**	**	-%	**	-%	-%	**	**	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**32**	**	**	**	2	**	2	3	**	**	3	1	**
	6%	**	**	**	*6%*	**	*4%*	*9%*	**	**	*5%*	*2%*	**
									ek	k			
This is mandatory to me - a must have	**217**	**	**	**	18	**	29	12	**	**	20	31	**
	41%	**	**	**	*49%*	**	*51%*	*43%*	**	**	*35%*	*56%*	**
					a		a					**abj**	
This is a 'nice to have' , but I can live without it being offered	**132**	**	**	**	8	**	13	8	**	**	20	8	**
	25%	**	**	**	*22%*	**	*22%*	*28%*	**	**	*35%*	*15%*	**
		k									k		
This is a 'great to have' - makes a difference and can sway my decision	**143**	**	**	**	8	**	13	6	**	**	12	14	**
	27%	**	**	**	*22%*	**	*22%*	*20%*	**	**	*21%*	*25%*	**
NET Important	**360**	**	**	**	26	**	42	18	**	**	33	45	**
	68%	**	**	**	*72%*	**	*74%*	*63%*	**	**	*57%*	*81%*	**
												gj	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**6**	2	-	-	3
	1%	*2%*	*-%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**32**	8	6	13	6
	6%	*6%*	*4%*	*11%*	*4%*
				bd	
This is mandatory to me - a must have	**217**	41	68	45	62
	41%	*33%*	*46%*	*40%*	*44%*
			a		
This is a 'nice to have' , but I can live without it being offered	**132**	32	39	27	35
	25%	*26%*	*26%*	*23%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**143**	42	37	29	35
	27%	*33%*	*25%*	*26%*	*25%*
NET Important	**360**	83	106	74	97
	68%	*66%*	*70%*	*65%*	*69%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**9**	9	*	**	**	*	6	1	**	**	**
	2%	*2%*	*1%*	**	**	*%*	*3%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**58**	56	1	**	**	1	19	16	**	**	**
	11%	*11%*	*7%*	**	**	*6%*	*10%*	*11%*	**	**	**
This is mandatory to me - a must have	**152**	145	3	**	**	6	51	45	**	**	**
	29%	*29%*	*29%*	**	**	*32%*	*26%*	*30%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**168**	161	4	**	**	7	70	44	**	**	**
	32%	*32%*	*32%*	**	**	*34%*	*35%*	*30%*	**	**	**
				ab							**abc**
This is a 'great to have' - makes a difference and can sway my decision	**144**	138	4	**	**	5	53	41	**	**	**
	27%	*27%*	*31%*	**	**	*27%*	*26%*	*28%*	**	**	**
							e	e	e		
NET Important	**296**	284	7	**	**	12	104	86	**	**	**
	56%	*56%*	*60%*	**	**	*59%*	*52%*	*58%*	**	**	**
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	9	**	**	-	**	**	1	**	**	**	9	*	-	-
	2%	**	**	-%	**	**	1%	**	**	**	2%	*%	-%	-%
This is not important to me - don't mind if not offered	58	**	**	10	**	**	4	**	**	**	47	3	4	4
	11%	**	**	11%	**	**	4%	**	**	**	11%	9%	14%	14%
This is mandatory to me - a must have	152	**	**	30	**	**	27	**	**	**	133	5	6	8
	29%	**	**	33%	**	**	31%	**	**	**	30%	17%	22%	31%
				k					kl		k			
This is a 'nice to have' , but I can live without it being offered	168	**	**	24	**	**	33	**	**	**	138	12	10	7
	32%	**	**	26%	**	**	38%	**	**	**	31%	45%	35%	27%
												cgjm		
This is a 'great to have' - makes a difference and can sway my decision	144	**	**	27	**	**	23	**	**	**	120	8	8	7
	27%	**	**	30%	**	**	26%	**	**	**	27%	29%	29%	28%
NET Important	296	**	**	57	**	**	49	**	**	**	253	13	15	15
	56%	**	**	63%	**	**	57%	**	**	**	57%	46%	51%	59%
				k										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	9	**	-	**	**	2	**	**	5	9	*	9	-
	2%	**	-%	**	**	1%	**	**	3%	2%	*%	2%	-%
This is not important to me - don't mind if not offered	58	**	7	**	**	24	**	**	16	50	8	52	6
	11%	**	13%	**	**	13%	**	**	8%	12%	7%	11%	12%
This is mandatory to me - a must have	152	**	24	**	**	50	**	**	57	123	29	139	13
	29%	**	42% eh	**	**	26%	**	**	29%	29%	27%	29%	27%
This is a 'nice to have' , but I can live without it being offered	168	**	15	**	**	64	**	**	59	122	46	155	13
	32%	**	27%	**	**	33%	**	**	30%	29%	42% a	32%	27%
This is a 'great to have' - makes a difference and can sway my decision	144	**	10	**	**	51	**	**	60	119	25	127	17
	27%	**	18%	**	**	27%	**	**	31% b	28%	23%	26%	34%
NET Important	296	**	34	**	**	102	**	**	117	241	54	266	30
	56%	**	61%	**	**	53%	**	**	59%	57%	50%	55%	61%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**9**	9	**	7	-	2
	2%	*2%*	**	*3%*	*-%*	*1%*
This is not important to me - don't mind if not offered	**58**	55	**	24	8	24
	11%	*11%*	**	*10%*	*9%*	*12%*
This is mandatory to me - a must have	**152**	148	**	62	28	60
	29%	*29%*	**	*26%*	*30%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**168**	153	**	84	42	40
	32%	*30%*	**	*35%*	*47%*	*21%*
				c	c	
This is a 'great to have' - makes a difference and can sway my decision	**144**	143	**	61	13	65
	27%	*28%*	**	*25%*	*14%*	*34%*
				b		**ab**
NET Important	**296**	291	**	123	40	126
	56%	*57%*	**	*52%*	*44%*	*66%*
						ab

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**9**	8	1	**	**	**	**	**	**	9	**	**	4	4	1
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**58**	48	7	**	**	**	**	**	**	55	**	**	23	24	10
	11%	*12%*	*7%*	**	**	**	**	**	**	*11%*	**	**	*21%*	*8%*	*8%*
													bc		
This is mandatory to me - a must have	**152**	108	34	**	**	**	**	**	**	142	**	**	26	83	44
	29%	*27%*	*33%*	**	**	**	**	**	**	*28%*	**	**	*24%*	*28%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**168**	130	31	**	**	**	**	**	**	162	**	**	38	92	37
	32%	*33%*	*31%*	**	**	**	**	**	**	*32%*	**	**	*36%*	*32%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**144**	106	29	**	**	**	**	**	**	134	**	**	17	88	38
	27%	*26%*	*28%*	**	**	**	**	**	**	*27%*	**	**	*16%*	*30%*	*29%*
														a	a
NET Important	**296**	214	62	**	**	**	**	**	**	276	**	**	43	171	82
	56%	*54%*	*61%*	**	**	**	**	**	**	*55%*	**	**	*40%*	*59%*	*63%*
														a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**9**	5	4	5	9	2	1	4	**	**	**	**	**	**
	2%	*2%*	*1%*	*1%*	*2%* f	*1%*	**%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**58**	23	21	28	58	14	37	26	**	**	**	**	**	**
	11%	*7%*	*7%*	*7%*	*11%* a	*10%*	*10%*	*7%*	**	**	**	**	**	**
This is mandatory to me - a must have	**152**	107	101	121	152	49	107	109	**	**	**	**	**	**
	29%	*33%*	*35%* df	*32%*	*29%*	*33%*	*28%*	*31%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**168**	107	79	125	168	42	131	115	**	**	**	**	**	**
	32%	*33%*	*28%*	*33%*	*32%*	*28%*	*35%* b	*33%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**144**	84	80	102	144	42	103	96	**	**	**	**	**	**
	27%	*26%*	*28%*	*27%*	*27%*	*28%*	*27%*	*27%*	**	**	**	**	**	**
NET Important	**296**	191	181	224	296	91	211	204	**	**	**	**	**	**
	56%	*59%*	*64%* df	*59%*	*56%*	*61%*	*55%*	*59%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**9**	9	**	**	**	**	**	**	**	1	-	4	*	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*-%*	*4%* b	**%*	**
This is not important to me - don't mind if not offered	**58**	58	**	**	**	**	**	**	**	5	10	7	5	**
	11%	*11%*	**	**	**	**	**	**	**	*5%*	*9%*	*7%*	*9%*	**
This is mandatory to me - a must have	**152**	149	**	**	**	**	**	**	**	34	33	37	17	**
	29%	*29%*	**	**	**	**	**	**	**	*33%*	*29%*	*36%*	*30%*	**
This is a 'nice to have' , but I can live without it being offered	**168**	163	**	**	**	**	**	**	**	36	37	35	18	**
	32%	*31%*	**	**	**	**	**	**	**	*35%*	*31%*	*34%*	*32%*	**
This is a 'great to have' - makes a difference and can sway my decision	**144**	141	**	**	**	**	**	**	**	26	36	19	17	**
	27%	*27%*	**	**	**	**	**	**	**	*25%*	*31%* c	*19%*	*30%*	**
NET Important	**296**	290	**	**	**	**	**	**	**	61	70	56	34	**
	56%	*56%*	**	**	**	**	**	**	**	*59%*	*60%*	*55%*	*60%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**9**	4	1	4	-	**	3	**	6	9	**	5	**
	2%	*2%*	*1%*	*3%*	*-%*	**	*1%*	**	*3%*	*2%*	**	*1%*	**
This is not important to me - don't mind if not offered	**58**	33	12	7	5	**	29	**	29	54	**	28	**
	11%	*14%* c	*10%*	*6%*	*12%*	**	*10%*	**	*13%*	*11%*	**	*7%*	**
This is mandatory to me - a must have	**152**	61	38	34	18	**	84	**	63	135	**	121	**
	29%	*26%*	*32%*	*28%*	*41%* a	**	*29%*	**	*27%*	*27%*	** a	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**168**	80	40	32	11	**	88	**	77	161	**	125	**
	32%	*34%*	*34%*	*27%*	*25%*	**	*30%*	**	*34%*	*33%*	**	*33%*	**
This is a 'great to have' - makes a difference and can sway my decision	**144**	58	26	45	9	**	86	**	55	138	**	102	**
	27%	*25%*	*22%*	*37%* **abd**	*21%*	**	*30%*	**	*24%*	*28%*	**	*27%*	**
NET Important	**296**	119	64	78	27	**	169	**	118	273	**	224	**
	56%	*51%*	*54%*	*64%* a	*63%*	**	*59%*	**	*51%*	*55%*	**	*59%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**9**	-	-	-	**	9	-	2	5	2	**
	2%	-%	-%	-%	**	*2%*	-%	*1%*	*2%*	*3%*	**
This is not important to me - don't mind if not offered	**58**	9	3	6	**	50	7	6	22	2	**
	11%	*12%*	*5%*	*7%*	**	*11%*	*10%*	*4%*	*7%*	*4%*	**
This is mandatory to me - a must have	**152**	20	24	34	**	122	30	63	102	30	**
	29%	*26%*	*37%*	*39%*	**	*27%*	*43%* a	*38%*	*33%*	*47%* b	**
This is a 'nice to have' , but I can live without it being offered	**168**	22	16	23	**	153	15	51	100	14	**
	32%	*29%*	*25%*	*26%*	**	*33%* b	*21%*	*31%*	*32%*	*22%*	**
This is a 'great to have' - makes a difference and can sway my decision	**144**	26	21	25	**	126	18	44	80	16	**
	27%	*34%*	*33%*	*28%*	**	*27%*	*25%*	*27%*	*26%*	*24%*	**
NET Important	**296**	46	45	59	**	248	48	107	182	45	**
	56%	*60%*	*70%*	*67%*	**	*54%*	*68%* a	*64%*	*59%*	*71%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**9**	2	4	-	**	2	7	-	**	5	4	9	3	3	**
	2%	*2%*	*1%*	*-%*	**	*1%*	*2%*	*-%*	**	*2%*	*1%*	*2%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**58**	5	21	3	**	28	47	9	**	23	21	58	18	20	**
	11%	*4%*	*8%*	*4%*	**	*8%*	*12%* a	*8%*	**	*7%*	*8%*	*11%* a	*6%*	*8%*	**
This is mandatory to me - a must have	**152**	61	89	27	**	115	104	35	**	107	99	152	103	70	**
	29%	*43%*	*34%*	*45%*	**	*31%*	*28%*	*32%*	**	*33%*	*35%*	*29%*	*33%*	*28%*	**
This is a 'nice to have' , but I can live without it being offered	**168**	33	75	14	**	115	118	31	**	107	79	168	99	87	**
	32%	*23%*	*29%*	*23%*	**	*31%*	*31%*	*28%*	**	*33%*	*28%*	*32%*	*31%*	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**144**	40	72	17	**	106	101	35	**	84	80	144	91	69	**
	27%	*29%*	*28%*	*27%*	**	*29%*	*27%*	*31%*	**	*26%*	*28%*	*27%*	*29%*	*28%*	**
NET Important	**296**	101	160	44	**	221	205	70	**	191	179	296	195	140	**
	56%	*71%* b	*62%*	*73%*	**	*60%*	*55%*	*63%*	**	*59%*	*63%* c	*56%*	*62%*	*56%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**9**	4	5	4	-	-	3	5	**	**	**	**
	2%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**58**	37	34	17	3	2	18	20	**	**	**	**
	11%	*10%*	*15%*	*6%*	*5%*	*5%*	*6%*	*9%*	**	**	**	**
		c	**acde**									
This is mandatory to me - a must have	**152**	107	57	104	28	20	97	67	**	**	**	**
	29%	*29%*	*26%*	*34%*	*41%*	*45%*	*33%*	*28%*	**	**	**	**
				b	b	**ab**						
This is a 'nice to have' , but I can live without it being offered	**168**	116	82	91	15	13	94	83	**	**	**	**
	32%	*31%*	*37%*	*30%*	*22%*	*29%*	*32%*	*35%*	**	**	**	**
			d									
This is a 'great to have' - makes a difference and can sway my decision	**144**	105	42	85	23	10	82	64	**	**	**	**
	27%	*28%*	*19%*	*28%*	*33%*	*21%*	*28%*	*27%*	**	**	**	**
		b		b	b							
NET Important	**296**	212	99	189	51	30	179	130	**	**	**	**
	56%	*58%*	*45%*	*63%*	*73%*	*66%*	*61%*	*54%*	**	**	**	**
		b		b	**ab**	b						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**9**	9	8	9	7	9	6	9	-	**	7	**	-	9
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	**	*2%*	**	*-%*	*2%*
This is not important to me - don't mind if not offered	**58**	55	49	55	51	54	23	58	11	**	47	**	10	47
	11%	*11%*	*10%*	*11%*	*11%*	*10%*	*6%*	*11%* a	*6%*	**	*11%*	**	*10%*	*11%*
This is mandatory to me - a must have	**152**	145	135	147	142	152	119	146	49	**	126	**	42	110
	29%	*28%*	*29%*	*28%*	*29%*	*29%*	*33%*	*29%*	*29%*	**	*28%*	**	*39%* b	*26%*
This is a 'nice to have' , but I can live without it being offered	**168**	166	146	167	159	166	116	166	52	**	145	**	30	138
	32%	*32%*	*31%*	*32%*	*33%*	*32%*	*32%*	*33%*	*31%*	**	*33%*	**	*28%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**144**	136	129	139	129	142	97	130	54	**	119	**	24	120
	27%	*27%*	*28%*	*27%*	*27%*	*27%*	*27%*	*26%*	*33%*	**	*27%*	**	*23%*	*28%*
NET Important	**296**	281	265	286	271	294	216	276	103	**	245	**	66	230
	56%	*55%*	*57%*	*55%*	*56%*	*56%*	*60%*	*54%*	*62%*	**	*55%*	**	*62%*	*54%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**9**	-	**	**	-	2	5	2	-	**	9	4	5
	2%	-%	**	**	-%	*3%*	*1%*	*2%*	-%	**	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**58**	10	**	**	8	10	39	9	12	**	40	25	32
	11%	*8%*	**	**	*7%*	*12%*	*11%*	*11%*	*11%*	**	*10%*	*10%*	*12%*
This is mandatory to me - a must have	**152**	37	**	**	36	21	103	26	37	**	103	79	73
	29%	*30%*	**	**	*31%*	*24%*	*29%*	*33%*	*36%*	**	*27%*	*31%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**168**	33	**	**	34	27	106	34	22	**	130	73	94
	32%	*27%*	**	**	*29%*	*30%*	*30%*	*43%* b	*22%*	**	*34%* a	*29%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**144**	43	**	**	39	28	105	8	31	**	103	76	68
	27%	*35%*	**	**	*34%*	*32%* c	*29%* c	*10%*	*31%*	**	*27%*	*30%*	*25%*
NET Important	**296**	80	**	**	75	49	208	34	69	**	205	155	141
	56%	*65%*	**	**	*64%*	*56%*	*58%* c	*43%*	*67%* c	**	*53%*	*60%* b	*52%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**9**	**	**	**	-	**	-	-	**	**	1	1	**
	2%	**	**	**	-%	**	-%	-%	**	**	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**58**	**	**	**	1	**	4	5	**	**	6	2	**
	11%	**	**	**	*2%*	**	*8%*	*19%*	**	**	*10%*	*4%*	**
				abdefjkl				**adk**	**adk**	d			
This is mandatory to me - a must have	**152**	**	**	**	12	**	19	2	**	**	15	26	**
	29%	**	**	**	*33%*	**	*33%*	*8%*	**	**	*26%*	*48%*	**
			gl		**gl**	**gl**	**gl**		**acgil**		g	**acgijl**	
This is a 'nice to have' , but I can live without it being offered	**168**	**	**	**	12	**	25	11	**	**	22	13	**
	32%	**	**	**	*32%*	**	*43%*	*39%*	**	**	*39%*	*23%*	**
						bc	**bchk**	**bc**		**bc**	**bc**		
This is a 'great to have' - makes a difference and can sway my decision	**144**	**	**	**	12	**	9	9	**	**	13	13	**
	27%	**	**	**	*33%*	**	*16%*	*33%*	**	**	*23%*	*23%*	**
		efh	f		f			f					**cefhjk**
NET Important	**296**	**	**	**	24	**	28	12	**	**	28	39	**
	56%	**	**	**	*66%*	**	*49%*	*41%*	**	**	*49%*	*71%*	**
		g	**cfgij**		g							**cefgij**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**9**	4	2	-	3
	2%	*3%*	*1%*	*-%*	*2%*
		c			
This is not important to me - don't mind if not offered	**58**	19	9	19	11
	11%	*15%*	*6%*	*17%*	*8%*
		bd		**bd**	
This is mandatory to me - a must have	**152**	34	50	24	44
	29%	*27%*	*33%*	*21%*	*31%*
			c		
This is a 'nice to have' , but I can live without it being offered	**168**	28	58	39	43
	32%	*22%*	*39%*	*34%*	*31%*
			a	a	
This is a 'great to have' - makes a difference and can sway my decision	**144**	41	31	32	40
	27%	*33%*	*21%*	*28%*	*29%*
		b			
NET Important	**296**	75	81	56	84
	56%	*59%*	*54%*	*49%*	*60%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**19**	19	*	**	**	*	12	1	**	**	**
	4%	*4%*	*1%*	**	**	*%*	*6%*	*1%*	**	**	**
		e					b				
This is not important to me - don't mind if not offered	**128**	124	2	**	**	5	41	39	**	**	**
	24%	*24%*	*19%*	**	**	*23%*	*21%*	*27%*	**	**	**
											abc
This is mandatory to me - a must have	**79**	75	2	**	**	4	32	14	**	**	**
	15%	*15%*	*19%*	**	**	*20%*	*16%*	*9%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**179**	173	4	**	**	6	61	61	**	**	**
	34%	*34%*	*32%*	**	**	*32%*	*31%*	*42%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	119	3	**	**	5	52	31	**	**	**
	23%	*23%*	*29%*	**	**	*25%*	*26%*	*21%*	**	**	**
							e	e	e		
NET Important	**203**	194	6	**	**	9	84	45	**	**	**
	38%	*38%*	*48%*	**	**	*45%*	*42%*	*31%*	**	**	**
							be	e	**be**		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	**547**	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	**530**	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	**19**	**	**	4	**	**	1	**	**	**	15	1	3	1
	4%	**	**	*4%*	**	**	*1%*	**	**	**	*3%*	*3%*	*11%*	*3%*
													fjm	
This is not important to me - don't mind if not offered	**128**	**	**	20	**	**	15	**	**	**	106	8	6	7
	24%	**	**	*22%*	**	**	*17%*	**	**	**	*24%*	*30%*	*23%*	*28%*
This is mandatory to me - a must have	**79**	**	**	17	**	**	27	**	**	**	70	4	2	3
	15%	**	**	*19%*	**	**	*31%*	**	**	**	*16%*	*13%*	*8%*	*14%*
				a			**agjklm**	a	a		a	a		a
This is a 'nice to have' , but I can live without it being offered	**179**	**	**	30	**	**	28	**	**	**	153	10	9	7
	34%	**	**	*33%*	**	**	*32%*	**	**	**	*34%*	*34%*	*33%*	*28%*
									m					
This is a 'great to have' - makes a difference and can sway my decision	**124**	**	**	20	**	**	16	**	**	**	104	6	7	7
	23%	**	**	*22%*	**	**	*18%*	**	**	**	*23%*	*20%*	*25%*	*28%*
NET Important	**203**	**	**	37	**	**	43	**	**	**	174	9	10	11
	38%	**	**	*41%*	**	**	*49%*	**	**	**	*39%*	*33%*	*34%*	*41%*
							a							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	19	**	1	**	**	7	**	**	9	19	*	17	3
	4%	**	*2%*	**	**	*4%*	**	**	*5%*	*5%* b	**%*	*3%*	*5%*
This is not important to me - don't mind if not offered	128	**	12	**	**	38	**	**	48	98	31	122	6
	24%	**	*22%*	**	** beh	*20%*	**	**	*25%*	*23%*	*28%*	*25%* b	*12%*
This is mandatory to me - a must have	79	**	9	**	**	33	**	**	29	66	13	72	7
	15%	**	*16%*	**	**	*17%*	**	**	*15%*	*16%*	*12%*	*15%*	*15%*
This is a 'nice to have' , but I can live without it being offered	179	**	22	**	**	68	**	**	58	141	38	157	22
	34%	**	*39%*	**	**	*36%*	**	**	*30%*	*33%*	*35%*	*33%*	*46%* a
This is a 'great to have' - makes a difference and can sway my decision	124	**	12	**	**	46	**	**	52	98	26	113	11
	23%	**	*21%*	**	**	*24%*	**	**	*26%*	*23%*	*24%*	*24%*	*23%*
NET Important	203	**	20	**	**	78	**	**	81	165	39	185	18
	38%	**	*37%*	**	**	*41%* d	**	**	*41%* d	*39%*	*36%*	*38%*	*37%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**19**	17	**	14	2	3
	4%	*3%*	**	*6%* c	*2%*	*1%*
This is not important to me - don't mind if not offered	**128**	122	**	64	23	40
	24%	*24%*	**	*27%*	*25%*	*21%*
This is mandatory to me - a must have	**79**	72	**	34	17	28
	15%	*14%*	**	*14%*	*19%*	*15%*
This is a 'nice to have' , but I can live without it being offered	**179**	175	**	82	26	68
	34%	*34%*	**	*34%*	*29%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**124**	121	**	46	22	54
	23%	*24%*	**	*19%*	*25%*	*28%* a
NET Important	**203**	193	**	79	40	82
	38%	*38%*	**	*33%*	*44%*	*43%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**19**	16	1	**	**	**	**	**	**	17	**	**	9	7	3
	4%	*4%*	*1%*	**	**	**	**	**	**	*3%*	**	**	*9%*	*2%*	*3%*
				b							b		**bc**		
This is not important to me - don't mind if not offered	**128**	105	20	**	**	**	**	**	**	125	**	**	34	71	23
	24%	*26%*	*20%*	**	**	**	**	**	**	*25%*	**	**	*32%*	*24%*	*18%*
		j								j			c		
This is mandatory to me - a must have	**79**	63	12	**	**	**	**	**	**	75	**	**	12	51	16
	15%	*16%*	*12%*	**	**	**	**	**	**	*15%*	**	**	*12%*	*17%*	*12%*
This is a 'nice to have' , but I can live without it being offered	**179**	120	46	**	**	**	**	**	**	167	**	**	26	94	59
	34%	*30%*	*45%*	**	**	**	**	**	**	*33%*	**	**	*24%*	*32%*	*45%*
			ai												**ab**
This is a 'great to have' - makes a difference and can sway my decision	**124**	95	23	**	**	**	**	**	**	117	**	**	26	69	30
	23%	*24%*	*22%*	**	**	**	**	**	**	*23%*	**	**	*24%*	*24%*	*23%*
NET Important	**203**	158	34	**	**	**	**	**	**	192	**	**	38	120	45
	38%	*40%*	*34%*	**	**	**	**	**	**	*38%*	**	**	*35%*	*41%*	*35%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**19**	10	7	11	19	3	7	7	**	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**128**	77	68	88	128	28	88	81	**	**	**	**	**	**
	24%	*24%*	*24%*	*23%*	*24%*	*18%*	*23%*	*23%*	**	**	**	**	**	**
This is mandatory to me - a must have	**79**	51	54	60	79	36	69	54	**	**	**	**	**	**
	15%	*15%*	*19%*	*16%*	*15%*	*24%*	*18%*	*15%*	**	**	**	**	**	**
						acd								
This is a 'nice to have' , but I can live without it being offered	**179**	113	87	133	179	46	129	123	**	**	**	**	**	**
	34%	*35%*	*31%*	*35%*	*34%*	*31%*	*34%*	*35%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	76	69	90	124	38	87	84	**	**	**	**	**	**
	23%	*23%*	*24%*	*24%*	*23%*	*25%*	*23%*	*24%*	**	**	**	**	**	**
NET Important	**203**	126	123	151	203	74	156	138	**	**	**	**	**	**
	38%	*39%*	*43%*	*39%*	*38%*	*49%*	*41%*	*39%*	**	**	**	**	**	**
						acd								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**19**	19	**	**	**	**	**	**	**	4	2	2	2	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	*2%*	*2%*	*4%*	**
This is not important to me - don't mind if not offered	**128**	128	**	**	**	**	**	**	**	32	23	19	13	**
	24%	*25%*	**	**	**	**	**	**	**	*31%* c	*20%*	*19%*	*23%*	**
This is mandatory to me - a must have	**79**	78	**	**	**	**	**	**	**	13	24	11	12	**
	15%	*15%*	**	**	**	**	**	**	**	*13%*	*21%*	*11%*	*21%* c	**
This is a 'nice to have' , but I can live without it being offered	**179**	173	**	**	**	**	**	**	**	26	40	48	19	**
	34%	*33%*	**	**	**	**	**	**	**	*26%*	*34%*	*47%* **ab**	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	121	**	**	**	**	**	**	**	27	28	21	10	**
	23%	*23%*	**	**	**	**	**	**	**	*27%*	*24%*	*21%*	*18%*	**
NET Important	**203**	200	**	**	**	**	**	**	**	40	52	33	22	**
	38%	*38%*	**	**	**	**	**	**	**	*39%*	*45%* c	*32%*	*39%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**19**	13	3	3	-	**	5	**	14	19	**	11	**
	4%	*6%*	*3%*	*2%*	*-%*	**	*2%*	**	*6%* a	*4%*	**	*3%*	**
This is not important to me - don't mind if not offered	**128**	69	29	22	8	**	55	**	70	122	**	87	**
	24%	*29%* c	*25%*	*18%*	*18%*	**	*19%*	**	*31%* a	*25%*	**	*23%*	**
This is mandatory to me - a must have	**79**	27	23	18	10	**	43	**	33	73	**	60	**
	15%	*12%*	*20%* a	*15%*	*24%* a	**	*15%*	**	*14%*	*15%*	**	*16%*	**
This is a 'nice to have' , but I can live without it being offered	**179**	69	35	54	14	**	111	**	65	165	**	133	**
	34%	*29%*	*30%*	*44%* **ab**	*33%*	**	*38%* c	**	*28%*	*33%*	**	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	57	27	25	10	**	74	**	47	117	**	90	**
	23%	*24%*	*23%*	*20%*	*24%*	**	*26%*	**	*20%*	*24%*	**	*24%*	**
NET Important	**203**	84	50	43	21	**	117	**	80	190	**	151	**
	38%	*36%*	*43%*	*35%*	*48%*	**	*41%*	**	*35%*	*38%*	**	*39%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**19**	3	-	1	**	19	-	8	9	3	**
	4%	*3%*	*-%*	*1%*	**	*4%*	*-%*	*5%*	*3%*	*5%*	**
This is not important to me - don't mind if not offered	**128**	18	12	19	**	114	14	25	73	9	**
	24%	*24%*	*18%*	*22%*	**	*25%*	*20%*	*15%*	*24%* a	*13%*	**
This is mandatory to me - a must have	**79**	13	8	13	**	66	13	30	46	10	**
	15%	*16%*	*12%*	*15%*	**	*14%*	*19%*	*18%*	*15%*	*15%*	**
This is a 'nice to have' , but I can live without it being offered	**179**	22	24	34	**	154	25	59	110	23	**
	34%	*29%*	*37%*	*38%*	**	*33%*	*36%*	*36%*	*35%*	*37%*	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	22	21	22	**	107	17	45	71	19	**
	23%	*28%*	*33%*	*24%*	**	*23%*	*25%*	*27%*	*23%*	*29%*	**
NET Important	**203**	34	29	35	**	172	31	75	117	28	**
	38%	*44%*	*45%*	*39%*	**	*37%*	*44%*	*45%*	*38%*	*44%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**19**	6	6	1	**	11	14	1	**	10	7	19	10	4	**
	4%	*4%*	*2%*	*2%*	**	*3%*	*4%*	*1%*	**	*3%*	*3%*	*4%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**128**	20	65	8	**	72	98	18	**	77	68	128	78	47	**
	24%	*14%*	*25%*	*13%*	**	*20%*	*26%*	*17%*	**	*24%*	*24%*	*24%*	*25%*	*19%*	**
			ac				**ac**								
This is mandatory to me - a must have	**79**	33	49	9	**	57	55	18	**	51	51	79	49	38	**
	15%	*23%*	*19%*	*14%*	**	*16%*	*15%*	*16%*	**	*15%*	*18%*	*15%*	*15%*	*15%*	**
This is a 'nice to have' , but I can live without it being offered	**179**	45	78	27	**	132	122	38	**	113	86	179	103	96	**
	34%	*32%*	*30%*	*44%*	**	*36%*	*32%*	*35%*	**	*35%*	*31%*	*34%*	*33%*	*39%*	**
				b											
This is a 'great to have' - makes a difference and can sway my decision	**124**	38	62	16	**	94	87	35	**	76	69	124	76	64	**
	23%	*27%*	*24%*	*27%*	**	*26%*	*23%*	*31%*	**	*23%*	*25%*	*23%*	*24%*	*26%*	**
NET Important	**203**	71	111	25	**	152	143	53	**	126	121	203	124	102	**
	38%	*50%*	*43%*	*41%*	**	*41%*	*38%*	*48%*	**	*39%*	*43%*	*38%*	*39%*	*41%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**19**	11	10	10	1	-	9	6	**	**	**	**
	4%	*3%*	*5%*	*3%*	*2%*	*-%*	*3%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**128**	89	55	51	12	9	72	44	**	**	**	**
	24%	*24%*	*25%*	*17%*	*17%*	*19%*	*24%*	*19%*	**	**	**	**
		c	c									
This is mandatory to me - a must have	**79**	54	33	54	9	13	49	41	**	**	**	**
	15%	*15%*	*15%*	*18%*	*14%*	*29%*	*17%*	*17%*	**	**	**	**
						abd						
This is a 'nice to have' , but I can live without it being offered	**179**	124	82	110	28	13	97	87	**	**	**	**
	34%	*34%*	*37%*	*37%*	*40%*	*29%*	*33%*	*36%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**124**	91	40	76	19	10	68	60	**	**	**	**
	23%	*25%*	*18%*	*25%*	*28%*	*23%*	*23%*	*25%*	**	**	**	**
		b		b								
NET Important	**203**	145	73	130	29	24	117	101	**	**	**	**
	38%	*39%*	*33%*	*43%*	*41%*	*52%*	*40%*	*42%*	**	**	**	**
				b		b						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**19**	19	18	19	17	19	17	18	3	**	13	**	-	19
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*2%*	**	*3%*	**	*-%*	*5%* a
This is not important to me - don't mind if not offered	**128**	126	110	126	118	124	68	125	33	**	107	**	32	96
	24%	*25%*	*24%*	*24%*	*24%*	*24%*	*19%*	*25%* a	*20%*	**	*24%*	**	*30%*	*23%*
This is mandatory to me - a must have	**79**	76	68	76	74	79	63	77	25	**	65	**	11	67
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*17%*	*15%*	*15%*	**	*15%*	**	*11%*	*16%*
This is a 'nice to have' , but I can live without it being offered	**179**	172	163	174	173	179	137	172	66	**	146	**	42	137
	34%	*34%*	*35%*	*34%*	*36%*	*34%*	*38%*	*34%*	*40%*	**	*33%*	**	*40%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**124**	118	109	121	105	121	77	115	39	**	112	**	20	104
	23%	*23%*	*23%*	*23%*	*22%*	*23%*	*21%*	*23%*	*24%*	**	*25%*	**	*19%*	*25%*
NET Important	**203**	194	177	197	179	200	139	192	65	**	176	**	31	172
	38%	*38%*	*38%*	*38%*	*37%*	*38%*	*38%*	*38%*	*39%*	**	*40%*	**	*30%*	*40%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**19**	2	**	**	3	5	11	4	2	**	17	13	6
	4%	*2%*	**	**	*2%*	*6%*	*3%*	*5%*	*2%*	**	*5%*	*5%*	*2%*
This is not important to me - don't mind if not offered	**128**	23	**	**	22	14	96	19	21	**	98	61	67
	24%	*19%*	**	**	*19%*	*16%*	*27%* a	*24%*	*20%*	**	*26%*	*24%*	*25%*
This is mandatory to me - a must have	**79**	17	**	**	18	15	50	14	15	**	59	42	37
	15%	*13%*	**	**	*15%*	*17%*	*14%*	*18%*	*14%*	**	*15%*	*16%*	*13%*
This is a 'nice to have' , but I can live without it being offered	**179**	42	**	**	39	30	115	31	35	**	124	79	100
	34%	*35%*	**	**	*33%*	*34%*	*32%*	*39%*	*34%*	**	*32%*	*31%*	*37%*
This is a 'great to have' - makes a difference and can sway my decision	**124**	39	**	**	35	24	86	11	30	**	86	62	62
	23%	*32%*	**	**	*30%*	*28%* c	*24%*	*14%*	*29%*	**	*22%*	*24%*	*23%*
NET Important	**203**	55	**	**	52	39	136	25	45	**	145	104	99
	38%	*45%*	**	**	*45%*	*45%*	*38%*	*32%*	*44%*	**	*38%*	*41%*	*36%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**19**	**	**	**	-	**	4	-	**	**	1	3	**
	4%	**	**	**	-%	**	*7%*	-%	**	**	*2%*	*5%*	**
									acdegijkl				
This is not important to me - don't mind if not offered	**128**	**	**	**	9	**	13	7	**	**	18	12	**
	24%	**	**	**	*23%*	**	*23%*	*27%*	**	**	*31%*	*22%*	**
			ae	**ae**				a			a		
This is mandatory to me - a must have	**79**	**	**	**	7	**	11	1	**	**	6	12	**
	15%	**	**	**	*20%*	**	*20%*	*3%*	**	**	*10%*	*21%*	**
		gi		**gi**	**gi**	**gi**	**gi**		**gi**			**gi**	
This is a 'nice to have' , but I can live without it being offered	**179**	**	**	**	11	**	16	15	**	**	23	15	**
	34%	**	**	**	*29%*	**	*29%*	*55%*	**	**	*41%*	*27%*	**
		b						**bcdfhk**		**bch**	b		**bch**
This is a 'great to have' - makes a difference and can sway my decision	**124**	**	**	**	10	**	12	4	**	**	9	14	**
	23%	**	**	**	*28%*	**	*22%*	*15%*	**	**	*16%*	*25%*	**
NET Important	**203**	**	**	**	17	**	24	5	**	**	15	25	**
	38%	**	**	**	*47%*	**	*41%*	*19%*	**	**	*26%*	*46%*	**
		gj	g	g	**gj**	g	g		g			**gj**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**19**	2	6	7	4
	4%	*2%*	*4%*	*6%*	*3%*
This is not important to me - don't mind if not offered	**128**	37	30	25	36
	24%	*29%*	*20%*	*22%*	*26%*
This is mandatory to me - a must have	**79**	19	32	8	20
	15%	*15%*	*21%*	*7%*	*14%*
		c	c		
This is a 'nice to have' , but I can live without it being offered	**179**	33	47	47	51
	34%	*27%*	*31%*	*42%*	*36%*
				a	
This is a 'great to have' - makes a difference and can sway my decision	**124**	34	35	26	30
	23%	*27%*	*23%*	*23%*	*21%*
NET Important	**203**	54	66	34	49
	38%	*43%*	*44%*	*30%*	*35%*
		c	c		

Columns Tested: a,b,c,d

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:)

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**6**	6	-	**	**	-	4	1	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*2%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**46**	45	1	**	**	1	17	9	**	**	**
	9%	*9%*	*12%*	**	**	*7%*	*8%*	*6%*	**	**	**
		c	c								**abc**
This is mandatory to me - a must have	**184**	178	4	**	**	7	68	47	**	**	**
	35%	*35%*	*35%*	**	**	*34%*	*34%*	*32%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**131**	126	3	**	**	6	47	40	**	**	**
	25%	*25%*	*23%*	**	**	*28%*	*23%*	*27%*	**	**	**
				ab							**ac**
This is a 'great to have' - makes a difference and can sway my decision	**162**	156	3	**	**	6	64	49	**	**	**
	31%	*31%*	*30%*	**	**	*31%*	*32%*	*34%*	**	**	**
							e	e	e		
NET Important	**346**	333	8	**	**	13	132	97	**	**	**
	65%	*65%*	*65%*	**	**	*65%*	*66%*	*66%*	**	**	**
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	6	**	**	-	**	**	1	**	**	**	5	*	-	1
	1%	**	**	-%	**	**	1%	**	**	**	1%	2%	-%	3%
This is not important to me - don't mind if not offered	46	**	**	8	**	**	5	**	**	**	40	1	4	1
	9%	**	**	9%	**	**	6%	**	**	**	9%	3%	14%	3%
								h			h		hkm	
This is mandatory to me - a must have	184	**	**	40	**	**	34	**	**	**	159	9	6	10
	35%	**	**	44%	**	**	39%	**	**	**	36%	32%	21%	40%
				l			l		agjkl		l			l
This is a 'nice to have' , but I can live without it being offered	131	**	**	17	**	**	30	**	**	**	110	9	8	4
	25%	**	**	18%	**	**	34%	**	**	**	24%	33%	29%	16%
							cm					m		
This is a 'great to have' - makes a difference and can sway my decision	162	**	**	26	**	**	16	**	**	**	134	8	10	10
	31%	**	**	29%	**	**	19%	**	**	**	30%	30%	35%	38%
		fh						h			h		fh	fh
NET Important	346	**	**	66	**	**	51	**	**	**	293	17	16	20
	65%	**	**	72%	**	**	58%	**	**	**	65%	62%	57%	78%
														fjkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	6	**	-	**	**	1	**	**	4	5	*	6	-
	1%	**	-%	**	**	*%	**	**	2%	1%	*%	1%	-%
This is not important to me - don't mind if not offered	46	**	8	**	**	13	**	**	14	40	6	43	3
	9%	**	14%	**	**	7%	**	**	7%	10%	5%	9%	6%
					eh								
This is mandatory to me - a must have	184	**	27	**	**	69	**	**	57	151	33	171	14
	35%	**	48%	**	**	36%	**	**	29%	36%	31%	35%	28%
			h										
This is a 'nice to have' , but I can live without it being offered	131	**	12	**	**	48	**	**	48	100	31	118	13
	25%	**	22%	**	**	25%	**	**	24%	24%	29%	25%	27%
This is a 'great to have' - makes a difference and can sway my decision	162	**	9	**	**	61	**	**	74	125	37	143	19
	31%	**	16%	**	**	32%	**	**	38%	30%	35%	30%	39%
						bd			bd				
NET Important	346	**	36	**	**	130	**	**	131	276	71	314	33
	65%	**	64%	**	**	68%	**	**	66%	65%	66%	65%	67%
						d			d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**6**	6	**	5	-	*
	1%	*1%*	**	*2%*	*-%*	**%*
This is not important to me - don't mind if not offered	**46**	40	**	29	8	10
	9%	*8%*	**	*12%* c	*9%*	*5%*
This is mandatory to me - a must have	**184**	178	**	76	33	71
	35%	*35%*	**	*32%*	*37%*	*37%*
This is a 'nice to have' , but I can live without it being offered	**131**	123	**	57	21	52
	25%	*24%*	**	*24%*	*23%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**162**	162	**	71	29	59
	31%	*32%*	**	*30%*	*32%*	*31%*
NET Important	**346**	339	**	147	62	130
	65%	*67%*	**	*62%*	*69%*	*68%*

Columns Tested: a,b - a,b,c

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:)

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**6**	4	2	**	**	**	**	**	**	6	**	**	4	1	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*3%* b	*%*	*1%*
This is not important to me - don't mind if not offered	**46**	39	5	**	**	**	**	**	**	44	**	**	19	20	7
	9%	*10%*	*5%*	**	**	**	**	**	**	*9%*	**	**	*18%* **bc**	*7%*	*5%*
This is mandatory to me - a must have	**184**	134	38	**	**	**	**	**	**	172	**	**	30	104	50
	35%	*34%*	*37%*	**	**	**	**	**	**	*34%*	**	**	*28%*	*36%*	*39%*
This is a 'nice to have' , but I can live without it being offered	**131**	96	27	**	**	**	**	**	**	123	**	**	25	71	35
	25%	*24%*	*26%*	**	**	**	**	**	**	*25%*	**	**	*23%*	*24%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**162**	126	30	**	**	**	**	**	**	156	**	**	30	96	36
	31%	*31%*	*29%*	**	**	**	**	**	**	*31%*	**	**	*28%*	*33%*	*28%*
NET Important	**346**	260	68	**	**	**	**	**	**	328	**	**	60	200	87
	65%	*65%*	*67%*	**	**	**	**	**	**	*65%*	**	**	*56%*	*69%* a	*67%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**6**	4	5	5	6	*	2	3	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	**%*	**%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**46**	27	21	30	46	9	30	28	**	**	**	**	**	**
	9%	*8%*	*7%*	*8%*	*9%*	*6%*	*8%*	*8%*	**	**	**	**	**	**
This is mandatory to me - a must have	**184**	127	115	143	184	56	140	131	**	**	**	**	**	**
	35%	*39%*	*40%*	*38%*	*35%*	*37%*	*37%*	*38%*	**	**	**	**	**	**
This is a ‘nice to have’ , but I can live without it being offered	**131**	72	60	89	131	35	94	80	**	**	**	**	**	**
	25%	*22%*	*21%*	*23%*	*25%*	*24%*	*25%*	*23%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**162**	97	85	114	162	49	115	107	**	**	**	**	**	**
	31%	*30%*	*30%*	*30%*	*31%*	*33%*	*30%*	*31%*	**	**	**	**	**	**
NET Important	**346**	224	200	258	346	105	254	238	**	**	**	**	**	**
	65%	*68%*	*70%*	*68%*	*65%*	*70%*	*67%*	*68%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**6**	6	**	**	**	**	**	**	**	2	-	2	*	**
	1%	*1%*	**	**	**	**	**	**	**	*2%*	*-%*	*2%*	*1%*	**
This is not important to me - don't mind if not offered	**46**	46	**	**	**	**	**	**	**	17	5	5	3	**
	9%	*9%*	**	**	**	**	**	**	**	*17%*	*4%*	*5%*	*5%*	**
										bcd				
This is mandatory to me - a must have	**184**	178	**	**	**	**	**	**	**	35	49	36	23	**
	35%	*34%*	**	**	**	**	**	**	**	*34%*	*42%*	*35%*	*41%*	**
This is a 'nice to have' , but I can live without it being offered	**131**	129	**	**	**	**	**	**	**	17	25	32	15	**
	25%	*25%*	**	**	**	**	**	**	**	*17%*	*22%*	*32%*	*26%*	**
												a		
This is a 'great to have' - makes a difference and can sway my decision	**162**	160	**	**	**	**	**	**	**	32	38	26	15	**
	31%	*31%*	**	**	**	**	**	**	**	*31%*	*33%*	*26%*	*27%*	**
NET Important	**346**	339	**	**	**	**	**	**	**	67	87	62	38	**
	65%	*65%*	**	**	**	**	**	**	**	*65%*	*74%*	*61%*	*68%*	**
											c			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**6**	4	2	1	-	**	4	**	2	6	**	5	**
	1%	*2%*	*1%*	*1%*	*-%*	**	*1%*	**	*1%*	*1%*	**	*1%*	**
This is not important to me - don't mind if not offered	**46**	34	8	3	2	**	20	**	26	43	**	30	**
	9%	*14%* bcd	*7%*	*2%*	*4%*	**	*7%*	**	*11%*	*9%*	**	*8%*	**
This is mandatory to me - a must have	**184**	78	46	36	20	**	112	**	69	173	**	143	**
	35%	*33%*	*39%*	*29%*	*47%* c	**	*39%* c	**	*30%*	*35%*	**	*38%*	**
This is a 'nice to have' , but I can live without it being offered	**131**	57	24	36	12	**	69	**	61	123	**	89	**
	25%	*24%*	*20%*	*29%*	*28%*	**	*24%*	**	*26%*	*25%*	**	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**162**	62	38	46	9	**	85	**	72	151	**	114	**
	31%	*26%*	*32%*	*38%* ad	*21%*	**	*30%*	**	*31%*	*30%*	**	*30%*	**
NET Important	**346**	140	84	82	29	**	197	**	141	325	**	257	**
	65%	*60%*	*72%* a	*68%*	*68%*	**	*68%*	**	*61%*	*65%*	**	*67%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**6**	1	-	1	**	6	-	2	4	2	**
	1%	*1%*	*-%*	*1%*	**	*1%*	*-%*	*1%*	*1%*	*3%*	**
This is not important to me - don't mind if not offered	**46**	8	5	8	**	42	5	6	27	3	**
	9%	*11%*	*7%*	*10%*	**	*9%*	*7%*	*4%*	*9%* a	*5%*	**
This is mandatory to me - a must have	**184**	28	23	39	**	155	30	68	119	33	**
	35%	*36%*	*35%*	*44%*	**	*34%*	*43%*	*41%*	*39%*	*52%* b	**
This is a 'nice to have' , but I can live without it being offered	**131**	16	14	14	**	114	17	40	65	10	**
	25%	*20%*	*22%*	*16%*	**	*25%*	*24%*	*24%*	*21%*	*16%*	**
This is a 'great to have' - makes a difference and can sway my decision	**162**	25	24	26	**	144	18	50	94	15	**
	31%	*33%*	*36%*	*30%*	**	*31%*	*26%*	*30%*	*30%*	*24%*	**
NET Important	**346**	53	46	65	**	298	48	118	213	48	**
	65%	*68%*	*71%*	*74%*	**	*65%*	*69%*	*71%*	*69%*	*76%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	547	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	530	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	6	2	5	-	**	*	5	-	**	4	5	6	3	2	**
	1%	2%	2%	-%	**	*%	1% a	-%	**	1%	2%	1%	1%	1%	**
This is not important to me - don't mind if not offered	46	4	20	3	**	25	39	7	**	27	21	46	26	18	**
	9%	3%	8% a	5%	**	7%	10%	7%	**	8%	7%	9%	8%	7%	**
This is mandatory to me - a must have	184	58	104	26	**	133	120	50	**	127	113	184	121	78	**
	35%	41%	40%	44%	**	36%	32%	45% b	**	39%	40%	35%	38%	31%	**
This is a 'nice to have' , but I can live without it being offered	131	31	57	13	**	82	99	17	**	72	60	131	69	72	**
	25%	22%	22%	21%	**	22%	26% c	16%	**	22%	21%	25%	22%	29% a	**
This is a 'great to have' - makes a difference and can sway my decision	162	47	74	18	**	125	113	36	**	97	85	162	96	78	**
	31%	33%	29%	30%	**	34%	30%	33%	**	30%	30%	31%	30%	31%	**
NET Important	346	105	179	44	**	258	233	86	**	224	197	346	216	157	**
	65%	74%	69%	74%	**	71% b	62%	78% b	**	68%	70%	65%	69%	63%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**6**	3	6	3	-	-	4	5	**	**	**	**
	1%	*1%*	*3%*	*1%*	*-%*	*-%*	*1%*	*2%*	**	**	**	**
			a									
This is not important to me - don't mind if not offered	**46**	33	29	17	4	3	26	21	**	**	**	**
	9%	*9%*	*13%*	*6%*	*6%*	*7%*	*9%*	*9%*	**	**	**	**
			c									
This is mandatory to me - a must have	**184**	126	65	119	33	22	113	73	**	**	**	**
	35%	*34%*	*29%*	*39%*	*48%*	*48%*	*38%*	*30%*	**	**	**	**
				b	**ab**	**ab**	b					
This is a 'nice to have' , but I can live without it being offered	**131**	90	70	66	9	10	64	70	**	**	**	**
	25%	*24%*	*32%*	*22%*	*13%*	*21%*	*22%*	*29%*	**	**	**	**
		d	**acd**					a				
This is a 'great to have' - makes a difference and can sway my decision	**162**	117	51	96	23	11	88	72	**	**	**	**
	31%	*32%*	*23%*	*32%*	*33%*	*24%*	*30%*	*30%*	**	**	**	**
		b		b								
NET Important	**346**	243	115	215	56	33	201	145	**	**	**	**
	65%	*66%*	*52%*	*71%*	*80%*	*72%*	*68%*	*60%*	**	**	**	**
		b		b	**ab**	b	b					

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**6**	6	5	6	3	6	4	6	1	**	3	**	-	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	*1%*	**	*-%*	*1%*
This is not important to me - don't mind if not offered	**46**	44	37	44	39	44	27	46	12	**	35	**	11	35
	9%	*9%*	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*7%*	**	*8%*	**	*11%*	*8%*
This is mandatory to me - a must have	**184**	179	168	181	174	183	136	179	59	**	162	**	53	132
	35%	*35%*	*36%*	*35%*	*36%*	*35%*	*38%*	*35%*	*35%*	**	*37%*	**	*50%* b	*31%*
This is a 'nice to have' , but I can live without it being offered	**131**	129	114	130	123	129	81	128	31	**	113	**	18	113
	25%	*25%*	*24%*	*25%*	*25%*	*25%*	*22%*	*25%*	*19%*	**	*26%*	**	*17%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**162**	153	143	156	149	161	113	149	63	**	130	**	23	139
	31%	*30%*	*31%*	*30%*	*30%*	*31%*	*31%*	*29%*	*38%* b	**	*29%*	**	*22%*	*33%* a
NET Important	**346**	332	312	337	322	343	250	328	121	**	292	**	76	271
	65%	*65%*	*67%*	*65%*	*66%*	*66%*	*69%*	*65%*	*73%* b	**	*66%*	**	*72%*	*64%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**6**	-	**	**	1	1	5	-	-	**	6	4	2
	1%	-%	**	**	*1%*	*1%*	*1%*	-%	-%	**	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**46**	10	**	**	12	3	30	13	11	**	35	20	26
	9%	*8%*	**	**	*10%*	*4%*	*8%*	*17%* ab	*10%*	**	*9%*	*8%*	*10%*
This is mandatory to me - a must have	**184**	47	**	**	41	29	119	34	42	**	120	94	90
	35%	*38%*	**	**	*36%*	*33%*	*33%*	*44%*	*41%*	** c	*31%*	*37%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**131**	25	**	**	22	24	90	16	21	**	98	53	78
	25%	*20%*	**	**	*19%*	*27%*	*25%*	*21%*	*20%*	**	*25%*	*21%*	*29%* a
This is a 'great to have' - makes a difference and can sway my decision	**162**	42	**	**	40	30	114	15	29	**	126	86	76
	31%	*34%*	**	**	*35%*	*35%* c	*32%* c	*19%*	*28%*	**	*33%* b	*33%*	*28%*
NET Important	**346**	88	**	**	82	60	233	49	71	**	246	180	166
	65%	*72%*	**	**	*70%*	*67%*	*65%*	*63%*	*69%*	**	*64%*	*70%* b	*61%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**6**	**	**	**	-	**	-	-	**	**	1	1	**
	1%	**	**	**	-%	**	-%	-%	**	**	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**46**	**	**	**	8	**	2	3	**	**	3	3	**
	9%	**	**	**	*23%*	**	*4%*	*9%*	**	**	*6%*	*5%*	**
				abef	**abefjkl**			e	**be**	**abef**			
This is mandatory to me - a must have	**184**	**	**	**	13	**	23	6	**	**	17	27	**
	35%	**	**	**	*36%*	**	*40%*	*21%*	**	**	*29%*	*49%*	**
		i	**gil**	i	i	**gijl**	**gil**				i	**gijl**	
This is a 'nice to have' , but I can live without it being offered	**131**	**	**	**	4	**	15	11	**	**	20	13	**
	25%	**	**	**	*10%*	**	*26%*	*38%*	**	**	*35%*	*24%*	**
		bcd					d	**bcd**	**cd**	**cd**	**bcd**		**bcd**
This is a 'great to have' - makes a difference and can sway my decision	**162**	**	**	**	11	**	17	9	**	**	16	11	**
	31%	**	**	**	*31%*	**	*30%*	*32%*	**	**	*27%*	*20%*	**
										k			
NET Important	**346**	**	**	**	25	**	40	15	**	**	33	38	**
	65%	**	**	**	*67%*	**	*71%*	*53%*	**	**	*57%*	*68%*	**
			aghijl			**ghijl**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**6**	2	*	1	3
	1%	*2%*	**%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**46**	11	11	17	8
	9%	*8%*	*7%*	*15%*	*6%*
				bd	
This is mandatory to me - a must have	**184**	51	64	21	49
	35%	*41%*	*42%*	*18%*	*35%*
		c	c		c
This is a 'nice to have' , but I can live without it being offered	**131**	21	30	37	44
	25%	*16%*	*20%*	*32%*	*31%*
				ab	**ab**
This is a 'great to have' - makes a difference and can sway my decision	**162**	41	45	39	37
	31%	*33%*	*30%*	*34%*	*26%*
NET Important	**346**	92	109	60	86
	65%	*73%*	*72%*	*53%*	*61%*
		cd	**cd**		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**18**	18	*	**	**	1	8	4	**	**	**
	3%	*3%*	*3%*	**	**	*3%*	*4%*	*3%*	**	**	**
This is not important to me - don't mind if not offered	**86**	82	2	**	**	4	40	18	**	**	**
	16%	*16%*	*14%*	**	**	*20%*	*20%*	*12%*	**	**	**
				ab							
This is mandatory to me - a must have	**136**	132	3	**	**	4	46	38	**	**	**
	26%	*26%*	*22%*	**	**	*20%*	*23%*	*26%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**152**	145	4	**	**	6	59	44	**	**	**
	29%	*29%*	*32%*	**	**	*32%*	*30%*	*30%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**138**	133	3	**	**	5	46	43	**	**	**
	26%	*26%*	*29%*	**	**	*25%*	*23%*	*29%*	**	**	**
NET Important	**273**	264	6	**	**	9	92	81	**	**	**
	52%	*52%*	*51%*	**	**	*45%*	*46%*	*55%*	**	**	**
		c	c								

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	18	**	**	-	**	**	6	**	**	**	17	1	-	-
	3%	**	**	-%	**	**	*7%*	**	**	**	*4%*	*3%*	-%	-%
							clm							
This is not important to me - don't mind if not offered	86	**	**	20	**	**	17	**	**	**	72	2	7	5
	16%	**	**	*22%*	**	**	*19%*	**	**	**	*16%*	*8%*	*25%*	*19%*
				hk									hk	
This is mandatory to me - a must have	136	**	**	24	**	**	24	**	**	**	115	8	8	4
	26%	**	**	*26%*	**	**	*28%*	**	**	**	*26%*	*30%*	*27%*	*17%*
		m							m					
This is a 'nice to have' , but I can live without it being offered	152	**	**	16	**	**	28	**	**	**	124	8	10	9
	29%	**	**	*18%*	**	**	*32%*	**	**	**	*28%*	*30%*	*37%*	*34%*
									ac				ac	c
This is a 'great to have' - makes a difference and can sway my decision	138	**	**	31	**	**	12	**	**	**	119	8	3	8
	26%	**	**	*34%*	**	**	*14%*	**	**	**	*26%*	*29%*	*12%*	*30%*
				fl				fl			fl	fl		fl
NET Important	273	**	**	55	**	**	36	**	**	**	234	16	11	12
	52%	**	**	*60%*	**	**	*42%*	**	**	**	*52%*	*59%*	*38%*	*47%*
		fl		fl							l	fl		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	18	**	2	**	**	10	**	**	5	17	2	18	-
	3%	**	4%	**	**	5%	**	**	2%	4%	2%	4%	-%
This is not important to me - don't mind if not offered	86	**	5	**	**	34	**	**	31	73	14	83	3
	16%	**	9%	**	**	18%	**	**	16%	17%	13%	17% b	6%
This is mandatory to me - a must have	136	**	19	**	**	49	**	**	53	114	22	121	15
	26%	**	34% d	**	**	26% d	**	**	27% d	27%	21%	25%	30%
This is a 'nice to have' , but I can live without it being offered	152	**	21	**	**	55	**	**	43	107	44	140	12
	29%	**	38% h	**	** eh	28%	**	**	22%	25%	41% a	29%	25%
This is a 'great to have' - makes a difference and can sway my decision	138	**	8	**	**	44	**	**	65	112	26	119	19
	26%	**	14%	**	**	23%	**	**	33% be	27%	24%	25%	39% a
NET Important	273	**	27	**	**	93	**	**	118	226	48	240	34
	52%	**	48%	**	**	49%	**	**	60% de	53%	44%	50%	69% a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**18**	18	**	10	1	7
	3%	*4%*	**	*4%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**86**	80	**	28	15	42
	16%	*16%*	**	*12%*	*16%*	*22%* a
This is mandatory to me - a must have	**136**	129	**	71	18	46
	26%	*25%*	**	*30%*	*20%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**152**	144	**	70	30	50
	29%	*28%*	**	*29%*	*33%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	136	**	60	27	48
	26%	*27%*	**	*25%*	*30%*	*25%*
NET Important	**273**	265	**	130	45	94
	52%	*52%*	**	*55%*	*50%*	*49%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**18**	12	3	**	**	**	**	**	**	15	**	**	7	5	6
	3%	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*6%*	*2%*	*5%*
				ai							**ai**		b		
This is not important to me - don't mind if not offered	**86**	53	22	**	**	**	**	**	**	75	**	**	17	35	34
	16%	*13%*	*22%*	**	**	**	**	**	**	*15%*	**	**	*16%*	*12%*	*26%*
			a	**abi**							**abi**				b
This is mandatory to me - a must have	**136**	113	18	**	**	**	**	**	**	131	**	**	31	82	23
	26%	*28%*	*18%*	**	**	**	**	**	**	*26%*	**	**	*29%*	*28%*	*18%*
		b								b			c	c	
This is a 'nice to have' , but I can live without it being offered	**152**	113	31	**	**	**	**	**	**	145	**	**	32	81	38
	29%	*28%*	*31%*	**	**	**	**	**	**	*29%*	**	**	*30%*	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	109	27	**	**	**	**	**	**	136	**	**	21	88	29
	26%	*27%*	*27%*	**	**	**	**	**	**	*27%*	**	**	*19%*	*30%*	*22%*
		cj	**cj**							**cj**				a	
NET Important	**273**	221	45	**	**	**	**	**	**	267	**	**	52	170	52
	52%	*55%*	*44%*	**	**	**	**	**	**	*53%*	**	**	*48%*	*58%*	*40%*
		bcj	j							**cj**				c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**18**	10	9	10	18	9	11	7	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*6%* c	*3%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**86**	49	46	59	86	15	58	54	**	**	**	**	**	**
	16%	*15%*	*16%*	*16%*	*16%* e	*10%*	*15%*	*15%*	**	**	**	**	**	**
This is mandatory to me - a must have	**136**	87	83	104	136	38	97	92	**	**	**	**	**	**
	26%	*27%*	*29%*	*27%*	*26%*	*25%*	*26%*	*26%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**152**	93	72	106	152	45	119	98	**	**	**	**	**	**
	29%	*28%*	*25%*	*28%*	*29%*	*30%*	*31%*	*28%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**138**	88	75	102	138	43	95	97	**	**	**	**	**	**
	26%	*27%*	*26%*	*27%*	*26%*	*28%*	*25%*	*28%*	**	**	**	**	**	**
NET Important	**273**	175	158	206	273	81	193	189	**	**	**	**	**	**
	52%	*54%*	*56%*	*54%*	*52%*	*54%*	*51%*	*54%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**18**	18	**	**	**	**	**	**	**	2	*	3	4	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	**%*	*3%*	*8%* b	**
This is not important to me - don't mind if not offered	**86**	84	**	**	**	**	**	**	**	14	16	12	17	**
	16%	*16%*	**	**	**	**	**	**	**	*14%*	*13%*	*12%*	*31%* **abc**	**
This is mandatory to me - a must have	**136**	135	**	**	**	**	**	**	**	27	33	31	13	**
	26%	*26%*	**	**	**	**	**	**	**	*26%*	*28%*	*30%*	*23%*	**
This is a 'nice to have' , but I can live without it being offered	**152**	145	**	**	**	**	**	**	**	36	27	30	12	**
	29%	*28%*	**	**	**	**	**	**	**	*35%* d	*23%*	*30%*	*21%*	**
This is a 'great to have' - makes a difference and can sway my decision	**138**	138	**	**	**	**	**	**	**	23	40	25	10	**
	26%	*26%*	**	**	**	**	**	**	**	*23%*	*34%* d	*25%*	*17%*	**
NET Important	**273**	273	**	**	**	**	**	**	**	51	73	56	23	**
	52%	*53%*	**	**	**	**	**	**	**	*49%*	*63%* d	*55%* d	*40%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**18**	9	2	3	5	**	11	**	8	17	**	10	**
	3%	*4%*	*1%*	*2%*	*12%*	**	*4%*	**	*3%*	*3%*	**	*3%*	**
					abc								
This is not important to me - don't mind if not offered	**86**	32	18	19	13	**	50	**	35	78	**	59	**
	16%	*14%*	*15%*	*15%*	*30%*	**	*17%*	**	*15%*	*16%*	**	*15%*	**
					abc								
This is mandatory to me - a must have	**136**	73	32	23	7	**	70	**	61	126	**	104	**
	26%	*31%*	*27%*	*19%*	*15%*	**	*24%*	**	*27%*	*25%*	**	*27%*	**
		cd											
This is a 'nice to have' , but I can live without it being offered	**152**	65	35	37	10	**	85	**	66	147	**	106	**
	29%	*28%*	*30%*	*31%*	*23%*	**	*30%*	**	*29%*	*30%*	**	*28%*	**
										b			
This is a 'great to have' - makes a difference and can sway my decision	**138**	55	32	40	8	**	73	**	60	128	**	102	**
	26%	*23%*	*27%*	*33%*	*20%*	**	*25%*	**	*26%*	*26%*	**	*27%*	**
NET Important	**273**	128	63	63	15	**	143	**	121	254	**	206	**
	52%	*55%*	*54%*	*52%*	*35%*	**	*49%*	**	*53%*	*51%*	**	*54%*	**
		d	d	d									

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	547	72	74	100	4	470	77	177	363	71	1
Weighted total	530	77	65	88	4	460	70	167	309	64	*
This is a negative to me	18	3	1	2	**	17	1	2	10	5	**
	3%	*4%*	*2%*	*3%*	**	*4%*	*2%*	*1%*	*3%*	*9%* ab	**
This is not important to me - don't mind if not offered	86	11	15	16	**	75	12	29	47	14	**
	16%	*14%*	*23%*	*18%*	**	*16%*	*17%*	*17%*	*15%*	*22%*	**
This is mandatory to me - a must have	136	16	21	28	**	111	25	43	83	14	**
	26%	*21%*	*32%*	*32%*	**	*24%*	*35%* a	*26%*	*27%*	*22%*	**
This is a 'nice to have' , but I can live without it being offered	152	25	10	21	**	138	13	46	86	18	**
	29%	*33%* b	*15%*	*24%*	**	*30%*	*19%*	*27%*	*28%*	*28%*	**
This is a 'great to have' - makes a difference and can sway my decision	138	22	18	21	**	119	19	47	84	13	**
	26%	*28%*	*28%*	*24%*	**	*26%*	*27%*	*28%*	*27%*	*20%*	**
NET Important	273	38	39	49	**	230	43	90	167	27	**
	52%	*49%*	*60%*	*56%*	**	*50%*	*62%* a	*54%*	*54%*	*42%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**18**	3	8	*	**	11	12	*	**	10	9	18	9	6	**
	3%	*2%*	*3%*	**%*	**	*3%*	*3%*	**%*	**	*3%*	*3%*	*3%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**86**	22	42	11	**	56	57	24	**	49	46	86	48	35	**
	16%	*15%*	*16%*	*19%*	**	*15%*	*15%*	*22%*	**	*15%*	*16%*	*16%*	*15%*	*14%*	**
This is mandatory to me - a must have	**136**	43	73	12	**	88	100	23	**	87	83	136	85	66	**
	26%	*30%*	*28%*	*20%*	**	*24%*	*27%*	*21%*	**	*27%*	*29%*	*26%*	*27%*	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**152**	30	69	20	**	108	110	30	**	93	70	152	87	71	**
	29%	*21%*	*27%*	*33%*	**	*29%*	*29%*	*27%*	**	*28%*	*25%*	*29%*	*27%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**138**	44	67	16	**	104	97	34	**	88	74	138	87	72	**
	26%	*31%*	*26%*	*27%*	**	*28%*	*26%*	*31%*	**	*27%*	*26%*	*26%*	*28%*	*29%*	**
NET Important	**273**	87	140	29	**	192	197	57	**	175	158	273	172	138	**
	52%	*61%* c	*54%*	*48%*	**	*52%*	*52%*	*51%*	**	*54%*	*56%*	*52%*	*54%*	*55%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**18**	11	11	10	2	*	9	6	**	**	**	**
	3%	*3%*	*5%*	*3%*	*3%*	*%*	*3%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**86**	62	40	40	18	9	47	32	**	**	**	**
	16%	*17%*	*18%*	*13%*	*25%* c	*21%*	*16%*	*13%*	**	**	**	**
This is mandatory to me - a must have	**136**	88	63	74	14	11	74	60	**	**	**	**
	26%	*24%*	*29%*	*25%*	*20%*	*23%*	*25%*	*25%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**152**	109	58	90	20	14	84	69	**	**	**	**
	29%	*30%*	*26%*	*30%*	*29%*	*30%*	*29%*	*29%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**138**	100	48	88	16	12	79	72	**	**	**	**
	26%	*27%*	*22%*	*29%* b	*23%*	*26%*	*27%*	*30%*	**	**	**	**
NET Important	**273**	187	111	162	30	23	154	133	**	**	**	**
	52%	*51%*	*50%*	*54%*	*43%*	*49%*	*52%*	*55%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**18**	18	15	18	16	18	11	18	5	**	14	**	3	15
	3%	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	**	*3%*	**	*3%*	*4%*
This is not important to me - don't mind if not offered	**86**	84	78	84	77	85	61	84	35	**	72	**	29	58
	16%	*17%*	*17%*	*16%*	*16%*	*16%*	*17%*	*17%*	*21%*	**	*16%*	**	*27%* b	*14%*
This is mandatory to me - a must have	**136**	128	116	128	124	134	84	128	29	**	112	**	30	106
	26%	*25%*	*25%*	*25%*	*26%*	*26%*	*23%*	*25%* c	*18%*	**	*25%*	**	*29%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**152**	147	137	150	145	148	112	148	52	**	131	**	29	122
	29%	*29%*	*29%*	*29%*	*30%*	*28%*	*31%*	*29%*	*31%*	**	*29%*	**	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	134	122	136	126	138	94	129	45	**	115	**	14	123
	26%	*26%*	*26%*	*26%*	*26%*	*26%*	*26%*	*25%*	*27%*	**	*26%*	**	*14%*	*29%* a
NET Important	**273**	261	238	264	250	271	178	257	74	**	228	**	44	229
	52%	*51%*	*51%*	*51%*	*51%*	*52%*	*49%*	*51%*	*45%*	**	*51%*	**	*42%*	*54%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**18**	5	**	**	5	7	9	3	3	**	14	12	6
	3%	*4%*	**	**	*4%*	*8%* b	*3%*	*3%*	*3%*	**	*4%*	*5%*	*2%*
This is not important to me - don't mind if not offered	**86**	22	**	**	17	17	55	14	25	**	54	38	48
	16%	*18%*	**	**	*15%*	*20%*	*16%*	*18%*	*24%* c	**	*14%*	*15%*	*18%*
This is mandatory to me - a must have	**136**	30	**	**	32	15	92	27	22	**	104	64	71
	26%	*25%*	**	**	*28%*	*17%*	*26%*	*35%* a	*21%*	**	*27%*	*25%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**152**	30	**	**	29	30	99	21	29	**	106	72	80
	29%	*24%*	**	**	*25%*	*34%*	*28%*	*27%*	*28%*	**	*28%*	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	37	**	**	33	19	102	14	24	**	106	71	67
	26%	*30%*	**	**	*28%*	*22%*	*28%* c	*18%*	*23%*	**	*28%*	*27%*	*25%*
NET Important	**273**	67	**	**	65	34	194	41	45	**	210	135	138
	52%	*54%*	**	**	*56%*	*39%*	*54%* a	*52%*	*44%*	**	*55%*	*52%*	*51%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**18**	**	**	**	3	**	2	*	**	**	2	4	**
	3%	**	**	**	*7%*	**	*4%*	*%	**	**	*4%*	*8%*	**
												a	
This is not important to me - don't mind if not offered	**86**	**	**	**	2	**	10	9	**	**	5	12	**
	16%	**	**	**	*5%*	**	*17%*	*31%*	**	**	*9%*	*21%*	**
			d	**de**			d	**adejl**	**adejl**	**de**		**de**	
This is mandatory to me - a must have	**136**	**	**	**	13	**	15	4	**	**	14	20	**
	26%	**	**	**	*37%*	**	*27%*	*16%*	**	**	*24%*	*37%*	**
		h	**ghi**	**ghil**	**ghil**	h	h				h	**ghil**	
This is a 'nice to have' , but I can live without it being offered	**152**	**	**	**	9	**	18	8	**	**	25	7	**
	29%	**	**	**	*24%*	**	*31%*	*30%*	**	**	*43%*	*13%*	**
		bck			b	**bcdk**	**bk**	**bk**	**bcdk**	b	**bcdk**		b
This is a 'great to have' - makes a difference and can sway my decision	**138**	**	**	**	10	**	12	6	**	**	11	12	**
	26%	**	**	**	*27%*	**	*21%*	*22%*	**	**	*19%*	*21%*	**
													cdefghjk
NET Important	**273**	**	**	**	24	**	28	11	**	**	25	32	**
	52%	**	**	**	*64%*	**	*48%*	*38%*	**	**	*44%*	*58%*	**
		h	**efghj**	**gh**	**ghj**	h	h			h	h	**gh**	**gh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**18**	4	7	*	7
	3%	*4%*	*5%*	**%*	*5%*
			c		c
This is not important to me - don't mind if not offered	**86**	22	15	30	19
	16%	*18%*	*10%*	*27%*	*14%*
				bd	
This is mandatory to me - a must have	**136**	44	42	11	39
	26%	*35%*	*28%*	*10%*	*27%*
		c	c		c
This is a 'nice to have' , but I can live without it being offered	**152**	21	51	40	40
	29%	*17%*	*34%*	*35%*	*28%*
			a	a	a
This is a 'great to have' - makes a difference and can sway my decision	**138**	35	35	32	36
	26%	*27%*	*24%*	*28%*	*26%*
NET Important	**273**	78	78	43	75
	52%	*62%*	*52%*	*38%*	*53%*
		c	c		c

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**20**	20	*	**	**	*	8	3	**	**	**
	4%	*4%*	*1%*	**	**	*1%*	*4%*	*2%*	**	**	**
This is not important to me - don't mind if not offered	**153**	148	3	**	**	5	66	45	**	**	**
	29%	*29%*	*24%*	**	**	*24%*	*33%* c	*30%*	**	**	**
This is mandatory to me - a must have	**86**	82	2	**	**	4	27	18	**	**	**
	16%	*16%*	*13%*	** ab	**	*19%*	*14%*	*12%*	** ab	**	**
This is a 'nice to have' , but I can live without it being offered	**163**	157	4	**	**	6	61	47	**	**	**
	31%	*31%*	*32%*	**	**	*31%*	*31%*	*32%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	102	3	**	**	5	37	35	**	**	**
	20%	*20%*	*30%* a	**	**	*24%*	*19%* e	*24%* e	** e	**	**
NET Important	**193**	184	5	**	**	9	64	53	**	**	**
	36%	*36%*	*43%*	**	**	*43%*	*32%*	*36%*	** ae	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	**547**	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	**530**	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	**20**	**	**	2	**	**	3	**	**	**	16	1	3	-
	4%	**	**	*3%*	**	**	*4%*	**	**	**	*4%*	*5%*	*9%*	*-%*
													jm	
This is not important to me - don't mind if not offered	**153**	**	**	40	**	**	21	**	**	**	130	8	7	9
	29%	**	**	*44%*	**	**	*25%*	**	**	**	*29%*	*28%*	*23%*	*34%*
		h		**fghjl**							h	h		h
This is mandatory to me - a must have	**86**	**	**	13	**	**	19	**	**	**	75	4	4	3
	16%	**	**	*14%*	**	**	*22%*	**	**	**	*17%*	*13%*	*15%*	*12%*
This is a 'nice to have' , but I can live without it being offered	**163**	**	**	22	**	**	28	**	**	**	140	10	6	7
	31%	**	**	*24%*	**	**	*32%*	**	**	**	*31%*	*34%*	*22%*	*29%*
									l					
This is a 'great to have' - makes a difference and can sway my decision	**107**	**	**	14	**	**	16	**	**	**	86	5	9	6
	20%	**	**	*15%*	**	**	*18%*	**	**	**	*19%*	*19%*	*31%*	*25%*
													cj	
NET Important	**193**	**	**	26	**	**	35	**	**	**	161	9	13	9
	36%	**	**	*29%*	**	**	*40%*	**	**	**	*36%*	*33%*	*46%*	*37%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	20	**	2	**	**	8	**	**	9	20	1	20	*
	4%	**	4%	**	**	4%	**	**	4%	5% b	1%	4%	1%
This is not important to me - don't mind if not offered	153	**	12	**	**	59	**	**	45	124	29	134	19
	29%	**	22%	**	** bh	31%	**	**	23%	29%	27%	28%	38%
This is mandatory to me - a must have	86	**	13	**	**	25	**	**	37	75	11	79	7
	16%	**	23%	**	**	13%	**	**	19%	18% b	10%	16%	14%
This is a 'nice to have' , but I can live without it being offered	163	**	26	**	**	60	**	**	54	124	39	149	15
	31%	**	46% eh	**	** h	31%	**	**	27%	29%	37%	31%	30%
This is a 'great to have' - makes a difference and can sway my decision	107	**	3	**	**	39	**	**	53	79	28	99	8
	20%	**	5%	**	**	21% b	**	**	27% bd	19%	26%	21%	16%
NET Important	193	**	16	**	**	65	**	**	90	154	39	178	15
	36%	**	28%	**	**	34% d	**	**	46% bde	37%	36%	37%	31%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**20**	20	**	15	2	2
	4%	*4%*	**	*6%* c	*3%*	*1%*
This is not important to me - don't mind if not offered	**153**	148	**	68	23	59
	29%	*29%*	**	*28%*	*25%*	*31%*
This is mandatory to me - a must have	**86**	83	**	38	9	38
	16%	*16%*	**	*16%*	*10%*	*20%* b
This is a 'nice to have' , but I can live without it being offered	**163**	152	**	78	35	50
	31%	*30%*	**	*33%*	*39%* c	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**107**	104	**	39	21	44
	20%	*21%*	**	*16%*	*23%*	*23%*
NET Important	**193**	188	**	77	30	82
	36%	*37%*	**	*32%*	*33%*	*42%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**20**	18	1	**	**	**	**	**	**	19	**	**	10	7	3
	4%	*4%*	*1%*	**	**	**	**	**	**	*4%*	**	**	*10%*	*3%*	*2%*
													bc		
This is not important to me - don't mind if not offered	**153**	123	25	**	**	**	**	**	**	148	**	**	39	84	30
	29%	*31%*	*25%*	**	**	**	**	**	**	*30%*	**	**	*36%*	*29%*	*23%*
													c		
This is mandatory to me - a must have	**86**	56	19	**	**	**	**	**	**	75	**	**	14	42	30
	16%	*14%*	*19%*	**	**	**	**	**	**	*15%*	**	**	*13%*	*14%*	*23%*
				abi							**abi**				**ab**
This is a 'nice to have' , but I can live without it being offered	**163**	119	36	**	**	**	**	**	**	156	**	**	24	96	44
	31%	*30%*	*35%*	**	**	**	**	**	**	*31%*	**	**	*22%*	*33%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**107**	83	20	**	**	**	**	**	**	104	**	**	21	62	23
	20%	*21%*	*20%*	**	**	**	**	**	**	*21%*	**	**	*19%*	*21%*	*18%*
NET Important	**193**	139	39	**	**	**	**	**	**	178	**	**	35	105	54
	36%	*35%*	*38%*	**	**	**	**	**	**	*36%*	**	**	*32%*	*36%*	*41%*
											a				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**20**	11	9	11	20	3	9	10	**	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**153**	86	84	105	153	35	106	94	**	**	**	**	**	**
	29%	*26%*	*29%*	*28%*	*29%*	*23%*	*28%*	*27%*	**	**	**	**	**	**
This is mandatory to me - a must have	**86**	59	51	63	86	29	65	56	**	**	**	**	**	**
	16%	*18%*	*18%*	*16%*	*16%*	*19%*	*17%*	*16%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**163**	105	84	125	163	49	119	116	**	**	**	**	**	**
	31%	*32%*	*29%*	*33%*	*31%*	*33%*	*31%*	*33%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	66	58	78	107	35	82	73	**	**	**	**	**	**
	20%	*20%*	*20%*	*20%*	*20%*	*23%*	*22%*	*21%*	**	**	**	**	**	**
NET Important	**193**	125	109	141	193	64	147	129	**	**	**	**	**	**
	36%	*38%*	*38%*	*37%*	*36%*	*42%*	*39%*	*37%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**20**	20	**	**	**	**	**	**	**	1	5	3	2	**
	4%	*4%*	**	**	**	**	**	**	**	*1%*	*4%*	*3%*	*3%*	**
This is not important to me - don't mind if not offered	**153**	153	**	**	**	**	**	**	**	23	40	23	19	**
	29%	*29%*	**	**	**	**	**	**	**	*22%*	*34%* c	*23%*	*35%*	**
This is mandatory to me - a must have	**86**	83	**	**	**	**	**	**	**	24	14	14	11	**
	16%	*16%*	**	**	**	**	**	**	**	*24%* b	*12%*	*14%*	*19%*	**
This is a 'nice to have' , but I can live without it being offered	**163**	157	**	**	**	**	**	**	**	37	29	45	14	**
	31%	*30%*	**	**	**	**	**	**	**	*36%*	*25%*	*45%* **bd**	*25%*	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	106	**	**	**	**	**	**	**	18	29	17	10	**
	20%	*20%*	**	**	**	**	**	**	**	*17%*	*25%*	*16%*	*18%*	**
NET Important	**193**	189	**	**	**	**	**	**	**	42	43	31	21	**
	36%	*36%*	**	**	**	**	**	**	**	*41%*	*37%*	*30%*	*37%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**20**	12	3	4	*	**	10	**	11	20	**	11	**
	4%	*5%*	*3%*	*3%*	**%*	**	*3%*	**	*5%*	*4%*	**	*3%*	**
This is not important to me - don't mind if not offered	**153**	79	32	26	12	**	68	**	79	150	**	105	**
	29%	*33%*	*27%*	*22%*	*28%*	**	*24%*	**	*35%*	*30%*	**	*28%*	**
		c							a	b			
This is mandatory to me - a must have	**86**	34	22	14	11	**	45	**	38	76	**	63	**
	16%	*15%*	*19%*	*12%*	*25%*	**	*16%*	**	*17%*	*15%*	**	*16%*	**
					c						a		
This is a 'nice to have' , but I can live without it being offered	**163**	66	38	47	10	**	107	**	56	154	**	125	**
	31%	*28%*	*33%*	*39%*	*25%*	**	*37%*	**	*24%*	*31%*	**	*33%*	**
				a			c						
This is a 'great to have' - makes a difference and can sway my decision	**107**	44	22	30	10	**	59	**	45	96	**	77	**
	20%	*19%*	*19%*	*25%*	*22%*	**	*20%*	**	*20%*	*19%*	**	*20%*	**
											a		
NET Important	**193**	78	45	44	20	**	104	**	84	172	**	140	**
	36%	*33%*	*38%*	*36%*	*48%*	**	*36%*	**	*36%*	*35%*	**	*37%*	**
					a						a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**20**	1	2	2	**	18	2	7	10	6	**
	4%	*2%*	*3%*	*2%*	**	*4%*	*3%*	*4%*	*3%*	*9%* b	**
This is not important to me - don't mind if not offered	**153**	15	8	16	**	142	11	46	78	12	**
	29%	*19%*	*12%*	*18%*	**	*31%* b	*16%*	*28%*	*25%*	*19%*	**
This is mandatory to me - a must have	**86**	14	19	20	**	66	20	26	59	13	**
	16%	*18%*	*29%*	*23%*	**	*14%*	*29%* a	*15%*	*19%*	*20%*	**
This is a 'nice to have' , but I can live without it being offered	**163**	29	18	32	**	145	18	55	99	22	**
	31%	*37%*	*28%*	*36%*	**	*32%*	*26%*	*33%*	*32%*	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	19	18	19	**	88	19	33	64	11	**
	20%	*24%*	*28%*	*21%*	**	*19%*	*27%*	*20%*	*21%*	*17%*	**
NET Important	**193**	33	37	39	**	154	39	59	122	23	**
	36%	*42%*	*57%*	*44%*	**	*34%*	*56%* a	*35%*	*40%*	*37%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**20**	7	7	4	**	10	16	4	**	11	9	20	11	5	**
	4%	*5%*	*3%*	*6%*	**	*3%*	*4%*	*4%*	**	*3%*	*3%*	*4%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**153**	40	79	16	**	104	111	24	**	86	84	153	90	66	**
	29%	*28%*	*30%*	*26%*	**	*28%*	*30%*	*21%*	**	*26%*	*30%*	*29%*	*28%*	*26%*	**
This is mandatory to me - a must have	**86**	20	46	6	**	54	64	18	**	59	49	86	51	44	**
	16%	*14%*	*18%*	*9%*	**	*15%*	*17%*	*16%*	**	*18%*	*17%*	*16%*	*16%*	*18%*	**
This is a 'nice to have' , but I can live without it being offered	**163**	43	76	20	**	115	115	41	**	105	83	163	100	83	**
	31%	*31%*	*29%*	*34%*	**	*31%*	*30%*	*37%*	**	*32%*	*30%*	*31%*	*32%*	*33%*	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	31	52	15	**	84	71	23	**	66	58	107	64	51	**
	20%	*22%*	*20%*	*24%*	**	*23%*	*19%*	*21%*	**	*20%*	*21%*	*20%*	*20%*	*21%*	**
NET Important	**193**	51	98	20	**	138	135	41	**	125	107	193	115	96	**
	36%	*36%*	*38%*	*34%*	**	*38%*	*36%*	*37%*	**	*38%*	*38%*	*36%*	*36%*	*38%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**20**	14	13	8	4	2	9	7	**	**	**	**
	4%	*4%*	*6%*	*3%*	*6%*	*4%*	*3%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**153**	106	63	78	16	7	82	64	**	**	**	**
	29%	*29%*	*29%*	*26%*	*23%*	*16%*	*28%*	*27%*	**	**	**	**
		e	e									
This is mandatory to me - a must have	**86**	62	40	46	15	12	51	42	**	**	**	**
	16%	*17%*	*18%*	*15%*	*22%*	*25%*	*17%*	*17%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**163**	115	73	96	19	13	95	79	**	**	**	**
	31%	*31%*	*33%*	*32%*	*28%*	*29%*	*32%*	*33%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**107**	71	31	72	15	12	57	48	**	**	**	**
	20%	*19%*	*14%*	*24%*	*21%*	*25%*	*19%*	*20%*	**	**	**	**
				b		b						
NET Important	**193**	133	71	119	30	23	108	90	**	**	**	**
	36%	*36%*	*32%*	*39%*	*43%*	*51%*	*37%*	*38%*	**	**	**	**
						ab						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**20**	20	17	20	16	19	14	19	2	**	14	**	2	19
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*1%*	**	*3%*	**	*2%*	*4%*
This is not important to me - don't mind if not offered	**153**	144	131	148	138	147	105	150	45	**	120	**	35	118
	29%	*28%*	*28%*	*29%*	*28%*	*28%*	*29%*	*30%*	*27%*	**	*27%*	**	*33%*	*28%*
This is mandatory to me - a must have	**86**	81	74	82	78	86	57	80	29	**	71	**	26	60
	16%	*16%*	*16%*	*16%*	*16%*	*16%*	*16%*	*16%*	*17%*	**	*16%*	**	*24%* b	*14%*
This is a 'nice to have' , but I can live without it being offered	**163**	161	147	161	157	163	121	160	54	**	145	**	27	136
	31%	*32%*	*31%*	*31%*	*32%*	*31%*	*33%*	*31%*	*33%*	**	*33%*	**	*26%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**107**	104	99	104	99	107	64	98	35	**	93	**	16	91
	20%	*20%*	*21%*	*20%*	*20%*	*20%*	*18%*	*19%*	*21%*	**	*21%*	**	*15%*	*22%*
NET Important	**193**	185	173	187	177	193	121	178	64	**	164	**	41	151
	36%	*36%*	*37%*	*36%*	*36%*	*37%*	*33%*	*35%*	*39%*	**	*37%*	**	*39%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**20**	2	**	**	3	3	12	5	3	**	17	13	7
	4%	*2%*	**	**	*3%*	*4%*	*3%*	*6%*	*3%*	**	*4%*	*5%*	*3%*
This is not important to me - don't mind if not offered	**153**	21	**	**	21	21	105	27	17	**	122	67	86
	29%	*17%*	**	**	*18%*	*24%*	*30%*	*34%*	*17%*	**	*32%* a	*26%*	*32%*
This is mandatory to me - a must have	**86**	29	**	**	25	21	52	10	25	**	54	43	43
	16%	*24%*	**	**	*22%*	*24%* b	*14%*	*13%*	*25%* c	**	*14%*	*17%*	*16%*
This is a 'nice to have' , but I can live without it being offered	**163**	37	**	**	35	26	109	29	35	**	115	75	88
	31%	*30%*	**	**	*30%*	*29%*	*30%*	*37%*	*34%*	**	*30%*	*29%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**107**	34	**	**	32	17	79	8	22	**	77	59	48
	20%	*28%*	**	**	*27%*	*20%*	*22%* c	*10%*	*21%*	**	*20%*	*23%*	*18%*
NET Important	**193**	63	**	**	57	38	130	18	47	**	131	102	91
	36%	*51%*	**	**	*49%*	*44%* c	*37%* c	*23%*	*46%* c	**	*34%*	*40%*	*33%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**20**	**	**	**	2	**	-	*	**	**	4	3	**
	4%	**	**	**	*6%*	**	*-%*	**%*	**	**	*7%*	*5%*	**
									f				
This is not important to me - don't mind if not offered	**153**	**	**	**	8	**	22	13	**	**	21	12	**
	29%	**	**	**	*22%*	**	*38%*	*47%*	**	**	*37%*	*22%*	**
			ai	**adeikl**	a	a	**ai**	**adeikl**	**ai**		**ai**	a	
This is mandatory to me - a must have	**86**	**	**	**	7	**	7	4	**	**	11	17	**
	16%	**	**	**	*20%*	**	*13%*	*16%*	**	**	*20%*	*30%*	**
												cefhi	h
This is a 'nice to have' , but I can live without it being offered	**163**	**	**	**	14	**	22	7	**	**	14	13	**
	31%	**	**	**	*37%*	**	*39%*	*25%*	**	**	*25%*	*24%*	**
		bcgjkl			c		**bc**			**bcgjk**			
This is a 'great to have' - makes a difference and can sway my decision	**107**	**	**	**	6	**	6	3	**	**	6	11	**
	20%	**	**	**	*16%*	**	*11%*	*12%*	**	**	*11%*	*20%*	**
			fj							**fgj**			
NET Important	**193**	**	**	**	13	**	13	8	**	**	18	28	**
	36%	**	**	**	*35%*	**	*23%*	*28%*	**	**	*31%*	*50%*	**
		f	f									**fghj**	f

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**20**	5	4	3	8
	4%	*4%*	*3%*	*2%*	*6%*
This is not important to me - don't mind if not offered	**153**	39	44	30	39
	29%	*31%*	*29%*	*27%*	*28%*
This is mandatory to me - a must have	**86**	19	20	12	35
	16%	*15%*	*14%*	*10%*	*25%*
					abc
This is a 'nice to have' , but I can live without it being offered	**163**	31	56	42	35
	31%	*25%*	*37%*	*37%*	*25%*
			ad	**ad**	
This is a 'great to have' - makes a difference and can sway my decision	**107**	31	25	28	23
	20%	*25%*	*17%*	*24%*	*17%*
NET Important	**193**	50	46	39	58
	36%	*40%*	*30%*	*34%*	*41%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**13**	13	-	**	**	-	8	3	**	**	**
	3%	*3%*	*-%*	**	**	*-%*	*4%*	*2%*	**	**	**
		e									
This is not important to me - don't mind if not offered	**67**	64	1	**	**	3	25	18	**	**	**
	13%	*13%*	*12%*	**	**	*13%*	*12%*	*12%*	**	**	**
											abc
This is mandatory to me - a must have	**137**	133	2	**	**	4	52	33	**	**	**
	26%	*26%*	*18%*	**	**	*21%*	*26%*	*23%*	**	**	**
							e	e	e		
This is a 'nice to have' , but I can live without it being offered	**173**	165	5	**	**	8	56	60	**	**	**
	33%	*32%*	*42%*	**	**	*38%*	*28%*	*41%*	**	**	**
								a			a
This is a 'great to have' - makes a difference and can sway my decision	**139**	133	3	**	**	6	59	34	**	**	**
	26%	*26%*	*28%*	**	**	*28%*	*30%*	*23%*	**	**	**
							e	e	e		
NET Important	**276**	266	5	**	**	10	111	67	**	**	**
	52%	*52%*	*47%*	**	**	*49%*	*56%*	*46%*	**	**	**
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	13	**	**	2	**	**	3	**	**	**	13	-	-	-
	3%	**	**	*3%*	**	**	*4%*	**	**	**	*3%*	-%	-%	-%
This is not important to me - don't mind if not offered	67	**	**	22	**	**	9	**	**	**	58	4	3	3
	13%	**	**	*24%*	**	**	*10%*	**	**	**	*13%*	*13%*	*10%*	*12%*
				afgjl										
This is mandatory to me - a must have	137	**	**	31	**	**	34	**	**	**	120	6	6	5
	26%	**	**	*34%*	**	**	*39%*	**	**	**	*27%*	*21%*	*23%*	*19%*
				m			**agklm**							
This is a 'nice to have' , but I can live without it being offered	173	**	**	22	**	**	20	**	**	**	143	10	12	8
	33%	**	**	*24%*	**	**	*23%*	**	**	**	*32%*	*38%*	*41%*	*30%*
													cf	
This is a 'great to have' - makes a difference and can sway my decision	139	**	**	14	**	**	21	**	**	**	114	8	7	10
	26%	**	**	*16%*	**	**	*24%*	**	**	**	*25%*	*29%*	*26%*	*39%*
		ch						**chj**						**chj**
NET Important	276	**	**	45	**	**	55	**	**	**	234	14	14	15
	52%	**	**	*50%*	**	**	*63%*	**	**	**	*52%*	*50%*	*49%*	*58%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	13	**	2	**	**	4	**	**	5	13	-	13	-
	3%	**	*4%*	**	**	*2%*	**	**	*3%*	*3%* b	*-%*	*3%*	*-%*
This is not important to me - don't mind if not offered	67	**	5	**	**	26	**	**	20	53	14	61	6
	13%	**	*9%*	**	** beh	*13%*	**	**	*10%*	*12%*	*13%*	*13%*	*12%*
This is mandatory to me - a must have	137	**	15	**	**	56	**	**	49	115	22	125	13
	26%	**	*27%*	**	**	*29%*	**	**	*25%*	*27%*	*21%*	*26%*	*26%*
This is a 'nice to have' , but I can live without it being offered	173	**	24	**	**	62	**	**	58	131	42	161	12
	33%	**	*43%* h	**	**	*32%*	**	**	*29%*	*31%*	*39%*	*34%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	139	**	10	**	**	44	**	**	65	110	28	121	18
	26%	**	*18%*	**	**	*23%*	**	**	*33%* bde	*26%*	*26%*	*25%*	*38%* a
NET Important	276	**	25	**	**	100	**	**	114	225	51	245	31
	52%	**	*44%*	**	**	*52%* d	**	**	*58%* bd	*53%*	*47%*	*51%*	*64%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**13**	13	**	10	-	2
	3%	*3%*	**	*4%*	*-%*	*1%*
				c		
This is not important to me - don't mind if not offered	**67**	61	**	38	6	22
	13%	*12%*	**	*16%*	*6%*	*12%*
				b		
This is mandatory to me - a must have	**137**	128	**	56	26	54
	26%	*25%*	**	*24%*	*29%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**173**	169	**	76	38	56
	33%	*33%*	**	*32%*	*42%*	*29%*
					c	
This is a 'great to have' - makes a difference and can sway my decision	**139**	135	**	58	21	57
	26%	*27%*	**	*24%*	*23%*	*30%*
NET Important	**276**	263	**	114	47	112
	52%	*52%*	**	*48%*	*52%*	*58%*
						a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**13**	12	1	**	**	**	**	**	**	13	**	**	6	7	1
	3%	*3%*	*1%*	**	**	**	**	**	**	*3%*	**	**	*5%*	*2%*	*1%*
													c		
This is not important to me - don't mind if not offered	**67**	60	7	**	**	**	**	**	**	66	**	**	26	33	7
	13%	*15%*	*7%*	**	**	**	**	**	**	*13%*	**	**	*24%*	*11%*	*6%*
		bcj								**bj**			**bc**	c	
This is mandatory to me - a must have	**137**	106	21	**	**	**	**	**	**	127	**	**	20	85	32
	26%	*26%*	*20%*	**	**	**	**	**	**	*25%*	**	**	*19%*	*29%*	*24%*
				b							b				
This is a 'nice to have' , but I can live without it being offered	**173**	117	43	**	**	**	**	**	**	160	**	**	30	87	56
	33%	*29%*	*42%*	**	**	**	**	**	**	*32%*	**	**	*28%*	*30%*	*43%*
			ai	a							a				**ab**
This is a 'great to have' - makes a difference and can sway my decision	**139**	105	30	**	**	**	**	**	**	135	**	**	25	79	34
	26%	*26%*	*30%*	**	**	**	**	**	**	*27%*	**	**	*24%*	*27%*	*26%*
			c							c					
NET Important	**276**	210	51	**	**	**	**	**	**	261	**	**	46	165	66
	52%	*53%*	*50%*	**	**	**	**	**	**	*52%*	**	**	*42%*	*56%*	*51%*
														a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**13**	6	6	6	13	4	5	5	**	**	**	**	**	**
	3%	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**67**	35	28	41	67	10	41	38	**	**	**	**	**	**
	13%	*11%*	*10%*	*11%*	*13%* e	*6%*	*11%*	*11%*	**	**	**	**	**	**
This is mandatory to me - a must have	**137**	83	86	99	137	50	103	89	**	**	**	**	**	**
	26%	*25%*	*30%*	*26%*	*26%*	*34%* **ad**	*27%*	*25%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**173**	116	92	136	173	44	139	125	**	**	**	**	**	**
	33%	*36%*	*32%*	*36%*	*33%*	*30%*	*37%*	*36%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**139**	87	72	100	139	42	93	93	**	**	**	**	**	**
	26%	*26%*	*25%*	*26%*	*26%*	*28%*	*24%*	*27%*	**	**	**	**	**	**
NET Important	**276**	170	158	199	276	92	196	181	**	**	**	**	**	**
	52%	*52%*	*56%*	*52%*	*52%*	*61%* **acdf**	*51%*	*52%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**13**	13	**	**	**	**	**	**	**	1	1	2	1	**
	3%	*3%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**67**	67	**	**	**	**	**	**	**	20	8	11	3	**
	13%	*13%*	**	**	**	**	**	**	**	*19%* **bd**	*7%*	*10%*	*6%*	**
This is mandatory to me - a must have	**137**	135	**	**	**	**	**	**	**	26	27	29	17	**
	26%	*26%*	**	**	**	**	**	**	**	*25%*	*23%*	*29%*	*31%*	**
This is a 'nice to have' , but I can live without it being offered	**173**	167	**	**	**	**	**	**	**	33	45	36	22	**
	33%	*32%*	**	**	**	**	**	**	**	*32%*	*38%*	*35%*	*40%*	**
This is a 'great to have' - makes a difference and can sway my decision	**139**	137	**	**	**	**	**	**	**	24	36	24	12	**
	26%	*26%*	**	**	**	**	**	**	**	*24%*	*31%*	*23%*	*22%*	**
NET Important	**276**	272	**	**	**	**	**	**	**	50	62	53	30	**
	52%	*52%*	**	**	**	**	**	**	**	*48%*	*54%*	*52%*	*53%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**13**	7	3	3	-	**	7	**	7	13	**	6	**
	3%	*3%*	*3%*	*3%*	*-%*	**	*2%*	**	*3%*	*3%*	**	*2%*	**
This is not important to me - don't mind if not offered	**67**	42	12	8	3	**	25	**	42	65	**	41	**
	13%	*18%*	*10%*	*6%*	*8%*	**	*9%*	**	*18%*	*13%*	**	*11%*	**
		bc							a				
This is mandatory to me - a must have	**137**	61	28	35	12	**	80	**	53	131	**	99	**
	26%	*26%*	*24%*	*28%*	*28%*	**	*28%*	**	*23%*	*26%*	**	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**173**	68	43	40	15	**	95	**	75	157	**	136	**
	33%	*29%*	*37%*	*33%*	*35%*	**	*33%*	**	*33%*	*32%*	**	*36%*	**
											a		
This is a 'great to have' - makes a difference and can sway my decision	**139**	56	32	36	12	**	81	**	53	130	**	99	**
	26%	*24%*	*27%*	*30%*	*29%*	**	*28%*	**	*23%*	*26%*	**	*26%*	**
NET Important	**276**	118	60	71	24	**	161	**	106	261	**	198	**
	52%	*50%*	*51%*	*58%*	*57%*	**	*56%*	**	*46%*	*53%*	**	*52%*	**
							c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**13**	-	2	-	**	13	-	5	5	3	**
	3%	*-%*	*3%*	*-%*	**	*3%*	*-%*	*3%*	*2%*	*5%* b	**
This is not important to me - don't mind if not offered	**67**	6	4	5	**	62	5	14	32	7	**
	13%	*7%*	*7%*	*6%*	**	*14%*	*7%*	*9%*	*10%*	*11%*	**
This is mandatory to me - a must have	**137**	20	13	24	**	118	19	47	79	18	**
	26%	*26%*	*21%*	*27%*	**	*26%*	*28%*	*28%*	*25%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**173**	34	21	36	**	147	26	56	111	17	**
	33%	*43%*	*33%*	*41%*	**	*32%*	*37%*	*34%*	*36%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**139**	18	24	23	**	119	20	44	84	18	**
	26%	*23%*	*37%*	*27%*	**	*26%*	*28%*	*26%*	*27%*	*28%*	**
NET Important	**276**	38	37	47	**	237	39	92	162	36	**
	52%	*49%*	*57%*	*53%*	**	*52%*	*56%*	*55%*	*52%*	*57%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**13**	5	5	1	**	7	10	3	**	6	6	13	6	2	**
	3%	*3%*	*2%*	*2%*	**	*2%*	*3%*	*3%*	**	*2%*	*2%*	*3%*	*2%*	*1%*	**
This is not important to me - don't mind if not offered	**67**	6	25	3	**	27	56	10	**	35	28	67	34	18	**
	13%	*4%*	*10%* a	*4%*	**	*7%*	*15%* a	*9%*	**	*11%*	*10%*	*13%*	*11%*	*7%*	**
This is mandatory to me - a must have	**137**	51	78	16	**	103	83	30	**	83	84	137	77	63	**
	26%	*36%*	*30%*	*27%*	**	*28%*	*22%*	*27%*	**	*25%*	*30%*	*26%*	*25%*	*25%*	**
This is a 'nice to have' , but I can live without it being offered	**173**	39	86	23	**	128	124	39	**	116	92	173	109	98	**
	33%	*28%*	*33%*	*38%*	**	*35%*	*33%*	*35%*	**	*36%*	*32%*	*33%*	*35%*	*39%*	**
This is a 'great to have' - makes a difference and can sway my decision	**139**	40	67	17	**	103	104	28	**	86	72	139	89	69	**
	26%	*28%*	*26%*	*28%*	**	*28%*	*28%*	*26%*	**	*26%*	*26%*	*26%*	*28%*	*28%*	**
NET Important	**276**	91	145	33	**	205	187	59	**	170	156	276	167	131	**
	52%	*64%*	*56%*	*56%*	**	*56%*	*50%*	*53%*	**	*52%*	*55%*	*52%*	*53%*	*53%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**13**	7	8	6	1	-	5	5	**	**	**	**
	3%	*2%*	*4%*	*2%*	*2%*	*-%*	*2%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**67**	47	24	21	2	1	31	16	**	**	**	**
	13%	*13%*	*11%*	*7%*	*3%*	*1%*	*10%*	*7%*	**	**	**	**
		cde	e									
This is mandatory to me - a must have	**137**	86	49	95	22	16	77	63	**	**	**	**
	26%	*23%*	*22%*	*31%*	*32%*	*35%*	*26%*	*26%*	**	**	**	**
				ab								
This is a 'nice to have' , but I can live without it being offered	**173**	122	87	99	27	17	99	91	**	**	**	**
	33%	*33%*	*40%*	*33%*	*39%*	*38%*	*34%*	*38%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**139**	107	52	81	17	12	82	65	**	**	**	**
	26%	*29%*	*24%*	*27%*	*24%*	*26%*	*28%*	*27%*	**	**	**	**
NET Important	**276**	192	101	176	39	28	160	128	**	**	**	**
	52%	*52%*	*46%*	*58%*	*56%*	*61%*	*54%*	*54%*	**	**	**	**
				b		b						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**13**	13	12	13	11	13	8	12	1	**	10	**	2	12
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	**	*2%*	**	*2%*	*3%*
This is not important to me - don't mind if not offered	**67**	65	60	65	59	67	35	67	15	**	53	**	17	50
	13%	*13%*	*13%*	*13%*	*12%*	*13%*	*10%*	*13%*	*9%*	**	*12%*	**	*16%*	*12%*
This is mandatory to me - a must have	**137**	132	123	135	130	135	101	134	44	**	111	**	40	97
	26%	*26%*	*26%*	*26%*	*27%*	*26%*	*28%*	*26%*	*27%*	**	*25%*	**	*38%* b	*23%*
This is a 'nice to have' , but I can live without it being offered	**173**	172	155	172	165	168	127	170	59	**	145	**	32	141
	33%	*34%*	*33%*	*33%*	*34%*	*32%*	*35%*	*33%*	*36%*	**	*33%*	**	*30%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	128	118	132	123	139	90	126	46	**	124	**	15	124
	26%	*25%*	*25%*	*26%*	*25%*	*27%*	*25%*	*25%*	*28%*	**	*28%*	**	*14%*	*29%* a
NET Important	**276**	261	241	267	253	274	191	259	90	**	235	**	55	222
	52%	*51%*	*52%*	*52%*	*52%*	*53%*	*53%*	*51%*	*55%*	**	*53%*	**	*52%*	*52%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**13**	2	**	**	2	2	10	1	-	**	13	9	5
	3%	*2%*	**	**	*2%*	*3%*	*3%*	*2%*	*-%*	**	*4%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**67**	7	**	**	7	6	43	17	5	**	59	25	42
	13%	*6%*	**	**	*6%*	*7%*	*12%*	*22%* ab	*5%*	**	*15%* a	*10%*	*15%*
This is mandatory to me - a must have	**137**	26	**	**	28	21	94	23	26	**	99	69	69
	26%	*21%*	**	**	*24%*	*24%*	*26%*	*29%*	*25%*	**	*26%*	*27%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**173**	51	**	**	49	29	120	22	41	**	112	82	92
	33%	*42%*	**	**	*42%*	*33%*	*34%*	*28%*	*40%* c	** c	*29%*	*32%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	36	**	**	30	29	89	15	30	**	101	73	66
	26%	*29%*	**	**	*26%*	*33%* c	*25%*	*19%*	*29%*	**	*26%*	*28%*	*24%*
NET Important	**276**	62	**	**	58	50	183	38	56	**	200	142	135
	52%	*50%*	**	**	*50%*	*57%*	*51%*	*48%*	*54%*	**	*52%*	*55%*	*49%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**13**	**	**	**	-	**	-	-	**	**	1	3	**
	3%	**	**	**	-%	**	-%	-%	**	**	*2%*	*5%*	**
This is not important to me - don't mind if not offered	**67**	**	**	**	5	**	5	3	**	**	5	6	**
	13%	**	**	**	*12%*	**	*9%*	*12%*	**	**	*9%*	*12%*	**
				abefgjk					a	a			a
This is mandatory to me - a must have	**137**	**	**	**	13	**	16	4	**	**	11	23	**
	26%	**	**	**	*36%*	**	*28%*	*16%*	**	**	*19%*	*41%*	**
			i		**agil**	**acgijl**	i		**agi**			**acgijl**	
This is a 'nice to have' , but I can live without it being offered	**173**	**	**	**	12	**	22	14	**	**	29	11	**
	33%	**	**	**	*32%*	**	*38%*	*49%*	**	**	*51%*	*20%*	**
							k	**bcekl**		**bek**	**bcdekl**		
This is a 'great to have' - makes a difference and can sway my decision	**139**	**	**	**	7	**	14	7	**	**	11	13	**
	26%	**	**	**	*20%*	**	*25%*	*24%*	**	**	*19%*	*23%*	**
		cdhjk	**dhj**										**hj**
NET Important	**276**	**	**	**	21	**	30	11	**	**	22	35	**
	52%	**	**	**	*56%*	**	*53%*	*39%*	**	**	*37%*	*64%*	**
			cgij			**cgij**						**cgij**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**13**	6	2	-	5
	3%	*5%*	*1%*	*-%*	*4%*
		c			c
This is not important to me - don't mind if not offered	**67**	19	13	18	17
	13%	*15%*	*9%*	*16%*	*12%*
This is mandatory to me - a must have	**137**	27	52	20	38
	26%	*21%*	*35%*	*18%*	*27%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**173**	33	46	48	46
	33%	*26%*	*31%*	*42%*	*33%*
				a	
This is a 'great to have' - makes a difference and can sway my decision	**139**	41	37	27	34
	26%	*33%*	*25%*	*24%*	*24%*
NET Important	**276**	68	89	48	72
	52%	*54%*	*59%*	*42%*	*51%*
			c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**17**	17	*	**	**	*	3	1	**	**	**
	3%	*3%*	*3%*	**	**	*2%*	*2%*	*1%*	**	**	**
											ab
This is not important to me - don't mind if not offered	**65**	63	1	**	**	2	18	19	**	**	**
	12%	*12%*	*11%*	**	**	*11%*	*9%*	*13%*	**	**	**
This is mandatory to me - a must have	**172**	166	3	**	**	6	74	41	**	**	**
	32%	*33%*	*25%*	**	**	*28%*	*37%*	*28%*	**	**	**
							e				
This is a 'nice to have' , but I can live without it being offered	**150**	143	4	**	**	7	51	55	**	**	**
	28%	*28%*	*34%*	**	**	*33%*	*26%*	*37%*	**	**	**
								ac			**abc**
This is a 'great to have' - makes a difference and can sway my decision	**126**	121	3	**	**	5	53	32	**	**	**
	24%	*24%*	*27%*	**	**	*26%*	*27%*	*22%*	**	**	**
							e	e	e		
NET Important	**298**	287	6	**	**	11	126	72	**	**	**
	56%	*56%*	*52%*	**	**	*54%*	*63%*	*49%*	**	**	**
							be	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	17	**	**	1	**	**	1	**	**	**	14	*	3	-
	3%	**	**	*1%*	**	**	*1%*	**	**	**	*3%*	*%	*9%*	-%
									km				jkm	
This is not important to me - don't mind if not offered	65	**	**	16	**	**	6	**	**	**	56	3	2	4
	12%	**	**	*18%*	**	**	*6%*	**	**	**	*12%*	*11%*	*8%*	*16%*
This is mandatory to me - a must have	172	**	**	30	**	**	41	**	**	**	149	6	9	8
	32%	**	**	*33%*	**	**	*48%*	**	**	**	*33%*	*23%*	*32%*	*30%*
							gjkm		gjkm					
This is a 'nice to have' , but I can live without it being offered	150	**	**	25	**	**	25	**	**	**	130	10	5	4
	28%	**	**	*28%*	**	**	*28%*	**	**	**	*29%*	*36%*	*19%*	*17%*
		h		h			h	h			h	hlm		
This is a 'great to have' - makes a difference and can sway my decision	126	**	**	18	**	**	14	**	**	**	99	8	9	9
	24%	**	**	*20%*	**	**	*16%*	**	**	**	*22%*	*29%*	*32%*	*37%*
													f	cfj
NET Important	298	**	**	48	**	**	55	**	**	**	248	15	18	17
	56%	**	**	*53%*	**	**	*64%*	**	**	**	*55%*	*53%*	*64%*	*67%*
									cjk					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	17	**	1	**	**	2	**	**	10	17	*	17	-
	3%	**	2%	**	**	1%	**	**	5%	4%	*%	4%	-%
					e				e	b			
This is not important to me - don't mind if not offered	65	**	9	**	**	16	**	**	21	56	9	59	6
	12%	**	16%	**	**	8%	**	**	10%	13%	9%	12%	13%
This is mandatory to me - a must have	172	**	18	**	**	75	**	**	65	144	28	158	14
	32%	**	31%	**	**	39%	**	**	33%	34%	26%	33%	28%
This is a 'nice to have' , but I can live without it being offered	150	**	19	**	**	46	**	**	54	105	44	135	15
	28%	**	35%	**	**	24%	**	**	28%	25%	41%	28%	30%
					e						a		
This is a 'great to have' - makes a difference and can sway my decision	126	**	9	**	**	52	**	**	47	100	26	112	14
	24%	**	16%	**	**	27%	**	**	24%	24%	24%	23%	28%
						b							
NET Important	298	**	26	**	**	128	**	**	112	244	54	270	28
	56%	**	47%	**	**	67%	**	**	57%	58%	50%	56%	56%
						bd			d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**17**	15	**	12	*	4
	3%	*3%*	**	*5%* b	**%*	*2%*
This is not important to me - don't mind if not offered	**65**	64	**	34	15	15
	12%	*13%*	**	*14%* c	*16%* c	*8%*
This is mandatory to me - a must have	**172**	163	**	67	33	70
	32%	*32%*	**	*28%*	*36%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**150**	142	**	72	25	53
	28%	*28%*	**	*30%*	*27%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**126**	123	**	54	18	50
	24%	*24%*	**	*23%*	*20%*	*26%*
NET Important	**298**	286	**	121	51	120
	56%	*56%*	**	*51%*	*56%*	*63%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**17**	12	3	**	**	**	**	**	**	15	**	**	8	3	5
	3%	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*8%*	*1%*	*4%*
													b		b
This is not important to me - don't mind if not offered	**65**	47	16	**	**	**	**	**	**	63	**	**	15	32	18
	12%	*12%*	*16%*	**	**	**	**	**	**	*13%*	**	**	*14%*	*11%*	*14%*
This is mandatory to me - a must have	**172**	142	21	**	**	**	**	**	**	163	**	**	33	109	30
	32%	*36%*	*21%*	**	**	**	**	**	**	*33%*	**	**	*30%*	*37%*	*23%*
		b								b				c	
This is a 'nice to have' , but I can live without it being offered	**150**	109	33	**	**	**	**	**	**	142	**	**	31	78	40
	28%	*27%*	*32%*	**	**	**	**	**	**	*28%*	**	**	*29%*	*27%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**126**	90	28	**	**	**	**	**	**	118	**	**	20	69	37
	24%	*22%*	*28%*	**	**	**	**	**	**	*24%*	**	**	*19%*	*24%*	*28%*
NET Important	**298**	232	50	**	**	**	**	**	**	281	**	**	53	178	66
	56%	*58%*	*49%*	**	**	**	**	**	**	*56%*	**	**	*49%*	*61%*	*51%*
														c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**17**	11	9	11	17	-	6	8	**	**	**	**	**	**
	3%	*3%* e	*3%* e	*3%* e	*3%* e	*-%*	*2%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**65**	37	35	45	65	13	43	41	**	**	**	**	**	**
	12%	*11%*	*12%*	*12%*	*12%*	*9%*	*11%*	*12%*	**	**	**	**	**	**
This is mandatory to me - a must have	**172**	101	95	124	172	49	133	115	**	**	**	**	**	**
	32%	*31%*	*33%*	*32%*	*32%*	*33%*	*35%*	*33%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**150**	106	82	117	150	45	107	106	**	**	**	**	**	**
	28%	*32%*	*29%*	*31%*	*28%*	*30%*	*28%*	*30%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**126**	72	64	86	126	42	91	79	**	**	**	**	**	**
	24%	*22%*	*22%*	*23%*	*24%*	*28%*	*24%*	*23%*	**	**	**	**	**	**
NET Important	**298**	173	158	209	298	92	224	194	**	**	**	**	**	**
	56%	*53%*	*56%*	*55%*	*56%*	*61%*	*59%*	*56%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**17**	17	**	**	**	**	**	**	**	3	1	4	2	**
	3%	*3%*	**	**	**	**	**	**	**	*3%*	*1%*	*4%*	*4%*	**
This is not important to me - don't mind if not offered	**65**	65	**	**	**	**	**	**	**	13	16	9	7	**
	12%	*13%*	**	**	**	**	**	**	**	*13%*	*14%*	*9%*	*12%*	**
This is mandatory to me - a must have	**172**	168	**	**	**	**	**	**	**	32	39	33	20	**
	32%	*32%*	**	**	**	**	**	**	**	*31%*	*34%*	*32%*	*35%*	**
This is a 'nice to have' , but I can live without it being offered	**150**	146	**	**	**	**	**	**	**	29	41	34	12	**
	28%	*28%*	**	**	**	**	**	**	**	*28%*	*35%*	*34%*	*22%*	**
											d			
This is a 'great to have' - makes a difference and can sway my decision	**126**	123	**	**	**	**	**	**	**	26	19	22	15	**
	24%	*24%*	**	**	**	**	**	**	**	*25%*	*17%*	*21%*	*27%*	**
NET Important	**298**	292	**	**	**	**	**	**	**	57	58	54	35	**
	56%	*56%*	**	**	**	**	**	**	**	*56%*	*50%*	*54%*	*62%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**17**	12	1	2	2	**	5	**	12	17	**	11	**
	3%	*5%*	*1%*	*2%*	*5%*	**	*2%*	**	*5%* a	*3%*	**	*3%*	**
This is not important to me - don't mind if not offered	**65**	39	12	6	8	**	27	**	38	59	**	45	**
	12%	*17%* c	*10%*	*5%*	*19%* c	**	*9%*	**	*16%* a	*12%*	**	*12%*	**
This is mandatory to me - a must have	**172**	66	44	48	13	**	99	**	70	165	**	124	**
	32%	*28%*	*38%*	*39%* a	*31%*	**	*34%*	**	*31%*	*33%*	**	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**150**	67	36	32	9	**	80	**	64	138	**	117	**
	28%	*28%*	*30%*	*26%*	*21%*	**	*28%*	**	*28%*	*28%*	**	*31%*	**
This is a 'great to have' - makes a difference and can sway my decision	**126**	52	24	35	10	**	78	**	45	117	**	86	**
	24%	*22%*	*20%*	*28%*	*24%*	**	*27%*	**	*20%*	*24%*	**	*22%*	**
NET Important	**298**	118	68	82	24	**	177	**	115	282	**	209	**
	56%	*50%*	*58%*	*67%* a	*55%*	**	*61%* c	**	*50%*	*57%*	**	*55%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**17**	2	-	2	**	15	2	6	10	3	**
	3%	*3%*	*-%*	*2%*	**	*3%*	*3%*	*3%*	*3%*	*5%*	**
This is not important to me - don't mind if not offered	**65**	10	9	12	**	54	11	12	36	6	**
	12%	*13%*	*14%*	*13%*	**	*12%*	*16%*	*7%*	*12%*	*10%*	**
This is mandatory to me - a must have	**172**	22	11	20	**	159	12	58	92	19	**
	32%	*28%*	*16%*	*22%*	**	*35%* b	*18%*	*35%*	*30%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**150**	27	23	33	**	124	26	58	100	24	**
	28%	*35%*	*35%*	*38%*	**	*27%*	*37%*	*35%*	*32%*	*38%*	**
This is a 'great to have' - makes a difference and can sway my decision	**126**	17	22	21	**	108	18	33	71	11	**
	24%	*22%*	*34%*	*24%*	**	*23%*	*26%*	*20%*	*23%*	*18%*	**
NET Important	**298**	39	33	41	**	267	31	91	163	30	**
	56%	*50%*	*50%*	*46%*	**	*58%* b	*44%*	*55%*	*53%*	*47%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**17**	6	6	1	**	8	13	3	**	11	7	17	7	5	**
	3%	*4%*	*2%*	*2%*	**	*2%*	*4%*	*3%*	**	*3%*	*2%*	*3%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**65**	10	34	8	**	27	58	10	**	37	35	65	40	26	**
	12%	*7%*	*13%*	*13%*	**	*7%*	*15%* a	*9%*	**	*11%*	*13%*	*12%*	*13%*	*11%*	**
This is mandatory to me - a must have	**172**	53	84	17	**	129	102	36	**	101	94	172	101	77	**
	32%	*37%*	*32%*	*28%*	**	*35%* b	*27%*	*33%*	**	*31%*	*33%*	*32%*	*32%*	*31%*	**
This is a 'nice to have' , but I can live without it being offered	**150**	47	76	20	**	109	119	34	**	106	82	150	96	84	**
	28%	*33%*	*29%*	*34%*	**	*30%*	*32%*	*31%*	**	*32%*	*29%*	*28%*	*30%*	*34%*	**
This is a 'great to have' - makes a difference and can sway my decision	**126**	25	60	14	**	93	84	27	**	72	63	126	70	57	**
	24%	*18%*	*23%*	*23%*	**	*25%*	*22%*	*25%*	**	*22%*	*22%*	*24%*	*22%*	*23%*	**
NET Important	**298**	78	144	31	**	222	186	63	**	173	158	298	172	134	**
	56%	*55%*	*55%*	*51%*	**	*61%* b	*50%*	*57%*	**	*53%*	*56%*	*56%*	*55%*	*54%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**17**	11	9	10	3	2	8	8	**	**	**	**
	3%	*3%*	*4%*	*3%*	*5%*	*4%*	*3%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**65**	52	23	18	2	3	39	25	**	**	**	**
	12%	*14%*	*11%*	*6%*	*4%*	*6%*	*13%*	*11%*	**	**	**	**
		cd	c									
This is mandatory to me - a must have	**172**	106	71	122	26	12	91	74	**	**	**	**
	32%	*29%*	*32%*	*40%*	*37%*	*26%*	*31%*	*31%*	**	**	**	**
				abe								
This is a 'nice to have' , but I can live without it being offered	**150**	112	73	80	26	18	94	82	**	**	**	**
	28%	*30%*	*33%*	*27%*	*37%*	*39%*	*32%*	*34%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**126**	88	43	72	12	11	62	51	**	**	**	**
	24%	*24%*	*19%*	*24%*	*18%*	*24%*	*21%*	*21%*	**	**	**	**
NET Important	**298**	195	114	193	38	23	153	125	**	**	**	**
	56%	*53%*	*52%*	*64%*	*55%*	*50%*	*52%*	*52%*	**	**	**	**
				abe								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**17**	17	16	17	15	17	12	16	3	**	9	**	2	15
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**	*2%*	**	*2%*	*4%*
This is not important to me - don't mind if not offered	**65**	63	55	63	57	63	43	64	17	**	56	**	16	49
	12%	*12%*	*12%*	*12%*	*12%*	*12%*	*12%*	*13%*	*10%*	**	*13%*	**	*15%*	*12%*
This is mandatory to me - a must have	**172**	165	149	166	160	172	114	166	51	**	143	**	43	128
	32%	*32%*	*32%*	*32%*	*33%*	*33%*	*32%*	*33%*	*31%*	**	*32%*	**	*41%* b	*30%*
This is a 'nice to have' , but I can live without it being offered	**150**	146	134	147	141	145	105	147	49	**	124	**	28	121
	28%	*29%*	*29%*	*29%*	*29%*	*28%*	*29%*	*29%*	*30%*	**	*28%*	**	*27%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**126**	120	114	123	115	126	88	115	45	**	112	**	16	110
	24%	*23%*	*24%*	*24%*	*24%*	*24%*	*24%*	*23%*	*27%*	**	*25%*	**	*16%*	*26%* a
NET Important	**298**	285	263	290	275	298	202	281	96	**	254	**	60	238
	56%	*56%*	*56%*	*56%*	*56%*	*57%*	*56%*	*55%*	*58%*	**	*57%*	**	*56%*	*56%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**17**	2	**	**	*	2	10	5	2	**	15	12	5
	3%	*2%*	**	**	*%*	*2%*	*3%*	*7%*	*2%*	**	*4%*	*5%*	*2%*
This is not important to me - don't mind if not offered	**65**	15	**	**	17	8	47	9	11	**	48	34	31
	12%	*12%*	**	**	*15%*	*9%*	*13%*	*11%*	*11%*	**	*12%*	*13%*	*11%*
This is mandatory to me - a must have	**172**	27	**	**	25	26	123	22	30	**	133	72	100
	32%	*22%*	**	**	*21%*	*29%*	*35%*	*29%*	*30%*	**	*35%*	*28%*	*37%* a
This is a 'nice to have' , but I can live without it being offered	**150**	45	**	**	43	21	98	30	36	**	93	81	68
	28%	*37%*	**	**	*37%*	*23%*	*27%*	*38%* a	*35%* c	** c	*24%*	*32%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**126**	33	**	**	31	32	79	12	23	**	96	58	68
	24%	*27%*	**	**	*26%*	*36%* bc	*22%*	*16%*	*22%*	**	*25%*	*23%*	*25%*
NET Important	**298**	61	**	**	55	58	203	35	53	**	229	130	168
	56%	*49%*	**	**	*48%*	*66%* c	*57%* c	*44%*	*52%*	**	*60%* b	*51%*	*62%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**17**	**	**	**	*	**	2	-	**	**	1	3	**
	3%	**	**	**	*%	**	*4%*	-%	**	**	*2%*	*5%*	**
				eg					**adegijl**				
This is not important to me - don't mind if not offered	**65**	**	**	**	3	**	5	6	**	**	5	12	**
	12%	**	**	**	*9%*	**	*9%*	*23%*	**	**	*9%*	*22%*	**
								e	e			e	
This is mandatory to me - a must have	**172**	**	**	**	14	**	27	3	**	**	16	17	**
	32%	**	**	**	*38%*	**	*48%*	*10%*	**	**	*28%*	*32%*	**
		gl	**gil**	**gil**	**gil**	**gil**	**gijl**		**gl**		g	**gl**	
This is a 'nice to have' , but I can live without it being offered	**150**	**	**	**	12	**	15	12	**	**	24	12	**
	28%	**	**	**	*34%*	**	*26%*	*43%*	**	**	*42%*	*22%*	**
					b	b		**abck**		**abc**	**abck**		b
This is a 'great to have' - makes a difference and can sway my decision	**126**	**	**	**	7	**	8	7	**	**	11	11	**
	24%	**	**	**	*18%*	**	*13%*	*24%*	**	**	*18%*	*20%*	**
		cdefghjk	h	h	h	h		h		**fh**	h	h	**cdefghjk**
NET Important	**298**	**	**	**	21	**	35	10	**	**	27	29	**
	56%	**	**	**	*57%*	**	*62%*	*34%*	**	**	*47%*	*52%*	**
		ghijk	**ghjk**	**gh**	**gh**	**gh**	**gh**						**gh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**17**	6	2	5	4
	3%	*5%*	*1%*	*4%*	*3%*
This is not important to me - don't mind if not offered	**65**	16	12	19	19
	12%	*12%*	*8%*	*17%*	*14%*
				b	
This is mandatory to me - a must have	**172**	49	65	22	37
	32%	*39%*	*43%*	*19%*	*26%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**150**	18	45	42	45
	28%	*14%*	*30%*	*37%*	*32%*
			a	a	a
This is a 'great to have' - makes a difference and can sway my decision	**126**	37	27	27	35
	24%	*30%*	*18%*	*24%*	*25%*
		b			
NET Important	**298**	86	91	48	72
	56%	*68%*	*61%*	*43%*	*51%*
		cd	c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**7**	7	*	**	**	*	5	1	**	**	**
	1%	*1%*	*1%*	**	**	*1%*	*3%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**56**	54	1	**	**	2	12	20	**	**	**
	10%	*11%*	*9%*	**	**	*9%*	*6%*	*14%*	**	**	**
								a			**ab**
This is mandatory to me - a must have	**148**	143	3	**	**	5	61	37	**	**	**
	28%	*28%*	*25%*	**	**	*24%*	*31%*	*25%*	**	**	**
							e	e	e		
This is a 'nice to have' , but I can live without it being offered	**162**	156	3	**	**	7	58	45	**	**	**
	31%	*31%*	*29%*	**	**	*34%*	*29%*	*30%*	**	**	**
				a							**abc**
This is a 'great to have' - makes a difference and can sway my decision	**157**	151	4	**	**	6	64	45	**	**	**
	30%	*30%*	*36%*	**	**	*31%*	*32%*	*30%*	**	**	**
							e	e			
NET Important	**305**	294	7	**	**	11	124	81	**	**	**
	58%	*58%*	*61%*	**	**	*56%*	*63%*	*55%*	**	**	**
							e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	7	**	**	-	**	**	-	**	**	**	6	1	1	*
	1%	**	**	-%	**	**	-%	**	**	**	*1%*	*2%*	*2%*	*%*
This is not important to me - don't mind if not offered	56	**	**	15	**	**	6	**	**	**	53	-	2	1
	10%	**	**	*16%*	**	**	*7%*	**	**	**	*12%*	-%	*7%*	*2%*
		km		km			k	k	km		km		k	
This is mandatory to me - a must have	148	**	**	24	**	**	31	**	**	**	124	8	9	7
	28%	**	**	*26%*	**	**	*36%*	**	**	**	*28%*	*29%*	*32%*	*27%*
This is a 'nice to have' , but I can live without it being offered	162	**	**	28	**	**	30	**	**	**	144	8	5	5
	31%	**	**	*31%*	**	**	*34%*	**	**	**	*32%*	*30%*	*18%*	*20%*
							l	alm	lm		lm			
This is a 'great to have' - makes a difference and can sway my decision	157	**	**	24	**	**	20	**	**	**	121	11	12	13
	30%	**	**	*26%*	**	**	*23%*	**	**	**	*27%*	*39%*	*41%*	*50%*
												hj	fhj	cfghj
NET Important	305	**	**	48	**	**	51	**	**	**	245	19	21	20
	58%	**	**	*53%*	**	**	*59%*	**	**	**	*55%*	*69%*	*73%*	*77%*
												ghj	cghj	cfghj

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	7	**	-	**	**	2	**	**	3	7	*	7	*
	1%	**	-%	**	**	1%	**	**	1%	2%	*%	1%	1%
This is not important to me - don't mind if not offered	56	**	9	**	**	14	**	**	21	51	4	50	6
	10%	**	16% e	**	**	8%	**	**	11%	12% b	4%	10%	12%
This is mandatory to me - a must have	148	**	18	**	**	54	**	**	52	124	24	137	11
	28%	**	32%	**	**	28%	**	**	27%	29%	23%	28%	22%
This is a 'nice to have' , but I can live without it being offered	162	**	20	**	**	64	**	**	50	119	43	145	17
	31%	**	36%	**	** h	33%	**	**	25%	28%	40% a	30%	36%
This is a 'great to have' - makes a difference and can sway my decision	157	**	9	**	**	57	**	**	71	121	36	143	14
	30%	**	16%	**	**	30% b	**	**	36% bd	29%	33%	30%	29%
NET Important	305	**	27	**	**	111	**	**	123	245	60	279	25
	58%	**	47%	**	**	58%	**	**	62% bd	58%	56%	58%	52%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**7** ***1%***	7 *1%*	** **	7 *3%* c	* **%*	- -%
This is not important to me - don't mind if not offered	**56** ***10%***	54 *11%*	** **	36 *15%* c	8 *9%*	11 *6%*
This is mandatory to me - a must have	**148** ***28%***	140 *28%*	** **	52 *22%*	30 *34%* a	62 *32%* a
This is a 'nice to have' , but I can live without it being offered	**162** ***31%***	155 *31%*	** **	73 *30%*	28 *31%*	61 *32%*
This is a 'great to have' - makes a difference and can sway my decision	**157** ***30%***	151 *30%*	** **	71 *30%*	24 *27%*	58 *30%*
NET Important	**305** ***58%***	291 *57%*	** **	124 *52%*	54 *60%*	121 *63%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	547	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	530	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	7	7	*	**	**	**	**	**	**	7	**	**	4	3	*
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	*3%*	*1%*	*%*
													c		
This is not important to me - don't mind if not offered	56	49	5	**	**	**	**	**	**	54	**	**	17	32	7
	10%	*12%*	*5%*	**	**	**	**	**	**	*11%*	**	**	*16%*	*11%*	*5%*
		b											c	c	
This is mandatory to me - a must have	148	98	33	**	**	**	**	**	**	130	**	**	23	75	50
	28%	*24%*	*32%*	**	**	**	**	**	**	*26%*	**	**	*21%*	*26%*	*39%*
				abi							abi				ab
This is a 'nice to have' , but I can live without it being offered	162	127	31	**	**	**	**	**	**	158	**	**	33	93	36
	31%	*32%*	*31%*	**	**	**	**	**	**	*31%*	**	**	*31%*	*32%*	*28%*
		cj	c							cj					
This is a 'great to have' - makes a difference and can sway my decision	157	120	32	**	**	**	**	**	**	152	**	**	32	88	37
	30%	*30%*	*32%*	**	**	**	**	**	**	*30%*	**	**	*29%*	*30%*	*29%*
NET Important	305	217	65	**	**	**	**	**	**	283	**	**	55	163	87
	58%	*54%*	*64%*	**	**	**	**	**	**	*56%*	**	**	*50%*	*56%*	*67%*
				abi							ai				ab

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**7**	3	3	3	7	3	1	3	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	**%*	*1%*	**	**	**	**	**	**
						f								
This is not important to me - don't mind if not offered	**56**	31	32	42	56	12	35	40	**	**	**	**	**	**
	10%	*10%*	*11%*	*11%*	*10%*	*8%*	*9%*	*11%*	**	**	**	**	**	**
This is mandatory to me - a must have	**148**	89	87	108	148	38	121	96	**	**	**	**	**	**
	28%	*27%*	*31%*	*28%*	*28%*	*25%*	*32%*	*27%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**162**	96	72	108	162	40	117	102	**	**	**	**	**	**
	31%	*29%*	*25%*	*28%*	*31%*	*27%*	*31%*	*29%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	108	91	121	157	57	107	107	**	**	**	**	**	**
	30%	*33%*	*32%*	*32%*	*30%*	*38%*	*28%*	*31%*	**	**	**	**	**	**
						df								
NET Important	**305**	196	178	228	305	95	228	203	**	**	**	**	**	**
	58%	*60%*	*63%*	*60%*	*58%*	*63%*	*60%*	*58%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**7**	7	**	**	**	**	**	**	**	-	1	2	1	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	*1%*	*2%*	*1%*	**
This is not important to me - don't mind if not offered	**56**	56	**	**	**	**	**	**	**	17	15	7	3	**
	10%	*11%*	**	**	**	**	**	**	**	*16%* **cd**	*13%* d	*7%*	*5%*	**
This is mandatory to me - a must have	**148**	144	**	**	**	**	**	**	**	27	34	23	23	**
	28%	*28%*	**	**	**	**	**	**	**	*26%*	*29%*	*23%*	*41%* **ac**	**
This is a 'nice to have' , but I can live without it being offered	**162**	157	**	**	**	**	**	**	**	30	31	34	13	**
	31%	*30%*	**	**	**	**	**	**	**	*29%*	*26%*	*34%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	156	**	**	**	**	**	**	**	30	36	34	17	**
	30%	*30%*	**	**	**	**	**	**	**	*29%*	*31%*	*34%*	*30%*	**
NET Important	**305**	300	**	**	**	**	**	**	**	57	70	58	40	**
	58%	*58%*	**	**	**	**	**	**	**	*55%*	*60%*	*57%*	*71%* **ac**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**7**	5	*	2	-	**	1	**	6	7	**	3	**
	1%	*2%*	**%*	*2%*	*-%*	**	**%*	**	*2%*	*1%*	**	*1%*	**
This is not important to me - don't mind if not offered	**56**	36	10	8	2	**	19	**	37	50	**	42	**
	10%	*15%*	*9%*	*6%*	*4%*	**	*6%*	**	*16%*	*10%*	**	*11%*	**
		cd							a				
This is mandatory to me - a must have	**148**	63	28	33	17	**	92	**	53	132	**	108	**
	28%	*27%*	*24%*	*27%*	*41%*	**	*32%*	**	*23%*	*27%*	**	*28%*	**
					ab		c				a		
This is a 'nice to have' , but I can live without it being offered	**162**	58	44	45	13	**	93	**	66	154	**	108	**
	31%	*25%*	*38%*	*37%*	*31%*	**	*32%*	**	*29%*	*31%*	**	*28%*	**
			a	a									
This is a 'great to have' - makes a difference and can sway my decision	**157**	73	35	34	10	**	83	**	69	153	**	120	**
	30%	*31%*	*30%*	*28%*	*24%*	**	*29%*	**	*30%*	*31%*	**	*32%*	**
										b			
NET Important	**305**	137	63	67	28	**	175	**	121	285	**	228	**
	58%	*58%*	*53%*	*55%*	*65%*	**	*61%*	**	*53%*	*57%*	**	*60%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**7**	*	-	*	**	7	*	2	3	3	**
	1%	**%*	*-%*	**%*	**	*1%*	**%*	*1%*	*1%*	*4%*	**
This is not important to me - don't mind if not offered	**56**	6	5	9	**	49	7	15	27	6	**
	10%	*7%*	*7%*	*10%*	**	*11%*	*10%*	*9%*	*9%*	*10%*	**
This is mandatory to me - a must have	**148**	22	25	30	**	120	28	45	85	18	**
	28%	*29%*	*38%*	*34%*	**	*26%*	*40%* a	*27%*	*27%*	*28%*	**
This is a 'nice to have' , but I can live without it being offered	**162**	25	21	27	**	137	25	49	90	17	**
	31%	*33%*	*33%*	*31%*	**	*30%*	*36%*	*29%*	*29%*	*26%*	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	24	14	21	**	147	10	56	104	20	**
	30%	*31%*	*22%*	*24%*	**	*32%* b	*14%*	*33%*	*34%*	*32%*	**
NET Important	**305**	46	39	52	**	267	38	101	189	38	**
	58%	*60%*	*60%*	*58%*	**	*58%*	*54%*	*60%*	*61%*	*60%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**7**	2	3	1	**	2	5	*	**	3	3	7	3	1	**
	1%	*2%*	*1%*	*1%*	**	*1%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*%*	**
This is not important to me - don't mind if not offered	**56**	19	24	6	**	36	35	9	**	31	32	56	35	14	**
	10%	*13%*	*9%*	*9%*	**	*10%*	*9%*	*8%*	**	*10%*	*11%*	*10%*	*11%* b	*6%*	**
This is mandatory to me - a must have	**148**	40	81	17	**	100	102	36	**	89	87	148	85	76	**
	28%	*29%*	*31%*	*27%*	**	*27%*	*27%*	*32%*	**	*27%*	*31%*	*28%*	*27%*	*30%*	**
This is a 'nice to have' , but I can live without it being offered	**162**	35	68	18	**	112	118	30	**	96	70	162	90	74	**
	31%	*24%*	*26%*	*29%*	**	*31%*	*31%*	*27%*	**	*29%*	*25%*	*31%*	*29%*	*30%*	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	45	85	20	**	116	116	36	**	108	91	157	102	85	**
	30%	*32%*	*33%*	*33%*	**	*32%*	*31%*	*32%*	**	*33%*	*32%*	*30%*	*32%*	*34%*	**
NET Important	**305**	86	165	37	**	216	218	72	**	196	178	305	187	160	**
	58%	*61%*	*64%*	*61%*	**	*59%*	*58%*	*65%*	**	*60%*	*63%*	*58%*	*59%*	*64%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**7**	3	4	4	-	-	3	2	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
This is not important to me - don't mind if not offered	**56**	29	15	33	6	2	27	12	**	**	**	**
	10%	*8%*	*7%*	*11%*	*8%*	*5%*	*9%* b	*5%*	**	**	**	**
This is mandatory to me - a must have	**148**	99	69	87	28	13	83	67	**	**	**	**
	28%	*27%*	*31%*	*29%*	*40%* a	*28%*	*28%*	*28%*	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**162**	114	71	90	14	18	80	75	**	**	**	**
	31%	*31%*	*32%*	*30%*	*21%*	*40%* d	*27%*	*31%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	123	62	87	22	12	100	84	**	**	**	**
	30%	*33%*	*28%*	*29%*	*31%*	*27%*	*34%*	*35%*	**	**	**	**
NET Important	**305**	222	131	174	50	25	183	151	**	**	**	**
	58%	*60%*	*59%*	*58%*	*71%* c	*55%*	*62%*	*63%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**7**	7	6	7	5	7	7	7	1	**	5	**	*	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	*1%*	**	*%*	*2%*
This is not important to me - don't mind if not offered	**56**	53	46	53	50	54	33	52	9	**	45	**	11	45
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	*10%*	*6%*	**	*10%*	**	*10%*	*11%*
This is mandatory to me - a must have	**148**	145	134	145	136	148	108	146	54	**	121	**	43	105
	28%	*28%*	*29%*	*28%*	*28%*	*28%*	*30%*	*29%*	*33%*	**	*27%*	**	*41%* b	*25%*
This is a 'nice to have' , but I can live without it being offered	**162**	155	142	159	156	161	111	157	43	**	138	**	33	129
	31%	*30%*	*30%*	*31%*	*32%*	*31%*	*31%*	*31%*	*26%*	**	*31%*	**	*31%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**157**	150	140	152	141	153	103	146	58	**	135	**	18	139
	30%	*29%*	*30%*	*29%*	*29%*	*29%*	*28%*	*29%*	*35%*	**	*30%*	**	*17%*	*33%* a
NET Important	**305**	295	274	297	277	301	211	292	111	**	256	**	61	244
	58%	*58%*	*59%*	*58%*	*57%*	*58%*	*58%*	*57%*	*67%* ab	**	*58%*	**	*58%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**7**	*	**	**	*	2	5	*	*	**	7	4	3
	1%	*%	**	**	*%	*3%*	*1%*	*%	*%	**	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**56**	9	**	**	9	4	43	9	8	**	47	29	27
	10%	*7%*	**	**	*7%*	*4%*	*12%* a	*11%*	*8%*	**	*12%* b	*11%*	*10%*
This is mandatory to me - a must have	**148**	40	**	**	37	19	105	24	42	**	83	77	70
	28%	*33%*	**	**	*32%*	*22%*	*29%*	*31%*	*41%* c	** c	*22%*	*30%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**162**	38	**	**	37	37	94	30	26	**	124	64	98
	31%	*31%*	**	**	*32%*	*42%* b	*26%*	*38%* b	*26%*	**	*32%*	*25%*	*36%* a
This is a 'great to have' - makes a difference and can sway my decision	**157**	36	**	**	33	25	111	16	26	**	123	83	74
	30%	*29%*	**	**	*28%*	*29%*	*31%*	*20%*	*25%*	**	*32%*	*32%*	*27%*
NET Important	**305**	76	**	**	70	45	215	40	68	**	207	160	145
	58%	*62%*	**	**	*60%*	*51%*	*60%*	*51%*	*66%* c	** c	*54%*	*62%* b	*53%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**7**	**	**	**	-	**	-	-	**	**	-	1	**
	1%	**	**	**	-%	**	-%	-%	**	**	-%	*2%*	**
This is not important to me - don't mind if not offered	**56**	**	**	**	3	**	2	3	**	**	5	10	**
	10%	**	**	**	*7%*	**	*4%*	*11%*	**	**	*9%*	*19%*	**
				abdfhij								**fi**	
This is mandatory to me - a must have	**148**	**	**	**	11	**	19	13	**	**	12	25	**
	28%	**	**	**	*30%*	**	*33%*	*45%*	**	**	*20%*	*45%*	**
			i	i	i		i	**aeijl**				**aeijl**	
This is a 'nice to have' , but I can live without it being offered	**162**	**	**	**	14	**	20	6	**	**	29	9	**
	31%	**	**	**	*38%*	**	*36%*	*21%*	**	**	*51%*	*16%*	**
					bk		k			k	**abcegkl**		
This is a 'great to have' - makes a difference and can sway my decision	**157**	**	**	**	9	**	15	6	**	**	11	10	**
	30%	**	**	**	*25%*	**	*27%*	*22%*	**	**	*20%*	*17%*	**
		ck	**cjk**							**cdfgjk**			**cgjk**
NET Important	**305**	**	**	**	20	**	34	19	**	**	23	35	**
	58%	**	**	**	*55%*	**	*60%*	*68%*	**	**	*40%*	*63%*	**
		j	**cj**				j	j				j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**7**	2	2	1	2
	1%	*2%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**56**	18	11	7	19
	10%	*14%*	*8%*	*6%*	*13%*
		c			
This is mandatory to me - a must have	**148**	39	42	25	41
	28%	*31%*	*28%*	*22%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**162**	29	52	37	45
	31%	*23%*	*35%*	*33%*	*32%*
			a		
This is a 'great to have' - makes a difference and can sway my decision	**157**	38	42	43	33
	30%	*30%*	*28%*	*38%*	*24%*
				d	
NET Important	**305**	77	85	69	75
	58%	*61%*	*56%*	*61%*	*53%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**13**	13	*	**	**	*	10	3	**	**	**
	2%	*2%*	*1%*	**	**	*1%*	*5%*	*2%*	**	**	**
This is not important to me - don't mind if not offered	**37**	36	*	**	**	1	25	6	**	**	**
	7%	*7%*	*3%*	**	**	*4%*	*13%*	*4%*	**	**	**
							bc				
This is mandatory to me - a must have	**276**	267	5	**	**	9	92	76	**	**	**
	52%	*52%*	*47%*	**	**	*46%*	*46%*	*52%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**85**	81	2	**	**	4	25	27	**	**	**
	16%	*16%*	*18%*	**	**	*20%*	*12%*	*18%*	**	**	**
											abc
This is a 'great to have' - makes a difference and can sway my decision	**119**	113	4	**	**	6	47	36	**	**	**
	22%	*22%*	*31%*	**	**	*29%*	*24%*	*25%*	**	**	**
NET Important	**395**	380	9	**	**	15	139	113	**	**	**
	75%	*75%*	*78%*	**	**	*76%*	*70%*	*76%*	**	**	**
								e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	13	**	**	1	**	**	1	**	**	**	13	-	-	-
	2%	**	**	1%	**	**	1%	**	**	**	3%	-%	-%	-%
									jklm					
This is not important to me - don't mind if not offered	37	**	**	14	**	**	2	**	**	**	31	4	1	2
	7%	**	**	15%	**	**	3%	**	**	**	7%	13%	4%	7%
		h		fghjl								fh		
This is mandatory to me - a must have	276	**	**	42	**	**	56	**	**	**	243	9	14	10
	52%	**	**	46%	**	**	65%	**	**	**	54%	32%	51%	39%
							ckm	ckm	k		km		k	
This is a 'nice to have' , but I can live without it being offered	85	**	**	14	**	**	12	**	**	**	68	5	7	4
	16%	**	**	16%	**	**	13%	**	**	**	15%	19%	26%	16%
													aj	
This is a 'great to have' - makes a difference and can sway my decision	119	**	**	19	**	**	15	**	**	**	94	10	6	10
	22%	**	**	21%	**	**	18%	**	**	**	21%	36%	20%	38%
		g									g	fgjl		cfgjl
NET Important	395	**	**	61	**	**	72	**	**	**	336	19	20	20
	75%	**	**	67%	**	**	82%	**	**	**	75%	69%	70%	77%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	13	**	-	**	**	6	**	**	6	13	-	13	-
	2%	**	-%	**	**	3%	**	**	3%	3% b	-%	3%	-%
This is not important to me - don't mind if not offered	37	**	7	**	**	12	**	**	12	26	12	35	3
	7%	**	12%	**	**	6%	**	**	6%	6%	11%	7%	5%
This is mandatory to me - a must have	276	**	30	**	**	106	**	**	100	230	46	251	25
	52%	**	54%	**	**	55%	**	**	51%	55% b	43%	52%	52%
This is a 'nice to have' , but I can live without it being offered	85	**	9	**	**	26	**	**	30	60	24	72	13
	16%	**	17%	**	** beh	14%	**	**	15%	14%	23% a	15%	26% a
This is a 'great to have' - makes a difference and can sway my decision	119	**	10	**	**	41	**	**	50	93	26	111	8
	22%	**	18%	**	**	22%	**	**	25%	22%	24%	23%	17%
NET Important	395	**	40	**	**	148	**	**	149	324	72	361	34
	75%	**	71%	**	**	77% d	**	**	76%	77% b	67%	75%	69%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**13**	13	**	9	-	3
	2%	*3%*	**	*4%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**37**	31	**	16	10	11
	7%	*6%*	**	*7%*	*11%*	*6%*
This is mandatory to me - a must have	**276**	263	**	110	52	108
	52%	*52%*	**	*46%*	*57%*	*56%* a
This is a 'nice to have' , but I can live without it being offered	**85**	82	**	48	12	25
	16%	*16%*	**	*20%* c	*13%*	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**119**	118	**	56	17	45
	22%	*23%*	**	*24%*	*19%*	*23%*
NET Important	**395**	382	**	166	69	153
	75%	*75%*	**	*70%*	*76%*	*80%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**13**	8	5	**	**	**	**	**	**	13	**	**	6	2	5
	2%	*2%*	*5%*	**	**	**	**	**	**	*3%*	**	**	*5%*	*1%*	*4%*
													b		b
This is not important to me - don't mind if not offered	**37**	34	2	**	**	**	**	**	**	37	**	**	21	13	3
	7%	*9%*	*2%*	**	**	**	**	**	**	*7%*	**	**	*20%*	*4%*	*2%*
		b								b			**bc**		
This is mandatory to me - a must have	**276**	202	52	**	**	**	**	**	**	254	**	**	44	157	75
	52%	*50%*	*51%*	**	**	**	**	**	**	*51%*	**	**	*41%*	*54%*	*57%*
				abi							**abi**			a	a
This is a 'nice to have' , but I can live without it being offered	**85**	68	14	**	**	**	**	**	**	83	**	**	22	47	17
	16%	*17%*	*14%*	**	**	**	**	**	**	*16%*	**	**	*20%*	*16%*	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**119**	87	28	**	**	**	**	**	**	116	**	**	15	72	31
	22%	*22%*	*28%*	**	**	**	**	**	**	*23%*	**	**	*14%*	*25%*	*24%*
			j											a	
NET Important	**395**	289	81	**	**	**	**	**	**	370	**	**	60	229	106
	75%	*72%*	*79%*	**	**	**	**	**	**	*74%*	**	**	*55%*	*79%*	*82%*
				a							**ai**			a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**13**	6	7	7	13	4	7	6	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**37**	26	17	26	37	8	26	25	**	**	**	**	**	**
	7%	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*	*7%*	**	**	**	**	**	**
This is mandatory to me - a must have	**276**	166	158	202	276	72	196	185	**	**	**	**	**	**
	52%	*51%*	*56%*	*53%*	*52%*	*48%*	*51%*	*53%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**85**	49	42	58	85	25	64	49	**	**	**	**	**	**
	16%	*15%*	*15%*	*15%*	*16%*	*17%*	*17%*	*14%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**119**	81	61	89	119	42	88	84	**	**	**	**	**	**
	22%	*25%*	*21%*	*23%*	*22%*	*28%*	*23%*	*24%*	**	**	**	**	**	**
NET Important	**395**	247	219	291	395	113	284	269	**	**	**	**	**	**
	75%	*76%*	*77%*	*76%*	*75%*	*76%*	*75%*	*77%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**13**	13	**	**	**	**	**	**	**	1	-	4	1	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*-%*	*4%* b	*2%*	**
This is not important to me - don't mind if not offered	**37**	37	**	**	**	**	**	**	**	13	5	6	1	**
	7%	*7%*	**	**	**	**	**	**	**	*13%* **bd**	*5%*	*6%*	*2%*	**
This is mandatory to me - a must have	**276**	269	**	**	**	**	**	**	**	53	65	47	37	**
	52%	*52%*	**	**	**	**	**	**	**	*52%*	*55%*	*46%*	*65%* c	**
This is a 'nice to have' , but I can live without it being offered	**85**	83	**	**	**	**	**	**	**	13	15	23	7	**
	16%	*16%*	**	**	**	**	**	**	**	*13%*	*13%*	*23%* d	*12%*	**
This is a 'great to have' - makes a difference and can sway my decision	**119**	118	**	**	**	**	**	**	**	23	31	20	11	**
	22%	*23%*	**	**	**	**	**	**	**	*22%*	*27%*	*20%*	*19%*	**
NET Important	**395**	387	**	**	**	**	**	**	**	76	96	67	47	**
	75%	*75%*	**	**	**	**	**	**	**	*73%*	*82%* c	*66%*	*84%* c	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**13**	6	1	6	-	**	8	**	5	13	**	7	**
	2%	*2%*	*1%*	*5%*	*-%*	**	*3%*	**	*2%*	*3%*	**	*2%*	**
This is not important to me - don't mind if not offered	**37**	26	5	5	1	**	16	**	21	37	**	26	**
	7%	*11%* bcd	*4%*	*4%*	*2%*	**	*5%*	**	*9%*	*7%*	**	*7%*	**
This is mandatory to me - a must have	**276**	114	68	59	28	**	156	**	113	254	**	202	**
	52%	*48%*	*58%*	*48%*	*65%* ac	**	*54%*	**	*49%*	*51%*	**	*53%*	**
This is a 'nice to have' , but I can live without it being offered	**85**	45	17	11	9	**	42	**	42	79	**	58	**
	16%	*19%* c	*14%*	*9%*	*21%* c	**	*15%*	**	*18%*	*16%*	**	*15%*	**
This is a 'great to have' - makes a difference and can sway my decision	**119**	44	26	41	5	**	67	**	49	113	**	88	**
	22%	*19%*	*22%*	*34%* ad	*12%*	**	*23%*	**	*21%*	*23%*	**	*23%*	**
NET Important	**395**	158	94	100	33	**	223	**	162	367	**	290	**
	75%	*67%*	*80%* a	*82%* a	*77%*	**	*77%*	**	*71%*	*74%*	**	*76%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**13**	-	-	-	**	13	-	4	6	4	**
	2%	-%	-%	-%	**	*3%*	-%	*3%*	*2%*	*7%* b	**
This is not important to me - don't mind if not offered	**37**	7	1	4	**	36	1	10	26	6	**
	7%	*9%* b	*1%*	*4%*	**	*8%* b	*1%*	*6%*	*8%*	*10%*	**
This is mandatory to me - a must have	**276**	47	42	53	**	231	45	95	150	27	**
	52%	*61%*	*64%*	*60%*	**	*50%*	*65%* a	*57%* c	*49%*	*43%*	**
This is a 'nice to have' , but I can live without it being offered	**85**	13	6	18	**	73	11	15	48	8	**
	16%	*17%*	*9%*	*20%*	**	*16%*	*16%*	*9%*	*16%* a	*12%*	**
This is a 'great to have' - makes a difference and can sway my decision	**119**	10	17	14	**	107	12	42	80	18	**
	22%	*14%*	*25%*	*16%*	**	*23%*	*17%*	*25%*	*26%*	*28%*	**
NET Important	**395**	58	58	67	**	337	58	137	230	45	**
	75%	*74%*	*90%* a	*76%*	**	*73%*	*83%*	*82%* b	*74%*	*71%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	547	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	530	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	13	4	7	2	**	6	9	3	**	6	7	13	7	5	**
	2%	3%	3%	4%	**	2%	2%	3%	**	2%	2%	2%	2%	2%	**
This is not important to me - don't mind if not offered	37	4	17	4	**	17	31	7	**	25	17	37	23	17	**
	7%	3%	6%	7%	**	5%	8% a	6%	**	8%	6%	7%	7%	7%	**
This is mandatory to me - a must have	276	89	137	30	**	211	178	65	**	166	156	276	158	125	**
	52%	63% b	53%	51%	**	58% b	47%	59% b	**	51%	55%	52%	50%	50%	**
This is a 'nice to have' , but I can live without it being offered	85	13	41	5	**	39	74	7	**	49	42	85	52	42	**
	16%	9%	16% a	8%	**	11%	20% ac	7%	**	15%	15%	16%	16%	17%	**
This is a 'great to have' - makes a difference and can sway my decision	119	31	58	19	**	94	84	28	**	81	61	119	75	60	**
	22%	22%	22%	31%	**	26%	22%	26%	**	25%	22%	22%	24%	24%	**
NET Important	395	121	195	49	**	304	262	93	**	247	217	395	234	186	**
	75%	85% b	75%	82%	**	83% b	70%	84% b	**	76%	77%	75%	74%	75%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**13**	7	7	7	3	2	6	6	**	**	**	**
	2%	*2%*	*3%*	*2%*	*5%*	*5%*	*2%*	*2%*	**	**	**	**
This is not important to me - don't mind if not offered	**37**	29	14	13	1	1	23	15	**	**	**	**
	7%	*8%*	*6%*	*4%*	*1%*	*2%*	*8%*	*6%*	**	**	**	**
		d										
This is mandatory to me - a must have	**276**	174	110	175	45	27	142	117	**	**	**	**
	52%	*47%*	*50%*	*58%*	*64%*	*58%*	*48%*	*49%*	**	**	**	**
				a	**ab**							
This is a 'nice to have' , but I can live without it being offered	**85**	67	47	32	3	4	49	43	**	**	**	**
	16%	*18%*	*21%*	*10%*	*4%*	*8%*	*17%*	*18%*	**	**	**	**
		cd	**cde**									
This is a 'great to have' - makes a difference and can sway my decision	**119**	92	43	75	18	12	74	59	**	**	**	**
	22%	*25%*	*20%*	*25%*	*26%*	*26%*	*25%*	*25%*	**	**	**	**
NET Important	**395**	267	153	250	63	39	216	176	**	**	**	**
	75%	*72%*	*69%*	*83%*	*90%*	*85%*	*74%*	*74%*	**	**	**	**
				ab	**ab**	**ab**						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**13**	13	11	13	11	13	9	13	2	**	9	**	2	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	**	*2%*	**	*2%*	*2%*
This is not important to me - don't mind if not offered	**37**	35	29	35	28	35	21	37	10	**	35	**	14	23
	7%	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	**	*8%*	**	*13%* b	*6%*
This is mandatory to me - a must have	**276**	265	243	268	250	271	197	266	84	**	230	**	66	210
	52%	*52%*	*52%*	*52%*	*51%*	*52%*	*54%*	*52%*	*51%*	**	*52%*	**	*63%* b	*50%*
This is a 'nice to have' , but I can live without it being offered	**85**	83	77	83	83	85	54	82	24	**	65	**	13	71
	16%	*16%*	*17%*	*16%*	*17%*	*16%*	*15%*	*16%*	*15%*	**	*15%*	**	*13%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**119**	116	108	118	115	119	81	110	45	**	105	**	10	109
	22%	*23%*	*23%*	*23%*	*24%*	*23%*	*22%*	*22%*	*27%*	**	*24%*	**	*9%*	*26%* a
NET Important	**395**	380	350	387	365	390	278	376	129	**	334	**	76	319
	75%	*74%*	*75%*	*75%*	*75%*	*75%*	*77%*	*74%*	*78%*	**	*75%*	**	*72%*	*75%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**13**	-	**	**	-	6	7	-	-	**	13	6	7
	2%	-%	**	**	-%	*6%* bc	*2%*	-%	-%	**	*3%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**37**	3	**	**	5	1	30	6	3	**	33	16	21
	7%	*3%*	**	**	*5%*	*1%*	*8%* a	*7%*	*3%*	**	*9%* a	*6%*	*8%*
This is mandatory to me - a must have	**276**	81	**	**	75	52	170	48	65	**	179	122	154
	52%	*66%*	**	**	*65%*	*59%* b	*48%*	*61%* b	*63%* c	** c	*47%*	*47%*	*57%* a
This is a 'nice to have' , but I can live without it being offered	**85**	16	**	**	16	11	61	12	20	**	60	47	38
	16%	*13%*	**	**	*14%*	*13%*	*17%*	*15%*	*19%*	**	*16%*	*18%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**119**	23	**	**	19	18	89	13	15	**	99	67	52
	22%	*19%*	**	**	*16%*	*20%*	*25%*	*16%*	*15%*	**	*26%* ab	*26%*	*19%*
NET Important	**395**	104	**	**	94	70	259	61	80	**	278	189	206
	75%	*84%*	**	**	*81%*	*79%*	*72%*	*77%*	*78%*	** c	*72%*	*73%*	*76%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**13**	**	**	**	-	**	-	-	**	**	2	1	**
	2%	**	**	**	-%	**	-%	-%	**	**	*4%*	*2%*	**
						adfg							
This is not important to me - don't mind if not offered	**37**	**	**	**	2	**	1	3	**	**	5	*	**
	7%	**	**	**	*7%*	**	*1%*	*12%*	**	**	*9%*	*1%*	**
				aefk				**efkabdefgijkl**					
This is mandatory to me - a must have	**276**	**	**	**	22	**	36	13	**	**	27	36	**
	52%	**	**	**	*59%*	**	*63%*	*46%*	**	**	*47%*	*66%*	**
							hl					**ghil**	
This is a 'nice to have' , but I can live without it being offered	**85**	**	**	**	8	**	10	8	**	**	11	7	**
	16%	**	**	**	*23%*	**	*17%*	*27%*	**	**	*20%*	*14%*	**
								e					
This is a 'great to have' - makes a difference and can sway my decision	**119**	**	**	**	4	**	11	4	**	**	11	10	**
	22%	**	**	**	*12%*	**	*19%*	*16%*	**	**	*19%*	*18%*	**
		cdgk								**cdg**			**cdfgk**
NET Important	**395**	**	**	**	26	**	46	17	**	**	38	46	**
	75%	**	**	**	*71%*	**	*82%*	*61%*	**	**	*67%*	*83%*	**
		gh				**gh**	**gh**					**cgh**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**13**	5	4	-	4
	2%	*4%*	*3%*	*-%*	*3%*
		c			
This is not important to me - don't mind if not offered	**37**	9	4	17	8
	7%	*7%*	*2%*	*15%*	*6%*
				abd	
This is mandatory to me - a must have	**276**	63	91	48	75
	52%	*50%*	*60%*	*42%*	*53%*
			c		
This is a 'nice to have' , but I can live without it being offered	**85**	21	23	19	22
	16%	*16%*	*16%*	*17%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**119**	29	28	30	31
	22%	*23%*	*19%*	*26%*	*22%*
NET Important	**395**	92	119	78	106
	75%	*73%*	*79%*	*69%*	*76%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**7**	7	*	**	**	*	6	1	**	**	**
	1%	*1%*	*1%*	**	**	*%*	*3%*	*1%*	**	**	**
This is not important to me - don't mind if not offered	**36**	35	1	**	**	1	15	7	**	**	**
	7%	*7%*	*5%*	**	**	*5%*	*8%*	*5%*	**	**	**
											bc
This is mandatory to me - a must have	**257**	247	5	**	**	10	98	68	**	**	**
	48%	*48%*	*46%*	**	**	*49%*	*49%*	*46%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**102**	98	2	**	**	4	36	24	**	**	**
	19%	*19%*	*17%*	**	**	*19%*	*18%*	*17%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**128**	123	4	**	**	5	44	46	**	**	**
	24%	*24%*	*31%*	**	**	*27%*	*22%*	*31%*	**	**	**
								e			
NET Important	**385**	370	9	**	**	15	142	115	**	**	**
	73%	*73%*	*77%*	**	**	*76%*	*71%*	*78%*	**	**	**
								e			

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	7	**	**	-	**	**	1	**	**	**	7	*	-	-
	1%	**	**	-%	**	**	*1%*	**	**	**	*2%*	*%	-%	-%
This is not important to me - don't mind if not offered	36	**	**	9	**	**	2	**	**	**	29	3	1	2
	7%	**	**	*10%*	**	**	*2%*	**	**	**	*6%*	*13%*	*4%*	*8%*
		h										**fh**		
This is mandatory to me - a must have	257	**	**	51	**	**	48	**	**	**	225	9	13	10
	48%	**	**	*56%*	**	**	*55%*	**	**	**	*50%*	*32%*	*45%*	*41%*
				k			k	**ajklm**			k			
This is a 'nice to have' , but I can live without it being offered	102	**	**	17	**	**	18	**	**	**	87	3	8	3
	19%	**	**	*19%*	**	**	*21%*	**	**	**	*19%*	*11%*	*29%*	*13%*
													gkm	
This is a 'great to have' - makes a difference and can sway my decision	128	**	**	14	**	**	18	**	**	**	100	12	6	10
	24%	**	**	*16%*	**	**	*20%*	**	**	**	*22%*	*44%*	*22%*	*38%*
												cfghjl		**cfgj**
NET Important	385	**	**	65	**	**	66	**	**	**	325	21	19	20
	73%	**	**	*71%*	**	**	*75%*	**	**	**	*72%*	*76%*	*67%*	*79%*
								ajl						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**547**	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	**530**	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	**7**	**	-	**	**	2	**	**	4	7	*	7	-
	1%	**	-%	**	**	*1%*	**	**	*2%*	*2%*	**%*	*1%*	-%
This is not important to me - don't mind if not offered	**36**	**	7	**	**	12	**	**	6	24	12	28	7
	7%	**	*13%*	**	**	*6%*	**	**	*3%*	*6%*	*11%*	*6%*	*15%*
			h		h						a		a
This is mandatory to me - a must have	**257**	**	29	**	**	94	**	**	94	209	48	236	21
	48%	**	*52%*	**	**	*49%*	**	**	*48%*	*50%*	*44%*	*49%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**102**	**	10	**	**	39	**	**	42	78	24	95	6
	19%	**	*18%*	**	**	*20%*	**	**	*21%*	*19%*	*22%*	*20%*	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	**	10	**	**	46	**	**	52	104	24	115	14
	24%	**	*18%*	**	**	*24%*	**	**	*26%*	*25%*	*23%*	*24%*	*28%*
NET Important	**385**	**	39	**	**	139	**	**	146	313	72	350	35
	73%	**	*70%*	**	**	*72%*	**	**	*74%*	*74%*	*67%*	*73%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**7**	7	**	7	-	-
	1%	*1%*	**	*3%* c	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	34	**	18	4	12
	7%	*7%*	**	*7%*	*5%*	*6%*
This is mandatory to me - a must have	**257**	243	**	108	45	98
	48%	*48%*	**	*45%*	*50%*	*51%*
This is a 'nice to have' , but I can live without it being offered	**102**	96	**	48	23	30
	19%	*19%*	**	*20%*	*26%* c	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	128	**	58	18	52
	24%	*25%*	**	*24%*	*20%*	*27%*
NET Important	**385**	371	**	166	63	150
	73%	*73%*	**	*69%*	*70%*	*78%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**7**	6	1	**	**	**	**	**	**	7	**	**	4	2	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**36**	33	3	**	**	**	**	**	**	35	**	**	22	11	3
	7%	*8%*	*2%*	**	**	**	**	**	**	*7%*	**	**	*20%*	*4%*	*2%*
		b											**bc**		
This is mandatory to me - a must have	**257**	191	48	**	**	**	**	**	**	239	**	**	39	151	66
	48%	*48%*	*47%*	**	**	**	**	**	**	*48%*	**	**	*36%*	*52%*	*51%*
											ai			a	a
This is a 'nice to have' , but I can live without it being offered	**102**	77	19	**	**	**	**	**	**	96	**	**	26	51	25
	19%	*19%*	*19%*	**	**	**	**	**	**	*19%*	**	**	*24%*	*17%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	94	31	**	**	**	**	**	**	125	**	**	17	76	35
	24%	*23%*	*30%*	**	**	**	**	**	**	*25%*	**	**	*16%*	*26%*	*27%*
			j												
NET Important	**385**	284	79	**	**	**	**	**	**	363	**	**	57	228	101
	73%	*71%*	*77%*	**	**	**	**	**	**	*72%*	**	**	*53%*	*78%*	*77%*
														a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**7**	4	4	4	7	2	1	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**36**	20	13	20	36	5	25	19	**	**	**	**	**	**
	7%	*6%*	*5%*	*5%*	*7%*	*3%*	*6%*	*5%*	**	**	**	**	**	**
This is mandatory to me - a must have	**257**	153	144	184	257	76	181	167	**	**	**	**	**	**
	48%	*47%*	*50%*	*48%*	*48%*	*51%*	*47%*	*48%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**102**	63	50	76	102	23	76	70	**	**	**	**	**	**
	19%	*19%*	*17%*	*20%*	*19%*	*15%*	*20%*	*20%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**128**	89	75	99	128	44	98	91	**	**	**	**	**	**
	24%	*27%*	*26%*	*26%*	*24%*	*29%*	*26%*	*26%*	**	**	**	**	**	**
NET Important	**385**	242	218	283	385	120	278	258	**	**	**	**	**	**
	73%	*74%*	*77%*	*74%*	*73%*	*80%*	*73%*	*74%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**7**	7	**	**	**	**	**	**	**	1	-	2	*	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*2%*	*%*	**
This is not important to me - don't mind if not offered	**36**	36	**	**	**	**	**	**	**	10	6	3	1	**
	7%	*7%*	**	**	**	**	**	**	**	*10%* **cd**	*5%*	*3%*	*2%*	**
This is mandatory to me - a must have	**257**	249	**	**	**	**	**	**	**	47	52	54	30	**
	48%	*48%*	**	**	**	**	**	**	**	*46%*	*44%*	*53%*	*54%*	**
This is a 'nice to have' , but I can live without it being offered	**102**	100	**	**	**	**	**	**	**	20	26	19	12	**
	19%	*19%*	**	**	**	**	**	**	**	*19%*	*22%*	*18%*	*21%*	**
This is a 'great to have' - makes a difference and can sway my decision	**128**	128	**	**	**	**	**	**	**	25	33	24	13	**
	24%	*25%*	**	**	**	**	**	**	**	*24%*	*28%*	*24%*	*23%*	**
NET Important	**385**	377	**	**	**	**	**	**	**	72	85	78	44	**
	73%	*73%*	**	**	**	**	**	**	**	*70%*	*73%*	*77%*	*77%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**7**	4	1	2	-	**	3	**	5	7	**	4	**
	1%	*2%*	*1%*	*2%*	*-%*	**	*1%*	**	*2%*	*1%*	**	*1%*	**
This is not important to me - don't mind if not offered	**36**	24	5	5	1	**	12	**	24	36	**	20	**
	7%	*10%*	*4%*	*4%*	*3%*	**	*4%*	**	*10%* a	*7%*	**	*5%*	**
This is mandatory to me - a must have	**257**	113	55	59	23	**	145	**	106	236	**	184	**
	48%	*48%*	*47%*	*49%*	*53%*	**	*50%*	**	*46%*	*47%*	**	*48%*	**
This is a 'nice to have' , but I can live without it being offered	**102**	45	24	19	12	**	57	**	43	98	**	76	**
	19%	*19%*	*20%*	*16%*	*28%*	**	*20%*	**	*18%*	*20%*	**	*20%*	**
This is a 'great to have' - makes a difference and can sway my decision	**128**	49	32	36	7	**	72	**	53	120	**	98	**
	24%	*21%*	*28%*	*29%*	*17%*	**	*25%*	**	*23%*	*24%*	**	*26%*	**
NET Important	**385**	163	87	95	30	**	217	**	159	356	**	282	**
	73%	*69%*	*74%*	*78%*	*70%*	**	*75%*	**	*69%*	*72%*	** a	*74%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**7**	-	-	-	**	7	-	2	4	2	**
	1%	*-%*	*-%*	*-%*	**	*2%*	*-%*	*1%*	*1%*	*3%*	**
This is not important to me - don't mind if not offered	**36**	4	-	1	**	36	-	6	20	3	**
	7%	*6%* b	*-%*	*1%*	**	*8%* b	*-%*	*4%*	*6%*	*5%*	**
This is mandatory to me - a must have	**257**	42	35	45	**	216	41	86	137	24	**
	48%	*54%*	*54%*	*51%*	**	*47%*	*59%* a	*51%*	*44%*	*38%*	**
This is a 'nice to have' , but I can live without it being offered	**102**	18	8	23	**	87	15	23	63	15	**
	19%	*23%*	*13%*	*26%*	**	*19%*	*21%*	*14%*	*20%*	*24%*	**
This is a 'great to have' - makes a difference and can sway my decision	**128**	13	22	20	**	114	14	50	87	19	**
	24%	*17%*	*33%* a	*22%*	**	*25%*	*20%*	*30%*	*28%*	*29%*	**
NET Important	**385**	55	57	64	**	330	55	135	224	43	**
	73%	*72%*	*87%* a	*73%*	**	*72%*	*79%*	*81%* **bc**	*72%*	*68%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	547	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	530	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	7	2	4	-	**	2	5	-	**	4	4	7	3	1	**
	1%	2%	1%	-%	**	1%	1%	-%	**	1%	1%	1%	1%	1%	**
This is not important to me - don't mind if not offered	36	3	13	3	**	8	36	5	**	20	13	36	17	9	**
	7%	2%	5%	5%	**	2%	9% a	5%	**	6%	5%	7%	5%	4%	**
This is mandatory to me - a must have	257	84	126	25	**	198	154	51	**	153	144	257	147	118	**
	48%	59% bc	48%	41%	**	54% b	41%	46%	**	47%	51%	48%	47%	47%	**
This is a 'nice to have' , but I can live without it being offered	102	18	47	12	**	60	84	24	**	63	48	102	61	54	**
	19%	13%	18%	20%	**	16%	22% a	21%	**	19%	17%	19%	19%	22%	**
This is a 'great to have' - makes a difference and can sway my decision	128	35	71	20	**	98	97	31	**	89	74	128	86	66	**
	24%	25%	27%	33%	**	27%	26%	28%	**	27%	26%	24%	27%	27%	**
NET Important	385	118	196	45	**	296	252	82	**	242	218	385	234	184	**
	73%	84% b	75%	75%	**	81% b	67%	74%	**	74%	77%	73%	74%	74%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**7**	2	5	4	-	-	3	4	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
This is not important to me - don't mind if not offered	**36**	30	13	7	-	1	17	9	**	**	**	**
	7%	*8%*	*6%*	*2%*	*-%*	*2%*	*6%*	*4%*	**	**	**	**
		cd	**cd**									
This is mandatory to me - a must have	**257**	164	99	170	35	18	129	110	**	**	**	**
	48%	*45%*	*45%*	*57%*	*50%*	*38%*	*44%*	*46%*	**	**	**	**
				abe								
This is a 'nice to have' , but I can live without it being offered	**102**	73	60	47	15	14	62	53	**	**	**	**
	19%	*20%*	*27%*	*16%*	*21%*	*30%*	*21%*	*22%*	**	**	**	**
			ac			c						
This is a 'great to have' - makes a difference and can sway my decision	**128**	99	43	72	21	14	83	63	**	**	**	**
	24%	*27%*	*20%*	*24%*	*29%*	*30%*	*28%*	*26%*	**	**	**	**
		b										
NET Important	**385**	263	142	242	55	31	212	173	**	**	**	**
	73%	*71%*	*64%*	*80%*	*79%*	*68%*	*72%*	*72%*	**	**	**	**
				abe	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**7**	7	6	7	5	7	6	7	-	**	5	**	-	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	**	*1%*	**	*-%*	*2%*
This is not important to me - don't mind if not offered	**36**	34	27	34	29	34	17	36	3	**	31	**	7	29
	7%	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*	*7%*	*2%*	**	*7%*	**	*6%*	*7%*
								c						
This is mandatory to me - a must have	**257**	245	226	248	234	255	186	244	78	**	212	**	60	197
	48%	*48%*	*48%*	*48%*	*48%*	*49%*	*51%*	*48%*	*47%*	**	*48%*	**	*57%*	*46%*
This is a 'nice to have' , but I can live without it being offered	**102**	99	88	100	97	100	61	99	33	**	81	**	17	85
	19%	*19%*	*19%*	*19%*	*20%*	*19%*	*17%*	*20%*	*20%*	**	*18%*	**	*16%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	126	120	128	122	127	92	122	51	**	114	**	22	107
	24%	*25%*	*26%*	*25%*	*25%*	*24%*	*25%*	*24%*	*31%*	**	*26%*	**	*21%*	*25%*
NET Important	**385**	372	347	376	356	382	278	366	129	**	326	**	82	303
	73%	*73%*	*74%*	*73%*	*73%*	*73%*	*77%*	*72%*	*78%*	**	*74%*	**	*77%*	*72%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**7**	-	**	**	-	2	5	-	-	**	7	4	4
	1%	-%	**	**	-%	*3%*	*1%*	-%	-%	**	*2%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**36**	4	**	**	4	4	28	3	2	**	30	19	17
	7%	*3%*	**	**	*3%*	*5%*	*8%*	*4%*	*2%*	**	*8%*	*7%*	*6%*
This is mandatory to me - a must have	**257**	66	**	**	67	53	160	37	63	**	163	114	143
	48%	*54%*	**	**	*57%*	*60%* b	*45%*	*47%*	*62%* c	** c	*42%*	*44%*	*52%*
This is a 'nice to have' , but I can live without it being offered	**102**	23	**	**	18	12	67	22	15	**	83	46	56
	19%	*18%*	**	**	*16%*	*14%*	*19%*	*29%* **ab**	*15%*	**	*22%* b	*18%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	31	**	**	27	16	97	15	21	**	102	75	54
	24%	*25%*	**	**	*24%*	*19%*	*27%*	*20%*	*21%*	**	*26%* b	*29%* b	*20%*
NET Important	**385**	97	**	**	94	70	257	53	85	**	265	188	197
	73%	*79%*	**	**	*81%*	*79%*	*72%*	*67%*	*83%* c	** c	*69%*	*73%*	*72%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**7**	**	**	**	-	**	-	-	**	**	1	1	**
	1%	**	**	**	-%	**	-%	-%	**	**	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**36**	**	**	**	2	**	1	3	**	**	1	2	**
	7%	**	**	**	*6%*	**	*2%*	*10%*	**	**	*2%*	*3%*	**
									abcdefgijk l				
This is mandatory to me - a must have	**257**	**	**	**	22	**	34	10	**	**	26	34	**
	48%	**	**	**	*61%*	**	*60%*	*37%*	**	**	*45%*	*62%*	**
				ah	**agh**		**agh**					**agh**	
This is a 'nice to have' , but I can live without it being offered	**102**	**	**	**	8	**	13	10	**	**	15	7	**
	19%	**	**	**	*21%*	**	*24%*	*35%*	**	**	*26%*	*13%*	**
							b	**bekl**			b		
This is a 'great to have' - makes a difference and can sway my decision	**128**	**	**	**	4	**	9	5	**	**	14	11	**
	24%	**	**	**	*12%*	**	*15%*	*18%*	**	**	*25%*	*20%*	**
		cdfg	d			d				**cdf**			**cdf**
NET Important	**385**	**	**	**	27	**	42	15	**	**	40	45	**
	73%	**	**	**	*73%*	**	*74%*	*55%*	**	**	*70%*	*82%*	**
		h	**gh**		h	h	**gh**			**gh**		**gh**	**gh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**7**	2	2	-	3
	1%	*2%*	*1%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**36**	10	6	15	4
	7%	*8%*	*4%*	*13%*	*3%*
				bd	
This is mandatory to me - a must have	**257**	61	81	41	73
	48%	*49%*	*54%*	*36%*	*52%*
		c	c		c
This is a 'nice to have' , but I can live without it being offered	**102**	19	31	27	25
	19%	*15%*	*20%*	*24%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	33	29	31	35
	24%	*26%*	*19%*	*27%*	*25%*
NET Important	**385**	94	111	72	108
	73%	*75%*	*74%*	*63%*	*77%*
					c

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**9**	9	-	**	**	-	3	4	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*2%*	*3%*	**	**	**
This is not important to me - don't mind if not offered	**24**	23	*	**	**	1	10	-	**	**	**
	4%	*5%*	*3%*	**	**	*4%*	*5%*	*-%*	**	**	**
							b		b		b
This is mandatory to me - a must have	**283**	273	5	**	**	10	98	85	**	**	**
	53%	*54%*	*45%*	**	**	*47%*	*49%*	*58%*	**	**	**
							e	e	e		
This is a 'nice to have' , but I can live without it being offered	**77**	73	2	**	**	4	39	14	**	**	**
	14%	*14%*	*20%*	**	**	*20%*	*20%*	*10%*	**	**	**
							b				**abc**
This is a 'great to have' - makes a difference and can sway my decision	**137**	132	4	**	**	6	49	44	**	**	**
	26%	*26%*	*32%*	**	**	*29%*	*24%*	*30%*	**	**	**
NET Important	**420**	405	9	**	**	15	146	129	**	**	**
	79%	*79%*	*78%*	**	**	*76%*	*73%*	*88%*	**	**	**
							e	**ae**	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	9	**	**	1	**	**	2	**	**	**	9	-	-	-
	2%	**	**	1%	**	**	3%	**	**	**	2%	-%	-%	-%
This is not important to me - don't mind if not offered	24	**	**	5	**	**	5	**	**	**	18	-	5	1
	4%	**	**	6%	**	**	5%	**	**	**	4%	-%	17%	3%
													acfghjkm	
This is mandatory to me - a must have	283	**	**	44	**	**	53	**	**	**	246	11	14	11
	53%	**	**	49%	**	**	61%	**	**	**	55%	41%	51%	43%
							km	acjklm	ackm		k			
This is a 'nice to have' , but I can live without it being offered	77	**	**	17	**	**	10	**	**	**	65	5	2	5
	14%	**	**	18%	**	**	12%	**	**	**	14%	19%	8%	18%
				g								g		g
This is a 'great to have' - makes a difference and can sway my decision	137	**	**	23	**	**	16	**	**	**	110	11	7	9
	26%	**	**	26%	**	**	19%	**	**	**	25%	40%	24%	36%
		fh										fghj		fghj
NET Important	420	**	**	68	**	**	70	**	**	**	356	22	21	20
	79%	**	**	75%	**	**	80%	**	**	**	79%	81%	75%	79%
								cjl						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	547	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	530	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	9	**	2	**	**	-	**	**	5	8	1	9	-
	2%	**	4%	**	**	-%	**	**	3%	2%	1%	2%	-%
			e						e				
This is not important to me - don't mind if not offered	24	**	4	**	**	8	**	**	6	22	2	21	2
	4%	**	6%	**	**	4%	**	**	3%	5%	2%	4%	5%
This is mandatory to me - a must have	283	**	39	**	**	98	**	**	99	225	58	264	19
	53%	**	70%	**	**	51%	**	**	50%	53%	54%	55%	39%
			deh									b	
This is a 'nice to have' , but I can live without it being offered	77	**	6	**	**	30	**	**	25	58	19	65	12
	14%	**	10%	**	**	16%	**	**	13%	14%	18%	13%	25%
					beh								a
This is a 'great to have' - makes a difference and can sway my decision	137	**	5	**	**	55	**	**	61	110	27	122	15
	26%	**	10%	**	**	29%	**	**	31%	26%	26%	25%	31%
						bd			bd				
NET Important	420	**	44	**	**	153	**	**	160	335	85	386	34
	79%	**	79%	**	**	80%	**	**	81%	79%	79%	80%	71%
			d			d			d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**9**	9	**	7	-	2
	2%	*2%*	**	*3%*	*-%*	*1%*
This is not important to me - don't mind if not offered	**24**	24	**	15	-	8
	4%	*5%*	**	*6%*	*-%*	*4%*
				b		
This is mandatory to me - a must have	**283**	267	**	120	59	97
	53%	*53%*	**	*50%*	*65%*	*51%*
					ac	
This is a 'nice to have' , but I can live without it being offered	**77**	71	**	32	17	27
	14%	*14%*	**	*14%*	*19%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**137**	137	**	64	14	59
	26%	*27%*	**	*27%*	*16%*	*31%*
				b		b
NET Important	**420**	404	**	184	73	156
	79%	*80%*	**	*77%*	*81%*	*81%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**9**	8	1	**	**	**	**	**	**	9	**	**	4	4	1
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**24**	19	3	**	**	**	**	**	**	23	**	**	13	6	5
	4%	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	*12%* bc	*2%*	*3%*
This is mandatory to me - a must have	**283**	211	53	**	**	**	**	**	**	264	**	**	45	166	71
	53%	*53%*	*52%*	**	**	**	**	**	**	*53%*	**	**	*42%*	*57%* a	*55%*
This is a 'nice to have' , but I can live without it being offered	**77**	63	11	**	**	**	**	**	**	73	**	**	29	33	14
	14%	*16%*	*10%*	**	**	**	**	**	**	*15%*	**	**	*27%* bc	*11%*	*11%*
This is a 'great to have' - makes a difference and can sway my decision	**137**	99	34	**	**	**	**	**	**	133	**	**	17	82	39
	26%	*25%*	*33%* j	**	**	**	**	**	**	*26%*	**	**	*16%*	*28%* a	*30%* a
NET Important	**420**	310	87	**	**	**	**	**	**	397	**	**	63	247	110
	79%	*78%*	*85%*	**	**	**	**	**	**	*79%*	**	**	*58%*	*85%* a	*85%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**9**	7	5	7	9	1	2	5	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**24**	7	5	8	24	2	14	8	**	**	**	**	**	**
	4%	*2%*	*2%*	*2%*	*4%*	*1%*	*4%*	*2%*	**	**	**	**	**	**
					bce									
This is mandatory to me - a must have	**283**	179	157	207	283	79	208	191	**	**	**	**	**	**
	53%	*55%*	*55%*	*54%*	*53%*	*52%*	*55%*	*55%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**77**	47	40	58	77	12	56	52	**	**	**	**	**	**
	14%	*14%*	*14%*	*15%*	*14%*	*8%*	*15%*	*15%*	**	**	**	**	**	**
		e	e	e	e		e							
This is a 'great to have' - makes a difference and can sway my decision	**137**	87	79	102	137	56	102	93	**	**	**	**	**	**
	26%	*27%*	*28%*	*27%*	*26%*	*38%*	*27%*	*27%*	**	**	**	**	**	**
						abcdf								
NET Important	**420**	267	235	309	420	135	309	284	**	**	**	**	**	**
	79%	*81%*	*83%*	*81%*	*79%*	*90%*	*81%*	*81%*	**	**	**	**	**	**
						abcdf								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**9**	9	**	**	**	**	**	**	**	1	-	4	1	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*-%*	*4%* b	*2%*	**
This is not important to me - don't mind if not offered	**24**	24	**	**	**	**	**	**	**	5	-	2	1	**
	4%	*5%*	**	**	**	**	**	**	**	*5%* b	*-%*	*2%*	*1%*	**
This is mandatory to me - a must have	**283**	276	**	**	**	**	**	**	**	51	68	50	37	**
	53%	*53%*	**	**	**	**	**	**	**	*50%*	*58%*	*50%*	*66%* **ac**	**
This is a 'nice to have' , but I can live without it being offered	**77**	74	**	**	**	**	**	**	**	23	10	21	4	**
	14%	*14%*	**	**	**	**	**	**	**	*23%* **bd**	*9%*	*20%* **bd**	*7%*	**
This is a 'great to have' - makes a difference and can sway my decision	**137**	137	**	**	**	**	**	**	**	22	39	24	13	**
	26%	*26%*	**	**	**	**	**	**	**	*22%*	*33%*	*24%*	*23%*	**
NET Important	**420**	413	**	**	**	**	**	**	**	74	107	75	50	**
	79%	*79%*	**	**	**	**	**	**	**	*71%*	*91%* **ac**	*73%*	*90%* **ac**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**9**	4	1	4	-	**	4	**	5	9	**	7	**
	2%	*2%*	*1%*	*4%*	*-%*	**	*1%*	**	*2%*	*2%*	**	*2%*	**
This is not important to me - don't mind if not offered	**24**	11	8	1	2	**	8	**	15	23	**	8	**
	4%	*5%*	*7%*	*1%*	*5%*	**	*3%*	**	*7%*	*5%*	**	*2%*	**
		c	c						a				
This is mandatory to me - a must have	**283**	121	65	63	27	**	161	**	114	258	**	207	**
	53%	*52%*	*55%*	*52%*	*62%*	**	*56%*	**	*50%*	*52%*	**	*54%*	**
											a		
This is a 'nice to have' , but I can live without it being offered	**77**	46	14	12	5	**	40	**	37	76	**	58	**
	14%	*19%*	*12%*	*10%*	*13%*	**	*14%*	**	*16%*	*15%*	**	*15%*	**
		c								b			
This is a 'great to have' - makes a difference and can sway my decision	**137**	54	29	42	9	**	76	**	58	131	**	102	**
	26%	*23%*	*25%*	*34%*	*20%*	**	*26%*	**	*25%*	*26%*	**	*27%*	**
				a									
NET Important	**420**	175	94	105	35	**	237	**	172	389	**	309	**
	79%	*74%*	*80%*	*86%*	*83%*	**	*82%*	**	*75%*	*78%*	**	*81%*	**
				a			c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**9**	-	-	-	**	9	-	3	7	2	**
	2%	*-%*	*-%*	*-%*	**	*2%*	*-%*	*2%*	*2%*	*3%*	**
This is not important to me - don't mind if not offered	**24**	1	2	1	**	21	2	1	7	1	**
	4%	*2%*	*4%*	*1%*	**	*5%*	*3%*	*%*	*2%*	*1%*	**
This is mandatory to me - a must have	**283**	51	36	59	**	235	47	98	163	32	**
	53%	*66%*	*56%*	*67%*	**	*51%*	*68%* a	*59%*	*53%*	*51%*	**
This is a 'nice to have' , but I can live without it being offered	**77**	6	5	5	**	71	6	22	47	10	**
	14%	*7%*	*7%*	*6%*	**	*15%*	*8%*	*13%*	*15%*	*16%*	**
This is a 'great to have' - makes a difference and can sway my decision	**137**	20	22	23	**	123	14	43	86	18	**
	26%	*25%*	*33%*	*26%*	**	*27%*	*20%*	*26%*	*28%*	*28%*	**
NET Important	**420**	70	58	82	**	359	61	141	248	50	**
	79%	*91%*	*89%*	*93%*	**	*78%*	*88%* a	*84%*	*80%*	*79%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	547	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	530	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	9	3	5	-	**	2	8	-	**	7	5	9	5	4	**
	2%	2%	2%	-%	**	1%	2%	-%	**	2%	2%	2%	1%	2%	**
This is not important to me - don't mind if not offered	24	1	5	1	**	8	21	1	**	7	5	24	6	4	**
	4%	*%	2%	2%	**	2%	6% ac	1%	**	2%	2%	4% b	2%	2%	**
This is mandatory to me - a must have	283	82	136	25	**	213	178	57	**	179	154	283	163	136	**
	53%	58% c	52%	41%	**	58% b	47%	51%	**	55%	55%	53%	52%	55%	**
This is a 'nice to have' , but I can live without it being offered	77	16	40	14	**	39	66	16	**	47	40	77	53	35	**
	14%	11%	15%	24% a	**	11%	17% a	15%	**	14%	14%	14%	17%	14%	**
This is a 'great to have' - makes a difference and can sway my decision	137	40	75	20	**	103	105	36	**	87	79	137	88	69	**
	26%	28%	29%	33%	**	28%	28%	33%	**	27%	28%	26%	28%	28%	**
NET Important	420	121	211	45	**	316	282	93	**	266	233	420	251	206	**
	79%	86% c	81%	74%	**	86% b	75%	84% b	**	81%	82%	79%	80%	82%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**9**	5	6	3	-	-	5	7	**	**	**	**
	2%	*1%*	*3%*	*1%*	-%	-%	*2%*	*3%*	**	**	**	**
This is not important to me - don't mind if not offered	**24**	13	15	6	-	1	6	5	**	**	**	**
	4%	*4%*	*7%*	*2%*	-%	*1%*	*2%*	*2%*	**	**	**	**
			cd									
This is mandatory to me - a must have	**283**	181	115	178	39	24	146	124	**	**	**	**
	53%	*49%*	*52%*	*59%*	*56%*	*54%*	*50%*	*52%*	**	**	**	**
				a								
This is a 'nice to have' , but I can live without it being offered	**77**	65	37	34	10	9	53	38	**	**	**	**
	14%	*18%*	*17%*	*11%*	*14%*	*20%*	*18%*	*16%*	**	**	**	**
		c										
This is a 'great to have' - makes a difference and can sway my decision	**137**	104	47	81	21	12	84	66	**	**	**	**
	26%	*28%*	*21%*	*27%*	*30%*	*25%*	*29%*	*28%*	**	**	**	**
NET Important	**420**	285	162	258	60	36	230	190	**	**	**	**
	79%	*77%*	*73%*	*86%*	*86%*	*79%*	*78%*	*79%*	**	**	**	**
				ab	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**9**	9	8	9	7	9	6	9	-	**	7	**	-	9
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	**	*2%*	**	*-%*	*2%*
This is not important to me - don't mind if not offered	**24**	22	18	22	21	24	11	24	4	**	15	**	5	19
	4%	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*5%*	*2%*	**	*3%*	**	*5%*	*4%*
This is mandatory to me - a must have	**283**	276	254	276	263	281	210	275	97	**	238	**	68	215
	53%	*54%*	*54%*	*53%*	*54%*	*54%*	*58%*	*54%*	*58%*	**	*54%*	**	*64%* b	*51%*
This is a 'nice to have' , but I can live without it being offered	**77**	77	69	77	70	74	43	76	19	**	69	**	11	66
	14%	*15%*	*15%*	*15%*	*14%*	*14%*	*12%*	*15%*	*11%*	**	*16%*	**	*10%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**137**	127	120	133	126	134	92	125	46	**	114	**	21	116
	26%	*25%*	*26%*	*26%*	*26%*	*26%*	*25%*	*25%*	*28%*	**	*26%*	**	*20%*	*27%*
NET Important	**420**	403	373	410	389	415	302	399	143	**	352	**	89	331
	79%	*79%*	*80%*	*79%*	*80%*	*79%*	*83%*	*79%*	*86%* b	**	*79%*	**	*85%*	*78%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**9**	-	**	**	-	-	7	2	-	**	9	5	4
	2%	-%	**	**	-%	-%	*2%*	*2%*	-%	**	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**24**	2	**	**	2	5	13	5	3	**	21	7	17
	4%	*2%*	**	**	*2%*	*6%*	*4%*	*6%*	*3%*	**	*5%*	*3%*	*6%* a
This is mandatory to me - a must have	**283**	76	**	**	71	49	172	55	70	**	187	142	141
	53%	*62%*	**	**	*61%*	*56%*	*48%*	*71%* ab	*68%* c	**	*49%*	*55%*	*52%*
This is a 'nice to have' , but I can live without it being offered	**77**	9	**	**	10	9	62	6	6	**	63	35	42
	14%	*7%*	**	**	*9%*	*10%*	*17%* c	*8%*	*6%*	**	*16%* a	*14%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**137**	36	**	**	33	25	103	10	23	**	105	69	69
	26%	*30%*	**	**	*28%*	*28%* c	*29%* c	*13%*	*23%*	**	*27%*	*27%*	*25%*
NET Important	**420**	112	**	**	104	74	274	65	93	**	292	211	209
	79%	*91%*	**	**	*90%*	*84%*	*77%*	*83%*	*91%* c	**	*76%*	*82%*	*77%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**9**	**	**	**	-	**	-	-	**	**	2	1	**
	2%	**	**	**	-%	**	-%	-%	**	**	*4%*	*2%*	**
This is not important to me - don't mind if not offered	**24**	**	**	**	-	**	*	3	**	**	1	1	**
	4%	**	**	**	-%	**	*%	*10%*	**	**	*2%*	*2%*	**
				abdfjk				**bdf**	**abdfjk**				
This is mandatory to me - a must have	**283**	**	**	**	24	**	40	15	**	**	33	33	**
	53%	**	**	**	*66%*	**	*71%*	*55%*	**	**	*57%*	*60%*	**
					il		**abchil**					i	
This is a 'nice to have' , but I can live without it being offered	**77**	**	**	**	8	**	8	4	**	**	11	5	**
	14%	**	**	**	*22%*	**	*13%*	*14%*	**	**	*18%*	*9%*	**
					e								
This is a 'great to have' - makes a difference and can sway my decision	**137**	**	**	**	4	**	9	6	**	**	11	15	**
	26%	**	**	**	*12%*	**	*15%*	*21%*	**	**	*18%*	*26%*	**
		dfj	**df**			**df**				**df**			**df**
NET Important	**420**	**	**	**	28	**	49	21	**	**	43	48	**
	79%	**	**	**	*78%*	**	*87%*	*76%*	**	**	*75%*	*86%*	**
		h				h	h					h	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**9**	4	-	-	5
	2%	*3%*	*-%*	*-%*	*4%*
		bc			**bc**
This is not important to me - don't mind if not offered	**24**	7	3	10	4
	4%	*6%*	*2%*	*9%*	*3%*
				bd	
This is mandatory to me - a must have	**283**	61	94	51	77
	53%	*48%*	*63%*	*45%*	*55%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**77**	14	20	22	20
	14%	*11%*	*13%*	*20%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**137**	39	33	31	34
	26%	*31%*	*22%*	*27%*	*25%*
NET Important	**420**	100	127	81	111
	79%	*80%*	*85%*	*72%*	*79%*
			c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**547**	384	95	43	25	163	155	126	47	17	49
Weighted total	**530**	510	12	5	3	20	199	147	41	10	22
This is a negative to me	**20**	20	*	**	**	*	9	5	**	**	**
	4%	*4%* e	*1%*	**	**	*1%*	*4%*	*3%*	**	**	**
This is not important to me - don't mind if not offered	**137**	133	3	**	**	4	54	33	**	**	**
	26%	*26%*	*23%*	**	**	*20%*	*27%*	*22%*	**	**	** **abc**
This is mandatory to me - a must have	**152**	144	3	**	**	8	53	38	**	**	**
	29%	*28%*	*30%*	**	**	*38%* a	*27%*	*26%*	**	**	**
This is a 'nice to have' , but I can live without it being offered	**107**	103	3	**	**	4	44	35	**	**	**
	20%	*20%*	*23%*	**	**	*21%*	*22%*	*24%*	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	110	3	**	**	4	40	36	**	**	**
	22%	*22%*	*23%*	**	**	*22%*	*20%*	*25%*	**	**	**
NET Important	**266**	254	6	**	**	12	93	75	**	**	**
	50%	*50%*	*53%*	**	**	*59%* a	*47%*	*51%* e	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	547	42	24	68	13	29	61	44	40	28	349	67	64	67
Weighted total	530	61	34	91	10	36	87	55	39	35	448	28	28	25
This is a negative to me	20	**	**	3	**	**	2	**	**	**	16	1	3	-
	4%	**	**	*3%*	**	**	*3%*	**	**	**	*4%*	*3%*	*9%*	*-%*
									cfgjkm				gm	
This is not important to me - don't mind if not offered	137	**	**	34	**	**	19	**	**	**	118	5	7	7
	26%	**	**	*38%*	**	**	*22%*	**	**	**	*26%*	*18%*	*23%*	*27%*
				agk										
This is mandatory to me - a must have	152	**	**	25	**	**	37	**	**	**	133	6	8	4
	29%	**	**	*28%*	**	**	*43%*	**	**	**	*30%*	*23%*	*28%*	*16%*
							ahjkm	m			m			
This is a 'nice to have' , but I can live without it being offered	107	**	**	11	**	**	15	**	**	**	88	8	4	7
	20%	**	**	*12%*	**	**	*17%*	**	**	**	*20%*	*28%*	*14%*	*28%*
		cfjl										c		c
This is a 'great to have' - makes a difference and can sway my decision	114	**	**	18	**	**	14	**	**	**	92	8	7	7
	22%	**	**	*20%*	**	**	*16%*	**	**	**	*20%*	*27%*	*25%*	*29%*
NET Important	266	**	**	43	**	**	51	**	**	**	225	14	15	11
	50%	**	**	*48%*	**	**	*58%*	**	**	**	*50%*	*50%*	*54%*	*45%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**547**	18	76	9	38	166	11	22	206	413	134	486	61
Weighted total	**530**	10	56	7	34	192	6	27	197	422	107	481	49
This is a negative to me	**20**	**	*	**	**	6	**	**	12	19	1	17	3
	4%	**	*1%*	**	**	*3%*	**	**	*6%*	*4%*	*1%*	*4%*	*6%*
This is not important to me - don't mind if not offered	**137**	**	18	**	**	34	**	**	52	119	18	126	11
	26%	**	*32%* e	**	** e	*18%*	**	**	*26%* e	*28%* b	*17%*	*26%*	*22%*
This is mandatory to me - a must have	**152**	**	19	**	**	64	**	**	48	124	28	137	15
	29%	**	*35%*	**	**	*33%*	**	**	*24%*	*29%*	*26%*	*28%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**107**	**	12	**	**	49	**	**	29	76	31	101	6
	20%	**	*22%*	**	**	*26%* h	**	**	*15%*	*18%*	*29%* a	*21%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**114**	**	6	**	**	39	**	**	55	85	29	99	14
	22%	**	*11%*	**	**	*20%*	**	**	*28%* b	*20%*	*27%*	*21%*	*30%*
NET Important	**266**	**	25	**	**	103	**	**	103	209	57	237	29
	50%	**	*45%*	**	**	*54%*	**	**	*52%*	*49%*	*53%*	*49%*	*60%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**547**	531	16	259	85	196
Weighted total	**530**	507	22	239	91	192
This is a negative to me	**20**	18	**	13	1	6
	4%	*4%*	**	*5%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**137**	131	**	65	19	47
	26%	*26%*	**	*27%*	*21%*	*25%*
This is mandatory to me - a must have	**152**	140	**	54	31	67
	29%	*28%*	**	*23%*	*34%* a	*35%* a
This is a 'nice to have' , but I can live without it being offered	**107**	106	**	55	19	34
	20%	*21%*	**	*23%*	*20%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**114**	114	**	52	21	38
	22%	*22%*	**	*22%*	*23%*	*20%*
NET Important	**266**	253	**	106	52	105
	50%	*50%*	**	*44%*	*57%* a	*54%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**547**	379	129	30	3	4	1	1	-	508	39	9	84	295	168
Weighted total	**530**	400	102	26	*	2	*	*	-	501	28	2	108	291	130
This is a negative to me	**20**	16	2	**	**	**	**	**	**	18	**	**	13	3	4
	4%	*4%*	*2%*	**	**	**	**	**	**	*4%*	**	**	*12%*	*1%*	*3%*
													bc		
This is not important to me - don't mind if not offered	**137**	117	18	**	**	**	**	**	**	135	**	**	40	77	20
	26%	*29%*	*18%*	**	**	**	**	**	**	*27%*	**	**	*37%*	*27%*	*15%*
		bcj								**bcj**			c	c	
This is mandatory to me - a must have	**152**	96	35	**	**	**	**	**	**	132	**	**	18	78	55
	29%	*24%*	*34%*	**	**	**	**	**	**	*26%*	**	**	*17%*	*27%*	*43%*
			a	**abi**							**abi**				**ab**
This is a 'nice to have' , but I can live without it being offered	**107**	76	29	**	**	**	**	**	**	104	**	**	18	58	31
	20%	*19%*	*28%*	**	**	**	**	**	**	*21%*	**	**	*17%*	*20%*	*24%*
			acj												
This is a 'great to have' - makes a difference and can sway my decision	**114**	94	18	**	**	**	**	**	**	112	**	**	19	75	20
	22%	*24%*	*18%*	**	**	**	**	**	**	*22%*	**	**	*18%*	*26%*	*15%*
		cj								**cj**				c	
NET Important	**266**	191	53	**	**	**	**	**	**	244	**	**	38	153	75
	50%	*48%*	*52%*	**	**	**	**	**	**	*49%*	**	**	*35%*	*53%*	*58%*
				abi							**abi**			a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**547**	378	344	433	547	183	415	377	28	13	7	3	5	-
Weighted total	**530**	327	285	382	530	150	381	349	19	6	1	2	4	-
This is a negative to me	**20**	14	10	15	20	1	9	12	**	**	**	**	**	**
	4%	*4%*	*3%*	*4%*	*4%*	*1%*	*2%*	*3%*	**	**	**	**	**	**
		e		e	e									
This is not important to me - don't mind if not offered	**137**	79	71	96	137	30	82	86	**	**	**	**	**	**
	26%	*24%*	*25%*	*25%*	*26%*	*20%*	*22%*	*25%*	**	**	**	**	**	**
This is mandatory to me - a must have	**152**	99	97	116	152	51	126	104	**	**	**	**	**	**
	29%	*30%*	*34%*	*30%*	*29%*	*34%*	*33%*	*30%*	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**107**	60	49	75	107	28	79	74	**	**	**	**	**	**
	20%	*18%*	*17%*	*20%*	*20%*	*19%*	*21%*	*21%*	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	75	58	80	114	40	85	74	**	**	**	**	**	**
	22%	*23%*	*21%*	*21%*	*22%*	*27%*	*22%*	*21%*	**	**	**	**	**	**
NET Important	**266**	173	156	196	266	91	210	178	**	**	**	**	**	**
	50%	*53%*	*55%*	*51%*	*50%*	*61%*	*55%*	*51%*	**	**	**	**	**	**
						cd								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**547**	530	7	5	-	3	2	-	5	85	124	118	101	5
Weighted total	**530**	520	5	2	-	2	1	-	3	103	117	102	56	4
This is a negative to me	**20**	20	**	**	**	**	**	**	**	5	2	6	2	**
	4%	*4%*	**	**	**	**	**	**	**	*5%*	*2%*	*6%*	*4%*	**
This is not important to me - don't mind if not offered	**137**	137	**	**	**	**	**	**	**	27	40	19	11	**
	26%	*26%*	**	**	**	**	**	**	**	*26%*	*34%* **cd**	*18%*	*19%*	**
This is mandatory to me - a must have	**152**	145	**	**	**	**	**	**	**	22	36	32	26	**
	29%	*28%*	**	**	**	**	**	**	**	*22%*	*31%*	*31%*	*46%* **abc**	**
This is a 'nice to have' , but I can live without it being offered	**107**	105	**	**	**	**	**	**	**	28	17	23	8	**
	20%	*20%*	**	**	**	**	**	**	**	*27%* **bd**	*15%*	*22%*	*14%*	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	113	**	**	**	**	**	**	**	21	22	23	10	**
	22%	*22%*	**	**	**	**	**	**	**	*20%*	*19%*	*22%*	*18%*	**
NET Important	**266**	258	**	**	**	**	**	**	**	44	58	55	36	**
	50%	*50%*	**	**	**	**	**	**	**	*42%*	*49%*	*54%*	*64%* **ab**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**547**	243	118	120	55	11	280	17	250	503	44	431	2
Weighted total	**530**	235	118	122	43	12	288	11	230	496	33	381	*
This is a negative to me	**20**	15	2	3	-	**	5	**	14	20	**	15	**
	4%	*7%*	*1%*	*2%*	*-%*	**	*2%*	**	*6%*	*4%*	**	*4%*	**
		b							a				
This is not important to me - don't mind if not offered	**137**	73	31	31	2	**	65	**	69	134	**	96	**
	26%	*31%*	*27%*	*25%*	*6%*	**	*22%*	**	*30%*	*27%*	**	*25%*	**
		d	d	d					a	b			
This is mandatory to me - a must have	**152**	51	39	32	24	**	97	**	50	140	**	115	**
	29%	*22%*	*33%*	*26%*	*56%*	**	*34%*	**	*22%*	*28%*	**	*30%*	**
			a		abc		c						
This is a 'nice to have' , but I can live without it being offered	**107**	48	19	30	6	**	59	**	45	101	**	75	**
	20%	*20%*	*17%*	*25%*	*14%*	**	*20%*	**	*20%*	*20%*	**	*20%*	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	48	26	27	10	**	63	**	51	102	**	80	**
	22%	*20%*	*22%*	*22%*	*24%*	**	*22%*	**	*22%*	*21%*	**	*21%*	**
											a		
NET Important	**266**	99	65	58	34	**	159	**	101	242	**	195	**
	50%	*42%*	*55%*	*48%*	*80%*	**	*55%*	**	*44%*	*49%*	**	*51%*	**
			a		abc		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**547**	72	74	100	4	470	77	177	363	71	1
Weighted total	**530**	77	65	88	4	460	70	167	309	64	*
This is a negative to me	**20**	-	-	-	**	20	-	9	14	6	**
	4%	*-%*	*-%*	*-%*	**	*4%*	*-%*	*6%*	*5%*	*9%*	**
This is not important to me - don't mind if not offered	**137**	19	7	19	**	129	8	38	72	16	**
	26%	*24%* b	*11%*	*21%*	**	*28%* b	*11%*	*23%*	*23%*	*26%*	**
This is mandatory to me - a must have	**152**	30	23	34	**	122	30	50	93	19	**
	29%	*39%*	*35%*	*38%*	**	*27%*	*43%* a	*30%*	*30%*	*30%*	**
This is a 'nice to have' , but I can live without it being offered	**107**	15	18	20	**	94	13	30	58	9	**
	20%	*19%*	*28%*	*22%*	**	*20%*	*19%*	*18%*	*19%*	*14%*	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	14	17	16	**	95	19	39	72	13	**
	22%	*18%*	*26%*	*18%*	**	*21%*	*27%*	*23%*	*23%*	*21%*	**
NET Important	**266**	44	40	50	**	217	49	89	165	32	**
	50%	*57%*	*61%*	*56%*	**	*47%*	*70%* a	*54%*	*53%*	*51%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**547**	159	316	76	1	372	391	120	1	377	341	547	354	295	15
Weighted total	**530**	141	260	60	*	366	377	111	*	327	282	530	315	249	12
This is a negative to me	**20**	6	10	2	**	11	17	2	**	14	10	20	14	8	**
	4%	*5%*	*4%*	*4%*	**	*3%*	*4%*	*2%*	**	*4%*	*3%*	*4%*	*5%*	*3%*	**
This is not important to me - don't mind if not offered	**137**	33	64	18	**	83	101	22	**	79	71	137	78	56	**
	26%	*24%*	*25%*	*30%*	**	*23%*	*27%*	*20%*	**	*24%*	*25%*	*26%*	*25%*	*23%*	**
This is mandatory to me - a must have	**152**	40	87	12	**	105	98	37	**	99	95	152	96	75	**
	29%	*28%*	*33%* c	*20%*	**	*29%*	*26%*	*34%*	**	*30%*	*34%*	*29%*	*30%*	*30%*	**
This is a 'nice to have' , but I can live without it being offered	**107**	33	46	14	**	83	73	25	**	60	49	107	65	52	**
	20%	*23%*	*18%*	*24%*	**	*23%*	*19%*	*22%*	**	*18%*	*17%*	*20%*	*20%*	*21%*	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	29	53	14	**	84	88	25	**	75	58	114	63	58	**
	22%	*20%*	*20%*	*23%*	**	*23%*	*23%*	*23%*	**	*23%*	*21%*	*22%*	*20%*	*23%*	**
NET Important	**266**	69	140	26	**	189	186	62	**	173	153	266	158	134	**
	50%	*49%*	*54%*	*43%*	**	*52%*	*49%*	*56%*	**	*53%*	*54%*	*50%*	*50%*	*54%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**547**	382	254	309	69	58	338	286	18	11	14	4
Weighted total	**530**	369	220	301	70	46	294	239	17	7	16	5
This is a negative to me	**20**	17	13	9	2	2	14	10	**	**	**	**
	4%	*5%*	*6%*	*3%*	*3%*	*5%*	*5%*	*4%*	**	**	**	**
This is not important to me - don't mind if not offered	**137**	96	52	71	14	8	71	56	**	**	**	**
	26%	*26%*	*24%*	*24%*	*20%*	*18%*	*24%*	*23%*	**	**	**	**
This is mandatory to me - a must have	**152**	95	65	90	27	19	93	67	**	**	**	**
	29%	*26%*	*30%*	*30%*	*39%*	*41%*	*32%*	*28%*	**	**	**	**
					a	a						
This is a 'nice to have' , but I can live without it being offered	**107**	70	46	69	14	5	54	50	**	**	**	**
	20%	*19%*	*21%*	*23%*	*20%*	*11%*	*18%*	*21%*	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**114**	91	44	62	13	11	62	56	**	**	**	**
	22%	*25%*	*20%*	*21%*	*19%*	*24%*	*21%*	*23%*	**	**	**	**
NET Important	**266**	186	110	152	40	30	155	123	**	**	**	**
	50%	*50%*	*50%*	*50%*	*57%*	*66%*	*53%*	*51%*	**	**	**	**
						abc						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**547**	531	493	537	514	542	372	524	185	1	469	13	101	446
Weighted total	**530**	511	467	517	487	522	362	508	165	*	443	15	105	424
This is a negative to me	**20**	20	16	20	16	20	16	20	3	**	15	**	3	17
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*2%*	**	*3%*	**	*3%*	*4%*
This is not important to me - don't mind if not offered	**137**	131	113	135	128	133	87	132	36	**	118	**	21	116
	26%	*26%*	*24%*	*26%*	*26%*	*25%*	*24%*	*26%*	*22%*	**	*27%*	**	*20%*	*27%*
This is mandatory to me - a must have	**152**	144	137	145	136	151	108	146	57	**	120	**	47	105
	29%	*28%*	*29%*	*28%*	*28%*	*29%*	*30%*	*29%*	*34%*	**	*27%*	**	*45%* b	*25%*
This is a 'nice to have' , but I can live without it being offered	**107**	107	97	107	101	105	72	107	34	**	88	**	17	90
	20%	*21%*	*21%*	*21%*	*21%*	*20%*	*20%*	*21%*	*21%*	**	*20%*	**	*16%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**114**	109	105	110	106	114	78	104	35	**	103	**	17	96
	22%	*21%*	*23%*	*21%*	*22%*	*22%*	*22%*	*20%*	*21%*	**	*23%*	**	*17%*	*23%*
NET Important	**266**	253	242	255	242	265	186	250	92	**	222	**	64	201
	50%	*49%*	*52%*	*49%*	*50%*	*51%*	*51%*	*49%*	*55%*	**	*50%*	**	*61%* b	*47%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**547**	121	4	27	119	93	368	82	99	45	400	284	263
Weighted total	**530**	123	4	26	116	88	357	78	102	41	385	257	272
This is a negative to me	**20**	-	**	**	-	2	12	6	*	**	19	13	7
	4%	-%	**	**	-%	*3%*	*3%*	*8%*	*%*	**	*5%* a	*5%*	*2%*
This is not important to me - don't mind if not offered	**137**	22	**	**	22	18	101	15	17	**	107	70	67
	26%	*18%*	**	**	*19%*	*20%*	*28%*	*20%*	*17%*	**	*28%* a	*27%*	*25%*
This is mandatory to me - a must have	**152**	43	**	**	44	34	85	31	43	**	95	68	84
	29%	*35%*	**	**	*38%*	*38%* b	*24%*	*40%* b	*42%* c	**	*25%*	*26%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**107**	30	**	**	22	18	72	18	22	**	77	49	58
	20%	*24%*	**	**	*19%*	*20%*	*20%*	*23%*	*21%*	**	*20%*	*19%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**114**	28	**	**	29	17	87	8	21	**	86	57	57
	22%	*23%*	**	**	*25%*	*19%*	*24%* c	*10%*	*20%*	**	*22%*	*22%*	*21%*
NET Important	**266**	71	**	**	72	51	172	39	64	**	181	125	141
	50%	*58%*	**	**	*62%*	*57%*	*48%*	*50%*	*62%* c	**	*47%*	*48%*	*52%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**547**	49	44	43	52	49	51	53	33	34	52	51	36
Weighted total	**530**	27	48	50	37	56	57	28	31	54	57	55	27
This is a negative to me	**20**	**	**	**	-	**	5	-	**	**	3	3	**
	4%	**	**	**	-%	**	*8%*	-%	**	**	*4%*	*5%*	**
							dg		**acdgil**				
This is not important to me - don't mind if not offered	**137**	**	**	**	3	**	11	10	**	**	13	17	**
	26%	**	**	**	*8%*	**	*20%*	*35%*	**	**	*23%*	*30%*	**
		d		**def**				**de**	d	**de**	d	**de**	d
This is mandatory to me - a must have	**152**	**	**	**	19	**	13	9	**	**	21	17	**
	29%	**	**	**	*53%*	**	*22%*	*34%*	**	**	*37%*	*30%*	**
					abcfghikl	**abfil**		i			**bi**	i	
This is a 'nice to have' , but I can live without it being offered	**107**	**	**	**	6	**	16	2	**	**	15	8	**
	20%	**	**	**	*16%*	**	*28%*	*9%*	**	**	*25%*	*14%*	**
		ceg	g				**ceg**			**cdeghk**	**ceg**		**ceg**
This is a 'great to have' - makes a difference and can sway my decision	**114**	**	**	**	9	**	13	6	**	**	6	11	**
	22%	**	**	**	*23%*	**	*22%*	*23%*	**	**	*11%*	*20%*	**
			hj			j							j
NET Important	**266**	**	**	**	28	**	25	16	**	**	27	28	**
	50%	**	**	**	*76%*	**	*44%*	*56%*	**	**	*47%*	*50%*	**
			i	**iabcfghijkl**		**abcfhijkl**		i			i	i	i

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**547**	136	152	120	139
Weighted total	**530**	126	150	114	140
This is a negative to me	**20**	2	7	5	6
	4%	*2%*	*5%*	*5%*	*4%*
This is not important to me - don't mind if not offered	**137**	38	22	41	37
	26%	*30%*	*14%*	*36%*	*26%*
		b		b	b
This is mandatory to me - a must have	**152**	27	58	23	43
	29%	*21%*	*39%*	*21%*	*31%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**107**	24	27	26	30
	20%	*19%*	*18%*	*23%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**114**	35	36	18	25
	22%	*27%*	*24%*	*16%*	*18%*
		c			
NET Important	**266**	61	95	42	68
	50%	*49%*	*63%*	*37%*	*49%*
			acd		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	712	498	128	58	28	214	192	170	62	18	66
Weighted total	713	686	16	7	4	27	260	205	53	10	24
Royal Mail signed for 1st Class	529	507	13	6	**	22	210	138	38	**	16
	74%	74%	78%	85%	**	80%	81% be	68%	70%	**	69%
Royal Mail signed for 2nd Class	219	211	5	2	**	8	104	51	9	**	2
	31%	31%	28%	30%	**	30%	40% bce	25% e	18%	**	9%
Royal Mail Tracked	429	416	8	3	**	14	166	113	34	**	14
	60%	61% ce	51%	42%	**	50%	64%	55%	64%	**	58%
Special delivery - Next Day (by 1pm)	338	325	6	4	**	12	124	101	27	**	7
	47%	47%	38%	55% b	**	45%	48% e	49% e	51% e	**	29%
Special delivery - Next Day (by 9am)	212	205	4	1	**	7	83	60	26	**	4
	30%	30%	27%	19%	**	25%	32% e	29%	49% abe	**	17%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	137	3	2	**	6	47	48	17	**	5
	20%	20%	20%	25%	**	22%	18%	23%	32% a	**	22%
None of these	21	20	1	-	**	1	7	9	*	**	1
	3%	3%	3%	-%	**	2%	3%	5%	*%	**	3%
Don't know	3	2	*	*	**	*	-	-	-	**	2
	*%	*%	1%	1%	**	1%	-%	-%	-%	**	9% abc
Refused	-	-	-	-	**	-	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	712	57	31	93	18	54	83	55	48	38	477	80	92	63
Weighted total	713	75	42	130	20	64	120	69	53	48	621	32	35	25
Royal Mail signed for 1st Class	529	60	**	89	**	56	89	50	**	**	466	24	25	14
	74%	80%	**	69%	**	88%	74%	72%	**	**	75%	75%	73%	56%
		m				cgjlm	m				m	m	m	
Royal Mail signed for 2nd Class	219	30	**	33	**	23	39	22	**	**	190	8	12	9
	31%	40%	**	26%	**	36%	32%	32%	**	**	31%	25%	35%	34%
		b				b							b	b
Royal Mail Tracked	429	37	**	87	**	37	68	42	**	**	376	18	20	14
	60%	49%	**	67%	**	57%	56%	62%	**	**	61%	58%	59%	57%
				a										
Special delivery - Next Day (by 1pm)	338	32	**	76	**	25	51	31	**	**	296	14	16	12
	47%	43%	**	59%	**	38%	43%	46%	**	**	48%	44%	47%	46%
			e	ef										
Special delivery - Next Day (by 9am)	212	16	**	58	**	19	26	18	**	**	183	14	9	6
	30%	21%	**	45%	**	29%	22%	27%	**	**	29%	43%	27%	23%
				afghjlm								afhjlm		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	13	**	21	**	8	26	24	**	**	128	5	6	4
	20%	17%	**	16%	**	12%	21%	35%	**	**	21%	16%	17%	17%
								acejklm						
None of these	21	*	**	2	**	1	10	1	**	**	17	2	-	1
	3%	*%	**	1%	**	2%	8%	2%	**	**	3%	6%	-%	6%
							acjl					l		l
Don't know	3	-	**	2	**	-	-	-	**	**	2	-	1	-
	*%	-%	**	2%	**	-%	-%	-%	**	**	*%	-%	2%	-%
Refused	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	712	22	90	12	47	189	15	54	279	540	172	627	85
Weighted total	713	14	77	12	36	225	9	58	276	563	150	646	67
Royal Mail signed for 1st Class	529	**	51	**	**	160	**	47	210	421	108	477	52
	74%	**	*67%*	**	**	*71%*	**	*80%*	*76%*	*75%*	*72%*	*74%*	*78%*
Royal Mail signed for 2nd Class	219	**	23	**	**	69	**	12	97	173	46	198	21
	31%	**	*31%*	**	**	*31%*	**	*20%*	*35%* g	*31%*	*31%*	*31%*	*31%*
Royal Mail Tracked	429	**	42	**	**	130	**	44	169	348	81	391	38
	60%	**	*54%*	**	**	*58%*	**	*76%* bdeh	*61%*	*62%*	*54%*	*61%*	*56%*
Special delivery - Next Day (by 1pm)	338	**	39	**	**	101	**	29	130	262	76	313	25
	47%	**	*51%*	**	**	*45%*	**	*50%*	*47%*	*47%*	*50%*	*48%*	*37%*
Special delivery - Next Day (by 9am)	212	**	24	**	**	58	**	22	82	171	41	187	24
	30%	**	*31%*	**	**	*26%*	**	*38%*	*30%*	*30%*	*27%*	*29%*	*36%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	**	33	**	**	58	**	3	40	102	41	136	7
	20%	**	*43%* degh	**	**	*26%* dgh	**	*6%*	*15%* d	*18%*	*27%* a	*21%* b	*11%*
None of these	21	**	3	**	**	12	**	-	6	17	4	17	4
	3%	**	*3%*	**	**	*5%*	**	*-%*	*2%*	*3%*	*3%*	*3%*	*5%*
Don't know	3	**	*	**	**	2	**	*	-	3	-	3	-
	**%*	**	**%*	**	**	*1%*	**	**%*	*-%*	**%*	*-%*	**%*	*-%*
Refused	-	**	-	**	**	-	**	-	-	-	-	-	-
	-%	**	*-%*	**	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**712**	691	21	342	120	240
Weighted total	**713**	683	31	327	135	236
Royal Mail signed for 1st Class	**529**	502	**	248	107	165
	74%	*74%*	**	*76%*	*79%*	*70%*
Royal Mail signed for 2nd Class	**219**	200	**	87	46	80
	31%	*29%*	**	*26%*	*34%*	*34%*
Royal Mail Tracked	**429**	409	**	201	82	137
	60%	*60%*	**	*61%*	*61%*	*58%*
Special delivery - Next Day (by 1pm)	**338**	325	**	144	71	112
	47%	*48%*	**	*44%*	*53%*	*47%*
Special delivery - Next Day (by 9am)	**212**	203	**	92	43	74
	30%	*30%*	**	*28%*	*32%*	*31%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	141	**	46	30	64
	20%	*21%*	**	*14%*	*22%*	*27%*
					a	a
None of these	**21**	21	**	12	*	9
	3%	*3%*	**	*4%*	**%*	*4%*
				b		b
Don't know	**3**	3	**	*	2	1
	%	**%*	**	**%*	*1%*	**%*
					a	
Refused	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**712**	497	174	31	3	5	1	1	-	671	41	10	140	357	215
Weighted total	**713**	539	147	25	*	2	*	*	-	686	28	2	174	365	175
Royal Mail signed for 1st Class	**529**	402	111	**	**	**	**	**	**	513	**	**	134	268	127
	74%	*75%*	*76%*	**	**	**	**	**	**	*75%*	**	**	*77%*	*73%*	*73%*
		cj	**cj**							**cj**					
Royal Mail signed for 2nd Class	**219**	156	57	**	**	**	**	**	**	213	**	**	39	117	63
	31%	*29%*	*39%*	**	**	**	**	**	**	*31%*	**	**	*22%*	*32%*	*36%*
			aij											a	a
Royal Mail Tracked	**429**	323	89	**	**	**	**	**	**	412	**	**	102	221	106
	60%	*60%*	*60%*	**	**	**	**	**	**	*60%*	**	**	*59%*	*61%*	*61%*
Special delivery - Next Day (by 1pm)	**338**	259	67	**	**	**	**	**	**	327	**	**	70	189	78
	47%	*48%*	*46%*	**	**	**	**	**	**	*48%*	**	**	*40%*	*52%*	*45%*
														a	
Special delivery - Next Day (by 9am)	**212**	158	44	**	**	**	**	**	**	201	**	**	47	110	54
	30%	*29%*	*30%*	**	**	**	**	**	**	*29%*	**	**	*27%*	*30%*	*31%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	85	45	**	**	**	**	**	**	130	**	**	12	73	58
	20%	*16%*	*31%*	**	**	**	**	**	**	*19%*	**	**	*7%*	*20%*	*33%*
			ai	**ai**							**abi**			a	**ab**
None of these	**21**	16	4	**	**	**	**	**	**	21	**	**	6	10	5
	3%	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*3%*	*3%*
Don't know	**3**	1	2	**	**	**	**	**	**	2	**	**	1	-	2
	%	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	*%*	-%	*1%*
			a												b
Refused	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**712**	539	459	609	490	229	506	548	35	14	6	3	3	-
Weighted total	**713**	511	429	592	485	209	484	554	22	7	3	2	3	-
Royal Mail signed for 1st Class	**529**	393	322	447	346	149	360	414	**	**	**	**	**	**
	74%	*77%*	*75%*	*76%*	*71%*	*71%*	*74%*	*75%*	**	**	**	**	**	**
		d							a					
Royal Mail signed for 2nd Class	**219**	151	145	187	165	70	153	171	**	**	**	**	**	**
	31%	*29%*	*34%*	*32%*	*34%*	*34%*	*32%*	*31%*	**	**	**	**	**	**
Royal Mail Tracked	**429**	320	268	362	293	144	293	334	**	**	**	**	**	**
	60%	*63%*	*62%*	*61%*	*60%*	*69%*	*61%*	*60%*	**	**	**	**	**	**
						cdf			a					
Special delivery - Next Day (by 1pm)	**338**	235	222	279	232	114	240	260	**	**	**	**	**	**
	47%	*46%*	*52%*	*47%*	*48%*	*55%*	*50%*	*47%*	**	**	**	**	**	**
						a								
Special delivery - Next Day (by 9am)	**212**	161	145	180	141	68	159	166	**	**	**	**	**	**
	30%	*32%*	*34%*	*30%*	*29%*	*32%*	*33%*	*30%*	**	**	**	**	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	89	88	109	129	41	104	105	**	**	**	**	**	**
	20%	*17%*	*20%*	*18%*	*27%*	*19%*	*22%*	*19%*	**	**	**	**	**	**
					abce									
None of these	**21**	14	11	18	18	4	18	18	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	**	**	**	**	**	**
Don't know	**3**	1	3	3	1	3	1	2	**	**	**	**	**	**
	****%***	**%*	*1%*	**%*	**%*	*1%*	**%*	**%*	**	**	**	**	**	**
Refused	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**712**	474	7	3	-	4	2	-	6	155	174	154	123	3
Weighted total	**713**	478	4	*	-	2	1	-	3	178	193	139	80	2
Royal Mail signed for 1st Class	**529**	341	**	**	**	**	**	**	**	131	148	103	64	**
	74%	*71%*	**	**	**	**	**	**	**	*73%*	*77%*	*74%*	*79%*	**
Royal Mail signed for 2nd Class	**219**	164	**	**	**	**	**	**	**	48	61	44	32	**
	31%	*34%*	**	**	**	**	**	**	**	*27%*	*32%*	*32%*	*40%* a	**
Royal Mail Tracked	**429**	288	**	**	**	**	**	**	**	108	124	84	46	**
	60%	*60%*	**	**	**	**	**	**	**	*61%*	*64%*	*60%*	*57%*	**
Special delivery - Next Day (by 1pm)	**338**	231	**	**	**	**	**	**	**	79	99	67	33	**
	47%	*48%*	**	**	**	**	**	**	**	*44%*	*51%*	*48%*	*41%*	**
Special delivery - Next Day (by 9am)	**212**	141	**	**	**	**	**	**	**	55	54	48	21	**
	30%	*29%*	**	**	**	**	**	**	**	*31%*	*28%*	*34%*	*26%*	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	126	**	**	**	**	**	**	**	31	35	29	14	**
	20%	*26%*	**	**	**	**	**	**	**	*17%*	*18%*	*20%*	*17%*	**
None of these	**21**	18	**	**	**	**	**	**	**	6	2	7	3	**
	3%	*4%*	**	**	**	**	**	**	**	*3%*	*1%*	*5%* b	*4%*	**
Don't know	**3**	1	**	**	**	**	**	**	**	-	*	1	2	**
	****%***	**%*	**	**	**	**	**	**	**	*-%*	**%*	**%*	*3%* **ab**	**
Refused	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**712**	196	93	129	62	10	270	19	201	615	97	602	7
Weighted total	**713**	193	94	140	49	9	287	12	186	621	92	588	4
Royal Mail signed for 1st Class	**529**	140	64	107	31	**	200	**	135	482	47	447	**
	74%	*72%*	*68%*	*76%*	*64%*	**	*70%*	**	*73%*	*78%*	*51%*	*76%*	**
										b			
Royal Mail signed for 2nd Class	**219**	57	34	60	10	**	98	**	58	201	18	186	**
	31%	*30%*	*36%*	*43%*	*21%*	**	*34%*	**	*31%*	*32%*	*19%*	*32%*	**
			d	**ad**						b			
Royal Mail Tracked	**429**	110	61	86	30	**	162	**	123	388	41	362	**
	60%	*57%*	*65%*	*62%*	*61%*	**	*56%*	**	*66%*	*62%*	*45%*	*62%*	**
									a	b			
Special delivery - Next Day (by 1pm)	**338**	76	56	74	21	**	135	**	89	308	29	278	**
	47%	*40%*	*59%*	*53%*	*42%*	**	*47%*	**	*48%*	*50%*	*32%*	*47%*	**
			ad	a						b			
Special delivery - Next Day (by 9am)	**212**	50	30	40	16	**	80	**	58	195	16	180	**
	30%	*26%*	*32%*	*28%*	*32%*	**	*28%*	**	*31%*	*31%*	*18%*	*31%*	**
										b			
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	34	31	41	19	**	92	**	35	99	44	106	**
	20%	*18%*	*33%*	*29%*	*38%*	**	*32%*	**	*19%*	*16%*	*48%*	*18%*	**
			a	a	a		c				a		
None of these	**21**	9	2	5	3	**	9	**	8	13	8	18	**
	3%	*5%*	*2%*	*3%*	*6%*	**	*3%*	**	*4%*	*2%*	*9%*	*3%*	**
											a		
Don't know	**3**	1	-	-	*	**	*	**	1	2	*	3	**
	%	*%	-%	-%	*%	**	*%	**	*%	*%	*%	*%	**
Refused	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	712	52	140	147	15	351	139	394	487	103	-
Weighted total	713	64	135	149	13	349	137	388	465	90	-
Royal Mail signed for 1st Class	529	47	83	104	**	261	85	313	357	66	**
	74%	74%	61%	70%	**	75% b	62%	81%	77%	73%	**
Royal Mail signed for 2nd Class	219	25	35	47	**	128	37	112	139	33	**
	31%	39%	26%	31%	**	37% b	27%	29%	30%	37%	**
Royal Mail Tracked	429	38	73	86	**	219	74	258	297	58	**
	60%	59%	54%	57%	**	63%	54%	67%	64%	64%	**
Special delivery - Next Day (by 1pm)	338	34	40	55	**	189	43	191	225	45	**
	47%	54% b	29%	37%	**	54% b	32%	49%	48%	50%	**
Special delivery - Next Day (by 9am)	212	18	28	37	**	107	34	131	148	34	**
	30%	28%	21%	25%	**	31%	25%	34%	32%	38%	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	32	50	60	**	76	53	58	84	31	**
	20%	51%	37%	40%	**	22%	39% a	15%	18%	34% ab	**
None of these	21	-	13	9	**	5	13	3	12	3	**
	3%	-%	9% a	6%	**	2%	9% a	1%	3%	4% a	**
Don't know	3	-	*	*	**	1	*	1	1	*	**
	*%	-%	*%	*%	**	*%	*%	*%	*%	*%	**
Refused	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**712**	325	387	98	-	457	285	128	-	538	455	418	510	364	18
Weighted total	**713**	310	368	83	-	454	283	118	-	511	427	412	496	349	18
Royal Mail signed for 1st Class	**529**	241	279	57	**	323	219	79	**	392	320	305	396	257	**
	74%	*78%*	*76%*	*69%*	**	*71%*	*77%* c	*67%*	**	*77%*	*75%*	*74%*	*80%* b	*74%*	**
Royal Mail signed for 2nd Class	**219**	109	125	27	**	151	117	42	**	151	143	146	139	148	**
	31%	*35%*	*34%*	*33%*	**	*33%*	*41%* a	*36%*	**	*29%*	*33%*	*35%*	*28%*	*43%* a	**
Royal Mail Tracked	**429**	207	237	50	**	275	189	79	**	320	266	258	312	208	**
	60%	*67%*	*64%*	*61%*	**	*61%*	*67%*	*67%*	**	*63%*	*62%*	*63%*	*63%*	*60%*	**
Special delivery - Next Day (by 1pm)	**338**	169	188	50	**	210	130	65	**	235	220	210	233	174	**
	47%	*55%*	*51%*	*61%*	**	*46%*	*46%*	*55%*	**	*46%*	*51%*	*51%*	*47%*	*50%*	**
Special delivery - Next Day (by 9am)	**212**	100	131	31	**	130	86	34	**	161	143	122	164	95	**
	30%	*32%*	*36%*	*37%*	**	*29%*	*30%*	*29%*	**	*32%*	*33%*	*30%*	*33%*	*27%*	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	59	74	30	**	121	80	40	**	88	86	109	80	71	**
	20%	*19%*	*20%*	*36%* ab	**	*27%*	*28%*	*34%*	**	*17%*	*20%*	*26%* ab	*16%*	*20%*	**
None of these	**21**	3	9	3	**	17	10	3	**	14	11	8	17	13	**
	3%	*1%*	*3%*	*4%*	**	*4%*	*4%*	*3%*	**	*3%*	*3%*	*2%*	*3%*	*4%*	**
Don't know	**3**	2	1	2	**	1	*	*	**	1	3	1	3	*	**
	****%***	*1%*	**%*	*2%* b	**	**%*	**%*	**%*	**	**%*	*1%*	**%*	*1%*	**%*	**
Refused	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	712	279	166	294	64	47	462	346	20	16	21	4
Weighted total	713	265	152	293	66	39	450	326	18	12	23	6
Royal Mail signed for 1st Class	529	225	110	214	45	**	364	246	**	**	**	**
	74%	85%	72%	73%	69%	**	81%	75%	**	**	**	**
		bcd										
Royal Mail signed for 2nd Class	219	102	103	104	27	**	132	148	**	**	**	**
	31%	38%	67%	36%	41%	**	29%	45%	**	**	**	**
			acd			ac		a				
Royal Mail Tracked	429	178	106	203	44	**	295	204	**	**	**	**
	60%	67%	69%	69%	67%	**	66%	63%	**	**	**	**
Special delivery - Next Day (by 1pm)	338	139	77	165	34	**	217	161	**	**	**	**
	47%	52%	50%	56%	52%	**	48%	50%	**	**	**	**
Special delivery - Next Day (by 9am)	212	85	43	92	22	**	149	95	**	**	**	**
	30%	32%	28%	31%	34%	**	33%	29%	**	**	**	**
						b						
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	71	47	90	24	**	72	65	**	**	**	**
	20%	27%	31%	31%	37%	**	16%	20%	**	**	**	**
						abc						
None of these	21	4	3	5	1	**	13	9	**	**	**	**
	3%	2%	2%	2%	2%	**	3%	3%	**	**	**	**
Don't know	3	*	*	*	*	**	1	*	**	**	**	**
	*%	*%	*%	*%	*%	**	*%	*%	**	**	**	**
Refused	-	-	-	-	-	**	-	-	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	712	688	629	696	644	702	513	675	256	4	612	16	124	588
Weighted total	713	686	624	695	625	701	518	674	243	2	590	25	133	580
Royal Mail signed for 1st Class	529	515	463	519	467	518	391	505	187	**	452	**	99	430
	74%	*75%*	*74%*	*75%*	*75%*	*74%*	*75%*	*75%*	*77%*	**	*77%*	**	*74%*	*74%*
Royal Mail signed for 2nd Class	219	209	194	216	200	217	167	204	88	**	178	**	39	180
	31%	*30%*	*31%*	*31%*	*32%*	*31%*	*32%*	*30%*	*36%*	**	*30%*	**	*30%*	*31%*
Royal Mail Tracked	429	418	390	423	380	427	323	411	167	**	356	**	87	342
	60%	*61%*	*62%*	*61%*	*61%*	*61%*	*62%*	*61%*	*69%* b	**	*60%*	**	*66%*	*59%*
Special delivery - Next Day (by 1pm)	338	327	302	333	293	336	263	319	125	**	270	**	60	278
	47%	*48%*	*48%*	*48%*	*47%*	*48%*	*51%*	*47%*	*52%*	**	*46%*	**	*45%*	*48%*
Special delivery - Next Day (by 9am)	212	207	190	208	193	212	161	200	84	**	167	**	41	170
	30%	*30%*	*30%*	*30%*	*31%*	*30%*	*31%*	*30%*	*35%*	**	*28%*	**	*31%*	*29%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	143	135	127	140	137	143	119	138	65	**	121	**	33	110
	20%	*20%*	*20%*	*20%*	*22%*	*20%*	*23%*	*20%*	*27%* b	**	*20%*	**	*25%*	*19%*
None of these	21	17	15	17	17	20	14	16	7	**	15	**	3	17
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	**	*3%*	**	*3%*	*3%*
Don't know	3	2	2	2	2	2	2	2	2	**	1	**	1	2
	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	**	**%*	**	**%*	**%*
Refused	-	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**712**	180	6	47	165	125	476	108	120	52	536	373	339
Weighted total	**713**	190	7	44	175	116	487	106	112	58	541	373	340
Royal Mail signed for 1st Class	**529**	128	**	**	119	78	373	75	64	44	419	268	261
	74%	*67%*	**	**	*68%*	*68%*	*77%* a	*71%*	*57%*	*76%* a	*77%* a	*72%*	*77%*
Royal Mail signed for 2nd Class	**219**	54	**	**	45	44	132	41	39	16	164	90	129
	31%	*28%*	**	**	*26%*	*38%* b	*27%*	*39%* b	*35%*	*27%*	*30%*	*24%*	*38%* a
Royal Mail Tracked	**429**	105	**	**	98	67	295	64	71	33	324	217	212
	60%	*55%*	**	**	*56%*	*58%*	*61%*	*61%*	*63%*	*57%*	*60%*	*58%*	*62%*
Special delivery - Next Day (by 1pm)	**338**	70	**	**	65	59	236	40	52	20	264	179	159
	47%	*37%*	**	**	*37%*	*51%* c	*48%*	*38%*	*46%*	*35%*	*49%*	*48%*	*47%*
Special delivery - Next Day (by 9am)	**212**	44	**	**	42	34	155	23	24	12	175	112	100
	30%	*23%*	**	**	*24%*	*30%*	*32%* c	*21%*	*22%*	*20%*	*32%* a	*30%*	*29%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	76	**	**	71	32	89	22	48	20	74	68	75
	20%	*40%*	**	**	*40%*	*28%* b	*18%*	*21%*	*43%* c	*35%* c	*14%*	*18%*	*22%*
None of these	**21**	11	**	**	6	3	14	3	8	1	11	15	6
	3%	*6%*	**	** b	*3%*	*3%*	*3%*	*3%*	*8%* c	*2%*	*2%*	*4%*	*2%*
Don't know	**3**	-	**	**	*	-	3	-	-	-	3	1	2
	****%***	-%	**	**	**%*	-%	*1%*	-%	-%	-%	**%*	**%*	*1%*
Refused	**-**	-	**	**	-	-	-	-	-	-	-	-	-
	-%	-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**712**	57	52	58	70	64	66	76	55	52	70	57	35
Weighted total	**713**	31	61	72	41	82	74	39	64	84	74	63	30
Royal Mail signed for 1st Class	**529**	23	43	41	28	59	58	35	56	75	47	44	**
	74%	*73%*	*70%*	*57%*	*67%*	*72%*	*78%*	*88%*	*87%*	*90%*	*64%*	*70%*	**
							c	**abcdejk**	**bcdejk**	**abcdejk**			
Royal Mail signed for 2nd Class	**219**	8	9	14	8	28	26	21	25	33	19	19	**
	31%	*25%*	*15%*	*20%*	*19%*	*34%*	*35%*	*53%*	*39%*	*40%*	*25%*	*31%*	**
						b	**bd**	**abcdefjkl**	**bcd**	**bcd**			
Royal Mail Tracked	**429**	13	32	43	25	55	48	32	43	48	29	40	**
	60%	*43%*	*53%*	*60%*	*61%*	*67%*	*65%*	*82%*	*68%*	*57%*	*40%*	*63%*	**
				j	**aj**	**aj**	**aj**	**abcdefijk**	**aj**			**aj**	**aj**
Special delivery - Next Day (by 1pm)	**338**	12	35	22	23	49	24	30	28	36	36	30	**
	47%	*40%*	*57%*	*30%*	*55%*	*59%*	*32%*	*76%*	*45%*	*43%*	*48%*	*47%*	**
			cf		**cf**	**acf**		**abcdefhijk**			c		
								l					
Special delivery - Next Day (by 9am)	**212**	6	18	14	10	32	18	23	24	28	15	18	**
	30%	*18%*	*29%*	*19%*	*25%*	*39%*	*24%*	*60%*	*37%*	*33%*	*20%*	*28%*	**
						acj		**abcdefhijk**	**acj**				
								l					
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	*	8	17	11	13	17	8	15	20	13	16	**
	20%	*1%*	*14%*	*23%*	*27%*	*15%*	*23%*	*21%*	*23%*	*24%*	*18%*	*25%*	**
			a	a	a	a	a	a	a	a	a	a	a
None of these	**21**	3	1	2	1	-	*	*	5	*	4	4	**
	3%	*10%*	*1%*	*3%*	*1%*	*-%*	*1%*	**%*	*8%*	**%*	*6%*	*7%*	**
		bdefgi							**efgi**		g	**eg**	
Don't know	**3**	*	1	2	-	-	-	-	-	-	-	-	**
	****%***	**%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**712**	167	200	183	162
Weighted total	**713**	164	197	187	166
Royal Mail signed for 1st Class	**529**	106	144	165	114
	74%	*65%*	*73%*	*88%*	*69%*
				abd	
Royal Mail signed for 2nd Class	**219**	31	62	79	47
	31%	*19%*	*31%*	*42%*	*29%*
			a	**abd**	a
Royal Mail Tracked	**429**	89	128	124	89
	60%	*54%*	*65%*	*66%*	*53%*
			ad	**ad**	
Special delivery - Next Day (by 1pm)	**338**	69	95	94	79
	47%	*42%*	*48%*	*50%*	*48%*
Special delivery - Next Day (by 9am)	**212**	37	60	75	39
	30%	*23%*	*31%*	*40%*	*24%*
				ad	
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**143**	25	41	43	35
	20%	*15%*	*21%*	*23%*	*21%*
None of these	**21**	6	1	5	9
	3%	*4%*	*1%*	*3%*	*5%*
		b			b
Don't know	**3**	3	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1255**	881	239	90	45	374	332	280	93	40	89
Weighted total	**1206**	1161	28	11	5	45	421	322	81	28	36
Standard Stamped Mail 1st Class	**825**	804	14	5	**	22	308	225	48	**	19
	68%	*69%*	*52%*	*46%*	**	*48%*	*73%*	*70%*	*59%*	**	*53%*
		bcde	d				**ce**	e			
Standard Stamped Mail 2nd Class	**632**	613	12	5	**	19	239	152	38	**	17
	52%	*53%*	*43%*	*44%*	**	*42%*	*57%*	*47%*	*46%*	**	*47%*
		bde					b				
1st Class large letter stamps	**416**	404	8	3	**	12	157	115	21	**	17
	34%	*35%*	*27%*	*26%*	**	*27%*	*37%*	*36%*	*26%*	**	*47%*
		be									**cd**
2nd Class large letter stamps	**263**	255	5	3	**	9	112	49	12	**	9
	22%	*22%*	*17%*	*23%*	**	*19%*	*27%*	*15%*	*15%*	**	*24%*
							bc				
Franked / metered mail 1st Class	**111**	97	7	4	**	14	9	36	10	**	8
	9%	*8%*	*23%*	*34%*	**	*30%*	*2%*	*11%*	*12%*	**	*21%*
			a	**ab**	**abce**	a		a	a	a	**ab**
Franked / metered mail 2nd Class	**110**	96	7	4	**	14	15	29	12	**	7
	9%	*8%*	*27%*	*32%*	**	*32%*	*3%*	*9%*	*15%*	**	*19%*
			a	a	**abce**	a		a	a	a	**ab**
PPI - PPI 2nd Class	**24**	24	*	*	**	1	11	5	1	**	*
	2%	*2%*	*1%*	*2%*	**	*1%*	*3%*	*2%*	*2%*	**	*%*
PPI - PPI 1st Class	**21**	20	1	*	**	1	14	3	1	**	1
	2%	*2%*	*2%*	*2%*	**	*2%*	*3%*	*1%*	*2%*	**	*2%*
							b				
None of these	**7**	7	-	-	**	-	-	3	1	**	-
	1%	*1%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*2%*	**	*-%*
									a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1255**	105	55	129	31	84	143	97	73	63	780	153	163	159
Weighted total	**1206**	144	80	166	35	105	202	113	90	88	1023	60	65	59
Standard Stamped Mail 1st Class	**825**	107	55	126	**	65	148	77	58	50	709	35	42	39
	68%	*74%*	*69%*	*76%*	**	*63%*	*73%*	*68%*	*65%*	*57%*	*69%*	*59%*	*65%*	*66%*
		ik		**eikl**			**ik**				**ik**			
Standard Stamped Mail 2nd Class	**632**	84	35	73	**	68	93	56	41	59	527	36	33	37
	52%	*58%*	*43%*	*44%*	**	*65%*	*46%*	*50%*	*46%*	*67%*	*51%*	*60%*	*50%*	*63%*
		c				**bcfghjl**				**bcfghjl**		**bcfh**		**bcfghjl**
1st Class large letter stamps	**416**	53	31	53	**	30	92	39	27	30	358	19	20	19
	34%	*37%*	*38%*	*32%*	**	*28%*	*45%*	*35%*	*30%*	*34%*	*35%*	*32%*	*31%*	*32%*
		d	d	d			**cdehjklm**	d		d	d	d	d	d
2nd Class large letter stamps	**263**	37	15	21	**	28	56	33	17	15	224	11	14	14
	22%	*26%*	*18%*	*13%*	**	*27%*	*28%*	*29%*	*19%*	*17%*	*22%*	*19%*	*22%*	*23%*
		cd				**cd**	**cd**	**cd**			**cd**	d	**cd**	**cd**
Franked / metered mail 1st Class	**111**	12	8	17	**	19	10	7	10	5	91	7	7	6
	9%	*8%*	*10%*	*10%*	**	*18%*	*5%*	*7%*	*11%*	*6%*	*9%*	*12%*	*10%*	*10%*
						afgij						f		
Franked / metered mail 2nd Class	**110**	14	4	10	**	18	14	11	8	5	87	6	9	7
	9%	*9%*	*5%*	*6%*	**	*18%*	*7%*	*9%*	*9%*	*6%*	*8%*	*11%*	*14%*	*13%*
						bcfij							**cj**	
PPI - PPI 2nd Class	**24**	2	3	6	**	3	2	2	-	2	21	2	2	*
	2%	*1%*	*4%*	*3%*	**	*3%*	*1%*	*2%*	*-%*	*2%*	*2%*	*3%*	*3%*	**%*
			m											
PPI - PPI 1st Class	**21**	-	3	6	**	1	4	2	*	2	19	1	1	1
	2%	*-%*	*3%*	*3%*	**	*1%*	*2%*	*2%*	**%*	*3%*	*2%*	*1%*	*2%*	*1%*
None of these	**7**	-	3	1	**	1	-	-	-	-	7	-	-	-
	1%	*-%*	*4%*	*1%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
			afgjklm		**afklm**									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	*f	g	h	a	b	a	b
Unweighted total	**1255**	57	112	30	113	256	29	87	563	906	349	1110	145
Weighted total	**1206**	45	83	30	106	292	23	97	524	913	294	1099	107
Standard Stamped Mail 1st Class	**825**	29	54	**	84	191	**	69	355	622	203	752	73
	68%	*65%*	*65%*	**	*79%*	*66%*	**	*71%*	*68%*	*68%*	*69%*	*68%*	*68%*
					abceh								
Standard Stamped Mail 2nd Class	**632**	32	34	**	44	150	**	39	305	480	152	573	59
	52%	*72%*	*40%*	**	*41%*	*51%*	**	*40%*	*58%*	*53%*	*52%*	*52%*	*55%*
		bcdegh							**bdg**				
1st Class large letter stamps	**416**	17	30	**	31	82	**	54	194	313	103	379	37
	34%	*39%*	*37%*	**	*29%*	*28%*	**	*56%*	*37%*	*34%*	*35%*	*35%*	*34%*
		c	c					**abcdeh**	**ce**				
2nd Class large letter stamps	**263**	11	12	**	15	51	**	25	145	205	58	236	27
	22%	*25%*	*15%*	**	*15%*	*17%*	**	*25%*	*28%*	*23%*	*20%*	*21%*	*26%*
		c						c	**bcde**				
Franked / metered mail 1st Class	**111**	1	14	**	5	15	**	24	44	94	17	101	10
	9%	*3%*	*17%*	**	*5%*	*5%*	**	*25%*	*8%*	*10%*	*6%*	*9%*	*9%*
			adeh	**ade**				**adeh**		b			
Franked / metered mail 2nd Class	**110**	3	15	**	4	18	**	21	43	92	17	102	8
	9%	*7%*	*18%*	**	*4%*	*6%*	**	*22%*	*8%*	*10%*	*6%*	*9%*	*7%*
			deh					**adeh**		b			
PPI - PPI 2nd Class	**24**	-	2	**	-	6	**	4	12	17	7	23	1
	2%	*-%*	*3%*	**	*-%*	*2%*	**	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*
								d					
PPI - PPI 1st Class	**21**	-	4	**	-	5	**	-	13	16	6	20	2
	2%	*-%*	*4%*	**	*-%*	*2%*	**	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*
			dg										
None of these	**7**	-	-	**	-	6	**	-	1	7	-	6	1
	1%	*-%*	*-%*	**	*-%*	*2%*	**	*-%*	**%*	*1%*	*-%*	*1%*	*1%*
						h							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1255**	1211	44	725	197	320
Weighted total	**1206**	1146	60	718	189	282
Standard Stamped Mail 1st Class	**825**	775	**	506	125	180
	68%	*68%*	**	*70%*	*66%*	*64%*
			a	c		
Standard Stamped Mail 2nd Class	**632**	591	**	367	106	149
	52%	*52%*	**	*51%*	*56%*	*53%*
			a			
1st Class large letter stamps	**416**	393	**	232	88	92
	34%	*34%*	**	*32%*	*46%*	*33%*
					ac	
2nd Class large letter stamps	**263**	242	**	127	59	73
	22%	*21%*	**	*18%*	*31%*	*26%*
			a		a	a
Franked / metered mail 1st Class	**111**	106	**	58	18	33
	9%	*9%*	**	*8%*	*9%*	*12%*
Franked / metered mail 2nd Class	**110**	106	**	55	23	32
	9%	*9%*	**	*8%*	*12%*	*11%*
						a
PPI - PPI 2nd Class	**24**	22	**	6	5	14
	2%	*2%*	**	*1%*	*2%*	*5%*
						a
PPI - PPI 1st Class	**21**	21	**	4	5	12
	2%	*2%*	**	*1%*	*3%*	*4%*
					a	a
None of these	**7**	7	**	2	1	4
	1%	*1%*	**	**%*	*1%*	*1%*
						a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1255**	998	220	28	3	4	1	1	-	1218	37	9	336	662	257
Weighted total	**1206**	1025	161	17	*	1	2	*	-	1187	20	3	401	625	181
Standard Stamped Mail 1st Class	**825**	728	89	**	**	**	**	**	**	817	**	**	302	426	97
	68%	*71%*	*55%*	**	**	**	**	**	**	*69%*	**	**	*75%*	*68%*	*54%*
		bj								**bj**			**bc**	c	
Standard Stamped Mail 2nd Class	**632**	561	66	**	**	**	**	**	**	627	**	**	208	352	71
	52%	*55%*	*41%*	**	**	**	**	**	**	*53%*	**	**	*52%*	*56%*	*39%*
		bj								**bj**			c	c	
1st Class large letter stamps	**416**	358	50	**	**	**	**	**	**	409	**	**	106	253	58
	34%	*35%*	*31%*	**	**	**	**	**	**	*34%*	**	**	*26%*	*40%*	*32%*
														ac	
2nd Class large letter stamps	**263**	223	37	**	**	**	**	**	**	259	**	**	48	174	41
	22%	*22%*	*23%*	**	**	**	**	**	**	*22%*	**	**	*12%*	*28%*	*22%*
														a	a
Franked / metered mail 1st Class	**111**	61	43	**	**	**	**	**	**	104	**	**	12	49	50
	9%	*6%*	*26%*	**	**	**	**	**	**	*9%*	**	**	*3%*	*8%*	*27%*
			ai							a	**ai**			a	**ab**
Franked / metered mail 2nd Class	**110**	51	52	**	**	**	**	**	**	103	**	**	3	48	59
	9%	*5%*	*32%*	**	**	**	**	**	**	*9%*	**	**	*1%*	*8%*	*32%*
			ai							a	**ai**			a	**ab**
PPI - PPI 2nd Class	**24**	12	8	**	**	**	**	**	**	20	**	**	-	12	12
	2%	*1%*	*5%*	**	**	**	**	**	**	*2%*	**	**	*-%*	*2%*	*7%*
			ai								**abi**			a	**ab**
PPI - PPI 1st Class	**21**	12	5	**	**	**	**	**	**	17	**	**	2	11	9
	2%	*1%*	*3%*	**	**	**	**	**	**	*1%*	**	**	**%*	*2%*	*5%*
			a								**abi**				**ab**
None of these	**7**	1	3	**	**	**	**	**	**	5	**	**	-	1	6
	1%	**%*	*2%*	**	**	**	**	**	**	**%*	**	**	*-%*	**%*	*3%*
			ai								**abi**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1255**	1146	774	1255	493	376	881	1124	70	33	16	4	7	1
Weighted total	**1206**	1092	691	1206	446	317	815	1125	48	16	5	4	6	2
Standard Stamped Mail 1st Class	**825**	762	469	825	301	210	539	788	26	**	**	**	**	**
	68%	*70%*	*68%*	*68%*	*67%*	*66%*	*66%*	*70%*	*54%*	**	**	**	**	**
								bc						
Standard Stamped Mail 2nd Class	**632**	586	331	632	228	164	418	597	20	**	**	**	**	**
	52%	*54%*	*48%*	*52%*	*51%*	*52%*	*51%*	*53%*	*42%*	**	**	**	**	**
		b		b										
1st Class large letter stamps	**416**	366	342	416	178	112	301	392	16	**	**	**	**	**
	34%	*33%*	*49%*	*34%*	*40%*	*35%*	*37%*	*35%*	*33%*	**	**	**	**	**
			acdef		**ac**									
2nd Class large letter stamps	**263**	219	212	263	124	82	185	242	15	**	**	**	**	**
	22%	*20%*	*31%*	*22%*	*28%*	*26%*	*23%*	*22%*	*31%*	**	**	**	**	**
			acf		**acf**	a								
Franked / metered mail 1st Class	**111**	102	93	111	50	50	81	90	13	**	**	**	**	**
	9%	*9%*	*13%*	*9%*	*11%*	*16%*	*10%*	*8%*	*28%*	**	**	**	**	**
			acf			**acdf**			**ac**					
Franked / metered mail 2nd Class	**110**	103	87	110	48	53	88	87	14	**	**	**	**	**
	9%	*9%*	*13%*	*9%*	*11%*	*17%*	*11%*	*8%*	*28%*	**	**	**	**	**
			ac			**acdf**			a					
PPI - PPI 2nd Class	**24**	17	24	24	14	9	21	17	3	**	**	**	**	**
	2%	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*7%*	**	**	**	**	**
			ac		a				a					
PPI - PPI 1st Class	**21**	15	21	21	16	10	20	16	4	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*4%*	*3%*	*2%*	*1%*	*7%*	**	**	**	**	**
			a		**ac**	a			a					
None of these	**7**	3	5	7	7	1	4	7	-	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*2%*	**%*	**%*	*1%*	*-%*	**	**	**	**	**
					acf									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1255**	477	7	5	-	2	2	-	4	369	353	311	216	6
Weighted total	**1206**	437	5	2	-	*	1	-	2	421	365	283	132	5
Standard Stamped Mail 1st Class	**825**	298	**	**	**	**	**	**	**	303	271	183	63	**
	68%	*68%*	**	**	**	**	**	**	**	*72%*	*74%*	*65%*	*48%*	**
										cd	**cd**	d		
Standard Stamped Mail 2nd Class	**632**	225	**	**	**	**	**	**	**	206	209	158	55	**
	52%	*51%*	**	**	**	**	**	**	**	*49%*	*57%*	*56%*	*42%*	**
											ad	d		
1st Class large letter stamps	**416**	176	**	**	**	**	**	**	**	116	141	118	41	**
	34%	*40%*	**	**	**	**	**	**	**	*27%*	*39%*	*42%*	*31%*	**
											a	**ad**		
2nd Class large letter stamps	**263**	121	**	**	**	**	**	**	**	67	86	72	36	**
	22%	*28%*	**	**	**	**	**	**	**	*16%*	*24%*	*25%*	*28%*	**
											a	a	a	
Franked / metered mail 1st Class	**111**	50	**	**	**	**	**	**	**	11	20	38	41	**
	9%	*11%*	**	**	**	**	**	**	**	*3%*	*5%*	*14%*	*31%*	**
												ab	**abc**	
Franked / metered mail 2nd Class	**110**	47	**	**	**	**	**	**	**	10	13	46	41	**
	9%	*11%*	**	**	**	**	**	**	**	*2%*	*4%*	*16%*	*31%*	**
												ab	**abc**	
PPI - PPI 2nd Class	**24**	10	**	**	**	**	**	**	**	4	6	5	9	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*7%*	**
													abc	
PPI - PPI 1st Class	**21**	12	**	**	**	**	**	**	**	4	7	2	8	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	*6%*	**
													abc	
None of these	**7**	6	**	**	**	**	**	**	**	-	1	2	4	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	**%*	*1%*	*3%*	**
													abc	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1255**	206	111	118	52	6	250	17	226	1167	88	1241	14
Weighted total	**1206**	185	107	111	38	4	245	11	189	1130	77	1198	8
Standard Stamped Mail 1st Class	**825**	133	71	72	21	**	164	**	128	779	47	821	**
	68%	*72%*	*66%*	*65%*	*55%*	**	*67%*	**	*68%*	*69%*	*61%*	*69%*	**
		d											
Standard Stamped Mail 2nd Class	**632**	85	65	56	21	**	133	**	88	594	38	630	**
	52%	*46%*	*61%*	*50%*	*56%*	**	*54%*	**	*46%*	*53%*	*50%*	*53%*	**
			a										
1st Class large letter stamps	**416**	79	46	38	11	**	95	**	74	387	30	415	**
	34%	*43%*	*43%*	*34%*	*30%*	**	*39%*	**	*39%*	*34%*	*38%*	*35%*	**
2nd Class large letter stamps	**263**	47	40	28	8	**	75	**	42	248	15	261	**
	22%	*25%*	*37%*	*26%*	*20%*	**	*31%*	**	*22%*	*22%*	*19%*	*22%*	**
			ad				c						
Franked / metered mail 1st Class	**111**	22	9	10	10	**	23	**	27	103	8	111	**
	9%	*12%*	*8%*	*9%*	*26%*	**	*9%*	**	*14%*	*9%*	*10%*	*9%*	**
					abc								
Franked / metered mail 2nd Class	**110**	18	9	10	11	**	22	**	24	101	9	107	**
	9%	*10%*	*9%*	*9%*	*28%*	**	*9%*	**	*12%*	*9%*	*11%*	*9%*	**
					abc								
PPI - PPI 2nd Class	**24**	5	1	4	3	**	10	**	3	24	*	24	**
	2%	*3%*	*1%*	*3%*	*9%*	**	*4%*	**	*2%*	*2%*	**%	*2%*	**
					b								
PPI - PPI 1st Class	**21**	4	3	5	4	**	13	**	3	19	3	21	**
	2%	*2%*	*3%*	*4%*	*10%*	**	*5%*	**	*1%*	*2%*	*3%*	*2%*	**
					a		c						
None of these	**7**	1	-	3	3	**	6	**	1	7	-	7	**
	1%	*1%*	*-%*	*3%*	*7%*	**	*2%*	**	*1%*	*1%*	*-%*	*1%*	**
					ab								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1255**	43	114	186	18	377	116	353	1135	147	1
Weighted total	**1206**	41	105	174	13	335	111	349	1085	110	*
Standard Stamped Mail 1st Class	**825**	**	71	118	**	224	77	277	755	83	**
	68%	**	*68%*	*68%*	**	*67%*	*69%*	*79%* b	*70%*	*76%*	**
Standard Stamped Mail 2nd Class	**632**	**	48	88	**	176	52	184	580	52	**
	52%	**	*46%*	*51%*	**	*53%*	*47%*	*53%*	*54%*	*48%*	**
1st Class large letter stamps	**416**	**	48	73	**	128	50	165	360	47	**
	34%	**	*45%*	*42%*	**	*38%*	*45%*	*47%* b	*33%*	*42%* b	**
2nd Class large letter stamps	**263**	**	21	40	**	100	24	77	214	17	**
	22%	** b	*20%*	*23%*	**	*30%*	*22%*	*22%*	*20%*	*15%*	**
Franked / metered mail 1st Class	**111**	**	8	19	**	42	8	27	102	19	**
	9%	**	*8%*	*11%*	**	*13%*	*7%*	*8%*	*9%*	*17%* **ab**	**
Franked / metered mail 2nd Class	**110**	**	9	22	**	39	9	29	102	17	**
	9%	**	*9%*	*13%*	**	*12%*	*8%*	*8%*	*9%*	*15%* **ab**	**
PPI - PPI 2nd Class	**24**	**	2	5	**	12	2	4	17	*	**
	2%	**	*2%*	*3%*	**	*3%*	*2%*	*1%*	*2%*	*%*	**
PPI - PPI 1st Class	**21**	**	4	6	**	12	4	2	15	*	**
	2%	**	*4%*	*3%*	**	*3%*	*4%*	*1%*	*1%*	*%*	**
None of these	**7**	**	2	3	**	7	-	3	3	1	**
	1%	**	*2%*	*2%*	**	*2%*	-%	*1%*	*%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1255**	285	741	130	1	329	366	114	1	1143	769	427	988	847	21
Weighted total	**1206**	269	671	95	*	302	333	96	*	1090	689	375	962	757	23
Standard Stamped Mail 1st Class	**825**	213	454	65	**	213	228	63	**	760	466	254	802	437	**
	68%	*79%*	*68%*	*69%*	**	*71%*	*69%*	*66%*	**	*70%*	*68%*	*68%*	*83%*	*58%*	**
		bc											b		
Standard Stamped Mail 2nd Class	**632**	134	325	42	**	151	180	49	**	586	331	198	430	603	**
	52%	*50%*	*48%*	*44%*	**	*50%*	*54%*	*51%*	**	*54%*	*48%*	*53%*	*45%*	*80%*	**
										b				a	
1st Class large letter stamps	**416**	143	330	41	**	133	127	35	**	365	342	149	408	235	**
	34%	*53%*	*49%*	*43%*	**	*44%*	*38%*	*37%*	**	*34%*	*50%*	*40%*	*42%*	*31%*	**
											ac	a	b		
2nd Class large letter stamps	**263**	86	208	19	**	76	95	26	**	219	212	112	202	249	**
	22%	*32%*	*31%*	*20%*	**	*25%*	*29%*	*27%*	**	*20%*	*31%*	*30%*	*21%*	*33%*	**
		c	c								a	a		a	
Franked / metered mail 1st Class	**111**	26	90	17	**	36	38	16	**	102	93	42	107	78	**
	9%	*10%*	*13%*	*18%*	**	*12%*	*12%*	*17%*	**	*9%*	*13%*	*11%*	*11%*	*10%*	**
				a							a				
Franked / metered mail 2nd Class	**110**	27	85	15	**	38	35	13	**	103	87	40	81	110	**
	9%	*10%*	*13%*	*16%*	**	*13%*	*11%*	*14%*	**	*9%*	*13%*	*11%*	*8%*	*15%*	**
											a			a	
PPI - PPI 2nd Class	**24**	6	23	4	**	8	10	3	**	17	24	12	19	24	**
	2%	*2%*	*3%*	*4%*	**	*3%*	*3%*	*3%*	**	*2%*	*4%*	*3%*	*2%*	*3%*	**
											a	a			
PPI - PPI 1st Class	**21**	6	19	3	**	9	9	4	**	15	21	12	17	17	**
	2%	*2%*	*3%*	*3%*	**	*3%*	*3%*	*4%*	**	*1%*	*3%*	*3%*	*2%*	*2%*	**
											a	a			
None of these	**7**	1	5	3	**	5	6	4	**	3	5	7	3	3	**
	1%	*%*	*1%*	*3%*	**	*2%*	*2%*	*4%*	**	*%*	*1%*	*2%*	*%*	*%*	**
				ab								a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1255**	325	218	230	55	53	983	839	33	20	16	3
Weighted total	**1206**	285	177	206	53	42	958	755	31	17	18	5
Standard Stamped Mail 1st Class	**825**	219	108	156	37	25	825	430	**	**	**	**
	68%	*77%*	*61%*	*76%*	*69%*	*60%*	*86%*	*57%*	**	**	**	**
		be		**be**			b					
Standard Stamped Mail 2nd Class	**632**	139	132	117	24	18	425	632	**	**	**	**
	52%	*49%*	*75%*	*57%*	*46%*	*43%*	*44%*	*84%*	**	**	**	**
			acde					a				
1st Class large letter stamps	**416**	132	66	102	18	13	416	241	**	**	**	**
	34%	*46%*	*37%*	*49%*	*33%*	*30%*	*43%*	*32%*	**	**	**	**
		be		**bde**			b					
2nd Class large letter stamps	**263**	73	82	71	12	10	204	263	**	**	**	**
	22%	*25%*	*46%*	*34%*	*23%*	*23%*	*21%*	*35%*	**	**	**	**
			acde	a				a				
Franked / metered mail 1st Class	**111**	36	22	23	9	11	111	78	**	**	**	**
	9%	*13%*	*12%*	*11%*	*16%*	*26%*	*12%*	*10%*	**	**	**	**
						abc						
Franked / metered mail 2nd Class	**110**	30	29	22	6	11	77	110	**	**	**	**
	9%	*11%*	*17%*	*11%*	*11%*	*26%*	*8%*	*15%*	**	**	**	**
			a			**acd**		a				
PPI - PPI 2nd Class	**24**	7	7	4	1	1	17	24	**	**	**	**
	2%	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	**	**	**
								a				
PPI - PPI 1st Class	**21**	9	6	5	1	*	21	17	**	**	**	**
	2%	*3%*	*3%*	*2%*	*2%*	*%*	*2%*	*2%*	**	**	**	**
None of these	**7**	5	3	1	4	1	-	-	**	**	**	**
	1%	*2%*	*2%*	*1%*	*7%*	*3%*	*-%*	*-%*	**	**	**	**
					abc							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1255**	1229	1091	1235	1050	1239	760	1209	324	2	1105	28	151	1104
Weighted total	**1206**	1176	1006	1182	966	1184	723	1165	271	2	1040	39	155	1051
Standard Stamped Mail 1st Class	**825**	805	695	805	648	808	496	794	208	**	718	**	102	723
	68%	*68%*	*69%*	*68%*	*67%*	*68%*	*69%*	*68%*	*77%*	**	*69%*	**	*66%*	*69%*
									ab					
Standard Stamped Mail 2nd Class	**632**	615	520	617	507	625	375	611	136	**	546	**	77	555
	52%	*52%*	*52%*	*52%*	*52%*	*53%*	*52%*	*52%*	*50%*	**	*53%*	**	*50%*	*53%*
1st Class large letter stamps	**416**	407	376	410	347	408	274	406	102	**	348	**	70	346
	34%	*35%*	*37%*	*35%*	*36%*	*34%*	*38%*	*35%*	*38%*	**	*33%*	**	*45%*	*33%*
													b	
2nd Class large letter stamps	**263**	255	243	257	227	258	165	256	56	**	226	**	34	229
	22%	*22%*	*24%*	*22%*	*23%*	*22%*	*23%*	*22%*	*21%*	**	*22%*	**	*22%*	*22%*
Franked / metered mail 1st Class	**111**	110	105	111	96	109	70	111	24	**	98	**	10	101
	9%	*9%*	*10%*	*9%*	*10%*	*9%*	*10%*	*9%*	*9%*	**	*9%*	**	*7%*	*10%*
Franked / metered mail 2nd Class	**110**	108	106	110	96	108	69	109	24	**	95	**	13	97
	9%	*9%*	*10%*	*9%*	*10%*	*9%*	*10%*	*9%*	*9%*	**	*9%*	**	*9%*	*9%*
PPI - PPI 2nd Class	**24**	23	24	24	21	24	12	24	2	**	17	**	5	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*3%*	*2%*
PPI - PPI 1st Class	**21**	20	21	21	17	21	11	21	3	**	14	**	4	17
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	*3%*	*2%*
None of these	**7**	7	6	7	7	7	7	7	3	**	3	**	1	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1255**	161	11	46	156	136	880	235	123	53	1070	713	542
Weighted total	**1206**	152	15	45	141	112	849	240	109	48	1047	682	524
Standard Stamped Mail 1st Class	**825**	106	**	**	98	68	591	163	73	25	727	469	357
	68%	*70%*	**	**	*69%*	*61%*	*70%* a	*68%*	*68%* b	*52%*	*69%* b	*69%*	*68%*
Standard Stamped Mail 2nd Class	**632**	74	**	**	68	50	455	123	56	28	548	338	294
	52%	*49%*	**	**	*48%*	*45%*	*54%*	*51%*	*51%*	*59%*	*52%*	*49%*	*56%* a
1st Class large letter stamps	**416**	65	**	**	66	40	291	84	37	17	362	231	185
	34%	*43%*	**	**	*47%* a	*36%*	*34%*	*35%*	*34%*	*35%*	*35%*	*34%*	*35%*
2nd Class large letter stamps	**263**	34	**	**	36	27	181	54	28	13	222	137	126
	22%	*23%*	**	**	*25%*	*24%*	*21%*	*23%*	*26%*	*26%*	*21%*	*20%*	*24%*
Franked / metered mail 1st Class	**111**	17	**	**	19	6	82	23	7	8	94	70	42
	9%	*11%*	**	**	*13%*	*6%*	*10%*	*9%*	*6%*	*16%* a	*9%*	*10%*	*8%*
Franked / metered mail 2nd Class	**110**	18	**	**	21	10	68	30	8	10	90	71	38
	9%	*12%*	**	**	*15%*	*9%*	*8%*	*13%* b	*7%*	*21%* **ac**	*9%*	*10%*	*7%*
PPI - PPI 2nd Class	**24**	5	**	**	5	7	16	1	6	1	18	8	16
	2%	*3%*	**	**	*3%*	*7%* **bc**	*2%*	*1%*	*5%* c	*1%*	*2%*	*1%*	*3%* a
PPI - PPI 1st Class	**21**	6	**	**	6	5	15	1	6	2	13	8	13
	2%	*4%*	**	**	*4%*	*4%* c	*2%*	*1%*	*5%* c	*4%*	*1%*	*1%*	*3%*
None of these	**7**	3	**	**	-	3	3	2	3	1	3	1	6
	1%	*2%*	**	** b	*-%*	*2%* b	**%*	*1%*	*2%* c	*3%* c	**%*	**%*	*1%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1255**	124	103	101	125	117	108	129	76	85	119	95	73
Weighted total	**1206**	84	112	112	84	136	110	74	81	130	122	101	60
Standard Stamped Mail 1st Class	**825**	64	75	74	52	97	67	58	60	97	84	64	33
	68%	*77%*	*67%*	*66%*	*61%*	*72%*	*61%*	*78%*	*74%*	*74%*	*69%*	*63%*	*56%*
		dfkl				l		**cdfkl**	l	l			
Standard Stamped Mail 2nd Class	**632**	40	62	55	36	62	65	42	45	71	65	50	39
	52%	*48%*	*55%*	*49%*	*43%*	*46%*	*59%*	*57%*	*55%*	*54%*	*53%*	*49%*	*66%*
							de	d					**acdek**
1st Class large letter stamps	**416**	15	30	34	40	47	54	27	33	37	47	30	22
	34%	*18%*	*27%*	*31%*	*48%*	*35%*	*49%*	*36%*	*40%*	*28%*	*38%*	*29%*	*37%*
				a	**abcegik**	a	**abcegik**	a	a		a	a	a
2nd Class large letter stamps	**263**	12	18	22	19	22	36	25	18	20	28	21	20
	22%	*15%*	*16%*	*19%*	*23%*	*17%*	*33%*	*33%*	*23%*	*16%*	*23%*	*21%*	*34%*
							abcei	**abceik**					**abcei**
Franked / metered mail 1st Class	**111**	9	9	10	9	10	9	7	1	17	7	15	7
	9%	*10%*	*8%*	*9%*	*11%*	*7%*	*9%*	*10%*	*2%*	*13%*	*6%*	*15%*	*12%*
		h		h	h			h		h		**hj**	h
Franked / metered mail 2nd Class	**110**	4	8	12	10	12	14	5	2	14	9	13	7
	9%	*5%*	*7%*	*11%*	*11%*	*9%*	*12%*	*6%*	*3%*	*11%*	*8%*	*13%*	*12%*
				h	h		**ah**			h		**ah**	h
PPI - PPI 2nd Class	**24**	*	1	2	-	*	7	1	3	2	5	2	2
	2%	**%*	**%*	*2%*	*-%*	**%*	*6%*	*1%*	*3%*	*2%*	*4%*	*2%*	*3%*
							abde		d		**ade**		
PPI - PPI 1st Class	**21**	*	*	-	2	2	2	*	3	-	6	2	2
	2%	**%*	**%*	*-%*	*3%*	*2%*	*2%*	*1%*	*3%*	*-%*	*5%*	*2%*	*3%*
											abcgi		
None of these	**7**	-	-	-	-	-	-	-	-	2	3	1	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1255**	328	350	290	287
Weighted total	**1206**	308	329	285	283
Standard Stamped Mail 1st Class	**825**	213	216	215	181
	68%	*69%*	*66%*	*75%*	*64%*
				bd	
Standard Stamped Mail 2nd Class	**632**	157	163	157	154
	52%	*51%*	*50%*	*55%*	*54%*
1st Class large letter stamps	**416**	79	142	96	99
	34%	*26%*	*43%*	*34%*	*35%*
			acd	a	a
2nd Class large letter stamps	**263**	52	78	63	69
	22%	*17%*	*24%*	*22%*	*25%*
			a		a
Franked / metered mail 1st Class	**111**	27	28	26	30
	9%	*9%*	*9%*	*9%*	*10%*
Franked / metered mail 2nd Class	**110**	24	35	21	30
	9%	*8%*	*11%*	*7%*	*11%*
PPI - PPI 2nd Class	**24**	2	7	6	9
	2%	*1%*	*2%*	*2%*	*3%*
					a
PPI - PPI 1st Class	**21**	*	7	3	11
	2%	*%*	*2%*	*1%*	*4%*
			a		**ac**
None of these	**7**	-	-	2	5
	1%	-%	-%	*1%*	*2%*
					ab

Columns Tested: a,b,c,d

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	46	*	*	*	1	20	10	2	1	1
	3%	*3%*	*1%*	*1%*	*6%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*
					be						
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	19	1	*	*	1	9	4	-	-	*
	1%	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*
						a					
Switched from Royal Mail to other postal service providers	**27**	26	1	*	-	1	13	8	3	*	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*2%*	*2%*	*1%*	**%*
Switched from other postal service providers to Royal Mail	**8**	8	-	-	-	-	*	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Or has not changed mail in the last 12 months?	**1723**	1671	34	12	6	52	622	469	111	33	51
	94%	*94%*	*95%*	*90%*	*91%*	*93%*	*93%*	*95%*	*96%*	*95%*	*94%*
Don't Know (DO NOT READ OUT)	**13**	12	*	1	-	1	5	-	-	*	1
	1%	*1%*	*1%*	*5%*	*-%*	*2%*	*1%*	*-%*	*-%*	**%*	*3%*
				abe							b

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	3	7	4	**	5	7	3	2	6	39	2	3	2
	3%	*2%*	*7%*	*1%*	**	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*
			acjk											
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	-	1	1	**	2	10	1	-	*	18	1	1	*
	1%	*-%*	*1%*	*1%*	**	*1%*	*3%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*
					am		**acjm**							
Switched from Royal Mail to other postal service providers	**27**	1	-	6	**	7	-	*	4	4	23	*	2	1
	1%	*1%*	*-%*	*2%*	**	*4%*	*-%*	**%*	*3%*	*3%*	*1%*	**%*	*2%*	*2%*
				f		**afgjk**			**fgk**	**fg**				
Switched from other postal service providers to Royal Mail	**8**	4	-	2	**	-	1	-	-	-	8	*	-	-
	****%***	*2%*	*-%*	*1%*	**	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*
		jlm												
Or has not changed mail in the last 12 months?	**1723**	207	94	245	**	148	282	176	130	122	1459	85	96	83
	94%	*96%*	*91%*	*94%*	**	*91%*	*93%*	*97%*	*94%*	*91%*	*94%*	*94%*	*94%*	*95%*
								bei						
Don't Know (DO NOT READ OUT)	**13**	-	1	1	**	*	3	-	2	2	11	2	-	*
	1%	*-%*	*1%*	*1%*	**	**%*	*1%*	*-%*	*2%*	*2%*	*1%*	*2%*	*-%*	**%*
												jl		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	-	1	**	3	23	-	5	14	34	13	46	1
	3%	-%	*1%*	**	*2%*	*4%*	-%	*5%*	*2%*	*2%*	*3%*	*3%*	**%*
						bh		**ab**					
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	-	2	**	2	4	*	3	11	17	3	18	2
	1%	-%	*1%*	**	*1%*	*1%*	**%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*
Switched from Royal Mail to other postal service providers	**27**	-	6	**	-	12	-	-	9	21	6	25	2
	1%	-%	*4%*	**	-%	*2%*	-%	-%	*1%*	*1%*	*1%*	*1%*	*1%*
			dgh										
Switched from other postal service providers to Royal Mail	**8**	-	1	**	-	7	-	-	-	7	1	8	-
	****%***	-%	*1%*	**	-%	*1%*	-%	-%	-%	*1%*	**%*	**%*	-%
			h			h							
Or has not changed mail in the last 12 months?	**1723**	73	142	**	154	476	47	98	681	1321	402	1576	148
	94%	*100%*	*93%*	**	*97%*	*91%*	*96%*	*90%*	*95%*	*94%*	*94%*	*93%*	*96%*
		begh		**eg**	**eg**				e				
Don't Know (DO NOT READ OUT)	**13**	-	*	**	-	3	2	3	5	11	2	12	1
	1%	-%	**%*	**	-%	**%*	*4%*	*3%*	*1%*	*1%*	**%*	*1%*	**%*
							bdeh	**bdeh**					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47** ***3%***	45 *3%*	2 *2%*	31 *3%*	5 *2%*	10 *3%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21** ***1%***	21 *1%*	- *-%*	6 **%*	5 *2%* a	10 *3%* a
Switched from Royal Mail to other postal service providers	**27** ***1%***	27 *2%*	- *-%*	5 **%*	5 *2%* a	17 *4%* a
Switched from other postal service providers to Royal Mail	**8** ****%***	5 **%*	3 *3%* a	2 **%*	- *-%*	3 *1%*
Or has not changed mail in the last 12 months?	**1723** ***94%***	1630 *94%*	94 *94%*	1096 *96%* **bc**	244 *93%*	351 *89%*
Don't Know (DO NOT READ OUT)	**13** ***1%***	12 *1%*	* **%*	4 **%*	5 *2%* a	4 *1%*

Columns Tested: a,b - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	35	9	**	**	**	**	**	**	44	2	**	16	20	11
	3%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*5%*	**	*2%*	*2%*	*5%*
			a												**ab**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	14	6	**	**	**	**	**	**	21	-	**	2	12	6
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*-%*	**	**%*	*1%*	*3%*
			ai											a	a
Switched from Royal Mail to other postal service providers	**27**	15	12	**	**	**	**	**	**	27	-	**	-	15	12
	1%	*1%*	*6%*	**	**	**	**	**	**	*2%*	*-%*	**	*-%*	*2%*	*5%*
			ai											a	**ab**
Switched from other postal service providers to Royal Mail	**8**	4	4	**	**	**	**	**	**	8	-	**	-	4	4
	****%***	**%*	*2%*	**	**	**	**	**	**	**%*	*-%*	**	*-%*	*1%*	*2%*
			ai												a
Or has not changed mail in the last 12 months?	**1723**	1515	171	**	**	**	**	**	**	1686	37	**	736	779	209
	94%	*95%*	*84%*	**	**	**	**	**	**	*94%*	*95%*	**	*97%*	*93%*	*85%*
		b								b	b		**bc**	c	
Don't Know (DO NOT READ OUT)	**13**	10	3	**	**	**	**	**	**	13	-	**	2	8	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	**%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	29	22	31	19	10	34	27	3	**	**	**	**	**
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*6%*	**	**	**	**	**
									a	a				
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	14	17	17	8	9	15	16	1	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**
Switched from Royal Mail to other postal service providers	**27**	17	20	23	22	10	24	22	1	**	**	**	**	**
	1%	*1%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	**	**	**	**	**
			a		**acf**									
Switched from other postal service providers to Royal Mail	**8**	-	5	5	5	-	7	5	-	**	**	**	**	**
	****%***	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	**%*	*-%*	**	**	**	**	**
			a	a	a		a							
Or has not changed mail in the last 12 months?	**1723**	1068	663	1188	585	378	1114	1113	43	**	**	**	**	**
	94%	*94%*	*90%*	*93%*	*91%*	*92%*	*93%*	*94%*	*91%*	**	**	**	**	**
		bd		**bd**										
Don't Know (DO NOT READ OUT)	**13**	7	6	7	7	5	9	7	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	19	**	**	**	**	**	**	**	6	12	6	8	**
	3%	*3%*	**	**	**	**	**	**	**	*1%*	*3%*	*2%*	*5%*	**
													ac	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	8	**	**	**	**	**	**	**	2	4	9	2	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*3%*	*1%*	**
												a		
Switched from Royal Mail to other postal service providers	**27**	22	**	**	**	**	**	**	**	6	10	2	4	**
	1%	*4%*	**	**	**	**	**	**	**	*1%*	*3%*	*1%*	*3%*	**
													c	
Switched from other postal service providers to Royal Mail	**8**	5	**	**	**	**	**	**	**	-	1	4	-	**
	****%***	*1%*	**	**	**	**	**	**	**	*-%*	**%*	*1%*	*-%*	**
												a		
Or has not changed mail in the last 12 months?	**1723**	574	**	**	**	**	**	**	**	429	359	272	123	**
	94%	*90%*	**	**	**	**	**	**	**	*97%*	*93%*	*92%*	*89%*	**
										bcd				
Don't Know (DO NOT READ OUT)	**13**	7	**	**	**	**	**	**	**	1	-	4	2	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*-%*	*1%*	*2%*	**
												b	b	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	3	3	10	4	**	10	**	9	47	-	31	**
	3%	*1%*	*2%*	*6%*	*7%*	**	*3%*	**	*4%*	*3%*	*-%*	*2%*	**
				a	a								
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	1	2	4	*	**	4	**	3	19	1	17	**
	1%	*1%*	*1%*	*2%*	*%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	**
Switched from Royal Mail to other postal service providers	**27**	5	5	5	7	**	21	**	1	7	20	20	**
	1%	*2%*	*4%*	*3%*	*11%*	**	*6%*	**	*%*	*%*	*18%*	*2%*	**
					abc		c				a		
Switched from other postal service providers to Royal Mail	**8**	-	2	3	-	**	5	**	-	8	-	5	**
	%	*-%*	*1%*	*2%*	*-%*	**	*1%*	**	*-%*	*%*	*-%*	*%*	**
				a			c						
Or has not changed mail in the last 12 months?	**1723**	262	121	143	47	**	332	**	242	1635	88	1182	**
	94%	*96%*	*89%*	*86%*	*82%*	**	*88%*	**	*93%*	*95%*	*80%*	*94%*	**
		bcd							a	b			
Don't Know (DO NOT READ OUT)	**13**	1	4	2	-	**	3	**	4	13	*	7	**
	1%	*%*	*3%*	*1%*	*-%*	**	*1%*	**	*2%*	*1%*	*%*	*1%*	**
			a										

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	5	2	4	**	16	3	8	29	6	**
	3%	*6%*	*1%*	*2%*	**	*3%*	*2%*	*2%*	*3%*	*5%*	**
		b									
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	*	1	*	**	7	*	9	13	2	**
	1%	*%*	*1%*	*%*	**	*2%*	*%*	*2%*	*1%*	*1%*	**
Switched from Royal Mail to other postal service providers	**27**	5	15	18	**	3	19	7	15	4	**
	1%	*6%*	*10%*	*9%*	**	*1%*	*13%*	*2%*	*1%*	*3%*	**
							a				
Switched from other postal service providers to Royal Mail	**8**	4	-	2	**	4	1	-	-	-	**
	%	*5%*	*-%*	*1%*	**	*1%*	*1%*	*-%*	*-%*	*-%*	**
		b									
Or has not changed mail in the last 12 months?	**1723**	66	131	165	**	454	131	361	1020	101	**
	94%	*83%*	*88%*	*87%*	**	*92%*	*84%*	*93%*	*94%*	*88%*	**
						b		c	c		
Don't Know (DO NOT READ OUT)	**13**	-	*	*	**	7	*	3	7	3	**
	1%	*-%*	*%*	*%*	**	*1%*	*%*	*1%*	*1%*	*3%*	**
										b	

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	7	22	5	**	15	13	3	**	29	22	17	24	28	**
	3%	*2%*	*3%*	*5%*	**	*3%*	*3%*	*3%*	**	*3%*	*3%*	*3%*	*2%*	*4%*	**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	8	17	2	**	7	5	4	**	14	17	7	15	7	**
	1%	*2%*	*2%*	*2%*	**	*2%*	*1%*	*3%*	**	*1%*	*2%*	*1%*	*2%*	*1%*	**
Switched from Royal Mail to other postal service providers	**27**	13	15	6	**	18	11	10	**	17	20	16	16	11	**
	1%	*4%*	*2%*	*5%*	**	*4%*	*3%*	*8%*	**	*1%*	*3%*	*3%*	*2%*	*1%*	**
				b				b			a	a			
Switched from other postal service providers to Royal Mail	**8**	4	5	2	**	4	5	2	**	-	5	5	5	4	**
	%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*2%*	**	*-%*	*1%*	*1%*	*1%*	*1%*	**
											a	a			
Or has not changed mail in the last 12 months?	**1723**	273	606	85	**	403	402	110	**	1065	660	501	944	721	**
	94%	*88%*	*90%*	*83%*	**	*89%*	*91%*	*83%*	**	*94%*	*90%*	*90%*	*93%*	*93%*	**
			c				c			**bc**					
Don't Know (DO NOT READ OUT)	**13**	6	5	2	**	7	5	3	**	7	6	7	7	6	**
	1%	*2%*	*1%*	*2%*	**	*2%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	11	8	14	3	3	26	29	**	**	**	**
	3%	*3%*	*4%*	*5%*	*4%*	*6%*	*3%*	*4%*	**	**	**	**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	4	1	5	4	2	13	7	**	**	**	**
	1%	*1%*	**%*	*2%*	*6%*	*4%*	*1%*	*1%*	**	**	**	**
					abc	b						
Switched from Royal Mail to other postal service providers	**27**	10	7	9	4	-	13	9	**	**	**	**
	1%	*3%*	*3%*	*3%*	*5%*	*-%*	*1%*	*1%*	**	**	**	**
Switched from other postal service providers to Royal Mail	**8**	5	3	*	2	-	5	4	**	**	**	**
	****%***	*1%*	*2%*	**%*	*3%*	*-%*	*1%*	*1%*	**	**	**	**
					c							
Or has not changed mail in the last 12 months?	**1723**	335	196	270	55	39	895	699	**	**	**	**
	94%	*91%*	*89%*	*90%*	*78%*	*85%*	*93%*	*93%*	**	**	**	**
		d	d	d								
Don't Know (DO NOT READ OUT)	**13**	5	5	2	3	2	6	6	**	**	**	**
	1%	*1%*	*2%*	*1%*	*4%*	*5%*	*1%*	*1%*	**	**	**	**
						ac						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	42	36	45	37	47	28	45	9	**	41	**	6	40
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**	*3%*	**	*3%*	*3%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	21	17	21	19	21	19	20	5	**	15	**	6	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	*1%*	**	*2%* b	*1%*
Switched from Royal Mail to other postal service providers	**27**	27	26	27	25	27	19	27	10	**	18	**	12	16
	1%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*1%*	** a	*5%* b	*1%*
Switched from other postal service providers to Royal Mail	**8**	8	7	8	8	8	8	8	5	**	5	**	-	8
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	**	*%*	**	-%	*1%*
Or has not changed mail in the last 12 months?	**1723**	1613	1317	1629	1325	1683	954	1606	364	**	1494	**	213	1510
	94%	*94%*	*93%*	*94%*	*93%*	*94%*	*92%*	*93%*	*91%*	**	*94%*	**	*89%*	*94%* a
Don't Know (DO NOT READ OUT)	**13**	12	8	12	10	11	5	12	5	**	9	**	2	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	6	**	1	6	10	22	14	2	3	41	27	19
	3%	*3%*	**	*1%*	*3%*	*6%* b	*2%*	*4%* b	*1%*	*4%*	*3%*	*3%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	3	**	1	2	3	12	6	8	-	12	13	7
	1%	*1%*	**	*2%*	*1%*	*2%*	*1%*	*2%*	*5%* c	*-%*	*1%*	*1%*	*1%*
Switched from Royal Mail to other postal service providers	**27**	22	**	3	22	7	12	8	14	5	9	15	12
	1%	*9%*	**	*4%*	*10%*	*4%* b	*1%*	*3%* b	*7%* c	*6%* c	*1%*	*2%*	*1%*
Switched from other postal service providers to Royal Mail	**8**	4	**	2	2	3	3	2	1	-	7	6	3
	****%***	*2%*	**	*3%*	*1%*	*2%* b	**%*	**%*	*1%*	*-%*	**%*	*1%*	**%*
Or has not changed mail in the last 12 months?	**1723**	204	**	55	192	152	1257	306	158	72	1490	889	835
	94%	*84%*	**	*86%*	*86%*	*85%*	*96%* **ac**	*91%*	*86%*	*87%*	*95%* **ab**	*93%*	*94%*
Don't Know (DO NOT READ OUT)	**13**	3	**	3	*	2	9	1	1	3	9	4	9
	1%	*1%*	**	*4%* b	**%*	*1%*	*1%*	**%*	*1%*	*3%* c	*1%*	**%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	1	4	1	4	6	4	1	5	8	9	3	2
	3%	*1%*	*2%*	**%*	*4%*	*3%*	*2%*	*1%*	*4%*	*4%*	*5%*	*2%*	*2%*
					c	c			**ac**	c	**acg**		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	3	2	*	*	2	2	*	-	2	2	4	2
	1%	*2%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*2%*	*2%*
Switched from Royal Mail to other postal service providers	**27**	2	6	3	2	2	3	-	1	-	3	3	2
	1%	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*2%*	*2%*
			gi										
Switched from other postal service providers to Royal Mail	**8**	2	-	-	-	2	-	-	-	-	1	2	*
	****%***	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*
Or has not changed mail in the last 12 months?	**1723**	112	163	164	108	164	171	97	126	199	173	156	90
	94%	*93%*	*93%*	*98%*	*94%*	*92%*	*94%*	*99%*	*94%*	*94%*	*92%*	*92%*	*93%*
				abejkl				**abdefhijkl**					
Don't Know (DO NOT READ OUT)	**13**	*	-	-	-	2	2	*	2	3	*	1	2
	1%	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**47**	5	14	14	14
	3%	*1%*	*3%*	*3%*	*3%*
			a	a	a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**21**	5	5	2	8
	1%	*1%*	*1%*	*1%*	*2%*
Switched from Royal Mail to other postal service providers	**27**	11	7	1	7
	1%	*2%*	*2%*	**%*	*2%*
		c			
Switched from other postal service providers to Royal Mail	**8**	2	2	-	4
	****%***	**%*	**%*	*-%*	*1%*
Or has not changed mail in the last 12 months?	**1723**	439	443	422	419
	94%	*95%*	*93%*	*95%*	*92%*
Don't Know (DO NOT READ OUT)	**13**	*	4	5	3
	1%	**%*	*1%*	*1%*	*1%*
				a	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted total	**99**	75	14	5	5	24	33	20	5	2	9
Weighted total	**103**	100	2	1	1	3	43	24	5	2	2
Price increases	**46**	45	**	**	**	**	**	**	**	**	**
	45%	*45%*	**	**	**	**	**	**	**	**	**
Changes in the type of mail sent	**8**	8	**	**	**	**	**	**	**	**	**
	8%	*8%*	**	**	**	**	**	**	**	**	**
Better quality of service	**9**	9	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**
Became more aware of alternatives	**-**	-	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**
Due to internal cost cutting	**5**	5	**	**	**	**	**	**	**	**	**
	5%	*5%*	**	**	**	**	**	**	**	**	**
Convenience	**13**	12	**	**	**	**	**	**	**	**	**
	12%	*13%*	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**33**	31	**	**	**	**	**	**	**	**	**
	32%	*32%*	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	**	**	**	**	**	**	**
	****%***	*-%*	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	99	6	6	13	2	10	13	5	4	8	67	9	12	11
Weighted total	103	9	9	14	3	14	18	5	7	11	89	4	6	4
Price increases	46	**	**	**	**	**	**	**	**	**	38	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
Changes in the type of mail sent	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Better quality of service	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Became more aware of alternatives	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Due to internal cost cutting	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Convenience	13	**	**	**	**	**	**	**	**	**	10	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
Other (PLEASE SPECIFY)	33	**	**	**	**	**	**	**	**	**	30	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*33%*	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted total	99	-	12	-	4	40	1	6	36	76	23	89	10
Weighted total	103	-	10	-	4	46	*	8	34	79	23	98	5
Price increases	46	**	**	**	**	**	**	**	**	30	**	43	**
	45%	**	**	**	**	**	**	**	**	*38%*	**	*44%*	**
Changes in the type of mail sent	8	**	**	**	**	**	**	**	**	8	**	8	**
	8%	**	**	**	**	**	**	**	**	*10%*	**	*9%*	**
Better quality of service	9	**	**	**	**	**	**	**	**	6	**	7	**
	9%	**	**	**	**	**	**	**	**	*8%*	**	*8%*	**
Became more aware of alternatives	-	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**
Due to internal cost cutting	5	**	**	**	**	**	**	**	**	5	**	5	**
	5%	**	**	**	**	**	**	**	**	*7%*	**	*5%*	**
Convenience	13	**	**	**	**	**	**	**	**	10	**	13	**
	12%	**	**	**	**	**	**	**	**	*13%*	**	*13%*	**
									e				
Other (PLEASE SPECIFY)	33	**	**	**	**	**	**	**	**	24	**	29	**
	32%	**	**	**	**	**	**	**	**	*31%*	**	*30%*	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	-	**	*	**
	**%*	**	**	**	**	**	**	**	**	*-%*	**	**%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**99**	96	3	47	13	37
Weighted total	**103**	97	5	44	15	41
Price increases	**46**	44	**	**	**	**
	45%	*45%*	**	**	**	**
Changes in the type of mail sent	**8**	8	**	**	**	**
	8%	*9%*	**	**	**	**
Better quality of service	**9**	9	**	**	**	**
	9%	*9%*	**	**	**	**
Became more aware of alternatives	**-**	-	**	**	**	**
	-%	*-%*	**	**	**	**
Due to internal cost cutting	**5**	5	**	**	**	**
	5%	*5%*	**	**	**	**
Convenience	**13**	13	**	**	**	**
	12%	*13%*	**	**	**	**
Other (PLEASE SPECIFY)	**33**	30	**	**	**	**
	32%	*30%*	**	**	**	**
						a
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**
	%	*%*	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	c
Unweighted total	99	63	31	3	-	-	1	1	-	94	5	2	14	49	36
Weighted total	103	69	31	2	-	-	*	*	-	100	2	*	18	52	33
Price increases	46	31	**	**	**	**	**	**	**	45	**	**	**	**	**
	45%	44%	**	**	**	**	**	**	**	45%	**	**	**	**	**
Changes in the type of mail sent	8	8	**	**	**	**	**	**	**	8	**	**	**	**	**
	8%	12%	**	**	**	**	**	**	**	8%	**	**	**	**	**
		b												c	
Better quality of service	9	5	**	**	**	**	**	**	**	8	**	**	**	**	**
	9%	7%	**	**	**	**	**	**	**	8%	**	**	**	**	**
Became more aware of alternatives	-	-	**	**	**	**	**	**	**	-	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	-%	**	**	**	**	**
Due to internal cost cutting	5	5	**	**	**	**	**	**	**	5	**	**	**	**	**
	5%	7%	**	**	**	**	**	**	**	5%	**	**	**	**	**
Convenience	13	6	**	**	**	**	**	**	**	13	**	**	**	**	**
	12%	9%	**	**	**	**	**	**	**	13%	**	**	**	**	**
Other (PLEASE SPECIFY)	33	17	**	**	**	**	**	**	**	32	**	**	**	**	**
	32%	25%	**	**	**	**	**	**	**	32%	**	**	**	**	**
			a												b
Don't Know (DO NOT READ OUT)	*	-	**	**	**	**	**	**	**	*	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	*%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**99**	66	65	78	55	33	72	69	5	3	-	-	1	-
Weighted total	**103**	60	64	76	54	28	79	70	4	2	-	-	*	-
Price increases	**46**	32	32	40	31	**	40	37	**	**	**	**	**	**
	45%	*54%*	*50%*	*52%*	*57%*	**	*50%*	*53%*	**	**	**	**	**	**
Changes in the type of mail sent	**8**	5	4	6	2	**	6	6	**	**	**	**	**	**
	8%	*8%*	*6%*	*8%*	*4%*	**	*8%*	*8%*	**	**	**	**	**	**
Better quality of service	**9**	3	4	4	4	**	7	4	**	**	**	**	**	**
	9%	*5%*	*7%*	*6%*	*8%*	**	*9%*	*6%*	**	**	**	**	**	**
Became more aware of alternatives	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	**	**	**	**	**	**
Due to internal cost cutting	**5**	5	5	5	*	**	5	5	**	**	**	**	**	**
	5%	*9%*	*7%*	*7%*	*1%*	**	*6%*	*7%*	**	**	**	**	**	**
Convenience	**13**	10	9	11	9	**	10	10	**	**	**	**	**	**
	12%	*16%*	*14%*	*14%*	*17%*	**	*13%*	*15%*	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**33**	10	18	20	18	**	21	17	**	**	**	**	**	**
	32%	*17%*	*28%*	*26%*	*33%* a	**	*27%*	*24%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	*	*	*	**	*	*	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	**	*%*	*%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**99**	52	1	-	-	1	1	-	2	14	23	19	21	1
Weighted total	**103**	54	1	-	-	*	*	-	*	14	27	21	14	*
Price increases	**46**	30	**	**	**	**	**	**	**	**	**	**	**	**
	45%	*57%*	**	**	**	**	**	**	**	**	**	**	**	**
Changes in the type of mail sent	**8**	2	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*4%*	**	**	**	**	**	**	**	**	**	**	**	**
Better quality of service	**9**	4	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*8%*	**	**	**	**	**	**	**	**	**	**	**	**
Became more aware of alternatives	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Due to internal cost cutting	**5**	*	**	**	**	**	**	**	**	**	**	**	**	**
	5%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
Convenience	**13**	9	**	**	**	**	**	**	**	**	**	**	**	**
	12%	*17%*	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**33**	18	**	**	**	**	**	**	**	**	**	**	**	**
	32%	*33%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted total	**99**	11	14	18	10	2	39	2	14	83	16	75	3
Weighted total	**103**	9	11	22	11	1	41	1	13	81	22	74	3
Price increases	**46**	**	**	**	**	**	**	**	**	36	**	40	**
	45%	**	**	**	**	**	**	**	**	*45%*	**	*54%*	**
Changes in the type of mail sent	**8**	**	**	**	**	**	**	**	**	6	**	6	**
	8%	**	**	**	**	**	**	**	**	*8%*	**	*8%*	**
Better quality of service	**9**	**	**	**	**	**	**	**	**	5	**	4	**
	9%	**	**	**	**	**	**	**	**	*7%*	**	*6%*	**
Became more aware of alternatives	**-**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**
Due to internal cost cutting	**5**	**	**	**	**	**	**	**	**	5	**	5	**
	5%	**	**	**	**	**	**	**	**	*6%*	**	*7%*	**
Convenience	**13**	**	**	**	**	**	**	**	**	5	**	11	**
	12%	**	**	**	**	**	**	**	**	*7%*	**	*15%*	**
Other (PLEASE SPECIFY)	**33**	**	**	**	**	**	**	**	**	26	**	18	**
	32%	**	**	**	**	**	**	**	**	*32%*	**	*24%*	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	*%*	**	*%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	b	*c	*d
Unweighted total	99	13	15	20	3	36	19	28	63	14	-
Weighted total	103	14	18	25	3	30	24	23	58	11	-
Price increases	46	**	**	**	**	**	**	**	32	**	**
	45%	**	**	**	**	**	**	**	*56%*	**	**
Changes in the type of mail sent	8	**	**	**	**	**	**	**	5	**	**
	8%	**	**	**	**	**	**	**	*8%*	**	**
Better quality of service	9	**	**	**	**	**	**	**	3	**	**
	9%	**	**	**	**	**	**	**	*5%*	**	**
Became more aware of alternatives	-	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	*-%*	**	**
Due to internal cost cutting	5	**	**	**	**	**	**	**	5	**	**
	5%	**	**	**	**	**	**	**	*9%*	**	**
Convenience	13	**	**	**	**	**	**	**	10	**	**
	12%	**	**	**	**	**	**	**	*17%*	**	**
Other (PLEASE SPECIFY)	33	**	**	**	**	**	**	**	8	**	**
	32%	**	**	**	**	**	**	**	*14%*	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	*	**	**
	%	**	**	**	**	**	**	**	*%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**99**	32	59	19	-	45	35	25	-	66	65	48	63	52	3
Weighted total	**103**	32	59	15	-	44	34	21	-	60	64	46	61	50	4
Price increases	**46**	**	30	**	**	**	**	**	**	32	32	**	29	33	**
	45%	**	*50%*	**	**	**	**	**	**	*54%*	*50%*	**	*49%*	*66%*	**
Changes in the type of mail sent	**8**	**	4	**	**	**	**	**	**	5	4	**	4	1	**
	8%	**	*6%*	**	**	**	**	**	**	*8%*	*6%*	**	*6%*	*1%*	**
Better quality of service	**9**	**	3	**	**	**	**	**	**	3	4	**	4	2	**
	9%	**	*5%*	**	**	**	**	**	**	*5%*	*7%*	**	*7%*	*4%*	**
Became more aware of alternatives	**-**	**	-	**	**	**	**	**	**	-	-	**	-	-	**
	-%	**	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	**
Due to internal cost cutting	**5**	**	5	**	**	**	**	**	**	5	5	**	5	1	**
	5%	**	*8%*	**	**	**	**	**	**	*9%*	*7%*	**	*9%*	*3%*	**
Convenience	**13**	**	8	**	**	**	**	**	**	10	9	**	7	8	**
	12%	**	*14%*	**	**	**	**	**	**	*16%*	*14%*	**	*11%*	*16%*	**
Other (PLEASE SPECIFY)	**33**	**	13	**	**	**	**	**	**	10	18	**	17	10	**
	32%	**	*22%*	**	**	**	**	**	**	*17%*	*28%*	** a	*28%*	*20%*	**
Don't Know (DO NOT READ OUT)	*	**	*	**	**	**	**	**	**	*	*	**	*	-	**
	%	**	*%*	**	**	**	**	**	**	*%*	*%*	**	*%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	a	*b	*c	*d
Unweighted total	**99**	27	20	29	13	5	57	52	44	24	25	6
Weighted total	**103**	29	19	29	13	4	57	49	47	21	27	8
Price increases	**46**	**	**	**	**	**	27	34	**	**	**	**
	45%	**	**	**	**	**	*48%*	*69%* a	**	**	**	**
Changes in the type of mail sent	**8**	**	**	**	**	**	6	1	**	**	**	**
	8%	**	**	**	**	**	*10%* b	*1%*	**	**	**	**
Better quality of service	**9**	**	**	**	**	**	3	2	**	**	**	**
	9%	**	**	**	**	**	*5%*	*4%*	**	**	**	**
Became more aware of alternatives	**-**	**	**	**	**	**	-	-	**	**	**	**
	-%	**	**	**	**	**	*-%*	*-%*	**	**	**	**
Due to internal cost cutting	**5**	**	**	**	**	**	5	1	**	**	**	**
	5%	**	**	**	**	**	*8%*	*3%*	**	**	**	**
Convenience	**13**	**	**	**	**	**	6	8	**	**	**	**
	12%	**	**	**	**	**	*11%*	*17%*	**	**	**	**
Other (PLEASE SPECIFY)	**33**	**	**	**	**	**	12	8	**	**	**	**
	32%	**	**	**	**	**	*21%*	*16%*	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	*	-	**	**	**	**
	****%***	**	**	**	**	**	**%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**99**	96	85	98	87	99	72	97	36	-	82	5	20	79
Weighted total	**103**	98	86	101	88	103	75	100	29	-	79	7	24	79
Price increases	**46**	43	41	46	42	46	33	46	**	**	38	**	**	36
	45%	*44%*	*47%*	*46%*	*48%*	*45%*	*44%*	*46%*	**	**	*48%*	**	**	*45%*
Changes in the type of mail sent	**8**	8	8	8	8	8	6	8	**	**	6	**	**	6
	8%	*9%*	*10%*	*8%*	*9%*	*8%*	*8%*	*8%*	**	**	*8%*	**	**	*8%*
Better quality of service	**9**	9	6	9	9	9	7	9	**	**	5	**	**	4
	9%	*9%*	*7%*	*9%*	*10%*	*9%*	*10%*	*9%*	**	**	*7%*	**	**	*5%*
Became more aware of alternatives	**-**	-	-	-	-	-	-	-	**	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	*-%*	**	**	*-%*
Due to internal cost cutting	**5**	5	5	5	5	5	4	5	**	**	5	**	**	5
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	**	**	*6%*	**	**	*7%*
Convenience	**13**	13	12	13	11	13	9	13	**	**	13	**	**	12
	12%	*13%*	*14%*	*12%*	*13%*	*12%*	*11%*	*12%*	**	**	*16%*	**	**	*15%*
Other (PLEASE SPECIFY)	**33**	31	22	31	24	33	24	31	**	**	20	**	**	21
	32%	*31%*	*26%*	*31%*	*28%*	*32%*	*32%*	*31%*	**	**	*25%*	**	**	*27%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	**	**	*	**	**	-
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	**	**	*%*	**	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	c	*a	*b	c	a	b
Unweighted total	99	29	-	9	24	27	42	30	23	10	65	63	36
Weighted total	103	35	-	7	31	24	49	30	25	8	69	61	42
Price increases	46	**	**	**	**	**	**	**	**	**	32	25	**
	45%	**	**	**	**	**	**	**	**	**	*47%*	*42%*	**
Changes in the type of mail sent	8	**	**	**	**	**	**	**	**	**	6	6	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	*10%*	**
Better quality of service	9	**	**	**	**	**	**	**	**	**	3	4	**
	9%	**	**	**	**	**	**	**	**	**	*5%*	*7%*	**
Became more aware of alternatives	-	**	**	**	**	**	**	**	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	*-%*	**
Due to internal cost cutting	5	**	**	**	**	**	**	**	**	**	5	3	**
	5%	**	**	**	**	**	**	**	**	**	*7%*	*5%*	**
Convenience	13	**	**	**	**	**	**	**	**	**	6	8	**
	12%	**	**	**	**	**	**	**	**	**	*9%*	*13%*	**
Other (PLEASE SPECIFY)	33	**	**	**	**	**	**	**	**	**	18	20	**
	32%	**	**	**	**	**	**	**	**	**	*26%*	*32%*	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	-	*	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**%*	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	99	8	7	5	7	9	12	7	7	7	13	10	7
Weighted total	103	8	12	4	6	13	9	1	7	10	16	12	6
Price increases	46	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Changes in the type of mail sent	8	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Better quality of service	9	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Became more aware of alternatives	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Due to internal cost cutting	5	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Convenience	13	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	33	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	d
Unweighted total	99	20	28	21	30
Weighted total	103	24	28	18	33
Price increases	46	**	**	**	**
	45%	**	**	**	**
Changes in the type of mail sent	8	**	**	**	**
	8%	**	**	**	**
Better quality of service	9	**	**	**	**
	9%	**	**	**	**
Became more aware of alternatives	-	**	**	**	**
	-%	**	**	**	**
Due to internal cost cutting	5	**	**	**	**
	5%	**	**	**	**
Convenience	13	**	**	**	**
	12%	**	**	**	**
Other (PLEASE SPECIFY)	33	**	**	**	**
	32%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	*%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	68	49	10	4	5	19	22	12	2	1	7
Weighted total	67	65	1	1	1	2	30	14	2	1	2
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	68	3	6	6	2	6	12	4	2	5	46	7	7	8
Weighted total	67	3	9	5	3	7	17	5	2	6	58	3	4	2
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	68	-	6	-	4	23	1	6	28	52	16	61	7
Weighted total	67	-	3	-	4	27	*	8	25	51	16	64	3
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	*	**	1	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	*2%*	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**
Neither	65	**	**	**	**	**	**	**	**	49	**	62	**
	96%	**	**	**	**	**	**	**	**	*96%*	**	*96%*	**
Don't know	1	**	**	**	**	**	**	**	**	1	**	1	**
	2%	**	**	**	**	**	**	**	**	*3%*	**	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	**68**	67	1	37	9	22
Weighted total	**67**	65	2	37	10	21
Changed FROM a meter to a different method of payment	**1**	1	**	**	**	**
	1%	*2%*	**	**	**	**
Changed TO a meter from a different method of payment	*	*	**	**	**	**
	%	*%*	**	**	**	**
Neither	**65**	63	**	**	**	**
	96%	*96%*	**	**	**	**
Don't know	**1**	1	**	**	**	**
	2%	*2%*	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	*c
Unweighted total	**68**	46	17	3	-	-	1	1	-	63	5	2	14	32	22
Weighted total	**67**	49	16	2	-	-	*	*	-	65	2	*	18	32	18
Changed FROM a meter to a different method of payment	**1**	**	**	**	**	**	**	**	**	1	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	*2%*	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
Neither	**65**	**	**	**	**	**	**	**	**	63	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	*96%*	**	**	**	**	**
Don't know	**1**	**	**	**	**	**	**	**	**	1	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	*2%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**68**	50	45	54	31	24	48	48	3	2	-	-	1	-
Weighted total	**67**	43	39	48	27	18	49	43	4	1	-	-	*	-
Changed FROM a meter to a different method of payment	**1**	**	**	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	*2%*	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	*%*	**	**	**	**	**	**	**	**	**	**
Neither	**65**	**	**	47	**	**	**	**	**	**	**	**	**	**
	96%	**	**	*98%*	**	**	**	**	**	**	**	**	**	**
Don't know	**1**	**	**	-	**	**	**	**	**	**	**	**	**	**
	2%	**	**	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**68**	28	1	-	-	1	1	-	2	8	16	14	15	1
Weighted total	**67**	26	1	-	-	*	*	-	*	8	16	15	10	*
Changed FROM a meter to a different method of payment	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*****	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**65**	**	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**68**	6	7	11	6	1	18	1	12	67	1	54	-
Weighted total	**67**	5	4	14	4	*	14	*	12	66	1	48	-
Changed FROM a meter to a different method of payment	**1**	**	**	**	**	**	**	**	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*2%*	**	*2%*	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	*	**	*	**
	*** %***	**	**	**	**	**	**	**	**	*%*	**	*%*	**
Neither	**65**	**	**	**	**	**	**	**	**	63	**	47	**
	96%	**	**	**	**	**	**	**	**	*96%*	**	*98%*	**
Don't know	**1**	**	**	**	**	**	**	**	**	1	**	-	**
	2%	**	**	**	**	**	**	**	**	*2%*	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	b	*c	*d
Unweighted total	68	6	3	5	-	28	3	21	49	11	-
Weighted total	67	5	3	5	-	23	3	17	43	7	-
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	a	b	*c
Unweighted total	**68**	19	44	12	-	26	22	13	-	50	45	29	45	40	2
Weighted total	**67**	15	39	7	-	22	18	8	-	43	39	25	40	36	3
Changed FROM a meter to a different method of payment	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**65**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	a	*b	*c	*d
Unweighted total	68	16	11	21	9	5	43	40	44	24	-	-
Weighted total	67	15	9	19	7	4	39	36	47	21	-	-
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**68**	65	58	67	58	68	48	66	21	-	58	2	13	55
Weighted total	**67**	63	53	65	55	67	48	65	14	-	56	1	12	55
Changed FROM a meter to a different method of payment	**1**	1	1	1	1	1	**	1	**	**	1	**	**	1
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	**	*2%*	**	**	*2%*
Changed TO a meter from a different method of payment	*	*	*	*	*	*	**	*	**	**	*	**	**	-
	***%**	*%*	*%*	*%*	*%*	*%*	**	*%*	**	**	*%*	**	**	-%
Neither	**65**	62	51	63	53	65	**	63	**	**	53	**	**	52
	96%	*98%*	*95%*	*96%*	*95%*	*96%*	**	*96%*	**	**	*96%*	**	**	*96%*
Don't know	**1**	-	1	1	1	1	**	1	**	**	1	**	**	1
	2%	-%	*3%*	*2%*	*2%*	*2%*	**	*2%*	**	**	*2%*	**	**	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	*b
Unweighted total	68	9	-	3	7	17	31	20	11	6	50	44	24
Weighted total	67	9	-	2	8	14	33	20	10	3	53	40	27
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	68	5	4	3	4	6	8	7	5	7	10	5	4
Weighted total	67	3	6	1	4	8	6	1	5	10	12	6	4
Changed FROM a meter to a different method of payment	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Neither	65	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**68**	12	18	19	19
Weighted total	**67**	10	19	16	22
Changed FROM a meter to a different method of payment	**1**	**	**	**	**
	1%	**	**	**	**
Changed TO a meter from a different method of payment	*	**	**	**	**
	%	**	**	**	**
Neither	**65**	**	**	**	**
	96%	**	**	**	**
Don't know	**1**	**	**	**	**
	2%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**498**	330	103	44	21	168	120	114	36	13	43
Weighted total	**433**	413	12	5	3	20	146	128	26	10	14
Royal Mail unsorted bulk mail	**9**	9	*	**	**	1	-	6	**	**	**
	2%	*2%*	*3%*	**	**	*4%*	*-%*	*4%*	**	**	**
								a	a		
Royal Mail sorted bulk mail	**11**	10	*	**	**	1	*	4	**	**	**
	2%	*2%*	*1%*	**	**	*4%*	**%*	*3%*	**	**	**
									a		**ab**
Royal Mail Wholesale Access	**6**	5	-	**	**	*	2	2	**	**	**
	1%	*1%*	*-%*	**	**	*1%*	*1%*	*2%*	**	**	**
Bulk mail product from a different provider (please specify)	**7**	7	*	**	**	1	2	3	**	**	**
	2%	*2%*	*4%*	**	**	*4%*	*2%*	*2%*	**	**	**
Do not use a specific product for bulk mail	**400**	383	11	**	**	17	141	113	**	**	**
	92%	*93%*	*92%*	**	**	*89%*	*97%*	*88%*	**	**	**
							bce				

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	**498**	38	21	49	14	33	53	35	36	21	300	51	68	79
Weighted total	**433**	44	26	65	17	43	70	33	37	29	364	18	24	27
Royal Mail unsorted bulk mail	**9**	**	**	**	**	**	-	**	**	**	7	1	1	1
	2%	**	**	**	**	**	-%	**	**	**	*2%*	*5%*	*3%*	*2%*
Royal Mail sorted bulk mail	**11**	**	**	**	**	**	*	**	**	**	10	-	1	*
	2%	**	**	**	**	**	*%	**	**	**	*3%*	-%	*2%*	*%
									m					
Royal Mail Wholesale Access	**6**	**	**	**	**	**	2	**	**	**	6	-	-	-
	1%	**	**	**	**	**	*3%*	**	**	**	*2%*	-%	-%	-%
Bulk mail product from a different provider (please specify)	**7**	**	**	**	**	**	-	**	**	**	6	1	*	*
	2%	**	**	**	**	**	-%	**	**	**	*2%*	*3%*	*1%*	*2%*
Do not use a specific product for bulk mail	**400**	**	**	**	**	**	68	**	**	**	335	17	22	26
	92%	**	**	**	**	**	*97%*	**	**	**	*92%*	*92%*	*95%*	*95%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	g	h	a	b	a	b
Unweighted total	498	28	58	16	29	100	14	39	207	356	142	439	59
Weighted total	433	19	46	14	19	98	9	34	186	326	106	396	36
Royal Mail unsorted bulk mail	9	**	2	**	**	1	**	**	2	6	4	8	2
	2%	**	3%	**	**	1%	**	**	1%	2%	3%	2%	5%
Royal Mail sorted bulk mail	11	**	5	**	**	3	**	**	3	8	2	11	*
	2%	**	11% gh	**	**	3%	**	**	1%	3%	2%	3%	1%
Royal Mail Wholesale Access	6	**	*	**	**	1	**	**	4	4	2	5	*
	1%	**	*%	**	**	1%	**	**	2%	1%	2%	1%	*%
Bulk mail product from a different provider (please specify)	7	**	2	**	**	1	**	**	3	7	*	7	*
	2%	**	5%	**	**	2%	**	**	2%	2%	*%	2%	*%
Do not use a specific product for bulk mail	400	**	38	**	**	91	**	**	174	302	98	366	34
	92%	**	82%	**	**	93% b	**	** b	94% b	93%	92%	92%	94%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**498**	478	20	233	91	172
Weighted total	**433**	406	26	217	75	138
Royal Mail unsorted bulk mail	**9**	8	**	8	1	1
	2%	*2%*	**	*4%*	*1%*	**%*
				c		
Royal Mail sorted bulk mail	**11**	11	**	*	2	8
	2%	*3%*	**	**%*	*3%*	*6%*
					a	a
Royal Mail Wholesale Access	**6**	6	**	2	-	3
	1%	*1%*	**	*1%*	-%	*2%*
Bulk mail product from a different provider (please specify)	**7**	7	**	2	*	5
	2%	*2%*	**	*1%*	**%*	*4%*
Do not use a specific product for bulk mail	**400**	375	**	205	72	121
	92%	*92%*	**	*94%*	*95%*	*88%*
				c	c	

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**498**	342	134	16	2	2	1	1	-	476	22	6	82	260	156
Weighted total	**433**	333	87	11	*	*	2	*	-	419	13	3	90	242	100
Royal Mail unsorted bulk mail	**9**	9	1	**	**	**	**	**	**	9	**	**	-	9	1
	2%	*3%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*-%*	*4%*	*1%*
Royal Mail sorted bulk mail	**11**	1	6	**	**	**	**	**	**	7	**	**	-	1	10
	2%	**%*	*8%*	**	**	**	**	**	**	*2%*	**	**	*-%*	**%*	*10%*
			ai							a					**ab**
Royal Mail Wholesale Access	**6**	4	2	**	**	**	**	**	**	6	**	**	1	2	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*2%*
Bulk mail product from a different provider (please specify)	**7**	2	2	**	**	**	**	**	**	5	**	**	-	2	5
	2%	*1%*	*3%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*1%*	*5%*
															ab
Do not use a specific product for bulk mail	**400**	317	75	**	**	**	**	**	**	393	**	**	89	228	83
	92%	*95%*	*87%*	**	**	**	**	**	**	*94%*	**	**	*99%*	*94%*	*82%*
		b								b			c	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**498**	377	287	405	229	491	421	331	41	15	9	3	5	1
Weighted total	**433**	316	233	341	195	424	352	290	28	9	3	4	5	2
Royal Mail unsorted bulk mail	**9**	6	2	6	6	9	9	4	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*3%*	*2%*	*3%*	*1%*	**	**	**	**	**	**
									a					
Royal Mail sorted bulk mail	**11**	7	10	11	6	9	9	8	**	**	**	**	**	**
	2%	*2%*	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**	**
Royal Mail Wholesale Access	**6**	4	4	4	4	6	4	2	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Bulk mail product from a different provider (please specify)	**7**	3	4	6	5	7	5	4	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**	**	**	**	**	**
Do not use a specific product for bulk mail	**400**	296	213	315	174	393	325	272	**	**	**	**	**	**
	92%	*94%*	*91%*	*92%*	*90%*	*93%*	*92%*	*94%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**498**	219	5	3	-	1	1	-	2	73	116	101	110	5
Weighted total	**433**	190	3	2	-	*	*	-	*	71	119	82	64	5
Royal Mail unsorted bulk mail	**9**	6	**	**	**	**	**	**	**	-	1	4	*	**
	2%	*3%*	**	**	**	**	**	**	**	*-%*	*1%*	*5%* d	*1%*	**
Royal Mail sorted bulk mail	**11**	5	**	**	**	**	**	**	**	-	3	2	5	**
	2%	*2%*	**	**	**	**	**	**	**	*-%*	*2%*	*3%*	*9%* ab	**
Royal Mail Wholesale Access	**6**	4	**	**	**	**	**	**	**	-	2	-	-	**
	1%	*2%*	**	**	**	**	**	**	**	*-%*	*2%*	*-%*	*-%*	**
Bulk mail product from a different provider (please specify)	**7**	5	**	**	**	**	**	**	**	*	3	2	1	**
	2%	*2%*	**	**	**	**	**	**	**	**%*	*2%*	*3%*	*1%*	**
Do not use a specific product for bulk mail	**400**	171	**	**	**	**	**	**	**	71	110	74	57	**
	92%	*90%*	**	**	**	**	**	**	**	*100%* bcd	*92%*	*90%*	*90%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**498**	89	49	51	35	5	126	6	97	442	56	391	14
Weighted total	**433**	69	44	50	29	3	121	3	70	387	45	333	8
Royal Mail unsorted bulk mail	**9**	4	**	*	**	**	*	**	5	9	*	6	**
	2%	*6%*	**	**%*	**	**	**%*	**	*7%* a	*2%*	**%*	*2%*	**
Royal Mail sorted bulk mail	**11**	*	**	-	**	**	6	**	*	8	2	11	**
	2%	**%*	**	*-%*	** abc	**	*5%* c	**	**%*	*2%*	*5%*	*3%*	**
Royal Mail Wholesale Access	**6**	*	**	2	**	**	4	**	*	6	-	4	**
	1%	**%*	**	*4%*	** a	**	*3%*	**	**%*	*1%*	*-%*	*1%*	**
Bulk mail product from a different provider (please specify)	**7**	1	**	*	**	**	4	**	*	1	7	3	**
	2%	*1%*	**	**%*	** abc	**	*4%*	**	**%*	**%*	*15%* a	*1%*	**
Do not use a specific product for bulk mail	**400**	64	**	47	**	**	106	**	65	364	36	310	**
	92%	*93%* d	** d	*95%* d	**	**	*88%*	**	*93%*	*94%* b	*80%*	*93%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**498**	31	46	73	8	169	60	147	364	73	-
Weighted total	**433**	26	39	57	6	143	51	125	306	45	-
Royal Mail unsorted bulk mail	**9**	**	**	*	**	5	*	4	6	1	**
	2%	**	**	**%*	**	*4%*	**%*	*3%*	*2%*	*2%*	**
Royal Mail sorted bulk mail	**11**	**	**	6	**	4	2	1	7	2	**
	2%	**	**	*10%*	**	*3%*	*5%*	*1%*	*2%*	*5%* a	**
Royal Mail Wholesale Access	**6**	**	**	2	**	2	2	2	4	-	**
	1%	**	**	*3%*	**	*2%*	*4%*	*2%*	*1%*	*-%*	**
Bulk mail product from a different provider (please specify)	**7**	**	**	3	**	1	4	2	3	*	**
	2%	**	**	*5%*	**	*1%*	*7%* a	*2%*	*1%*	**%*	**
Do not use a specific product for bulk mail	**400**	**	**	47	**	131	43	117	285	42	**
	92%	**	**	*81%*	**	*92%*	*84%*	*93%*	*93%*	*93%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**498**	116	268	66	-	160	157	63	-	365	276	190	315	283	23
Weighted total	**433**	98	216	42	-	144	128	53	-	310	227	157	273	227	26
Royal Mail unsorted bulk mail	**9**	1	2	1	**	3	4	1	**	5	2	6	5	4	**
	2%	*1%*	*1%*	*2%*	**	*2%*	*3%*	*1%*	**	*2%*	*1%*	*4%*	*2%*	*2%*	**
Royal Mail sorted bulk mail	**11**	2	8	3	**	5	6	4	**	7	10	4	8	6	**
	2%	*2%*	*4%*	*8%*	**	*3%*	*5%*	*7%*	**	*2%*	*4%*	*2%*	*3%*	*3%*	**
Royal Mail Wholesale Access	**6**	-	4	-	**	2	4	-	**	4	4	2	4	2	**
	1%	*-%*	*2%*	*-%*	**	*1%*	*3%*	*-%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	**
Bulk mail product from a different provider (please specify)	**7**	2	4	*	**	4	5	1	**	3	4	5	5	3	**
	2%	*2%*	*2%*	*1%*	**	*2%*	*4%*	*1%*	**	*1%*	*2%*	*3%*	*2%*	*1%*	**
Do not use a specific product for bulk mail	**400**	93	198	37	**	131	110	48	**	290	207	141	251	212	**
	92%	*95%*	*92%*	*89%*	**	*91%*	*86%*	*91%*	**	*94%*	*91%*	*90%*	*92%*	*93%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**498**	140	99	110	30	25	302	277	14	11	10	-
Weighted total	**433**	114	77	100	25	19	260	220	10	9	12	-
Royal Mail unsorted bulk mail	**9**	3	2	4	**	**	5	4	**	**	**	**
	2%	*2%*	*3%*	*4%*	**	**	*2%*	*2%*	**	**	**	**
Royal Mail sorted bulk mail	**11**	4	3	2	**	**	7	3	**	**	**	**
	2%	*3%*	*4%*	*2%*	**	**	*3%*	*1%*	**	**	**	**
					ac							
Royal Mail Wholesale Access	**6**	2	-	*	**	**	4	4	**	**	**	**
	1%	*2%*	*-%*	**%*	**	**	*2%*	*2%*	**	**	**	**
Bulk mail product from a different provider (please specify)	**7**	3	5	3	**	**	5	3	**	**	**	**
	2%	*2%*	*6%*	*3%*	**	**	*2%*	*2%*	**	**	**	**
Do not use a specific product for bulk mail	**400**	103	67	91	**	**	239	206	**	**	**	**
	92%	*90%*	*87%*	*91%*	**	**	*92%*	*94%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**498**	479	432	485	420	492	294	473	148	-	419	11	77	401
Weighted total	**433**	415	360	419	350	427	255	412	115	-	355	13	76	342
Royal Mail unsorted bulk mail	**9**	9	8	9	9	9	6	9	3	**	8	**	1	8
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*2%*
Royal Mail sorted bulk mail	**11**	11	10	11	11	11	11	11	6	**	8	**	4	7
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	**	*2%*	**	*5%*	*2%*
Royal Mail Wholesale Access	**6**	6	5	6	6	6	6	4	*	**	6	**	-	6
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*%*	**	*2%*	**	*-%*	*2%*
Bulk mail product from a different provider (please specify)	**7**	7	7	7	7	7	6	7	2	**	4	**	*	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*1%*	**	*%*	*2%*
Do not use a specific product for bulk mail	**400**	382	330	387	318	394	227	382	104	**	330	**	72	314
	92%	*92%*	*91%*	*92%*	*91%*	*92%*	*89%*	*93%*	*91%*	**	*93%*	**	*94%*	*92%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**498**	100	5	26	94	80	330	85	56	29	408	296	202
Weighted total	**433**	82	5	21	76	70	281	79	49	25	358	258	175
Royal Mail unsorted bulk mail	**9**	1	**	**	1	*	5	4	*	**	9	6	3
	2%	*1%*	**	**	*1%*	*%*	*2%*	*5%*	*%*	**	*3%*	*2%*	*2%*
Royal Mail sorted bulk mail	**11**	5	**	**	4	6	5	-	4	**	5	3	8
	2%	*7%*	**	**	*5%*	*8%*	*2%*	-%	*7%*	**	*1%*	*1%*	*5%*
						bc			c				a
Royal Mail Wholesale Access	**6**	2	**	**	2	2	4	-	2	**	3	4	2
	1%	*2%*	**	**	*3%*	*3%*	*1%*	-%	*4%*	**	*1%*	*2%*	*1%*
									c				
Bulk mail product from a different provider (please specify)	**7**	5	**	**	4	4	1	2	3	**	3	6	2
	2%	*6%*	**	**	*6%*	*6%*	*%*	*3%*	*7%*	**	*1%*	*2%*	*1%*
						b		b	c				
Do not use a specific product for bulk mail	**400**	69	**	**	64	57	267	73	40	**	338	239	161
	92%	*85%*	**	**	*85%*	*82%*	*95%*	*92%*	*82%*	**	*94%*	*93%*	*92%*
							a				a		

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**498**	55	41	42	47	44	33	49	30	33	45	41	38
Weighted total	**433**	32	30	47	29	50	32	19	23	48	50	44	27
Royal Mail unsorted bulk mail	**9**	-	**	**	**	**	**	**	**	**	**	**	**
	2%	*-%*	**	**	**	**	**	**	**	**	**	**	**
											abcde		
Royal Mail sorted bulk mail	**11**	2	**	**	**	**	**	**	**	**	**	**	**
	2%	*7%*	**	**	**	**	**	**	**	**	**	**	**
				j									
Royal Mail Wholesale Access	**6**	-	**	**	**	**	**	**	**	**	**	**	**
	1%	*-%*	**	**	**	**	**	**	**	**	**	**	**
									adg				
Bulk mail product from a different provider (please specify)	**7**	*	**	**	**	**	**	**	**	**	**	**	**
	2%	*1%*	**	**	**	**	**	**	**	**	**	**	**
			adej										
Do not use a specific product for bulk mail	**400**	30	**	**	**	**	**	**	**	**	**	**	**
	92%	*92%*	**	**	**	**	**	**	**	**	**	**	**
						fhj				**fj**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**498**	138	124	112	124
Weighted total	**433**	109	112	90	121
Royal Mail unsorted bulk mail	**9**	*	*	1	8
	2%	**%*	**%*	*1%*	*7%*
					abc
Royal Mail sorted bulk mail	**11**	6	3	*	1
	2%	*6%*	*2%*	**%*	*1%*
		cd			
Royal Mail Wholesale Access	**6**	*	2	2	1
	1%	**%*	*2%*	*2%*	*1%*
Bulk mail product from a different provider (please specify)	**7**	3	2	*	2
	2%	*3%*	*2%*	**%*	*1%*
Do not use a specific product for bulk mail	**400**	100	104	87	109
	92%	*91%*	*94%*	*96%*	*90%*

Columns Tested: a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Letters	**1872**	1813	39	14	7	59	679	509	108	34	56
	94%	*93%*	*97%*	*100%*	*100%*	*98%*	*94%*	*96%*	*87%*	*94%*	*94%*
			a	a		a	c	c			c
Large letters	**1514**	1459	35	13	6	54	519	430	88	32	47
	76%	*75%*	*88%*	*97%*	*91%*	*91%*	*72%*	*81%*	*71%*	*86%*	*80%*
			a	**abe**	a	a		**ac**		**ac**	
Parcels and packets	**1559**	1505	36	12	6	54	537	441	107	27	51
	78%	*78%*	*90%*	*91%*	*95%*	*91%*	*74%*	*83%*	*86%*	*74%*	*86%*
			a	a	a	a		a	**ad**		**ad**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	1651	36	13	6	55	619	487	104	32	44
	85%	*85%*	*90%*	*93%*	*95%*	*91%*	*85%*	*92%*	*84%*	*87%*	*75%*
			a	a		a	e	**ace**			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	1179	26	8	4	38	423	347	79	27	37
	61%	*61%*	*64%*	*63%*	*59%*	*63%*	*58%*	*65%*	*64%*	*75%*	*63%*
								a		a	
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	1702	37	13	6	57	622	487	113	34	55
	88%	*88%*	*94%*	*96%*	*95%*	*95%*	*86%*	*92%*	*92%*	*93%*	*93%*
			a	a		a		a			a
Publications, such as magazines, periodicals, customer newsletters	**1506**	1454	35	11	6	52	528	426	96	31	46
	75%	*75%*	*88%*	*84%*	*87%*	*87%*	*73%*	*80%*	*78%*	*86%*	*78%*
			a	a	a	a		a		a	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1236**	1192	29	10	5	44	448	366	78	23	38
	62%	*61%*	*73%*	*74%*	*68%*	*73%*	*62%*	*69%*	*63%*	*63%*	*65%*
			a	a		a		a			
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**16**	16	-	-	-	-	8	-	2	-	2
	1%	*1%*	-%	-%	-%	-%	*1%*	-%	*2%*	-%	*3%*
		e					b		b		b

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Other	**1**	1	-	-	-	-	-	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	**1**	1	*	-	-	*	-	-	-	-	-
	***%**	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Letters	**1872**	216	111	268	65	165	309	169	161	128	1592	94	98	87
	94%	*93%*	*92%*	*98%*	*96%*	*95%*	*94%*	*88%*	*96%*	*87%*	*93%*	*94%*	*94%*	*95%*
				abgij		**gi**	**gi**		**gi**		**gi**	**gi**	g	**gi**
Large letters	**1514**	186	85	220	47	130	253	136	131	96	1283	77	83	71
	76%	*80%*	*70%*	*80%*	*69%*	*75%*	*77%*	*71%*	*78%*	*66%*	*75%*	*77%*	*79%*	*77%*
		i		**gi**			i		i		i	i	i	i
Parcels and packets	**1559**	192	88	212	54	135	259	139	126	113	1319	80	86	75
	78%	*83%*	*73%*	*77%*	*80%*	*78%*	*79%*	*73%*	*75%*	*77%*	*77%*	*80%*	*81%*	*81%*
		g											g	g
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	207	99	221	62	144	277	158	148	130	1445	87	94	80
	85%	*89%*	*82%*	*80%*	*92%*	*83%*	*84%*	*82%*	*89%*	*88%*	*85%*	*87%*	*89%*	*87%*
		c							c				**cg**	c
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	133	85	158	48	116	190	107	104	90	1031	61	67	58
	61%	*57%*	*70%*	*57%*	*71%*	*67%*	*58%*	*56%*	*62%*	*62%*	*61%*	*62%*	*64%*	*63%*
			g											
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	203	115	232	66	156	288	164	145	127	1497	90	89	84
	88%	*87%*	*95%*	*84%*	*97%*	*90%*	*88%*	*85%*	*87%*	*87%*	*88%*	*90%*	*84%*	*91%*
			cghjl		**acghijl**									**cl**
Publications, such as magazines, periodicals, customer newsletters	**1506**	172	82	203	61	141	248	131	133	98	1269	78	86	74
	75%	*74%*	*68%*	*74%*	*89%*	*81%*	*76%*	*68%*	*80%*	*67%*	*75%*	*78%*	*82%*	*80%*
					abcfgij	**bgi**			**gi**			**gi**	**bcgij**	**bgi**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1236**	151	68	162	50	115	209	102	106	85	1048	62	71	55
	62%	*65%*	*56%*	*59%*	*73%*	*67%*	*64%*	*53%*	*63%*	*58%*	*62%*	*62%*	*68%*	*59%*
		g			g	g	g						g	
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**16**	2	2	-	-	1	-	5	2	2	15	1	-	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*
			lm					**cfjlm**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Other	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	**1**	-	*	-	-	-	-	-	-	-	*	-	1	-
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
													j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Letters	**1872**	72	159	**	147	563	52	113	714	1457	415	1711	160
	94%	*91%*	*91%*	**	*92%*	*95%*	*90%*	*98%*	*93%*	*95%*	*91%*	*94%*	*92%*
						bf		**bf**		b			
Large letters	**1514**	60	122	**	118	444	32	105	594	1168	346	1377	137
	76%	*76%*	*70%*	**	*74%*	*75%*	*55%*	*91%*	*77%*	*76%*	*75%*	*75%*	*78%*
		f	f		f	f		**abcdefh**	**bf**				
Parcels and packets	**1559**	63	136	**	104	494	37	76	606	1208	352	1416	143
	78%	*80%*	*78%*	**	*65%*	*84%*	*63%*	*66%*	*79%*	*78%*	*77%*	*78%*	*82%*
		dfg	**dfg**			**dfgh**			**dfg**				
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	72	156	**	138	520	45	98	632	1312	393	1571	134
	85%	*91%*	*89%*	**	*86%*	*88%*	*76%*	*85%*	*82%*	*85%*	*86%*	*86%*	*77%*
		f	**fh**			**fh**						b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	45	118	**	91	371	29	70	458	934	283	1117	99
	61%	*57%*	*67%*	**	*57%*	*63%*	*49%*	*60%*	*60%*	*61%*	*62%*	*61%*	*57%*
			dfh			f							
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	77	156	**	142	526	44	94	673	1348	411	1612	147
	88%	*98%*	*89%*	**	*89%*	*89%*	*75%*	*82%*	*88%*	*87%*	*90%*	*88%*	*84%*
		bcdefgh	f		f	**fg**			f				
Publications, such as magazines, periodicals, customer newsletters	**1506**	72	136	**	136	420	36	81	580	1140	366	1383	123
	75%	*91%*	*77%*	**	*85%*	*71%*	*61%*	*70%*	*76%*	*74%*	*80%*	*76%*	*70%*
		befgh	f	f	**efgh**				f		a		
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	52	105	**	97	376	28	57	485	958	278	1136	99
	62%	*66%*	*60%*	**	*61%*	*64%*	*47%*	*49%*	*63%*	*62%*	*61%*	*62%*	*57%*
		fg		**fg**		**fg**			**fg**				
Refused	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**16**	-	-	**	5	2	-	-	7	12	4	12	4
	1%	*-%*	*-%*	**	*3%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
					beh								a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Other	**1**	-	-	**	-	-	-	-	1	1	-	1	-
	***%**	-%	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%
Don't know	**1**	-	-	**	-	1	-	*	-	1	-	1	-
	***%**	-%	-%	**	-%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Letters	**1872**	1773	99	1156	274	403
	94%	*94%*	*88%*	*93%*	*97%*	*94%*
		b			**ac**	
Large letters	**1514**	1444	70	905	232	346
	76%	*76%*	*63%*	*73%*	*82%*	*80%*
		b			a	a
Parcels and packets	**1559**	1488	72	929	226	373
	78%	*79%*	*64%*	*75%*	*80%*	*87%*
		b				**ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	1610	96	1050	240	381
	85%	*85%*	*86%*	*84%*	*85%*	*88%*
						a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	1161	56	723	182	286
	61%	*62%*	*50%*	*58%*	*64%*	*66%*
		b				a
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	1666	93	1071	253	397
	88%	*88%*	*83%*	*86%*	*90%*	*92%*
						a
Publications, such as magazines, periodicals, customer newsletters	**1506**	1430	77	922	237	323
	75%	*76%*	*69%*	*74%*	*84%*	*75%*
					ac	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1236**	1185	51	730	182	302
	62%	*63%*	*45%*	*59%*	*64%*	*70%*
		b				a
Refused	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None of these	**16**	16	-	14	-	2
	1%	*1%*	-%	*1%*	-%	*%

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Other	**1**	1	-	1	-	-
	***%**	*%	-%	*%	-%	-%
Don't know	**1**	1	-	-	*	1
	***%**	*%	-%	-%	*%	*%

Columns Tested: a,b - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Letters	**1872**	1600	228	**	**	**	**	**	**	1828	44	**	747	853	272
	94%	*93%*	*95%*	**	**	**	**	**	**	*94%*	*95%*	**	*92%*	*95%*	*95%*
														a	
Large letters	**1514**	1271	211	**	**	**	**	**	**	1481	32	**	543	728	243
	76%	*74%*	*88%*	**	**	**	**	**	**	*76%*	*70%*	**	*67%*	*81%*	*85%*
			acij											a	a
Parcels and packets	**1559**	1304	217	**	**	**	**	**	**	1521	38	**	592	712	255
	78%	*76%*	*91%*	**	**	**	**	**	**	*78%*	*83%*	**	*73%*	*79%*	*89%*
			ai											a	**ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	1457	212	**	**	**	**	**	**	1669	36	**	684	774	248
	85%	*85%*	*88%*	**	**	**	**	**	**	*85%*	*78%*	**	*84%*	*86%*	*87%*
			j												
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	1013	168	**	**	**	**	**	**	1181	36	**	456	557	204
	61%	*59%*	*70%*	**	**	**	**	**	**	*60%*	*77%*	**	*56%*	*62%*	*71%*
			ai	**ai**							**ai**			a	**ab**
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	1490	226	**	**	**	**	**	**	1716	43	**	670	820	269
	88%	*87%*	*94%*	**	**	**	**	**	**	*88%*	*92%*	**	*82%*	*91%*	*94%*
			ai											a	a
Publications, such as magazines, periodicals, customer newsletters	**1506**	1287	190	**	**	**	**	**	**	1477	29	**	590	697	219
	75%	*75%*	*79%*	**	**	**	**	**	**	*76%*	*63%*	**	*73%*	*77%*	*77%*
		cj	**cj**							**cj**				a	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	1023	179	**	**	**	**	**	**	1202	34	**	449	574	213
	62%	*60%*	*75%*	**	**	**	**	**	**	*62%*	*73%*	**	*55%*	*64%*	*75%*
			ai	a							a			a	**ab**
Refused	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*
None of these	**16**	14	2	**	**	**	**	**	**	16	-	**	8	6	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Other	**1**	1	-	**	**	**	**	**	**	1	-	**	1	-	-
	***%**	*%	-%	**	**	**	**	**	**	*%	-%	**	*%	-%	-%
Don't know	**1**	1	*	**	**	**	**	**	**	1	-	**	1	-	*
	***%**	*%	*%	**	**	**	**	**	**	*%	-%	**	*%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Letters	**1872**	1165	751	1306	701	408	1213	1227	45	**	**	**	**	**
	94%	*98%*	*98%*	*97%*	*96%*	*96%*	*95%*	*98%*	*89%*	**	**	**	**	**
		def	**def**	**df**				b						
Large letters	**1514**	982	710	1107	615	353	1015	1035	39	**	**	**	**	**
	76%	*82%*	*93%*	*83%*	*84%*	*83%*	*79%*	*82%*	*78%*	**	**	**	**	**
		f	**acdef**	f	f					**ab**				
Parcels and packets	**1559**	948	652	1079	667	343	1025	1014	36	**	**	**	**	**
	78%	*79%*	*85%*	*80%*	*91%*	*81%*	*80%*	*81%*	*71%*	**	**	**	**	**
			acef		**abcef**									
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	1029	683	1153	654	377	1133	1084	39	**	**	**	**	**
	85%	*86%*	*89%*	*86%*	*89%*	*89%*	*88%*	*86%*	*79%*	**	**	**	**	**
			c		c									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	734	529	835	501	323	821	783	25	**	**	**	**	**
	61%	*61%*	*69%*	*62%*	*68%*	*76%*	*64%*	*62%*	*49%*	**	**	**	**	**
			acf		**ac**	**abcdf**		b		b				
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	1076	708	1208	669	390	1194	1133	41	**	**	**	**	**
	88%	*90%*	*92%*	*90%*	*91%*	*92%*	*93%*	*90%*	*82%*	**	**	**	**	**
							ac	b		b				
Publications, such as magazines, periodicals, customer newsletters	**1506**	941	638	1056	571	344	1011	993	35	**	**	**	**	**
	75%	*79%*	*83%*	*79%*	*78%*	*81%*	*79%*	*79%*	*70%*	**	**	**	**	**
			acdf											
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**1236**	762	525	863	548	288	871	806	30	**	**	**	**	**
	62%	*64%*	*68%*	*64%*	*75%*	*68%*	*68%*	*64%*	*60%*	**	**	**	**	**
			ac		**abcef**		**ac**							
Refused	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
None of these	**16**	6	1	6	4	1	5	4	2	**	**	**	**	**
	1%	*1%*	*%*	*%*	*1%*	*%*	*%*	*%*	*4%*	**	**	**	**	**
									a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Other	**1**	1	1	1	-	-	-	1	-	**	**	**	**	**
	***%**	*%	*%	*%	-%	-%	-%	*%	-%	**	**	**	**	**
Don't know	**1**	1	1	1	1	1	1	1	*	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Letters	**1872**	688	**	**	**	**	**	**	**	475	397	293	135	**
	94%	*96%*	**	**	**	**	**	**	**	*99%* d	*97%*	*96%*	*95%*	**
Large letters	**1514**	604	**	**	**	**	**	**	**	371	338	262	131	**
	76%	*84%*	**	**	**	**	**	**	**	*77%*	*83%* a	*86%* a	*92%* **abc**	**
Parcels and packets	**1559**	654	**	**	**	**	**	**	**	379	329	247	120	**
	78%	*91%*	**	**	**	**	**	**	**	*79%*	*81%*	*81%*	*84%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	641	**	**	**	**	**	**	**	403	358	266	121	**
	85%	*89%*	**	**	**	**	**	**	**	*84%*	*88%*	*88%*	*84%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	493	**	**	**	**	**	**	**	278	256	204	93	**
	61%	*69%*	**	**	**	**	**	**	**	*58%*	*63%*	*67%* a	*65%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	657	**	**	**	**	**	**	**	437	361	276	129	**
	88%	*91%*	**	**	**	**	**	**	**	*91%*	*88%*	*91%*	*90%*	**
Publications, such as magazines, periodicals, customer newsletters	**1506**	560	**	**	**	**	**	**	**	354	337	251	111	**
	75%	*78%*	**	**	**	**	**	**	**	*73%*	*83%* a	*83%* a	*78%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	**1236**	535	**	**	**	**	**	**	**	309	245	203	102	**
	62%	*75%*	**	**	**	**	**	**	**	*64%*	*60%*	*67%*	*71%* b	**
Refused	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
None of these	**16**	4	**	**	**	**	**	**	**	*	1	1	4	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*%*	*%*	*3%* **abc**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Other	**1**	-	**	**	**	**	**	**	**	1	-	-	-	**
	***%**	-%	**	**	**	**	**	**	**	*%	-%	-%	-%	**
Don't know	**1**	1	**	**	**	**	**	**	**	-	-	1	*	**
	***%**	*%	**	**	**	**	**	**	**	-%	-%	*%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Letters	**1872**	294	145	178	71	**	417	**	272	1648	224	1253	53
	94%	*96%*	*96%*	*97%* d	*91%*	**	*95%*	**	*97%*	*94%*	*94%*	*97%*	*100%*
Large letters	**1514**	259	131	157	57	**	356	**	247	1332	182	1069	38
	76%	*84%* d	*87%* d	*86%* d	*73%*	**	*81%*	**	*88%* a	*76%*	*76%*	*83%* b	*72%*
Parcels and packets	**1559**	271	141	175	70	**	396	**	259	1349	211	1033	46
	78%	*88%*	*93%*	*96%* **ad**	*89%*	**	*90%*	**	*92%*	*77%*	*89%* a	*80%*	*88%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	270	135	164	74	**	387	**	254	1492	213	1109	44
	85%	*88%*	*89%*	*90%*	*94%*	**	*88%*	**	*90%*	*85%*	*90%* a	*86%*	*84%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	191	106	131	60	**	304	**	186	1051	166	799	36
	61%	*62%*	*70%*	*72%* a	*77%* a	**	*69%*	**	*66%*	*60%*	*70%* a	*62%*	*69%*
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	269	139	174	76	**	393	**	263	1545	214	1162	46
	88%	*87%*	*91%*	*95%* a	*97%* a	**	*90%*	**	*94%*	*88%*	*90%*	*90%*	*87%*
Publications, such as magazines, periodicals, customer newsletters	**1506**	253	125	127	59	**	333	**	227	1333	173	1018	38
	75%	*82%* c	*83%* c	*70%*	*76%*	**	*76%*	**	*81%*	*76%*	*73%*	*79%*	*72%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	221	114	141	60	**	334	**	206	1073	163	835	28
	62%	*72%*	*75%*	*78%*	*77%*	**	*76%*	**	*73%*	*61%*	*68%* a	*65%*	*53%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Refused	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
None of these	**16**	4	-	-	-	**	4	**	-	12	4	6	-
	1%	*1%*	-%	-%	-%	**	*1%*	**	-%	*1%*	*2%*	*%	-%
Other	**1**	-	-	-	-	**	-	**	-	-	1	-	1
	%	-%	-%	-%	-%	**	-%	**	-%	-%	*1%*	-%	*2%*
											a		a
Don't know	**1**	1	-	-	-	**	-	**	1	1	-	1	-
	%	*%	-%	-%	-%	**	-%	**	*%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Letters	**1872**	73	152	187	**	481	218	403	1106	121	**
	94%	*92%*	*96%*	*98%*	**	*96%*	*95%*	*98%*	*98%*	*98%*	**
Large letters	**1514**	65	139	174	**	427	186	372	932	113	**
	76%	*82%*	*88%*	*91%*	**	*85%*	*81%*	*91%* b	*82%*	*92%* b	**
Parcels and packets	**1559**	68	143	171	**	460	205	352	897	97	**
	78%	*86%*	*91%*	*90%*	**	*92%*	*90%*	*86%* bc	*79%*	*79%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	71	141	171	**	444	207	370	975	110	**
	85%	*89%*	*90%*	*89%*	**	*89%*	*90%*	*90%* b	*86%*	*89%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	53	116	136	**	330	169	288	697	87	**
	61%	*67%*	*73%*	*71%*	**	*66%*	*74%* a	*70%* b	*62%*	*71%* b	**
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	76	151	186	**	454	213	387	1027	113	**
	88%	*96%*	*96%*	*97%*	**	*91%*	*93%*	*94%* b	*91%*	*91%*	**
Publications, such as magazines, periodicals, customer newsletters	**1506**	59	132	160	**	387	182	340	895	98	**
	75%	*74%*	*84%*	*84%*	**	*77%*	*79%*	*83%*	*79%*	*79%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	**1236**	64	121	149	**	375	171	256	730	78	**
	62%	*81%*	*77%*	*78%*	**	*75%*	*74%*	*62%*	*64%*	*64%*	**
Refused	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
None of these	**16**	-	2	-	**	-	4	3	6	-	**
	1%	-%	*1%*	-%	**	-%	*2%* a	*1%*	*1%*	-%	**
Other	**1**	-	-	1	**	-	-	1	1	-	**
	%	-%	-%	*1%*	**	-%	-%	*%	*%	-%	**
Don't know	**1**	-	-	-	**	1	-	1	1	*	**
	%	-%	-%	-%	**	*%	-%	*%	*%	*%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1952	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	2000	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Letters	1872	330	683	112	**	501	460	151	**	1105	714	533	985	761	**
	94%	98%	98%	100%	**	96%	96%	98%	**	98%	98%	96%	97%	98%	**
Large letters	1514	316	647	107	**	435	415	135	**	945	679	486	859	662	**
	76%	94%	93%	95%	**	83%	86%	88%	**	83%	93% ac	88% a	85%	85%	**
Parcels and packets	1559	291	596	100	**	477	445	143	**	900	621	509	806	634	**
	78%	87%	86%	89%	**	91%	92%	93%	**	80%	85% a	92% ab	80%	82%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	1706	304	621	100	**	467	426	138	**	985	651	496	874	692	**
	85%	91%	89%	89%	**	89%	88%	90%	**	87%	89%	90%	86%	89%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1217	244	479	79	**	368	327	113	**	702	500	376	629	512	**
	61%	73%	69%	70%	**	70%	68%	74%	**	62%	68% a	68% a	62%	66%	**
Other everyday correspondence, such as invoices, one off bills etc.	1759	315	643	106	**	489	434	146	**	1028	673	511	915	713	**
	88%	94%	92%	95%	**	94% b	90%	95% b	**	91%	92%	92%	90%	92%	**
Publications, such as magazines, periodicals, customer newsletters	1506	288	574	93	**	408	382	115	**	901	609	438	808	626	**
	75%	86%	82%	83%	**	78%	79%	75%	**	80%	83% ac	79%	80%	80%	**
Goods / business supplies / large packets ordered via lorry	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	1236	204	487	77	**	382	356	106	**	738	503	431	655	542	**
	62%	61%	70% a	69%	**	73%	74%	69%	**	65%	69%	78% ab	65%	70% a	**
Refused	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None of these	16	-	*	-	**	4	2	-	**	6	1	2	5	4	**
	1%	-%	*%	-%	**	1%	*%	-%	**	1%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Other	**1**	1	1	1	**	-	-	-	**	1	1	-	-	-	**
	***%**	*%	*%	*1%*	**	-%	-%	-%	**	*%	*%	-%	-%	-%	**
Don't know	**1**	1	1	*	**	1	-	-	**	1	1	1	1	*	**
	***%**	*%	*%	*%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Letters	**1872**	358	209	292	70	46	934	737	**	**	**	**
	94%	*97%*	*95%*	*97%*	*100%*	*100%*	*97%*	*98%*	**	**	**	**
Large letters	**1514**	326	198	267	63	44	816	639	**	**	**	**
	76%	*89%*	*90%*	*89%*	*90%*	*96%*	*85%*	*85%*	**	**	**	**
Parcels and packets	**1559**	337	203	283	64	44	760	612	**	**	**	**
	78%	*92%*	*92%*	*94%*	*92%*	*97%*	*79%*	*81%*	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	331	200	275	61	43	820	667	**	**	**	**
	85%	*90%*	*91%*	*91%*	*88%*	*93%*	*86%*	*88%*	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	237	152	218	43	30	600	503	**	**	**	**
	61%	*64%*	*69%*	*72%* a	*62%*	*66%*	*63%*	*67%*	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	336	198	295	66	45	870	693	**	**	**	**
	88%	*91%*	*90%*	*98%* **ab**	*94%*	*100%* **ab**	*91%*	*92%*	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**1506**	300	175	233	55	41	763	601	**	**	**	**
	75%	*81%*	*79%*	*77%*	*78%*	*91%* **bc**	*80%*	*80%*	**	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**1236**	291	177	241	49	37	625	527	**	**	**	**
	62%	*79%*	*80%*	*80%*	*69%*	*80%*	*65%*	*70%* a	**	**	**	**
Refused	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
None of these	**16**	-	-	-	-	-	5	4	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Other	**1**	-	-	-	-	-	1	-	**	**	**	**
	***%**	-%	-%	-%	-%	-%	*%	-%	**	**	**	**
Don't know	**1**	-	-	-	-	-	1	*	**	**	**	**
	***%**	-%	-%	-%	-%	-%	*%	*%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Letters	**1872**	1872	1495	1872	1512	1834	1094	1834	432	**	1485	**	227	1495
	94%	*100%*	*99%*	*99%*	*97%*	*94%*	*97%*	*98%*	*98%*	**	*94%*	**	*95%*	*93%*
		bcde	**de**	**de**	e			a						
Large letters	**1514**	1495	1514	1514	1329	1503	967	1483	380	**	1221	**	200	1211
	76%	*80%*	*100%*	*80%*	*85%*	*77%*	*86%*	*79%*	*86%*	**	*77%*	**	*84%*	*76%*
			acde	e	**ace**		b		b				b	
Parcels and packets	**1559**	1512	1329	1531	1559	1544	1068	1521	414	**	1227	**	195	1229
	78%	*81%*	*88%*	*81%*	*100%*	*79%*	*95%*	*81%*	*94%*	**	*77%*	**	*81%*	*77%*
			ace		**abce**		b		b					
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	1633	1382	1648	1415	1706	1026	1626	412	**	1342	**	221	1345
	85%	*87%*	*91%*	*87%*	*91%*	*88%*	*91%*	*87%*	*93%*	**	*85%*	**	*92%*	*84%*
			ace		**ace**		b		b				b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	1165	1014	1176	1039	1217	750	1164	319	**	964	**	165	950
	61%	*62%*	*67%*	*62%*	*67%*	*63%*	*66%*	*62%*	*72%*	**	*61%*	**	*69%*	*59%*
			ace		**ace**		b		**ab**				b	
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	1672	1414	1691	1436	1759	1041	1668	407	**	1401	**	220	1407
	88%	*89%*	*93%*	*89%*	*92%*	*90%*	*92%*	*89%*	*92%*	**	*89%*	**	*92%*	*88%*
			ace		**ac**		b		b					
Publications, such as magazines, periodicals, customer newsletters	**1506**	1453	1256	1467	1254	1506	925	1445	361	**	1212	**	192	1209
	75%	*78%*	*83%*	*78%*	*80%*	*77%*	*82%*	*77%*	*82%*	**	*77%*	**	*80%*	*76%*
			ace		**ace**		b		b					
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	1197	1050	1209	1111	1236	825	1201	331	**	994	**	176	974
	62%	*64%*	*69%*	*64%*	*71%*	*64%*	*73%*	*64%*	*75%*	**	*63%*	**	*73%*	*61%*
			ace		**ace**		b		b				b	
Refused	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
None of these	**16**	-	-	-	-	1	-	-	-	**	12	**	-	14
	1%	-%	-%	-%	-%	*%	-%	-%	-%	**	*1%*	**	-%	*1%*
Other	**1**	1	1	1	1	1	1	1	1	**	-	**	1	-
	%	*%	*%	*%	*%	*%	*%	*%	*%	**	-%	**	*1%*	-%
													b	
Don't know	**1**	-	-	-	-	-	-	-	-	**	1	**	1	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	**	*%	**	*%	*%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	1952	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	2000	385	19	91	357	211	1415	362	234	99	1663	1020	980
Letters	1872	361	**	86	335	200	1331	329	212	90	1566	975	897
	94%	94%	**	95%	94%	95%	94%	91%	91%	91%	94%	96%	92%
							c				a	b	
Large letters	1514	300	**	76	275	169	1067	267	189	79	1243	794	720
	76%	78%	**	83%	77%	80%	75%	74%	81%	79%	75%	78%	73%
												b	
Parcels and packets	1559	337	**	78	310	183	1103	262	204	93	1259	798	762
	78%	88%	**	86%	87%	87%	78%	73%	87%	94%	76%	78%	78%
						bc	c		c	c			
Advertising and promotional material, such as catalogues, brochures and direct mail	1706	331	**	80	310	184	1198	313	211	88	1403	898	808
	85%	86%	**	88%	87%	87%	85%	86%	90%	89%	84%	88%	82%
									c			b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1217	259	**	70	235	146	834	228	150	71	993	629	588
	61%	67%	**	77%	66%	69%	59%	63%	64%	72%	60%	62%	60%
				b		b				c			
Other everyday correspondence, such as invoices, one off bills etc.	1759	344	**	87	317	195	1233	321	214	88	1453	916	843
	88%	89%	**	95%	89%	92%	87%	89%	91%	89%	87%	90%	86%
						b						b	
Publications, such as magazines, periodicals, customer newsletters	1506	287	**	71	266	155	1064	278	177	78	1249	791	716
	75%	74%	**	78%	74%	74%	75%	77%	75%	79%	75%	78%	73%
												b	
Goods / business supplies / large packets ordered via lorry	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	1236	261	**	60	244	156	862	211	165	76	993	634	602
	62%	68%	**	66%	68%	74%	61%	58%	71%	76%	60%	62%	61%
						bc			c	c			
Refused	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
None of these	**16**	4	**	-	4	-	10	6	-	-	16	8	8
	1%	*1%*	**	-%	*1%*	-%	*1%*	*2%* a	-%	-%	*1%*	*1%*	*1%*
Other	**1**	1	**	1	-	-	1	-	-	-	1	1	-
	%	*%	**	*1%* b	-%	-%	*%	-%	-%	-%	*%	*%	-%
Don't know	**1**	-	**	-	-	-	1	-	-	-	1	1	*
	%	-%	**	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Letters	**1872**	114	181	174	115	184	166	103	140	226	193	175	102
	94%	*90%*	*93%*	*97%*	*98%*	*95%*	*87%*	*94%*	*94%*	*93%*	*93%*	*96%*	*93%*
				af	**abfgijl**	f		f	f			**af**	
Large letters	**1514**	92	136	143	102	155	150	80	96	180	153	143	84
	76%	*73%*	*70%*	*80%*	*87%*	*80%*	*79%*	*73%*	*65%*	*75%*	*74%*	*78%*	*76%*
				h	**abfghijkl**	**bh**	h					h	h
Parcels and packets	**1559**	91	154	151	97	153	143	89	108	183	155	149	85
	78%	*72%*	*79%*	*84%*	*83%*	*79%*	*75%*	*82%*	*73%*	*76%*	*75%*	*82%*	*77%*
				afhj	**ah**			a				a	
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	121	175	154	95	166	163	80	131	198	168	161	95
	85%	*95%*	*90%*	*86%*	*81%*	*86%*	*86%*	*73%*	*88%*	*82%*	*81%*	*88%*	*86%*
		cdefghijkl	**dgij**	g		g	g		g	g		g	g
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	83	111	93	69	119	109	55	98	154	138	115	75
	61%	*66%*	*57%*	*51%*	*59%*	*62%*	*57%*	*50%*	*66%*	*64%*	*66%*	*63%*	*68%*
		cg				g			**cg**	**cg**	**cg**	**cg**	**cfg**
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	109	175	150	110	170	176	90	126	210	180	161	101
	88%	*86%*	*90%*	*84%*	*94%*	*88%*	*92%*	*82%*	*85%*	*87%*	*87%*	*88%*	*92%*
			g		**acghij**		**cgh**						**cg**
Publications, such as magazines, periodicals, customer newsletters	**1506**	102	153	128	97	135	153	64	113	181	152	142	87
	75%	*80%*	*79%*	*71%*	*83%*	*70%*	*80%*	*59%*	*76%*	*75%*	*73%*	*78%*	*79%*
		eg	g	g	**cegj**	g	**eg**		g	g	g	g	g
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	74	129	105	63	126	134	68	92	146	101	127	70
	62%	*59%*	*66%*	*58%*	*54%*	*66%*	*70%*	*62%*	*62%*	*60%*	*49%*	*69%*	*64%*
			dj			**dj**	**acdj**	j	j	j		**acdj**	j
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**16**	1	-	-	-	2	5	2	2	2	2	*	-
	1%	**%*	*-%*	*-%*	*-%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**%*	*-%*
							bcd						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Other	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Don't know	**1**	-	1	-	-	-	-	-	*	-	-	-	-
	***%**	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Letters	**1872**	468	465	469	470
	94%	*94%*	*93%*	*94%*	*94%*
Large letters	**1514**	371	407	356	379
	76%	*74%*	*81%*	*71%*	*76%*
			acd		
Parcels and packets	**1559**	397	393	381	389
	78%	*79%*	*79%*	*76%*	*78%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1706**	449	424	409	423
	85%	*90%*	*85%*	*82%*	*85%*
		bcd			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1217**	287	296	307	327
	61%	*57%*	*59%*	*61%*	*65%*
					ab
Other everyday correspondence, such as invoices, one off bills etc.	**1759**	435	456	427	442
	88%	*87%*	*91%*	*85%*	*88%*
			ac		
Publications, such as magazines, periodicals, customer newsletters	**1506**	383	385	358	381
	75%	*77%*	*77%*	*72%*	*76%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1236**	308	324	306	298
	62%	*62%*	*65%*	*61%*	*60%*
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these	**16**	1	7	6	3
	1%	**%*	*1%*	*1%*	*1%*
			a	a	
Other	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Don't know	**1**	1	-	*	-
	****%***	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1848**	1363	319	111	55	485	533	428	124	54	127
Weighted total	**1872**	1813	39	14	7	59	679	509	108	34	56
Urgent delivery - on the same day or a specific time the next day	**254**	243	7	3	1	11	84	76	22	6	8
	14%	*13%*	*18%*	*20%*	*21%*	*19%*	*12%*	*15%*	*21%*	*16%*	*14%*
			a			a			a		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	416	10	4	2	17	157	140	31	4	11
	23%	*23%*	*27%*	*32%*	*37%*	*29%*	*23%*	*28%*	*29%*	*11%*	*20%*
				a	a	a	d	d	d		
Timed delivery (i.e. to arrive by specific time /day)	**260**	250	6	3	1	10	83	90	19	1	7
	14%	*14%*	*14%*	*24%*	*19%*	*17%*	*12%*	*18%*	*18%*	*3%*	*13%*
				ab				**ad**	d		d
Standard delivery	**1787**	1733	35	12	7	54	646	484	106	30	53
	95%	*96%*	*92%*	*92%*	*97%*	*92%*	*95%*	*95%*	*98%*	*86%*	*95%*
		be					d	d	d		
International delivery	**268**	259	5	2	2	9	89	77	22	2	9
	14%	*14%*	*14%*	*12%*	*27%*	*15%*	*13%*	*15%*	*20%*	*5%*	*16%*
					abce			d	**ad**		d
Cross-Border Delivery	**24**	22	2	1	*	3	8	7	2	*	1
	1%	*1%*	*4%*	*4%*	*7%*	*5%*	*1%*	*1%*	*2%*	*1%*	*2%*
			a	a	a	a					
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	10	*	-	-	*	4	3	*	-	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**34**	31	2	1	*	3	18	8	1	2	1
	2%	*2%*	*6%*	*4%*	*3%*	*5%*	*3%*	*2%*	*1%*	*7%*	*2%*
			a			a				**bc**	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1848**	162	73	203	50	126	210	135	122	92	1173	220	223	232
Weighted total	**1872**	216	111	268	65	165	309	169	161	128	1592	94	98	87
Urgent delivery - on the same day or a specific time the next day	**254**	32	13	44	**	19	32	29	25	19	218	11	12	13
	14%	*15%*	*12%*	*16%*	**	*11%*	*10%*	*17%*	*16%*	*15%*	*14%*	*11%*	*12%*	*14%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	50	24	79	**	21	66	40	41	40	373	21	21	18
	23%	*23%*	*22%*	*30%*	**	*13%*	*21%*	*24%*	*26%*	*31%*	*23%*	*22%*	*21%*	*21%*
		e		**em**				e	e	**em**	e	e	e	
Timed delivery (i.e. to arrive by specific time /day)	**260**	26	8	51	**	15	26	34	22	31	220	11	15	14
	14%	*12%*	*7%*	*19%*	**	*9%*	*8%*	*20%*	*13%*	*24%*	*14%*	*12%*	*15%*	*16%*
				bef				**befk**		**abefhjk**	f		f	f
Standard delivery	**1787**	202	109	255	**	155	289	164	149	128	1512	93	97	86
	95%	*93%*	*99%*	*95%*	**	*94%*	*94%*	*97%*	*93%*	*99%*	*95%*	*98%*	*98%*	*99%*
										aefhj		**aefhj**	**aefhj**	**acefhj**
International delivery	**268**	29	15	73	**	15	37	22	19	14	227	10	15	15
	14%	*14%*	*13%*	*27%*	**	*9%*	*12%*	*13%*	*12%*	*11%*	*14%*	*11%*	*15%*	*18%*
		d		**abdefgh ijklm**				d			d		d	**dek**
Cross-Border Delivery	**24**	-	-	-	**	-	-	-	-	-	-	-	-	24
	1%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*28%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**10**	5	-	-	**	2	1	-	-	-	9	-	-	*
	1%	*2%*	-%	-%	**	*1%*	*%*	-%	-%	-%	*1%*	-%	-%	*1%*
		cjkl			**ckl**									
Don't Know (DO NOT READ OUT)	**34**	4	1	5	**	5	8	2	4	*	32	1	1	*
	2%	*2%*	*1%*	*2%*	**	*3%*	*2%*	*1%*	*2%*	*%*	*2%*	*1%*	*1%*	*%*
					m	m	m							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1848**	80	188	44	156	466	63	102	736	1360	488	1648	200
Weighted total	**1872**	72	159	39	147	563	52	113	714	1457	415	1711	160
Urgent delivery - on the same day or a specific time the next day	**254**	10	20	**	18	75	5	27	95	189	64	211	43
	14%	*13%*	*13%*	**	*12%*	*13%*	*10%*	*24%*	*13%*	*13%*	*16%*	*12%*	*27%*
								bcdefh					a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	15	31	**	32	132	8	40	162	331	103	371	62
	23%	*21%*	*19%*	**	*22%*	*23%*	*16%*	*35%*	*23%*	*23%*	*25%*	*22%*	*39%*
								abdefh					a
Timed delivery (i.e. to arrive by specific time /day)	**260**	10	17	**	17	79	6	29	97	203	57	214	46
	14%	*14%*	*11%*	**	*12%*	*14%*	*11%*	*26%*	*14%*	*14%*	*14%*	*12%*	*29%*
								bcdefh					a
Standard delivery	**1787**	72	152	**	142	537	48	107	678	1389	398	1631	156
	95%	*100%*	*95%*	**	*97%*	*95%*	*92%*	*95%*	*95%*	*95%*	*96%*	*95%*	*97%*
		fgh											
International delivery	**268**	13	24	**	13	102	6	12	92	219	49	229	38
	14%	*18%*	*15%*	**	*9%*	*18%*	*11%*	*10%*	*13%*	*15%*	*12%*	*13%*	*24%*
		d				**dh**							a
Cross-Border Delivery	**24**	1	5	**	2	9	-	*	8	17	7	22	2
	1%	*1%*	*3%*	**	*1%*	*2%*	*-%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	-	**	*	4	-	-	6	8	2	10	*
	1%	*-%*	*-%*	**	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**34**	-	6	**	1	15	-	*	12	28	6	32	2
	2%	*-%*	*3%*	**	*1%*	*3%*	*-%*	**%*	*2%*	*2%*	*2%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1848**	1773	75	1118	275	428
Weighted total	**1872**	1773	99	1156	274	403
Urgent delivery - on the same day or a specific time the next day	**254**	244	10	128	52	65
	14%	*14%*	*10%*	*11%*	*19%*	*16%*
					a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	416	17	248	72	102
	23%	*23%*	*18%*	*21%*	*26%*	*25%*
Timed delivery (i.e. to arrive by specific time /day)	**260**	255	5	143	45	62
	14%	*14%*	*5%*	*12%*	*16%*	*15%*
		b				
Standard delivery	**1787**	1695	92	1107	265	382
	95%	*96%*	*94%*	*96%*	*97%*	*95%*
International delivery	**268**	257	11	130	67	62
	14%	*14%*	*11%*	*11%*	*24%*	*15%*
					ac	a
Cross-Border Delivery	**24**	22	2	12	6	6
	1%	*1%*	*3%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	3	6	8	1	*
	1%	**%*	*6%*	*1%*	**%*	**%*
			a			
Don't Know (DO NOT READ OUT)	**34**	34	-	18	2	14
	2%	*2%*	*-%*	*2%*	*1%*	*3%*
						ab

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1848**	1494	296	46	4	5	2	1	-	1790	58	12	616	878	354
Weighted total	**1872**	1600	228	39	1	2	2	*	-	1828	44	5	747	853	272
Urgent delivery - on the same day or a specific time the next day	**254**	194	49	**	**	**	**	**	**	243	11	**	77	117	60
	14%	*12%*	*22%*	**	**	**	**	**	**	*13%*	*25%*	**	*10%*	*14%*	*22%*
			ai	**ai**							**ai**			a	**ab**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	353	62	**	**	**	**	**	**	415	18	**	148	206	80
	23%	*22%*	*27%*	**	**	**	**	**	**	*23%*	*41%*	**	*20%*	*24%*	*29%*
				abi							**abi**			a	a
Timed delivery (i.e. to arrive by specific time /day)	**260**	206	45	**	**	**	**	**	**	251	9	**	92	114	54
	14%	*13%*	*20%*	**	**	**	**	**	**	*14%*	*20%*	**	*12%*	*13%*	*20%*
			ai												**ab**
Standard delivery	**1787**	1529	217	**	**	**	**	**	**	1746	41	**	710	819	258
	95%	*96%*	*95%*	**	**	**	**	**	**	*95%*	*94%*	**	*95%*	*96%*	*95%*
International delivery	**268**	199	58	**	**	**	**	**	**	257	11	**	76	123	68
	14%	*12%*	*25%*	**	**	**	**	**	**	*14%*	*25%*	**	*10%*	*14%*	*25%*
			ai	**ai**							**ai**			a	**ab**
Cross-Border Delivery	**24**	21	3	**	**	**	**	**	**	24	1	**	7	14	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*1%*	**	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	10	*	**	**	**	**	**	**	10	-	**	8	2	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*%*	*%*
													b		
Don't Know (DO NOT READ OUT)	**34**	26	5	**	**	**	**	**	**	32	2	**	14	12	8
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	*5%*	**	*2%*	*1%*	*3%*
				ai							**ai**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1848**	1221	837	1354	710	473	1246	1222	68	34	17	5	7	1
Weighted total	**1872**	1165	751	1306	701	408	1213	1227	45	16	5	5	6	2
Urgent delivery - on the same day or a specific time the next day	**254**	185	136	205	121	56	164	188	11	**	**	**	**	**
	14%	*16%*	*18%*	*16%*	*17%*	*14%*	*14%*	*15%*	*24%*	**	**	**	**	**
			ef		f				c					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	298	213	334	182	101	269	310	14	**	**	**	**	**
	23%	*26%*	*28%*	*26%*	*26%*	*25%*	*22%*	*25%*	*32%*	**	**	**	**	**
		f	f	f										
Timed delivery (i.e. to arrive by specific time /day)	**260**	186	131	200	121	68	162	189	6	**	**	**	**	**
	14%	*16%*	*17%*	*15%*	*17%*	*17%*	*13%*	*15%*	*13%*	**	**	**	**	**
			f		f			c						
Standard delivery	**1787**	1111	716	1239	659	391	1166	1169	39	**	**	**	**	**
	95%	*95%*	*95%*	*95%*	*94%*	*96%*	*96%*	*95%*	*87%*	**	**	**	**	**
							d	b		b				
International delivery	**268**	179	138	201	137	69	180	190	5	**	**	**	**	**
	14%	*15%*	*18%*	*15%*	*19%*	*17%*	*15%*	*15%*	*12%*	**	**	**	**	**
			f		acf									
Cross-Border Delivery	**24**	12	10	15	13	7	18	13	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**	**	**	**	**
										a				
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
None of these (DO NOT READ OUT)	**10**	7	2	7	1	1	3	6	1	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*%*	*%*	*%*	*%*	*3%*	**	**	**	**	**
									a					
Don't Know (DO NOT READ OUT)	**34**	12	15	22	22	5	28	20	2	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*5%*	**	**	**	**	**
					ace		a		a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1848**	688	11	6	-	3	2	-	5	416	381	324	227	6
Weighted total	**1872**	688	8	4	-	*	1	-	2	475	397	293	135	5
Urgent delivery - on the same day or a specific time the next day	**254**	117	**	**	**	**	**	**	**	72	52	43	35	**
	14%	*17%*	**	**	**	**	**	**	**	*15%*	*13%*	*15%*	*26%*	**
													abc	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	178	**	**	**	**	**	**	**	121	86	80	45	**
	23%	*26%*	**	**	**	**	**	**	**	*26%*	*22%*	*27%*	*33%*	**
													ab	
Timed delivery (i.e. to arrive by specific time /day)	**260**	116	**	**	**	**	**	**	**	81	56	38	25	**
	14%	*17%*	**	**	**	**	**	**	**	*17%*	*14%*	*13%*	*19%*	**
Standard delivery	**1787**	648	**	**	**	**	**	**	**	442	381	283	130	**
	95%	*94%*	**	**	**	**	**	**	**	*93%*	*96%*	*97%*	*96%*	**
												a		
International delivery	**268**	132	**	**	**	**	**	**	**	86	48	42	25	**
	14%	*19%*	**	**	**	**	**	**	**	*18%*	*12%*	*14%*	*19%*	**
										b			b	
Cross-Border Delivery	**24**	13	**	**	**	**	**	**	**	6	2	4	3	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	**%*	*1%*	*2%*	**
													b	
Other (PLEASE SPECIFY)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	**10**	1	**	**	**	**	**	**	**	6	-	1	*	**
	1%	**%*	**	**	**	**	**	**	**	*1%*	-%	**%*	**%*	**
										b				
Don't Know (DO NOT READ OUT)	**34**	20	**	**	**	**	**	**	**	13	6	1	3	**
	2%	*3%*	**	**	**	**	**	**	**	*3%*	*2%*	**%*	*2%*	**
										c			c	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1848**	293	142	171	90	14	394	20	296	1616	232	1294	60
Weighted total	**1872**	294	145	178	71	14	417	13	272	1648	224	1253	53
Urgent delivery - on the same day or a specific time the next day	**254**	52	18	31	16	**	65	**	54	218	36	195	9
	14%	*18%*	*12%*	*17%*	*23%*	**	*16%*	**	*20%*	*13%*	*16%*	*16%*	*18%*
					b								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	74	28	58	18	**	98	**	82	369	65	313	21
	23%	*25%*	*20%*	*33%*	*25%*	**	*23%*	**	*30%*	*22%*	*29%*	*25%*	*39%*
				b					a		a		a
Timed delivery (i.e. to arrive by specific time /day)	**260**	49	25	29	16	**	63	**	56	216	44	185	15
	14%	*17%*	*17%*	*17%*	*23%*	**	*15%*	**	*20%*	*13%*	*20%*	*15%*	*29%*
											a		a
Standard delivery	**1787**	274	138	170	64	**	395	**	251	1579	208	1191	48
	95%	*93%*	*95%*	*96%*	*90%*	**	*95%*	**	*92%*	*96%*	*93%*	*95%*	*91%*
International delivery	**268**	44	16	50	26	**	90	**	45	215	53	191	10
	14%	*15%*	*11%*	*28%*	*37%*	**	*22%*	**	*16%*	*13%*	*23%*	*15%*	*18%*
				ab	**ab**						a		
Cross-Border Delivery	**24**	7	2	4	*	**	8	**	4	19	5	14	1
	1%	*2%*	*1%*	*2%*	*%*	**	*2%*	**	*1%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**10**	1	-	-	-	**	*	**	1	5	5	3	5
	1%	*%	-%	-%	-%	**	*%	**	*%	*%	*2%*	*%	*9%*
											a		a
Don't Know (DO NOT READ OUT)	**34**	8	4	6	4	**	14	**	8	28	6	22	-
	2%	*3%*	*3%*	*4%*	*5%*	**	*3%*	**	*3%*	*2%*	*3%*	*2%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1848	67	164	199	22	487	222	410	1157	163	1
Weighted total	1872	73	152	187	18	481	218	403	1106	121	*
Urgent delivery - on the same day or a specific time the next day	254	11	22	37	**	93	26	116	174	33	**
	14%	15%	14%	20%	**	19%	12%	29%	16%	27%	**
						b		b		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	433	20	45	70	**	125	55	185	274	39	**
	23%	27%	30%	38%	**	26%	25%	46%	25%	32%	**
								bc		b	
Timed delivery (i.e. to arrive by specific time /day)	260	13	21	38	**	86	32	107	173	32	**
	14%	18%	14%	20%	**	18%	15%	27%	16%	27%	**
								b		b	
Standard delivery	1787	70	142	175	**	452	205	382	1067	111	**
	95%	96%	94%	94%	**	94%	94%	95%	96%	92%	**
									c		
International delivery	268	25	41	61	**	80	54	107	166	72	**
	14%	35%	27%	33%	**	17%	25%	27%	15%	59%	**
							a	b		ab	
Cross-Border Delivery	24	2	3	3	**	8	5	5	12	8	**
	1%	3%	2%	2%	**	2%	2%	1%	1%	6%	**
										ab	
Other (PLEASE SPECIFY)	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	10	-	*	-	**	1	*	-	3	1	**
	1%	-%	*%	-%	**	*%	*%	-%	*%	1%	**
										a	
Don't Know (DO NOT READ OUT)	34	3	6	5	**	13	9	3	12	2	**
	2%	4%	4%	3%	**	3%	4%	1%	1%	1%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1848**	344	755	145	1	500	470	174	1	1164	795	550	1017	847	23
Weighted total	**1872**	330	683	112	*	501	460	151	*	1105	714	533	985	761	26
Urgent delivery - on the same day or a specific time the next day	**254**	85	124	38	**	98	84	31	**	177	132	95	168	112	**
	14%	*26%*	*18%*	*34%*	**	*20%*	*18%*	*21%*	**	*16%*	*18%*	*18%*	*17%*	*15%*	**
		b		b											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	136	197	47	**	159	128	38	**	284	205	139	263	197	**
	23%	*41%*	*29%*	*42%*	**	*32%*	*28%*	*25%*	**	*26%*	*29%*	*26%*	*27%*	*26%*	**
		b		b											
Timed delivery (i.e. to arrive by specific time /day)	**260**	83	116	33	**	101	76	35	**	175	122	95	153	104	**
	14%	*25%*	*17%*	*30%*	**	*20%*	*16%*	*23%*	**	*16%*	*17%*	*18%*	*16%*	*14%*	**
		b		b											
Standard delivery	**1787**	311	659	109	**	476	435	144	**	1057	681	501	934	739	**
	95%	*94%*	*97%*	*97%*	**	*95%*	*94%*	*95%*	**	*96%*	*95%*	*94%*	*95%*	*97%*	**
														a	
International delivery	**268**	83	120	63	**	114	102	58	**	173	133	96	165	127	**
	14%	*25%*	*18%*	*56%*	**	*23%*	*22%*	*38%*	**	*16%*	*19%*	*18%*	*17%*	*17%*	**
		b		**ab**				**ab**							
Cross-Border Delivery	**24**	4	10	8	**	8	9	8	**	12	10	9	11	11	**
	1%	*1%*	*1%*	*7%*	**	*2%*	*2%*	*5%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
				ab				**ab**							
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
None of these (DO NOT READ OUT)	**10**	*	*	*	**	1	1	*	**	3	*	1	3	1	**
	1%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Don't Know (DO NOT READ OUT)	**34**	9	10	*	**	15	12	3	**	12	15	15	17	14	**
	2%	*3%*	*1%*	*%*	**	*3%*	*3%*	*2%*	**	*1%*	*2%*	*3%*	*2%*	*2%*	**
												a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1848**	373	246	299	69	58	962	822	41	24	25	6
Weighted total	**1872**	358	209	292	70	46	934	737	42	21	27	8
Urgent delivery - on the same day or a specific time the next day	**254**	73	45	65	19	13	160	105	**	**	**	**
	14%	*20%*	*22%*	*22%*	*27%*	*28%*	*17%*	*14%*	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	106	64	98	23	12	247	187	**	**	**	**
	23%	*29%*	*31%*	*34%*	*33%*	*27%*	*26%*	*25%*	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	**260**	69	39	71	20	16	146	100	**	**	**	**
	14%	*19%*	*19%*	*24%*	*28%*	*36%*	*16%*	*14%*	**	**	**	**
						ab						
Standard delivery	**1787**	341	204	279	66	43	892	719	**	**	**	**
	95%	*95%*	*98%*	*96%*	*94%*	*95%*	*95%*	*98%*	**	**	**	**
								a				
International delivery	**268**	67	50	68	31	24	152	110	**	**	**	**
	14%	*19%*	*24%*	*23%*	*45%*	*53%*	*16%*	*15%*	**	**	**	**
					abc	**abc**						
Cross-Border Delivery	**24**	5	6	5	2	2	10	11	**	**	**	**
	1%	*1%*	*3%*	*2%*	*4%*	*5%*	*1%*	*1%*	**	**	**	**
						a						
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
None of these (DO NOT READ OUT)	**10**	1	*	1	-	-	3	1	**	**	**	**
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**34**	6	4	9	1	*	12	8	**	**	**	**
	2%	*2%*	*2%*	*3%*	*2%*	**%*	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1848**	1848	1530	1848	1539	1815	1103	1804	483	4	1502	37	211	1502
Weighted total	**1872**	1872	1495	1872	1512	1834	1094	1834	432	2	1485	50	227	1495
Urgent delivery - on the same day or a specific time the next day	**254**	254	239	254	233	252	254	246	137	**	192	**	41	192
	14%	*14%*	*16%*	*14%*	*15%*	*14%*	*23%*	*13%*	*32%*	**	*13%*	**	*18%*	*13%*
			ac				b		**ab**				b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	433	379	433	395	430	433	425	206	**	332	**	68	334
	23%	*23%*	*25%*	*23%*	*26%*	*23%*	*40%*	*23%*	*48%*	**	*22%*	**	*30%*	*22%*
					ac		b		**ab**				b	
Timed delivery (i.e. to arrive by specific time /day)	**260**	260	232	260	239	260	260	255	145	**	200	**	33	202
	14%	*14%*	*16%*	*14%*	*16%*	*14%*	*24%*	*14%*	*34%*	**	*13%*	**	*15%*	*14%*
							b		**ab**					
Standard delivery	**1787**	1787	1427	1787	1440	1751	1039	1787	418	**	1420	**	224	1424
	95%	*95%*	*95%*	*95%*	*95%*	*95%*	*95%*	*97%*	*97%*	**	*96%*	**	*99%*	*95%*
								a					b	
International delivery	**268**	268	235	268	243	264	213	265	268	**	211	**	48	202
	14%	*14%*	*16%*	*14%*	*16%*	*14%*	*20%*	*14%*	*62%*	**	*14%*	**	*21%*	*13%*
							b		**ab**				b	
Cross-Border Delivery	**24**	24	22	24	22	24	19	24	24	**	20	**	3	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*6%*	**	*1%*	**	*1%*	*1%*
									ab					
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	10	3	10	5	8	4	4	1	**	5	**	*	5
	1%	*1%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
Don't Know (DO NOT READ OUT)	**34**	34	28	34	32	34	13	19	3	**	26	**	*	29
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	**	*2%*	**	*%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1848**	350	16	83	331	215	1297	328	216	87	1530	994	854
Weighted total	**1872**	361	19	86	335	200	1331	329	212	90	1566	975	897
Urgent delivery - on the same day or a specific time the next day	**254**	55	**	11	53	34	194	25	38	17	197	136	118
	14%	*15%*	**	*13%*	*16%*	*17%*	*15%*	*8%*	*18%*	*19%*	*13%*	*14%*	*13%*
						c	c		c				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	108	**	20	105	53	308	72	62	26	345	240	194
	23%	*30%*	**	*23%*	*31%*	*27%*	*23%*	*22%*	*29%*	*29%*	*22%*	*25%*	*22%*
									c				
Timed delivery (i.e. to arrive by specific time /day)	**260**	57	**	15	56	31	196	33	44	16	199	155	105
	14%	*16%*	**	*17%*	*17%*	*16%*	*15%*	*10%*	*21%*	*18%*	*13%*	*16%*	*12%*
							c		c			b	
Standard delivery	**1787**	341	**	83	313	195	1264	316	201	88	1495	934	853
	95%	*94%*	**	*96%*	*94%*	*97%*	*95%*	*96%*	*95%*	*97%*	*95%*	*96%*	*95%*
International delivery	**268**	89	**	25	74	42	179	45	55	19	192	137	131
	14%	*25%*	**	*29%*	*22%*	*21%*	*13%*	*14%*	*26%*	*21%*	*12%*	*14%*	*15%*
						bc			c	c			
Cross-Border Delivery	**24**	6	**	2	6	6	15	4	5	1	18	13	12
	1%	*2%*	**	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
						b							
Other (PLEASE SPECIFY)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**10**	5	**	*	5	*	10	-	*	-	10	1	8
	1%	*1%*	**	*%*	*1%*	*%*	*1%*	-%	*%*	-%	*1%*	*%*	*1%*
													a
Don't Know (DO NOT READ OUT)	**34**	9	**	4	8	2	28	4	7	1	26	14	21
	2%	*2%*	**	*4%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1848**	159	154	155	165	159	150	165	127	147	181	163	123
Weighted total	**1872**	114	181	174	115	184	166	103	140	226	193	175	102
Urgent delivery - on the same day or a specific time the next day	**254**	12	26	18	12	34	26	21	26	30	16	16	16
	14%	*11%*	*15%*	*10%*	*11%*	*19%*	*16%*	*21%*	*18%*	*13%*	*8%*	*9%*	*15%*
						acdjk	j	**acdjk**	**jk**				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	19	37	34	20	67	44	33	39	67	27	24	21
	23%	*17%*	*20%*	*20%*	*18%*	*36%*	*27%*	*32%*	*28%*	*30%*	*14%*	*14%*	*21%*
						abcdjkl	**ajk**	**abcdjkl**	**adjk**	**acdjk**			
Timed delivery (i.e. to arrive by specific time /day)	**260**	12	26	21	13	37	24	10	32	38	16	15	15
	14%	*11%*	*14%*	*12%*	*12%*	*20%*	*14%*	*10%*	*23%*	*17%*	*8%*	*9%*	*15%*
						adgjk			**acdgjk**	**jk**			
Standard delivery	**1787**	110	171	159	112	181	158	97	136	220	187	159	100
	95%	*96%*	*94%*	*91%*	*98%*	*99%*	*95%*	*94%*	*97%*	*97%*	*97%*	*91%*	*98%*
		k			**ck**	**bcgk**			k	**ck**	**ck**		**ck**
International delivery	**268**	14	18	21	15	34	28	18	26	28	24	19	21
	14%	*12%*	*10%*	*12%*	*13%*	*19%*	*17%*	*17%*	*19%*	*13%*	*13%*	*11%*	*21%*
						b			b				**bk**
Cross-Border Delivery	**24**	1	1	3	2	3	3	1	2	3	1	1	3
	1%	*1%*	**%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	-	-	-	-	2	3	2	-	-	3	*
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*1%*	*-%*	*-%*	*1%*	**%*
								abcdeij					
Don't Know (DO NOT READ OUT)	**34**	3	8	7	-	3	2	1	*	2	1	7	-
	2%	*3%*	*4%*	*4%*	*-%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*4%*	*-%*
		d	**dghjl**	**dghjl**								**dghjl**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1848**	468	474	439	467
Weighted total	**1872**	468	465	469	470
Urgent delivery - on the same day or a specific time the next day	**254**	56	73	77	48
	14%	*12%*	*16%*	*16%*	*10%*
			d	d	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**433**	91	131	139	72
	23%	*19%*	*28%*	*30%*	*15%*
			ad	**ad**	
Timed delivery (i.e. to arrive by specific time /day)	**260**	59	74	80	46
	14%	*13%*	*16%*	*17%*	*10%*
			d	d	
Standard delivery	**1787**	439	451	452	445
	95%	*94%*	*97%*	*96%*	*95%*
			a		
International delivery	**268**	54	77	72	65
	14%	*11%*	*17%*	*15%*	*14%*
			a		
Cross-Border Delivery	**24**	4	8	7	5
	1%	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**10**	-	2	5	3
	1%	*-%*	**%*	*1%*	*1%*
				a	
Don't Know (DO NOT READ OUT)	**34**	18	5	3	9
	2%	*4%*	*1%*	*1%*	*2%*
		bc			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1550**	1104	289	107	50	446	415	371	107	50	112
Weighted total	**1514**	1459	35	13	6	54	519	430	88	32	47
Urgent delivery - on the same day or a specific time the next day	**206**	196	6	2	**	10	67	68	16	**	7
	14%	*13%*	*16%*	*18%*	**	*18%*	*13%*	*16%*	*18%*	**	*15%*
					a	a					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	363	9	4	**	15	132	115	24	**	12
	25%	*25%*	*26%*	*29%*	**	*28%*	*25%*	*27%*	*27%*	**	*26%*
					a		d	d	d		d
Timed delivery (i.e. to arrive by specific time /day)	**194**	186	4	2	**	8	71	61	13	**	5
	13%	*13%*	*12%*	*18%*	**	*15%*	*14%*	*14%*	*15%*	**	*10%*
					ab			d	d		
Standard delivery	**1435**	1385	32	12	**	50	497	408	84	**	46
	95%	*95%*	*91%*	*92%*	**	*92%*	*96%*	*95%*	*96%*	**	*98%*
		be									
International delivery	**204**	197	4	2	**	7	64	58	16	**	6
	13%	*13%*	*10%*	*13%*	**	*13%*	*12%*	*13%*	*18%*	**	*12%*
					abce				d		
Cross-Border Delivery	**22**	20	1	1	**	2	6	8	2	**	1
	1%	*1%*	*3%*	*4%*	**	*4%*	*1%*	*2%*	*2%*	**	*2%*
			a	a	a	a					
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
None of these (DO NOT READ OUT)	**21**	21	*	-	**	*	5	7	3	**	*
	1%	*1%*	*1%*	*-%*	**	*1%*	*1%*	*2%*	*3%*	**	**%*
Don't Know (DO NOT READ OUT)	**17**	15	2	*	**	2	7	3	*	**	*
	1%	*1%*	*5%*	*3%*	**	*4%*	*1%*	*1%*	**%*	**	*1%*
			a			a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1550**	139	59	169	40	103	176	112	105	77	980	183	194	193
Weighted total	**1514**	186	85	220	47	130	253	136	131	96	1283	77	83	71
Urgent delivery - on the same day or a specific time the next day	**206**	37	9	42	**	12	24	17	18	13	176	9	8	12
	14%	*20%*	*10%*	*19%*	**	*9%*	*10%*	*13%*	*13%*	*13%*	*14%*	*12%*	*9%*	*17%*
		efjl		**efl**										**fl**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	40	18	80	**	22	62	30	35	28	325	15	18	19
	25%	*22%*	*22%*	*37%*	**	*17%*	*25%*	*22%*	*26%*	*29%*	*25%*	*20%*	*22%*	*27%*
				abefgjk										
				l										
Timed delivery (i.e. to arrive by specific time /day)	**194**	23	9	40	**	10	22	14	16	19	161	11	10	12
	13%	*12%*	*10%*	*18%*	**	*8%*	*9%*	*10%*	*13%*	*20%*	*13%*	*14%*	*11%*	*17%*
				efj						**ef**				**ef**
Standard delivery	**1435**	181	81	205	**	119	240	124	126	93	1215	73	79	67
	95%	*97%*	*96%*	*93%*	**	*92%*	*95%*	*92%*	*96%*	*97%*	*95%*	*95%*	*95%*	*95%*
International delivery	**204**	28	11	58	**	6	26	9	20	10	169	6	12	17
	13%	*15%*	*12%*	*26%*	**	*5%*	*10%*	*7%*	*15%*	*10%*	*13%*	*8%*	*14%*	*25%*
		eg		**abdefgh**					**eg**		e		**eadefgijk**	
				ijkl										l
Cross-Border Delivery	**22**	-	-	-	**	-	-	-	-	-	-	-	-	22
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*31%*
														abcdefgh
														ijkl
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	-	2	4	**	4	4	3	-	-	18	1	1	1
	1%	*-%*	*3%*	*2%*	**	*3%*	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*
					a	a								
Don't Know (DO NOT READ OUT)	**17**	3	*	3	**	2	2	2	3	*	15	1	1	*
	1%	*1%*	**%*	*1%*	**	*2%*	*1%*	*2%*	*2%*	**%*	*1%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1550**	68	153	36	128	380	46	96	631	1132	418	1379	171
Weighted total	**1514**	60	122	28	118	444	32	105	594	1168	346	1377	137
Urgent delivery - on the same day or a specific time the next day	**206**	7	11	**	19	58	**	26	77	153	53	176	30
	14%	*11%*	*9%*	**	*16%*	*13%*	**	*25%*	*13%*	*13%*	*15%*	*13%*	*22%*
								abceh					a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	14	21	**	25	100	**	48	150	289	89	318	60
	25%	*23%*	*17%*	**	*22%*	*23%*	**	*46%*	*25%*	*25%*	*26%*	*23%*	*44%*
								abdefh	b				a
Timed delivery (i.e. to arrive by specific time /day)	**194**	4	12	**	16	59	**	24	73	151	43	157	37
	13%	*7%*	*10%*	**	*14%*	*13%*	**	*23%*	*12%*	*13%*	*13%*	*11%*	*27%*
					c	c		**abceh**	c				a
Standard delivery	**1435**	60	113	**	115	422	**	101	554	1110	325	1307	128
	95%	*99%*	*92%*	**	*97%*	*95%*	**	*97%*	*93%*	*95%*	*94%*	*95%*	*93%*
		bh											
International delivery	**204**	7	21	**	10	83	**	11	69	168	36	176	28
	13%	*11%*	*17%*	**	*8%*	*19%*	**	*11%*	*12%*	*14%*	*10%*	*13%*	*21%*
			cdf			**cdfh**				b			a
Cross-Border Delivery	**22**	1	3	**	1	9	**	1	6	16	6	20	2
	1%	*2%*	*3%*	**	*1%*	*2%*	**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	**	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	-	2	**	1	6	**	-	13	16	5	19	3
	1%	*-%*	*1%*	**	*1%*	*1%*	**	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**17**	-	1	**	1	7	**	*	8	12	5	16	1
	1%	*-%*	*1%*	**	*%*	*2%*	**	*%*	*1%*	*1%*	*2%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1550**	1496	54	914	240	375
Weighted total	**1514**	1444	70	905	232	346
Urgent delivery - on the same day or a specific time the next day	**206**	199	7	114	36	51
	14%	*14%*	*10%*	*13%*	*16%*	*15%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	362	16	215	58	95
	25%	*25%*	*23%*	*24%*	*25%*	*27%*
Timed delivery (i.e. to arrive by specific time /day)	**194**	191	3	110	29	52
	13%	*13%*	*5%*	*12%*	*12%*	*15%*
Standard delivery	**1435**	1371	63	857	228	319
	95%	*95%*	*90%*	*95%*	*99%*	*92%*
					ac	
International delivery	**204**	194	10	97	47	50
	13%	*13%*	*15%*	*11%*	*20%*	*15%*
					a	
Cross-Border Delivery	**22**	21	1	11	6	5
	1%	*1%*	*1%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	17	4	15	-	6
	1%	*1%*	*6%*	*2%*	*-%*	*2%*
			a	b		b
Don't Know (DO NOT READ OUT)	**17**	17	-	12	*	5
	1%	*1%*	*-%*	*1%*	**%*	*2%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1550**	1226	275	40	4	3	1	1	-	1501	49	9	460	766	324
Weighted total	**1514**	1271	211	29	1	*	2	*	-	1481	32	3	543	728	243
Urgent delivery - on the same day or a specific time the next day	**206**	154	45	**	**	**	**	**	**	199	**	**	65	89	52
	14%	*12%*	*21%*	**	**	**	**	**	**	*13%*	**	**	*12%*	*12%*	*21%*
			ai												**ab**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	305	62	**	**	**	**	**	**	367	**	**	116	189	73
	25%	*24%*	*29%*	**	**	**	**	**	**	*25%*	**	**	*21%*	*26%*	*30%*
															a
Timed delivery (i.e. to arrive by specific time /day)	**194**	155	35	**	**	**	**	**	**	190	**	**	65	90	39
	13%	*12%*	*17%*	**	**	**	**	**	**	*13%*	**	**	*12%*	*12%*	*16%*
Standard delivery	**1435**	1204	202	**	**	**	**	**	**	1406	**	**	510	694	231
	95%	*95%*	*96%*	**	**	**	**	**	**	*95%*	**	**	*94%*	*95%*	*95%*
		cj	**cj**							**cj**					
International delivery	**204**	149	49	**	**	**	**	**	**	198	**	**	50	99	55
	13%	*12%*	*23%*	**	**	**	**	**	**	*13%*	**	**	*9%*	*14%*	*23%*
			ai											a	**ab**
Cross-Border Delivery	**22**	19	3	**	**	**	**	**	**	21	**	**	6	13	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	17	1	**	**	**	**	**	**	19	**	**	14	3	4
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*3%*	*%*	*2%*
				abi							**abi**		b		b
Don't Know (DO NOT READ OUT)	**17**	15	1	**	**	**	**	**	**	16	**	**	8	7	2
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	*1%*
				abi							**abi**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1550**	1075	803	1196	638	426	1084	1073	60	33	17	5	7	1
Weighted total	**1514**	982	710	1107	615	353	1015	1035	39	16	5	5	6	2
Urgent delivery - on the same day or a specific time the next day	**206**	156	138	177	99	49	144	161	10	**	**	**	**	**
	14%	*16%*	*19%*	*16%*	*16%*	*14%*	*14%*	*16%*	*26%*	**	**	**	**	**
			acef						**ac**					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	280	232	309	168	94	251	284	15	**	**	**	**	**
	25%	*29%*	*33%*	*28%*	*27%*	*27%*	*25%*	*27%*	*39%*	**	**	**	**	**
			cdef						**ac**					
Timed delivery (i.e. to arrive by specific time /day)	**194**	146	126	159	99	47	132	152	3	**	**	**	**	**
	13%	*15%*	*18%*	*14%*	*16%*	*13%*	*13%*	*15%*	*8%*	**	**	**	**	**
			cef											
Standard delivery	**1435**	935	676	1049	584	332	973	980	38	**	**	**	**	**
	95%	*95%*	*95%*	*95%*	*95%*	*94%*	*96%*	*95%*	*98%*	**	**	**	**	**
International delivery	**204**	142	131	164	116	55	148	157	2	**	**	**	**	**
	13%	*14%*	*18%*	*15%*	*19%*	*16%*	*15%*	*15%*	*4%*	**	**	**	**	**
			acf		**acf**			b		b				
Cross-Border Delivery	**22**	13	12	16	12	7	19	14	1	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	**	**	**	**	**
										a				
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**
None of these (DO NOT READ OUT)	**21**	12	8	16	5	3	9	16	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**17**	7	2	7	9	7	13	7	*	**	**	**	**	**
	1%	*1%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**
					b	**abc**	b							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1550**	619	11	5	-	1	2	-	3	339	330	301	220	6
Weighted total	**1514**	604	8	2	-	*	1	-	2	371	338	262	131	5
Urgent delivery - on the same day or a specific time the next day	**206**	99	**	**	**	**	**	**	**	65	35	43	31	**
	14%	*16%*	**	**	**	**	**	**	**	*18%* b	*10%*	*16%* b	*24%* **bc**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	167	**	**	**	**	**	**	**	106	84	69	50	**
	25%	*28%*	**	**	**	**	**	**	**	*29%*	*25%*	*26%*	*38%* **abc**	**
Timed delivery (i.e. to arrive by specific time /day)	**194**	98	**	**	**	**	**	**	**	62	37	36	24	**
	13%	*16%*	**	**	**	**	**	**	**	*17%* b	*11%*	*14%*	*18%* b	**
Standard delivery	**1435**	573	**	**	**	**	**	**	**	351	317	253	125	**
	95%	*95%*	**	**	**	**	**	**	**	*95%*	*94%*	*97%*	*95%*	**
International delivery	**204**	116	**	**	**	**	**	**	**	65	37	41	22	**
	13%	*19%*	**	**	**	**	**	**	**	*17%* b	*11%*	*16%*	*17%*	**
Cross-Border Delivery	**22**	12	**	**	**	**	**	**	**	6	2	5	3	**
	1%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*2%*	*3%* b	**
Other (PLEASE SPECIFY)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	**21**	5	**	**	**	**	**	**	**	4	9	2	*	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*3%* d	*1%*	*%*	**
Don't Know (DO NOT READ OUT)	**17**	9	**	**	**	**	**	**	**	5	*	1	1	**
	1%	*1%*	**	**	**	**	**	**	**	*1%* b	*%*	*%*	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1550**	260	134	156	77	11	346	19	273	1355	195	1146	50
Weighted total	**1514**	259	131	157	57	11	356	12	247	1332	182	1069	38
Urgent delivery - on the same day or a specific time the next day	**206**	50	14	21	13	**	49	**	47	171	35	166	**
	14%	*19%*	*11%*	*13%*	*22%*	**	*14%*	**	*19%*	*13%*	*19%*	*15%*	**
		b			b						a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	81	24	44	16	**	82	**	81	320	58	292	**
	25%	*31%*	*18%*	*28%*	*28%*	**	*23%*	**	*33%*	*24%*	*32%*	*27%*	**
		b		b					a		a		a
Timed delivery (i.e. to arrive by specific time /day)	**194**	47	22	19	9	**	49	**	49	160	34	144	**
	13%	*18%*	*17%*	*12%*	*16%*	**	*14%*	**	*20%*	*12%*	*19%*	*13%*	**
									a		a		a
Standard delivery	**1435**	248	128	146	54	**	339	**	233	1262	173	1016	**
	95%	*96%*	*97%*	*93%*	*94%*	**	*95%*	**	*94%*	*95%*	*95%*	*95%*	**
												b	
International delivery	**204**	48	11	36	19	**	73	**	42	169	36	157	**
	13%	*19%*	*8%*	*23%*	*33%*	**	*20%*	**	*17%*	*13%*	*20%*	*15%*	**
		b		b	**ab**						a		
Cross-Border Delivery	**22**	6	2	4	1	**	7	**	5	18	4	15	**
	1%	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*2%*	*1%*	*2%*	*1%*	**
Other (PLEASE SPECIFY)	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	**21**	1	*	1	-	**	5	**	*	16	5	12	**
	1%	*%	*%	*1%*	-%	**	*1%*	**	*%	*1%*	*3%*	*1%*	**
													a
Don't Know (DO NOT READ OUT)	**17**	3	2	3	1	**	6	**	3	17	*	7	**
	1%	*1%*	*2%*	*2%*	*1%*	**	*2%*	**	*1%*	*1%*	*%	*1%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1550**	61	148	186	20	442	195	380	1016	154	1
Weighted total	**1514**	65	139	174	18	427	186	372	932	113	*
Urgent delivery - on the same day or a specific time the next day	**206**	6	27	36	**	70	27	103	148	28	**
	14%	*10%*	*19%*	*20%*	**	*16%*	*15%*	*28%* b	*16%*	*25%* b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	10	44	61	**	114	51	180	258	53	**
	25%	*15%*	*32%* a	*35%*	**	*27%*	*27%*	*49%* b	*28%*	*47%* b	**
Timed delivery (i.e. to arrive by specific time /day)	**194**	9	19	30	**	75	21	98	138	34	**
	13%	*14%*	*14%*	*17%*	**	*18%*	*11%*	*26%* b	*15%*	*31%* b	**
Standard delivery	**1435**	59	133	167	**	401	181	348	897	108	**
	95%	*91%*	*95%*	*96%*	**	*94%*	*97%*	*94%*	*96%*	*96%*	**
International delivery	**204**	17	31	44	**	76	38	84	135	65	**
	13%	*26%*	*22%*	*25%*	**	*18%*	*21%*	*23%* b	*15%*	*57%* **ab**	**
Cross-Border Delivery	**22**	2	3	3	**	9	3	4	12	8	**
	1%	*3%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*1%*	*7%* **ab**	**
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
None of these (DO NOT READ OUT)	**21**	4	1	3	**	4	1	4	10	1	**
	1%	*6%* b	*1%*	*1%*	**	*1%*	*%*	*1%*	*1%*	*%*	**
Don't Know (DO NOT READ OUT)	**17**	2	3	1	**	8	1	3	6	*	**
	1%	*3%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1550	332	728	142	1	443	434	153	1	1033	765	508	923	757	22
Weighted total	1514	316	647	107	*	435	415	135	*	945	679	486	859	662	24
Urgent delivery - on the same day or a specific time the next day	206	90	122	39	**	77	77	25	**	145	130	79	146	98	**
	14%	28%	19%	36%	**	18%	19%	19%	**	15%	19%	16%	17%	15%	**
		b		b							a				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	378	148	209	56	**	142	125	39	**	267	220	129	248	179	**
	25%	47%	32%	53%	**	33%	30%	29%	**	28%	32%	27%	29%	27%	**
		b		b							c				
Timed delivery (i.e. to arrive by specific time /day)	194	84	112	34	**	79	70	27	**	135	116	87	127	80	**
	13%	27%	17%	32%	**	18%	17%	20%	**	14%	17%	18%	15%	12%	**
		b		b											
Standard delivery	1435	297	623	102	**	413	398	125	**	902	647	458	821	642	**
	95%	94%	96%	95%	**	95%	96%	93%	**	96%	95%	94%	96%	97%	**
International delivery	204	78	118	68	**	92	98	54	**	139	125	84	134	106	**
	13%	25%	18%	63%	**	21%	24%	40%	**	15%	18%	17%	16%	16%	**
		b		ab				ab			a				
Cross-Border Delivery	22	5	11	10	**	7	10	9	**	12	11	10	13	11	**
	1%	2%	2%	9%	**	2%	2%	6%	**	1%	2%	2%	1%	2%	**
				ab				ab							
Other (PLEASE SPECIFY)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	21	4	4	1	**	3	2	3	**	8	6	4	11	9	**
	1%	1%	1%	*%	**	1%	*%	2%	**	1%	1%	1%	1%	1%	**
Don't Know (DO NOT READ OUT)	17	1	1	*	**	9	5	2	**	7	2	8	4	3	**
	1%	*%	*%	*%	**	2%	1%	2%	**	1%	*%	2%	1%	*%	**
												b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1550**	349	237	274	61	56	875	733	36	22	22	5
Weighted total	**1514**	326	198	267	63	44	816	639	36	17	26	7
Urgent delivery - on the same day or a specific time the next day	**206**	63	39	53	15	10	134	90	**	**	**	**
	14%	*19%*	*20%*	*20%*	*24%*	*22%*	*16%*	*14%*	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	98	63	87	25	17	233	170	**	**	**	**
	25%	*30%*	*32%*	*33%*	*40%*	*39%*	*29%*	*27%*	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	**194**	60	38	62	15	10	117	72	**	**	**	**
	13%	*18%*	*19%*	*23%*	*24%*	*23%*	*14%*	*11%*	**	**	**	**
Standard delivery	**1435**	309	193	250	57	43	784	619	**	**	**	**
	95%	*95%*	*98%*	*94%*	*91%*	*98%*	*96%*	*97%*	**	**	**	**
			cd									
International delivery	**204**	63	46	55	30	24	127	95	**	**	**	**
	13%	*19%*	*23%*	*21%*	*47%*	*55%*	*16%*	*15%*	**	**	**	**
					abc	**abc**						
Cross-Border Delivery	**22**	7	6	5	3	3	12	10	**	**	**	**
	1%	*2%*	*3%*	*2%*	*5%*	*7%*	*1%*	*2%*	**	**	**	**
						c						
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
None of these (DO NOT READ OUT)	**21**	2	1	4	3	-	9	8	**	**	**	**
	1%	*1%*	*1%*	*2%*	*4%*	*-%*	*1%*	*1%*	**	**	**	**
					ab							
Don't Know (DO NOT READ OUT)	**17**	5	2	6	-	*	4	3	**	**	**	**
	1%	*1%*	*1%*	*2%*	*-%*	**%*	**%*	**%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1550**	1530	1550	1550	1381	1541	1001	1513	438	3	1275	30	187	1263
Weighted total	**1514**	1495	1514	1514	1329	1503	967	1483	380	2	1221	39	200	1211
Urgent delivery - on the same day or a specific time the next day	**206**	204	206	206	194	204	206	202	115	**	146	**	41	147
	14%	*14%*	*14%*	*14%*	*15%*	*14%*	*21%*	*14%*	*30%*	**	*12%*	**	*21%*	*12%*
							b		**ab**			a	b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	374	378	378	350	376	378	368	173	**	290	**	66	289
	25%	*25%*	*25%*	*25%*	*26%*	*25%*	*39%*	*25%*	*45%*	**	*24%*	**	*33%*	*24%*
							b		**ab**				b	
Timed delivery (i.e. to arrive by specific time /day)	**194**	193	194	194	178	194	194	192	118	**	138	**	39	139
	13%	*13%*	*13%*	*13%*	*13%*	*13%*	*20%*	*13%*	*31%*	**	*11%*	**	*19%*	*11%*
							b		**ab**			a	b	
Standard delivery	**1435**	1420	1435	1435	1255	1426	917	1435	363	**	1161	**	189	1149
	95%	*95%*	*95%*	*95%*	*94%*	*95%*	*95%*	*97%*	*96%*	**	*95%*	**	*95%*	*95%*
								a						
International delivery	**204**	202	204	204	189	202	171	203	204	**	157	**	43	152
	13%	*14%*	*13%*	*13%*	*14%*	*13%*	*18%*	*14%*	*54%*	**	*13%*	**	*21%*	*13%*
							b		**ab**				b	
Cross-Border Delivery	**22**	22	22	22	20	22	17	22	22	**	17	**	3	18
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*6%*	**	*1%*	**	*1%*	*1%*
									ab					
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	21	21	21	18	19	12	16	5	**	14	**	4	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*
Don't Know (DO NOT READ OUT)	**17**	15	17	17	17	17	1	5	1	**	15	**	2	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	**%*	**	*1%*	**	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1550**	301	13	74	282	189	1077	277	194	77	1265	836	714
Weighted total	**1514**	300	16	76	275	169	1067	267	189	79	1243	794	720
Urgent delivery - on the same day or a specific time the next day	**206**	44	**	12	44	20	158	28	32	18	156	128	78
	14%	*15%*	**	*16%*	*16%*	*12%*	*15%*	*11%*	*17%*	*23%* c	*13%*	*16%* b	*11%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	84	**	18	80	39	271	68	59	23	295	225	153
	25%	*28%*	**	*23%*	*29%*	*23%*	*25%*	*25%*	*32%* c	*30%*	*24%*	*28%* b	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**194**	38	**	14	38	18	142	34	33	13	148	130	64
	13%	*13%*	**	*18%*	*14%*	*11%*	*13%*	*13%*	*17%* c	*17%*	*12%*	*16%* b	*9%*
Standard delivery	**1435**	281	**	74	257	163	1009	252	175	77	1180	748	687
	95%	*94%*	**	*97%*	*93%*	*96%*	*95%*	*94%*	*93%*	*98%*	*95%*	*94%*	*95%*
International delivery	**204**	60	**	24	42	35	131	38	46	13	144	113	91
	13%	*20%*	**	*32%* b	*15%*	*21%* b	*12%*	*14%*	*24%* c	*17%*	*12%*	*14%*	*13%*
Cross-Border Delivery	**22**	5	**	2	5	4	13	5	5	1	17	13	9
	1%	*2%*	**	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**21**	9	**	1	8	3	10	8	5	-	16	8	13
	1%	*3%*	**	*1%*	*3%*	*2%*	*1%*	*3%* b	*3%*	-%	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**17**	5	**	*	4	1	14	2	*	1	16	10	8
	1%	*2%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	*%*	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1550**	136	122	130	151	132	136	145	98	121	143	135	101
Weighted total	**1514**	92	136	143	102	155	150	80	96	180	153	143	84
Urgent delivery - on the same day or a specific time the next day	**206**	9	20	13	15	29	26	11	19	22	11	15	17
	14%	*9%*	*15%*	*9%*	*15%*	*19%*	*17%*	*14%*	*20%*	*12%*	*7%*	*10%*	*20%*
			j		j	**acj**	j		**acjk**				**acjk**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	17	32	28	21	66	37	19	34	43	24	31	26
	25%	*18%*	*24%*	*20%*	*21%*	*42%*	*25%*	*24%*	*35%*	*24%*	*16%*	*22%*	*31%*
						abcdfgijk			**acdjk**				**aj**
Timed delivery (i.e. to arrive by specific time /day)	**194**	8	21	7	17	33	21	7	20	20	11	13	15
	13%	*9%*	*16%*	*5%*	*17%*	*21%*	*14%*	*9%*	*21%*	*11%*	*7%*	*9%*	*17%*
			cj		**cj**	**acgijk**	c		**acgijk**				**acj**
Standard delivery	**1435**	85	124	135	99	150	144	71	93	172	148	135	78
	95%	*92%*	*91%*	*95%*	*97%*	*97%*	*96%*	*90%*	*96%*	*96%*	*97%*	*94%*	*93%*
					abg	g	g				**bg**		
International delivery	**204**	12	12	12	14	35	14	12	21	16	18	20	17
	13%	*13%*	*9%*	*8%*	*14%*	*23%*	*10%*	*15%*	*22%*	*9%*	*12%*	*14%*	*20%*
						abcfij			**bcfij**				**bcfi**
Cross-Border Delivery	**22**	2	1	2	2	3	4	1	1	2	2	1	2
	1%	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	*	-	1	2	-	2	7	3	1	1	3	2
	1%	**%*	*-%*	*1%*	*2%*	*-%*	*1%*	*9%*	*3%*	**%*	*1%*	*2%*	*2%*
								abcdefijkl					
Don't Know (DO NOT READ OUT)	**17**	4	7	2	-	1	-	1	*	-	-	-	1
	1%	*5%*	*5%*	*2%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*1%*
		defhijk	**defghijk**										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1550**	388	419	364	379
Weighted total	**1514**	371	407	356	379
Urgent delivery - on the same day or a specific time the next day	**206**	42	70	52	42
	14%	*11%*	*17%*	*15%*	*11%*
			ad		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**378**	77	124	96	81
	25%	*21%*	*31%*	*27%*	*21%*
			ad	a	
Timed delivery (i.e. to arrive by specific time /day)	**194**	37	71	47	39
	13%	*10%*	*18%*	*13%*	*10%*
			ad		
Standard delivery	**1435**	344	393	336	361
	95%	*93%*	*97%*	*94%*	*95%*
			a		
International delivery	**204**	37	64	49	55
	13%	*10%*	*16%*	*14%*	*14%*
			a		
Cross-Border Delivery	**22**	4	9	4	5
	1%	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**21**	1	4	10	5
	1%	**%*	*1%*	*3%*	*1%*
				a	
Don't Know (DO NOT READ OUT)	**17**	14	1	1	1
	1%	*4%*	**%*	**%*	**%*
		bcd			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1584**	1136	295	102	51	448	431	379	118	47	118
Weighted total	**1559**	1505	36	12	6	54	537	441	107	27	51
Urgent delivery - on the same day or a specific time the next day	**379**	365	9	3	2	14	135	113	34	**	15
	24%	*24%*	*25%*	*25%*	*38%*	*26%*	*25%*	*26%*	*32%*	**	*29%*
					a				d		d
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	870	21	8	4	32	314	271	63	**	25
	58%	*58%*	*60%*	*61%*	*56%*	*60%*	*59%*	*61%*	*59%*	**	*49%*
							d	**de**	d		
Timed delivery (i.e. to arrive by specific time /day)	**405**	392	9	3	2	14	141	131	29	**	10
	26%	*26%*	*25%*	*26%*	*29%*	*25%*	*26%*	*30%*	*27%*	**	*20%*
							d	**de**	d		d
Standard delivery	**1220**	1176	29	9	5	44	425	343	84	**	39
	78%	*78%*	*81%*	*76%*	*85%*	*80%*	*79%*	*78%*	*79%*	**	*77%*
International delivery	**328**	315	8	3	2	13	116	89	26	**	10
	21%	*21%*	*22%*	*24%*	*39%*	*25%*	*22%*	*20%*	*25%*	**	*19%*
					abe		d	d	d		
Cross-Border Delivery	**27**	25	2	*	*	3	10	7	2	**	1
	2%	*2%*	*5%*	*3%*	*7%*	*5%*	*2%*	*2%*	*2%*	**	*2%*
			a		a	a					
Other (PLEASE SPECIFY)	**2**	2	*	-	-	*	1	-	-	**	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**	*-%*
None of these (DO NOT READ OUT)	**19**	18	*	*	-	*	2	6	-	**	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	**	**%*
Don't Know (DO NOT READ OUT)	**28**	26	1	*	*	2	12	6	1	**	5
	2%	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	**	*10%*
											abcd

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1584**	142	59	167	43	107	181	113	99	84	995	187	201	201
Weighted total	**1559**	192	88	212	54	135	259	139	126	113	1319	80	86	75
Urgent delivery - on the same day or a specific time the next day	**379**	54	13	70	**	19	70	32	31	29	326	18	17	18
	24%	*28%*	*14%*	*33%*	**	*14%*	*27%*	*23%*	*24%*	*25%*	*25%*	*22%*	*20%*	*24%*
		be		**bdejkl**			e			e	e			e
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	107	46	144	**	67	156	86	70	62	765	48	49	41
	58%	*55%*	*52%*	*68%*	**	*50%*	*60%*	*61%*	*56%*	*55%*	*58%*	*61%*	*57%*	*54%*
				abdehjl m										
Timed delivery (i.e. to arrive by specific time /day)	**405**	43	18	70	**	25	63	46	27	34	340	21	24	21
	26%	*23%*	*21%*	*33%*	**	*18%*	*24%*	*33%*	*22%*	*31%*	*26%*	*26%*	*27%*	*27%*
				aehj				e		e				
Standard delivery	**1220**	152	72	156	**	103	196	112	95	94	1024	63	68	64
	78%	*79%*	*81%*	*73%*	**	*76%*	*76%*	*80%*	*75%*	*83%*	*78%*	*80%*	*80%*	*85%*
														cfhj
International delivery	**328**	35	13	80	**	11	48	30	27	22	272	15	20	23
	21%	*18%*	*15%*	*38%*	**	*8%*	*18%*	*22%*	*21%*	*19%*	*21%*	*18%*	*23%*	*30%*
		e		**abdefgh ijkl**			e	e	e	e	e	e	e	**abdefjk**
Cross-Border Delivery	**27**	-	-	-	**	-	-	-	-	-	-	-	-	27
	2%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*36%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**2**	*	-	1	**	-	-	-	-	-	1	*	-	*
	****%***	**%*	-%	*1%*	**	-%	-%	-%	-%	-%	**%*	*1%*	-%	*1%*
None of these (DO NOT READ OUT)	**19**	-	5	1	**	2	7	-	-	-	16	1	1	*
	1%	-%	*6%*	*1%*	**	*1%*	*3%*	-%	-%	-%	*1%*	*1%*	*1%*	**%*
			acghijlm				m							
Don't Know (DO NOT READ OUT)	**28**	4	*	5	**	2	1	5	2	3	23	2	2	1
	2%	*2%*	**%*	*2%*	**	*2%*	**%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1584**	70	167	37	125	417	51	72	633	1166	418	1408	176
Weighted total	**1559**	63	136	31	104	494	37	76	606	1208	352	1416	143
Urgent delivery - on the same day or a specific time the next day	**379**	21	42	**	22	117	9	26	133	293	86	327	52
	24%	*33%*	*31%*	**	*21%*	*24%*	*26%*	*34%*	*22%*	*24%*	*24%*	*23%*	*36%*
		h	h					**dh**					a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	38	88	**	57	290	13	51	343	700	203	805	98
	58%	*60%*	*65%*	**	*55%*	*59%*	*36%*	*66%*	*57%*	*58%*	*58%*	*57%*	*69%*
		f	f	f	f	f		f	f				a
Timed delivery (i.e. to arrive by specific time /day)	**405**	15	45	**	28	142	3	20	146	312	94	353	52
	26%	*23%*	*33%*	**	*27%*	*29%*	*7%*	*26%*	*24%*	*26%*	*27%*	*25%*	*37%*
		f	**cfh**		f	f		f	f				a
Standard delivery	**1220**	55	101	**	83	372	32	65	476	931	288	1102	118
	78%	*87%*	*74%*	**	*79%*	*75%*	*87%*	*86%*	*79%*	*77%*	*82%*	*78%*	*82%*
		be					b	b			a		
International delivery	**328**	8	39	**	9	144	3	10	110	262	66	297	32
	21%	*13%*	*28%*	**	*9%*	*29%*	*8%*	*13%*	*18%*	*22%*	*19%*	*21%*	*22%*
			acdfgh			**acdfgh**			**cd**				
Cross-Border Delivery	**27**	2	4	**	2	10	1	1	7	19	8	25	2
	2%	*3%*	*3%*	**	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	-	-	**	-	*	-	-	2	2	*	2	*
	****%***	*-%*	*-%*	**	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*
None of these (DO NOT READ OUT)	**19**	-	1	**	*	4	-	1	14	14	5	18	1
	1%	*-%*	**%*	**	**%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**28**	1	3	**	5	8	-	*	12	22	6	26	2
	2%	*1%*	*2%*	**	*5%*	*2%*	*-%*	**%*	*2%*	*2%*	*2%*	*2%*	*1%*
					e								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1584**	1527	57	933	232	398
Weighted total	**1559**	1488	72	929	226	373
Urgent delivery - on the same day or a specific time the next day	**379**	360	19	203	76	92
	24%	*24%*	*26%*	*22%*	*33%*	*25%*
					ac	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	862	41	534	135	213
	58%	*58%*	*57%*	*57%*	*60%*	*57%*
Timed delivery (i.e. to arrive by specific time /day)	**405**	397	8	219	67	110
	26%	*27%*	*12%*	*24%*	*30%*	*29%*
		b				a
Standard delivery	**1220**	1154	66	721	176	296
	78%	*78%*	*92%*	*78%*	*78%*	*79%*
			a			
International delivery	**328**	318	10	158	58	98
	21%	*21%*	*15%*	*17%*	*26%*	*26%*
					a	a
Cross-Border Delivery	**27**	25	2	15	4	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	*	1	1
	***%**	*%*	*-%*	*%*	*1%*	*%*
None of these (DO NOT READ OUT)	**19**	17	1	13	1	5
	1%	*1%*	*2%*	*1%*	*%*	*1%*
Don't Know (DO NOT READ OUT)	**28**	28	*	20	3	5
	2%	*2%*	*%*	*2%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1584**	1252	278	43	4	4	2	1	-	1530	54	11	496	756	332
Weighted total	**1559**	1304	217	35	1	1	2	*	-	1521	38	3	592	712	255
Urgent delivery - on the same day or a specific time the next day	**379**	297	71	**	**	**	**	**	**	368	11	**	132	165	82
	24%	*23%*	*33%*	**	**	**	**	**	**	*24%*	*29%*	**	*22%*	*23%*	*32%*
			ai												**ab**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	743	135	**	**	**	**	**	**	879	24	**	307	437	159
	58%	*57%*	*62%*	**	**	**	**	**	**	*58%*	*63%*	**	*52%*	*61%*	*62%*
														a	a
Timed delivery (i.e. to arrive by specific time /day)	**405**	335	61	**	**	**	**	**	**	396	9	**	143	192	70
	26%	*26%*	*28%*	**	**	**	**	**	**	*26%*	*23%*	**	*24%*	*27%*	*28%*
Standard delivery	**1220**	1016	179	**	**	**	**	**	**	1195	25	**	466	550	204
	78%	*78%*	*83%*	**	**	**	**	**	**	*79%*	*64%*	**	*79%*	*77%*	*80%*
		j	**cj**							j					
International delivery	**328**	236	78	**	**	**	**	**	**	314	15	**	94	142	92
	21%	*18%*	*36%*	**	**	**	**	**	**	*21%*	*39%*	**	*16%*	*20%*	*36%*
			ai	**ai**							**ai**				**ab**
Cross-Border Delivery	**27**	24	3	**	**	**	**	**	**	27	1	**	8	16	3
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*2%*	**	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**2**	*	2	**	**	**	**	**	**	2	-	**	*	-	2
	%	*%*	*1%*	**	**	**	**	**	**	*%*	-%	**	*%*	-%	*1%*
			ai												b
None of these (DO NOT READ OUT)	**19**	19	*	**	**	**	**	**	**	19	-	**	13	6	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	-%	**	*2%*	*1%*	*%*
													bc		
Don't Know (DO NOT READ OUT)	**28**	25	2	**	**	**	**	**	**	27	1	**	20	5	3
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*4%*	**	*3%*	*1%*	*1%*
													b		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1584**	1037	746	1159	686	414	1085	1044	59	29	15	5	6	1
Weighted total	**1559**	948	652	1079	667	343	1025	1014	36	14	3	5	5	2
Urgent delivery - on the same day or a specific time the next day	**379**	242	188	278	187	90	264	258	11	**	**	**	**	**
	24%	*26%*	*29%*	*26%*	*28%*	*26%*	*26%*	*25%*	*30%*	**	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	558	405	641	418	187	590	605	19	**	**	**	**	**
	58%	*59%*	*62%*	*59%*	*63%*	*55%*	*58%*	*60%*	*54%*	**	**	**	**	**
			ef		**ef**									
Timed delivery (i.e. to arrive by specific time /day)	**405**	254	189	292	215	90	272	280	8	**	**	**	**	**
	26%	*27%*	*29%*	*27%*	*32%*	*26%*	*27%*	*28%*	*23%*	**	**	**	**	**
					acef									
Standard delivery	**1220**	754	515	841	515	284	819	789	31	**	**	**	**	**
	78%	*80%*	*79%*	*78%*	*77%*	*83%*	*80%*	*78%*	*88%*	**	**	**	**	**
						cd								
International delivery	**328**	183	151	223	196	70	220	209	6	**	**	**	**	**
	21%	*19%*	*23%*	*21%*	*29%*	*20%*	*21%*	*21%*	*18%*	**	**	**	**	**
			a		**abcef**									
Cross-Border Delivery	**27**	14	11	18	16	9	23	16	1	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**
Other (PLEASE SPECIFY)	**2**	2	1	2	*	-	1	2	-	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**
None of these (DO NOT READ OUT)	**19**	13	4	15	2	6	8	15	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	**%*	**	**	**	**	**
		d		d		d								
Don't Know (DO NOT READ OUT)	**28**	17	7	19	12	8	21	18	1	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1584**	664	11	6	-	3	2	-	5	341	321	287	204	6
Weighted total	**1559**	654	8	4	-	*	1	-	2	379	329	247	120	5
Urgent delivery - on the same day or a specific time the next day	**379**	183	**	**	**	**	**	**	**	101	69	69	38	**
	24%	*28%*	**	**	**	**	**	**	**	*27%*	*21%*	*28%* b	*31%* b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	407	**	**	**	**	**	**	**	236	174	161	69	**
	58%	*62%*	**	**	**	**	**	**	**	*62%* b	*53%*	*65%* b	*57%*	**
Timed delivery (i.e. to arrive by specific time /day)	**405**	211	**	**	**	**	**	**	**	113	87	62	30	**
	26%	*32%*	**	**	**	**	**	**	**	*30%*	*26%*	*25%*	*25%*	**
Standard delivery	**1220**	506	**	**	**	**	**	**	**	295	247	194	103	**
	78%	*77%*	**	**	**	**	**	**	**	*78%*	*75%*	*79%*	*86%* **abc**	**
International delivery	**328**	188	**	**	**	**	**	**	**	87	57	48	31	**
	21%	*29%*	**	**	**	**	**	**	**	*23%*	*17%*	*19%*	*26%* b	**
Cross-Border Delivery	**27**	16	**	**	**	**	**	**	**	6	3	5	3	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*2%*	*2%*	**
Other (PLEASE SPECIFY)	**2**	*	**	**	**	**	**	**	**	*	-	*	1	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	*-%*	**%*	*1%*	**
None of these (DO NOT READ OUT)	**19**	2	**	**	**	**	**	**	**	2	9	3	2	**
	1%	**%*	**	**	**	**	**	**	**	*1%*	*3%* a	*1%*	*2%*	**
Don't Know (DO NOT READ OUT)	**28**	11	**	**	**	**	**	**	**	7	9	3	1	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*3%*	*1%*	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1584**	280	141	167	87	11	375	20	291	1361	223	1104	55
Weighted total	**1559**	271	141	175	70	10	396	13	259	1349	211	1033	46
Urgent delivery - on the same day or a specific time the next day	**379**	76	35	49	23	**	109	**	74	309	70	260	18
	24%	*28%*	*25%*	*28%*	*33%*	**	*28%*	**	*29%*	*23%*	*33%* a	*25%*	*40%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	169	75	124	40	**	249	**	161	768	135	614	27
	58%	*62%*	*53%*	*71%* **bd**	*58%*	**	*63%*	**	*62%*	*57%*	*64%* a	*59%*	*58%*
Timed delivery (i.e. to arrive by specific time /day)	**405**	89	51	49	22	**	127	**	85	333	72	273	18
	26%	*33%*	*36%*	*28%*	*32%*	**	*32%*	**	*33%*	*25%*	*34%* a	*26%*	*39%* a
Standard delivery	**1220**	220	114	121	56	**	289	**	215	1054	165	802	38
	78%	*81%* c	*81%* c	*69%*	*80%*	**	*73%*	**	*83%* a	*78%*	*78%*	*78%*	*83%*
International delivery	**328**	64	29	65	32	**	131	**	61	252	77	213	10
	21%	*23%*	*20%*	*37%* **ab**	*45%* **ab**	**	*33%* c	**	*23%*	*19%*	*36%* a	*21%*	*21%*
Cross-Border Delivery	**27**	8	3	5	*	**	9	**	6	22	5	17	1
	2%	*3%*	*2%*	*3%*	*%*	**	*2%*	**	*2%*	*2%*	*3%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	-	-	-	*	**	*	**	-	2	-	2	-
	%	-%	-%	-%	*%	**	*%	**	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	**19**	*	-	2	-	**	2	**	*	16	3	13	2
	1%	*%	-%	*1%*	-%	**	*%	**	*%	*1%*	*1%*	*1%*	*5%* a
Don't Know (DO NOT READ OUT)	**28**	5	*	6	*	**	5	**	7	27	1	19	-
	2%	*2%*	*%*	*4%* b	*%*	**	*1%*	**	*3%*	*2%*	*1%*	*2%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1584**	65	156	186	21	470	215	373	982	143	1
Weighted total	**1559**	68	143	171	15	460	205	352	897	97	*
Urgent delivery - on the same day or a specific time the next day	**379**	19	43	58	**	131	54	132	229	36	**
	24%	*28%*	*30%*	*34%*	**	*28%*	*27%*	*37%* b	*26%*	*37%* b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	43	104	120	**	282	134	244	527	66	**
	58%	*63%*	*73%*	*70%*	**	*61%*	*65%*	*69%* b	*59%*	*68%* b	**
Timed delivery (i.e. to arrive by specific time /day)	**405**	25	50	67	**	151	62	133	241	37	**
	26%	*36%*	*35%*	*39%*	**	*33%*	*30%*	*38%* b	*27%*	*38%* b	**
Standard delivery	**1220**	54	108	134	**	357	156	292	724	83	**
	78%	*79%*	*76%*	*78%*	**	*78%*	*76%*	*83%*	*81%*	*85%*	**
International delivery	**328**	20	62	65	**	114	80	104	171	54	**
	21%	*29%*	*44%* a	*38%*	**	*25%*	*39%* a	*30%* b	*19%*	*56%* **ab**	**
Cross-Border Delivery	**27**	2	5	3	**	10	6	5	13	7	**
	2%	*2%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	*1%*	*8%* **ab**	**
Other (PLEASE SPECIFY)	**2**	-	-	-	**	*	-	2	2	1	**
	%	-%	-%	-%	**	*%	-%	*1%*	*%*	*1%* b	**
None of these (DO NOT READ OUT)	**19**	-	2	2	**	-	2	3	12	2	**
	1%	-%	*1%*	*1%*	**	-%	*1%* a	*1%*	*1%*	*2%*	**
Don't Know (DO NOT READ OUT)	**28**	2	1	1	**	10	1	6	15	1	**
	2%	*3%*	*1%*	*1%*	**	*2%*	*1%*	*2%*	*2%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1584**	316	676	135	1	483	459	168	1	989	708	533	872	728	22
Weighted total	**1559**	291	596	100	*	477	445	143	*	900	621	509	806	634	24
Urgent delivery - on the same day or a specific time the next day	**379**	110	168	47	**	149	135	57	**	226	178	146	211	166	**
	24%	*38%*	*28%*	*47%*	**	*31%*	*30%*	*40%*	**	*25%*	*29%*	*29%*	*26%*	*26%*	**
		b		b				**ab**							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	201	364	77	**	328	278	104	**	539	386	314	472	395	**
	58%	*69%*	*61%*	*77%*	**	*69%*	*62%*	*73%*	**	*60%*	*62%*	*62%*	*59%*	*62%*	**
		b		b		b		b							
Timed delivery (i.e. to arrive by specific time /day)	**405**	111	170	48	**	171	144	61	**	244	177	168	216	174	**
	26%	*38%*	*28%*	*48%*	**	*36%*	*32%*	*43%*	**	*27%*	*29%*	*33%*	*27%*	*27%*	**
		b		b				b				a			
Standard delivery	**1220**	239	484	85	**	358	385	111	**	717	489	393	640	526	**
	78%	*82%*	*81%*	*85%*	**	*75%*	*86%*	*78%*	**	*80%*	*79%*	*77%*	*79%*	*83%*	**
							ac								
International delivery	**328**	97	134	62	**	167	136	85	**	180	145	128	177	138	**
	21%	*33%*	*23%*	*62%*	**	*35%*	*30%*	*60%*	**	*20%*	*23%*	*25%*	*22%*	*22%*	**
		b		**ab**				**ab**				a			
Cross-Border Delivery	**27**	5	10	8	**	10	12	11	**	14	11	12	14	12	**
	2%	*2%*	*2%*	*8%*	**	*2%*	*3%*	*8%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
				ab				**ab**							
Other (PLEASE SPECIFY)	**2**	-	-	-	**	*	-	-	**	2	1	*	2	*	**
	****%***	-%	-%	-%	**	**%*	-%	-%	**	**%*	**%*	**%*	**%*	**%*	**
None of these (DO NOT READ OUT)	**19**	1	4	1	**	2	-	*	**	11	4	2	11	8	**
	1%	**%*	*1%*	*1%*	**	**%*	-%	**%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
Don't Know (DO NOT READ OUT)	**28**	5	5	*	**	12	5	*	**	16	7	12	14	6	**
	2%	*2%*	*1%*	**%*	**	*2%*	*1%*	**%*	**	*2%*	*1%*	*2%*	*2%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1584**	358	239	296	65	56	825	706	36	22	23	6
Weighted total	**1559**	337	203	283	64	44	760	612	37	19	25	8
Urgent delivery - on the same day or a specific time the next day	**379**	103	65	102	28	18	205	158	**	**	**	**
	24%	*30%*	*32%*	*36%*	*44%*	*41%*	*27%*	*26%*	**	**	**	**
					a							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	218	129	186	52	37	450	378	**	**	**	**
	58%	*64%*	*64%*	*66%*	*80%*	*84%*	*59%*	*62%*	**	**	**	**
					abc	**abc**						
Timed delivery (i.e. to arrive by specific time /day)	**405**	112	65	114	31	22	212	163	**	**	**	**
	26%	*33%*	*32%*	*40%*	*48%*	*49%*	*28%*	*27%*	**	**	**	**
				b	**ab**	**ab**						
Standard delivery	**1220**	282	180	214	49	37	609	512	**	**	**	**
	78%	*84%*	*89%*	*76%*	*76%*	*83%*	*80%*	*84%*	**	**	**	**
		c	**cd**									
International delivery	**328**	90	57	90	41	28	162	122	**	**	**	**
	21%	*27%*	*28%*	*32%*	*63%*	*63%*	*21%*	*20%*	**	**	**	**
					abc	**abc**						
Cross-Border Delivery	**27**	8	8	7	3	4	12	12	**	**	**	**
	2%	*2%*	*4%*	*3%*	*5%*	*8%*	*2%*	*2%*	**	**	**	**
						ac						
Other (PLEASE SPECIFY)	**2**	-	-	*	-	-	1	*	**	**	**	**
	%	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	**	**	**	**
None of these (DO NOT READ OUT)	**19**	2	2	2	-	-	12	8	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*	*1%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**28**	5	*	11	1	*	12	6	**	**	**	**
	2%	*1%*	*%*	*4%*	*2%*	*%*	*2%*	*1%*	**	**	**	**
				ab	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1584**	1539	1381	1558	1584	1574	1088	1537	471	4	1282	31	189	1271
Weighted total	**1559**	1512	1329	1531	1559	1544	1068	1521	414	2	1227	41	195	1229
Urgent delivery - on the same day or a specific time the next day	**379**	370	342	376	379	376	379	374	183	**	278	**	64	277
	24%	*24%*	*26%*	*25%*	*24%*	*24%*	*36%*	*25%*	*44%*	**	*23%*	**	*33%*	*23%*
							b		**ab**			a	b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	876	788	885	903	893	903	884	315	**	709	**	137	692
	58%	*58%*	*59%*	*58%*	*58%*	*58%*	*85%*	*58%*	*76%*	**	*58%*	**	*70%*	*56%*
							bc		b				b	
Timed delivery (i.e. to arrive by specific time /day)	**405**	389	352	396	405	403	405	401	194	**	308	**	71	302
	26%	*26%*	*27%*	*26%*	*26%*	*26%*	*38%*	*26%*	*47%*	**	*25%*	**	*36%*	*25%*
							b		**ab**			a	b	
Standard delivery	**1220**	1190	1027	1198	1220	1208	774	1220	359	**	965	**	146	971
	78%	*79%*	*77%*	*78%*	*78%*	*78%*	*73%*	*80%*	*87%*	**	*79%*	**	*75%*	*79%*
								a	**ab**					
International delivery	**328**	320	285	323	328	328	294	323	328	**	239	**	55	236
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*28%*	*21%*	*79%*	**	*19%*	**	*29%*	*19%*
							b		**ab**			a	b	
Cross-Border Delivery	**27**	26	25	26	27	27	22	27	27	**	22	**	3	22
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*7%*	**	*2%*	**	*1%*	*2%*
									ab					
Other (PLEASE SPECIFY)	**2**	2	2	2	2	2	2	2	1	**	1	**	*	2
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*%*	*%*
None of these (DO NOT READ OUT)	**19**	17	17	17	19	19	4	16	5	**	15	**	1	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
Don't Know (DO NOT READ OUT)	**28**	26	26	28	28	28	*	15	*	**	17	**	3	23
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*1%*	*%*	**	*1%*	**	*2%*	*2%*
								ac						

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1584**	331	14	76	314	203	1100	274	208	87	1275	842	742
Weighted total	**1559**	337	18	78	310	183	1103	262	204	93	1259	798	762
Urgent delivery - on the same day or a specific time the next day	**379**	98	**	21	90	50	271	58	61	29	289	200	179
	24%	*29%*	**	*26%*	*29%*	*27%*	*25%*	*22%*	*30%* c	*31%*	*23%*	*25%*	*23%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	221	**	42	205	122	630	146	140	65	696	460	442
	58%	*65%*	**	*53%*	*66%* a	*66%* **bc**	*57%*	*56%*	*69%* c	*70%* c	*55%*	*58%*	*58%*
Timed delivery (i.e. to arrive by specific time /day)	**405**	100	**	27	91	56	282	65	73	29	303	220	185
	26%	*30%*	**	*35%*	*29%*	*30%*	*26%*	*25%*	*36%* c	*31%*	*24%*	*28%*	*24%*
Standard delivery	**1220**	260	**	67	234	135	865	210	146	75	996	624	596
	78%	*77%*	**	*86%*	*76%*	*73%*	*78%*	*80%*	*72%*	*80%*	*79%* a	*78%*	*78%*
International delivery	**328**	109	**	34	91	77	200	52	79	28	219	161	168
	21%	*32%*	**	*43%* b	*29%*	*42%* **bc**	*18%*	*20%*	*39%* c	*31%* c	*17%*	*20%*	*22%*
Cross-Border Delivery	**27**	6	**	2	6	6	18	4	6	1	21	16	12
	2%	*2%*	**	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	-	**	-	-	1	*	*	*	-	2	*	2
	****%***	*-%*	**	*-%*	*-%*	*1%* b	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
None of these (DO NOT READ OUT)	**19**	4	**	1	4	2	8	7	1	-	17	10	9
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*3%* b	*1%*	*-%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**28**	3	**	1	3	3	18	7	*	1	27	20	8
	2%	*1%*	**	*2%*	*1%*	*1%*	*2%*	*3%*	**%*	*1%*	*2%* a	*2%* b	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1584**	132	132	136	142	134	133	151	110	120	145	140	109
Weighted total	**1559**	91	154	151	97	153	143	89	108	183	155	149	85
Urgent delivery - on the same day or a specific time the next day	**379**	16	27	37	27	47	46	23	32	39	24	33	29
	24%	*17%*	*17%*	*25%*	*28%*	*31%*	*32%*	*25%*	*30%*	*21%*	*15%*	*22%*	*34%*
				j	**abj**	**abj**	**abj**	j	**abj**				**abijk**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	46	79	70	61	107	89	54	68	109	73	89	57
	58%	*50%*	*51%*	*46%*	*63%*	*70%*	*62%*	*61%*	*63%*	*60%*	*47%*	*60%*	*67%*
					acj	**abcj**	**acj**	**cj**	**acj**	**cj**		**cj**	**abcj**
Timed delivery (i.e. to arrive by specific time /day)	**405**	23	36	37	29	53	45	16	39	38	30	38	22
	26%	*25%*	*23%*	*24%*	*30%*	*35%*	*32%*	*18%*	*36%*	*21%*	*19%*	*26%*	*26%*
					gj	**bgij**	**gij**		**bcgij**				
Standard delivery	**1220**	73	121	110	77	123	112	70	97	145	120	108	63
	78%	*80%*	*78%*	*73%*	*80%*	*81%*	*79%*	*78%*	*90%*	*79%*	*77%*	*72%*	*75%*
									abcdfgijkl				
International delivery	**328**	13	20	30	12	46	33	22	28	39	27	31	25
	21%	*15%*	*13%*	*20%*	*13%*	*30%*	*23%*	*25%*	*26%*	*22%*	*17%*	*21%*	*30%*
						abcdj	**bd**	**abd**	**abd**				**abdj**
Cross-Border Delivery	**27**	3	1	2	2	3	3	1	2	3	2	3	3
	2%	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*
Other (PLEASE SPECIFY)	**2**	*	-	-	-	-	-	-	-	-	1	-	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*
None of these (DO NOT READ OUT)	**19**	-	1	2	2	2	-	2	1	5	1	1	2
	1%	*-%*	**%*	*2%*	*2%*	*1%*	*-%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**28**	*	8	5	*	2	4	3	*	-	*	1	3
	2%	**%*	*5%*	*3%*	**%*	*1%*	*3%*	*4%*	**%*	*-%*	**%*	*1%*	*3%*
			adhijk	**ij**				**ij**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1584**	400	409	381	394
Weighted total	**1559**	397	393	381	389
Urgent delivery - on the same day or a specific time the next day	**379**	80	120	94	85
	24%	*20%*	*31%*	*25%*	*22%*
			ad		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**903**	195	257	232	219
	58%	*49%*	*65%*	*61%*	*56%*
			ad	a	a
Timed delivery (i.e. to arrive by specific time /day)	**405**	95	127	93	90
	26%	*24%*	*32%*	*24%*	*23%*
			acd		
Standard delivery	**1220**	304	313	311	291
	78%	*77%*	*80%*	*82%*	*75%*
				d	
International delivery	**328**	64	91	90	84
	21%	*16%*	*23%*	*24%*	*21%*
			a	a	
Cross-Border Delivery	**27**	6	8	6	7
	2%	*2%*	*2%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	*	-	-	2
	***%**	*%*	-%	-%	*1%*
None of these (DO NOT READ OUT)	**19**	3	4	7	4
	1%	*1%*	*1%*	*2%*	*1%*
Don't Know (DO NOT READ OUT)	**28**	14	7	4	4
	2%	*3%*	*2%*	*1%*	*1%*
		cd			

Columns Tested: a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Open everything on the same day it was received	**1706**	1650	37	13	6	56	576	472	110	36	53
	85%	*85%*	*93%*	*93%*	*91%*	*93%*	*79%*	*89%*	*89%*	*98%*	*90%*
			a	a		a		a	a	**abc**	a
Open only the things that look important on the same day	**124**	123	1	*	-	1	67	28	6	-	2
	6%	*6%*	*3%*	*2%*	*-%*	*2%*	*9%*	*5%*	*5%*	*-%*	*3%*
		bce					**bde**				
Open only parcels on the same day	**19**	18	*	-	-	*	9	1	3	-	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*2%*	*-%*	**%*
									b		
Put things I've received aside until I have time to open them	**152**	149	1	1	1	2	74	31	4	1	4
	8%	*8%*	*3%*	*5%*	*9%*	*4%*	*10%*	*6%*	*3%*	*2%*	*6%*
		be			b		**bcd**				

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Open everything on the same day it was received	**1706**	205	93	218	61	158	287	168	139	119	1447	87	90	81
	85%	*88%*	*77%*	*79%*	*90%*	*91%*	*87%*	*88%*	*83%*	*81%*	*85%*	*87%*	*86%*	*88%*
		bc				**bci**	**bc**	**bc**			c	**bc**		**bc**
Open only the things that look important on the same day	**124**	14	9	26	2	4	26	3	17	11	113	4	4	4
	6%	*6%*	*7%*	*9%*	*4%*	*2%*	*8%*	*2%*	*10%*	*7%*	*7%*	*4%*	*4%*	*4%*
			g	**egklm**			**egk**		**egklm**	g	g			
Open only parcels on the same day	**19**	-	2	4	-	-	6	4	-	-	16	-	2	1
	1%	*-%*	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*
			k				k	k					k	
Put things I've received aside until I have time to open them	**152**	14	17	27	4	11	9	16	12	17	128	9	9	6
	8%	*6%*	*14%*	*10%*	*6%*	*7%*	*3%*	*9%*	*7%*	*12%*	*7%*	*9%*	*9%*	*7%*
			afjm	f				f		f	f	f	f	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Open everything on the same day it was received	**1706**	67	143	**	128	515	49	112	645	1297	408	1566	140
	85%	*85%*	*82%*	**	*81%*	*87%*	*85%*	*97%*	*84%*	*84%*	*89%*	*86%*	*80%*
						d		**abcdefh**			a	b	
Open only the things that look important on the same day	**124**	7	16	**	16	19	2	2	58	103	22	108	16
	6%	*9%*	*9%*	**	*10%*	*3%*	*3%*	*2%*	*8%*	*7%*	*5%*	*6%*	*9%*
		eg	**eg**		**eg**				**eg**				
Open only parcels on the same day	**19**	-	1	**	*	9	-	-	8	14	5	18	*
	1%	*-%*	*1%*	**	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*
Put things I've received aside until I have time to open them	**152**	5	14	**	14	47	7	1	57	128	23	133	19
	8%	*6%*	*8%*	**	*9%*	*8%*	*12%*	*1%*	*7%*	*8%*	*5%*	*7%*	*11%*
		g	g	**aegh**	g	g	g		g	b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Open everything on the same day it was received	**1706**	1611	95	1052	241	374
	85%	*85%*	*85%*	*84%*	*85%*	*87%*
Open only the things that look important on the same day	**124**	122	3	74	20	29
	6%	*6%*	*2%*	*6%*	*7%*	*7%*
Open only parcels on the same day	**19**	17	2	5	10	4
	1%	*1%*	*2%*	**%*	*4%*	*1%*
					ac	
Put things I've received aside until I have time to open them	**152**	139	13	115	11	24
	8%	*7%*	*11%*	*9%*	*4%*	*6%*
				bc		

Columns Tested: a,b - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Open everything on the same day it was received	**1706**	1450	221	**	**	**	**	**	**	1671	35	**	675	775	255
	85%	*85%*	*92%*	**	**	**	**	**	**	*86%*	*75%*	**	*83%*	*86%*	*89%*
		cj	**acij**							**cj**					a
Open only the things that look important on the same day	**124**	109	13	**	**	**	**	**	**	122	2	**	60	49	15
	6%	*6%*	*5%*	**	**	**	**	**	**	*6%*	*5%*	**	*7%*	*5%*	*5%*
Open only parcels on the same day	**19**	14	2	**	**	**	**	**	**	16	3	**	8	6	4
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*6%*	**	*1%*	*1%*	*2%*
				abi							**abi**				
Put things I've received aside until I have time to open them	**152**	141	5	**	**	**	**	**	**	145	7	**	70	70	11
	8%	*8%*	*2%*	**	**	**	**	**	**	*7%*	*14%*	**	*9%*	*8%*	*4%*
		b		**bi**						b	b		c	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Open everything on the same day it was received	**1706**	1040	668	1165	633	379	1110	1090	43	**	**	**	**	**
	85%	*87%*	*87%*	*87%*	*86%*	*89%*	*87%*	*87%*	*86%*	**	**	**	**	**
Open only the things that look important on the same day	**124**	71	52	85	50	17	66	84	*	**	**	**	**	**
	6%	*6%*	*7%*	*6%*	*7%*	*4%*	*5%*	*7%*	**%*	**	**	**	**	**
			e		e			b						
Open only parcels on the same day	**19**	10	8	11	5	3	16	11	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**
Put things I've received aside until I have time to open them	**152**	72	40	81	45	26	89	73	6	**	**	**	**	**
	8%	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*13%*	**	**	**	**	**
									a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Open everything on the same day it was received	**1706**	623	**	**	**	**	**	**	**	396	351	277	136	**
	85%	*87%*	**	**	**	**	**	**	**	*82%*	*86%*	*91%* **ab**	*95%* **ab**	**
Open only the things that look important on the same day	**124**	50	**	**	**	**	**	**	**	42	30	11	1	**
	6%	*7%*	**	**	**	**	**	**	**	*9%* **cd**	*7%* **cd**	*4%* d	*1%*	**
Open only parcels on the same day	**19**	5	**	**	**	**	**	**	**	8	1	2	1	**
	1%	*1%*	**	**	**	**	**	**	**	*2%* b	*%*	*1%*	*%	**
Put things I've received aside until I have time to open them	**152**	41	**	**	**	**	**	**	**	36	26	14	6	**
	8%	*6%*	**	**	**	**	**	**	**	*7%*	*6%*	*5%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Open everything on the same day it was received	**1706**	266	138	148	73	**	374	**	247	1502	203	1123	42
	85%	*87%*	*91%* c	*81%*	*93%* c	**	*85%*	**	*88%*	*85%*	*85%*	*87%*	*80%*
Open only the things that look important on the same day	**124**	19	8	21	1	**	36	**	14	108	16	84	1
	6%	*6%*	*5%*	*12%* **abd**	*1%*	**	*8%*	**	*5%*	*6%*	*7%*	*7%*	*1%*
Open only parcels on the same day	**19**	2	-	*	-	**	4	**	1	17	1	10	1
	1%	*1%*	*-%*	**%*	*-%*	**	*1%*	**	**%*	*1%*	*1%*	*1%*	*2%*
Put things I've received aside until I have time to open them	**152**	20	6	13	4	**	26	**	18	135	17	73	8
	8%	*7%*	*4%*	*7%*	*5%*	**	*6%*	**	*7%*	*8%*	*7%*	*6%*	*16%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Open everything on the same day it was received	**1706**	64	138	164	**	432	199	346	989	103	**
	85%	*81%*	*88%*	*86%*	**	*86%*	*87%*	*84%*	*87%*	*84%*	**
Open only the things that look important on the same day	**124**	10	14	22	**	29	21	37	67	12	**
	6%	*12%*	*9%*	*11%*	**	*6%*	*9%*	*9%* b	*6%*	*10%*	**
Open only parcels on the same day	**19**	3	-	-	**	5	-	3	10	*	**
	1%	*3%* b	*-%*	*-%*	**	*1%*	*-%*	*1%*	*1%*	**%*	**
Put things I've received aside until I have time to open them	**152**	3	5	6	**	36	9	24	66	8	**
	8%	*4%*	*3%*	*3%*	**	*7%*	*4%*	*6%*	*6%*	*6%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Open everything on the same day it was received	**1706**	279	611	96	**	454	415	120	**	990	639	473	879	691	**
	85%	*83%*	*88%*	*86%*	**	*87%*	*86%*	*78%*	**	*87%*	*87%*	*85%*	*87%*	*89%*	**
			a			c	c								
Open only the things that look important on the same day	**124**	40	42	12	**	39	34	22	**	68	49	38	68	43	**
	6%	*12%*	*6%*	*11%*	**	*7%*	*7%*	*15%*	**	*6%*	*7%*	*7%*	*7%*	*6%*	**
		b		b				**ab**							
Open only parcels on the same day	**19**	2	6	-	**	3	2	3	**	10	6	5	9	5	**
	1%	*1%*	*1%*	*-%*	**	*1%*	**%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Put things I've received aside until I have time to open them	**152**	15	38	4	**	27	31	8	**	64	37	38	56	40	**
	8%	*5%*	*5%*	*3%*	**	*5%*	*6%*	*5%*	**	*6%*	*5%*	*7%*	*6%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Open everything on the same day it was received	**1706**	313	195	256	55	38	833	672	**	**	**	**
	85%	*85%*	*89%* d	*85%*	*78%*	*82%*	*87%*	*89%*	**	**	**	**
Open only the things that look important on the same day	**124**	24	12	27	10	6	64	41	**	**	**	**
	6%	*6%*	*5%*	*9%*	*14%* **ab**	*14%* b	*7%*	*5%*	**	**	**	**
Open only parcels on the same day	**19**	2	1	3	3	-	9	4	**	**	**	**
	1%	*1%*	*1%*	*1%*	*4%* **ab**	*-%*	*1%*	*1%*	**	**	**	**
Put things I've received aside until I have time to open them	**152**	30	12	15	3	2	52	38	**	**	**	**
	8%	*8%*	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Open everything on the same day it was received	**1706**	1597	1295	1615	1336	1658	942	1590	360	**	1356	**	197	1374
	85%	*85%*	*86%*	*85%*	*86%*	*85%*	*83%*	*85%*	*82%*	**	*86%*	**	*82%*	*86%*
Open only the things that look important on the same day	**124**	121	101	121	99	124	81	121	39	**	97	**	19	92
	6%	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*	*9%*	**	*6%*	**	*8%*	*6%*
Open only parcels on the same day	**19**	19	10	19	16	17	14	19	7	**	12	**	3	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
												a		
Put things I've received aside until I have time to open them	**152**	135	108	137	109	145	92	142	34	**	118	**	20	119
	8%	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	**	*7%*	**	*8%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Open everything on the same day it was received	**1706**	329	**	76	302	180	1201	316	189	91	1422	880	826
	85%	*85%*	**	*83%*	*85%*	*85%*	*85%*	*87%*	*81%*	*92%* a	*85%*	*86%*	*84%*
Open only the things that look important on the same day	**124**	32	**	7	31	14	86	22	25	7	92	58	66
	6%	*8%*	**	*8%*	*9%*	*7%*	*6%*	*6%*	*11%* c	*7%*	*6%*	*6%*	*7%*
Open only parcels on the same day	**19**	4	**	-	4	3	16	-	4	*	15	13	6
	1%	*1%*	**	*-%*	*1%*	*1%* c	*1%* c	*-%*	*2%*	**%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**152**	21	**	8	20	15	112	24	16	1	135	69	82
	8%	*5%*	**	*9%*	*6%*	*7%*	*8%*	*7%*	*7%* b	*1%*	*8%* b	*7%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Open everything on the same day it was received	**1706**	107	167	156	103	158	168	89	128	202	190	149	89
	85%	*84%*	*86%*	*87%*	*88%*	*82%*	*88%*	*81%*	*86%*	*83%*	*92%*	*81%*	*81%*
											aegikl		
Open only the things that look important on the same day	**124**	10	15	10	6	18	7	7	7	17	8	10	8
	6%	*8%*	*8%*	*6%*	*5%*	*10%*	*4%*	*6%*	*5%*	*7%*	*4%*	*6%*	*7%*
						fj							
Open only parcels on the same day	**19**	-	2	1	*	3	-	3	3	-	1	3	3
	1%	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*2%*	*2%*	*-%*	*1%*	*2%*	*3%*
								afi					**adfi**
Put things I've received aside until I have time to open them	**152**	10	9	12	8	13	16	11	11	23	8	21	10
	8%	*8%*	*5%*	*7%*	*7%*	*7%*	*9%*	*10%*	*7%*	*10%*	*4%*	*11%*	*9%*
								j		j		**bj**	j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Open everything on the same day it was received	**1706**	430	429	419	427
	85%	*86%*	*86%*	*84%*	*85%*
Open only the things that look important on the same day	**124**	35	31	31	27
	6%	*7%*	*6%*	*6%*	*5%*
Open only parcels on the same day	**19**	4	3	5	7
	1%	*1%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**152**	31	37	45	39
	8%	*6%*	*7%*	*9%*	*8%*

Columns Tested: a,b,c,d

QNQ4. 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 (QNQ3=2-4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**244**	210	23	7	4	34	108	50	14	1	6
Weighted total	**294**	290	3	1	1	4	149	60	13	1	6
As soon as possible - likely the following day	**160**	158	**	**	**	**	82	**	**	**	**
	54%	*54%*	**	**	**	**	*55%*	**	**	**	**
Within a few days of receiving them	**76**	75	**	**	**	**	42	**	**	**	**
	26%	*26%*	**	**	**	**	*28%*	**	**	**	**
At the end of the week /within the week	**37**	37	**	**	**	**	16	**	**	**	**
	13%	*13%*	**	**	**	**	*10%*	**	**	**	**
At least a week later	**21**	21	**	**	**	**	10	**	**	**	**
	7%	*7%*	**	**	**	**	*7%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ4. 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 (QNQ3=2-4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	**244**	18	15	37	6	12	26	17	14	19	164	25	31	24
Weighted total	**294**	28	28	57	7	16	41	24	28	28	256	13	15	11
As soon as possible - likely the following day	**160**	**	**	**	**	**	**	**	**	**	141	**	**	**
	54%	**	**	**	**	**	**	**	**	**	*55%*	**	**	**
Within a few days of receiving them	**76**	**	**	**	**	**	**	**	**	**	62	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*24%*	**	**	**
At the end of the week /within the week	**37**	**	**	**	**	**	**	**	**	**	35	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
At least a week later	**21**	**	**	**	**	**	**	**	**	**	19	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ4. 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 (QNQ3=2-4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**244**	11	24	9	22	58	12	3	104	192	52	212	32
Weighted total	**294**	12	32	9	31	75	9	3	122	245	50	259	35
As soon as possible - likely the following day	**160**	**	**	**	**	44	**	**	70	132	28	134	**
	54%	**	**	**	**	*59%*	**	**	*58%*	*54%*	*56%*	*52%*	** a
Within a few days of receiving them	**76**	**	**	**	**	14	**	**	34	61	15	72	**
	26%	**	**	**	**	*19%*	**	**	*28%*	*25%*	*30%*	*28%*	**
At the end of the week /within the week	**37**	**	**	**	**	11	**	**	12	35	2	37	**
	13%	**	**	**	**	*15%*	**	**	*10%*	*14%*	*5%*	*14%*	**
At least a week later	**21**	**	**	**	**	5	**	**	5	16	5	16	** b
	7%	**	**	**	**	*6%*	**	**	*4%*	*7%*	*9%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QNQ4. 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 (QNQ3=2-4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**244**	231	13	158	34	49
Weighted total	**294**	277	17	193	41	57
As soon as possible - likely the following day	**160**	147	**	90	**	**
	54%	*53%*	**	*47%*	**	**
					a	a
Within a few days of receiving them	**76**	75	**	61	**	**
	26%	*27%*	**	*31%*	**	**
				c		
At the end of the week /within the week	**37**	34	**	30	**	**
	13%	*12%*	**	*15%*	**	**
				b		b
At least a week later	**21**	21	**	13	**	**
	7%	*8%*	**	*7%*	**	**

Columns Tested: a,b - a,b,c

QNQ4. 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 (QNQ3=2-4)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	*c
Unweighted total	**244**	215	20	8	1	-	-	-	-	235	9	1	108	107	29
Weighted total	**294**	264	19	11	*	-	-	-	-	283	11	*	139	125	30
As soon as possible - likely the following day	**160**	143	**	**	**	**	**	**	**	153	**	**	64	79	**
	54%	*54%*	**	**	**	**	**	**	**	*54%*	**	**	*47%*	*63%* a	**
Within a few days of receiving them	**76**	72	**	**	**	**	**	**	**	76	**	**	41	31	**
	26%	*27%*	**	**	**	**	**	**	**	*27%*	**	**	*29%*	*25%*	**
At the end of the week /within the week	**37**	34	**	**	**	**	**	**	**	36	**	**	23	11	**
	13%	*13%*	**	**	**	**	**	**	**	*13%*	**	**	*17%*	*9%*	**
At least a week later	**21**	15	**	**	**	**	**	**	**	18	**	**	10	5	**
	7%	*6%*	**	**	**	**	**	**	**	*6%*	**	**	*7%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QNQ4. 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 (QNQ3=2-4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**244**	135	95	156	80	45	149	145	8	2	-	-	1	-
Weighted total	**294**	153	100	177	100	46	171	168	7	1	-	-	1	-
As soon as possible - likely the following day	**160**	86	63	98	57	**	95	93	**	**	**	**	**	**
	54%	*56%*	*63%*	*56%*	*57%*	**	*56%*	*55%*	**	**	**	**	**	**
Within a few days of receiving them	**76**	36	20	44	28	**	43	42	**	**	**	**	**	**
	26%	*24%*	*20%*	*25%*	*28%*	**	*25%*	*25%*	**	**	**	**	**	**
At the end of the week /within the week	**37**	23	12	25	7	**	22	25	**	**	**	**	**	**
	13%	*15%*	*12%*	*14%*	*7%*	**	*13%*	*15%*	**	**	**	**	**	**
At least a week later	**21**	7	5	10	8	**	11	8	**	**	**	**	**	**
	7%	*5%*	*5%*	*6%*	*8%*	**	*6%*	*5%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QNQ4. 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 (QNQ3=2-4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	*c	*d	*e
Unweighted total	**244**	77	2	1	-	-	-	-	-	69	50	27	9	1
Weighted total	**294**	95	3	2	-	-	-	-	-	86	57	27	7	*
As soon as possible - likely the following day	**160**	53	**	**	**	**	**	**	**	43	**	**	**	**
	54%	*55%*	**	**	**	**	**	**	**	*50%*	**	**	**	**
Within a few days of receiving them	**76**	28	**	**	**	**	**	**	**	25	**	**	**	**
	26%	*29%*	**	**	**	**	**	**	**	*29%*	**	**	**	**
At the end of the week /within the week	**37**	7	**	**	**	**	**	**	**	13	**	**	**	**
	13%	*7%*	**	**	**	**	**	**	**	*15%*	**	**	**	**
At least a week later	**21**	8	**	**	**	**	**	**	**	5	**	**	**	**
	7%	*8%*	**	**	**	**	**	**	**	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QNQ4. 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 (QNQ3=2-4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**244**	34	12	25	5	4	48	2	30	219	25	148	8
Weighted total	**294**	41	14	35	5	5	66	1	34	260	35	167	10
As soon as possible - likely the following day	**160**	**	**	**	**	**	**	**	**	140	**	92	**
	54%	**	**	**	**	**	**	**	**	*54%*	**	*55%*	**
Within a few days of receiving them	**76**	**	**	**	**	**	**	**	**	69	**	43	**
	26%	**	**	**	**	**	**	**	**	*27%*	**	*26%*	**
									a				
At the end of the week /within the week	**37**	**	**	**	**	**	**	**	**	30	**	21	**
	13%	**	**	**	**	**	**	**	**	*11%*	**	*13%*	**
At least a week later	**21**	**	**	**	**	**	**	**	**	21	**	10	**
	7%	**	**	**	**	**	**	**	**	*8%*	**	*6%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QNQ4. 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 (QNQ3=2-4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	*c	*d
Unweighted total	**244**	14	13	23	4	59	21	54	126	15	1
Weighted total	**294**	15	19	27	6	70	30	64	143	20	*
As soon as possible - likely the following day	**160**	**	**	**	**	36	**	43	80	**	**
	54%	**	**	**	**	*51%*	**	*68%*	*56%*	**	**
Within a few days of receiving them	**76**	**	**	**	**	23	**	8	32	**	**
	26%	**	**	**	**	*33%*	**	*13%*	*23%*	**	**
At the end of the week /within the week	**37**	**	**	**	**	3	**	10	23	**	**
	13%	**	**	**	**	*5%*	**	*16%*	*16%*	**	**
At least a week later	**21**	**	**	**	**	8	**	2	7	**	**
	7%	**	**	**	**	*11%*	**	*4%*	*5%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QNQ4. 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 (QNQ3=2-4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**244**	49	81	14	1	54	55	26	1	129	89	65	117	90	3
Weighted total	**294**	57	86	16	*	69	67	33	*	142	92	81	132	87	5
As soon as possible - likely the following day	**160**	**	58	**	**	43	41	**	**	81	62	45	77	49	**
	54%	**	*68%*	**	**	*62%*	*62%*	**	**	*57%*	*67%*	*55%*	*58%*	*56%*	**
Within a few days of receiving them	**76**	**	16	**	**	12	18	**	**	36	20	25	35	26	**
	26%	**	*19%*	**	**	*18%*	*27%*	**	**	*26%*	*21%*	*31%*	*26%*	*29%*	**
At the end of the week /within the week	**37**	**	8	**	**	6	4	**	**	17	5	3	15	9	**
	13%	**	*9%*	**	**	*9%*	*6%*	**	**	*12%*	*6%*	*4%*	*11%*	*10%*	**
At least a week later	**21**	**	3	**	**	8	3	**	**	7	5	8	5	4	**
	7%	**	*4%*	**	**	*12%*	*5%*	**	**	*5%*	*6%*	*10%*	*4%*	*4%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ4. 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 (QNQ3=2-4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**244**	44	27	38	11	7	108	87	5	6	7	1
Weighted total	**294**	56	25	45	15	8	125	83	5	8	9	1
As soon as possible - likely the following day	**160**	**	**	**	**	**	74	48	**	**	**	**
	54%	**	**	**	**	**	*60%*	*58%*	**	**	**	**
Within a few days of receiving them	**76**	**	**	**	**	**	31	24	**	**	**	**
	26%	**	**	**	**	**	*25%*	*28%*	**	**	**	**
At the end of the week /within the week	**37**	**	**	**	**	**	14	7	**	**	**	**
	13%	**	**	**	**	**	*11%*	*9%*	**	**	**	**
At least a week later	**21**	**	**	**	**	**	5	4	**	**	**	**
	7%	**	**	**	**	**	*4%*	*4%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QNQ4. 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 (QNQ3=2-4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**244**	228	189	230	189	238	151	231	69	-	192	7	33	193
Weighted total	**294**	274	219	276	224	286	187	281	81	-	227	11	42	225
As soon as possible - likely the following day	**160**	147	120	148	129	158	106	151	50	**	126	**	**	126
	54%	*54%*	*55%*	*54%*	*58%*	*55%*	*57%*	*54%*	*62%*	**	*56%*	**	**	*56%*
Within a few days of receiving them	**76**	72	54	72	54	74	52	74	13	**	58	**	**	64
	26%	*26%*	*25%*	*26%*	*24%*	*26%*	*28%*	*26%*	*16%*	**	*26%*	**	**	*28%*
At the end of the week /within the week	**37**	37	32	37	27	36	16	37	12	**	24	**	**	22
	13%	*13%*	*15%*	*14%*	*12%*	*13%*	*8%*	*13%*	*14%*	**	*11%*	**	**	*10%*
At least a week later	**21**	19	13	19	13	19	13	19	6	**	18	**	**	14
	7%	*7%*	*6%*	*7%*	*6%*	*7%*	*7%*	*7%*	*8%*	**	*8%*	**	**	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QNQ4. 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 (QNQ3=2-4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	a	*b	c	a	b
Unweighted total	**244**	43	2	12	41	25	183	34	32	9	201	116	128
Weighted total	**294**	56	2	16	55	31	214	46	45	8	241	140	154
As soon as possible - likely the following day	**160**	**	**	**	**	**	110	**	**	**	132	76	84
	54%	**	**	**	**	**	*52%*	**	**	**	*55%*	*55%*	*54%*
Within a few days of receiving them	**76**	**	**	**	**	**	59	**	**	**	61	36	40
	26%	**	**	**	**	**	*27%*	**	**	**	*25%*	*25%*	*26%*
At the end of the week /within the week	**37**	**	**	**	**	**	30	**	**	**	33	13	24
	13%	**	**	**	**	**	*14%*	**	**	**	*14%*	*10%*	*15%*
At least a week later	**21**	**	**	**	**	**	15	**	**	**	15	14	7
	7%	**	**	**	**	**	*7%*	**	**	**	*6%*	*10%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QNQ4. 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 (QNQ3=2-4)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**244**	23	19	18	12	27	20	17	16	23	15	28	26
Weighted total	**294**	20	26	23	14	34	23	21	20	40	17	34	21
As soon as possible - likely the following day	**160**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
Within a few days of receiving them	**76**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
At the end of the week /within the week	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
At least a week later	**21**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ4. 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 (QNQ3=2-4)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**244**	60	59	56	69
Weighted total	**294**	70	71	81	73
As soon as possible - likely the following day	**160**	27	42	50	42
	54%	*39%*	*59%*	*61%*	*57%*
			a	a	a
Within a few days of receiving them	**76**	28	18	14	17
	26%	*40%*	*25%*	*17%*	*24%*
		c			
At the end of the week /within the week	**37**	8	8	10	12
	13%	*11%*	*11%*	*13%*	*16%*
At least a week later	**21**	7	4	7	2
	7%	*10%*	*6%*	*9%*	*3%*

Columns Tested: a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Always	**135**	131	4	*	1	5	39	30	8	2	6
	7%	*7%*	*9%*	*3%*	*9%*	*8%*	*5%*	*6%*	*7%*	*7%*	*10%*
			c								
Very often	**198**	188	6	2	1	9	68	51	13	6	7
	10%	*10%*	*16%*	*16%*	*14%*	*16%*	*9%*	*10%*	*10%*	*17%*	*12%*
			a	a		a					
Sometimes	**398**	386	8	4	1	13	159	95	20	12	6
	20%	*20%*	*21%*	*26%*	*11%*	*21%*	*22%*	*18%*	*16%*	*32%*	*10%*
				d			e	e		**bce**	
Not very often	**576**	558	11	5	2	18	228	154	43	8	15
	29%	*29%*	*27%*	*38%*	*34%*	*30%*	*31%*	*29%*	*34%*	*23%*	*26%*
				ab							
Never	**669**	656	10	2	2	13	222	198	36	8	25
	33%	*34%*	*24%*	*11%*	*24%*	*21%*	*31%*	*37%*	*29%*	*21%*	*42%*
		bce	c		c	c		**ad**			**acd**
N/A / Don't know / Can't remember	**24**	22	1	1	*	2	8	3	4	*	*
	1%	*1%*	*2%*	*6%*	*7%*	*4%*	*1%*	*1%*	*3%*	*%*	*1%*
				a	**ab**	a			b		

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Always	**135**	29	9	17	1	6	29	11	11	3	116	5	8	6
	7%	*13%*	*8%*	*6%*	*2%*	*4%*	*9%*	*5%*	*6%*	*2%*	*7%*	*5%*	*7%*	*7%*
		cdegijk	i				i				i		i	
Very often	**198**	20	9	24	6	25	35	27	7	13	166	10	11	10
	10%	*9%*	*8%*	*9%*	*10%*	*14%*	*11%*	*14%*	*4%*	*9%*	*10%*	*10%*	*11%*	*11%*
						h	h	h			h		h	h
Sometimes	**398**	39	24	69	10	36	64	25	36	30	333	22	22	22
	20%	*17%*	*20%*	*25%*	*15%*	*21%*	*19%*	*13%*	*21%*	*20%*	*20%*	*22%*	*21%*	*24%*
				ag								g		g
Not very often	**576**	71	28	70	29	48	98	54	51	45	494	27	26	28
	29%	*31%*	*23%*	*26%*	*43%*	*27%*	*30%*	*28%*	*30%*	*30%*	*29%*	*27%*	*25%*	*31%*
					bcegjkl									
Never	**669**	74	48	95	20	58	100	71	60	53	577	31	36	24
	33%	*32%*	*40%*	*34%*	*30%*	*33%*	*30%*	*37%*	*36%*	*36%*	*34%*	*31%*	*35%*	*26%*
			m	m				m	m		m		m	
N/A / Don't know / Can't remember	**24**	*	2	*	-	1	3	4	3	4	17	4	2	1
	1%	**%*	*2%*	**%*	*-%*	**%*	*1%*	*2%*	*2%*	*3%*	*1%*	*4%*	*2%*	*1%*
										ac		**acefj**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Always	**135**	5	9	**	3	43	4	12	56	99	36	116	20
	7%	*6%*	*5%*	**	*2%*	*7%*	*7%*	*10%*	*7%*	*6%*	*8%*	*6%*	*11%*
						d		d	d				a
Very often	**198**	8	8	**	17	44	6	19	95	159	38	187	11
	10%	*10%*	*5%*	**	*10%*	*7%*	*11%*	*17%*	*12%*	*10%*	*8%*	*10%*	*6%*
		c			**bc**		c	**bce**	**bce**				
Sometimes	**398**	20	35	**	29	104	16	25	151	299	99	362	36
	20%	*25%*	*20%*	**	*18%*	*18%*	*28%*	*22%*	*20%*	*19%*	*22%*	*20%*	*21%*
							e						
Not very often	**576**	23	41	**	55	185	15	35	208	444	132	535	41
	29%	*29%*	*24%*	**	*34%*	*31%*	*25%*	*30%*	*27%*	*29%*	*29%*	*29%*	*24%*
					b	b							
Never	**669**	22	80	**	55	204	16	21	252	521	148	602	67
	33%	*28%*	*46%*	**	*35%*	*35%*	*28%*	*18%*	*33%*	*34%*	*32%*	*33%*	*38%*
			adefgh	g	g	g			g				
N/A / Don't know / Can't remember	**24**	1	1	**	*	10	1	4	5	19	5	24	*
	1%	*2%*	*1%*	**	*%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*%*
								dh					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Always	**135**	132	3	79	19	33
	7%	*7%*	*3%*	*6%*	*7%*	*8%*
Very often	**198**	187	10	121	30	43
	10%	*10%*	*9%*	*10%*	*10%*	*10%*
Sometimes	**398**	363	35	234	66	95
	20%	*19%*	*32%* a	*19%*	*23%*	*22%*
Not very often	**576**	548	28	354	74	140
	29%	*29%*	*25%*	*28%*	*26%*	*33%*
Never	**669**	634	35	442	91	115
	33%	*34%*	*31%*	*36%* c	*32%*	*27%*
N/A / Don't know / Can't remember	**24**	24	*	15	3	5
	1%	*1%*	*%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Always	**135**	105	25	**	**	**	**	**	**	129	6	**	36	69	31
	7%	*6%*	*10%*	**	**	**	**	**	**	*7%*	*13%*	**	*4%*	*8%*	*11%*
			ai								a			a	a
Very often	**198**	157	38	**	**	**	**	**	**	195	3	**	72	85	41
	10%	*9%*	*16%*	**	**	**	**	**	**	*10%*	*7%*	**	*9%*	*9%*	*14%*
			ai												**ab**
Sometimes	**398**	342	51	**	**	**	**	**	**	393	6	**	130	211	57
	20%	*20%*	*21%*	**	**	**	**	**	**	*20%*	*12%*	**	*16%*	*23%*	*20%*
														a	
Not very often	**576**	508	57	**	**	**	**	**	**	565	11	**	245	263	68
	29%	*30%*	*24%*	**	**	**	**	**	**	*29%*	*24%*	**	*30%*	*29%*	*24%*
		b											c	c	
Never	**669**	582	66	**	**	**	**	**	**	648	20	**	321	261	86
	33%	*34%*	*28%*	**	**	**	**	**	**	*33%*	*44%*	**	*39%*	*29%*	*30%*
		b		b							b		**bc**		
N/A / Don't know / Can't remember	**24**	21	3	**	**	**	**	**	**	24	-	**	10	11	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Always	**135**	91	63	104	53	25	100	93	7	**	**	**	**	**
	7%	*8%*	*8%*	*8%*	*7%*	*6%*	*8%*	*7%*	*13%*	**	**	**	**	**
Very often	**198**	145	86	152	77	57	146	141	5	**	**	**	**	**
	10%	*12%*	*11%*	*11%*	*10%*	*13%*	*11%*	*11%*	*10%*	**	**	**	**	**
Sometimes	**398**	284	164	307	146	108	279	279	21	**	**	**	**	**
	20%	*24%*	*21%*	*23%*	*20%*	*25%*	*22%*	*22%*	*41%*	**	**	**	**	**
		d				d			a					
Not very often	**576**	369	242	410	218	147	391	389	12	**	**	**	**	**
	29%	*31%*	*32%*	*31%*	*30%*	*34%*	*31%*	*31%*	*24%*	**	**	**	**	**
								c						
Never	**669**	292	204	356	229	87	351	346	4	**	**	**	**	**
	33%	*24%*	*27%*	*27%*	*31%*	*20%*	*27%*	*27%*	*7%*	**	**	**	**	**
			e	e	**abce**		e	b		b				
N/A / Don't know / Can't remember	**24**	11	10	13	11	3	15	11	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	**	**	**	**	**
									a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Always	**135**	47	**	**	**	**	**	**	**	24	31	28	20	**
	7%	*7%*	**	**	**	**	**	**	**	*5%*	*8%*	*9%* a	*14%* **ab**	**
Very often	**198**	77	**	**	**	**	**	**	**	40	45	35	30	**
	10%	*11%*	**	**	**	**	**	**	**	*8%*	*11%*	*11%*	*21%* **abc**	**
Sometimes	**398**	143	**	**	**	**	**	**	**	109	85	76	35	**
	20%	*20%*	**	**	**	**	**	**	**	*23%*	*21%*	*25%*	*24%*	**
Not very often	**576**	216	**	**	**	**	**	**	**	141	151	82	35	**
	29%	*30%*	**	**	**	**	**	**	**	*29%*	*37%* **acd**	*27%*	*25%*	**
Never	**669**	225	**	**	**	**	**	**	**	167	93	79	17	**
	33%	*31%*	**	**	**	**	**	**	**	*35%* **bcd**	*23%* d	*26%* d	*12%*	**
N/A / Don't know / Can't remember	**24**	11	**	**	**	**	**	**	**	*	3	4	5	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*1%* a	*4%* **ab**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Always	**135**	19	13	8	12	**	36	**	14	119	16	101	3
	7%	*6%*	*8%*	*4%*	*16%*	**	*8%*	**	*5%*	*7%*	*7%*	*8%*	*6%*
					ac								
Very often	**198**	29	17	19	10	**	46	**	30	175	22	145	8
	10%	*9%*	*11%*	*11%*	*12%*	**	*10%*	**	*11%*	*10%*	*9%*	*11%*	*15%*
Sometimes	**398**	52	38	40	11	**	90	**	55	358	40	295	12
	20%	*17%*	*25%*	*22%*	*14%*	**	*21%*	**	*19%*	*20%*	*17%*	*23%*	*22%*
			d										
Not very often	**576**	94	44	57	22	**	118	**	92	514	62	389	21
	29%	*31%*	*29%*	*31%*	*28%*	**	*27%*	**	*33%*	*29%*	*26%*	*30%*	*40%*
Never	**669**	107	37	57	23	**	141	**	87	576	92	347	9
	33%	*35%*	*25%*	*31%*	*30%*	**	*32%*	**	*31%*	*33%*	*39%*	*27%*	*17%*
		b											
N/A / Don't know / Can't remember	**24**	5	3	2	*	**	7	**	3	20	4	13	*
	1%	*2%*	*2%*	*1%*	*%*	**	*2%*	**	*1%*	*1%*	*2%*	*1%*	*%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Always	**135**	9	16	21	**	34	16	35	86	12	**
	7%	*11%*	*10%*	*11%*	**	*7%*	*7%*	*8%*	*8%*	*10%*	**
Very often	**198**	5	19	12	**	53	24	40	141	13	**
	10%	*6%*	*12%*	*7%*	**	*11%*	*11%*	*10%*	*12%*	*11%*	**
Sometimes	**398**	11	26	40	**	110	36	97	273	26	**
	20%	*14%*	*17%*	*21%*	**	*22%* b	*16%*	*24%*	*24%*	*21%*	**
Not very often	**576**	22	49	63	**	154	64	134	353	43	**
	29%	*28%*	*31%*	*33%*	**	*31%*	*28%*	*33%*	*31%*	*35%*	**
Never	**669**	32	45	55	**	143	87	100	268	26	**
	33%	*40%*	*28%*	*29%*	**	*28%*	*38%* a	*24%*	*24%*	*21%*	**
N/A / Don't know / Can't remember	**24**	*	3	*	**	8	3	5	11	3	**
	1%	*%*	*2%*	*%*	**	*2%*	*1%*	*1%*	*1%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Always	**135**	29	59	9	**	39	31	6	**	88	60	35	79	55	**
	7%	*9%*	*8%*	*8%*	**	*7%*	*7%*	*4%*	**	*8%*	*8%*	*6%*	*8%*	*7%*	**
Very often	**198**	18	82	14	**	50	50	10	**	140	86	62	116	94	**
	10%	*5%*	*12%*	*13%*	**	*10%*	*10%*	*7%*	**	*12%*	*12%*	*11%*	*11%*	*12%*	**
			a	a											
Sometimes	**398**	82	148	20	**	105	101	36	**	264	152	118	227	181	**
	20%	*25%*	*21%*	*18%*	**	*20%*	*21%*	*23%*	**	*23%*	*21%*	*21%*	*22%*	*23%*	**
Not very often	**576**	114	221	46	**	162	153	50	**	354	232	171	319	253	**
	29%	*34%*	*32%*	*41%*	**	*31%*	*32%*	*33%*	**	*31%*	*32%*	*31%*	*31%*	*33%*	**
				b											
Never	**669**	85	177	22	**	164	138	51	**	274	192	158	260	185	**
	33%	*25%*	*25%*	*20%*	**	*31%*	*29%*	*33%*	**	*24%*	*26%*	*28%*	*26%*	*24%*	**
N/A / Don't know / Can't remember	**24**	6	10	1	**	4	8	1	**	11	10	11	10	9	**
	1%	*2%*	*1%*	*%*	**	*1%*	*2%*	*1%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Always	**135**	23	17	22	2	-	75	56	**	**	**	**
	7%	*6%*	*8%*	*7%*	*3%*	*-%*	*8%*	*7%*	**	**	**	**
		e	e	e								
Very often	**198**	38	25	34	4	5	113	92	**	**	**	**
	10%	*10%*	*11%*	*11%*	*5%*	*11%*	*12%*	*12%*	**	**	**	**
Sometimes	**398**	88	48	65	17	12	221	183	**	**	**	**
	20%	*24%*	*22%*	*21%*	*24%*	*25%*	*23%*	*24%*	**	**	**	**
Not very often	**576**	118	76	104	31	20	303	237	**	**	**	**
	29%	*32%*	*35%*	*35%*	*45%*	*44%*	*32%*	*31%*	**	**	**	**
					a							
Never	**669**	97	49	72	16	8	236	176	**	**	**	**
	33%	*26%*	*22%*	*24%*	*23%*	*18%*	*25%*	*23%*	**	**	**	**
N/A / Don't know / Can't remember	**24**	5	5	5	1	1	10	11	**	**	**	**
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Always	**135**	131	110	131	105	132	83	127	33	**	101	**	12	113
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	**	*6%*	**	*5%*	*7%*
Very often	**198**	184	164	185	159	191	106	181	42	**	168	**	17	172
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*9%*	*10%*	*10%*	**	*11%*	**	*7%*	*11%*
Sometimes	**398**	386	326	389	313	387	225	382	75	**	302	**	57	307
	20%	*21%*	*22%*	*21%*	*20%*	*20%*	*20%*	*20%*	*17%*	**	*19%*	**	*24%*	*19%*
Not very often	**576**	555	461	556	460	563	345	550	145	**	483	**	77	461
	29%	*30%*	*30%*	*29%*	*30%*	*29%*	*31%*	*29%*	*33%*	**	*31%*	**	*32%*	*29%*
Never	**669**	595	438	609	507	649	356	609	140	**	512	**	76	524
	33%	*32%*	*29%*	*32%*	*33%*	*33%*	*32%*	*33%*	*32%*	**	*32%*	**	*32%*	*33%*
				b	b	b								
N/A / Don't know / Can't remember	**24**	21	16	21	15	21	13	21	6	**	17	**	1	21
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	**%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Always	**135**	35	**	10	28	24	95	16	16	6	113	78	57
	7%	*9%*	**	*11%*	*8%*	*12%* bc	*7%*	*4%*	*7%*	*6%*	*7%*	*8%*	*6%*
Very often	**198**	30	**	8	29	19	140	37	18	10	169	105	92
	10%	*8%*	**	*9%*	*8%*	*9%*	*10%*	*10%*	*7%*	*10%*	*10%*	*10%*	*9%*
Sometimes	**398**	70	**	10	70	41	282	73	34	20	345	193	205
	20%	*18%*	**	*11%*	*19%*	*19%*	*20%*	*20%*	*14%*	*20%*	*21%* a	*19%*	*21%*
Not very often	**576**	107	**	26	98	66	388	119	62	28	486	324	252
	29%	*28%*	**	*28%*	*28%*	*31%*	*27%*	*33%* b	*26%*	*28%*	*29%*	*32%* b	*26%*
Never	**669**	138	**	37	128	61	488	116	104	36	528	306	363
	33%	*36%*	**	*41%*	*36%*	*29%*	*34%*	*32%*	*45%* c	*36%*	*32%*	*30%*	*37%* a
N/A / Don't know / Can't remember	**24**	4	**	1	4	*	22	2	1	-	23	13	11
	1%	*1%*	**	*1%*	*1%*	*%*	*2%*	*1%*	*%*	-%	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Always	**135**	14	14	19	14	12	21	4	3	5	14	10	7
	7%	*11%*	*7%*	*11%*	*12%*	*6%*	*11%*	*4%*	*2%*	*2%*	*7%*	*5%*	*6%*
		ghi	**hi**	**ghi**	**ghik**	i	**ghi**				**hi**		
Very often	**198**	16	19	12	11	19	17	18	16	7	29	21	14
	10%	*13%*	*10%*	*7%*	*9%*	*10%*	*9%*	*16%*	*11%*	*3%*	*14%*	*11%*	*13%*
		i	i		i	i	i	**cdfi**	i		**ci**	i	i
Sometimes	**398**	23	38	28	20	40	41	27	40	43	45	32	22
	20%	*18%*	*20%*	*15%*	*17%*	*21%*	*21%*	*25%*	*27%*	*18%*	*22%*	*17%*	*20%*
								c	**cdk**				
Not very often	**576**	41	52	53	44	59	57	28	31	76	46	59	30
	29%	*32%*	*27%*	*29%*	*38%*	*30%*	*30%*	*26%*	*21%*	*31%*	*22%*	*32%*	*28%*
		hj			**bghj**					h		**hj**	
Never	**669**	32	66	66	27	61	56	32	59	102	70	61	37
	33%	*26%*	*34%*	*37%*	*23%*	*32%*	*29%*	*29%*	*40%*	*42%*	*34%*	*33%*	*34%*
			d	**ad**					**ad**	**adfg**	d	d	d
N/A / Don't know / Can't remember	**24**	1	5	2	1	2	-	*	*	9	3	-	-
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*4%*	*1%*	*-%*	*-%*
			fk							**fghkl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Always	**135**	47	47	11	30
	7%	*9%*	*9%*	*2%*	*6%*
		cd	c		c
Very often	**198**	47	46	41	64
	10%	*9%*	*9%*	*8%*	*13%*
					c
Sometimes	**398**	88	100	110	99
	20%	*18%*	*20%*	*22%*	*20%*
Not very often	**576**	146	159	135	136
	29%	*29%*	*32%*	*27%*	*27%*
Never	**669**	164	144	192	168
	33%	*33%*	*29%*	*38%*	*34%*
				b	
N/A / Don't know / Can't remember	**24**	7	4	10	3
	1%	*1%*	*1%*	*2%*	*1%*

Columns Tested: a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
6am - 8.59am	**30**	29	1	*	*	1	8	8	-	-	1
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*-%*	*-%*	*2%*
9am - 11.59am	**1045**	1011	21	8	5	33	389	294	70	15	29
	57%	*57%*	*58%*	*60%*	*74%*	*60%*	*58%*	*60%*	*60%*	*45%*	*53%*
					ab			d			
12pm - 2.59pm	**446**	433	9	3	1	14	139	119	26	18	21
	24%	*24%*	*25%*	*25%*	*17%*	*24%*	*21%*	*24%*	*22%*	*52%*	*39%*
										abc	**abc**
3pm - 5.59pm	**18**	17	*	*	-	*	6	3	2	*	-
	1%	*1%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*	*2%*	**%*	*-%*
6pm - 5.59am	**6**	6	-	-	-	-	5	-	1	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
									b		
Don't know	**294**	287	5	1	*	7	123	70	17	1	3
	16%	*16%*	*15%*	*10%*	*7%*	*13%*	*18%*	*14%*	*14%*	*3%*	*6%*
							de	**de**	**de**		

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
6am - 8.59am	**30**	10	2	-	**	-	7	3	2	-	25	1	2	2
	2%	*5%*	*2%*	*-%*	**	*-%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*2%*
		ceijk	c				c							c
9am - 11.59am	**1045**	125	59	153	**	92	161	93	90	76	883	54	59	48
	57%	*58%*	*57%*	*59%*	**	*57%*	*53%*	*52%*	*65%*	*57%*	*57%*	*60%*	*58%*	*55%*
									fg					
12pm - 2.59pm	**446**	45	29	69	**	37	86	53	22	27	375	21	27	24
	24%	*21%*	*28%*	*26%*	**	*23%*	*28%*	*30%*	*16%*	*20%*	*24%*	*23%*	*26%*	*27%*
			d	**dh**			**dh**	**dh**			d		**dh**	**dh**
3pm - 5.59pm	**18**	-	3	*	**	2	5	-	*	4	16	1	-	1
	1%	*-%*	*3%*	**%*	**	*1%*	*2%*	*-%*	**%*	*3%*	*1%*	*2%*	*-%*	*1%*
			acgl		**cl**		l			**acl**				
6pm - 5.59am	**6**	2	-	-	**	-	1	3	-	-	6	-	-	1
	****%***	*1%*	*-%*	*-%*	**	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Don't know	**294**	33	10	39	**	31	41	28	24	27	254	13	14	13
	16%	*16%*	*10%*	*15%*	**	*19%*	*14%*	*16%*	*17%*	*20%*	*16%*	*15%*	*14%*	*14%*
					abcefghjkl									
					m									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
6am - 8.59am	**30**	*	*	**	1	12	2	1	14	20	10	29	1
	2%	**%*	**%*	**	**%*	*2%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*
							bd						
9am - 11.59am	**1045**	30	94	**	79	312	29	71	402	811	234	946	98
	57%	*40%*	*62%*	**	*50%*	*59%*	*59%*	*64%*	*56%*	*57%*	*55%*	*56%*	*64%*
			ad			**ad**	a	**ad**	a				a
12pm - 2.59pm	**446**	31	23	**	53	127	15	23	169	343	103	405	41
	24%	*42%*	*15%*	**	*33%*	*24%*	*30%*	*21%*	*24%*	*24%*	*24%*	*24%*	*27%*
		bcegh			**bcegh**	b	b		b				
3pm - 5.59pm	**18**	3	-	**	4	1	*	-	5	8	10	18	-
	1%	*5%*	*-%*	**	*3%*	**%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*
		begh		**begh**	**beh**						a		
6pm - 5.59am	**6**	3	-	**	-	2	-	-	1	1	6	6	-
	****%***	*3%*	*-%*	**	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
		bdeh									a		
Don't know	**294**	7	35	**	22	71	2	16	129	230	64	282	12
	16%	*10%*	*23%*	**	*14%*	*14%*	*5%*	*14%*	*18%*	*16%*	*15%*	*17%*	*8%*
			adef	**adef**					f			b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
6am - 8.59am	**30**	30	-	21	1	7
	2%	*2%*	*-%*	*2%*	**%*	*2%*
9am - 11.59am	**1045**	983	62	638	153	242
	57%	*57%*	*62%*	*56%*	*58%*	*61%*
12pm - 2.59pm	**446**	426	20	293	62	80
	24%	*24%*	*20%*	*26%* c	*24%*	*20%*
3pm - 5.59pm	**18**	17	1	14	4	*
	1%	*1%*	*1%*	*1%* c	*2%* c	**%*
6pm - 5.59am	**6**	6	-	2	2	3
	****%***	**%*	*-%*	**%*	*1%*	*1%*
Don't know	**294**	277	17	177	41	65
	16%	*16%*	*17%*	*15%*	*16%*	*16%*

Columns Tested: a,b - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
6am - 8.59am	**30**	25	4	**	**	**	**	**	**	30	*	**	14	12	5
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**%*	**	*2%*	*1%*	*2%*
9am - 11.59am	**1045**	893	124	**	**	**	**	**	**	1017	28	**	417	476	152
	57%	*56%*	*61%*	**	**	**	**	**	**	*57%*	*71%*	**	*55%*	*57%*	*62%*
											ai				a
12pm - 2.59pm	**446**	387	52	**	**	**	**	**	**	438	8	**	173	214	59
	24%	*24%*	*25%*	**	**	**	**	**	**	*24%*	*19%*	**	*23%*	*25%*	*24%*
3pm - 5.59pm	**18**	16	1	**	**	**	**	**	**	18	-	**	5	11	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*1%*	*1%*
6pm - 5.59am	**6**	6	-	**	**	**	**	**	**	6	-	**	1	5	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	*1%*	*-%*
Don't know	**294**	267	23	**	**	**	**	**	**	290	4	**	146	121	27
	16%	*17%*	*11%*	**	**	**	**	**	**	*16%*	*10%*	**	*19%*	*14%*	*11%*
		b								b			**bc**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
6am - 8.59am	**30**	17	11	21	10	5	23	20	1	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	**	**	**	**	**
9am - 11.59am	**1045**	662	449	747	389	258	685	689	34	**	**	**	**	**
	57%	*58%*	*61%*	*59%*	*60%*	*63%*	*57%*	*58%*	*71%*	**	**	**	**	**
						f			a					
12pm - 2.59pm	**446**	288	155	310	147	68	298	298	6	**	**	**	**	**
	24%	*25%*	*21%*	*24%*	*23%*	*16%*	*25%*	*25%*	*13%*	**	**	**	**	**
		be	e	e	e		e	b						
3pm - 5.59pm	**18**	14	11	15	6	9	11	12	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*5%*	**	**	**	**	**
									a					
6pm - 5.59am	**6**	4	6	6	2	-	6	6	-	**	**	**	**	**
	****%***	**%*	*1%*	**%*	**%*	*-%*	**%*	*1%*	*-%*	**	**	**	**	**
			e											
Don't know	**294**	149	101	173	92	71	179	166	5	**	**	**	**	**
	16%	*13%*	*14%*	*14%*	*14%*	*17%*	*15%*	*14%*	*9%*	**	**	**	**	**
						ac								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
6am - 8.59am	**30**	10	**	**	**	**	**	**	**	5	5	8	3	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*3%*	*2%*	**
9am - 11.59am	**1045**	380	**	**	**	**	**	**	**	258	225	164	94	**
	57%	*60%*	**	**	**	**	**	**	**	*58%*	*58%*	*55%*	*68%*	**
													abc	
12pm - 2.59pm	**446**	145	**	**	**	**	**	**	**	118	85	80	28	**
	24%	*23%*	**	**	**	**	**	**	**	*26%*	*22%*	*27%*	*20%*	**
3pm - 5.59pm	**18**	6	**	**	**	**	**	**	**	2	8	5	-	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*2%*	*2%*	*-%*	**
											ad			
6pm - 5.59am	**6**	2	**	**	**	**	**	**	**	4	2	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	*1%*	**%*	*-%*	*-%*	**
Don't know	**294**	91	**	**	**	**	**	**	**	57	61	41	14	**
	16%	*14%*	**	**	**	**	**	**	**	*13%*	*16%*	*14%*	*10%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
6am - 8.59am	**30**	2	1	5	1	**	9	**	1	25	5	20	**
	2%	*1%*	*1%*	*3%*	*3%*	**	*2%*	**	*%*	*1%*	*5%*	*2%*	**
							c				a		
9am - 11.59am	**1045**	173	71	97	42	**	237	**	145	978	67	743	**
	57%	*64%*	*52%*	*58%*	*72%*	**	*63%*	**	*56%*	*57%*	*61%*	*59%*	**
		b			**bc**								
12pm - 2.59pm	**446**	61	28	42	8	**	75	**	69	421	25	307	**
	24%	*22%*	*21%*	*25%*	*14%*	**	*20%*	**	*26%*	*24%*	*23%*	*24%*	**
				d									
3pm - 5.59pm	**18**	3	1	3	-	**	2	**	4	16	2	15	**
	1%	*1%*	*%*	*2%*	*-%*	**	*%*	**	*2%*	*1%*	*2%*	*1%*	**
6pm - 5.59am	**6**	-	2	1	-	**	1	**	-	6	-	6	**
	%	*-%*	*1%*	*%*	*-%*	**	*%*	**	*-%*	*%*	*-%*	*%*	**
Don't know	**294**	33	33	19	7	**	51	**	41	283	11	172	**
	16%	*12%*	*25%*	*12%*	*11%*	**	*14%*	**	*16%*	*16%*	*10%*	*14%*	**
			acd										

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
6am - 8.59am	**30**	2	5	7	**	4	5	5	15	1	**
	2%	*3%*	*4%*	*4%*	**	*1%*	*3%* a	*1%*	*1%*	*1%*	**
9am - 11.59am	**1045**	56	86	122	**	292	97	238	640	75	**
	57%	*70%*	*58%*	*64%*	**	*59%*	*63%*	*61%*	*59%*	*65%*	**
12pm - 2.59pm	**446**	11	36	31	**	116	31	93	269	27	**
	24%	*13%*	*24%*	*16%*	**	*24%*	*20%*	*24%*	*25%*	*23%*	**
3pm - 5.59pm	**18**	1	-	3	**	5	1	1	14	*	**
	1%	*2%*	*-%*	*2%*	**	*1%*	*1%*	**%*	*1%* a	**%*	**
6pm - 5.59am	**6**	1	-	1	**	2	-	1	4	1	**
	%	*1%*	*-%*	**%*	**	*1%*	*-%*	**%*	**%*	*1%*	**
Don't know	**294**	9	22	25	**	71	21	50	141	11	**
	16%	*11%*	*15%*	*13%*	**	*15%*	*13%*	*13%*	*13%*	*10%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
6am - 8.59am	**30**	6	9	5	**	9	4	4	**	17	11	5	14	12	**
	2%	*2%*	*1%*	*5%*	**	*2%*	*1%*	*3%*	**	*2%*	*2%*	*1%*	*1%*	*2%*	**
				b											
9am - 11.59am	**1045**	202	410	59	**	276	256	80	**	662	447	334	604	445	**
	57%	*65%*	*61%*	*58%*	**	*61%*	*58%*	*60%*	**	*58%*	*61%*	*60%*	*60%*	*57%*	**
12pm - 2.59pm	**446**	57	142	23	**	100	110	30	**	288	155	128	254	191	**
	24%	*18%*	*21%*	*23%*	**	*22%*	*25%*	*22%*	**	*25%*	*21%*	*23%*	*25%*	*25%*	**
										b					
3pm - 5.59pm	**18**	1	11	*	**	2	6	-	**	14	11	6	10	11	**
	1%	**%*	*2%*	**%*	**	**%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
			a												
6pm - 5.59am	**6**	3	6	1	**	2	2	-	**	4	6	2	3	3	**
	****%***	*1%*	*1%*	*1%*	**	**%*	*1%*	*-%*	**	**%*	*1%*	**%*	**%*	**%*	**
Don't know	**294**	43	93	13	**	64	63	20	**	146	101	78	126	116	**
	16%	*14%*	*14%*	*13%*	**	*14%*	*14%*	*15%*	**	*13%*	*14%*	*14%*	*12%*	*15%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
6am - 8.59am	**30**	4	3	2	3	*	15	12	**	**	**	**
	2%	*1%*	*1%*	*1%*	*4%*	*1%*	*2%*	*2%*	**	**	**	**
					c							
9am - 11.59am	**1045**	226	133	179	41	28	566	432	**	**	**	**
	57%	*61%*	*60%*	*60%*	*59%*	*61%*	*59%*	*57%*	**	**	**	**
12pm - 2.59pm	**446**	82	47	72	14	10	239	180	**	**	**	**
	24%	*22%*	*21%*	*24%*	*20%*	*22%*	*25%*	*24%*	**	**	**	**
3pm - 5.59pm	**18**	5	4	1	-	-	10	11	**	**	**	**
	1%	*1%*	*2%*	*%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
6pm - 5.59am	**6**	2	1	2	-	-	3	3	**	**	**	**
	%	*1%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	**	**	**	**
Don't know	**294**	50	33	46	12	8	125	117	**	**	**	**
	16%	*13%*	*15%*	*15%*	*17%*	*17%*	*13%*	*15%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
6am - 8.59am	**30**	29	25	29	20	30	16	28	8	**	29	**	2	28
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*2%*
9am - 11.59am	**1045**	996	825	1003	833	1022	615	993	221	**	938	**	119	925
	57%	*58%*	*58%*	*58%*	*59%*	*57%*	*59%*	*58%*	*56%*	**	*59%* b	**	*50%*	*58%* a
12pm - 2.59pm	**446**	423	342	424	340	439	238	417	104	**	361	**	66	380
	24%	*25%*	*24%*	*24%*	*24%*	*24%*	*23%*	*24%*	*26%*	**	*23%*	** a	*28%*	*24%*
3pm - 5.59pm	**18**	15	15	16	14	18	5	16	*	**	11	**	2	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%* c	*%*	**	*1%*	** a	*1%*	*1%*
6pm - 5.59am	**6**	6	6	6	6	6	6	6	4	**	6	**	-	6
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	*%*	**	-%	*%*
Don't know	**294**	252	198	262	210	281	154	257	61	**	238	**	50	244
	16%	*15%*	*14%*	*15%*	*15%*	*16%*	*15%*	*15%*	*15%*	**	*15%*	** a	*21%* b	*15%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
6am - 8.59am	**30**	5	**	5	3	2	21	7	4	2	24	16	14
	2%	*2%*	**	*7%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
				b									
9am - 11.59am	**1045**	153	**	32	143	106	746	192	121	38	885	569	476
	57%	*63%*	**	*50%*	*64%*	*60%*	*57%*	*57%*	*66%*	*46%*	*56%*	*60%*	*54%*
					a				bc			b	
12pm - 2.59pm	**446**	51	**	20	43	33	318	89	39	30	376	230	216
	24%	*21%*	**	*32%*	*19%*	*18%*	*24%*	*26%*	*21%*	*36%*	*24%*	*24%*	*24%*
				b				a		ac			
3pm - 5.59pm	**18**	1	**	2	1	3	10	4	3	-	14	12	6
	1%	*1%*	**	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*
6pm - 5.59am	**6**	-	**	-	1	2	4	-	-	-	6	4	2
	****%***	*-%*	**	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
						bc							
Don't know	**294**	31	**	5	32	32	215	46	17	13	263	123	171
	16%	*13%*	**	*8%*	*14%*	*18%*	*16%*	*14%*	*9%*	*15%*	*17%*	*13%*	*19%*
											a		a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
6am - 8.59am	**30**	4	4	1	2	5	2	*	2	5	2	2	-
	2%	*4%*	*2%*	**%*	*2%*	*3%*	*1%*	**%*	*1%*	*2%*	*1%*	*1%*	*-%*
		cgl				g							
9am - 11.59am	**1045**	70	115	100	56	97	108	52	60	136	101	96	54
	57%	*58%*	*65%*	*60%*	*49%*	*54%*	*59%*	*53%*	*45%*	*64%*	*53%*	*57%*	*56%*
		h	**deghj**	h			h			**dgh**		h	
12pm - 2.59pm	**446**	32	31	44	36	56	38	26	42	40	46	32	24
	24%	*26%*	*18%*	*27%*	*31%*	*31%*	*21%*	*26%*	*31%*	*19%*	*24%*	*19%*	*24%*
					bfik	**bfik**			**bfik**				
3pm - 5.59pm	**18**	5	-	-	*	2	2	*	-	2	4	1	*
	1%	*4%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	**%*
		bcdgh											
6pm - 5.59am	**6**	-	2	-	-	-	-	-	-	3	-	1	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Don't know	**294**	9	24	23	20	19	32	20	30	26	36	37	19
	16%	*8%*	*14%*	*14%*	*18%*	*10%*	*18%*	*20%*	*22%*	*12%*	*19%*	*22%*	*19%*
					a		a	**ae**	**aei**		**ae**	**aei**	**ae**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
6am - 8.59am	**30**	9	10	7	5
	2%	*2%*	*2%*	*2%*	*1%*
9am - 11.59am	**1045**	285	260	248	251
	57%	*62%*	*55%*	*56%*	*55%*
		b			
12pm - 2.59pm	**446**	107	130	108	101
	24%	*23%*	*27%*	*24%*	*22%*
3pm - 5.59pm	**18**	5	5	2	6
	1%	*1%*	*1%*	*1%*	*1%*
6pm - 5.59am	**6**	2	-	3	1
	****%***	**%*	*-%*	*1%*	**%*
Don't know	**294**	56	71	76	91
	16%	*12%*	*15%*	*17%*	*20%*
				a	**ab**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**17**	17	*	-	-	*	7	7	*	-	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**37**	37	*	-	-	*	13	9	1	-	2
	2%	*2%* e	*1%*	*-%*	*-%*	*1%*	*2%*	*2%*	**%*	*-%*	*3%*
Neither Satisfied Nor Dissatisfied	**200**	195	4	1	*	5	62	63	17	6	8
	11%	*11%*	*10%*	*6%*	*6%*	*9%*	*9%*	*13%*	*15%*	*18%*	*15%*
Fairly Satisfied	**654**	634	12	6	2	20	252	167	53	14	25
	36%	*36%*	*33%*	*44%* b	*34%*	*36%*	*38%*	*34%*	*46%* b	*42%*	*46%* b
Very Satisfied	**929**	899	20	6	4	30	335	248	46	14	19
	51%	*50%*	*55%*	*50%*	*60%*	*55%*	*50%* **ce**	*50%* **ce**	*39%*	*41%*	*36%*
Don't Know (DO NOT READ OUT)	**2**	2	*	-	-	*	1	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1583**	1533	32	12	6	50	587	415	99	28	45
	86%	*86%*	*88%*	*94%* a	*94%*	*90%* a	*88%*	*84%*	*85%*	*82%*	*82%*
NET: Dissatisfied	**54**	54	1	-	-	1	19	16	1	-	2
	3%	*3%* e	*1%*	*-%*	*-%*	*1%*	*3%*	*3%*	*1%*	*-%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**17**	2	-	4	**	2	2	-	2	4	16	*	1	*
	1%	*1%*	*-%*	*1%*	**	*1%*	*1%*	*-%*	*2%*	*3%*	*1%*	*%*	*1%*	*%*
										gm				
Fairly Dissatisfied	**37**	2	-	9	**	1	8	7	1	4	33	1	3	*
	2%	*1%*	*-%*	*3%*	**	*1%*	*3%*	*4%*	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*
				m				m						
Neither Satisfied Nor Dissatisfied	**200**	23	21	43	**	16	17	20	11	11	165	11	15	8
	11%	*10%*	*21%*	*16%*	**	*10%*	*6%*	*11%*	*8%*	*8%*	*11%*	*12%*	*15%*	*9%*
			adefhijm	**fhjm**							f	f	f	
Fairly Satisfied	**654**	67	38	113	**	61	118	58	48	38	561	32	33	28
	36%	*31%*	*36%*	*43%*	**	*37%*	*39%*	*32%*	*35%*	*28%*	*36%*	*35%*	*32%*	*32%*
				agijlm										
Very Satisfied	**929**	122	45	92	**	82	157	95	76	77	781	46	51	51
	51%	*57%*	*43%*	*35%*	**	*51%*	*52%*	*53%*	*55%*	*58%*	*50%*	*51%*	*50%*	*58%*
		c			c	c	c	c	c	c	c	c	c	**bcj**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	1	-	-	-	1	-	*	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
NET: Satisfied	**1583**	189	83	205	**	143	275	154	124	115	1343	78	83	79
	86%	*88%*	*79%*	*79%*	**	*88%*	*91%*	*85%*	*90%*	*86%*	*86%*	*86%*	*82%*	*90%*
		c			**bcl**	c	**bcl**		c		c	c		**bcl**
NET: Dissatisfied	**54**	4	-	13	**	3	10	7	4	8	49	2	3	1
	3%	*2%*	*-%*	*5%*	**	*2%*	*3%*	*4%*	*3%*	*6%*	*3%*	*2%*	*3%*	*1%*
				m				m		**bkm**	m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**17**	*	4	**	-	2	2	1	6	13	5	17	-
	1%	*1%*	*3%*	**	*-%*	**%*	*4%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*
			deh	**deh**			**deh**						
Fairly Dissatisfied	**37**	1	5	**	4	12	-	-	15	27	10	32	5
	2%	*1%*	*3%*	**	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**200**	16	21	**	9	38	4	16	93	160	39	185	14
	11%	*21%*	*14%*	**	*6%*	*7%*	*9%*	*15%*	*13%*	*11%*	*9%*	*11%*	*9%*
		cdeh	**cde**					**cde**	**cde**				
Fairly Satisfied	**654**	27	50	**	48	182	7	50	270	525	129	598	55
	36%	*37%*	*33%*	**	*30%*	*35%*	*15%*	*46%*	*37%*	*37%*	*30%*	*36%*	*36%*
		f	f	f	f	f		**bdef**	f	b			
Very Satisfied	**929**	29	70	**	98	291	35	43	337	684	245	850	79
	51%	*40%*	*46%*	**	*62%*	*55%*	*72%*	*39%*	*47%*	*48%*	*57%*	*50%*	*51%*
				ag	**abgh**	**abgh**	**abegh**				a		
Don't Know (DO NOT READ OUT)	**2**	-	2	**	-	-	-	-	*	2	-	2	-
	****%***	*-%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
			eh										
NET: Satisfied	**1583**	57	120	**	146	473	43	93	607	1210	374	1449	134
	86%	*77%*	*79%*	**	*92%*	*90%*	*87%*	*85%*	*84%*	*86%*	*87%*	*86%*	*88%*
				ab	**abh**	**abh**							
NET: Dissatisfied	**54**	1	9	**	4	14	2	1	21	39	15	49	5
	3%	*1%*	*6%*	**	*2%*	*3%*	*4%*	**%*	*3%*	*3%*	*3%*	*3%*	*3%*
			eg										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**17**	13	4	10	*	6
	1%	*1%*	*4%*	*1%*	**%*	*2%*
			a			
Fairly Dissatisfied	**37**	37	1	21	5	11
	2%	*2%*	*1%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**200**	195	5	117	28	47
	11%	*11%*	*5%*	*10%*	*11%*	*12%*
Fairly Satisfied	**654**	613	40	404	109	129
	36%	*35%*	*41%*	*35%*	*41%*	*33%*
					c	
Very Satisfied	**929**	880	49	590	121	202
	51%	*51%*	*50%*	*52%*	*46%*	*51%*
Don't Know (DO NOT READ OUT)	**2**	1	*	1	-	*
	***%**	**%*	**%*	**%*	-%	**%*
NET: Satisfied	**1583**	1494	90	994	230	331
	86%	*86%*	*90%*	*87%*	*87%*	*84%*
NET: Dissatisfied	**54**	50	5	31	6	17
	3%	*3%*	*5%*	*3%*	*2%*	*4%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**17**	15	2	**	**	**	**	**	**	17	-	**	6	9	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*1%*	*1%*
Fairly Dissatisfied	**37**	29	7	**	**	**	**	**	**	36	1	**	11	18	8
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	*4%*	**	*1%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**200**	170	25	**	**	**	**	**	**	195	5	**	67	103	30
	11%	*11%*	*12%*	**	**	**	**	**	**	*11%*	*13%*	**	*9%*	*12%*	*12%*
														a	
Fairly Satisfied	**654**	549	90	**	**	**	**	**	**	639	15	**	254	294	105
	36%	*34%*	*44%*	**	**	**	**	**	**	*36%*	*37%*	**	*34%*	*35%*	*43%*
			ai												**ab**
Very Satisfied	**929**	829	82	**	**	**	**	**	**	911	18	**	417	412	100
	51%	*52%*	*40%*	**	**	**	**	**	**	*51%*	*47%*	**	*55%*	*49%*	*41%*
		b								b			**bc**	c	
Don't Know (DO NOT READ OUT)	**2**	2	-	**	**	**	**	**	**	2	-	**	*	1	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	**%*	*-%*
NET: Satisfied	**1583**	1378	172	**	**	**	**	**	**	1550	33	**	671	707	205
	86%	*86%*	*84%*	**	**	**	**	**	**	*86%*	*84%*	**	*89%*	*84%*	*84%*
													bc		
NET: Dissatisfied	**54**	44	8	**	**	**	**	**	**	53	1	**	17	27	10
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	*4%*	**	*2%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**17**	17	9	17	10	5	15	17	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**
Fairly Dissatisfied	**37**	20	19	27	14	6	29	25	1	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**200**	121	94	142	88	49	126	132	5	**	**	**	**	**
	11%	*11%*	*13%*	*11%*	*14%*	*12%*	*10%*	*11%*	*11%*	**	**	**	**	**
					f									
Fairly Satisfied	**654**	410	279	458	242	160	433	426	21	**	**	**	**	**
	36%	*36%*	*38%*	*36%*	*37%*	*39%*	*36%*	*36%*	*44%*	**	**	**	**	**
Very Satisfied	**929**	567	332	628	290	191	599	590	21	**	**	**	**	**
	51%	*50%*	*45%*	*49%*	*45%*	*46%*	*50%*	*50%*	*44%*	**	**	**	**	**
		bd					**bd**							
Don't Know (DO NOT READ OUT)	**2**	*	-	*	1	*	*	*	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
NET: Satisfied	**1583**	977	611	1086	533	351	1032	1016	42	**	**	**	**	**
	86%	*86%*	*83%*	*85%*	*82%*	*85%*	*86%*	*85%*	*88%*	**	**	**	**	**
		d					d							
NET: Dissatisfied	**54**	37	29	44	25	11	44	42	1	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*1%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**17**	10	**	**	**	**	**	**	**	5	6	4	2	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	*2%*	**
Fairly Dissatisfied	**37**	13	**	**	**	**	**	**	**	12	1	4	9	**
	2%	*2%*	**	**	**	**	**	**	**	*3%*	**%*	*1%*	*6%*	**
										b			**abc**	
Neither Satisfied Nor Dissatisfied	**200**	84	**	**	**	**	**	**	**	43	34	46	19	**
	11%	*13%*	**	**	**	**	**	**	**	*10%*	*9%*	*15%*	*13%*	**
												ab		
Fairly Satisfied	**654**	240	**	**	**	**	**	**	**	131	158	115	52	**
	36%	*38%*	**	**	**	**	**	**	**	*29%*	*41%*	*39%*	*37%*	**
											a	a	a	
Very Satisfied	**929**	286	**	**	**	**	**	**	**	253	186	128	57	**
	51%	*45%*	**	**	**	**	**	**	**	*57%*	*48%*	*43%*	*41%*	**
										bcd				
Don't Know (DO NOT READ OUT)	**2**	1	**	**	**	**	**	**	**	*	-	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	*-%*	*-%*	*-%*	**
NET: Satisfied	**1583**	525	**	**	**	**	**	**	**	384	344	243	109	**
	86%	*83%*	**	**	**	**	**	**	**	*86%*	*89%*	*82%*	*79%*	**
										d	**cd**			
NET: Dissatisfied	**54**	24	**	**	**	**	**	**	**	17	7	9	11	**
	3%	*4%*	**	**	**	**	**	**	**	*4%*	*2%*	*3%*	*8%*	**
													abc	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**17**	2	2	4	2	**	8	**	2	9	8	17	**
	1%	*1%*	*1%*	*3%*	*3%*	**	*2%*	**	*1%*	*1%*	*7%* a	*1%*	**
Fairly Dissatisfied	**37**	4	4	2	4	**	7	**	7	32	5	25	**
	2%	*1%*	*3%*	*1%*	*8%* ac	**	*2%*	**	*3%*	*2%*	*4%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**200**	41	19	17	8	**	47	**	40	183	17	139	**
	11%	*15%*	*14%*	*10%*	*14%*	**	*13%*	**	*15%*	*11%*	*15%*	*11%*	**
Fairly Satisfied	**654**	112	46	59	20	**	138	**	95	613	41	455	**
	36%	*41%*	*34%*	*35%*	*34%*	**	*37%*	**	*37%*	*35%*	*37%*	*36%*	**
Very Satisfied	**929**	112	63	84	24	**	173	**	115	890	39	626	**
	51%	*41%*	*47%*	*50%*	*42%*	**	*46%*	**	*44%*	*52%* b	*36%*	*50%*	**
Don't Know (DO NOT READ OUT)	**2**	-	1	-	-	**	1	**	-	2	-	*	**
	%	*-%*	*1%*	*-%*	*-%*	**	*%*	**	*-%*	*%*	*-%*	*%*	**
NET: Satisfied	**1583**	225	110	143	44	**	311	**	210	1503	80	1081	**
	86%	*83%*	*81%*	*86%*	*76%*	**	*83%*	**	*81%*	*87%* b	*73%*	*86%*	**
NET: Dissatisfied	**54**	6	6	6	6	**	16	**	9	41	13	43	**
	3%	*2%*	*5%*	*4%*	*11%* ac	**	*4%*	**	*3%*	*2%*	*12%* a	*3%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**17**	-	6	8	**	4	6	4	15	2	**
	1%	*-%*	*4%*	*4%*	**	*1%*	*4%*	*1%*	*1%*	*2%*	**
							a				
Fairly Dissatisfied	**37**	1	4	6	**	11	4	7	20	1	**
	2%	*2%*	*2%*	*3%*	**	*2%*	*2%*	*2%*	*2%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**200**	10	18	23	**	70	18	57	109	16	**
	11%	*12%*	*12%*	*12%*	**	*14%*	*12%*	*15%*	*10%*	*14%*	**
								b			
Fairly Satisfied	**654**	28	57	71	**	187	55	145	390	51	**
	36%	*36%*	*38%*	*37%*	**	*38%*	*36%*	*37%*	*36%*	*44%*	**
										b	
Very Satisfied	**929**	39	65	82	**	220	71	175	551	46	**
	51%	*49%*	*43%*	*43%*	**	*45%*	*46%*	*45%*	*51%*	*40%*	**
									ac		
Don't Know (DO NOT READ OUT)	**2**	1	-	-	**	-	1	*	-	-	**
	%	*2%*	*-%*	*-%*	**	*-%*	*1%*	*%*	*-%*	*-%*	**
							a				
NET: Satisfied	**1583**	67	121	153	**	407	126	320	941	97	**
	86%	*85%*	*81%*	*80%*	**	*83%*	*81%*	*82%*	*87%*	*84%*	**
									a		
NET: Dissatisfied	**54**	1	10	14	**	15	10	11	35	2	**
	3%	*2%*	*6%*	*7%*	**	*3%*	*6%*	*3%*	*3%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**17**	6	7	-	**	4	4	4	**	17	9	6	15	10	**
	1%	*2%*	*1%*	*-%*	**	*1%*	*1%*	*3%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Fairly Dissatisfied	**37**	8	16	6	**	12	11	2	**	20	19	11	21	11	**
	2%	*2%*	*2%*	*6%* b	**	*3%*	*3%*	*1%*	**	*2%*	*3%*	*2%*	*2%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**200**	43	79	16	**	62	49	17	**	121	94	78	115	87	**
	11%	*14%*	*12%*	*16%*	**	*14%*	*11%*	*13%*	**	*11%*	*13%*	*14%* a	*11%*	*11%*	**
Fairly Satisfied	**654**	124	256	36	**	166	172	56	**	410	277	208	359	302	**
	36%	*40%*	*38%*	*36%*	**	*37%*	*39%*	*42%*	**	*36%*	*38%*	*38%*	*36%*	*39%*	**
Very Satisfied	**929**	130	312	43	**	208	206	55	**	565	331	250	502	367	**
	51%	*42%*	*47%*	*43%*	**	*46%*	*47%*	*41%*	**	*50%* b	*45%*	*45%*	*50%*	*47%*	**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	1	-	-	**	*	-	1	*	-	**
	%	*-%*	*-%*	*-%*	**	*%*	*-%*	*-%*	**	*%*	*-%*	*%*	*%*	*-%*	**
NET: Satisfied	**1583**	254	569	80	**	375	377	111	**	974	608	458	861	669	**
	86%	*82%*	*85%*	*78%*	**	*83%*	*85%*	*83%*	**	*86%*	*83%*	*83%*	*85%*	*86%*	**
NET: Dissatisfied	**54**	14	23	6	**	16	16	5	**	37	29	17	36	21	**
	3%	*4%*	*3%*	*6%*	**	*4%*	*4%*	*4%*	**	*3%*	*4%*	*3%*	*4%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**17**	2	2	4	2	-	15	11	**	**	**	**
	1%	*1%*	*1%*	*1%*	*3%*	*-%*	*2%*	*1%*	**	**	**	**
Fairly Dissatisfied	**37**	10	3	7	-	*	17	12	**	**	**	**
	2%	*3%*	*1%*	*2%*	*-%*	**%*	*2%*	*2%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**200**	47	31	40	10	4	100	84	**	**	**	**
	11%	*13%*	*14%*	*13%*	*15%*	*9%*	*10%*	*11%*	**	**	**	**
Fairly Satisfied	**654**	148	96	114	31	23	341	295	**	**	**	**
	36%	*40%*	*44%*	*38%*	*44%*	*49%*	*36%*	*39%*	**	**	**	**
Very Satisfied	**929**	161	88	135	27	19	485	354	**	**	**	**
	51%	*44%*	*40%*	*45%*	*39%*	*41%*	*51%*	*47%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	-	-	1	-	-	-	-	**	**	**	**
	***%**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**
NET: Satisfied	**1583**	309	184	249	58	41	826	648	**	**	**	**
	86%	*84%*	*83%*	*83%*	*83%*	*91%*	*86%*	*86%*	**	**	**	**
NET: Dissatisfied	**54**	12	6	11	2	*	32	22	**	**	**	**
	3%	*3%*	*3%*	*4%*	*3%*	**%*	*3%*	*3%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**17**	17	15	17	13	17	11	17	4	**	-	**	12	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	-%	**	*5%*	*%*
												a	b	
Fairly Dissatisfied	**37**	33	24	33	28	37	20	33	13	**	-	**	20	17
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	-%	**	*9%*	*1%*
												a	b	
Neither Satisfied Nor Dissatisfied	**200**	186	150	188	154	195	118	184	53	**	-	**	64	135
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*13%*	**	-%	**	*27%*	*8%*
													b	
Fairly Satisfied	**654**	616	516	621	515	638	377	620	138	**	654	**	103	551
	36%	*36%*	*37%*	*36%*	*36%*	*36%*	*37%*	*36%*	*35%*	**	*41%*	**	*43%*	*34%*
											b		b	
Very Satisfied	**929**	868	705	881	711	908	508	862	190	**	929	**	39	890
	51%	*50%*	*50%*	*51%*	*50%*	*51%*	*49%*	*50%*	*48%*	**	*59%*	**	*16%*	*56%*
											b			a
Don't Know (DO NOT READ OUT)	**2**	2	1	2	2	2	*	2	-	**	-	**	*	2
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	-%	**	*%*	*%*
NET: Satisfied	**1583**	1485	1221	1502	1227	1546	885	1482	328	**	1583	**	142	1441
	86%	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*82%*	**	*100%*	**	*59%*	*90%*
								c			b			a
NET: Dissatisfied	**54**	50	39	50	41	54	31	50	17	**	-	**	33	21
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	-%	**	*14%*	*1%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**17**	6	**	4	4	2	15	-	8	2	7	9	8
	1%	*3%*	**	*6%* b	*2%*	*1%*	*1%*	*-%*	*4%* c	*2%* c	**%*	*1%*	*1%*
Fairly Dissatisfied	**37**	3	**	3	3	4	21	12	3	5	29	18	19
	2%	*1%*	**	*5%* b	*1%*	*2%*	*2%*	*4%* b	*2%*	*6%* c	*2%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**200**	29	**	8	28	22	122	54	24	13	162	125	74
	11%	*12%*	**	*13%*	*13%*	*13%*	*9%*	*16%* b	*13%*	*16%*	*10%*	*13%* b	*8%*
Fairly Satisfied	**654**	94	**	26	83	68	474	111	73	28	550	349	304
	36%	*39%*	**	*41%*	*37%*	*38%*	*36%*	*33%*	*40%*	*34%*	*35%*	*37%*	*34%*
Very Satisfied	**929**	111	**	22	104	82	681	161	76	33	820	452	477
	51%	*46%*	**	*34%*	*47%*	*46%*	*52%*	*48%*	*41%*	*40%*	*52%* **ab**	*47%*	*54%* a
Don't Know (DO NOT READ OUT)	**2**	-	**	-	1	-	2	-	-	1	*	-	2
	%	*-%*	**	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%* c	**%*	*-%*	**%*
NET: Satisfied	**1583**	205	**	48	187	150	1154	272	149	62	1370	801	782
	86%	*85%*	**	*75%*	*84%*	*84%*	*88%* c	*81%*	*81%*	*74%*	*87%* **ab**	*84%*	*88%* a
NET: Dissatisfied	**54**	9	**	8	7	6	36	12	12	7	36	27	27
	3%	*4%*	**	*12%* b	*3%*	*3%*	*3%*	*4%*	*6%* c	*8%* c	*2%*	*3%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**17**	-	2	3	-	8	-	2	-	2	-	-	*
	1%	*-%*	*1%*	*2%*	*-%*	*5%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	**%*
						adfhjkl							
Fairly Dissatisfied	**37**	2	2	7	6	1	-	1	3	5	6	4	-
	2%	*2%*	*1%*	*4%*	*5%*	*1%*	*-%*	*1%*	*2%*	*2%*	*3%*	*2%*	*-%*
				efl	**befl**					f	f		
Neither Satisfied Nor Dissatisfied	**200**	19	16	19	8	20	24	8	17	16	22	18	13
	11%	*16%*	*9%*	*11%*	*7%*	*11%*	*13%*	*8%*	*13%*	*8%*	*12%*	*11%*	*13%*
		dgi											
Fairly Satisfied	**654**	44	75	56	39	49	61	33	48	83	61	72	31
	36%	*36%*	*43%*	*34%*	*34%*	*27%*	*33%*	*34%*	*36%*	*40%*	*32%*	*43%*	*32%*
			e							e		e	
Very Satisfied	**929**	55	81	82	61	101	97	54	67	104	99	76	52
	51%	*46%*	*46%*	*49%*	*53%*	*56%*	*54%*	*55%*	*49%*	*49%*	*53%*	*45%*	*54%*
						k							
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	-	-	*	1	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*
NET: Satisfied	**1583**	99	156	139	100	150	158	87	115	188	160	148	83
	86%	*82%*	*89%*	*83%*	*87%*	*84%*	*87%*	*88%*	*85%*	*89%*	*85%*	*87%*	*86%*
NET: Dissatisfied	**54**	2	4	10	6	9	-	3	3	7	6	4	*
	3%	*2%*	*2%*	*6%*	*5%*	*5%*	*-%*	*3%*	*2%*	*3%*	*3%*	*2%*	**%*
				fl	**fl**	**fl**		f		f	f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**17**	5	8	4	*
	1%	*1%*	*2%*	*1%*	**%*
			d		
Fairly Dissatisfied	**37**	12	7	9	9
	2%	*2%*	*1%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**200**	53	52	42	53
	11%	*12%*	*11%*	*9%*	*12%*
Fairly Satisfied	**654**	175	149	165	164
	36%	*38%*	*31%*	*37%*	*36%*
		b			
Very Satisfied	**929**	218	259	225	227
	51%	*47%*	*55%*	*51%*	*50%*
			a		
Don't Know (DO NOT READ OUT)	**2**	-	-	*	2
	***%**	*-%*	*-%*	**%*	**%*
NET: Satisfied	**1583**	394	408	389	392
	86%	*85%*	*86%*	*88%*	*86%*
NET: Dissatisfied	**54**	16	15	13	10
	3%	*3%*	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**27**	27	*	-	*	*	10	5	*	*	*
	1%	*2%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	**%*	**%*	**%*
Fairly Dissatisfied	**73**	70	2	1	*	3	20	30	9	1	5
	4%	*4%*	*5%*	*6%*	*4%*	*5%*	*3%*	*6%* a	*8%* a	*4%*	*9%* a
Neither Satisfied Nor Dissatisfied	**238**	230	6	2	1	8	76	57	16	6	11
	13%	*13%*	*16%*	*15%*	*9%*	*15%*	*11%*	*12%*	*14%*	*16%*	*20%* **ab**
Fairly Satisfied	**629**	612	11	4	2	17	244	174	40	21	23
	34%	*34%*	*29%*	*33%*	*32%*	*31%*	*36%*	*35%*	*34%*	*62%* **abce**	*42%*
Very Satisfied	**847**	820	18	6	3	27	306	227	51	6	15
	46%	*46%*	*49%*	*46%*	*51%*	*48%*	*46%* **de**	*46%* **de**	*44%* **de**	*18%*	*28%*
Don't Know (DO NOT READ OUT)	**25**	24	*	*	*	1	13	1	-	-	*
	1%	*1%*	*1%*	*1%*	*3%*	*1%*	*2%* b	**%*	*-%*	*-%*	**%*
NET: Satisfied	**1475**	1431	28	10	5	44	550	401	91	27	38
	80%	*80%*	*78%*	*79%*	*83%*	*79%*	*82%* e	*81%* e	*78%*	*79%*	*70%*
NET: Dissatisfied	**100**	97	2	1	*	3	30	35	10	1	5
	5%	*5%*	*6%*	*6%*	*5%*	*6%*	*4%*	*7%*	*8%*	*4%*	*10%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**27**	2	4	3	**	2	1	2	7	2	22	2	2	2
	1%	*1%*	*4%*	*1%*	**	*1%*	**%*	*1%*	*5%*	*1%*	*1%*	*2%*	*1%*	*2%*
			f						**cfj**					
Fairly Dissatisfied	**73**	12	4	17	**	4	7	6	4	6	63	1	6	3
	4%	*5%*	*4%*	*7%*	**	*2%*	*2%*	*3%*	*3%*	*5%*	*4%*	*1%*	*6%*	*4%*
		k	k	**fk**						k	k		k	k
Neither Satisfied Nor Dissatisfied	**238**	22	13	48	**	24	32	26	9	24	204	11	14	9
	13%	*10%*	*12%*	*19%*	**	*15%*	*10%*	*15%*	*6%*	*18%*	*13%*	*12%*	*14%*	*11%*
				afhjm		h		h		h	h		h	
Fairly Satisfied	**629**	69	40	101	**	55	115	55	45	40	539	32	32	26
	34%	*32%*	*38%*	*39%*	**	*34%*	*38%*	*31%*	*32%*	*30%*	*35%*	*35%*	*31%*	*30%*
Very Satisfied	**847**	103	43	89	**	73	147	90	73	58	707	45	48	46
	46%	*48%*	*41%*	*34%*	**	*45%*	*49%*	*50%*	*52%*	*43%*	*45%*	*50%*	*47%*	*52%*
		c			c		c	c	c		c	c	c	c
Don't Know (DO NOT READ OUT)	**25**	8	-	2	**	4	-	1	2	4	22	1	1	1
	1%	*4%*	*-%*	*1%*	**	*3%*	*-%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
		fk			f	f				f				
NET: Satisfied	**1475**	172	83	191	**	128	263	145	118	98	1247	77	80	72
	80%	*80%*	*79%*	*73%*	**	*79%*	*87%*	*80%*	*85%*	*73%*	*80%*	*85%*	*78%*	*82%*
							cijl		**ci**		c	**ci**		c
NET: Dissatisfied	**100**	14	9	20	**	6	9	8	10	8	85	2	8	5
	5%	*6%*	*8%*	*8%*	**	*4%*	*3%*	*4%*	*7%*	*6%*	*5%*	*2%*	*7%*	*6%*
			k	**fk**					k				**fk**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**27**	3	3	**	*	5	2	1	10	16	12	27	*
	1%	*4%*	*2%*	**	**%*	*1%*	*4%*	*1%*	*1%*	*1%*	*3%*	*2%*	**%*
		de		**de**			**de**				a		
Fairly Dissatisfied	**73**	9	8	**	6	12	-	9	30	55	18	63	10
	4%	*12%*	*5%*	**	*4%*	*2%*	*-%*	*8%*	*4%*	*4%*	*4%*	*4%*	*6%*
		cdefh	e					**ef**					
Neither Satisfied Nor Dissatisfied	**238**	17	21	**	25	47	7	12	102	180	58	216	22
	13%	*23%*	*14%*	**	*16%*	*9%*	*14%*	*11%*	*14%*	*13%*	*14%*	*13%*	*15%*
		egh			e				e				
Fairly Satisfied	**629**	25	38	**	45	199	10	45	248	509	119	584	45
	34%	*34%*	*25%*	**	*28%*	*38%*	*20%*	*41%*	*34%*	*36%*	*28%*	*35%*	*29%*
						bdf		**bdf**	**bf**	b			
Very Satisfied	**847**	20	82	**	80	256	29	41	320	629	218	771	76
	46%	*27%*	*54%*	**	*51%*	*49%*	*59%*	*37%*	*44%*	*45%*	*51%*	*46%*	*49%*
			agh		**ag**	**ag**	**agh**		a		a		
Don't Know (DO NOT READ OUT)	**25**	-	*	**	2	7	1	2	10	22	3	25	-
	1%	*-%*	**%*	**	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*
				ab			b						
NET: Satisfied	**1475**	44	120	**	125	454	39	86	569	1138	337	1354	121
	80%	*61%*	*79%*	**	*79%*	*87%*	*79%*	*78%*	*79%*	*81%*	*79%*	*80%*	*79%*
			a		a	**abdgh**	a	a	a				
NET: Dissatisfied	**100**	12	11	**	6	16	2	10	39	70	30	90	10
	5%	*16%*	*8%*	**	*4%*	*3%*	*4%*	*9%*	*5%*	*5%*	*7%*	*5%*	*6%*
		bdefh	e					e					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**27**	23	4	18	5	5
	1%	*1%*	*4%*	*2%*	*2%*	*1%*
			a			
Fairly Dissatisfied	**73**	71	2	46	17	9
	4%	*4%*	*2%*	*4%*	*7%*	*2%*
					c	
Neither Satisfied Nor Dissatisfied	**238**	228	10	154	33	43
	13%	*13%*	*10%*	*13%*	*13%*	*11%*
Fairly Satisfied	**629**	591	38	387	81	149
	34%	*34%*	*38%*	*34%*	*31%*	*38%*
Very Satisfied	**847**	804	43	524	123	185
	46%	*46%*	*43%*	*46%*	*47%*	*47%*
Don't Know (DO NOT READ OUT)	**25**	23	2	16	4	5
	1%	*1%*	*2%*	*1%*	*2%*	*1%*
NET: Satisfied	**1475**	1395	81	910	204	334
	80%	*80%*	*81%*	*80%*	*77%*	*84%*
						ab
NET: Dissatisfied	**100**	94	6	64	22	14
	5%	*5%*	*6%*	*6%*	*8%*	*3%*
					c	

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**27**	24	2	**	**	**	**	**	**	26	1	**	10	14	3
	1%	*2%*	*1%*	**	**	**	**	**	**	*1%*	*3%*	**	*1%*	*2%*	*1%*
Fairly Dissatisfied	**73**	64	8	**	**	**	**	**	**	73	*	**	26	38	8
	4%	*4%*	*4%*	**	**	**	**	**	**	*4%*	*%*	**	*3%*	*5%*	*3%*
Neither Satisfied Nor Dissatisfied	**238**	200	38	**	**	**	**	**	**	238	*	**	84	117	38
	13%	*13%*	*18%*	**	**	**	**	**	**	*13%*	*1%*	**	*11%*	*14%*	*16%*
		cj	**acij**							**cj**					
Fairly Satisfied	**629**	525	88	**	**	**	**	**	**	614	15	**	243	283	103
	34%	*33%*	*43%*	**	**	**	**	**	**	*34%*	*37%*	**	*32%*	*34%*	*42%*
			ai												**ab**
Very Satisfied	**847**	756	68	**	**	**	**	**	**	824	23	**	374	382	91
	46%	*47%*	*33%*	**	**	**	**	**	**	*46%*	*58%*	**	*49%*	*46%*	*37%*
		b		b						b	b		c	c	
Don't Know (DO NOT READ OUT)	**25**	24	1	**	**	**	**	**	**	25	-	**	20	4	1
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	*-%*	**	*3%*	*1%*	*%*
													bc		
NET: Satisfied	**1475**	1281	156	**	**	**	**	**	**	1438	38	**	616	665	194
	80%	*80%*	*76%*	**	**	**	**	**	**	*80%*	*96%*	**	*82%*	*79%*	*79%*
				abi							**abi**				
NET: Dissatisfied	**100**	89	10	**	**	**	**	**	**	99	1	**	36	52	12
	5%	*6%*	*5%*	**	**	**	**	**	**	*5%*	*3%*	**	*5%*	*6%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**27**	19	12	20	7	6	24	19	*	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	**%*	**	**	**	**	**
Fairly Dissatisfied	**73**	47	35	51	28	17	44	48	2	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**238**	145	98	172	105	62	158	163	5	**	**	**	**	**
	13%	*13%*	*13%*	*14%*	*16%* a	*15%*	*13%*	*14%*	*11%*	**	**	**	**	**
Fairly Satisfied	**629**	403	270	437	226	154	403	409	18	**	**	**	**	**
	34%	*36%*	*37%*	*34%*	*35%*	*37%*	*34%*	*34%*	*38%*	**	**	**	**	**
Very Satisfied	**847**	505	311	576	275	162	557	536	22	**	**	**	**	**
	46%	*44%*	*42%*	*45%* e	*43%*	*39%*	*46%* e	*45%*	*47%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**25**	16	7	16	5	10	16	15	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%* **bd**	*1%*	*1%*	*-%*	**	**	**	**	**
NET: Satisfied	**1475**	908	581	1013	502	316	961	945	40	**	**	**	**	**
	80%	*80%*	*79%*	*80%*	*78%*	*77%*	*80%*	*79%*	*85%*	**	**	**	**	**
NET: Dissatisfied	**100**	66	48	71	35	23	68	67	2	**	**	**	**	**
	5%	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**27**	5	**	**	**	**	**	**	**	5	8	5	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*1%*	**
Fairly Dissatisfied	**73**	28	**	**	**	**	**	**	**	15	15	13	7	**
	4%	*4%*	**	**	**	**	**	**	**	*3%*	*4%*	*4%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**238**	105	**	**	**	**	**	**	**	55	51	51	15	**
	13%	*16%*	**	**	**	**	**	**	**	*12%*	*13%*	*17%*	*11%*	**
												d		
Fairly Satisfied	**629**	224	**	**	**	**	**	**	**	139	132	104	60	**
	34%	*35%*	**	**	**	**	**	**	**	*31%*	*34%*	*35%*	*43%*	**
													ab	
Very Satisfied	**847**	267	**	**	**	**	**	**	**	219	178	124	52	**
	46%	*42%*	**	**	**	**	**	**	**	*49%*	*46%*	*42%*	*37%*	**
										cd	d			
Don't Know (DO NOT READ OUT)	**25**	5	**	**	**	**	**	**	**	11	2	*	2	**
	1%	*1%*	**	**	**	**	**	**	**	*2%*	*1%*	*%*	*2%*	**
										bc				
NET: Satisfied	**1475**	491	**	**	**	**	**	**	**	358	310	228	112	**
	80%	*77%*	**	**	**	**	**	**	**	*80%*	*80%*	*77%*	*81%*	**
NET: Dissatisfied	**100**	34	**	**	**	**	**	**	**	21	23	18	9	**
	5%	*5%*	**	**	**	**	**	**	**	*5%*	*6%*	*6%*	*7%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**27**	4	2	1	*	**	3	**	3	23	4	20	**
	1%	*1%*	*2%*	**%*	**%*	**	*1%*	**	*1%*	*1%*	*4%* a	*2%*	**
Fairly Dissatisfied	**73**	16	8	4	*	**	12	**	15	71	2	49	**
	4%	*6%* d	*6%*	*2%*	*1%*	**	*3%*	**	*6%*	*4%*	*2%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**238**	44	21	27	11	**	53	**	52	207	31	169	**
	13%	*16%*	*16%*	*16%*	*19%*	**	*14%*	**	*20%*	*12%*	*28%* a	*13%*	**
Fairly Satisfied	**629**	98	44	55	19	**	132	**	88	596	33	435	**
	34%	*36%*	*33%*	*33%*	*33%*	**	*35%*	**	*34%*	*34%*	*30%*	*34%*	**
Very Satisfied	**847**	107	59	80	27	**	172	**	100	807	40	575	**
	46%	*39%*	*43%*	*48%*	*46%*	**	*46%*	**	*38%*	*47%* b	*36%*	*45%*	**
Don't Know (DO NOT READ OUT)	**25**	2	2	*	1	**	3	**	2	25	*	16	**
	1%	*1%*	*1%*	**%*	*1%*	**	*1%*	**	*1%*	*1%*	**%*	*1%*	**
NET: Satisfied	**1475**	205	103	135	46	**	304	**	188	1403	72	1010	**
	80%	*76%*	*76%*	*81%*	*79%*	**	*81%* c	**	*72%*	*81%* b	*66%*	*80%*	**
NET: Dissatisfied	**100**	20	10	5	*	**	15	**	18	94	6	69	**
	5%	*7%* cd	*7%* d	*3%*	*1%*	**	*4%*	**	*7%*	*5%*	*6%*	*5%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**27**	1	*	4	**	6	*	5	19	1	**
	1%	*2%*	**%*	*2%*	**	*1%*	**%*	*1%*	*2%*	*1%*	**
Fairly Dissatisfied	**73**	1	3	6	**	24	4	22	46	11	**
	4%	*2%*	*2%*	*3%*	**	*5%*	*3%*	*6%*	*4%*	*10%* b	**
Neither Satisfied Nor Dissatisfied	**238**	7	34	30	**	71	34	59	135	16	**
	13%	*9%*	*23%* a	*16%*	**	*14%*	*22%* a	*15%*	*12%*	*14%*	**
Fairly Satisfied	**629**	31	51	71	**	177	49	144	380	46	**
	34%	*39%*	*34%*	*37%*	**	*36%*	*32%*	*37%*	*35%*	*40%*	**
Very Satisfied	**847**	38	61	78	**	208	67	156	489	40	**
	46%	*48%*	*41%*	*41%*	**	*42%*	*43%*	*40%*	*45%* c	*34%*	**
Don't Know (DO NOT READ OUT)	**25**	-	*	*	**	5	*	2	16	*	**
	1%	*-%*	**%*	**%*	**	*1%*	**%*	*1%*	*1%*	**%*	**
NET: Satisfied	**1475**	70	112	149	**	385	116	300	869	86	**
	80%	*87%* b	*75%*	*79%*	**	*78%*	*75%*	*77%*	*80%*	*75%*	**
NET: Dissatisfied	**100**	3	3	10	**	30	5	26	65	12	**
	5%	*3%*	*2%*	*5%*	**	*6%*	*3%*	*7%*	*6%*	*11%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**27**	3	11	1	**	2	5	1	**	19	12	6	17	11	**
	1%	*1%*	*2%*	*1%*	**	*%*	*1%*	*%*	**	*2%*	*2%*	*1%*	*2%*	*1%*	**
Fairly Dissatisfied	**73**	17	32	13	**	16	24	1	**	47	35	27	43	33	**
	4%	*5%*	*5%*	*13%*	**	*3%*	*5%*	*1%*	**	*4%*	*5%*	*5%*	*4%*	*4%*	**
				ab			c								
Neither Satisfied Nor Dissatisfied	**238**	41	86	14	**	78	67	20	**	145	98	82	139	100	**
	13%	*13%*	*13%*	*14%*	**	*17%*	*15%*	*15%*	**	*13%*	*13%*	*15%*	*14%*	*13%*	**
Fairly Satisfied	**629**	123	246	31	**	165	146	54	**	402	267	203	343	277	**
	34%	*39%*	*37%*	*31%*	**	*36%*	*33%*	*41%*	**	*36%*	*37%*	*37%*	*34%*	*36%*	**
Very Satisfied	**847**	124	289	42	**	188	195	57	**	505	311	231	459	346	**
	46%	*40%*	*43%*	*41%*	**	*41%*	*44%*	*43%*	**	*45%*	*43%*	*42%*	*45%*	*44%*	**
Don't Know (DO NOT READ OUT)	**25**	4	7	*	**	5	5	*	**	14	7	5	10	12	**
	1%	*1%*	*1%*	*%*	**	*1%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
NET: Satisfied	**1475**	247	535	74	**	353	341	111	**	907	578	434	802	623	**
	80%	*79%*	*80%*	*72%*	**	*78%*	*77%*	*83%*	**	*80%*	*79%*	*78%*	*79%*	*80%*	**
			c												
NET: Dissatisfied	**100**	19	43	14	**	17	29	2	**	66	48	33	60	43	**
	5%	*6%*	*6%*	*13%*	**	*4%*	*7%*	*1%*	**	*6%*	*7%*	*6%*	*6%*	*6%*	**
				ab			c								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**27**	4	2	2	-	-	17	13	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	**	**	**	**
Fairly Dissatisfied	**73**	23	11	12	*	1	42	34	**	**	**	**
	4%	*6%*	*5%*	*4%*	*1%*	*2%*	*4%*	*4%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**238**	57	37	44	7	2	127	97	**	**	**	**
	13%	*15%*	*17%*	*15%*	*10%*	*5%*	*13%*	*13%*	**	**	**	**
		e	e	e								
Fairly Satisfied	**629**	128	82	110	37	21	322	265	**	**	**	**
	34%	*35%*	*37%*	*37%*	*53%*	*47%*	*34%*	*35%*	**	**	**	**
					abc							
Very Satisfied	**847**	153	86	129	25	21	438	334	**	**	**	**
	46%	*41%*	*39%*	*43%*	*36%*	*46%*	*46%*	*44%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**25**	5	2	3	*	*	12	12	**	**	**	**
	1%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*2%*	**	**	**	**
NET: Satisfied	**1475**	280	168	239	62	42	760	599	**	**	**	**
	80%	*76%*	*76%*	*79%*	*89%*	*93%*	*79%*	*79%*	**	**	**	**
					ab	**abc**						
NET: Dissatisfied	**100**	27	13	15	*	1	59	47	**	**	**	**
	5%	*7%*	*6%*	*5%*	*1%*	*2%*	*6%*	*6%*	**	**	**	**
		d										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**27**	27	21	27	21	27	15	27	3	**	1	**	13	14
	1%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**	*%*	**	*6%*	*1%*
												a	b	
Fairly Dissatisfied	**73**	65	54	66	54	73	50	67	24	**	30	**	18	55
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*6%*	**	*2%*	**	*8%*	*3%*
												a	b	
Neither Satisfied Nor Dissatisfied	**238**	217	181	220	175	226	128	221	58	**	146	**	55	183
	13%	*13%*	*13%*	*13%*	*12%*	*13%*	*12%*	*13%*	*15%*	**	*9%*	**	*23%*	*11%*
												a	b	
Fairly Satisfied	**629**	598	506	602	497	617	368	594	147	**	559	**	95	533
	34%	*35%*	*36%*	*35%*	*35%*	*34%*	*36%*	*35%*	*37%*	**	*35%*	**	*40%*	*33%*
											b			
Very Satisfied	**847**	795	634	805	664	832	466	790	166	**	826	**	55	792
	46%	*46%*	*45%*	*46%*	*47%*	*46%*	*45%*	*46%*	*42%*	**	*52%*	**	*23%*	*50%*
											b			a
Don't Know (DO NOT READ OUT)	**25**	21	16	21	12	21	6	19	*	**	21	**	3	22
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	*1%*	*1%*
								c						
NET: Satisfied	**1475**	1393	1140	1408	1161	1450	834	1385	313	**	1385	**	150	1325
	80%	*81%*	*81%*	*81%*	*82%*	*81%*	*81%*	*81%*	*79%*	**	*87%*	**	*63%*	*83%*
											b			a
NET: Dissatisfied	**100**	91	75	93	75	100	66	94	27	**	31	**	31	69
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*7%*	**	*2%*	**	*13%*	*4%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**27**	4	**	2	4	3	17	8	9	-	19	14	13
	1%	*1%*	**	*4%*	*2%*	*2%*	*1%*	*2%*	*5%*	*-%*	*1%*	*2%*	*1%*
									bc				
Fairly Dissatisfied	**73**	5	**	1	5	3	44	26	3	2	67	56	17
	4%	*2%*	**	*2%*	*2%*	*2%*	*3%*	*8%*	*2%*	*3%*	*4%*	*6%*	*2%*
								ab				b	
Neither Satisfied Nor Dissatisfied	**238**	40	**	13	37	18	171	47	23	16	199	121	118
	13%	*17%*	**	*20%*	*16%*	*10%*	*13%*	*14%*	*12%*	*19%*	*13%*	*13%*	*13%*
Fairly Satisfied	**629**	85	**	21	81	69	440	116	80	25	521	336	292
	34%	*35%*	**	*33%*	*36%*	*39%*	*33%*	*34%*	*44%*	*31%*	*33%*	*35%*	*33%*
									bc				
Very Satisfied	**847**	108	**	26	97	84	624	136	69	40	737	414	433
	46%	*45%*	**	*41%*	*43%*	*47%*	*47%*	*40%*	*38%*	*48%*	*47%*	*43%*	*49%*
							c				a		a
Don't Know (DO NOT READ OUT)	**25**	*	**	-	*	1	19	6	-	-	25	12	13
	1%	**%*	**	*-%*	**%*	**%*	*1%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*
NET: Satisfied	**1475**	193	**	47	178	153	1064	252	149	65	1258	751	725
	80%	*80%*	**	*74%*	*80%*	*86%*	*81%*	*75%*	*81%*	*78%*	*80%*	*79%*	*82%*
						c	c						
NET: Dissatisfied	**100**	8	**	4	9	6	61	33	12	2	86	70	30
	5%	*3%*	**	*6%*	*4%*	*4%*	*5%*	*10%*	*6%*	*3%*	*5%*	*7%*	*3%*
								ab				b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**27**	5	1	3	3	7	-	1	-	4	1	1	2
	1%	*4%*	**%*	*2%*	*2%*	*4%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*	*2%*
		bfh			f	**bfhj**							
Fairly Dissatisfied	**73**	7	9	4	7	8	8	5	7	3	7	4	4
	4%	*6%*	*5%*	*2%*	*6%*	*5%*	*4%*	*5%*	*5%*	*1%*	*4%*	*2%*	*4%*
					i								
Neither Satisfied Nor Dissatisfied	**238**	19	18	25	14	17	26	11	16	29	24	25	14
	13%	*15%*	*10%*	*15%*	*12%*	*10%*	*14%*	*11%*	*12%*	*13%*	*13%*	*15%*	*15%*
Fairly Satisfied	**629**	37	62	46	37	54	65	33	56	78	59	70	31
	34%	*31%*	*35%*	*27%*	*33%*	*30%*	*36%*	*34%*	*42%*	*37%*	*31%*	*41%*	*32%*
									ce			**ace**	
Very Satisfied	**847**	49	83	88	53	92	79	45	55	96	93	68	45
	46%	*41%*	*47%*	*53%*	*46%*	*52%*	*44%*	*46%*	*41%*	*45%*	*49%*	*40%*	*46%*
				ak		k							
Don't Know (DO NOT READ OUT)	**25**	4	2	2	-	*	3	4	*	2	4	1	2
	1%	*3%*	*1%*	*1%*	*-%*	**%*	*2%*	*4%*	**%*	*1%*	*2%*	*1%*	*2%*
		deh						**deh**					
NET: Satisfied	**1475**	86	145	134	90	146	145	78	111	174	152	138	75
	80%	*72%*	*83%*	*80%*	*79%*	*82%*	*80%*	*79%*	*82%*	*82%*	*81%*	*81%*	*78%*
			a			a			a	a		a	
NET: Dissatisfied	**100**	11	10	7	10	15	8	6	7	7	9	5	5
	5%	*9%*	*6%*	*4%*	*9%*	*8%*	*4%*	*6%*	*5%*	*3%*	*5%*	*3%*	*6%*
		ik			**ik**	k							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**27**	9	10	5	4
	1%	*2%*	*2%*	*1%*	*1%*
Fairly Dissatisfied	**73**	20	23	15	15
	4%	*4%*	*5%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**238**	62	57	56	64
	13%	*13%*	*12%*	*13%*	*14%*
Fairly Satisfied	**629**	145	157	168	160
	34%	*31%*	*33%*	*38%*	*35%*
				a	
Very Satisfied	**847**	221	225	196	206
	46%	*48%*	*47%*	*44%*	*45%*
Don't Know (DO NOT READ OUT)	**25**	8	4	6	7
	1%	*2%*	*1%*	*1%*	*2%*
NET: Satisfied	**1475**	365	381	363	366
	80%	*79%*	*80%*	*82%*	*80%*
NET: Dissatisfied	**100**	28	33	19	19
	5%	*6%*	*7%*	*4%*	*4%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**29**	29	*	-	-	*	9	8	2	-	2
	2%	*2%*	*1%*	*-%*	*-%*	**%*	*1%*	*2%*	*2%*	*-%*	*3%*
		e									
Fairly Dissatisfied	**49**	48	1	*	*	1	15	15	3	*	5
	3%	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*9%*
											abd
Neither Satisfied Nor Dissatisfied	**204**	197	5	1	*	7	65	58	14	4	6
	11%	*11%*	*15%*	*11%*	*4%*	*13%*	*10%*	*12%*	*12%*	*13%*	*11%*
			d								
Fairly Satisfied	**629**	612	10	5	2	17	230	172	48	16	23
	34%	*34%*	*27%*	*42%*	*32%*	*31%*	*34%*	*35%*	*42%*	*47%*	*43%*
		b		**be**							
Very Satisfied	**906**	876	20	6	4	30	338	241	47	14	18
	49%	*49%*	*55%*	*47%*	*59%*	*54%*	*50%*	*49%*	*40%*	*39%*	*33%*
							ce	e			
Don't Know (DO NOT READ OUT)	**21**	21	*	-	*	*	13	*	2	-	*
	1%	*1%*	*1%*	*-%*	*3%*	*1%*	*2%*	**%*	*2%*	*-%*	**%*
							b		b		
NET: Satisfied	**1535**	1488	30	12	6	47	568	413	95	30	41
	84%	*83%*	*82%*	*89%*	*91%*	*85%*	*85%*	*84%*	*82%*	*87%*	*76%*
							e				
NET: Dissatisfied	**78**	77	1	*	*	1	24	23	5	*	7
	4%	*4%*	*2%*	*1%*	*2%*	*2%*	*4%*	*5%*	*5%*	*1%*	*12%*
		e									**abcd**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**29**	4	4	8	**	2	-	2	2	4	27	2	-	1
	2%	*2%*	*4%*	*3%*	**	*1%*	*-%*	*1%*	*2%*	*3%*	*2%*	*2%*	*-%*	*1%*
		l	**flm**	**fl**						**fl**	l	l		
Fairly Dissatisfied	**49**	-	2	18	**	-	7	1	4	7	42	*	4	2
	3%	*-%*	*2%*	*7%*	**	*-%*	*2%*	*1%*	*3%*	*5%*	*3%*	*1%*	*4%*	*3%*
				aefgjk	**ae**				**ae**	**aegk**	a		**aek**	a
Neither Satisfied Nor Dissatisfied	**204**	27	15	44	**	17	26	14	12	20	178	9	13	5
	11%	*12%*	*14%*	*17%*	**	*11%*	*9%*	*8%*	*9%*	*15%*	*11%*	*9%*	*13%*	*6%*
		m	m	**dfgjkm**						m	m		m	
Fairly Satisfied	**629**	65	46	95	**	61	105	63	46	40	539	30	29	30
	34%	*30%*	*44%*	*36%*	**	*38%*	*35%*	*35%*	*33%*	*30%*	*35%*	*33%*	*29%*	*34%*
			al											
Very Satisfied	**906**	115	37	94	**	79	160	98	72	61	752	50	55	49
	49%	*53%*	*35%*	*36%*	**	*49%*	*53%*	*54%*	*52%*	*45%*	*48%*	*55%*	*54%*	*56%*
		bc			**bc**	c	**bc**	**bc**	**bc**		**bc**	**bc**	**bc**	**bcj**
Don't Know (DO NOT READ OUT)	**21**	5	-	2	**	2	4	1	2	4	20	-	*	1
	1%	*2%*	*-%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*-%*	*%*	*1%*
		kl								**kl**				
NET: Satisfied	**1535**	180	83	189	**	141	265	161	118	101	1291	80	85	79
	84%	*84%*	*79%*	*72%*	**	*87%*	*88%*	*89%*	*85%*	*75%*	*83%*	*88%*	*83%*	*90%*
		c			**ci**	**ci**	**ci**	**cij**	c		**ci**	**cij**	c	**bcijl**
NET: Dissatisfied	**78**	4	7	26	**	2	7	3	7	11	68	2	4	3
	4%	*2%*	*6%*	*10%*	**	*1%*	*2%*	*2%*	*5%*	*8%*	*4%*	*2%*	*4%*	*4%*
			eaefgjkl							**aefgk**				
				m										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**29**	3	2	**	-	4	2	1	15	17	11	25	4
	2%	*4%*	*1%*	**	*-%*	*1%*	*4%*	**%*	*2%*	*1%*	*3%*	*1%*	*3%*
		de		**de**			**de**				a		
Fairly Dissatisfied	**49**	2	4	**	6	6	-	7	22	44	5	49	*
	3%	*3%*	*2%*	**	*4%*	*1%*	*-%*	*7%*	*3%*	*3%*	*1%*	*3%*	**%*
				ef	e			**ef**	e	b		b	
Neither Satisfied Nor Dissatisfied	**204**	12	17	**	16	54	3	11	86	154	51	194	10
	11%	*16%*	*11%*	**	*10%*	*10%*	*6%*	*10%*	*12%*	*11%*	*12%*	*12%*	*7%*
Fairly Satisfied	**629**	29	49	**	52	183	15	42	241	508	121	574	56
	34%	*39%*	*32%*	**	*33%*	*35%*	*29%*	*39%*	*33%*	*36%*	*28%*	*34%*	*36%*
										b			
Very Satisfied	**906**	27	78	**	80	275	30	47	349	672	235	825	81
	49%	*37%*	*51%*	**	*50%*	*52%*	*60%*	*43%*	*49%*	*48%*	*55%*	*49%*	*53%*
			a			a	**ag**				a		
Don't Know (DO NOT READ OUT)	**21**	-	2	**	4	4	-	2	7	17	4	19	2
	1%	*-%*	*2%*	**	*3%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
				aeh									
NET: Satisfied	**1535**	56	127	**	132	457	44	89	590	1180	356	1399	136
	84%	*77%*	*84%*	**	*83%*	*87%*	*90%*	*82%*	*82%*	*84%*	*83%*	*83%*	*89%*
						ach	a						a
NET: Dissatisfied	**78**	5	6	**	6	10	2	8	37	61	17	74	4
	4%	*7%*	*4%*	**	*4%*	*2%*	*4%*	*7%*	*5%*	*4%*	*4%*	*4%*	*3%*
		e		**be**				e	e				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**29**	25	4	20	4	4
	2%	*1%*	*4%*	*2%*	*2%*	*1%*
Fairly Dissatisfied	**49**	47	2	19	13	17
	3%	*3%*	*2%*	*2%*	*5%*	*4%*
					a	a
Neither Satisfied Nor Dissatisfied	**204**	195	10	124	30	44
	11%	*11%*	*10%*	*11%*	*11%*	*11%*
Fairly Satisfied	**629**	598	31	395	86	137
	34%	*34%*	*31%*	*35%*	*33%*	*35%*
Very Satisfied	**906**	856	50	574	124	192
	49%	*49%*	*51%*	*50%*	*47%*	*48%*
Don't Know (DO NOT READ OUT)	**21**	19	2	12	6	2
	1%	*1%*	*2%*	*1%*	*2%*	**%*
					c	
NET: Satisfied	**1535**	1455	81	969	211	329
	84%	*84%*	*82%*	*85%*	*80%*	*83%*
NET: Dissatisfied	**78**	72	6	39	17	22
	4%	*4%*	*6%*	*3%*	*6%*	*5%*
					a	

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**29**	25	4	**	**	**	**	**	**	29	-	**	14	12	4
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	*-%*	**	*2%*	*1%*	*1%*
Fairly Dissatisfied	**49**	44	3	**	**	**	**	**	**	47	2	**	17	27	5
	3%	*3%*	*2%*	**	**	**	**	**	**	*3%*	*4%*	**	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**204**	167	37	**	**	**	**	**	**	204	*	**	60	107	37
	11%	*10%*	*18%*	**	**	**	**	**	**	*11%*	**%*	**	*8%*	*13%*	*15%*
		cj	**acij**							**cj**				a	a
Fairly Satisfied	**629**	518	93	**	**	**	**	**	**	611	18	**	235	283	111
	34%	*32%*	*46%*	**	**	**	**	**	**	*34%*	*45%*	**	*31%*	*34%*	*46%*
			ai	a							a				**ab**
Very Satisfied	**906**	819	68	**	**	**	**	**	**	887	20	**	418	401	87
	49%	*51%*	*33%*	**	**	**	**	**	**	*49%*	*50%*	**	*55%*	*48%*	*36%*
		b								b	b		**bc**	c	
Don't Know (DO NOT READ OUT)	**21**	21	*	**	**	**	**	**	**	21	-	**	13	8	*
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	*-%*	**	*2%*	*1%*	**%*
													c		
NET: Satisfied	**1535**	1337	161	**	**	**	**	**	**	1498	37	**	653	684	199
	84%	*84%*	*79%*	**	**	**	**	**	**	*83%*	*95%*	**	*86%*	*82%*	*81%*
		b		b							**abi**		**bc**		
NET: Dissatisfied	**78**	69	7	**	**	**	**	**	**	76	2	**	30	39	8
	4%	*4%*	*3%*	**	**	**	**	**	**	*4%*	*4%*	**	*4%*	*5%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**29**	21	14	23	9	5	23	23	*	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	**%*	**	**	**	**	**
Fairly Dissatisfied	**49**	30	26	37	18	12	30	34	1	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**204**	127	99	152	92	47	147	139	10	**	**	**	**	**
	11%	*11%*	*14%*	*12%*	*14%*	*11%*	*12%*	*12%*	*21%* a	**	**	**	**	**
Fairly Satisfied	**629**	410	260	442	228	158	414	414	15	**	**	**	**	**
	34%	*36%*	*35%*	*35%*	*35%*	*38%*	*34%*	*35%*	*32%*	** ab	**	**	**	**
Very Satisfied	**906**	538	328	609	295	183	579	572	21	**	**	**	**	**
	49%	*47%*	*45%*	*48%*	*46%*	*45%*	*48%*	*48%* c	*44%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**21**	9	6	9	4	6	9	8	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	**	**	**	**	**
NET: Satisfied	**1535**	948	589	1051	523	341	993	985	36	**	**	**	**	**
	84%	*84%*	*80%*	*83%*	*81%*	*83%*	*83%*	*83%*	*76%*	**	**	**	**	**
NET: Dissatisfied	**78**	51	39	60	27	17	54	58	1	**	**	**	**	**
	4%	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*	*5%*	*3%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**29**	9	**	**	**	**	**	**	**	7	9	5	3	**
	2%	*1%*	**	**	**	**	**	**	**	*2%*	*2%*	*2%*	*2%*	**
Fairly Dissatisfied	**49**	16	**	**	**	**	**	**	**	11	12	9	4	**
	3%	*3%*	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**204**	90	**	**	**	**	**	**	**	44	37	57	14	**
	11%	*14%*	**	**	**	**	**	**	**	*10%*	*9%*	*19%* **abd**	*10%*	**
Fairly Satisfied	**629**	225	**	**	**	**	**	**	**	145	127	105	61	**
	34%	*35%*	**	**	**	**	**	**	**	*33%*	*33%*	*35%*	*44%* **abc**	**
Very Satisfied	**906**	290	**	**	**	**	**	**	**	235	197	121	54	**
	49%	*46%*	**	**	**	**	**	**	**	*53%* **cd**	*51%* **cd**	*41%*	*39%*	**
Don't Know (DO NOT READ OUT)	**21**	4	**	**	**	**	**	**	**	2	4	-	2	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*-%*	*2%* c	**
NET: Satisfied	**1535**	515	**	**	**	**	**	**	**	380	324	226	115	**
	84%	*81%*	**	**	**	**	**	**	**	*86%* c	*84%* c	*76%*	*83%*	**
NET: Dissatisfied	**78**	25	**	**	**	**	**	**	**	18	21	14	8	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	*5%*	*5%*	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**29**	3	2	2	2	**	4	**	5	25	4	23	**
	2%	*1%*	*1%*	*1%*	*3%*	**	*1%*	**	*2%*	*1%*	*3%*	*2%*	**
Fairly Dissatisfied	**49**	11	5	1	1	**	6	**	11	44	5	35	**
	3%	*4%*	*3%*	*1%*	*2%*	**	*2%*	**	*4%*	*3%*	*5%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**204**	35	21	21	13	**	59	**	33	174	30	149	**
	11%	*13%*	*16%*	*13%*	*22%*	**	*16%*	**	*13%*	*10%*	*27%* a	*12%*	**
Fairly Satisfied	**629**	95	46	59	21	**	124	**	97	596	33	440	**
	34%	*35%*	*34%*	*36%*	*37%*	**	*33%*	**	*37%*	*34%*	*30%*	*35%*	**
Very Satisfied	**906**	126	60	82	21	**	182	**	110	868	38	608	**
	49%	*46%*	*44%*	*49%*	*36%*	**	*48%*	**	*42%*	*50%* b	*34%*	*48%*	**
Don't Know (DO NOT READ OUT)	**21**	2	2	*	*	**	*	**	4	21	*	9	**
	1%	*1%*	*1%*	*%*	*%*	**	*%*	**	*2%* a	*1%*	*%*	*1%*	**
NET: Satisfied	**1535**	221	106	141	42	**	306	**	206	1465	71	1048	**
	84%	*81%*	*78%*	*85%* d	*73%*	**	*82%*	**	*80%*	*85%* b	*64%*	*83%*	**
NET: Dissatisfied	**78**	13	7	4	3	**	10	**	16	69	9	58	**
	4%	*5%*	*5%*	*2%*	*5%*	**	*3%*	**	*6%* a	*4%*	*8%* a	*5%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**29**	-	2	4	**	7	2	10	18	3	**
	2%	*-%*	*2%*	*2%*	**	*1%*	*1%*	*3%*	*2%*	*3%*	**
Fairly Dissatisfied	**49**	1	1	2	**	17	1	12	30	6	**
	3%	*2%*	**%*	*1%*	**	*3%* b	**%*	*3%*	*3%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**204**	4	34	34	**	57	35	49	117	16	**
	11%	*5%*	*23%* a	*18%*	**	*12%*	*22%* a	*13%*	*11%*	*14%*	**
Fairly Satisfied	**629**	35	50	74	**	178	50	157	392	45	**
	34%	*45%*	*34%*	*39%*	**	*36%*	*32%*	*40%*	*36%*	*39%*	**
Very Satisfied	**906**	39	62	75	**	228	67	160	519	44	**
	49%	*48%*	*42%*	*40%*	**	*46%*	*43%*	*41%*	*48%* **ac**	*39%*	**
Don't Know (DO NOT READ OUT)	**21**	*	*	*	**	4	*	-	9	*	**
	1%	**%*	**%*	**%*	**	*1%*	**%*	*-%*	*1%*	**%*	**
NET: Satisfied	**1535**	74	112	149	**	406	117	317	910	90	**
	84%	*93%* b	*75%*	*79%*	**	*83%* b	*76%*	*82%*	*84%*	*78%*	**
NET: Dissatisfied	**78**	1	3	6	**	24	3	22	49	9	**
	4%	*2%*	*2%*	*3%*	**	*5%*	*2%*	*6%*	*4%*	*8%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**29**	8	9	1	**	4	7	2	**	21	14	9	20	11	**
	2%	*3%*	*1%*	*1%*	**	*1%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*1%*	**
Fairly Dissatisfied	**49**	13	22	8	**	10	10	3	**	30	26	17	27	20	**
	3%	*4%*	*3%*	*8%*	**	*2%*	*2%*	*2%*	**	*3%*	*3%*	*3%*	*3%*	*3%*	**
				b											
Neither Satisfied Nor Dissatisfied	**204**	36	93	22	**	72	60	16	**	127	99	68	123	95	**
	11%	*12%*	*14%*	*21%*	**	*16%*	*14%*	*12%*	**	*11%*	*14%*	*12%*	*12%*	*12%*	**
				ab											
Fairly Satisfied	**629**	121	235	31	**	164	155	53	**	410	258	206	352	279	**
	34%	*39%*	*35%*	*30%*	**	*36%*	*35%*	*40%*	**	*36%*	*35%*	*37%*	*35%*	*36%*	**
Very Satisfied	**906**	132	305	40	**	201	205	58	**	538	328	250	484	368	**
	49%	*42%*	*46%*	*40%*	**	*44%*	*46%*	*44%*	**	*48%*	*45%*	*45%*	*48%*	*47%*	**
Don't Know (DO NOT READ OUT)	**21**	2	6	*	**	2	4	*	**	7	6	4	4	4	**
	1%	*1%*	*1%*	*%*	**	*%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*%*	*1%*	**
NET: Satisfied	**1535**	253	540	71	**	365	360	111	**	948	586	457	836	648	**
	84%	*81%*	*81%*	*70%*	**	*80%*	*81%*	*84%*	**	*84%*	*80%*	*82%*	*83%*	*83%*	**
		c	c							b					
NET: Dissatisfied	**78**	21	30	9	**	15	17	5	**	51	39	25	48	31	**
	4%	*7%*	*5%*	*8%*	**	*3%*	*4%*	*4%*	**	*5%*	*5%*	*5%*	*5%*	*4%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**29**	5	2	6	2	-	17	12	**	**	**	**
	2%	*1%*	*1%*	*2%*	*3%*	*-%*	*2%*	*2%*	**	**	**	**
Fairly Dissatisfied	**49**	8	8	12	1	1	25	20	**	**	**	**
	3%	*2%*	*4%*	*4%*	*1%*	*2%*	*3%*	*3%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**204**	45	25	34	7	4	111	93	**	**	**	**
	11%	*12%*	*12%*	*11%*	*10%*	*9%*	*12%*	*12%*	**	**	**	**
Fairly Satisfied	**629**	141	82	112	33	20	329	262	**	**	**	**
	34%	*38%*	*37%*	*37%*	*48%*	*43%*	*34%*	*35%*	**	**	**	**
Very Satisfied	**906**	167	98	137	27	21	470	361	**	**	**	**
	49%	*45%*	*45%*	*45%*	*38%*	*46%*	*49%*	*48%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**21**	2	4	*	*	-	6	7	**	**	**	**
	1%	*1%*	*2%*	*%*	*%*	*-%*	*1%*	*1%*	**	**	**	**
			c									
NET: Satisfied	**1535**	309	181	249	60	40	799	623	**	**	**	**
	84%	*84%*	*82%*	*83%*	*86%*	*88%*	*83%*	*83%*	**	**	**	**
NET: Dissatisfied	**78**	13	10	18	3	1	42	31	**	**	**	**
	4%	*3%*	*5%*	*6%*	*4%*	*2%*	*4%*	*4%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**29**	25	22	25	21	29	16	26	7	**	-	**	17	11
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**	*-%*	** a	*7%* b	*1%*
Fairly Dissatisfied	**49**	48	40	48	44	46	33	48	12	**	14	**	26	23
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	*1%*	** a	*11%* b	*1%*
Neither Satisfied Nor Dissatisfied	**204**	191	162	192	151	200	115	191	55	**	114	**	51	153
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*14%*	**	*7%*	** a	*21%* b	*10%*
Fairly Satisfied	**629**	593	486	598	501	616	357	598	139	**	557	**	91	538
	34%	*34%*	*34%*	*34%*	*35%*	*34%*	*35%*	*35%*	*35%*	**	*35%* b	**	*38%*	*34%*
Very Satisfied	**906**	853	696	866	699	887	504	840	184	**	878	**	50	857
	49%	*50%*	*49%*	*50%*	*49%*	*49%*	*49%*	*49%*	*46%*	**	*55%* b	**	*21%*	*54%* a
Don't Know (DO NOT READ OUT)	**21**	12	6	12	8	18	8	15	*	**	20	**	4	17
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	*2%*	*1%*
NET: Satisfied	**1535**	1445	1182	1464	1200	1503	861	1437	323	**	1435	**	140	1395
	84%	*84%*	*84%*	*84%*	*84%*	*84%*	*83%*	*84%*	*81%*	**	*91%* b	**	*59%*	*87%* a
NET: Dissatisfied	**78**	74	61	74	64	75	49	75	20	**	14	**	44	34
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	**	*1%*	** a	*18%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**29**	2	**	2	2	3	22	4	6	-	22	17	12
	2%	*1%*	**	*4%*	*1%*	*2%*	*2%*	*1%*	*3%* c	*-%*	*1%*	*2%*	*1%*
Fairly Dissatisfied	**49**	6	**	*	6	5	28	14	5	1	43	32	17
	3%	*3%*	**	**%*	*3%*	*3%*	*2%*	*4%* b	*2%*	*1%*	*3%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**204**	29	**	14	32	28	140	35	22	22	159	111	93
	11%	*12%*	**	*22%*	*15%*	*16%* b	*11%*	*10%*	*12%*	*27%* **ac**	*10%*	*12%*	*11%*
Fairly Satisfied	**629**	94	**	29	80	63	441	123	77	28	524	356	273
	34%	*39%*	**	*45%*	*36%*	*35%*	*34%*	*36%*	*42%* c	*33%*	*33%*	*37%* b	*31%*
Very Satisfied	**906**	111	**	19	102	80	669	154	70	32	802	433	473
	49%	*46%*	**	*29%*	*46%* a	*45%*	*51%*	*46%*	*38%*	*39%*	*51%* **ab**	*45%*	*53%* a
Don't Know (DO NOT READ OUT)	**21**	*	**	-	*	*	14	7	4	-	17	5	17
	1%	**%*	**	*-%*	**%*	**%*	*1%*	*2%*	*2%*	*-%*	*1%*	**%*	*2%* a
NET: Satisfied	**1535**	205	**	48	182	142	1110	277	147	60	1326	789	746
	84%	*85%*	**	*75%*	*82%*	*80%*	*84%*	*82%*	*80%*	*72%*	*85%* b	*83%*	*84%*
NET: Dissatisfied	**78**	8	**	2	8	8	50	18	11	1	66	49	29
	4%	*3%*	**	*4%*	*4%*	*5%*	*4%*	*5%*	*6%*	*1%*	*4%*	*5%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**29**	5	2	-	5	8	2	3	-	2	-	-	3
	2%	*4%*	*1%*	*-%*	*4%*	*4%*	*1%*	*3%*	*-%*	*1%*	*-%*	*-%*	*3%*
		chjk			**chjk**	**chjk**		**cjk**					**cjk**
Fairly Dissatisfied	**49**	5	4	10	7	4	5	3	6	1	1	3	1
	3%	*4%*	*2%*	*6%*	*6%*	*2%*	*3%*	*3%*	*4%*	**%*	*1%*	*2%*	*1%*
		ij		**ij**	**ijkl**				**ij**				
Neither Satisfied Nor Dissatisfied	**204**	14	25	12	7	14	19	7	20	26	25	18	17
	11%	*12%*	*14%*	*7%*	*6%*	*8%*	*10%*	*7%*	*14%*	*12%*	*13%*	*11%*	*18%*
			d						d		d		**cdeg**
Fairly Satisfied	**629**	41	52	61	41	61	53	33	36	87	70	66	27
	34%	*35%*	*30%*	*37%*	*35%*	*34%*	*29%*	*34%*	*26%*	*41%*	*37%*	*39%*	*28%*
										bfhl		**hl**	
Very Satisfied	**906**	55	93	82	55	90	96	50	72	93	89	82	49
	49%	*46%*	*53%*	*49%*	*48%*	*50%*	*53%*	*51%*	*53%*	*44%*	*47%*	*48%*	*50%*
Don't Know (DO NOT READ OUT)	**21**	*	-	2	-	2	7	2	2	2	4	-	-
	1%	**%*	*-%*	*1%*	*-%*	*1%*	*4%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*
							abdkl						
NET: Satisfied	**1535**	96	145	144	96	151	149	84	107	181	159	149	76
	84%	*80%*	*82%*	*86%*	*84%*	*84%*	*82%*	*85%*	*80%*	*86%*	*84%*	*88%*	*78%*
												l	
NET: Dissatisfied	**78**	9	6	10	12	12	7	5	6	3	1	3	4
	4%	*8%*	*3%*	*6%*	*10%*	*6%*	*4%*	*6%*	*4%*	*1%*	*1%*	*2%*	*4%*
		ijk		j	**bfijk**	**ijk**	j	j	j				j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**29**	7	15	5	3
	2%	*1%*	*3%*	*1%*	*1%*
			cd		
Fairly Dissatisfied	**49**	18	16	10	5
	3%	*4%*	*3%*	*2%*	*1%*
		d	d		
Neither Satisfied Nor Dissatisfied	**204**	51	40	52	61
	11%	*11%*	*8%*	*12%*	*13%*
					b
Fairly Satisfied	**629**	155	155	156	163
	34%	*33%*	*33%*	*35%*	*36%*
Very Satisfied	**906**	230	242	215	219
	49%	*50%*	*51%*	*48%*	*48%*
Don't Know (DO NOT READ OUT)	**21**	2	9	6	4
	1%	*1%*	*2%*	*1%*	*1%*
NET: Satisfied	**1535**	385	396	372	383
	84%	*83%*	*83%*	*84%*	*84%*
NET: Dissatisfied	**78**	25	30	14	8
	4%	*5%*	*6%*	*3%*	*2%*
		d	**cd**		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**19**	19	*	*	-	*	5	1	3	3	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*3%*	*10%*	*-%*
									b	**abce**	
Fairly Dissatisfied	**29**	28	1	-	-	1	7	9	1	-	5
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*	*9%*
											abcd
Neither Satisfied Nor Dissatisfied	**154**	151	2	1	1	3	60	51	7	4	3
	8%	*8%*	*5%*	*7%*	*10%*	*6%*	*9%*	*10%*	*6%*	*11%*	*6%*
		b									
Fairly Satisfied	**370**	361	5	3	1	9	143	92	25	10	15
	20%	*20%*	*15%*	*24%*	*15%*	*17%*	*21%*	*19%*	*22%*	*29%*	*27%*
		b		b							b
Very Satisfied	**664**	638	17	5	4	26	231	187	42	10	14
	36%	*36%*	*48%*	*38%*	*58%*	*47%*	*35%*	*38%*	*36%*	*28%*	*26%*
			a		**ac**	a		e			
Don't Know (DO NOT READ OUT)	**603**	587	11	4	1	16	224	154	38	7	18
	33%	*33%*	*30%*	*29%*	*17%*	*29%*	*33%*	*31%*	*32%*	*21%*	*32%*
		d									
NET: Satisfied	**1034**	998	22	8	5	35	374	279	68	20	29
	56%	*56%*	*62%*	*62%*	*73%*	*63%*	*56%*	*56%*	*58%*	*58%*	*53%*
			a		a	a					
NET: Dissatisfied	**48**	47	1	*	-	1	12	10	4	3	5
	3%	*3%*	*3%*	*1%*	*-%*	*2%*	*2%*	*2%*	*4%*	*10%*	*9%*
										ab	**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**19**	2	-	2	**	5	3	*	2	2	17	1	1	*
	1%	*1%*	*-%*	*1%*	**	*3%*	*1%*	**%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
						gjm								
Fairly Dissatisfied	**29**	1	-	1	**	2	7	3	1	*	19	4	3	2
	2%	*1%*	*-%*	**%*	**	*1%*	*2%*	*2%*	**%*	**%*	*1%*	*4%*	*3%*	*2%*
					abcehij							**acij**	**cj**	
Neither Satisfied Nor Dissatisfied	**154**	17	24	26	**	11	21	20	8	6	135	4	10	5
	8%	*8%*	*23%*	*10%*	**	*7%*	*7%*	*11%*	*6%*	*5%*	*9%*	*4%*	*10%*	*6%*
			acdefghi jklm	k				k			k		k	
Fairly Satisfied	**370**	42	21	64	**	35	49	28	27	29	305	22	21	21
	20%	*19%*	*20%*	*25%*	**	*22%*	*16%*	*15%*	*19%*	*22%*	*20%*	*24%*	*21%*	*24%*
				fg								**fg**		**fg**
Very Satisfied	**664**	69	31	89	**	58	114	80	54	41	560	34	37	33
	36%	*32%*	*30%*	*34%*	**	*36%*	*38%*	*45%*	*39%*	*31%*	*36%*	*37%*	*36%*	*37%*
								abij						
Don't Know (DO NOT READ OUT)	**603**	84	28	79	**	50	108	49	47	56	521	26	30	26
	33%	*39%*	*27%*	*30%*	**	*31%*	*36%*	*27%*	*34%*	*41%*	*33%*	*28%*	*29%*	*30%*
		gkl								**gklm**				
NET: Satisfied	**1034**	111	52	153	**	93	163	108	80	70	865	56	58	54
	56%	*51%*	*50%*	*59%*	**	*58%*	*54%*	*60%*	*58%*	*52%*	*56%*	*62%*	*57%*	*62%*
														a
NET: Dissatisfied	**48**	3	-	3	**	7	11	3	3	2	36	5	4	3
	3%	*1%*	*-%*	*1%*	**	*4%*	*4%*	*2%*	*2%*	*2%*	*2%*	*6%*	*4%*	*3%*
					bc							**abcj**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**19**	*	2	**	2	6	*	1	7	17	2	19	1
	1%	*1%*	*1%*	**	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*
Fairly Dissatisfied	**29**	4	3	**	2	5	1	3	11	21	8	27	2
	2%	*5%*	*2%*	**	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*
		eh											
Neither Satisfied Nor Dissatisfied	**154**	11	8	**	12	33	3	3	72	111	43	138	16
	8%	*15%*	*6%*	**	*8%*	*6%*	*6%*	*3%*	*10%*	*8%*	*10%*	*8%*	*10%*
		beg		**bdefg**					**eg**				
Fairly Satisfied	**370**	21	17	**	38	106	6	23	146	299	71	334	36
	20%	*29%*	*11%*	**	*24%*	*20%*	*13%*	*21%*	*20%*	*21%*	*16%*	*20%*	*24%*
		bf			b	b		b	b	b			
Very Satisfied	**664**	21	63	**	53	210	24	37	247	511	153	601	62
	36%	*29%*	*41%*	**	*33%*	*40%*	*48%*	*34%*	*34%*	*36%*	*36%*	*36%*	*41%*
			c		c	c	**ach**	c	c				
Don't Know (DO NOT READ OUT)	**603**	16	58	**	51	165	15	42	237	452	151	566	36
	33%	*21%*	*38%*	**	*32%*	*31%*	*31%*	*39%*	*33%*	*32%*	*35%*	*34%*	*24%*
			a	a				a	a			b	
NET: Satisfied	**1034**	42	80	**	91	316	30	60	393	810	224	935	98
	56%	*58%*	*53%*	**	*57%*	*60%*	*60%*	*55%*	*55%*	*57%*	*52%*	*55%*	*64%*
		c			c	c	c		c				a
NET: Dissatisfied	**48**	4	5	**	4	10	1	4	18	38	11	46	3
	3%	*5%*	*3%*	**	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**19**	15	4	13	2	4
	1%	*1%*	*4%* a	*1%*	*1%*	*1%*
Fairly Dissatisfied	**29**	25	4	14	11	4
	2%	*1%*	*4%*	*1%*	*4%* **ac**	*1%*
Neither Satisfied Nor Dissatisfied	**154**	149	5	110	14	28
	8%	*9%*	*5%*	*10%* b	*5%*	*7%*
Fairly Satisfied	**370**	347	23	237	46	84
	20%	*20%*	*23%*	*21%*	*17%*	*21%*
Very Satisfied	**664**	634	30	405	94	162
	36%	*36%*	*30%*	*35%*	*36%*	*41%*
Don't Know (DO NOT READ OUT)	**603**	569	33	365	96	114
	33%	*33%*	*33%*	*32%*	*36%* c	*29%*
NET: Satisfied	**1034**	981	53	643	140	245
	56%	*56%*	*53%*	*56%*	*53%*	*62%* **ab**
NET: Dissatisfied	**48**	40	8	27	13	8
	3%	*2%*	*8%* a	*2%*	*5%* **ac**	*2%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**19**	16	3	**	**	**	**	**	**	19	-	**	7	10	3
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*1%*	*1%*
Fairly Dissatisfied	**29**	27	2	**	**	**	**	**	**	29	-	**	16	11	2
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	*-%*	**	*2%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**154**	136	17	**	**	**	**	**	**	154	1	**	56	80	18
	8%	*9%*	*8%*	**	**	**	**	**	**	*9%*	*1%*	**	*7%*	*10%*	*7%*
Fairly Satisfied	**370**	315	52	**	**	**	**	**	**	367	3	**	147	168	55
	20%	*20%*	*25%*	**	**	**	**	**	**	*20%*	*8%*	**	*19%*	*20%*	*22%*
		cj	**acj**							**cj**					
Very Satisfied	**664**	559	76	**	**	**	**	**	**	635	29	**	251	308	105
	36%	*35%*	*37%*	**	**	**	**	**	**	*35%*	*73%*	**	*33%*	*37%*	*43%*
				abi							**abi**				a
Don't Know (DO NOT READ OUT)	**603**	541	55	**	**	**	**	**	**	596	7	**	279	262	62
	33%	*34%*	*27%*	**	**	**	**	**	**	*33%*	*18%*	**	*37%*	*31%*	*25%*
		bcj								**bcj**			**bc**		
NET: Satisfied	**1034**	874	128	**	**	**	**	**	**	1002	32	**	399	476	159
	56%	*55%*	*62%*	**	**	**	**	**	**	*56%*	*81%*	**	*53%*	*57%*	*65%*
			ai	**abi**							**abi**				**ab**
NET: Dissatisfied	**48**	43	5	**	**	**	**	**	**	48	-	**	22	21	5
	3%	*3%*	*3%*	**	**	**	**	**	**	*3%*	*-%*	**	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**19**	16	9	18	7	7	13	16	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	**	**	**	**	**
Fairly Dissatisfied	**29**	23	11	25	4	5	20	24	1	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**	**	**	**	**
		d		d										
Neither Satisfied Nor Dissatisfied	**154**	105	66	120	57	32	103	113	2	**	**	**	**	**
	8%	*9%*	*9%*	*9%*	*9%*	*8%*	*9%*	*9%*	*5%*	**	**	**	**	**
										ab				
Fairly Satisfied	**370**	242	166	271	131	84	256	250	15	**	**	**	**	**
	20%	*21%*	*23%*	*21%*	*20%*	*20%*	*21%*	*21%*	*31%*	**	**	**	**	**
									a					
Very Satisfied	**664**	396	249	439	250	141	464	403	17	**	**	**	**	**
	36%	*35%*	*34%*	*34%*	*39%*	*34%*	*39%*	*34%*	*36%*	**	**	**	**	**
							bc							
Don't Know (DO NOT READ OUT)	**603**	353	232	399	198	142	345	384	11	**	**	**	**	**
	33%	*31%*	*32%*	*31%*	*31%*	*35%*	*29%*	*32%*	*23%*	**	**	**	**	**
						f								
NET: Satisfied	**1034**	637	415	709	380	225	720	653	32	**	**	**	**	**
	56%	*56%*	*57%*	*56%*	*59%*	*55%*	*60%*	*55%*	*67%*	**	**	**	**	**
							c		a					
NET: Dissatisfied	**48**	40	20	44	11	12	33	40	3	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*5%*	**	**	**	**	**
		d		d										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**19**	7	**	**	**	**	**	**	**	2	9	5	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*2%* a	*2%*	*2%*	**
Fairly Dissatisfied	**29**	4	**	**	**	**	**	**	**	9	9	3	4	**
	2%	*1%*	**	**	**	**	**	**	**	*2%*	*2%*	*1%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**154**	57	**	**	**	**	**	**	**	41	33	34	11	**
	8%	*9%*	**	**	**	**	**	**	**	*9%*	*9%*	*12%*	*8%*	**
Fairly Satisfied	**370**	127	**	**	**	**	**	**	**	83	96	69	21	**
	20%	*20%*	**	**	**	**	**	**	**	*19%*	*25%* **ad**	*23%* d	*15%*	**
Very Satisfied	**664**	242	**	**	**	**	**	**	**	161	129	87	57	**
	36%	*38%*	**	**	**	**	**	**	**	*36%* c	*34%*	*29%*	*41%* c	**
Don't Know (DO NOT READ OUT)	**603**	198	**	**	**	**	**	**	**	147	109	99	44	**
	33%	*31%*	**	**	**	**	**	**	**	*33%*	*28%*	*33%*	*32%*	**
NET: Satisfied	**1034**	368	**	**	**	**	**	**	**	244	226	156	78	**
	56%	*58%*	**	**	**	**	**	**	**	*55%*	*58%*	*52%*	*56%*	**
NET: Dissatisfied	**48**	11	**	**	**	**	**	**	**	11	18	8	6	**
	3%	*2%*	**	**	**	**	**	**	**	*3%*	*5%*	*3%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**19**	7	-	*	*	**	2	**	4	19	-	18	**
	1%	*2%*	*-%*	**%*	**%*	**	*1%*	**	*2%*	*1%*	*-%*	*1%*	**
Fairly Dissatisfied	**29**	2	*	1	-	**	2	**	2	29	-	25	**
	2%	*1%*	**%*	*1%*	*-%*	**	**%*	**	*1%*	*2%*	*-%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**154**	24	17	11	5	**	35	**	21	143	12	118	**
	8%	*9%*	*12%*	*7%*	*9%*	**	*9%*	**	*8%*	*8%*	*11%*	*9%*	**
Fairly Satisfied	**370**	64	16	32	17	**	74	**	48	352	18	268	**
	20%	*24%*	*12%*	*19%*	*30%*	**	*20%*	**	*19%*	*20%*	*17%*	*21%*	**
		b			b								
Very Satisfied	**664**	81	63	69	25	**	154	**	95	619	45	437	**
	36%	*30%*	*46%*	*41%*	*43%*	**	*41%*	**	*37%*	*36%*	*41%*	*35%*	**
			a	a	a								
Don't Know (DO NOT READ OUT)	**603**	94	40	53	10	**	108	**	88	567	35	396	**
	33%	*34%*	*30%*	*32%*	*17%*	**	*29%*	**	*34%*	*33%*	*32%*	*31%*	**
		d	d	d									
NET: Satisfied	**1034**	146	79	101	43	**	228	**	144	970	63	705	**
	56%	*54%*	*58%*	*60%*	*74%*	**	*61%*	**	*55%*	*56%*	*57%*	*56%*	**
					ab								
NET: Dissatisfied	**48**	9	*	2	*	**	4	**	7	48	-	44	**
	3%	*3%*	**%*	*1%*	**%*	**	*1%*	**	*3%*	*3%*	*-%*	*3%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**19**	*	*	1	**	7	*	5	14	2	**
	1%	**%*	**%*	**%*	**	*1%*	**%*	*1%*	*1%*	*2%*	**
Fairly Dissatisfied	**29**	-	2	*	**	2	2	6	22	1	**
	2%	*-%*	*1%*	**%*	**	**%*	*1%*	*2%*	*2%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**154**	2	11	13	**	47	11	33	94	3	**
	8%	*2%*	*7%*	*7%*	**	*9%*	*7%*	*9%*	*9%*	*2%*	**
								c	c		
Fairly Satisfied	**370**	15	26	37	**	102	28	90	231	23	**
	20%	*19%*	*17%*	*20%*	**	*21%*	*18%*	*23%*	*21%*	*20%*	**
Very Satisfied	**664**	37	61	73	**	186	63	128	385	48	**
	36%	*47%*	*41%*	*39%*	**	*38%*	*41%*	*33%*	*35%*	*41%*	**
Don't Know (DO NOT READ OUT)	**603**	26	50	65	**	147	51	126	340	39	**
	33%	*32%*	*33%*	*34%*	**	*30%*	*33%*	*32%*	*31%*	*34%*	**
NET: Satisfied	**1034**	52	87	111	**	289	92	218	616	70	**
	56%	*65%*	*58%*	*58%*	**	*59%*	*59%*	*56%*	*57%*	*61%*	**
NET: Dissatisfied	**48**	*	2	1	**	9	2	11	35	3	**
	3%	**%*	*1%*	**%*	**	*2%*	*1%*	*3%*	*3%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**19**	2	9	*	**	3	5	-	**	16	9	4	17	10	**
	1%	*1%*	*1%*	**%*	**	*1%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*2%*	*1%*	**
Fairly Dissatisfied	**29**	6	9	*	**	4	3	*	**	23	11	2	18	18	**
	2%	*2%*	*1%*	**%*	**	*1%*	*1%*	**%*	**	*2%* c	*1%*	**%*	*2%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**154**	24	59	3	**	37	33	9	**	105	66	50	95	78	**
	8%	*8%* c	*9%* c	*3%*	**	*8%*	*8%*	*6%*	**	*9%*	*9%*	*9%*	*9%*	*10%*	**
Fairly Satisfied	**370**	70	158	19	**	93	99	29	**	242	164	116	232	149	**
	20%	*22%*	*24%*	*18%*	**	*20%*	*22%*	*22%*	**	*21%*	*22%*	*21%*	*23%* b	*19%*	**
Very Satisfied	**664**	97	236	48	**	181	157	55	**	396	249	211	346	253	**
	36%	*31%*	*35%*	*47%* **ab**	**	*40%*	*36%*	*42%*	**	*35%*	*34%*	*38%*	*34%*	*33%*	**
Don't Know (DO NOT READ OUT)	**603**	112	200	32	**	136	144	40	**	351	232	171	303	269	**
	33%	*36%* b	*30%*	*31%*	**	*30%*	*33%*	*30%*	**	*31%*	*32%*	*31%*	*30%*	*35%* a	**
NET: Satisfied	**1034**	166	394	67	**	274	256	84	**	637	413	327	578	403	**
	56%	*53%*	*59%*	*66%* a	**	*60%*	*58%*	*63%*	**	*56%*	*56%*	*59%*	*57%* b	*52%*	**
NET: Dissatisfied	**48**	9	18	1	**	7	8	*	**	39	20	7	36	28	**
	3%	*3%*	*3%*	*1%*	**	*1%*	*2%*	**%*	**	*3%* c	*3%*	*1%*	*4%*	*4%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**19**	4	4	2	-	-	15	10	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*2%*	*1%*	**	**	**	**
Fairly Dissatisfied	**29**	2	-	1	-	-	18	16	**	**	**	**
	2%	**%*	*-%*	**%*	*-%*	*-%*	*2%*	*2%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**154**	32	19	24	4	*	82	74	**	**	**	**
	8%	*9%*	*9%*	*8%*	*6%*	*1%*	*9%*	*10%*	**	**	**	**
		e	e	e								
Fairly Satisfied	**370**	89	42	63	16	12	222	149	**	**	**	**
	20%	*24%*	*19%*	*21%*	*22%*	*27%*	*23%*	*20%*	**	**	**	**
Very Satisfied	**664**	137	73	114	35	24	336	247	**	**	**	**
	36%	*37%*	*33%*	*38%*	*50%*	*52%*	*35%*	*33%*	**	**	**	**
					ab	**ab**						
Don't Know (DO NOT READ OUT)	**603**	105	82	96	15	10	284	258	**	**	**	**
	33%	*28%*	*37%*	*32%*	*22%*	*21%*	*30%*	*34%*	**	**	**	**
			ade					a				
NET: Satisfied	**1034**	226	115	177	51	36	558	396	**	**	**	**
	56%	*61%*	*52%*	*59%*	*72%*	*78%*	*58%*	*53%*	**	**	**	**
		b			**bc**	**abc**	b					
NET: Dissatisfied	**48**	6	4	4	-	-	33	27	**	**	**	**
	3%	*2%*	*2%*	*1%*	*-%*	*-%*	*3%*	*4%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**19**	17	13	18	12	19	5	18	2	**	7	**	8	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**	**%*	**	*3%*	*1%*
												a	b	
Fairly Dissatisfied	**29**	28	27	28	28	29	21	28	2	**	23	**	4	24
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	**	*1%*	**	*2%*	*2%*
							c							
Neither Satisfied Nor Dissatisfied	**154**	146	127	146	121	147	75	144	26	**	97	**	15	139
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	**	*6%*	**	*6%*	*9%*
												a		
Fairly Satisfied	**370**	350	291	352	308	368	219	354	82	**	326	**	65	305
	20%	*20%*	*21%*	*20%*	*22%*	*20%*	*21%*	*21%*	*21%*	**	*21%*	**	*27%*	*19%*
													b	
Very Satisfied	**664**	623	513	627	506	650	360	613	153	**	624	**	67	596
	36%	*36%*	*36%*	*36%*	*36%*	*36%*	*35%*	*36%*	*38%*	**	*39%*	**	*28%*	*37%*
														a
Don't Know (DO NOT READ OUT)	**603**	560	440	571	447	583	355	562	134	**	506	**	80	523
	33%	*32%*	*31%*	*33%*	*31%*	*32%*	*34%*	*33%*	*34%*	**	*32%*	**	*33%*	*33%*
NET: Satisfied	**1034**	972	804	979	815	1018	579	967	236	**	950	**	132	901
	56%	*56%*	*57%*	*56%*	*57%*	*57%*	*56%*	*56%*	*59%*	**	*60%*	**	*55%*	*56%*
											b			
NET: Dissatisfied	**48**	45	40	45	40	48	26	46	3	**	30	**	13	36
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	**	*2%*	**	*5%*	*2%*
							c	c				a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**19**	*	**	*	*	2	9	8	3	-	16	13	7
	1%	**%*	**	*1%*	**%*	*1%*	*1%*	*3%* b	*2%*	*-%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**29**	2	**	-	2	1	20	8	1	-	28	17	12
	2%	*1%*	**	*-%*	*1%*	**%*	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**154**	10	**	5	13	9	115	30	14	6	134	86	68
	8%	*4%*	**	*8%*	*6%*	*5%*	*9%*	*9%*	*8%*	*7%*	*9%*	*9%*	*8%*
Fairly Satisfied	**370**	52	**	13	41	44	256	70	37	11	320	198	172
	20%	*21%*	**	*20%*	*18%*	*25%*	*19%*	*21%*	*20%*	*14%*	*20%*	*21%*	*19%*
Very Satisfied	**664**	95	**	26	89	81	466	114	77	28	559	321	342
	36%	*39%*	**	*41%*	*40%*	*45%* bc	*35%*	*34%*	*42%*	*33%*	*36%*	*34%*	*39%* a
Don't Know (DO NOT READ OUT)	**603**	84	**	19	79	41	449	106	52	38	511	318	284
	33%	*35%*	**	*30%*	*35%*	*23%*	*34%* a	*31%* a	*28%*	*46%* ac	*33%*	*33%*	*32%*
NET: Satisfied	**1034**	147	**	39	130	125	722	185	114	39	879	520	514
	56%	*61%*	**	*62%*	*58%*	*70%* bc	*55%*	*55%*	*62%* b	*47%*	*56%*	*55%*	*58%*
NET: Dissatisfied	**48**	2	**	*	2	3	29	17	4	-	44	30	19
	3%	*1%*	**	*1%*	*1%*	*2%*	*2%*	*5%* b	*2%*	*-%*	*3%*	*3%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**19**	2	-	3	3	4	2	-	-	*	3	*	2
	1%	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*2%*
Fairly Dissatisfied	**29**	4	2	2	2	*	-	3	2	6	2	1	3
	2%	*3%*	*1%*	*1%*	*2%*	**%*	*-%*	*3%*	*2%*	*3%*	*1%*	*1%*	*4%*
		ef						**ef**		f			**ef**
Neither Satisfied Nor Dissatisfied	**154**	7	14	13	13	18	10	9	4	35	17	10	4
	8%	*6%*	*8%*	*8%*	*12%*	*10%*	*5%*	*9%*	*3%*	*17%*	*9%*	*6%*	*4%*
					fhl	h		h		**abcfghjkl**	h		
Fairly Satisfied	**370**	22	42	31	19	24	49	25	29	43	36	34	17
	20%	*18%*	*24%*	*18%*	*16%*	*14%*	*27%*	*25%*	*21%*	*20%*	*19%*	*20%*	*17%*
			e				**de**	**de**					
Very Satisfied	**664**	44	57	65	49	83	86	41	42	61	58	46	31
	36%	*36%*	*32%*	*39%*	*42%*	*47%*	*48%*	*42%*	*31%*	*29%*	*31%*	*27%*	*32%*
				k	**hijk**	**bhijkl**	**abhijkl**	**ijk**					
Don't Know (DO NOT READ OUT)	**603**	41	61	54	29	49	34	20	58	66	73	79	40
	33%	*34%*	*35%*	*32%*	*26%*	*27%*	*19%*	*21%*	*43%*	*31%*	*38%*	*46%*	*41%*
		fg	**fg**	**fg**					**defgi**	**fg**	**defg**	**abcdefgi**	**defg**
NET: Satisfied	**1034**	66	99	96	67	108	136	66	71	104	94	79	48
	56%	*55%*	*56%*	*57%*	*59%*	*60%*	*75%*	*67%*	*52%*	*49%*	*50%*	*47%*	*50%*
					k	**kabcdehijkl**		**ahijkl**					
NET: Dissatisfied	**48**	6	2	4	5	5	2	3	2	6	5	2	5
	3%	*5%*	*1%*	*3%*	*4%*	*3%*	*1%*	*3%*	*2%*	*3%*	*3%*	*1%*	*5%*
		k											k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**19**	5	9	*	5
	1%	*1%*	*2%*	**%*	*1%*
		c	c		c
Fairly Dissatisfied	**29**	8	3	11	7
	2%	*2%*	*1%*	*3%*	*2%*
				b	
Neither Satisfied Nor Dissatisfied	**154**	34	41	48	31
	8%	*7%*	*9%*	*11%*	*7%*
				d	
Fairly Satisfied	**370**	95	92	97	86
	20%	*20%*	*19%*	*22%*	*19%*
Very Satisfied	**664**	166	218	144	135
	36%	*36%*	*46%*	*32%*	*30%*
			acd		
Don't Know (DO NOT READ OUT)	**603**	155	112	144	191
	33%	*33%*	*24%*	*33%*	*42%*
		b		b	**abc**
NET: Satisfied	**1034**	261	311	241	222
	56%	*56%*	*65%*	*54%*	*49%*
		d	**acd**		
NET: Dissatisfied	**48**	13	12	11	12
	3%	*3%*	*2%*	*3%*	*3%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**9**	9	-	-	-	-	5	2	-	-	-
	***%**	*%	-%	-%	-%	-%	*1%*	*%	-%	-%	-%
Fairly Dissatisfied	**13**	13	1	-	-	1	7	4	*	-	1
	1%	*1%*	*2%*	-%	-%	*1%*	*1%*	*1%*	*%	-%	*2%*
Neither Satisfied Nor Dissatisfied	**133**	130	1	1	*	3	43	47	8	4	4
	7%	*7%*	*4%*	*10%*	*5%*	*5%*	*6%*	*9%*	*7%*	*11%*	*7%*
		b		b							
Fairly Satisfied	**363**	354	5	3	2	9	142	87	24	11	22
	20%	*20%*	*14%*	*22%*	*25%*	*17%*	*21%*	*18%*	*21%*	*31%*	*41%*
		b		b	b					b	**abc**
Very Satisfied	**711**	684	18	5	4	27	250	194	45	14	11
	39%	*38%*	*50%*	*41%*	*55%*	*48%*	*37%*	*39%*	*39%*	*41%*	*20%*
			a		a	a	e	e	e	e	
Don't Know (DO NOT READ OUT)	**609**	594	11	4	1	16	223	159	39	6	16
	33%	*33%*	*31%*	*27%*	*15%*	*28%*	*33%*	*32%*	*33%*	*17%*	*30%*
		d	d			d	d	d	d		
NET: Satisfied	**1074**	1038	23	8	5	36	392	281	69	25	33
	58%	*58%*	*63%*	*63%*	*80%*	*65%*	*59%*	*57%*	*59%*	*72%*	*61%*
					abce	a				b	
NET: Dissatisfied	**22**	22	1	-	-	1	12	7	*	-	1
	1%	*1%*	*2%*	-%	-%	*1%*	*2%*	*1%*	*%	-%	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**9**	-	-	2	**	-	1	-	2	2	7	1	1	*
	***%**	-%	-%	*1%*	**	-%	**%*	-%	*2%*	*1%*	**%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**13**	-	-	4	**	-	-	*	-	3	8	3	2	-
	1%	-%	-%	*1%*	**	-%	-%	**%*	-%	*2%*	*1%*	*3%*	*2%*	-%
					aefgjm					m		**aefgjm**	**jm**	
Neither Satisfied Nor Dissatisfied	**133**	20	18	27	**	9	16	13	2	10	115	6	8	5
	7%	*9%*	*17%*	*10%*	**	*5%*	*5%*	*7%*	*2%*	*8%*	*7%*	*6%*	*7%*	*6%*
		dhdefghjkl		**dh**				h		h	h		h	
			m											
Fairly Satisfied	**363**	32	20	51	**	35	62	37	37	18	303	18	23	19
	20%	*15%*	*19%*	*20%*	**	*22%*	*21%*	*21%*	*27%*	*14%*	*19%*	*20%*	*22%*	*22%*
									ai					
Very Satisfied	**711**	81	34	93	**	71	113	78	52	51	600	35	38	37
	39%	*37%*	*33%*	*36%*	**	*44%*	*37%*	*43%*	*38%*	*38%*	*39%*	*39%*	*37%*	*42%*
Don't Know (DO NOT READ OUT)	**609**	83	32	85	**	47	109	52	45	51	524	28	31	25
	33%	*39%*	*31%*	*32%*	**	*29%*	*36%*	*29%*	*32%*	*38%*	*34%*	*31%*	*31%*	*29%*
NET: Satisfied	**1074**	113	54	144	**	106	176	115	89	69	904	53	61	56
	58%	*52%*	*52%*	*55%*	**	*66%*	*58%*	*64%*	*64%*	*51%*	*58%*	*59%*	*59%*	*64%*
						ai		a						**ai**
NET: Dissatisfied	**22**	-	-	6	**	-	1	*	2	4	16	4	3	*
	1%	-%	-%	*2%*	**	-%	**%*	**%*	*2%*	*3%*	*1%*	*4%*	*2%*	*1%*
					aeg					**aefgj**		**aefgjm**	a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**9**	1	-	**	1	2	-	-	5	7	2	8	1
	***%**	*1%*	*-%*	**	*1%*	***%**	*-%*	*-%*	*1%*	***%**	***%**	***%**	***%**
Fairly Dissatisfied	**13**	3	2	**	1	3	-	3	1	10	3	13	*
	1%	*4%*	*1%*	**	*1%*	*1%*	*-%*	*3%*	***%**	*1%*	*1%*	*1%*	***%**
		eh	h					h					
Neither Satisfied Nor Dissatisfied	**133**	5	10	**	9	21	3	11	68	102	32	122	11
	7%	*7%*	*6%*	**	*6%*	*4%*	*5%*	*10%*	*9%*	*7%*	*7%*	*7%*	*7%*
								e	e				
Fairly Satisfied	**363**	26	15	**	35	106	8	19	142	289	74	321	42
	20%	*36%*	*10%*	**	*22%*	*20%*	*16%*	*17%*	*20%*	*20%*	*17%*	*19%*	*27%*
		bdefgh		b	b	b			b				a
Very Satisfied	**711**	22	63	**	61	227	23	35	266	545	165	648	62
	39%	*30%*	*41%*	**	*38%*	*43%*	*47%*	*32%*	*37%*	*39%*	*39%*	*38%*	*41%*
			c			**acgh**	**acg**						
Don't Know (DO NOT READ OUT)	**609**	16	62	**	51	166	15	43	238	458	151	572	37
	33%	*22%*	*41%*	**	*32%*	*32%*	*31%*	*39%*	*33%*	*32%*	*35%*	*34%*	*24%*
			ae	a				a	a			b	
NET: Satisfied	**1074**	48	78	**	96	333	31	54	408	834	239	970	104
	58%	*66%*	*52%*	**	*60%*	*63%*	*63%*	*49%*	*57%*	*59%*	*56%*	*58%*	*68%*
		bg				**bgh**							a
NET: Dissatisfied	**22**	4	2	**	2	5	-	3	6	17	5	21	1
	1%	*5%*	*1%*	**	*2%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	***%**
		eh											

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**9**	4	5	5	1	3
	***%**	*%*	*5%*	*%*	*%*	*1%*
			a			
Fairly Dissatisfied	**13**	11	2	6	2	6
	1%	*1%*	*2%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**133**	129	5	90	18	26
	7%	*7%*	*5%*	*8%*	*7%*	*6%*
Fairly Satisfied	**363**	342	21	241	54	69
	20%	*20%*	*22%*	*21%*	*20%*	*17%*
Very Satisfied	**711**	677	34	437	94	175
	39%	*39%*	*34%*	*38%*	*35%*	*44%*
						ab
Don't Know (DO NOT READ OUT)	**609**	577	33	366	95	117
	33%	*33%*	*33%*	*32%*	*36%*	*30%*
NET: Satisfied	**1074**	1018	55	678	147	245
	58%	*59%*	*56%*	*59%*	*56%*	*62%*
NET: Dissatisfied	**22**	15	7	11	3	9
	1%	*1%*	*7%*	*1%*	*1%*	*2%*
			a			

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**9**	6	2	**	**	**	**	**	**	9	-	**	4	3	2
	***%**	*%*	*1%*	**	**	**	**	**	**	*%*	-%	**	*1%*	*%*	*1%*
Fairly Dissatisfied	**13**	11	2	**	**	**	**	**	**	13	-	**	4	8	2
	***1%**	*1%*	*1%*	**	**	**	**	**	**	*1%*	-%	**	*%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**133**	117	16	**	**	**	**	**	**	133	*	**	45	72	17
	***7%**	*7%*	*8%*	**	**	**	**	**	**	*7%*	*1%*	**	*6%*	*9%*	*7%*
			j												
Fairly Satisfied	**363**	307	52	**	**	**	**	**	**	359	4	**	146	161	56
	***20%**	*19%*	*25%*	**	**	**	**	**	**	*20%*	*11%*	**	*19%*	*19%*	*23%*
			aij												
Very Satisfied	**711**	604	79	**	**	**	**	**	**	683	28	**	266	339	106
	***39%**	*38%*	*38%*	**	**	**	**	**	**	*38%*	*71%*	**	*35%*	*40%*	*44%*
				abi							**abi**			a	a
Don't Know (DO NOT READ OUT)	**609**	549	54	**	**	**	**	**	**	602	7	**	292	257	61
	***33%**	*34%*	*26%*	**	**	**	**	**	**	*33%*	*18%*	**	*39%*	*31%*	*25%*
		bcj								**bcj**			**bc**		
NET: Satisfied	**1074**	911	131	**	**	**	**	**	**	1042	32	**	412	499	163
	***58%**	*57%*	*64%*	**	**	**	**	**	**	*58%*	*82%*	**	*54%*	*60%*	*67%*
			a	**abi**							**abi**			a	**ab**
NET: Dissatisfied	**22**	18	4	**	**	**	**	**	**	22	-	**	8	10	4
	***1%**	*1%*	*2%*	**	**	**	**	**	**	*1%*	-%	**	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**9**	8	6	8	5	5	8	8	1	**	**	**	**	**
	***%**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**
Fairly Dissatisfied	**13**	11	8	13	4	4	10	12	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**133**	91	59	103	50	30	85	96	3	**	**	**	**	**
	7%	*8%*	*8%*	*8%*	*8%*	*7%*	*7%*	*8%*	*5%*	**	**	**	**	**
										ab				
Fairly Satisfied	**363**	238	147	259	131	82	256	239	15	**	**	**	**	**
	20%	*21%*	*20%*	*20%*	*20%*	*20%*	*21%*	*20%*	*32%*	**	**	**	**	**
									a					
Very Satisfied	**711**	432	278	484	262	149	496	447	18	**	**	**	**	**
	39%	*38%*	*38%*	*38%*	*40%*	*36%*	*41%*	*38%*	*38%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**609**	354	234	404	196	142	347	389	11	**	**	**	**	**
	33%	*31%*	*32%*	*32%*	*30%*	*35%*	*29%*	*33%*	*23%*	**	**	**	**	**
						f								
NET: Satisfied	**1074**	670	426	743	393	230	752	686	33	**	**	**	**	**
	58%	*59%*	*58%*	*58%*	*61%*	*56%*	*63%*	*58%*	*70%*	**	**	**	**	**
							bce		a					
NET: Dissatisfied	**22**	19	15	21	8	9	18	20	1	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**9**	5	**	**	**	**	**	**	**	2	4	1	2	**
	***%**	*1%*	**	**	**	**	**	**	**	**%*	*1%*	**%*	*1%*	**
Fairly Dissatisfied	**13**	4	**	**	**	**	**	**	**	4	3	3	3	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**133**	49	**	**	**	**	**	**	**	36	21	32	14	**
	7%	*8%*	**	**	**	**	**	**	**	*8%*	*6%*	*11%*	*10%*	**
												b		
Fairly Satisfied	**363**	127	**	**	**	**	**	**	**	79	98	59	21	**
	20%	*20%*	**	**	**	**	**	**	**	*18%*	*26%*	*20%*	*15%*	**
											ad			
Very Satisfied	**711**	254	**	**	**	**	**	**	**	169	150	104	58	**
	39%	*40%*	**	**	**	**	**	**	**	*38%*	*39%*	*35%*	*41%*	**
Don't Know (DO NOT READ OUT)	**609**	196	**	**	**	**	**	**	**	154	109	99	42	**
	33%	*31%*	**	**	**	**	**	**	**	*35%*	*28%*	*33%*	*30%*	**
NET: Satisfied	**1074**	381	**	**	**	**	**	**	**	248	248	163	79	**
	58%	*60%*	**	**	**	**	**	**	**	*56%*	*64%*	*55%*	*57%*	**
											ac			
NET: Dissatisfied	**22**	8	**	**	**	**	**	**	**	5	7	4	5	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**9**	2	-	1	2	**	2	**	2	7	2	8	**
	***%**	*1%*	*-%*	**%*	*3%*	**	*1%*	**	*1%*	**%*	*2%*	*1%*	**
					b						a		
Fairly Dissatisfied	**13**	*	1	2	*	**	1	**	2	13	-	13	**
	1%	**%*	**%*	*1%*	**%*	**	**%*	**	*1%*	*1%*	*-%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**133**	30	7	9	3	**	28	**	20	124	9	101	**
	7%	*11%*	*5%*	*5%*	*5%*	**	*8%*	**	*8%*	*7%*	*8%*	*8%*	**
		bc											
Fairly Satisfied	**363**	56	28	26	20	**	77	**	47	347	16	259	**
	20%	*20%*	*21%*	*16%*	*35%*	**	*21%*	**	*18%*	*20%*	*15%*	*21%*	**
					abc								
Very Satisfied	**711**	91	60	76	23	**	161	**	100	663	47	480	**
	39%	*34%*	*44%*	*46%*	*39%*	**	*43%*	**	*38%*	*38%*	*43%*	*38%*	**
			a	a									
Don't Know (DO NOT READ OUT)	**609**	92	40	52	10	**	106	**	88	574	36	401	**
	33%	*34%*	*30%*	*31%*	*17%*	**	*28%*	**	*34%*	*33%*	*32%*	*32%*	**
		d	d	d									
NET: Satisfied	**1074**	147	88	102	43	**	238	**	147	1010	63	739	**
	58%	*54%*	*65%*	*61%*	*74%*	**	*63%*	**	*57%*	*58%*	*58%*	*59%*	**
			a		a								
NET: Dissatisfied	**22**	3	1	3	2	**	3	**	4	20	2	21	**
	1%	*1%*	**%*	*2%*	*3%*	**	*1%*	**	*2%*	*1%*	*2%*	*2%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**9**	-	2	2	**	3	2	5	6	2	**
	***%**	-%	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
Fairly Dissatisfied	**13**	*	1	3	**	3	1	3	9	*	**
	***1%**	*%*	*%*	*2%*	**	*1%*	*%*	*1%*	*1%*	*%*	**
Neither Satisfied Nor Dissatisfied	**133**	*	7	11	**	42	7	32	80	7	**
	***7%**	*1%*	*5%*	*6%*	**	*9%*	*5%*	*8%*	*7%*	*6%*	**
Fairly Satisfied	**363**	13	30	35	**	99	32	88	226	23	**
	***20%**	*17%*	*20%*	*19%*	**	*20%*	*21%*	*23%*	*21%*	*20%*	**
Very Satisfied	**711**	40	62	79	**	197	65	132	420	47	**
	***39%**	*50%*	*42%*	*42%*	**	*40%*	*42%*	*34%*	*39%*	*41%*	**
Don't Know (DO NOT READ OUT)	**609**	26	47	60	**	148	48	128	343	37	**
	***33%**	*32%*	*32%*	*32%*	**	*30%*	*31%*	*33%*	*32%*	*32%*	**
NET: Satisfied	**1074**	53	92	114	**	296	97	220	646	70	**
	***58%**	*67%*	*62%*	*60%*	**	*60%*	*63%*	*57%*	*60%*	*60%*	**
NET: Dissatisfied	**22**	*	2	5	**	6	2	8	15	2	**
	***1%**	*%*	*2%*	*3%*	**	*1%*	*2%*	*2%*	*1%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**9**	5	5	1	**	2	2	2	**	8	6	5	8	5	**
	***%**	*2%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Fairly Dissatisfied	**13**	4	6	*	**	4	1	*	**	11	8	3	9	7	**
	1%	*1%*	*1%*	*%*	**	*1%*	*%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**133**	20	57	6	**	34	33	4	**	91	59	45	82	58	**
	7%	*6%*	*9%*	*6%*	**	*7%*	*8%*	*3%*	**	*8%*	*8%*	*8%*	*8%*	*8%*	**
Fairly Satisfied	**363**	55	137	13	**	93	90	31	**	238	145	109	216	155	**
	20%	*18%*	*20%*	*12%*	**	*20%*	*20%*	*24%*	**	*21%*	*20%*	*20%*	*21%*	*20%*	**
			c												
Very Satisfied	**711**	111	264	52	**	188	171	55	**	432	278	223	391	282	**
	39%	*36%*	*39%*	*51%*	**	*41%*	*39%*	*41%*	**	*38%*	*38%*	*40%*	*39%*	*36%*	**
				ab											
Don't Know (DO NOT READ OUT)	**609**	117	203	31	**	133	145	41	**	352	234	170	306	270	**
	33%	*38%*	*30%*	*30%*	**	*29%*	*33%*	*31%*	**	*31%*	*32%*	*31%*	*30%*	*35%*	**
		b												a	
NET: Satisfied	**1074**	166	401	65	**	281	260	86	**	670	424	332	606	437	**
	58%	*53%*	*60%*	*63%*	**	*62%*	*59%*	*65%*	**	*59%*	*58%*	*60%*	*60%*	*56%*	**
NET: Dissatisfied	**22**	8	10	1	**	6	3	2	**	19	14	8	18	12	**
	1%	*3%*	*2%*	*1%*	**	*1%*	*1%*	*2%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**9**	3	3	5	2	-	7	5	**	**	**	**
	***%**	*1%*	*1%*	*2%*	*3%*	*-%*	*1%*	*1%*	**	**	**	**
Fairly Dissatisfied	**13**	1	*	1	-	-	9	8	**	**	**	**
	***1%**	**%*	**%*	**%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**133**	30	15	19	3	1	72	56	**	**	**	**
	***7%**	*8%*	*7%*	*6%*	*4%*	*1%*	*7%*	*7%*	**	**	**	**
Fairly Satisfied	**363**	80	38	64	15	12	207	150	**	**	**	**
	***20%**	*22%*	*17%*	*21%*	*21%*	*27%*	*22%*	*20%*	**	**	**	**
Very Satisfied	**711**	148	83	115	35	23	376	277	**	**	**	**
	***39%**	*40%*	*38%*	*38%*	*49%*	*51%*	*39%*	*37%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**609**	107	81	98	17	10	288	259	**	**	**	**
	***33%**	*29%*	*37%*	*33%*	*24%*	*21%*	*30%*	*34%*	**	**	**	**
			ade					a				
NET: Satisfied	**1074**	228	121	178	49	35	583	427	**	**	**	**
	***58%**	*62%*	*55%*	*59%*	*70%*	*78%*	*61%*	*57%*	**	**	**	**
					b	**abc**						
NET: Dissatisfied	**22**	4	3	5	2	-	16	13	**	**	**	**
	***1%**	*1%*	*1%*	*2%*	*3%*	*-%*	*2%*	*2%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**9**	8	7	9	7	9	6	9	3	**	2	**	6	2
	***%**	*%*	*%*	*1%*	*%*	*%*	*1%*	*1%*	*1%*	**	*%*	** a	*3%* b	*%*
Fairly Dissatisfied	**13**	13	13	13	13	13	12	13	1	**	9	**	4	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	*2%* b	*1%*
Neither Satisfied Nor Dissatisfied	**133**	122	103	122	102	126	71	120	25	**	68	**	24	110
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	**	*4%*	**	*10%*	*7%*
Fairly Satisfied	**363**	346	286	349	291	361	207	351	79	**	323	**	60	303
	20%	*20%*	*20%*	*20%*	*20%*	*20%*	*20%*	*20%*	*20%*	**	*20%*	**	*25%* b	*19%*
Very Satisfied	**711**	668	558	673	557	695	380	659	154	**	672	**	65	646
	39%	*39%*	*40%*	*39%*	*39%*	*39%*	*37%*	*38%*	*39%*	**	*42%* b	**	*27%*	*40%* a
Don't Know (DO NOT READ OUT)	**609**	565	443	575	453	592	358	566	137	**	508	**	79	530
	33%	*33%*	*31%*	*33%*	*32%*	*33%*	*35%*	*33%*	*34%*	**	*32%*	**	*33%*	*33%*
NET: Satisfied	**1074**	1014	845	1022	848	1057	586	1010	233	**	995	**	125	948
	58%	*59%*	*60%*	*59%*	*60%*	*59%*	*57%*	*59%*	*58%*	**	*63%* b	**	*52%*	*59%*
NET: Dissatisfied	**22**	22	20	22	20	22	19	22	4	**	12	**	11	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	*1%*	** a	*5%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**9**	2	**	-	2	1	7	*	4	-	5	6	3
	***%**	*1%*	**	*-%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*	**%*	*1%*	**%*
									c				
Fairly Dissatisfied	**13**	3	**	*	3	2	8	3	1	-	12	9	4
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*
Neither Satisfied Nor Dissatisfied	**133**	7	**	6	10	9	89	35	11	5	117	81	53
	7%	*3%*	**	*9%*	*4%*	*5%*	*7%*	*11%*	*6%*	*6%*	*7%*	*8%*	*6%*
								ab				b	
Fairly Satisfied	**363**	46	**	10	38	36	266	61	36	14	311	183	181
	20%	*19%*	**	*15%*	*17%*	*20%*	*20%*	*18%*	*20%*	*17%*	*20%*	*19%*	*20%*
Very Satisfied	**711**	105	**	29	97	83	499	126	79	27	604	362	349
	39%	*43%*	**	*46%*	*43%*	*46%*	*38%*	*37%*	*43%*	*32%*	*39%*	*38%*	*39%*
						bc							
Don't Know (DO NOT READ OUT)	**609**	79	**	19	75	47	445	111	52	37	519	314	296
	33%	*33%*	**	*30%*	*33%*	*26%*	*34%*	*33%*	*28%*	*45%*	*33%*	*33%*	*33%*
							a			**ac**			
NET: Satisfied	**1074**	151	**	39	134	119	765	188	115	41	915	544	529
	58%	*62%*	**	*61%*	*60%*	*67%*	*58%*	*56%*	*63%*	*50%*	*58%*	*57%*	*60%*
						bc							
NET: Dissatisfied	**22**	4	**	*	4	3	16	4	6	-	17	15	7
	1%	*2%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*-%*	*1%*	*2%*	*1%*
									c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**9**	-	2	-	-	4	*	-	-	1	1	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**13**	1	2	4	1	-	-	3	1	-	1	-	*
	1%	*1%*	*1%*	*2%*	*1%*	*-%*	*-%*	*3%*	*1%*	*-%*	**%*	*-%*	**%*
								efijk					
Neither Satisfied Nor Dissatisfied	**133**	15	14	8	6	14	7	8	8	26	16	5	7
	7%	*12%*	*8%*	*5%*	*5%*	*8%*	*4%*	*8%*	*6%*	*12%*	*9%*	*3%*	*7%*
		cdfk	k			k		k		**cdfk**	k		
Fairly Satisfied	**363**	17	33	29	28	28	43	24	21	48	35	38	19
	20%	*14%*	*19%*	*17%*	*24%*	*16%*	*24%*	*25%*	*16%*	*23%*	*19%*	*22%*	*20%*
					a		a	a					
Very Satisfied	**711**	47	63	69	51	82	97	39	43	68	66	51	34
	39%	*40%*	*36%*	*41%*	*44%*	*46%*	*53%*	*40%*	*32%*	*32%*	*35%*	*30%*	*35%*
				k	**hik**	**hijk**	**abcghijkl**						
Don't Know (DO NOT READ OUT)	**609**	40	61	58	29	50	34	24	61	68	70	76	36
	33%	*34%*	*35%*	*35%*	*26%*	*28%*	*19%*	*24%*	*45%*	*32%*	*37%*	*45%*	*37%*
		f	**fg**	**fg**					**adefgi**	f	**dfg**	**adefgi**	**dfg**
NET: Satisfied	**1074**	64	96	97	79	111	140	63	64	116	101	88	53
	58%	*53%*	*55%*	*58%*	*69%*	*62%*	*77%*	*65%*	*48%*	*55%*	*53%*	*52%*	*55%*
					abhijkl	**habceghijkl**		**ahjk**					
NET: Dissatisfied	**22**	1	5	4	1	4	*	3	1	1	2	-	*
	1%	*1%*	*3%*	*2%*	*1%*	*2%*	**%*	*3%*	*1%*	**%*	*1%*	*-%*	**%*
			k					**fk**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**9**	2	5	1	1
	***%**	*1%*	*1%*	**%*	**%*
Fairly Dissatisfied	**13**	7	1	5	1
	1%	*1%*	**%*	*1%*	**%*
		b			
Neither Satisfied Nor Dissatisfied	**133**	37	27	42	28
	7%	*8%*	*6%*	*9%*	*6%*
				b	
Fairly Satisfied	**363**	79	99	93	92
	20%	*17%*	*21%*	*21%*	*20%*
Very Satisfied	**711**	179	230	151	151
	39%	*39%*	*48%*	*34%*	*33%*
			acd		
Don't Know (DO NOT READ OUT)	**609**	160	114	153	182
	33%	*35%*	*24%*	*34%*	*40%*
		b		b	b
NET: Satisfied	**1074**	258	329	244	243
	58%	*56%*	*69%*	*55%*	*53%*
			acd		
NET: Dissatisfied	**22**	9	5	5	3
	1%	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**40**	38	2	*	*	2	13	8	3	4	1
	2%	*2%*	*5%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*10%*	*1%*
			a							**abce**	
Fairly Dissatisfied	**79**	78	1	*	*	2	30	28	4	-	4
	4%	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	*6%*	*3%*	*-%*	*8%*
											d
Neither Satisfied Nor Dissatisfied	**272**	265	3	3	1	7	115	63	15	6	9
	15%	*15%*	*9%*	*23%*	*11%*	*13%*	*17%*	*13%*	*13%*	*17%*	*17%*
		b		**abe**							
Fairly Satisfied	**580**	564	10	4	2	15	201	176	38	13	15
	32%	*32%*	*27%*	*28%*	*28%*	*27%*	*30%*	*36%*	*33%*	*37%*	*27%*
Very Satisfied	**743**	716	19	5	3	27	271	202	39	9	20
	40%	*40%*	*52%*	*40%*	*49%*	*49%*	*40%*	*41%*	*33%*	*26%*	*36%*
			ac			a	d	d			
Don't Know (DO NOT READ OUT)	**125**	122	2	*	1	2	41	16	17	3	6
	7%	*7%*	*4%*	*4%*	*8%*	*4%*	*6%*	*3%*	*15%*	*10%*	*10%*
							b		**ab**	b	b
NET: Satisfied	**1323**	1280	29	9	5	43	471	378	77	22	34
	72%	*72%*	*80%*	*68%*	*77%*	*77%*	*70%*	*77%*	*66%*	*63%*	*63%*
			ac			a		**acde**			
NET: Dissatisfied	**119**	116	3	1	*	4	43	37	7	4	5
	6%	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*7%*	*6%*	*10%*	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**40**	6	2	4	**	4	6	2	6	2	33	2	4	1
	2%	*3%*	*2%*	*1%*	**	*2%*	*2%*	*1%*	*5%*	*2%*	*2%*	*2%*	*4%*	*1%*
									m				m	
Fairly Dissatisfied	**79**	4	2	12	**	7	17	12	8	6	69	3	4	3
	4%	*2%*	*2%*	*5%*	**	*4%*	*6%*	*6%*	*6%*	*5%*	*4%*	*4%*	*4%*	*3%*
							a	a						
Neither Satisfied Nor Dissatisfied	**272**	26	26	44	**	18	43	28	17	19	230	14	17	11
	15%	*12%*	*25%*	*17%*	**	*11%*	*14%*	*16%*	*12%*	*14%*	*15%*	*15%*	*17%*	*13%*
			aefhjm											
Fairly Satisfied	**580**	61	33	99	**	57	96	39	38	45	493	28	30	29
	32%	*28%*	*32%*	*38%*	**	*35%*	*32%*	*21%*	*27%*	*34%*	*32%*	*30%*	*29%*	*33%*
				g	g	g	g			g	g			g
Very Satisfied	**743**	83	37	85	**	67	129	87	60	50	621	39	43	41
	40%	*38%*	*36%*	*32%*	**	*41%*	*43%*	*48%*	*43%*	*37%*	*40%*	*43%*	*42%*	*46%*
							c	c				c	c	c
Don't Know (DO NOT READ OUT)	**125**	36	4	17	**	9	10	13	9	11	112	6	4	3
	7%	*17%*	*3%*	*6%*	**	*6%*	*3%*	*7%*	*6%*	*8%*	*7%*	*6%*	*4%*	*4%*
		bcefghj klm									f			
NET: Satisfied	**1323**	144	70	183	**	124	226	125	98	95	1114	67	73	70
	72%	*67%*	*67%*	*70%*	**	*77%*	*75%*	*70%*	*71%*	*71%*	*71%*	*73%*	*72%*	*80%*
														abcgjl
NET: Dissatisfied	**119**	10	5	16	**	11	24	14	15	9	103	5	8	3
	6%	*4%*	*5%*	*6%*	**	*7%*	*8%*	*8%*	*11%*	*6%*	*7%*	*6%*	*8%*	*4%*
							d		**dm**				d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**40**	1	7	**	2	14	*	2	13	33	7	39	1
	2%	*1%*	*5%*	**	*1%*	*3%*	**%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*
			h										
Fairly Dissatisfied	**79**	3	8	**	8	11	2	6	36	60	19	71	8
	4%	*4%*	*5%*	**	*5%*	*2%*	*3%*	*5%*	*5%*	*4%*	*4%*	*4%*	*5%*
			e		e				e				
Neither Satisfied Nor Dissatisfied	**272**	9	23	**	21	64	5	17	124	211	60	250	22
	15%	*12%*	*15%*	**	*13%*	*12%*	*10%*	*16%*	*17%*	*15%*	*14%*	*15%*	*15%*
									e				
Fairly Satisfied	**580**	35	39	**	50	161	15	25	245	453	126	530	50
	32%	*48%*	*26%*	**	*31%*	*31%*	*30%*	*23%*	*34%*	*32%*	*30%*	*31%*	*32%*
		bcdefgh							**bg**				
Very Satisfied	**743**	23	64	**	74	221	21	50	270	559	185	681	63
	40%	*32%*	*42%*	**	*47%*	*42%*	*42%*	*46%*	*37%*	*40%*	*43%*	*40%*	*41%*
					ah								
Don't Know (DO NOT READ OUT)	**125**	2	12	**	3	54	7	9	33	94	30	114	10
	7%	*3%*	*8%*	**	*2%*	*10%*	*14%*	*8%*	*5%*	*7%*	*7%*	*7%*	*7%*
			d	**adh**		**adh**	**adh**	d					
NET: Satisfied	**1323**	58	103	**	124	381	36	75	515	1012	311	1211	112
	72%	*80%*	*68%*	**	*78%*	*73%*	*72%*	*69%*	*71%*	*72%*	*73%*	*72%*	*73%*
		b			b								
NET: Dissatisfied	**119**	4	15	**	10	25	2	8	49	93	26	111	8
	6%	*6%*	*10%*	**	*7%*	*5%*	*4%*	*7%*	*7%*	*7%*	*6%*	*7%*	*5%*
			e										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**40**	36	4	21	5	9
	2%	*2%*	*4%*	*2%*	*2%*	*2%*
Fairly Dissatisfied	**79**	77	2	56	14	9
	4%	*4%*	*2%*	*5%*	*5%*	*2%*
				c	c	
Neither Satisfied Nor Dissatisfied	**272**	260	12	164	57	44
	15%	*15%*	*12%*	*14%*	*22%*	*11%*
					ac	
Fairly Satisfied	**580**	553	27	350	86	135
	32%	*32%*	*27%*	*31%*	*33%*	*34%*
Very Satisfied	**743**	702	42	477	86	174
	40%	*40%*	*42%*	*42%*	*33%*	*44%*
				b		b
Don't Know (DO NOT READ OUT)	**125**	112	13	76	15	25
	7%	*6%*	*13%*	*7%*	*6%*	*6%*
			a			
NET: Satisfied	**1323**	1255	68	827	173	309
	72%	*72%*	*69%*	*72%*	*66%*	*78%*
				b		**ab**
NET: Dissatisfied	**119**	113	6	77	19	18
	6%	*7%*	*6%*	*7%*	*7%*	*5%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**40**	35	5	**	**	**	**	**	**	40	*	**	13	22	5
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**%*	**	*2%*	*3%*	*2%*
Fairly Dissatisfied	**79**	67	12	**	**	**	**	**	**	79	-	**	30	37	12
	4%	*4%*	*6%*	**	**	**	**	**	**	*4%*	*-%*	**	*4%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**272**	233	35	**	**	**	**	**	**	268	4	**	105	128	39
	15%	*15%*	*17%*	**	**	**	**	**	**	*15%*	*10%*	**	*14%*	*15%*	*16%*
Fairly Satisfied	**580**	512	57	**	**	**	**	**	**	569	11	**	229	283	68
	32%	*32%*	*28%*	**	**	**	**	**	**	*32%*	*28%*	**	*30%*	*34%*	*28%*
														c	
Very Satisfied	**743**	637	83	**	**	**	**	**	**	720	23	**	323	314	106
	40%	*40%*	*41%*	**	**	**	**	**	**	*40%*	*59%*	**	*43%*	*37%*	*43%*
				abi							**abi**		b		
Don't Know (DO NOT READ OUT)	**125**	111	13	**	**	**	**	**	**	123	1	**	58	53	14
	7%	*7%*	*6%*	**	**	**	**	**	**	*7%*	*4%*	**	*8%*	*6%*	*6%*
NET: Satisfied	**1323**	1149	140	**	**	**	**	**	**	1289	34	**	552	598	174
	72%	*72%*	*68%*	**	**	**	**	**	**	*72%*	*86%*	**	*73%*	*71%*	*71%*
				abi							**abi**				
NET: Dissatisfied	**119**	102	18	**	**	**	**	**	**	119	*	**	42	59	18
	6%	*6%*	*9%*	**	**	**	**	**	**	*7%*	**%*	**	*6%*	*7%*	*7%*
			cj												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**40**	28	20	30	15	16	33	28	2	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	**	**	**	**	**
Fairly Dissatisfied	**79**	52	42	62	27	30	48	56	2	**	**	**	**	**
	4%	*5%*	*6%*	*5%*	*4%*	*7%*	*4%*	*5%*	*4%*	**	**	**	**	**
						adf				**ab**				
Neither Satisfied Nor Dissatisfied	**272**	171	129	196	98	62	176	185	9	**	**	**	**	**
	15%	*15%*	*18%*	*15%*	*15%*	*15%*	*15%*	*16%*	*18%*	**	**	**	**	**
Fairly Satisfied	**580**	370	220	401	215	141	400	370	18	**	**	**	**	**
	32%	*33%*	*30%*	*32%*	*33%*	*34%*	*33%*	*31%*	*37%*	**	**	**	**	**
Very Satisfied	**743**	438	281	495	241	146	479	466	17	**	**	**	**	**
	40%	*39%*	*38%*	*39%*	*37%*	*36%*	*40%*	*39%*	*36%*	**	**	**	**	**
								c						
Don't Know (DO NOT READ OUT)	**125**	75	42	87	50	16	66	85	*	**	**	**	**	**
	7%	*7%*	*6%*	*7%*	*8%*	*4%*	*6%*	*7%*	**%*	**	**	**	**	**
		e		e	e			b		b				
NET: Satisfied	**1323**	807	501	897	456	288	879	836	35	**	**	**	**	**
	72%	*71%*	*68%*	*71%*	*71%*	*70%*	*73%*	*70%*	*74%*	**	**	**	**	**
							b							
NET: Dissatisfied	**119**	81	62	92	42	46	81	85	4	**	**	**	**	**
	6%	*7%*	*8%*	*7%*	*7%*	*11%*	*7%*	*7%*	*8%*	**	**	**	**	**
						acdf				a				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**40**	15	**	**	**	**	**	**	**	6	14	6	5	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*4%*	*2%*	*4%*	**
											a		a	
Fairly Dissatisfied	**79**	27	**	**	**	**	**	**	**	27	7	17	10	**
	4%	*4%*	**	**	**	**	**	**	**	*6%*	*2%*	*6%*	*7%*	**
										b		b	b	
Neither Satisfied Nor Dissatisfied	**272**	98	**	**	**	**	**	**	**	63	56	56	20	**
	15%	*15%*	**	**	**	**	**	**	**	*14%*	*15%*	*19%*	*14%*	**
Fairly Satisfied	**580**	212	**	**	**	**	**	**	**	131	140	93	36	**
	32%	*33%*	**	**	**	**	**	**	**	*29%*	*36%*	*31%*	*26%*	**
											ad			
Very Satisfied	**743**	232	**	**	**	**	**	**	**	184	144	105	60	**
	40%	*37%*	**	**	**	**	**	**	**	*41%*	*37%*	*35%*	*43%*	**
Don't Know (DO NOT READ OUT)	**125**	50	**	**	**	**	**	**	**	34	24	21	8	**
	7%	*8%*	**	**	**	**	**	**	**	*8%*	*6%*	*7%*	*6%*	**
NET: Satisfied	**1323**	444	**	**	**	**	**	**	**	314	284	197	95	**
	72%	*70%*	**	**	**	**	**	**	**	*71%*	*74%*	*66%*	*69%*	**
											c			
NET: Dissatisfied	**119**	42	**	**	**	**	**	**	**	33	21	23	16	**
	6%	*7%*	**	**	**	**	**	**	**	*7%*	*5%*	*8%*	*11%*	**
													b	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**40**	10	*	2	2	**	4	**	8	36	4	30	**
	2%	*4%*	**%*	*1%*	*4%*	**	*1%*	**	*3%*	*2%*	*4%*	*2%*	**
		b			b								
Fairly Dissatisfied	**79**	9	6	10	2	**	16	**	11	74	5	61	**
	4%	*3%*	*5%*	*6%*	*3%*	**	*4%*	**	*4%*	*4%*	*5%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**272**	42	29	19	6	**	55	**	42	258	14	194	**
	15%	*15%*	*21%*	*11%*	*10%*	**	*15%*	**	*16%*	*15%*	*12%*	*15%*	**
			cd										
Fairly Satisfied	**580**	84	47	60	20	**	122	**	89	543	37	399	**
	32%	*31%*	*35%*	*36%*	*35%*	**	*33%*	**	*34%*	*31%*	*34%*	*32%*	**
Very Satisfied	**743**	99	46	65	25	**	148	**	92	701	43	492	**
	40%	*37%*	*34%*	*39%*	*43%*	**	*39%*	**	*35%*	*41%*	*39%*	*39%*	**
Don't Know (DO NOT READ OUT)	**125**	28	7	12	3	**	30	**	18	118	7	87	**
	7%	*10%*	*5%*	*7%*	*5%*	**	*8%*	**	*7%*	*7%*	*6%*	*7%*	**
NET: Satisfied	**1323**	183	94	124	45	**	270	**	181	1243	80	891	**
	72%	*67%*	*69%*	*75%*	*77%*	**	*72%*	**	*70%*	*72%*	*73%*	*71%*	**
NET: Dissatisfied	**119**	19	7	12	4	**	21	**	19	110	9	91	**
	6%	*7%*	*5%*	*7%*	*8%*	**	*5%*	**	*7%*	*6%*	*9%*	*7%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**40**	*	7	4	**	11	4	9	27	3	**
	2%	**%*	*5%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*3%*	**
Fairly Dissatisfied	**79**	3	7	12	**	22	5	16	52	5	**
	4%	*4%*	*5%*	*6%*	**	*4%*	*3%*	*4%*	*5%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**272**	16	17	32	**	76	22	66	158	26	**
	15%	*21%*	*12%*	*17%*	**	*16%*	*14%*	*17%*	*15%*	*22%* b	**
Fairly Satisfied	**580**	21	44	50	**	168	47	140	349	28	**
	32%	*27%*	*29%*	*27%*	**	*34%*	*30%*	*36%* c	*32%*	*25%*	**
Very Satisfied	**743**	36	62	79	**	177	64	132	424	39	**
	40%	*45%*	*41%*	*41%*	**	*36%*	*42%*	*34%*	*39%*	*34%*	**
Don't Know (DO NOT READ OUT)	**125**	3	12	13	**	38	12	25	74	14	**
	7%	*4%*	*8%*	*7%*	**	*8%*	*8%*	*6%*	*7%*	*12%* ab	**
NET: Satisfied	**1323**	57	105	129	**	345	112	272	773	68	**
	72%	*71%*	*71%*	*68%*	**	*70%*	*72%*	*70%* c	*71%* c	*59%*	**
NET: Dissatisfied	**119**	3	14	16	**	33	10	25	79	8	**
	6%	*4%*	*9%*	*9%*	**	*7%*	*6%*	*6%*	*7%*	*7%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**40**	8	20	1	**	8	10	5	**	28	20	13	23	18	**
	2%	*2%*	*3%*	*1%*	**	*2%*	*2%*	*4%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
Fairly Dissatisfied	**79**	14	39	8	**	21	20	8	**	52	42	22	54	39	**
	4%	*5%*	*6%*	*8%*	**	*5%*	*5%*	*6%*	**	*5%*	*6%*	*4%*	*5%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**272**	63	118	19	**	75	63	22	**	171	129	90	162	129	**
	15%	*20%*	*18%*	*18%*	**	*17%*	*14%*	*17%*	**	*15%*	*18%*	*16%*	*16%*	*17%*	**
Fairly Satisfied	**580**	102	188	26	**	151	136	48	**	369	218	195	308	245	**
	32%	*33%*	*28%*	*26%*	**	*33%*	*31%*	*36%*	**	*33%*	*30%*	*35%* b	*30%*	*31%*	**
Very Satisfied	**743**	101	271	35	**	168	168	41	**	437	281	194	397	300	**
	40%	*32%*	*40%* a	*35%*	**	*37%*	*38%*	*31%*	**	*39%*	*38%*	*35%*	*39%*	*39%*	**
Don't Know (DO NOT READ OUT)	**125**	24	35	12	**	30	44	9	**	73	42	40	68	47	**
	7%	*8%*	*5%*	*12%* b	**	*7%*	*10%*	*7%*	**	*6%*	*6%*	*7%*	*7%*	*6%*	**
NET: Satisfied	**1323**	203	459	62	**	319	304	88	**	807	499	389	705	545	**
	72%	*65%*	*68%*	*60%*	**	*70%*	*69%*	*66%*	**	*71%*	*68%*	*70%*	*70%*	*70%*	**
NET: Dissatisfied	**119**	22	58	9	**	29	31	13	**	81	62	35	77	57	**
	6%	*7%*	*9%*	*9%*	**	*6%*	*7%*	*10%*	**	*7%*	*8%*	*6%*	*8%*	*7%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**40**	10	9	8	3	-	24	20	**	**	**	**
	2%	*3%*	*4%*	*3%*	*4%*	*-%*	*3%*	*3%*	**	**	**	**
Fairly Dissatisfied	**79**	17	9	12	4	3	51	40	**	**	**	**
	4%	*5%*	*4%*	*4%*	*6%*	*6%*	*5%*	*5%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**272**	58	36	46	15	9	147	124	**	**	**	**
	15%	*16%*	*16%*	*15%*	*21%*	*20%*	*15%*	*16%*	**	**	**	**
Fairly Satisfied	**580**	120	64	118	24	20	286	233	**	**	**	**
	32%	*33%*	*29%*	*39%*	*34%*	*43%*	*30%*	*31%*	**	**	**	**
				b		b						
Very Satisfied	**743**	133	81	98	21	12	387	291	**	**	**	**
	40%	*36%*	*37%*	*33%*	*30%*	*27%*	*40%*	*39%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**125**	30	21	19	3	2	63	46	**	**	**	**
	7%	*8%*	*10%*	*6%*	*5%*	*4%*	*7%*	*6%*	**	**	**	**
NET: Satisfied	**1323**	253	145	216	45	32	673	524	**	**	**	**
	72%	*69%*	*66%*	*72%*	*65%*	*70%*	*70%*	*69%*	**	**	**	**
NET: Dissatisfied	**119**	27	18	20	7	3	75	60	**	**	**	**
	6%	*7%*	*8%*	*7%*	*10%*	*6%*	*8%*	*8%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**40**	39	35	39	34	40	19	39	4	**	16	**	18	22
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	*8%*	*1%*
												a	b	
Fairly Dissatisfied	**79**	75	69	75	59	79	40	75	15	**	50	**	14	66
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*3%*	**	*6%*	*4%*
												a		
Neither Satisfied Nor Dissatisfied	**272**	249	219	251	210	263	146	251	65	**	208	**	42	230
	15%	*14%*	*15%*	*14%*	*15%*	*15%*	*14%*	*15%*	*16%*	**	*13%*	**	*17%*	*14%*
Fairly Satisfied	**580**	541	463	547	472	568	342	546	129	**	503	**	100	480
	32%	*31%*	*33%*	*31%*	*33%*	*32%*	*33%*	*32%*	*32%*	**	*32%*	**	*42%*	*30%*
													b	
Very Satisfied	**743**	700	538	707	556	725	413	685	155	**	703	**	46	697
	40%	*41%*	*38%*	*41%*	*39%*	*40%*	*40%*	*40%*	*39%*	**	*44%*	**	*19%*	*44%*
											b			a
Don't Know (DO NOT READ OUT)	**125**	120	87	122	92	121	75	121	31	**	103	**	19	105
	7%	*7%*	*6%*	*7%*	*6%*	*7%*	*7%*	*7%*	*8%*	**	*7%*	**	*8%*	*7%*
NET: Satisfied	**1323**	1240	1001	1254	1028	1293	754	1232	284	**	1206	**	146	1177
	72%	*72%*	*71%*	*72%*	*72%*	*72%*	*73%*	*72%*	*71%*	**	*76%*	**	*61%*	*74%*
											b			a
NET: Dissatisfied	**119**	114	104	114	93	119	59	114	18	**	66	**	32	87
	6%	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*5%*	**	*4%*	**	*13%*	*5%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**40**	5	**	5	2	2	26	12	5	2	33	27	13
	2%	*2%*	**	*8%* b	*1%*	*1%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*
Fairly Dissatisfied	**79**	10	**	4	12	4	50	25	4	3	72	55	25
	4%	*4%*	**	*6%*	*5%*	*2%*	*4%*	*8%* **ab**	*2%*	*3%*	*5%*	*6%* b	*3%*
Neither Satisfied Nor Dissatisfied	**272**	38	**	12	34	24	190	58	22	16	234	144	128
	15%	*16%*	**	*19%*	*15%*	*13%*	*14%*	*17%*	*12%*	*19%*	*15%*	*15%*	*15%*
Fairly Satisfied	**580**	66	**	16	57	61	410	107	60	21	496	305	274
	32%	*27%*	**	*26%*	*26%*	*34%*	*31%*	*32%*	*33%*	*26%*	*32%*	*32%*	*31%*
Very Satisfied	**743**	109	**	20	103	76	545	121	79	38	626	363	381
	40%	*45%*	**	*31%*	*46%* a	*43%*	*41%*	*36%*	*43%*	*45%*	*40%*	*38%*	*43%* a
Don't Know (DO NOT READ OUT)	**125**	13	**	6	15	11	94	14	14	3	107	61	64
	7%	*6%*	**	*10%*	*7%*	*6%*	*7%*	*4%*	*7%*	*4%*	*7%*	*6%*	*7%*
NET: Satisfied	**1323**	175	**	36	160	137	955	228	140	59	1122	668	655
	72%	*72%*	**	*57%*	*72%* a	*77%* c	*73%*	*67%*	*76%*	*71%*	*72%*	*70%*	*74%*
NET: Dissatisfied	**119**	15	**	9	14	6	75	37	9	5	105	81	38
	6%	*6%*	**	*14%*	*6%*	*4%*	*6%*	*11%* **ab**	*5%*	*6%*	*7%*	*9%* b	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**40**	3	3	3	7	8	4	1	3	3	1	*	3
	2%	*2%*	*1%*	*2%*	*6%*	*5%*	*2%*	*1%*	*2%*	*2%*	*1%*	**%*	*4%*
					bgjk	**gjk**							k
Fairly Dissatisfied	**79**	7	8	6	6	8	6	2	4	13	10	6	4
	4%	*6%*	*5%*	*3%*	*6%*	*5%*	*3%*	*2%*	*3%*	*6%*	*6%*	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**272**	20	22	17	12	28	26	6	21	43	35	23	19
	15%	*17%*	*13%*	*10%*	*10%*	*15%*	*14%*	*6%*	*16%*	*21%*	*18%*	*13%*	*19%*
		g				g	g		g	**cdg**	**cdg**	g	**cdg**
Fairly Satisfied	**580**	36	51	62	44	43	51	40	40	62	58	62	30
	32%	*30%*	*29%*	*37%*	*38%*	*24%*	*28%*	*40%*	*30%*	*29%*	*31%*	*37%*	*31%*
				e	e			**befi**				e	
Very Satisfied	**743**	33	73	78	45	87	91	47	60	78	59	59	33
	40%	*28%*	*41%*	*47%*	*39%*	*48%*	*50%*	*48%*	*44%*	*37%*	*31%*	*35%*	*34%*
			a	**ajkl**	a	**aijkl**	**aijkl**	**ajkl**	**aj**				
Don't Know (DO NOT READ OUT)	**125**	21	19	1	1	5	4	3	7	12	25	19	7
	7%	*17%*	*11%*	*1%*	**%*	*3%*	*2%*	*3%*	*5%*	*6%*	*13%*	*11%*	*8%*
		cdefghil	**cdefg**						**cd**	**cd**	**cdefghi**	**cdefg**	**cdf**
NET: Satisfied	**1323**	70	124	140	89	130	142	87	100	139	117	122	63
	72%	*58%*	*71%*	*84%*	*78%*	*72%*	*78%*	*88%*	*74%*	*66%*	*62%*	*72%*	*65%*
			a	**abeijkl**	**aijl**	**aj**	**aijlabdefhijkl**		**aj**			a	
NET: Dissatisfied	**119**	9	11	9	13	17	10	2	6	16	12	6	8
	6%	*8%*	*6%*	*5%*	*12%*	*9%*	*5%*	*2%*	*5%*	*8%*	*6%*	*4%*	*8%*
		g			**cfghk**	**gk**				g			g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**40**	8	19	7	5
	2%	*2%*	*4%*	*2%*	*1%*
			acd		
Fairly Dissatisfied	**79**	20	21	18	20
	4%	*4%*	*4%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**272**	60	65	71	76
	15%	*13%*	*14%*	*16%*	*17%*
Fairly Satisfied	**580**	150	138	141	151
	32%	*32%*	*29%*	*32%*	*33%*
Very Satisfied	**743**	184	223	185	152
	40%	*40%*	*47%*	*42%*	*33%*
		d	**ad**	d	
Don't Know (DO NOT READ OUT)	**125**	41	10	22	51
	7%	*9%*	*2%*	*5%*	*11%*
		bc		b	**bc**
NET: Satisfied	**1323**	334	361	326	303
	72%	*72%*	*76%*	*73%*	*66%*
			d	d	
NET: Dissatisfied	**119**	29	40	25	25
	6%	*6%*	*8%*	*6%*	*6%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**51**	51	*	*	*	1	20	17	3	1	1
	3%	*3%* e	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	*3%*	*2%*	*1%*
Fairly Dissatisfied	**58**	57	1	*	-	1	26	11	1	2	1
	3%	*3%*	*2%*	*3%*	*-%*	*2%*	*4%*	*2%*	*1%*	*5%*	*3%*
Neither Satisfied Nor Dissatisfied	**216**	210	4	1	*	6	68	71	17	4	10
	12%	*12%*	*11%*	*11%*	*6%*	*10%*	*10%*	*14%* a	*14%*	*11%*	*19%* a
Fairly Satisfied	**468**	452	10	4	2	16	175	113	31	9	20
	25%	*25%*	*27%*	*33%*	*28%*	*28%*	*26%*	*23%*	*26%*	*26%*	*37%* **ab**
Very Satisfied	**923**	894	20	6	4	29	343	251	55	18	20
	50%	*50%*	*55%*	*45%*	*54%*	*52%*	*51%* e	*51%* e	*47%*	*51%*	*37%*
Don't Know (DO NOT READ OUT)	**122**	119	2	1	1	3	38	30	9	1	2
	7%	*7%*	*5%*	*8%*	*11%*	*6%*	*6%*	*6%*	*8%*	*4%*	*3%*
NET: Satisfied	**1391**	1346	29	10	5	45	519	364	86	27	40
	76%	*75%*	*81%* a	*78%*	*82%*	*81%* a	*77%*	*74%*	*73%*	*78%*	*74%*
NET: Dissatisfied	**109**	107	1	*	*	2	46	28	5	2	2
	6%	*6%* e	*3%*	*3%*	*1%*	*3%*	*7%*	*6%*	*4%*	*7%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**51**	4	4	5	**	4	4	5	2	10	40	5	5	1
	3%	*2%*	*4%*	*2%*	**	*2%*	*1%*	*3%*	*2%*	*8%*	*3%*	*6%*	*5%*	*2%*
										acfhjm		**cfjm**		
Fairly Dissatisfied	**58**	8	6	10	**	4	2	5	8	4	48	3	2	5
	3%	*4%*	*5%*	*4%*	**	*3%*	*1%*	*3%*	*6%*	*3%*	*3%*	*3%*	*2%*	*6%*
		f	f	f					f					**fj**
Neither Satisfied Nor Dissatisfied	**216**	23	13	53	**	14	34	20	9	15	189	7	10	10
	12%	*11%*	*13%*	*20%*	**	*9%*	*11%*	*11%*	*6%*	*11%*	*12%*	*7%*	*10%*	*11%*
				aefghjk							k			
				lm										
Fairly Satisfied	**468**	57	26	67	**	50	85	39	26	35	403	20	24	20
	25%	*26%*	*25%*	*26%*	**	*31%*	*28%*	*22%*	*19%*	*26%*	*26%*	*22%*	*24%*	*23%*
						h								
Very Satisfied	**923**	108	50	114	**	87	148	91	89	63	773	48	56	47
	50%	*50%*	*48%*	*44%*	**	*54%*	*49%*	*51%*	*64%*	*46%*	*50%*	*52%*	*55%*	*53%*
									abcdfgij				c	
									k					
Don't Know (DO NOT READ OUT)	**122**	16	5	13	**	3	29	20	5	7	105	9	4	5
	7%	*8%*	*5%*	*5%*	**	*2%*	*10%*	*11%*	*4%*	*5%*	*7%*	*9%*	*4%*	*6%*
		e			e		**el**	**cehjlm**			e	**el**		
NET: Satisfied	**1391**	164	76	181	**	137	233	131	115	98	1176	68	81	67
	76%	*76%*	*73%*	*69%*	**	*84%*	*77%*	*72%*	*83%*	*73%*	*75%*	*74%*	*79%*	*76%*
						cgijk			c				c	
NET: Dissatisfied	**109**	12	10	14	**	8	6	10	10	15	88	8	7	6
	6%	*6%*	*10%*	*6%*	**	*5%*	*2%*	*5%*	*7%*	*11%*	*6%*	*9%*	*7%*	*7%*
			f						f	**fj**	f	f	f	f

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**51**	5	3	**	1	17	1	1	23	38	13	47	5
	3%	*6%*	*2%*	**	*1%*	*3%*	*2%*	**%*	*3%*	*3%*	*3%*	*3%*	*3%*
		dg											
Fairly Dissatisfied	**58**	6	1	**	2	19	3	3	23	46	11	55	3
	3%	*8%*	*1%*	**	*1%*	*4%*	*7%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*
		bdh				b	**bd**		b				
Neither Satisfied Nor Dissatisfied	**216**	9	22	**	12	55	3	23	86	164	52	196	20
	12%	*13%*	*15%*	**	*8%*	*10%*	*6%*	*21%*	*12%*	*12%*	*12%*	*12%*	*13%*
			d					**defh**					
Fairly Satisfied	**468**	22	34	**	34	130	13	28	193	358	110	434	34
	25%	*29%*	*22%*	**	*21%*	*25%*	*27%*	*26%*	*27%*	*25%*	*26%*	*26%*	*22%*
Very Satisfied	**923**	25	85	**	97	270	29	49	345	707	216	839	84
	50%	*35%*	*56%*	**	*61%*	*51%*	*58%*	*44%*	*48%*	*50%*	*51%*	*50%*	*55%*
			ah		**aegh**	a	a		a				
Don't Know (DO NOT READ OUT)	**122**	7	7	**	12	34	1	7	51	98	24	115	7
	7%	*9%*	*5%*	**	*8%*	*6%*	*1%*	*6%*	*7%*	*7%*	*6%*	*7%*	*5%*
NET: Satisfied	**1391**	47	119	**	131	400	42	77	538	1065	326	1273	118
	76%	*64%*	*79%*	**	*83%*	*76%*	*85%*	*70%*	*75%*	*75%*	*76%*	*76%*	*77%*
			a		**agh**	a	**ag**		a				
NET: Dissatisfied	**109**	10	4	**	3	36	4	4	46	84	25	101	8
	6%	*14%*	*2%*	**	*2%*	*7%*	*8%*	*3%*	*6%*	*6%*	*6%*	*6%*	*5%*
		bdegh				**bd**	**bd**		**bd**				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**51**	42	9	27	1	21
	3%	*2%*	*9%*	*2%*	**%*	*5%*
			a	b		**ab**
Fairly Dissatisfied	**58**	56	2	21	14	17
	3%	*3%*	*2%*	*2%*	*5%*	*4%*
					a	a
Neither Satisfied Nor Dissatisfied	**216**	201	15	118	31	64
	12%	*12%*	*16%*	*10%*	*12%*	*16%*
						a
Fairly Satisfied	**468**	446	21	287	74	102
	25%	*26%*	*22%*	*25%*	*28%*	*26%*
Very Satisfied	**923**	880	43	600	127	182
	50%	*51%*	*44%*	*52%*	*48%*	*46%*
				c		
Don't Know (DO NOT READ OUT)	**122**	115	8	91	16	9
	7%	*7%*	*8%*	*8%*	*6%*	*2%*
				c	c	
NET: Satisfied	**1391**	1326	65	887	201	284
	76%	*76%*	*65%*	*78%*	*76%*	*72%*
		b		c		
NET: Dissatisfied	**109**	98	11	48	15	38
	6%	*6%*	*11%*	*4%*	*6%*	*10%*
			a			a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**51**	41	10	**	**	**	**	**	**	51	-	**	18	23	10
	3%	*3%*	*5%*	**	**	**	**	**	**	*3%*	*-%*	**	*2%*	*3%*	*4%*
Fairly Dissatisfied	**58**	49	9	**	**	**	**	**	**	58	*	**	24	25	9
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**%*	**	*3%*	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**216**	165	44	**	**	**	**	**	**	209	7	**	65	100	51
	12%	*10%*	*22%*	**	**	**	**	**	**	*12%*	*17%*	**	*9%*	*12%*	*21%*
			ai											a	**ab**
Fairly Satisfied	**468**	389	63	**	**	**	**	**	**	453	15	**	166	223	78
	25%	*24%*	*31%*	**	**	**	**	**	**	*25%*	*39%*	**	*22%*	*27%*	*32%*
			a								**ai**			a	a
Very Satisfied	**923**	837	70	**	**	**	**	**	**	907	16	**	405	432	86
	50%	*53%*	*34%*	**	**	**	**	**	**	*50%*	*40%*	**	*54%*	*52%*	*35%*
		b								b			c	c	
Don't Know (DO NOT READ OUT)	**122**	113	8	**	**	**	**	**	**	121	1	**	77	36	10
	7%	*7%*	*4%*	**	**	**	**	**	**	*7%*	*4%*	**	*10%*	*4%*	*4%*
													bc		
NET: Satisfied	**1391**	1226	134	**	**	**	**	**	**	1360	31	**	571	655	165
	76%	*77%*	*65%*	**	**	**	**	**	**	*76%*	*79%*	**	*76%*	*78%*	*67%*
		b								b	b		c	c	
NET: Dissatisfied	**109**	90	19	**	**	**	**	**	**	109	*	**	42	48	19
	6%	*6%*	*9%*	**	**	**	**	**	**	*6%*	**%*	**	*6%*	*6%*	*8%*
			acij												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**51**	24	20	29	28	14	40	28	2	**	**	**	**	**
	3%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*4%*	**	**	**	**	**
					ac									
Fairly Dissatisfied	**58**	29	28	42	19	12	42	40	1	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**216**	146	102	164	107	80	154	146	9	**	**	**	**	**
	12%	*13%*	*14%*	*13%*	*17%*	*20%*	*13%*	*12%*	*18%*	**	**	**	**	**
					acf	**abcf**				**ab**				
Fairly Satisfied	**468**	308	218	342	169	123	322	317	13	**	**	**	**	**
	25%	*27%*	*30%*	*27%*	*26%*	*30%*	*27%*	*27%*	*27%*	**	**	**	**	**
Very Satisfied	**923**	567	339	629	295	154	584	598	20	**	**	**	**	**
	50%	*50%*	*46%*	*49%*	*46%*	*37%*	*49%*	*50%*	*43%*	**	**	**	**	**
		e	e	e	e		e	c						
Don't Know (DO NOT READ OUT)	**122**	61	26	65	28	27	61	62	2	**	**	**	**	**
	7%	*5%*	*4%*	*5%*	*4%*	*7%*	*5%*	*5%*	*5%*	**	**	**	**	**
						b								
NET: Satisfied	**1391**	875	557	971	463	278	906	915	33	**	**	**	**	**
	76%	*77%*	*76%*	*76%*	*72%*	*68%*	*75%*	*77%*	*70%*	**	**	**	**	**
		de	e	**de**			e	c						
NET: Dissatisfied	**109**	53	48	71	48	26	82	68	3	**	**	**	**	**
	6%	*5%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	**	**	**	**	**
					a		a							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**51**	28	**	**	**	**	**	**	**	5	14	6	5	**
	3%	*4%*	**	**	**	**	**	**	**	*1%*	*4%*	*2%*	*4%*	**
											a		a	
Fairly Dissatisfied	**58**	17	**	**	**	**	**	**	**	15	8	16	3	**
	3%	*3%*	**	**	**	**	**	**	**	*3%*	*2%*	*5%*	*2%*	**
												bd		
Neither Satisfied Nor Dissatisfied	**216**	105	**	**	**	**	**	**	**	45	46	49	24	**
	12%	*16%*	**	**	**	**	**	**	**	*10%*	*12%*	*16%*	*18%*	**
												a	a	
Fairly Satisfied	**468**	166	**	**	**	**	**	**	**	106	110	77	45	**
	25%	*26%*	**	**	**	**	**	**	**	*24%*	*28%*	*26%*	*32%*	**
													a	
Very Satisfied	**923**	290	**	**	**	**	**	**	**	253	184	137	54	**
	50%	*46%*	**	**	**	**	**	**	**	*57%*	*48%*	*46%*	*39%*	**
										bcd	d			
Don't Know (DO NOT READ OUT)	**122**	28	**	**	**	**	**	**	**	20	24	13	8	**
	7%	*4%*	**	**	**	**	**	**	**	*5%*	*6%*	*4%*	*6%*	**
NET: Satisfied	**1391**	456	**	**	**	**	**	**	**	359	294	214	99	**
	76%	*72%*	**	**	**	**	**	**	**	*81%*	*76%*	*72%*	*71%*	**
										cd				
NET: Dissatisfied	**109**	45	**	**	**	**	**	**	**	20	22	22	8	**
	6%	*7%*	**	**	**	**	**	**	**	*4%*	*6%*	*7%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**51**	7	2	13	4	**	18	**	10	42	9	27	**
	3%	*3%*	*1%*	*8%*	*7%*	**	*5%*	**	*4%*	*2%*	*8%*	*2%*	**
				ab	b						a		
Fairly Dissatisfied	**58**	10	1	5	4	**	13	**	6	53	5	42	**
	3%	*4%*	**%*	*3%*	*6%*	**	*3%*	**	*2%*	*3%*	*5%*	*3%*	**
					b								
Neither Satisfied Nor Dissatisfied	**216**	46	25	25	11	**	62	**	44	196	20	162	**
	12%	*17%*	*18%*	*15%*	*19%*	**	*17%*	**	*17%*	*11%*	*18%*	*13%*	**
											a		
Fairly Satisfied	**468**	80	28	30	21	**	97	**	69	450	17	341	**
	25%	*29%*	*21%*	*18%*	*35%*	**	*26%*	**	*27%*	*26%*	*16%*	*27%*	**
		c			**bc**					b			
Very Satisfied	**923**	114	74	87	18	**	170	**	118	869	54	626	**
	50%	*42%*	*54%*	*52%*	*32%*	**	*45%*	**	*46%*	*50%*	*49%*	*50%*	**
			ad	**ad**									
Don't Know (DO NOT READ OUT)	**122**	15	6	7	*	**	16	**	12	118	4	65	**
	7%	*5%*	*4%*	*4%*	*1%*	**	*4%*	**	*5%*	*7%*	*4%*	*5%*	**
NET: Satisfied	**1391**	194	103	117	39	**	267	**	187	1319	72	968	**
	76%	*71%*	*75%*	*70%*	*67%*	**	*71%*	**	*72%*	*76%*	*65%*	*77%*	**
										b			
NET: Dissatisfied	**109**	17	2	19	8	**	31	**	16	95	14	69	**
	6%	*6%*	*2%*	*11%*	*13%*	**	*8%*	**	*6%*	*6%*	*13%*	*5%*	**
		b		b	b						a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**51**	4	9	9	**	18	11	13	22	4	**
	3%	*5%*	*6%*	*5%*	**	*4%*	*7%*	*3%*	*2%*	*3%*	**
Fairly Dissatisfied	**58**	-	6	6	**	14	6	17	24	6	**
	3%	*-%*	*4%*	*3%*	**	*3%*	*4%*	*5%*	*2%*	*5%*	**
								b		b	
Neither Satisfied Nor Dissatisfied	**216**	11	24	32	**	83	24	65	132	12	**
	12%	*14%*	*16%*	*17%*	**	*17%*	*16%*	*17%*	*12%*	*11%*	**
								b			
Fairly Satisfied	**468**	22	31	46	**	138	31	122	296	38	**
	25%	*28%*	*21%*	*24%*	**	*28%*	*20%*	*31%*	*27%*	*33%*	**
						b					
Very Satisfied	**923**	37	73	90	**	218	77	158	552	52	**
	50%	*46%*	*49%*	*47%*	**	*44%*	*49%*	*41%*	*51%*	*45%*	**
									a		
Don't Know (DO NOT READ OUT)	**122**	5	7	7	**	21	7	13	59	3	**
	7%	*6%*	*5%*	*4%*	**	*4%*	*5%*	*3%*	*5%*	*3%*	**
NET: Satisfied	**1391**	59	104	136	**	356	107	279	848	90	**
	76%	*74%*	*70%*	*72%*	**	*72%*	*69%*	*72%*	*78%*	*78%*	**
									a		
NET: Dissatisfied	**109**	4	14	15	**	32	16	31	46	10	**
	6%	*5%*	*9%*	*8%*	**	*6%*	*10%*	*8%*	*4%*	*8%*	**
								b		b	

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**51**	10	18	1	**	17	22	2	**	24	20	24	29	17	**
	3%	*3%*	*3%*	*1%*	**	*4%*	*5%*	*2%*	**	*2%*	*3%*	*4%* a	*3%*	*2%*	**
Fairly Dissatisfied	**58**	17	23	10	**	12	12	7	**	29	28	17	29	29	**
	3%	*6%*	*3%*	*10%* b	**	*3%*	*3%*	*6%*	**	*3%*	*4%*	*3%*	*3%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**216**	42	90	16	**	84	72	23	**	146	100	91	133	101	**
	12%	*14%*	*13%*	*16%*	**	*18%*	*16%*	*17%*	**	*13%*	*14%*	*16%* a	*13%*	*13%*	**
Fairly Satisfied	**468**	100	195	32	**	112	117	47	**	308	218	154	278	212	**
	25%	*32%*	*29%*	*31%*	**	*25%*	*27%*	*36%* ab	**	*27%*	*30%*	*28%*	*27%*	*27%*	**
Very Satisfied	**923**	134	320	40	**	214	195	46	**	565	339	242	497	377	**
	50%	*43%*	*48%*	*40%*	**	*47%* c	*44%* c	*35%*	**	*50%* c	*46%*	*44%*	*49%*	*49%*	**
Don't Know (DO NOT READ OUT)	**122**	8	24	3	**	15	23	7	**	61	26	25	46	40	**
	7%	*3%*	*4%*	*3%*	**	*3%*	*5%*	*5%*	**	*5%*	*4%*	*5%*	*5%*	*5%*	**
NET: Satisfied	**1391**	234	515	72	**	325	312	93	**	873	557	397	775	590	**
	76%	*75%*	*77%*	*71%*	**	*72%*	*71%*	*70%*	**	*77%* c	*76%*	*72%*	*77%*	*76%*	**
NET: Dissatisfied	**109**	27	41	11	**	30	34	10	**	53	48	41	58	47	**
	6%	*9%*	*6%*	*10%*	**	*7%*	*8%*	*7%*	**	*5%*	*7%*	*7%* a	*6%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**51**	15	13	11	2	1	25	19	**	**	**	**
	3%	*4%*	*6%*	*4%*	*3%*	*3%*	*3%*	*2%*	**	**	**	**
Fairly Dissatisfied	**58**	10	11	12	5	4	23	29	**	**	**	**
	3%	*3%*	*5%*	*4%*	*7%*	*8%*	*2%*	*4%*	**	**	**	**
						a						
Neither Satisfied Nor Dissatisfied	**216**	62	31	47	12	9	126	96	**	**	**	**
	12%	*17%*	*14%*	*16%*	*18%*	*19%*	*13%*	*13%*	**	**	**	**
Fairly Satisfied	**468**	99	51	76	28	15	259	202	**	**	**	**
	25%	*27%*	*23%*	*25%*	*40%*	*34%*	*27%*	*27%*	**	**	**	**
					abc							
Very Satisfied	**923**	164	101	142	21	14	481	369	**	**	**	**
	50%	*45%*	*46%*	*47%*	*30%*	*31%*	*50%*	*49%*	**	**	**	**
		de	de	de								
Don't Know (DO NOT READ OUT)	**122**	18	14	12	1	3	45	40	**	**	**	**
	7%	*5%*	*6%*	*4%*	*2%*	*6%*	*5%*	*5%*	**	**	**	**
NET: Satisfied	**1391**	264	152	219	49	29	740	571	**	**	**	**
	76%	*72%*	*69%*	*73%*	*70%*	*64%*	*77%*	*76%*	**	**	**	**
NET: Dissatisfied	**109**	25	23	23	7	5	47	48	**	**	**	**
	6%	*7%*	*11%*	*8%*	*10%*	*11%*	*5%*	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**51**	41	34	43	36	51	32	42	9	**	26	**	24	27
	3%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	**	*2%*	**	*10%*	*2%*
												a	b	
Fairly Dissatisfied	**58**	55	43	55	48	56	38	54	17	**	30	**	34	24
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	**	*2%*	**	*14%*	*2%*
												a	b	
Neither Satisfied Nor Dissatisfied	**216**	209	187	214	173	213	138	209	64	**	161	**	51	165
	12%	*12%*	*13%*	*12%*	*12%*	*12%*	*13%*	*12%*	*16%*	**	*10%*	**	*21%*	*10%*
									b			a	b	
Fairly Satisfied	**468**	447	389	451	367	460	253	447	87	**	398	**	79	389
	25%	*26%*	*28%*	*26%*	*26%*	*26%*	*24%*	*26%*	*22%*	**	*25%*	**	*33%*	*24%*
													b	
Very Satisfied	**923**	853	677	862	707	900	509	850	200	**	860	**	48	875
	50%	*50%*	*48%*	*49%*	*50%*	*50%*	*49%*	*49%*	*50%*	**	*54%*	**	*20%*	*55%*
											b			a
Don't Know (DO NOT READ OUT)	**122**	117	80	117	91	117	65	115	21	**	109	**	3	119
	7%	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	**	*7%*	**	*1%*	*7%*
														a
NET: Satisfied	**1391**	1300	1067	1313	1074	1359	762	1297	287	**	1258	**	128	1263
	76%	*75%*	*76%*	*75%*	*75%*	*76%*	*74%*	*75%*	*72%*	**	*79%*	**	*53%*	*79%*
											b			a
NET: Dissatisfied	**109**	97	78	98	84	107	70	96	27	**	56	**	57	52
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*7%*	**	*4%*	**	*24%*	*3%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**51**	13	**	3	13	10	31	11	12	*	39	27	25
	3%	*5%*	**	*4%*	*6%*	*5%* b	*2%*	*3%*	*7%* bc	**%*	*2%*	*3%*	*3%*
Fairly Dissatisfied	**58**	7	**	1	7	11	34	12	3	9	45	33	25
	3%	*3%*	**	*1%*	*3%*	*6%* b	*3%*	*4%*	*2%*	*11%* ac	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**216**	34	**	15	28	24	150	41	28	13	174	101	115
	12%	*14%*	**	*23%* b	*13%*	*14%*	*11%*	*12%*	*15%*	*16%*	*11%*	*11%*	*13%*
Fairly Satisfied	**468**	58	**	16	55	47	334	87	52	16	397	282	185
	25%	*24%*	**	*24%*	*25%*	*26%*	*25%*	*26%*	*28%*	*20%*	*25%*	*30%* b	*21%*
Very Satisfied	**923**	117	**	29	107	84	668	167	79	39	805	447	477
	50%	*48%*	**	*46%*	*48%*	*47%*	*51%*	*50%*	*43%*	*47%*	*51%* a	*47%*	*54%* a
Don't Know (DO NOT READ OUT)	**122**	13	**	1	13	2	98	19	10	4	108	64	58
	7%	*5%*	**	*1%*	*6%*	*1%*	*7%* a	*6%* a	*5%*	*5%*	*7%*	*7%*	*7%*
NET: Satisfied	**1391**	175	**	45	162	131	1002	255	131	56	1201	729	662
	76%	*72%*	**	*70%*	*73%*	*73%*	*76%*	*75%*	*71%*	*67%*	*77%*	*76%*	*75%*
NET: Dissatisfied	**109**	20	**	3	20	20	64	23	15	9	84	59	50
	6%	*8%*	**	*5%*	*9%*	*12%* b	*5%*	*7%*	*8%*	*11%* c	*5%*	*6%*	*6%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**51**	5	7	3	*	6	5	4	7	7	4	1	2
	3%	*4%*	*4%*	*2%*	**%*	*3%*	*3%*	*4%*	*5%*	*3%*	*2%*	*1%*	*2%*
		d	d			d		d	**dk**	d			
Fairly Dissatisfied	**58**	6	10	2	3	7	5	1	4	5	10	3	3
	3%	*5%*	*5%*	*1%*	*3%*	*4%*	*3%*	*1%*	*3%*	*2%*	*5%*	*2%*	*3%*
		g	g								g		
Neither Satisfied Nor Dissatisfied	**216**	8	13	27	6	19	26	9	13	39	25	17	13
	12%	*7%*	*7%*	*16%*	*5%*	*10%*	*14%*	*9%*	*10%*	*18%*	*13%*	*10%*	*14%*
				abd			**abd**			**abdghk**	d		d
Fairly Satisfied	**468**	41	39	49	41	38	39	25	21	63	42	51	20
	25%	*34%*	*22%*	*29%*	*36%*	*21%*	*21%*	*25%*	*15%*	*30%*	*22%*	*30%*	*20%*
		befhjl		h	**befghjl**			h		h		h	
Very Satisfied	**923**	51	93	84	57	98	102	59	79	67	93	85	57
	50%	*42%*	*53%*	*50%*	*50%*	*55%*	*56%*	*60%*	*59%*	*32%*	*49%*	*50%*	*58%*
			i	i	i	**ai**	**ai**	**ai**	**ai**		i	i	**ai**
Don't Know (DO NOT READ OUT)	**122**	10	14	2	7	10	5	1	11	31	15	13	3
	7%	*8%*	*8%*	*1%*	*6%*	*6%*	*3%*	*1%*	*8%*	*14%*	*8%*	*7%*	*3%*
		cfg	**cfg**		**cg**	**cg**			**cfg**	**cdefgl**	**cfg**	**cg**	
NET: Satisfied	**1391**	91	132	133	98	137	141	84	100	130	135	135	76
	76%	*76%*	*75%*	*79%*	*85%*	*76%*	*77%*	*85%*	*74%*	*62%*	*72%*	*80%*	*79%*
		i	i	i	**abehij**	i	i	**abhij**	i			i	i
NET: Dissatisfied	**109**	11	17	5	4	13	10	5	10	12	14	5	4
	6%	*9%*	*9%*	*3%*	*3%*	*7%*	*5%*	*5%*	*8%*	*6%*	*8%*	*3%*	*4%*
		cdk	**cdk**										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**51**	15	11	18	7
	3%	*3%*	*2%*	*4%*	*2%*
				d	
Fairly Dissatisfied	**58**	18	15	9	16
	3%	*4%*	*3%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**216**	49	51	61	55
	12%	*11%*	*11%*	*14%*	*12%*
Fairly Satisfied	**468**	128	118	108	113
	25%	*28%*	*25%*	*24%*	*25%*
Very Satisfied	**923**	227	257	205	234
	50%	*49%*	*54%*	*46%*	*51%*
			c		
Don't Know (DO NOT READ OUT)	**122**	26	23	43	30
	7%	*6%*	*5%*	*10%*	*7%*
				ab	
NET: Satisfied	**1391**	356	375	313	347
	76%	*77%*	*79%*	*71%*	*76%*
		c	c		
NET: Dissatisfied	**109**	32	26	27	23
	6%	*7%*	*6%*	*6%*	*5%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**96**	93	2	*	1	3	24	32	11	1	5
	5%	*5%*	*5%*	*1%*	*11%*	*5%*	*4%*	*6%*	*9%*	*3%*	*10%*
		c	c		c			a	a		a
Fairly Dissatisfied	**207**	202	3	1	*	5	67	56	10	3	8
	11%	*11%*	*9%*	*10%*	*5%*	*9%*	*10%*	*11%*	*9%*	*7%*	*14%*
Neither Satisfied Nor Dissatisfied	**524**	509	10	4	1	16	208	122	39	16	8
	29%	*29%*	*28%*	*29%*	*23%*	*28%*	*31%*	*25%*	*33%*	*46%*	*14%*
							be	e	e	**abe**	
Fairly Satisfied	**570**	553	10	4	2	17	218	171	33	7	28
	31%	*31%*	*28%*	*34%*	*30%*	*30%*	*33%*	*35%*	*28%*	*22%*	*52%*
											abcd
Very Satisfied	**422**	406	10	3	2	16	150	108	24	8	5
	23%	*23%*	*29%*	*25%*	*29%*	*28%*	*22%*	*22%*	*20%*	*22%*	*9%*
			a			a	e	e	e	e	
Don't Know (DO NOT READ OUT)	**19**	19	*	-	*	*	3	5	*	-	-
	1%	*1%*	*%*	*-%*	*3%*	*%*	*%*	*1%*	*%*	*-%*	*-%*
					b						
NET: Satisfied	**992**	960	21	8	4	32	368	279	56	15	33
	54%	*54%*	*57%*	*60%*	*60%*	*58%*	*55%*	*56%*	*48%*	*44%*	*61%*
											cd
NET: Dissatisfied	**303**	295	5	1	1	8	91	88	21	4	13
	16%	*17%*	*14%*	*11%*	*15%*	*14%*	*14%*	*18%*	*18%*	*11%*	*24%*
											ad

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**96**	17	6	7	**	5	9	8	12	12	78	5	6	6
	5%	*8%*	*6%*	*3%*	**	*3%*	*3%*	*5%*	*9%*	*9%*	*5%*	*6%*	*5%*	*7%*
		cf							**cf**	**cf**				**cf**
Fairly Dissatisfied	**207**	28	8	31	**	26	29	30	16	11	182	7	10	8
	11%	*13%*	*8%*	*12%*	**	*16%*	*10%*	*17%*	*11%*	*8%*	*12%*	*8%*	*10%*	*9%*
						k		**dkm**						
Neither Satisfied Nor Dissatisfied	**524**	45	31	88	**	42	92	51	31	40	434	28	33	29
	29%	*21%*	*30%*	*34%*	**	*26%*	*30%*	*28%*	*22%*	*30%*	*28%*	*31%*	*33%*	*33%*
				ah			a					a	a	a
Fairly Satisfied	**570**	68	33	75	**	47	114	57	41	35	492	28	26	24
	31%	*31%*	*32%*	*29%*	**	*29%*	*38%*	*32%*	*29%*	*26%*	*32%*	*30%*	*26%*	*28%*
							lm							
Very Satisfied	**422**	56	24	57	**	42	53	32	38	37	355	22	26	19
	23%	*26%*	*23%*	*22%*	**	*26%*	*17%*	*18%*	*27%*	*27%*	*23%*	*24%*	*26%*	*22%*
		f							f				f	
Don't Know (DO NOT READ OUT)	**19**	1	2	3	**	-	6	2	1	-	18	1	1	*
	1%	*1%*	*2%*	*1%*	**	*-%*	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	**%*
NET: Satisfied	**992**	124	57	131	**	89	167	89	78	72	846	50	52	44
	54%	*58%*	*55%*	*50%*	**	*55%*	*55%*	*49%*	*56%*	*53%*	*54%*	*55%*	*51%*	*50%*
NET: Dissatisfied	**303**	45	14	38	**	31	38	38	28	22	260	13	16	15
	16%	*21%*	*14%*	*15%*	**	*19%*	*13%*	*21%*	*20%*	*17%*	*17%*	*14%*	*16%*	*17%*
		df						**df**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**96**	7	11	**	2	27	6	5	38	67	29	89	7
	5%	*10%*	*7%*	**	*1%*	*5%*	*11%*	*4%*	*5%*	*5%*	*7%*	*5%*	*4%*
		cd	d			d	**cdh**		d				
Fairly Dissatisfied	**207**	7	17	**	16	54	7	15	85	174	33	186	21
	11%	*10%*	*11%*	**	*10%*	*10%*	*15%*	*13%*	*12%*	*12%*	*8%*	*11%*	*14%*
										b			
Neither Satisfied Nor Dissatisfied	**524**	27	48	**	45	145	7	43	196	394	130	490	35
	29%	*37%*	*31%*	**	*29%*	*28%*	*14%*	*39%*	*27%*	*28%*	*30%*	*29%*	*23%*
		f	f		f	f		**efh**	f				
Fairly Satisfied	**570**	24	34	**	53	153	11	27	251	429	141	523	47
	31%	*32%*	*22%*	**	*33%*	*29%*	*23%*	*25%*	*35%*	*30%*	*33%*	*31%*	*31%*
					b				**beg**				
Very Satisfied	**422**	5	39	**	43	138	18	20	145	330	92	380	42
	23%	*7%*	*26%*	**	*27%*	*26%*	*37%*	*18%*	*20%*	*23%*	*21%*	*23%*	*27%*
			a	a	a	**ah**	**agh**	a	a				
Don't Know (DO NOT READ OUT)	**19**	3	3	**	-	8	-	1	5	17	2	17	2
	1%	*3%*	*2%*	**	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
		dh											
NET: Satisfied	**992**	29	73	**	96	290	30	47	396	759	233	903	89
	54%	*39%*	*48%*	**	*60%*	*55%*	*60%*	*43%*	*55%*	*54%*	*55%*	*54%*	*58%*
				ag	**abg**	**ag**	**ag**		**ag**				
NET: Dissatisfied	**303**	15	28	**	17	82	13	19	123	241	62	275	28
	16%	*20%*	*18%*	**	*11%*	*16%*	*26%*	*18%*	*17%*	*17%*	*15%*	*16%*	*18%*
							de						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**96**	82	14	61	17	16
	5%	*5%*	*14%*	*5%*	*6%*	*4%*
			a			
Fairly Dissatisfied	**207**	197	10	131	31	41
	11%	*11%*	*10%*	*11%*	*12%*	*10%*
Neither Satisfied Nor Dissatisfied	**524**	499	25	310	84	121
	29%	*29%*	*25%*	*27%*	*32%*	*31%*
Fairly Satisfied	**570**	537	33	358	88	116
	31%	*31%*	*33%*	*31%*	*34%*	*29%*
Very Satisfied	**422**	405	17	275	41	98
	23%	*23%*	*17%*	*24%*	*15%*	*25%*
				b		b
Don't Know (DO NOT READ OUT)	**19**	19	*	9	2	4
	1%	*1%*	*%*	*1%*	*1%*	*1%*
NET: Satisfied	**992**	941	50	633	129	214
	54%	*54%*	*51%*	*55%*	*49%*	*54%*
NET: Dissatisfied	**303**	280	23	193	48	56
	16%	*16%*	*24%*	*17%*	*18%*	*14%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**96**	79	16	**	**	**	**	**	**	94	1	**	36	43	17
	5%	*5%*	*8%*	**	**	**	**	**	**	*5%*	*4%*	**	*5%*	*5%*	*7%*
Fairly Dissatisfied	**207**	173	31	**	**	**	**	**	**	203	4	**	74	98	35
	11%	*11%*	*15%*	**	**	**	**	**	**	*11%*	*10%*	**	*10%*	*12%*	*14%*
															a
Neither Satisfied Nor Dissatisfied	**524**	440	77	**	**	**	**	**	**	517	7	**	197	243	84
	29%	*28%*	*38%*	**	**	**	**	**	**	*29%*	*18%*	**	*26%*	*29%*	*34%*
			acij												a
Fairly Satisfied	**570**	503	50	**	**	**	**	**	**	552	18	**	249	254	67
	31%	*32%*	*24%*	**	**	**	**	**	**	*31%*	*44%*	**	*33%*	*30%*	*27%*
		b		b						b	**abi**				
Very Satisfied	**422**	383	32	**	**	**	**	**	**	415	7	**	186	198	39
	23%	*24%*	*15%*	**	**	**	**	**	**	*23%*	*17%*	**	*25%*	*24%*	*16%*
		b								b			c	c	
Don't Know (DO NOT READ OUT)	**19**	16	*	**	**	**	**	**	**	17	3	**	14	2	3
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	*7%*	**	*2%*	**%*	*1%*
				abi							**abi**		b		b
NET: Satisfied	**992**	886	81	**	**	**	**	**	**	968	24	**	434	452	106
	54%	*56%*	*40%*	**	**	**	**	**	**	*54%*	*62%*	**	*57%*	*54%*	*43%*
		b		b						b	b		c	c	
NET: Dissatisfied	**303**	252	46	**	**	**	**	**	**	298	5	**	110	141	52
	16%	*16%*	*23%*	**	**	**	**	**	**	*17%*	*13%*	**	*15%*	*17%*	*21%*
			ai												a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**96**	59	40	67	31	24	70	63	1	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*2%*	**	**	**	**	**
Fairly Dissatisfied	**207**	122	101	146	77	48	134	133	10	**	**	**	**	**
	11%	*11%*	*14%*	*11%*	*12%*	*12%*	*11%*	*11%*	*20%*	**	**	**	**	**
			a						a					
Neither Satisfied Nor Dissatisfied	**524**	333	230	368	194	134	362	342	13	**	**	**	**	**
	29%	*29%*	*31%*	*29%*	*30%*	*33%*	*30%*	*29%*	*27%*	**	**	**	**	**
Fairly Satisfied	**570**	354	220	397	192	135	354	372	19	**	**	**	**	**
	31%	*31%*	*30%*	*31%*	*30%*	*33%*	*29%*	*31%*	*39%*	**	**	**	**	**
								c	c					
Very Satisfied	**422**	262	142	289	149	68	276	276	5	**	**	**	**	**
	23%	*23%*	*19%*	*23%*	*23%*	*17%*	*23%*	*23%*	*11%*	**	**	**	**	**
		be		e	e		e	b						
Don't Know (DO NOT READ OUT)	**19**	4	1	4	3	2	7	4	*	**	**	**	**	**
	1%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**
NET: Satisfied	**992**	617	362	686	341	204	630	648	24	**	**	**	**	**
	54%	*54%*	*49%*	*54%*	*53%*	*50%*	*52%*	*54%*	*50%*	**	**	**	**	**
		b		b				c						
NET: Dissatisfied	**303**	181	140	213	108	71	204	196	11	**	**	**	**	**
	16%	*16%*	*19%*	*17%*	*17%*	*17%*	*17%*	*16%*	*22%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**96**	30	**	**	**	**	**	**	**	16	29	16	6	**
	5%	*5%*	**	**	**	**	**	**	**	*4%*	*7%* a	*5%*	*4%*	**
Fairly Dissatisfied	**207**	74	**	**	**	**	**	**	**	45	38	45	18	**
	11%	*12%*	**	**	**	**	**	**	**	*10%*	*10%*	*15%* **ab**	*13%*	**
Neither Satisfied Nor Dissatisfied	**524**	194	**	**	**	**	**	**	**	120	106	86	56	**
	29%	*31%*	**	**	**	**	**	**	**	*27%*	*27%*	*29%*	*40%* **abc**	**
Fairly Satisfied	**570**	185	**	**	**	**	**	**	**	140	123	92	39	**
	31%	*29%*	**	**	**	**	**	**	**	*32%*	*32%*	*31%*	*28%*	**
Very Satisfied	**422**	148	**	**	**	**	**	**	**	123	88	57	20	**
	23%	*23%*	**	**	**	**	**	**	**	*28%* **cd**	*23%* d	*19%*	*14%*	**
Don't Know (DO NOT READ OUT)	**19**	3	**	**	**	**	**	**	**	-	2	2	*	**
	1%	**%*	**	**	**	**	**	**	**	*-%*	*1%*	*1%*	**%*	**
NET: Satisfied	**992**	333	**	**	**	**	**	**	**	264	211	149	59	**
	54%	*53%*	**	**	**	**	**	**	**	*59%* **cd**	*55%* d	*50%*	*42%*	**
NET: Dissatisfied	**303**	105	**	**	**	**	**	**	**	61	67	61	24	**
	16%	*16%*	**	**	**	**	**	**	**	*14%*	*17%*	*20%* a	*17%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**96**	13	6	6	7	**	18	**	11	89	7	67	**
	5%	*5%*	*4%*	*4%*	*11%*	**	*5%*	**	*4%*	*5%*	*6%*	*5%*	**
					ac								
Fairly Dissatisfied	**207**	42	8	17	7	**	41	**	34	194	13	141	**
	11%	*16%*	*6%*	*10%*	*11%*	**	*11%*	**	*13%*	*11%*	*12%*	*11%*	**
		b											
Neither Satisfied Nor Dissatisfied	**524**	65	55	52	16	**	122	**	71	488	36	368	**
	29%	*24%*	*40%*	*31%*	*27%*	**	*32%*	**	*27%*	*28%*	*33%*	*29%*	**
			a										
Fairly Satisfied	**570**	89	34	46	18	**	109	**	80	542	28	395	**
	31%	*33%*	*25%*	*27%*	*32%*	**	*29%*	**	*31%*	*31%*	*26%*	*31%*	**
Very Satisfied	**422**	61	33	45	9	**	83	**	64	398	24	288	**
	23%	*22%*	*24%*	*27%*	*16%*	**	*22%*	**	*25%*	*23%*	*22%*	*23%*	**
Don't Know (DO NOT READ OUT)	**19**	1	-	-	1	**	3	**	-	18	1	4	**
	1%	**%*	*-%*	*-%*	*2%*	**	*1%*	**	*-%*	*1%*	*1%*	**%*	**
NET: Satisfied	**992**	150	67	91	28	**	192	**	144	939	52	683	**
	54%	*55%*	*50%*	*55%*	*48%*	**	*51%*	**	*56%*	*54%*	*48%*	*54%*	**
NET: Dissatisfied	**303**	55	14	24	13	**	59	**	45	283	20	208	**
	16%	*20%*	*10%*	*14%*	*23%*	**	*16%*	**	*17%*	*16%*	*18%*	*16%*	**
		b			b								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**96**	3	11	12	**	21	10	18	59	5	**
	5%	*4%*	*8%*	*6%*	**	*4%*	*7%*	*5%*	*5%*	*4%*	**
Fairly Dissatisfied	**207**	6	16	20	**	61	16	59	112	21	**
	11%	*8%*	*11%*	*11%*	**	*12%*	*10%*	*15%* b	*10%*	*18%* b	**
Neither Satisfied Nor Dissatisfied	**524**	23	44	55	**	149	45	108	312	34	**
	29%	*28%*	*29%*	*29%*	**	*30%*	*29%*	*28%*	*29%*	*29%*	**
Fairly Satisfied	**570**	31	39	58	**	148	44	124	344	33	**
	31%	*38%*	*26%*	*30%*	**	*30%*	*28%*	*32%*	*32%*	*28%*	**
Very Satisfied	**422**	17	38	45	**	111	38	79	253	22	**
	23%	*21%*	*26%*	*24%*	**	*23%*	*25%*	*20%*	*23%*	*19%*	**
Don't Know (DO NOT READ OUT)	**19**	-	1	-	**	1	1	*	4	*	**
	1%	*-%*	*1%*	*-%*	**	*%*	*1%*	*%*	*%*	*%*	**
NET: Satisfied	**992**	47	77	103	**	259	83	203	598	55	**
	54%	*60%*	*52%*	*54%*	**	*53%*	*53%*	*52%*	*55%*	*48%*	**
NET: Dissatisfied	**303**	10	27	32	**	82	26	77	171	26	**
	16%	*12%*	*18%*	*17%*	**	*17%*	*17%*	*20%*	*16%*	*23%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**96**	14	36	4	**	18	26	3	**	59	40	25	55	45	**
	5%	*4%*	*5%*	*4%*	**	*4%*	*6%*	*2%*	**	*5%*	*5%*	*5%*	*5%*	*6%*	**
Fairly Dissatisfied	**207**	52	91	20	**	47	52	17	**	122	101	64	124	89	**
	11%	*17%*	*14%*	*20%*	**	*10%*	*12%*	*12%*	**	*11%*	*14%* a	*12%*	*12%*	*11%*	**
Neither Satisfied Nor Dissatisfied	**524**	87	210	25	**	135	122	41	**	331	230	167	289	244	**
	29%	*28%*	*31%*	*24%*	**	*30%*	*28%*	*31%*	**	*29%*	*31%*	*30%*	*29%*	*31%*	**
Fairly Satisfied	**570**	95	199	29	**	138	135	40	**	354	218	170	309	252	**
	31%	*31%*	*30%*	*28%*	**	*30%*	*31%*	*30%*	**	*31%*	*30%*	*31%*	*31%*	*32%*	**
Very Satisfied	**422**	63	133	24	**	113	105	31	**	262	141	125	232	144	**
	23%	*20%*	*20%*	*24%*	**	*25%*	*24%*	*24%*	**	*23%* b	*19%*	*23%*	*23%* b	*19%*	**
Don't Know (DO NOT READ OUT)	**19**	1	1	*	**	3	2	1	**	4	1	3	1	4	**
	1%	**%*	**%*	**%*	**	*1%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
NET: Satisfied	**992**	159	333	53	**	251	240	71	**	616	359	295	542	396	**
	54%	*51%*	*50%*	*52%*	**	*55%*	*54%*	*54%*	**	*54%* b	*49%*	*53%*	*54%*	*51%*	**
NET: Dissatisfied	**303**	65	127	24	**	65	78	20	**	181	140	90	179	134	**
	16%	*21%*	*19%*	*24%*	**	*14%*	*18%*	*15%*	**	*16%*	*19%*	*16%*	*18%*	*17%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**96**	15	11	9	3	1	52	48	**	**	**	**
	5%	*4%*	*5%*	*3%*	*4%*	*1%*	*5%*	*6%*	**	**	**	**
Fairly Dissatisfied	**207**	43	30	37	14	11	105	87	**	**	**	**
	11%	*12%*	*13%*	*12%*	*19%*	*25%*	*11%*	*12%*	**	**	**	**
						abc						
Neither Satisfied Nor Dissatisfied	**524**	114	65	86	14	7	281	230	**	**	**	**
	29%	*31%*	*30%*	*29%*	*20%*	*15%*	*29%*	*30%*	**	**	**	**
		e	e	e								
Fairly Satisfied	**570**	115	68	105	22	16	292	247	**	**	**	**
	31%	*31%*	*31%*	*35%*	*31%*	*35%*	*30%*	*33%*	**	**	**	**
Very Satisfied	**422**	82	47	62	17	9	225	140	**	**	**	**
	23%	*22%*	*21%*	*21%*	*24%*	*21%*	*24%*	*19%*	**	**	**	**
							b					
Don't Know (DO NOT READ OUT)	**19**	*	*	1	1	1	3	4	**	**	**	**
	1%	*%*	*%*	*%*	*2%*	*3%*	*%*	*%*	**	**	**	**
					a	**ab**						
NET: Satisfied	**992**	197	115	167	38	26	517	387	**	**	**	**
	54%	*53%*	*52%*	*56%*	*55%*	*56%*	*54%*	*51%*	**	**	**	**
NET: Dissatisfied	**303**	58	40	46	17	12	157	134	**	**	**	**
	16%	*16%*	*18%*	*15%*	*24%*	*26%*	*16%*	*18%*	**	**	**	**
						c						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**96**	88	66	88	66	94	43	89	17	**	61	**	22	74
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	**	*4%*	**	*9%*	*5%*
												a	b	
Fairly Dissatisfied	**207**	188	156	189	160	201	117	190	60	**	136	**	51	156
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*15%*	**	*9%*	**	*21%*	*10%*
									ab			a	b	
Neither Satisfied Nor Dissatisfied	**524**	485	404	491	407	508	295	488	110	**	429	**	75	449
	29%	*28%*	*29%*	*28%*	*29%*	*28%*	*29%*	*28%*	*27%*	**	*27%*	**	*31%*	*28%*
												a		
Fairly Satisfied	**570**	540	459	547	448	559	329	537	128	**	525	**	69	501
	31%	*31%*	*33%*	*31%*	*31%*	*31%*	*32%*	*31%*	*32%*	**	*33%*	**	*29%*	*31%*
											b			
Very Satisfied	**422**	404	315	408	328	415	243	397	84	**	414	**	21	401
	23%	*23%*	*22%*	*23%*	*23%*	*23%*	*23%*	*23%*	*21%*	**	*26%*	**	*9%*	*25%*
											b			a
Don't Know (DO NOT READ OUT)	**19**	17	11	17	14	19	8	17	1	**	18	**	2	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	*1%*	**	*1%*	*1%*
NET: Satisfied	**992**	944	774	955	776	974	571	934	211	**	939	**	90	902
	54%	*55%*	*55%*	*55%*	*55%*	*54%*	*55%*	*54%*	*53%*	**	*59%*	**	*37%*	*56%*
											b			a
NET: Dissatisfied	**303**	276	222	278	226	295	159	279	76	**	197	**	73	230
	16%	*16%*	*16%*	*16%*	*16%*	*16%*	*15%*	*16%*	*19%*	**	*12%*	**	*30%*	*14%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**96**	13	**	9	8	4	70	21	12	5	79	58	38
	5%	*5%*	**	*14%* b	*4%*	*2%*	*5%*	*6%* a	*6%*	*7%*	*5%*	*6%*	*4%*
Fairly Dissatisfied	**207**	22	**	5	23	19	144	44	16	18	173	120	88
	11%	*9%*	**	*8%*	*10%*	*11%*	*11%*	*13%*	*9%*	*21%* ac	*11%*	*13%*	*10%*
Neither Satisfied Nor Dissatisfied	**524**	72	**	13	71	52	363	109	52	24	448	272	252
	29%	*30%*	**	*21%*	*32%*	*29%*	*28%*	*32%*	*28%*	*29%*	*29%*	*29%*	*28%*
Fairly Satisfied	**570**	75	**	16	72	69	398	97	69	20	479	297	273
	31%	*31%*	**	*26%*	*32%*	*39%* bc	*30%*	*29%*	*37%* b	*24%*	*31%*	*31%*	*31%*
Very Satisfied	**422**	60	**	20	47	32	326	63	32	15	374	199	223
	23%	*25%*	**	*32%*	*21%*	*18%*	*25%* ac	*19%*	*17%*	*18%*	*24%* a	*21%*	*25%* a
Don't Know (DO NOT READ OUT)	**19**	1	**	-	1	1	14	3	3	1	14	8	11
	1%	*1%*	**	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**992**	134	**	37	120	102	724	160	101	35	854	496	496
	54%	*55%*	**	*57%*	*54%*	*57%* c	*55%* c	*47%*	*55%*	*42%*	*54%* b	*52%*	*56%*
NET: Dissatisfied	**303**	34	**	14	31	23	214	65	28	23	252	178	126
	16%	*14%*	**	*22%*	*14%*	*13%*	*16%*	*19%*	*15%*	*28%* ac	*16%*	*19%* b	*14%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**96**	7	6	10	8	11	12	7	2	9	13	6	4
	5%	*6%*	*3%*	*6%*	*7%*	*6%*	*7%*	*7%*	*1%*	*4%*	*7%*	*4%*	*4%*
		h		h	h	h	h	h			h		
Fairly Dissatisfied	**207**	27	17	16	17	17	19	8	27	16	19	17	7
	11%	*22%*	*10%*	*9%*	*15%*	*10%*	*11%*	*8%*	*20%*	*8%*	*10%*	*10%*	*7%*
		bcefgijkl			g				**bcefgijkl**				
Neither Satisfied Nor Dissatisfied	**524**	32	49	48	30	45	52	28	32	71	51	52	36
	29%	*27%*	*28%*	*29%*	*26%*	*25%*	*29%*	*29%*	*24%*	*34%*	*27%*	*30%*	*37%*
													eh
Fairly Satisfied	**570**	30	54	50	32	50	53	31	41	78	66	60	26
	31%	*25%*	*31%*	*30%*	*28%*	*28%*	*29%*	*31%*	*30%*	*37%*	*35%*	*35%*	*27%*
										a	a	a	
Very Satisfied	**422**	24	50	42	25	56	43	25	33	34	34	33	22
	23%	*20%*	*29%*	*25%*	*22%*	*31%*	*24%*	*25%*	*25%*	*16%*	*18%*	*19%*	*22%*
			ij			**aijk**							
Don't Know (DO NOT READ OUT)	**19**	-	*	2	2	-	2	-	1	3	6	1	2
	1%	*-%*	**%*	*1%*	*2%*	*-%*	*1%*	*-%*	**%*	*1%*	*3%*	*1%*	*2%*
											abeg		
NET: Satisfied	**992**	54	104	92	57	106	96	56	74	112	100	93	48
	54%	*45%*	*59%*	*55%*	*50%*	*59%*	*53%*	*56%*	*55%*	*53%*	*53%*	*55%*	*49%*
			a			a		a					
NET: Dissatisfied	**303**	34	22	26	25	28	32	15	28	26	32	24	11
	16%	*28%*	*13%*	*16%*	*22%*	*16%*	*18%*	*15%*	*21%*	*12%*	*17%*	*14%*	*11%*
		bcefgijkl			**bil**				l				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**96**	23	32	18	23
	5%	*5%*	*7%*	*4%*	*5%*
Fairly Dissatisfied	**207**	59	54	50	44
	11%	*13%*	*11%*	*11%*	*10%*
Neither Satisfied Nor Dissatisfied	**524**	129	126	131	138
	29%	*28%*	*27%*	*29%*	*30%*
Fairly Satisfied	**570**	134	134	150	152
	31%	*29%*	*28%*	*34%*	*33%*
Very Satisfied	**422**	117	125	92	88
	23%	*25%*	*26%*	*21%*	*19%*
		d	**cd**		
Don't Know (DO NOT READ OUT)	**19**	2	4	3	10
	1%	**%*	*1%*	*1%*	*2%*
					a
NET: Satisfied	**992**	250	259	242	241
	54%	*54%*	*55%*	*54%*	*53%*
NET: Dissatisfied	**303**	82	85	69	67
	16%	*18%*	*18%*	*15%*	*15%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very Dissatisfied	**11**	11	*	*	-	*	7	4	-	-	*
	1%	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*	**%*
Fairly Dissatisfied	**27**	27	*	*	-	*	10	10	-	1	*
	1%	*1%*	**%*	*1%*	*-%*	**%*	*2%*	*2%*	*-%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	171	3	1	*	5	64	44	17	4	3
	10%	*10%*	*10%*	*7%*	*7%*	*9%*	*9%*	*9%*	*15%* e	*11%*	*6%*
Fairly Satisfied	**666**	646	12	6	2	20	253	155	46	16	30
	36%	*36%*	*33%*	*44%* b	*35%*	*36%*	*38%* b	*31%*	*40%*	*47%* b	*56%* **abc**
Very Satisfied	**954**	924	20	6	4	30	335	279	53	14	20
	52%	*52%*	*56%*	*47%*	*59%*	*54%*	*50%* e	*56%* **acde**	*46%*	*40%*	*37%*
Don't Know (DO NOT READ OUT)	**6**	6	*	*	-	*	1	1	-	-	*
	****%***	**%*	*1%*	*1%*	*-%*	*1%*	**%*	**%*	*-%*	*-%*	**%*
NET: Satisfied	**1619**	1569	32	12	6	50	588	434	99	30	51
	88%	*88%*	*88%*	*91%*	*93%*	*90%*	*88%*	*88%*	*85%*	*87%*	*93%*
NET: Dissatisfied	**37**	37	*	*	-	*	17	14	-	1	1
	2%	*2%*	*1%*	*1%*	*-%*	*1%*	*3%*	*3%*	*-%*	*2%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very Dissatisfied	**11**	-	-	2	**	4	3	-	2	-	11	-	-	*
	1%	*-%*	*-%*	*1%*	**	*2%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	**%*
						klm								
Fairly Dissatisfied	**27**	2	-	5	**	-	5	4	2	4	23	2	1	1
	1%	*1%*	*-%*	*2%*	**	*-%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	19	12	37	**	27	26	7	9	13	156	6	6	8
	10%	*9%*	*12%*	*14%*	**	*17%*	*8%*	*4%*	*7%*	*9%*	*10%*	*6%*	*6%*	*10%*
			g	**ghkl**		**afghjkl**					**gl**			g
Fairly Satisfied	**666**	71	36	101	**	55	102	73	50	59	566	29	41	30
	36%	*33%*	*35%*	*39%*	**	*34%*	*34%*	*40%*	*36%*	*44%*	*36%*	*32%*	*40%*	*34%*
										k				
Very Satisfied	**954**	122	56	116	**	76	167	95	75	57	797	55	54	48
	52%	*57%*	*53%*	*45%*	**	*47%*	*55%*	*53%*	*54%*	*42%*	*51%*	*60%*	*53%*	*55%*
		ci					**ci**					**ceij**		**ci**
Don't Know (DO NOT READ OUT)	**6**	2	*	*	**	-	-	1	-	2	6	-	-	*
	%	*1%*	**%*	**%*	**	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	**%*
					cfklm									
NET: Satisfied	**1619**	193	92	217	**	131	269	168	125	116	1363	83	95	78
	88%	*90%*	*88%*	*83%*	**	*81%*	*89%*	*93%*	*90%*	*86%*	*87%*	*92%*	*93%*	*89%*
		e					e	**cej**	e		e	**ce**	**ceij**	e
NET: Dissatisfied	**37**	2	-	7	**	4	8	4	4	4	33	2	1	1
	2%	*1%*	*-%*	*3%*	**	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very Dissatisfied	**11**	-	*	**	-	4	-	-	6	7	4	11	-
	1%	*-%*	**%*	**	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**27**	4	-	**	-	3	1	5	13	19	7	27	*
	1%	*5%*	*-%*	**	*-%*	*1%*	*2%*	*5%*	*2%*	*1%*	*2%*	*2%*	**%*
		bde						**bde**					
Neither Satisfied Nor Dissatisfied	**176**	4	16	**	13	56	6	10	63	141	34	162	13
	10%	*5%*	*10%*	**	*8%*	*11%*	*13%*	*10%*	*9%*	*10%*	*8%*	*10%*	*9%*
Fairly Satisfied	**666**	28	50	**	52	188	10	48	270	514	151	608	57
	36%	*38%*	*33%*	**	*33%*	*36%*	*21%*	*44%*	*38%*	*36%*	*35%*	*36%*	*37%*
		f				f		f	f				
Very Satisfied	**954**	38	84	**	94	271	32	44	366	723	231	871	82
	52%	*52%*	*56%*	**	*59%*	*52%*	*64%*	*40%*	*51%*	*51%*	*54%*	*52%*	*54%*
			g		g	g	**gh**		g				
Don't Know (DO NOT READ OUT)	**6**	-	1	**	-	1	-	2	1	6	-	6	*
	****%***	*-%*	*1%*	**	*-%*	**%*	*-%*	*2%*	**%*	**%*	*-%*	**%*	**%*
								eh					
NET: Satisfied	**1619**	66	135	**	146	459	42	92	636	1237	382	1480	139
	88%	*90%*	*89%*	**	*92%*	*88%*	*85%*	*84%*	*88%*	*88%*	*89%*	*88%*	*91%*
					g								
NET: Dissatisfied	**37**	4	*	**	-	8	1	5	19	26	11	37	*
	2%	*5%*	**%*	**	*-%*	*1%*	*2%*	*5%*	*3%*	*2%*	*3%*	*2%*	**%*
		bde						**bde**	**bd**			b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very Dissatisfied	**11**	8	2	6	-	5
	1%	**%*	*2%*	*1%*	*-%*	*1%*
			a			
Fairly Dissatisfied	**27**	25	2	13	4	8
	1%	*1%*	*2%*	*1%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**176**	161	15	112	33	26
	10%	*9%*	*15%*	*10%*	*13%*	*7%*
					c	
Fairly Satisfied	**666**	643	22	386	109	158
	36%	*37%*	*23%*	*34%*	*41%*	*40%*
		b			a	a
Very Satisfied	**954**	896	58	624	116	198
	52%	*52%*	*58%*	*55%*	*44%*	*50%*
				b		
Don't Know (DO NOT READ OUT)	**6**	6	-	3	2	1
	****%***	**%*	*-%*	**%*	*1%*	**%*
NET: Satisfied	**1619**	1539	80	1010	225	356
	88%	*88%*	*81%*	*88%*	*85%*	*90%*
		b				
NET: Dissatisfied	**37**	33	4	19	4	12
	2%	*2%*	*4%*	*2%*	*1%*	*3%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very Dissatisfied	**11**	6	4	**	**	**	**	**	**	11	-	**	4	2	4
	1%	**%*	*2%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	**%*	*2%*
			ai												b
Fairly Dissatisfied	**27**	23	3	**	**	**	**	**	**	27	-	**	14	9	3
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*-%*	**	*2%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	145	29	**	**	**	**	**	**	174	2	**	66	79	31
	10%	*9%*	*14%*	**	**	**	**	**	**	*10%*	*5%*	**	*9%*	*9%*	*13%*
			ai												
Fairly Satisfied	**666**	563	91	**	**	**	**	**	**	654	11	**	250	313	103
	36%	*35%*	*45%*	**	**	**	**	**	**	*36%*	*28%*	**	*33%*	*37%*	*42%*
			acij												a
Very Satisfied	**954**	852	77	**	**	**	**	**	**	929	25	**	419	432	102
	52%	*53%*	*38%*	**	**	**	**	**	**	*52%*	*63%*	**	*55%*	*52%*	*42%*
		b		b						b	b		c	c	
Don't Know (DO NOT READ OUT)	**6**	5	*	**	**	**	**	**	**	5	1	**	3	2	2
	****%***	**%*	**%*	**	**	**	**	**	**	**%*	*3%*	**	**%*	**%*	*1%*
				abi							**abi**				
NET: Satisfied	**1619**	1415	168	**	**	**	**	**	**	1583	36	**	670	745	204
	88%	*89%*	*82%*	**	**	**	**	**	**	*88%*	*91%*	**	*89%*	*89%*	*84%*
		b								b			c	c	
NET: Dissatisfied	**37**	30	8	**	**	**	**	**	**	37	-	**	18	11	8
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*-%*	**	*2%*	*1%*	*3%*
															b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very Dissatisfied	**11**	11	7	11	7	2	7	11	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
Fairly Dissatisfied	**27**	20	12	21	11	10	21	20	2	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**176**	103	75	119	70	50	119	115	3	**	**	**	**	**
	10%	*9%*	*10%*	*9%*	*11%*	*12%*	*10%*	*10%*	*6%*	**	**	**	**	**
Fairly Satisfied	**666**	428	301	484	265	171	451	446	21	**	**	**	**	**
	36%	*38%*	*41%*	*38%*	*41%*	*42%*	*38%*	*37%*	*45%*	**	**	**	**	**
										a				
Very Satisfied	**954**	570	337	634	291	176	604	598	21	**	**	**	**	**
	52%	*50%*	*46%*	*50%*	*45%*	*43%*	*50%*	*50%*	*45%*	**	**	**	**	**
		de		**de**			**de**							
Don't Know (DO NOT READ OUT)	**6**	2	2	2	3	2	*	2	*	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*1%*	**	**	**	**	**
					f									
NET: Satisfied	**1619**	998	638	1118	556	347	1055	1044	43	**	**	**	**	**
	88%	*88%*	*87%*	*88%*	*86%*	*84%*	*88%*	*88%*	*90%*	**	**	**	**	**
NET: Dissatisfied	**37**	31	19	32	18	12	28	30	2	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very Dissatisfied	**11**	7	**	**	**	**	**	**	**	2	7	-	2	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*2%*	*-%*	*1%*	**
											c		c	
Fairly Dissatisfied	**27**	11	**	**	**	**	**	**	**	4	12	5	*	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*3%*	*2%*	**%*	**
											ad			
Neither Satisfied Nor Dissatisfied	**176**	66	**	**	**	**	**	**	**	30	39	41	8	**
	10%	*10%*	**	**	**	**	**	**	**	*7%*	*10%*	*14%*	*6%*	**
												ad		
Fairly Satisfied	**666**	263	**	**	**	**	**	**	**	160	137	107	76	**
	36%	*41%*	**	**	**	**	**	**	**	*36%*	*35%*	*36%*	*55%*	**
													abc	
Very Satisfied	**954**	284	**	**	**	**	**	**	**	247	191	144	50	**
	52%	*45%*	**	**	**	**	**	**	**	*56%*	*49%*	*48%*	*36%*	**
										d	d	d		
Don't Know (DO NOT READ OUT)	**6**	3	**	**	**	**	**	**	**	*	-	*	2	**
	****%***	*1%*	**	**	**	**	**	**	**	**%*	*-%*	**%*	*2%*	**
													abc	
NET: Satisfied	**1619**	547	**	**	**	**	**	**	**	408	327	251	127	**
	88%	*86%*	**	**	**	**	**	**	**	*92%*	*85%*	*85%*	*91%*	**
										bc			**bc**	
NET: Dissatisfied	**37**	18	**	**	**	**	**	**	**	6	19	5	2	**
	2%	*3%*	**	**	**	**	**	**	**	*1%*	*5%*	*2%*	*2%*	**
											acd			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very Dissatisfied	**11**	5	-	-	2	**	2	**	2	9	2	11	**
	1%	*2%*	*-%*	*-%*	*3%*	**	**%*	**	*1%*	*1%*	*2%*	*1%*	**
					bc								
Fairly Dissatisfied	**27**	7	1	3	*	**	5	**	6	26	*	21	**
	1%	*3%*	*1%*	*2%*	**%*	**	*1%*	**	*2%*	*2%*	**%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**176**	29	15	16	9	**	43	**	24	160	15	116	**
	10%	*11%*	*11%*	*9%*	*15%*	**	*12%*	**	*9%*	*9%*	*14%*	*9%*	**
Fairly Satisfied	**666**	106	65	65	21	**	150	**	110	619	47	480	**
	36%	*39%*	*48%*	*39%*	*37%*	**	*40%*	**	*42%*	*36%*	*42%*	*38%*	**
Very Satisfied	**954**	124	53	83	26	**	174	**	116	910	44	633	**
	52%	*46%*	*39%*	*50%*	*44%*	**	*46%*	**	*45%*	*53%*	*40%*	*50%*	**
										b			
Don't Know (DO NOT READ OUT)	**6**	1	2	*	-	**	1	**	2	5	1	2	**
	****%***	**%*	*1%*	**%*	*-%*	**	**%*	**	*1%*	**%*	*1%*	**%*	**
NET: Satisfied	**1619**	230	118	148	47	**	324	**	225	1528	91	1113	**
	88%	*85%*	*87%*	*89%*	*81%*	**	*86%*	**	*87%*	*88%*	*83%*	*88%*	**
NET: Dissatisfied	**37**	12	1	3	2	**	7	**	8	35	2	32	**
	2%	*4%*	*1%*	*2%*	*3%*	**	*2%*	**	*3%*	*2%*	*2%*	*3%*	**
		b											

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very Dissatisfied	**11**	-	4	2	**	5	2	7	9	4	**
	1%	*-%*	*3%*	*1%*	**	*1%*	*1%*	*2%*	*1%*	*4%*	**
										b	
Fairly Dissatisfied	**27**	*	*	*	**	11	*	8	18	5	**
	1%	**%*	**%*	**%*	**	*2%*	**%*	*2%*	*2%*	*5%*	**
										b	
Neither Satisfied Nor Dissatisfied	**176**	3	22	28	**	48	22	53	98	7	**
	10%	*4%*	*15%*	*15%*	**	*10%*	*14%*	*14%*	*9%*	*6%*	**
			a					bc			
Fairly Satisfied	**666**	41	52	82	**	204	61	151	411	50	**
	36%	*51%*	*35%*	*43%*	**	*41%*	*39%*	*39%*	*38%*	*43%*	**
		b									
Very Satisfied	**954**	35	70	78	**	222	69	169	546	49	**
	52%	*45%*	*47%*	*41%*	**	*45%*	*44%*	*44%*	*50%*	*42%*	**
									a		
Don't Know (DO NOT READ OUT)	**6**	-	1	*	**	2	1	*	2	*	**
	%	*-%*	*1%*	**%*	**	**%*	*1%*	**%*	**%*	**%*	**
NET: Satisfied	**1619**	76	121	160	**	426	130	320	958	98	**
	88%	*96%*	*81%*	*84%*	**	*87%*	*84%*	*83%*	*88%*	*85%*	**
		b							a		
NET: Dissatisfied	**37**	*	5	2	**	16	2	15	27	10	**
	2%	**%*	*3%*	*1%*	**	*3%*	*1%*	*4%*	*2%*	*8%*	**
										ab	

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very Dissatisfied	**11**	7	5	-	**	4	5	4	**	11	7	7	9	8	**
	1%	*2%*	*1%*	*-%*	**	*1%*	*1%*	*3%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
		b						a							
Fairly Dissatisfied	**27**	9	9	6	**	6	9	3	**	20	12	11	21	18	**
	1%	*3%*	*1%*	*6%*	**	*1%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
				b											
Neither Satisfied Nor Dissatisfied	**176**	39	71	11	**	52	45	13	**	103	75	57	97	74	**
	10%	*12%*	*11%*	*10%*	**	*11%*	*10%*	*10%*	**	*9%*	*10%*	*10%*	*10%*	*10%*	**
Fairly Satisfied	**666**	131	267	49	**	193	177	63	**	427	298	236	364	314	**
	36%	*42%*	*40%*	*48%*	**	*43%*	*40%*	*48%*	**	*38%*	*41%*	*43%*	*36%*	*40%*	**
Very Satisfied	**954**	124	317	36	**	195	203	49	**	568	337	240	518	361	**
	52%	*40%*	*47%*	*36%*	**	*43%*	*46%*	*37%*	**	*50%*	*46%*	*43%*	*51%*	*46%*	**
			ac				c			c			b		
Don't Know (DO NOT READ OUT)	**6**	2	2	*	**	3	3	*	**	2	2	3	2	2	**
	****%***	*1%*	**%*	**%*	**	*1%*	*1%*	**%*	**	**%*	**%*	*1%*	**%*	**%*	**
NET: Satisfied	**1619**	255	583	85	**	388	380	112	**	996	636	476	883	675	**
	88%	*82%*	*87%*	*84%*	**	*86%*	*86%*	*84%*	**	*88%*	*87%*	*86%*	*87%*	*87%*	**
			a												
NET: Dissatisfied	**37**	16	14	6	**	10	13	8	**	31	18	17	30	26	**
	2%	*5%*	*2%*	*6%*	**	*2%*	*3%*	*6%*	**	*3%*	*2%*	*3%*	*3%*	*3%*	**
		b		b				a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very Dissatisfied	**11**	2	2	7	4	-	7	9	**	**	**	**
	1%	*1%*	*1%*	*2%*	*6%*	*-%*	*1%*	*1%*	**	**	**	**
					ab							
Fairly Dissatisfied	**27**	9	8	8	2	3	17	16	**	**	**	**
	1%	*2%*	*4%*	*3%*	*3%*	*6%*	*2%*	*2%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**176**	35	22	34	7	5	89	73	**	**	**	**
	10%	*10%*	*10%*	*11%*	*9%*	*12%*	*9%*	*10%*	**	**	**	**
Fairly Satisfied	**666**	154	97	125	32	25	343	297	**	**	**	**
	36%	*42%*	*44%*	*42%*	*46%*	*56%*	*36%*	*39%*	**	**	**	**
						ac						
Very Satisfied	**954**	166	89	127	25	12	499	358	**	**	**	**
	52%	*45%*	*40%*	*42%*	*35%*	*26%*	*52%*	*47%*	**	**	**	**
		e	e	e			b					
Don't Know (DO NOT READ OUT)	**6**	2	2	*	*	-	2	2	**	**	**	**
	****%***	*1%*	*1%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**
NET: Satisfied	**1619**	321	186	252	57	37	842	655	**	**	**	**
	88%	*87%*	*84%*	*84%*	*81%*	*82%*	*88%*	*87%*	**	**	**	**
NET: Dissatisfied	**37**	11	10	15	7	3	24	24	**	**	**	**
	2%	*3%*	*5%*	*5%*	*9%*	*6%*	*3%*	*3%*	**	**	**	**
					a							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very Dissatisfied	**11**	11	9	11	11	11	6	11	2	**	7	**	4	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**%*	**	*2%*	**%*
												a	b	
Fairly Dissatisfied	**27**	27	22	27	16	26	9	27	7	**	11	**	12	15
	1%	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	**	*1%*	**	*5%*	*1%*
												a	b	
Neither Satisfied Nor Dissatisfied	**176**	162	140	167	137	168	106	164	42	**	121	**	42	134
	10%	*9%*	*10%*	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	**	*8%*	**	*17%*	*8%*
												a	b	
Fairly Satisfied	**666**	620	539	623	534	652	398	628	157	**	544	**	115	550
	36%	*36%*	*38%*	*36%*	*38%*	*36%*	*39%*	*37%*	*39%*	**	*34%*	**	*48%*	*34%*
													b	
Very Satisfied	**954**	896	697	908	721	935	511	882	192	**	894	**	67	887
	52%	*52%*	*49%*	*52%*	*51%*	*52%*	*49%*	*51%*	*48%*	**	*56%*	**	*28%*	*55%*
											b			a
Don't Know (DO NOT READ OUT)	**6**	6	5	6	5	4	3	6	*	**	6	**	-	6
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	*-%*	**%*
NET: Satisfied	**1619**	1517	1236	1531	1255	1588	909	1510	348	**	1438	**	182	1438
	88%	*88%*	*88%*	*88%*	*88%*	*88%*	*88%*	*88%*	*87%*	**	*91%*	**	*76%*	*90%*
											b			a
NET: Dissatisfied	**37**	37	31	37	27	37	16	37	9	**	18	**	16	21
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*1%*	**	*7%*	*1%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very Dissatisfied	**11**	4	**	3	2	-	9	2	4	-	7	9	2
	1%	*2%*	**	*4%*	*1%*	*-%*	*1%*	*1%*	*2%* c	*-%*	**%*	*1%*	**%*
Fairly Dissatisfied	**27**	1	**	-	1	3	23	1	1	*	26	15	12
	1%	**%*	**	*-%*	**%*	*2%*	*2%*	**%*	**%*	**%*	*2%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	28	**	10	29	19	116	41	18	15	141	91	85
	10%	*12%*	**	*15%*	*13%*	*11%*	*9%*	*12%*	*10%*	*18%* c	*9%*	*10%*	*10%*
Fairly Satisfied	**666**	96	**	21	94	70	455	137	89	31	545	373	292
	36%	*40%*	**	*33%*	*42%*	*40%*	*35%*	*41%* b	*48%* c	*37%*	*35%*	*39%* b	*33%*
Very Satisfied	**954**	112	**	31	97	85	707	156	71	37	845	465	489
	52%	*46%*	**	*48%*	*43%*	*47%*	*54%* c	*46%*	*39%*	*45%*	*54%* a	*49%*	*55%* a
Don't Know (DO NOT READ OUT)	**6**	1	**	-	1	1	5	*	1	-	5	2	5
	%	*1%*	**	*-%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	**%*	**%*	*1%*
NET: Satisfied	**1619**	208	**	52	191	155	1162	293	160	68	1389	838	781
	88%	*86%*	**	*81%*	*85%*	*87%*	*88%*	*87%*	*87%*	*82%*	*89%*	*88%*	*88%*
NET: Dissatisfied	**37**	5	**	3	2	3	31	3	5	*	33	23	14
	2%	*2%*	**	*4%*	*1%*	*2%*	*2%*	*1%*	*3%*	**%*	*2%*	*2%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very Dissatisfied	**11**	-	2	-	2	2	-	-	2	3	-	-	-
	1%	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**27**	2	3	3	*	4	2	3	3	3	3	-	1
	1%	*2%*	*2%*	*2%*	**%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*-%*	*1%*
								dk					
Neither Satisfied Nor Dissatisfied	**176**	13	13	17	5	12	14	6	11	34	14	24	14
	10%	*11%*	*7%*	*10%*	*4%*	*7%*	*8%*	*6%*	*8%*	*16%*	*7%*	*14%*	*14%*
		d								**bdefgj**		**bdegj**	**deg**
Fairly Satisfied	**666**	41	69	66	53	52	68	33	44	72	76	63	29
	36%	*35%*	*39%*	*39%*	*46%*	*29%*	*37%*	*33%*	*33%*	*34%*	*40%*	*37%*	*30%*
					aeghil						e		
Very Satisfied	**954**	64	89	82	55	108	97	57	75	100	94	81	53
	52%	*53%*	*50%*	*49%*	*48%*	*60%*	*53%*	*57%*	*55%*	*47%*	*50%*	*48%*	*55%*
						cdik							
Don't Know (DO NOT READ OUT)	**6**	*	-	-	-	-	2	-	*	-	3	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*
NET: Satisfied	**1619**	105	158	148	107	161	164	89	119	172	170	144	82
	88%	*88%*	*90%*	*88%*	*94%*	*90%*	*90%*	*91%*	*88%*	*82%*	*90%*	*85%*	*84%*
			i		**ikl**	i	i	i			i		
NET: Dissatisfied	**37**	2	5	3	2	6	2	3	5	5	3	-	1
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*1%*	*3%*	*3%*	*2%*	*2%*	*-%*	*1%*
			k			k		k	k	k			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very Dissatisfied	**11**	2	4	5	-
	1%	**%*	*1%*	*1%*	*-%*
			d	d	
Fairly Dissatisfied	**27**	8	6	8	4
	1%	*2%*	*1%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	42	31	51	52
	10%	*9%*	*7%*	*11%*	*11%*
				b	b
Fairly Satisfied	**666**	177	173	149	167
	36%	*38%*	*36%*	*34%*	*37%*
Very Satisfied	**954**	235	260	231	228
	52%	*51%*	*55%*	*52%*	*50%*
Don't Know (DO NOT READ OUT)	**6**	*	2	*	4
	****%***	**%*	**%*	**%*	*1%*
NET: Satisfied	**1619**	411	432	380	396
	88%	*89%*	*91%*	*86%*	*87%*
			cd		
NET: Dissatisfied	**37**	10	11	13	4
	2%	*2%*	*2%*	*3%*	*1%*
				d	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
No Problems	**1599**	1549	32	12	6	50	589	417	101	24	48
	87%	*87%*	*89%*	*92%*	*89%*	*90%*	*88%* d	*84%* d	*87%* d	*69%*	*88%* d
Amount / level of lost post sent	**83**	81	1	*	*	2	25	37	6	4	1
	5%	*5%*	*3%*	*3%*	*3%*	*3%*	*4%*	*7%* a	*5%*	*10%* **ae**	*3%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	55	1	*	-	1	22	11	2	2	2
	3%	*3%*	*3%*	*1%*	*-%*	*2%*	*3%*	*2%*	*2%*	*6%*	*3%*
Delivery time (when you receive your mail delivery)	**29**	29	*	*	*	*	11	10	*	-	*
	2%	*2%*	**%*	*1%*	*3%*	*1%*	*2%*	*2%*	**%*	*-%*	**%*
Items being delivered intact/undamaged	**25**	25	*	-	*	1	14	2	4	*	*
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*2%* b	**%*	*4%* b	**%*	**%*
Wrong mail delivered / our mail delivered elsewhere	**23**	22	*	-	*	1	8	4	1	1	1
	1%	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*4%* b	*2%*
Lost or late delivery of sent mail	**20**	20	-	*	-	*	4	10	-	-	-
	1%	*1%* e	*-%*	*1%*	*-%*	**%*	*1%*	*2%*	*-%*	*-%*	*-%*
Collection reliability	**11**	11	*	*	*	1	4	4	-	3	*
	1%	*1%*	**%*	*2%*	*2%*	*1%*	*1%*	*1%*	*-%*	*8%* **abce**	*1%*
Accessibility of the sorting office / opening hours	**6**	6	-	-	-	-	2	2	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*4%* **abce**	*-%*
Time of collection	**5**	4	*	-	-	*	-	1	-	-	2
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*4%* **abc**
Latest collection time	**4**	4	-	-	-	-	-	1	-	2	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*6%* **abc**	*2%* **ab**
Price of postage	**2**	2	*	-	-	*	*	1	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	*	-	-	*	-	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**25**	24	*	-	-	*	14	7	1	-	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*	*%*
NET: Any problem	**239**	234	4	1	1	6	80	77	16	11	7
	13%	*13%*	*11%*	*8%*	*11%*	*10%*	*12%*	*16%*	*13%*	*31%*	*12%*
										abce	

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
No Problems	**1599**	185	97	204	**	137	282	159	116	122	1354	81	82	82
	87%	*86%*	*93%*	*78%*	**	*84%*	*93%*	*88%*	*84%*	*91%*	*87%*	*89%*	*80%*	*94%*
			cl				**acehjl**	**cl**		**cl**	**cl**	**cl**		**aceghjl**
Amount / level of lost post sent	**83**	7	1	21	**	9	8	10	7	2	66	6	10	2
	5%	*3%*	*1%*	*8%*	**	*6%*	*3%*	*5%*	*5%*	*2%*	*4%*	*6%*	*10%*	*2%*
				afijm								m	**abfijm**	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	4	4	16	**	-	7	1	10	8	50	3	2	1
	3%	*2%*	*3%*	*6%*	**	*-%*	*2%*	*1%*	*7%*	*6%*	*3%*	*3%*	*2%*	*1%*
			e	**eglm**					**aefgjlm**	**eglm**	e			
Delivery time (when you receive your mail delivery)	**29**	3	4	4	**	5	*	3	4	2	26	1	1	1
	2%	*2%*	*4%*	*1%*	**	*3%*	**%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*
			fk			f			f					
Items being delivered intact/undamaged	**25**	4	-	1	**	2	6	3	4	*	21	*	3	1
	1%	*2%*	*-%*	**%*	**	*1%*	*2%*	*1%*	*3%*	**%*	*1%*	*1%*	*3%*	*1%*
													ck	
Wrong mail delivered / our mail delivered elsewhere	**23**	2	-	9	**	-	-	3	2	*	18	*	4	1
	1%	*1%*	*-%*	*3%*	**	*-%*	*-%*	*1%*	*2%*	**%*	*1%*	**%*	*4%*	*1%*
				efjkm	f								**efjkm**	
Lost or late delivery of sent mail	**20**	-	2	4	**	-	-	7	-	2	18	-	2	*
	1%	*-%*	*2%*	*2%*	**	*-%*	*-%*	*4%*	*-%*	*2%*	*1%*	*-%*	*2%*	**%*
			fkm		**aefhkm**			**aefhjkm**					**fkm**	
Collection reliability	**11**	3	2	-	**	3	*	*	-	*	8	*	2	*
	1%	*1%*	*2%*	*-%*	**	*2%*	**%*	**%*	*-%*	**%*	*1%*	*1%*	*2%*	**%*
			cf										**cfj**	
Accessibility of the sorting office / opening hours	**6**	1	-	2	**	2	-	-	-	-	5	1	-	-
	****%***	*1%*	*-%*	*1%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Time of collection	**5**	-	-	-	**	-	2	-	-	-	4	*	1	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*
					acgjkm									
Latest collection time	**4**	2	-	-	**	-	-	1	-	-	3	-	1	-
	****%***	*1%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*
Price of postage	**2**	1	-	-	**	-	-	-	-	*	1	1	-	-
	****%***	*1%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	*	**	-	-	-	-	-	*	1	-	-
	****%***	*-%*	*-%*	**%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
												j		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**25**	4	-	6	**	6	*	1	4	-	21	1	3	-
	1%	*2%*	*-%*	*2%*	**	*4%*	**%*	*1%*	*3%*	*-%*	*1%*	*1%*	*2%*	*-%*
				fm		**fjm**			**fm**				**fm**	
NET: Any problem	**239**	30	7	57	**	25	21	22	23	12	204	10	20	5
	13%	*14%*	*7%*	*22%*	**	*16%*	*7%*	*12%*	*16%*	*9%*	*13%*	*11%*	*20%*	*6%*
		fm		**bfgijkm**		**fm**		m	**fm**		**fm**		**bfgijkm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
No Problems	**1599**	68	126	**	146	458	46	81	628	1211	389	1465	134
	87%	*92%*	*83%*	**	*92%*	*87%*	*94%*	*74%*	*87%*	*86%*	*91%*	*87%*	*87%*
		bg			**bg**	g	**bg**		g		a		
Amount / level of lost post sent	**83**	2	7	**	4	33	1	10	25	66	17	79	4
	5%	*2%*	*5%*	**	*3%*	*6%*	*2%*	*9%*	*3%*	*5%*	*4%*	*5%*	*2%*
						h		**adh**					
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	1	4	**	2	12	1	8	27	47	9	47	9
	3%	*1%*	*3%*	**	*1%*	*2%*	*1%*	*7%*	*4%*	*3%*	*2%*	*3%*	*6%*
								ade					a
Delivery time (when you receive your mail delivery)	**29**	3	3	**	-	4	2	3	11	17	12	27	3
	2%	*4%*	*2%*	**	*-%*	*1%*	*4%*	*3%*	*1%*	*1%*	*3%*	*2%*	*2%*
		de		**bdeh**			**de**	d			a		
Items being delivered intact/undamaged	**25**	-	3	**	-	4	*	2	16	19	6	25	*
	1%	*-%*	*2%*	**	*-%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*%*
Wrong mail delivered / our mail delivered elsewhere	**23**	*	2	**	2	2	-	1	15	19	3	19	4
	1%	*1%*	*1%*	**	*1%*	*%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
									e				
Lost or late delivery of sent mail	**20**	2	3	**	-	6	2	-	8	18	2	20	-
	1%	*3%*	*2%*	**	*-%*	*1%*	*4%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
		d					d						
Collection reliability	**11**	1	1	**	1	5	-	-	3	9	2	11	*
	1%	*2%*	*%*	**	*1%*	*1%*	*-%*	*-%*	*%*	*1%*	*1%*	*1%*	*%*
Accessibility of the sorting office / opening hours	**6**	-	-	**	1	1	-	2	2	6	-	6	-
	%	*-%*	*-%*	**	*%*	*%*	*-%*	*2%*	*%*	*%*	*-%*	*%*	*-%*
								h					
Time of collection	**5**	-	-	**	-	-	-	1	4	4	1	5	-
	%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	*1%*	*%*	*%*	*%*	*-%*
Latest collection time	**4**	-	-	**	-	-	-	3	1	2	2	4	-
	%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*2%*	*%*	*%*	*%*	*%*	*-%*
								bdeh					
Price of postage	**2**	-	-	**	-	*	-	1	1	2	*	2	*
	%	*-%*	*-%*	**	*-%*	*%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	**	-	-	-	1	-	1	-	1	-
	%	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*%*	*-%*
								h					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Problems with the Smart Stamp online system	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**25**	-	8	**	2	5	-	4	6	24	1	22	2
	1%	-%	*5%*	**	*1%*	*1%*	-%	*4%*	*1%*	*2%*	**%*	*1%*	*2%*
			adeh					**eh**		b			
NET: Any problem	**239**	6	26	**	13	67	3	28	92	200	39	220	19
	13%	*8%*	*17%*	**	*8%*	*13%*	*6%*	*26%*	*13%*	*14%*	*9%*	*13%*	*13%*
			adf					**adefh**		b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
No Problems	**1599**	1516	83	1042	220	307
	87%	*87%*	*84%*	*91%* **bc**	*84%*	*78%*
Amount / level of lost post sent	**83**	81	2	30	16	37
	5%	*5%*	*2%*	*3%*	*6%* a	*9%* a
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	44	12	24	15	15
	3%	*3%*	*12%* a	*2%*	*6%* a	*4%*
Delivery time (when you receive your mail delivery)	**29**	27	2	13	3	10
	2%	*2%*	*2%*	*1%*	*1%*	*3%* a
Items being delivered intact/undamaged	**25**	23	2	7	7	11
	1%	*1%*	*2%*	*1%*	*3%* a	*3%* a
Wrong mail delivered / our mail delivered elsewhere	**23**	23	-	16	5	1
	1%	*1%*	*-%*	*1%* c	*2%* c	**%*
Lost or late delivery of sent mail	**20**	20	-	9	1	10
	1%	*1%*	*-%*	*1%*	**%*	*3%* **ab**
Collection reliability	**11**	11	-	5	2	4
	1%	*1%*	*-%*	**%*	*1%*	*1%*
Accessibility of the sorting office / opening hours	**6**	6	-	4	-	2
	****%***	**%*	*-%*	**%*	*-%*	**%*
Time of collection	**5**	5	-	2	*	3
	****%***	**%*	*-%*	**%*	**%*	*1%*
Latest collection time	**4**	4	-	1	-	3
	****%***	**%*	*-%*	**%*	*-%*	*1%* a
Price of postage	**2**	2	-	2	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Problems with the Smart Stamp online system	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**25**	21	4	14	1	9
	1%	*1%*	*4%*	*1%*	*1%*	*2%*
NET: Any problem	**239**	224	16	103	43	89
	13%	*13%*	*16%*	*9%*	*16%*	*22%*
					a	a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
No Problems	**1599**	1419	158	**	**	**	**	**	**	1576	23	**	699	720	181
	87%	*89%*	*77%*	**	**	**	**	**	**	*88%*	*58%*	**	*92%*	*86%*	*74%*
		bcj	**cj**							**bcj**			**bc**	c	
Amount / level of lost post sent	**83**	47	24	**	**	**	**	**	**	71	12	**	13	35	36
	5%	*3%*	*12%*	**	**	**	**	**	**	*4%*	*30%*	**	*2%*	*4%*	*15%*
			ai	**abi**							**abi**			a	**ab**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	48	8	**	**	**	**	**	**	55	*	**	18	30	8
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	*1%*	**	*2%*	*4%*	*3%*
Delivery time (when you receive your mail delivery)	**29**	22	7	**	**	**	**	**	**	29	*	**	10	12	7
	2%	*1%*	*3%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*1%*	*3%*
			ai												
Items being delivered intact/undamaged	**25**	17	7	**	**	**	**	**	**	24	1	**	9	8	8
	1%	*1%*	*3%*	**	**	**	**	**	**	*1%*	*3%*	**	*1%*	*1%*	*3%*
			ai												**ab**
Wrong mail delivered / our mail delivered elsewhere	**23**	21	2	**	**	**	**	**	**	23	-	**	5	16	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	*2%*	*1%*
Lost or late delivery of sent mail	**20**	14	3	**	**	**	**	**	**	17	3	**	8	6	6
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*9%*	**	*1%*	*1%*	*2%*
											abi				b
Collection reliability	**11**	10	1	**	**	**	**	**	**	11	*	**	4	7	1
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	*1%*	**	*%*	*1%*	*%*
Accessibility of the sorting office / opening hours	**6**	6	-	**	**	**	**	**	**	6	-	**	1	5	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	*-%*	**	*%*	*1%*	*-%*
Time of collection	**5**	4	*	**	**	**	**	**	**	5	-	**	2	2	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	*-%*	**	*%*	*%*	*%*
Latest collection time	**4**	2	2	**	**	**	**	**	**	4	-	**	-	2	2
	%	*%*	*1%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*1%*
			ai												a
Price of postage	**2**	2	*	**	**	**	**	**	**	2	-	**	-	2	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	-	**	**	**	**	**	**	1	-	**	-	1	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	*-%*	**	*-%*	*%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Recorded letters not being signed for	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Don't know / na	**-**	-	-	**	**	**	**	**	**	-	-	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	-%	**	-%	-%	-%
Other	**25**	20	2	**	**	**	**	**	**	23	2	**	6	15	4
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*5%*	**	*1%*	*2%*	*2%*
				ai							**ai**				
NET: Any problem	**239**	176	47	**	**	**	**	**	**	223	17	**	58	118	64
	13%	*11%*	*23%*	**	**	**	**	**	**	*12%*	*42%*	**	*8%*	*14%*	*26%*
			ai	**abi**							**abi**			a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
No Problems	**1599**	986	602	1100	521	339	1023	1035	43	**	**	**	**	**
	87%	*87%*	*82%*	*86%*	*81%*	*82%*	*85%*	*87%*	*90%*	**	**	**	**	**
		bde		bde			d							
Amount / level of lost post sent	**83**	49	50	60	57	23	63	52	2	**	**	**	**	**
	5%	*4%*	*7%*	*5%*	*9%*	*6%*	*5%*	*4%*	*3%*	**	**	**	**	**
			ac		acef									
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	39	30	42	26	20	48	40	*	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*3%*	*%*	**	**	**	**	**
										b				
Delivery time (when you receive your mail delivery)	**29**	17	18	22	13	7	23	22	*	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	**	**	**	**	**
Items being delivered intact/undamaged	**25**	21	16	21	12	4	17	18	2	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*5%*	**	**	**	**	**
									a					
Wrong mail delivered / our mail delivered elsewhere	**23**	17	11	17	7	7	17	17	-	**	**	**	**	**
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	**	**	**	**	**
Lost or late delivery of sent mail	**20**	8	6	8	7	5	16	6	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	**	**	**	**	**
Collection reliability	**11**	8	7	9	3	3	10	8	*	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**
Accessibility of the sorting office / opening hours	**6**	4	4	4	2	5	3	4	-	**	**	**	**	**
	%	*%*	*1%*	*%*	*%*	*1%*	*%*	*%*	*-%*	**	**	**	**	**
						acf								
Time of collection	**5**	3	2	3	2	2	5	3	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*-%*	**	**	**	**	**
Latest collection time	**4**	4	4	4	3	-	2	4	-	**	**	**	**	**
	%	*%*	*1%*	*%*	*1%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**
Price of postage	**2**	*	2	2	1	*	*	2	-	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	**1**	*	1	1	-	-	-	1	-	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	**	**	**	**	**
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Don't know / na	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**
Other	**25**	15	16	18	15	9	16	16	1	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**
NET: Any problem	**239**	148	132	172	125	72	179	156	5	**	**	**	**	**
	13%	*13%*	*18%*	*14%*	*19%*	*18%*	*15%*	*13%*	*10%*	**	**	**	**	**
			ac		**acf**	**ac**								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
No Problems	**1599**	514	**	**	**	**	**	**	**	410	334	243	108	**
	87%	*81%*	**	**	**	**	**	**	**	*92%*	*87%*	*82%*	*78%*	**
										bcd	d			
Amount / level of lost post sent	**83**	52	**	**	**	**	**	**	**	10	20	18	12	**
	5%	*8%*	**	**	**	**	**	**	**	*2%*	*5%*	*6%*	*9%*	**
											a	a	a	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	26	**	**	**	**	**	**	**	6	13	19	4	**
	3%	*4%*	**	**	**	**	**	**	**	*1%*	*3%*	*6%*	*3%*	**
												ad		
Delivery time (when you receive your mail delivery)	**29**	13	**	**	**	**	**	**	**	6	6	7	3	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*3%*	**
Items being delivered intact/undamaged	**25**	10	**	**	**	**	**	**	**	5	10	6	*	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*3%*	*2%*	*%*	**
											d			
Wrong mail delivered / our mail delivered elsewhere	**23**	7	**	**	**	**	**	**	**	3	5	5	4	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*2%*	*3%*	**
													a	
Lost or late delivery of sent mail	**20**	7	**	**	**	**	**	**	**	2	2	4	*	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*%*	**
Collection reliability	**11**	3	**	**	**	**	**	**	**	2	*	4	2	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*%*	*1%*	*1%*	**
												b		
Accessibility of the sorting office / opening hours	**6**	2	**	**	**	**	**	**	**	1	2	2	-	**
	%	*%*	**	**	**	**	**	**	**	*%*	*%*	*1%*	*-%*	**
Time of collection	**5**	2	**	**	**	**	**	**	**	*	2	-	1	**
	%	*%*	**	**	**	**	**	**	**	*%*	*1%*	*-%*	*%*	**
Latest collection time	**4**	3	**	**	**	**	**	**	**	-	1	-	3	**
	%	*1%*	**	**	**	**	**	**	**	*-%*	*%*	*-%*	*2%*	**
													abc	
Price of postage	**2**	1	**	**	**	**	**	**	**	1	1	-	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	*%*	*-%*	*%*	**
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	**	**	**	**	**	**	**	-	1	-	-	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Problems with the Smart Stamp online system	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Don't know / na	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Other	**25**	15	**	**	**	**	**	**	**	6	4	3	5	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*4%*	**
													bc	
NET: Any problem	**239**	120	**	**	**	**	**	**	**	34	52	55	31	**
	13%	*19%*	**	**	**	**	**	**	**	*8%*	*13%*	*18%*	*22%*	**
											a	a	**ab**	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
No Problems	**1599**	228	118	136	33	**	287	**	224	1519	81	1094	**
	87%	*84%*	*87%*	*81%*	*57%*	**	*77%*	**	*86%*	*88%*	*73%*	*87%*	**
		d	d	d					a	b			
Amount / level of lost post sent	**83**	16	8	16	14	**	44	**	13	75	8	60	**
	5%	*6%*	*6%*	*10%*	*24%*	**	*12%*	**	*5%*	*4%*	*8%*	*5%*	**
					abc		c						
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	12	4	7	3	**	14	**	13	52	4	41	**
	3%	*5%*	*3%*	*4%*	*5%*	**	*4%*	**	*5%*	*3%*	*3%*	*3%*	**
Delivery time (when you receive your mail delivery)	**29**	8	-	3	3	**	10	**	3	21	8	20	**
	2%	*3%*	*-%*	*2%*	*5%*	**	*3%*	**	*1%*	*1%*	*8%*	*2%*	**
					b						a		
Items being delivered intact/undamaged	**25**	2	-	4	5	**	11	**	-	20	6	21	**
	1%	*1%*	*-%*	*3%*	*8%*	**	*3%*	**	*-%*	*1%*	*5%*	*2%*	**
					ab		c				a		
Wrong mail delivered / our mail delivered elsewhere	**23**	4	2	2	-	**	3	**	5	23	-	17	**
	1%	*1%*	*1%*	*1%*	*-%*	**	*1%*	**	*2%*	*1%*	*-%*	*1%*	**
Lost or late delivery of sent mail	**20**	1	-	2	-	**	6	**	1	20	-	8	**
	1%	*%*	*-%*	*1%*	*-%*	**	*2%*	**	*1%*	*1%*	*-%*	*1%*	**
Collection reliability	**11**	-	*	3	*	**	3	**	-	10	1	9	**
	1%	*-%*	*%*	*2%*	*1%*	**	*1%*	**	*-%*	*1%*	*1%*	*1%*	**
				a									
Accessibility of the sorting office / opening hours	**6**	-	2	-	-	**	2	**	-	6	-	4	**
	%	*-%*	*1%*	*-%*	*-%*	**	*%*	**	*-%*	*%*	*-%*	*%*	**
Time of collection	**5**	*	2	-	-	**	2	**	*	5	-	3	**
	%	*%*	*1%*	*-%*	*-%*	**	*%*	**	*%*	*%*	*-%*	*%*	**
Latest collection time	**4**	3	-	-	-	**	-	**	3	4	-	4	**
	%	*1%*	*-%*	*-%*	*-%*	**	*-%*	**	*1%*	*%*	*-%*	*%*	**
									a				
Price of postage	**2**	1	-	-	*	**	1	**	-	2	-	2	**
	%	*%*	*-%*	*-%*	*%*	**	*%*	**	*-%*	*%*	*-%*	*%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	-	-	**	-	**	-	1	-	1	**
	***%**	-%	-%	-%	-%	**	-%	**	-%	*%	-%	*%	**
Problems with the Smart Stamp online system	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
Don't know / na	**-**	-	-	-	-	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	**
Other	**25**	8	1	5	1	**	6	**	9	21	4	18	**
	1%	*3%*	**%*	*3%*	*2%*	**	*2%*	**	*3%*	*1%*	*3%*	*1%*	**
NET: Any problem	**239**	44	17	31	25	**	88	**	36	210	29	169	**
	13%	*16%*	*13%*	*19%*	*43%*	**	*23%*	**	*14%*	*12%*	*27%*	*13%*	**
					abc		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
No Problems	**1599**	57	117	142	**	400	121	316	947	91	**
	87%	*71%*	*78%*	*75%*	**	*81%*	*78%*	*81%*	*87%*	*79%*	**
									ac		
Amount / level of lost post sent	**83**	13	13	20	**	43	14	30	42	11	**
	5%	*16%*	*9%*	*10%*	**	*9%*	*9%*	*8%*	*4%*	*9%*	**
								b		b	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	8	1	6	**	23	4	16	39	9	**
	3%	*9%*	*1%*	*3%*	**	*5%*	*2%*	*4%*	*4%*	*8%*	**
		b								b	
Delivery time (when you receive your mail delivery)	**29**	3	4	11	**	9	4	8	17	6	**
	2%	*4%*	*3%*	*6%*	**	*2%*	*3%*	*2%*	*2%*	*5%*	**
										b	
Items being delivered intact/undamaged	**25**	2	6	7	**	6	6	14	21	3	**
	1%	*3%*	*4%*	*4%*	**	*1%*	*4%*	*4%*	*2%*	*2%*	**
							a				
Wrong mail delivered / our mail delivered elsewhere	**23**	-	1	1	**	6	1	5	17	*	**
	1%	*-%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*2%*	**%*	**
Lost or late delivery of sent mail	**20**	1	2	2	**	5	2	4	8	*	**
	1%	*2%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	**%*	**
Collection reliability	**11**	1	2	4	**	1	2	2	8	-	**
	1%	*1%*	*2%*	*2%*	**	**%*	*1%*	*1%*	*1%*	*-%*	**
							a				
Accessibility of the sorting office / opening hours	**6**	-	-	-	**	2	-	4	4	2	**
	****%***	*-%*	*-%*	*-%*	**	**%*	*-%*	*1%*	**%*	*2%*	**
										b	
Time of collection	**5**	-	2	-	**	2	-	2	1	-	**
	****%***	*-%*	*1%*	*-%*	**	**%*	*-%*	*1%*	**%*	*-%*	**
Latest collection time	**4**	-	1	1	**	2	1	1	4	-	**
	****%***	*-%*	*1%*	*1%*	**	**%*	*1%*	**%*	**%*	*-%*	**
Price of postage	**2**	*	-	*	**	1	-	*	-	-	**
	****%***	**%*	*-%*	**%*	**	**%*	*-%*	**%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	-%	-%	*%	-%	-%	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know / na	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	**25**	*	4	3	**	12	4	11	13	3	**
	1%	*%	*2%*	*2%*	**	*2%*	*2%*	*3%* b	*1%*	*3%*	**
NET: Any problem	**239**	23	32	48	**	92	34	72	138	25	**
	13%	*29%*	*22%*	*25%*	**	*19%*	*22%*	*19%* b	*13%*	*21%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
No Problems	**1599**	246	559	75	**	361	361	94	**	984	601	445	882	679	**
	87%	*79%*	*83%*	*74%*	**	*80%*	*82%*	*71%*	**	*87%*	*82%*	*80%*	*87%*	*87%*	**
			c			c	c			**bc**					
Amount / level of lost post sent	**83**	29	41	13	**	41	39	17	**	49	48	50	45	33	**
	5%	*9%*	*6%*	*13%*	**	*9%*	*9%*	*13%*	**	*4%*	*7%*	*9%*	*4%*	*4%*	**
				b							a	a			
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	12	30	4	**	19	16	9	**	39	30	24	34	23	**
	3%	*4%*	*5%*	*4%*	**	*4%*	*4%*	*7%*	**	*3%*	*4%*	*4%*	*3%*	*3%*	**
Delivery time (when you receive your mail delivery)	**29**	12	12	10	**	9	8	6	**	17	18	11	14	16	**
	2%	*4%*	*2%*	*10%*	**	*2%*	*2%*	*5%*	**	*1%*	*3%*	*2%*	*1%*	*2%*	**
				ab				b							
Items being delivered intact/undamaged	**25**	9	15	3	**	10	9	3	**	21	16	8	18	16	**
	1%	*3%*	*2%*	*3%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Wrong mail delivered / our mail delivered elsewhere	**23**	6	11	2	**	6	7	2	**	17	11	7	15	10	**
	1%	*2%*	*2%*	*2%*	**	*1%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	*1%*	**
Lost or late delivery of sent mail	**20**	1	6	*	**	6	5	1	**	8	6	7	4	4	**
	1%	**%*	*1%*	**%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**%*	**%*	**
Collection reliability	**11**	*	7	*	**	3	3	1	**	8	7	3	6	6	**
	1%	**%*	*1%*	**%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Accessibility of the sorting office / opening hours	**6**	2	4	2	**	2	-	-	**	4	4	2	4	2	**
	****%***	*1%*	*1%*	*2%*	**	**%*	*-%*	*-%*	**	**%*	*1%*	**%*	**%*	**%*	**
Time of collection	**5**	2	1	-	**	2	2	2	**	3	2	2	1	2	**
	****%***	*1%*	**%*	*-%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
Latest collection time	**4**	1	4	-	**	1	3	1	**	4	4	3	4	-	**
	****%***	**%*	*1%*	*-%*	**	**%*	*1%*	*1%*	**	**%*	*1%*	*1%*	**%*	*-%*	**
Price of postage	**2**	1	1	-	**	1	-	-	**	*	2	1	1	1	**
	****%***	**%*	**%*	*-%*	**	**%*	*-%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	-	-	**	-	-	-	**	*	1	-	*	-	**
	****%***	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	**%*	*-%*	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't know / na	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other	**25**	11	15	4	**	8	9	6	**	15	16	13	13	8	**
	1%	*3%*	*2%*	*4%*	**	*2%*	*2%*	*5%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
NET: Any problem	**239**	65	112	27	**	93	80	39	**	148	130	109	130	99	**
	13%	*21%*	*17%*	*26%* b	**	*20%*	*18%*	*29%* **ab**	**	*13%*	*18%* a	*20%* a	*13%*	*13%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
No Problems	**1599**	302	183	238	47	30	833	660	**	**	**	**
	87%	*82%*	*83%*	*79%*	*67%*	*67%*	*87%*	*88%*	**	**	**	**
		de	**de**	**de**								
Amount / level of lost post sent	**83**	31	15	34	18	11	40	32	**	**	**	**
	5%	*8%*	*7%*	*11%*	*26%*	*23%*	*4%*	*4%*	**	**	**	**
					abc	**abc**						
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	17	11	17	3	4	35	23	**	**	**	**
	3%	*5%*	*5%*	*6%*	*5%*	*9%*	*4%*	*3%*	**	**	**	**
Delivery time (when you receive your mail delivery)	**29**	7	8	11	3	3	13	16	**	**	**	**
	2%	*2%*	*3%*	*4%*	*4%*	*6%*	*1%*	*2%*	**	**	**	**
						a						
Items being delivered intact/undamaged	**25**	7	3	3	2	2	17	15	**	**	**	**
	1%	*2%*	*1%*	*1%*	*3%*	*5%*	*2%*	*2%*	**	**	**	**
						c						
Wrong mail delivered / our mail delivered elsewhere	**23**	6	3	3	*	*	14	12	**	**	**	**
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**
Lost or late delivery of sent mail	**20**	3	1	3	1	-	4	4	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*-%*	**%*	**%*	**	**	**	**
Collection reliability	**11**	2	1	*	-	1	6	6	**	**	**	**
	1%	*1%*	**%*	**%*	*-%*	*1%*	*1%*	*1%*	**	**	**	**
Accessibility of the sorting office / opening hours	**6**	2	2	2	-	-	4	2	**	**	**	**
	****%***	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Time of collection	**5**	2	2	*	-	-	1	*	**	**	**	**
	****%***	*1%*	*1%*	**%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Latest collection time	**4**	3	-	1	-	-	4	-	**	**	**	**
	****%***	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**	**	**	**
Price of postage	**2**	-	-	*	-	-	1	1	**	**	**	**
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	-	-	-	-	-	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Don't know / na	**-**	-	-	-	-	-	-	-	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**
Other	**25**	6	5	8	1	-	15	8	**	**	**	**
	1%	*2%*	*2%*	*3%*	*1%*	*-%*	*2%*	*1%*	**	**	**	**
NET: Any problem	**239**	67	38	63	23	15	125	94	**	**	**	**
	13%	*18%*	*17%*	*21%*	*33%*	*33%*	*13%*	*12%*	**	**	**	**
					abc	**abc**						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
No Problems	**1599**	1495	1211	1511	1229	1561	872	1485	324	**	1441	**	-	1599
	87%	*87%*	*86%*	*87%*	*86%*	*87%*	*84%*	*86%*	*81%*	**	*91%*	**	*-%*	*100%*
								c			b			a
Amount / level of lost post sent	**83**	83	76	83	73	82	59	82	30	**	52	**	83	-
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*7%*	**	*3%*	**	*35%*	*-%*
									b			a	b	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	52	47	55	43	54	37	56	18	**	31	**	56	-
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	**	*2%*	**	*23%*	*-%*
												a	b	
Delivery time (when you receive your mail delivery)	**29**	27	23	27	22	29	17	27	11	**	12	**	29	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*1%*	**	*12%*	*-%*
												a	b	
Items being delivered intact/undamaged	**25**	23	19	23	19	25	18	23	9	**	17	**	25	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	**	*11%*	*-%*
												a	b	
Wrong mail delivered / our mail delivered elsewhere	**23**	23	20	23	21	23	18	23	6	**	14	**	23	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	**	*9%*	*-%*
												a	b	
Lost or late delivery of sent mail	**20**	16	8	16	12	19	9	16	4	**	8	**	20	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*8%*	*-%*
												a	b	
Collection reliability	**11**	11	9	11	7	11	7	11	*	**	5	**	11	-
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	**	*%*	**	*5%*	*-%*
													b	
Accessibility of the sorting office / opening hours	**6**	6	6	6	2	6	4	6	4	**	4	**	6	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	*%*	**	*2%*	*-%*
													b	
Time of collection	**5**	5	5	5	5	5	2	5	*	**	4	**	5	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*%*	**	*2%*	*-%*
													b	
Latest collection time	**4**	4	4	4	4	4	3	4	-	**	3	**	4	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	*2%*	*-%*
													b	
Price of postage	**2**	2	2	2	1	2	1	2	1	**	-	**	2	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*-%*	**	*1%*	*-%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	1	1	*	1	*	1	-	**	-	**	1	-
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	-%	**	*%* b	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Other	**25**	22	20	22	20	25	22	24	8	**	9	**	25	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	** a	*10%* b	-%
NET: Any problem	**239**	227	200	231	195	235	162	233	75	**	142	**	239	-
	13%	*13%*	*14%*	*13%*	*14%*	*13%*	*16%*	*14%*	*19%* b	**	*9%*	** a	*100%* b	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
No Problems	**1599**	186	**	45	175	133	1174	285	135	59	1402	827	773
	87%	*77%*	**	*70%*	*78%*	*75%*	*89%*	*84%*	*73%*	*71%*	*89%*	*87%*	*87%*
							ac	a			**ab**		
Amount / level of lost post sent	**83**	23	**	10	19	21	42	20	24	11	47	45	38
	5%	*9%*	**	*15%*	*8%*	*12%*	*3%*	*6%*	*13%*	*14%*	*3%*	*5%*	*4%*
						bc		b	c	c			
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	12	**	2	11	6	37	14	9	*	47	24	32
	3%	*5%*	**	*3%*	*5%*	*3%*	*3%*	*4%*	*5%*	*%*	*3%*	*2%*	*4%*
Delivery time (when you receive your mail delivery)	**29**	7	**	6	6	6	19	4	4	3	22	19	10
	2%	*3%*	**	*9%*	*3%*	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*
				b									
Items being delivered intact/undamaged	**25**	7	**	3	5	7	12	7	4	5	17	14	11
	1%	*3%*	**	*5%*	*2%*	*4%*	*1%*	*2%*	*2%*	*6%*	*1%*	*1%*	*1%*
						b				c			
Wrong mail delivered / our mail delivered elsewhere	**23**	1	**	-	1	3	17	3	3	2	18	13	10
	1%	*1%*	**	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Lost or late delivery of sent mail	**20**	2	**	-	3	6	7	6	4	*	16	10	10
	1%	*1%*	**	*-%*	*2%*	*3%*	*1%*	*2%*	*2%*	*%*	*1%*	*1%*	*1%*
						b		b					
Collection reliability	**11**	4	**	*	4	*	7	4	3	-	8	8	3
	1%	*2%*	**	*%*	*2%*	*%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*%*
Accessibility of the sorting office / opening hours	**6**	-	**	-	-	-	5	1	2	-	3	4	2
	%	*-%*	**	*-%*	*-%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*%*	*%*
									c				
Time of collection	**5**	2	**	-	2	*	4	-	*	-	4	3	2
	%	*1%*	**	*-%*	*1%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*
Latest collection time	**4**	1	**	-	1	-	4	-	-	-	4	3	1
	%	*1%*	**	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*
Price of postage	**2**	*	**	-	*	*	1	1	*	-	2	1	1
	%	*%*	**	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	**	-	-	-	-	1	-	-	1	1	-
	%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Problems with the Smart Stamp online system	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**25**	5	**	*	5	4	13	8	5	3	17	14	10
	1%	*2%*	**	**%*	*2%*	*2%*	*1%*	*2%*	*3%*	*4%* c	*1%*	*1%*	*1%*
NET: Any problem	**239**	56	**	19	48	45	141	52	49	24	166	127	112
	13%	*23%*	**	*30%*	*22%*	*25%* bc	*11%*	*16%* b	*27%* c	*29%* c	*11%*	*13%*	*13%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
No Problems	**1599**	99	149	149	99	149	158	83	121	196	165	149	82
	87%	*83%*	*85%*	*89%*	*87%*	*83%*	*87%*	*84%*	*90%*	*93%*	*87%*	*88%*	*85%*
										abegl			
Amount / level of lost post sent	**83**	1	14	8	5	6	10	5	9	6	5	10	4
	5%	**%*	*8%*	*5%*	*5%*	*3%*	*5%*	*5%*	*6%*	*3%*	*3%*	*6%*	*4%*
			aj	a	a		a	a	a			a	a
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	5	1	1	7	15	9	3	2	4	5	3	1
	3%	*4%*	*1%*	**%*	*6%*	*9%*	*5%*	*3%*	*1%*	*2%*	*3%*	*2%*	*1%*
		c			**bchkl**	**bcghijkl**	**bc**						
Delivery time (when you receive your mail delivery)	**29**	4	4	1	2	6	-	2	3	1	6	-	-
	2%	*3%*	*3%*	**%*	*2%*	*3%*	*-%*	*2%*	*2%*	**%*	*3%*	*-%*	*-%*
		cfkl	**fk**			**cfkl**					**cfkl**		
Items being delivered intact/undamaged	**25**	3	3	1	*	4	*	*	-	8	2	2	1
	1%	*3%*	*2%*	**%*	**%*	*2%*	**%*	**%*	*-%*	*4%*	*1%*	*1%*	*1%*
		g								**cdfgh**			
Wrong mail delivered / our mail delivered elsewhere	**23**	-	*	1	2	5	2	4	1	-	2	3	4
	1%	*-%*	**%*	**%*	*2%*	*3%*	*1%*	*4%*	**%*	*-%*	*1%*	*2%*	*4%*
						a		**abci**					**abchi**
Lost or late delivery of sent mail	**20**	8	-	4	-	-	-	3	-	3	3	-	-
	1%	*7%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*
		bdefhijkl		**bdefk**				**bdefk**					
Collection reliability	**11**	*	-	2	2	-	*	*	-	-	2	1	3
	1%	**%*	*-%*	*1%*	*2%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*	*1%*	*3%*
													abe
Accessibility of the sorting office / opening hours	**6**	-	2	-	-	-	-	1	2	-	-	-	1
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*
Time of collection	**5**	2	-	1	2	-	-	-	-	*	-	-	-
	****%***	*2%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Latest collection time	**4**	-	2	1	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Price of postage	**2**	-	-	-	*	-	-	-	1	-	-	1	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	-	-	-	-	-	1	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**25**	2	1	5	1	4	3	-	3	-	2	1	3
	1%	*2%*	**%*	*3%*	*1%*	*2%*	*2%*	*-%*	*2%*	*-%*	*1%*	*1%*	*3%*
				g									**gi**
NET: Any problem	**239**	21	27	19	15	30	24	15	14	15	24	20	15
	13%	*17%*	*15%*	*11%*	*13%*	*17%*	*13%*	*16%*	*10%*	*7%*	*13%*	*12%*	*15%*
		i	i			i		i					i

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
No Problems	**1599**	397	406	400	396
	87%	*86%*	*85%*	*90%*	*87%*
				b	
Amount / level of lost post sent	**83**	23	21	20	19
	5%	*5%*	*4%*	*4%*	*4%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**56**	6	32	9	9
	3%	*1%*	*7%*	*2%*	*2%*
			acd		
Delivery time (when you receive your mail delivery)	**29**	9	8	5	6
	2%	*2%*	*2%*	*1%*	*1%*
Items being delivered intact/undamaged	**25**	7	5	8	5
	1%	*1%*	*1%*	*2%*	*1%*
Wrong mail delivered / our mail delivered elsewhere	**23**	1	9	5	8
	1%	**%*	*2%*	*1%*	*2%*
			a		a
Lost or late delivery of sent mail	**20**	13	-	5	3
	1%	*3%*	*-%*	*1%*	*1%*
		bd		b	
Collection reliability	**11**	2	3	*	6
	1%	**%*	*1%*	**%*	*1%*
					c
Accessibility of the sorting office / opening hours	**6**	2	-	3	1
	****%***	**%*	*-%*	*1%*	**%*
Time of collection	**5**	3	2	*	-
	****%***	*1%*	**%*	**%*	*-%*
Latest collection time	**4**	3	-	-	1
	****%***	*1%*	*-%*	*-%*	**%*
Price of postage	**2**	-	*	1	1
	****%***	*-%*	**%*	**%*	**%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	1	-
	****%***	*-%*	*-%*	**%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Recorded letters not being signed for	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other	**25**	7	8	3	7
	1%	*2%*	*2%*	*1%*	*1%*
NET: Any problem	**239**	66	69	45	59
	13%	*14%*	*15%*	*10%*	*13%*
			c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**220**	173	33	9	5	47	64	60	16	9	14
Weighted total	**239**	234	4	1	1	6	80	77	16	11	7
Very Dissatisfied	**17**	16	**	**	**	**	8	2	**	**	**
	7%	*7%*	**	**	**	**	*9%*	*2%*	**	**	**
Fairly Dissatisfied	**27**	27	**	**	**	**	15	7	**	**	**
	11%	*12%*	**	**	**	**	*18%*	*9%*	**	**	**
Neither Satisfied Nor Dissatisfied	**35**	35	**	**	**	**	12	11	**	**	**
	15%	*15%* e	**	**	**	**	*15%*	*14%*	**	**	**
Fairly Satisfied	**25**	25	**	**	**	**	4	9	**	**	**
	11%	*11%*	**	**	**	**	*5%*	*11%*	**	**	**
Very Satisfied	**23**	23	**	**	**	**	6	12	**	**	**
	10%	*10%*	**	**	**	**	*8%*	*15%*	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	100	**	**	**	**	35	32	**	**	**
	43%	*43%*	**	**	**	**	*44%*	*41%*	**	**	**
Don't Know (DO NOT READ OUT)	**8**	8	**	**	**	**	1	6	**	**	**
	3%	*3%*	**	**	**	**	*1%*	*8%*	**	**	**
NET: Satisfied	**49**	48	**	**	**	**	10	20	**	**	**
	20%	*20%*	**	**	**	**	*13%*	*26%*	**	**	**
NET: Dissatisfied	**44**	43	**	**	**	**	22	8	**	**	**
	18%	*18%*	**	**	**	**	*28%* b	*11%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	220	19	5	40	4	18	16	16	14	10	142	23	39	16
Weighted total	239	30	7	57	7	25	21	22	23	12	204	10	20	5
Very Dissatisfied	17	**	**	**	**	**	**	**	**	**	14	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Fairly Dissatisfied	27	**	**	**	**	**	**	**	**	**	24	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Neither Satisfied Nor Dissatisfied	35	**	**	**	**	**	**	**	**	**	32	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Fairly Satisfied	25	**	**	**	**	**	**	**	**	**	20	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
Very Satisfied	23	**	**	**	**	**	**	**	**	**	18	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
													cj	
Have not Contacted / Not Applicable (DO NOT READ OUT)	103	**	**	**	**	**	**	**	**	**	87	**	**	**
	43%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
Don't Know (DO NOT READ OUT)	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
NET: Satisfied	49	**	**	**	**	**	**	**	**	**	39	**	**	**
	20%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
NET: Dissatisfied	44	**	**	**	**	**	**	**	**	**	39	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	220	9	28	7	13	61	5	21	76	168	52	201	19
Weighted total	239	6	26	5	13	67	3	28	92	200	39	220	19
Very Dissatisfied	17	**	**	**	**	5	**	**	8	14	2	16	**
	7%	**	**	**	**	*8%*	**	**	*9%*	*7%*	*6%*	*7%*	**
Fairly Dissatisfied	27	**	**	**	**	12	**	**	5	23	5	27	**
	11%	**	**	**	**	*19%* h	**	**	*5%*	*11%*	*12%*	*12%*	**
Neither Satisfied Nor Dissatisfied	35	**	**	**	**	13	**	**	18	31	4	32	**
	15%	**	**	**	**	*20%*	**	**	*20%*	*16%*	*10%*	*14%*	**
Fairly Satisfied	25	**	**	**	**	8	**	**	6	22	3	24	**
	11%	**	**	**	**	*11%*	**	**	*7%*	*11%*	*8%*	*11%*	**
Very Satisfied	23	**	**	**	**	7	**	**	8	16	7	23	**
	10%	**	**	**	**	*10%*	**	**	*8%*	*8%*	*18%* a	*10%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	103	**	**	**	**	17	**	**	45	88	16	92	**
	43%	**	**	**	**	*26%*	**	**	*49%* e	*44%*	*41%*	*42%*	**
Don't Know (DO NOT READ OUT)	8	**	**	**	**	4	**	**	2	6	2	6	**
	3%	**	**	**	**	*6%*	**	**	*2%*	*3%*	*5%*	*3%*	**
NET: Satisfied	49	**	**	**	**	14	**	**	14	39	10	47	**
	20%	**	**	**	**	*21%*	**	**	*15%*	*19%*	*26%*	*21%*	**
NET: Dissatisfied	44	**	**	**	**	17	**	**	13	37	7	43	**
	18%	**	**	**	**	*26%*	**	**	*14%*	*18%*	*18%*	*20%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**220**	212	8	92	38	86
Weighted total	**239**	224	16	103	43	89
Very Dissatisfied	**17**	15	**	6	**	10
	7%	*7%*	**	*6%*	**	*11%*
Fairly Dissatisfied	**27**	26	**	6	**	15
	11%	*12%*	**	*6%*	**	*16%* a
Neither Satisfied Nor Dissatisfied	**35**	29	**	13	**	14
	15%	*13%*	**	*13%*	**	*16%*
Fairly Satisfied	**25**	25	**	10	**	12
	11%	*11%*	**	*10%*	**	*14%*
Very Satisfied	**23**	23	**	12	**	10
	10%	*10%*	**	*12%*	**	*11%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	97	**	50	**	28
	43%	*44%*	**	*49%* c	** c	*31%*
Don't Know (DO NOT READ OUT)	**8**	8	**	5	**	-
	3%	*4%*	**	*5%* c	** c	*-%*
NET: Satisfied	**49**	49	**	22	**	23
	20%	*22%*	**	*22%*	**	*25%* b
NET: Dissatisfied	**44**	41	**	12	**	25
	18%	*18%*	**	*12%*	**	*28%* a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**220**	149	53	14	-	2	2	-	-	202	18	4	42	107	71
Weighted total	**239**	176	47	14	-	*	2	-	-	223	17	3	58	118	64
Very Dissatisfied	**17**	11	3	**	**	**	**	**	**	14	**	**	**	4	6
	7%	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	*3%*	*9%*
													b		
Fairly Dissatisfied	**27**	17	8	**	**	**	**	**	**	25	**	**	**	9	10
	11%	*10%*	*17%*	**	**	**	**	**	**	*11%*	**	**	**	*7%*	*16%*
Neither Satisfied Nor Dissatisfied	**35**	18	13	**	**	**	**	**	**	32	**	**	**	15	17
	15%	*11%*	*29%*	**	**	**	**	**	**	*14%*	**	**	**	*13%*	*26%*
			ai												**ab**
Fairly Satisfied	**25**	14	8	**	**	**	**	**	**	22	**	**	**	13	11
	11%	*8%*	*18%*	**	**	**	**	**	**	*10%*	**	**	**	*11%*	*18%*
															a
Very Satisfied	**23**	16	4	**	**	**	**	**	**	20	**	**	**	10	8
	10%	*9%*	*9%*	**	**	**	**	**	**	*9%*	**	**	**	*9%*	*12%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	91	10	**	**	**	**	**	**	102	**	**	**	63	12
	43%	*52%*	*22%*	**	**	**	**	**	**	*46%*	**	**	**	*53%*	*19%*
		b								b			c	c	
Don't Know (DO NOT READ OUT)	**8**	8	-	**	**	**	**	**	**	8	**	**	**	5	-
	3%	*5%*	*-%*	**	**	**	**	**	**	*4%*	**	**	**	*4%*	*-%*
													c		
NET: Satisfied	**49**	29	12	**	**	**	**	**	**	42	**	**	**	23	19
	20%	*17%*	*26%*	**	**	**	**	**	**	*19%*	**	**	**	*20%*	*30%*
															a
NET: Dissatisfied	**44**	28	11	**	**	**	**	**	**	39	**	**	**	12	16
	18%	*16%*	*23%*	**	**	**	**	**	**	*18%*	**	**	**	*10%*	*25%*
													b		b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**220**	140	134	167	119	75	164	145	9	4	4	1	3	1
Weighted total	**239**	148	132	172	125	72	179	156	5	3	3	*	3	2
Very Dissatisfied	**17**	11	8	13	11	3	11	13	**	**	**	**	**	**
	7%	*7%*	*6%*	*8%*	*9%*	*4%*	*6%*	*8%*	**	**	**	**	**	**
Fairly Dissatisfied	**27**	16	15	18	17	9	25	18	**	**	**	**	**	**
	11%	*11%*	*11%*	*11%*	*14%*	*13%*	*14%*	*12%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**35**	23	20	29	26	10	26	29	**	**	**	**	**	**
	15%	*15%*	*15%*	*17%*	*21%*	*14%*	*15%*	*18%*	**	**	**	**	**	**
Fairly Satisfied	**25**	18	17	19	17	12	17	14	**	**	**	**	**	**
	11%	*12%*	*13%*	*11%*	*13%*	*17%*	*10%*	*9%*	**	**	**	**	**	**
Very Satisfied	**23**	15	16	17	11	6	20	14	**	**	**	**	**	**
	10%	*10%*	*12%*	*10%*	*9%*	*8%*	*11%*	*9%*	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	61	54	72	40	29	75	64	**	**	**	**	**	**
	43%	*41%*	*41%*	*42%*	*32%*	*41%*	*42%*	*41%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**8**	4	2	4	3	2	5	4	**	**	**	**	**	**
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	**	**	**	**	**	**
NET: Satisfied	**49**	33	33	35	28	19	37	28	**	**	**	**	**	**
	20%	*22%*	*25%*	*20%*	*22%*	*26%*	*21%*	*18%*	**	**	**	**	**	**
NET: Dissatisfied	**44**	27	23	31	28	12	36	31	**	**	**	**	**	**
	18%	*18%*	*17%*	*18%*	*22%*	*17%*	*20%*	*20%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**220**	113	2	1	-	2	1	-	3	33	45	49	40	-
Weighted total	**239**	120	2	1	-	*	1	-	2	34	52	55	31	-
Very Dissatisfied	**17**	11	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
										bcd				
Fairly Dissatisfied	**27**	15	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*12%*	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**35**	24	**	**	**	**	**	**	**	**	**	**	**	**
	15%	*20%*	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	**25**	17	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*14%*	**	**	**	**	**	**	**	**	**	**	**	**
													abc	
Very Satisfied	**23**	11	**	**	**	**	**	**	**	**	**	**	**	**
	10%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**
												d		
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	39	**	**	**	**	**	**	**	**	**	**	**	**
	43%	*32%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**8**	3	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**49**	28	**	**	**	**	**	**	**	**	**	**	**	**
	20%	*23%*	**	**	**	**	**	**	**	**	**	**	**	**
													a	
NET: Dissatisfied	**44**	26	**	**	**	**	**	**	**	**	**	**	**	**
	18%	*21%*	**	**	**	**	**	**	**	**	**	**	**	**
										bd				

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**220**	41	18	29	26	5	82	4	33	191	29	164	3
Weighted total	**239**	44	17	31	25	8	88	2	36	210	29	169	3
Very Dissatisfied	**17**	**	**	**	**	**	8	**	**	16	**	13	**
	7%	**	**	**	**	**	*9%*	**	**	*8%*	**	*8%*	**
Fairly Dissatisfied	**27**	**	**	**	**	**	12	**	**	23	**	18	**
	11%	**	**	**	**	**	*14%*	**	**	*11%*	**	*11%*	**
Neither Satisfied Nor Dissatisfied	**35**	**	**	**	**	**	23	**	**	26	**	28	**
	15%	**	**	**	**	**	*26%* c	**	**	*13%*	**	*16%*	**
Fairly Satisfied	**25**	**	**	**	**	**	5	**	**	23	**	19	**
	11%	**	**	**	**	**	*6%*	**	** a	*11%*	**	*11%*	**
Very Satisfied	**23**	**	**	**	**	**	9	**	**	21	**	17	**
	10%	**	**	**	**	**	*11%*	**	**	*10%*	**	*10%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	**	**	**	**	**	29	**	**	92	**	71	**
	43%	**	**	**	**	**	*33%*	**	**	*44%*	**	*42%*	**
Don't Know (DO NOT READ OUT)	**8**	**	**	**	**	**	1	**	**	8	**	4	**
	3%	**	**	**	**	**	*1%*	**	**	*4%*	**	*2%*	**
NET: Satisfied	**49**	**	**	**	**	**	14	**	**	44	**	35	**
	20%	**	**	**	**	**	*16%*	**	** a	*21%*	**	*21%*	**
NET: Dissatisfied	**44**	**	**	**	**	**	20	**	**	40	**	31	**
	18%	**	**	**	**	**	*23%*	**	**	*19%*	**	*19%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	220	19	29	43	2	90	29	62	128	24	-
Weighted total	239	23	32	48	*	92	34	72	138	25	-
Very Dissatisfied	17	**	**	**	**	8	**	6	10	**	**
	7%	**	**	**	**	*9%*	**	*8%*	*8%*	**	**
Fairly Dissatisfied	27	**	**	**	**	11	**	10	14	**	**
	11%	**	**	**	**	*12%*	**	*14%*	*10%*	**	**
Neither Satisfied Nor Dissatisfied	35	**	**	**	**	13	**	13	20	**	**
	15%	**	**	**	**	*15%*	**	*17%*	*15%*	**	**
Fairly Satisfied	25	**	**	**	**	15	**	10	18	**	**
	11%	**	**	**	**	*16%*	**	*14%*	*13%*	**	**
Very Satisfied	23	**	**	**	**	6	**	12	15	**	**
	10%	**	**	**	**	*7%*	**	*17%*	*11%*	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	103	**	**	**	**	34	**	20	55	**	**
	43%	**	**	**	**	*38%*	**	*27%*	*40%*	**	**
Don't Know (DO NOT READ OUT)	8	**	**	**	**	3	**	2	4	**	**
	3%	**	**	**	**	*4%*	**	*3%*	*3%*	**	**
NET: Satisfied	49	**	**	**	**	21	**	22	33	**	**
	20%	**	**	**	**	*23%*	**	*30%*	*24%*	**	**
NET: Dissatisfied	44	**	**	**	**	20	**	16	24	**	**
	18%	**	**	**	**	*21%*	**	*22%*	*18%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**220**	62	117	29	-	92	75	38	-	140	133	105	125	106	8
Weighted total	**239**	65	112	27	-	93	80	39	-	148	130	109	130	99	8
Very Dissatisfied	**17**	5	4	**	**	9	5	**	**	11	6	10	8	6	**
	7%	*8%*	*3%*	**	**	*9%*	*6%*	**	**	*7%*	*5%*	*9%*	*6%*	*6%*	**
Fairly Dissatisfied	**27**	4	14	**	**	13	9	**	**	16	15	15	14	7	**
	11%	*6%*	*12%*	**	**	*14%*	*12%*	**	**	*11%*	*11%*	*13%*	*11%*	*8%*	**
Neither Satisfied Nor Dissatisfied	**35**	11	16	**	**	20	18	**	**	23	20	20	24	19	**
	15%	*17%*	*15%*	**	**	*21%*	*22%*	**	**	*15%*	*15%*	*19%*	*18%*	*19%*	**
Fairly Satisfied	**25**	9	17	**	**	14	11	**	**	18	17	15	14	12	**
	11%	*14%*	*15%*	**	**	*15%*	*14%*	**	**	*12%*	*13%*	*13%*	*11%*	*12%*	**
Very Satisfied	**23**	9	14	**	**	8	9	**	**	15	16	11	15	6	**
	10%	*14%*	*13%*	**	**	*8%*	*11%*	**	**	*10%*	*12%*	*10%*	*11%*	*6%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	25	47	**	**	28	25	**	**	61	54	35	53	47	**
	43%	*39%*	*42%*	**	**	*30%*	*32%*	**	**	*41%*	*42%*	*32%*	*41%*	*47%*	**
Don't Know (DO NOT READ OUT)	**8**	2	*	**	**	2	3	**	**	4	2	3	2	2	**
	3%	*3%*	*%*	**	**	*2%*	*4%*	**	**	*3%*	*2%*	*3%*	*2%*	*2%*	**
NET: Satisfied	**49**	18	31	**	**	22	20	**	**	33	33	26	29	18	**
	20%	*28%*	*28%*	**	**	*23%*	*24%*	**	**	*22%*	*25%*	*24%*	*22%*	*18%*	**
NET: Dissatisfied	**44**	9	17	**	**	22	14	**	**	27	21	25	22	14	**
	18%	*14%*	*16%*	**	**	*24%*	*18%*	**	**	*18%*	*16%*	*23%*	*17%*	*14%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**220**	62	40	67	20	16	118	101	6	7	7	-
Weighted total	**239**	67	38	63	23	15	125	94	6	6	12	-
Very Dissatisfied	**17**	5	**	10	**	**	9	8	**	**	**	**
	7%	*7%*	**	*16%*	**	**	*8%*	*9%*	**	**	**	**
Fairly Dissatisfied	**27**	6	**	11	**	**	11	8	**	**	**	**
	11%	*9%*	**	*17%*	**	**	*8%*	*8%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**35**	13	**	10	**	**	21	13	**	**	**	**
	15%	*20%*	**	*15%*	**	**	*17%*	*14%*	**	**	**	**
Fairly Satisfied	**25**	8	**	7	**	**	13	13	**	**	**	**
	11%	*12%*	**	*11%*	**	**	*10%*	*14%*	**	**	**	**
Very Satisfied	**23**	10	**	6	**	**	15	8	**	**	**	**
	10%	*16%*	**	*9%*	**	**	*12%*	*8%*	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	21	**	18	**	**	54	43	**	**	**	**
	43%	*31%*	**	*28%*	**	**	*43%*	*45%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**8**	3	**	2	**	**	2	2	**	**	**	**
	3%	*5%*	**	*3%*	**	**	*2%*	*2%*	**	**	**	**
NET: Satisfied	**49**	19	**	13	**	**	27	20	**	**	**	**
	20%	*28%*	**	*20%*	**	**	*22%*	*22%*	**	**	**	**
NET: Dissatisfied	**44**	11	**	21	**	**	20	16	**	**	**	**
	18%	*16%*	**	*34%* a	**	**	*16%*	*17%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	*b
Unweighted total	**220**	211	187	213	189	217	152	212	73	1	136	25	220	-
Weighted total	**239**	227	200	231	195	235	162	233	75	*	142	33	239	-
Very Dissatisfied	**17**	17	17	17	15	17	14	17	5	**	5	**	17	**
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*9%*	*7%*	*7%*	**	*4%*	**	*7%*	**
Fairly Dissatisfied	**27**	27	23	27	21	27	19	27	11	**	15	**	27	**
	11%	*12%*	*12%*	*12%*	*11%*	*12%*	*12%*	*12%*	*14%*	**	*10%*	**	*11%*	**
Neither Satisfied Nor Dissatisfied	**35**	35	30	35	28	32	23	35	15	**	18	**	35	**
	15%	*15%*	*15%*	*15%*	*14%*	*13%*	*14%*	*15%*	*20%*	**	*13%*	**	*15%*	**
Fairly Satisfied	**25**	25	23	25	21	25	19	25	10	**	16	**	25	**
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*	*14%*	**	*12%*	**	*11%*	**
Very Satisfied	**23**	21	19	21	18	23	18	21	6	**	18	**	23	**
	10%	*9%*	*9%*	*9%*	*9%*	*10%*	*11%*	*9%*	*8%*	**	*13%*	**	*10%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	94	84	98	87	103	63	99	26	**	64	**	103	**
	43%	*41%*	*42%*	*42%*	*45%*	*44%*	*39%*	*43%*	*34%*	**	*45%*	**	*43%*	**
Don't Know (DO NOT READ OUT)	**8**	8	5	8	4	8	6	8	2	**	5	**	8	**
	3%	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	**	*4%*	**	*3%*	**
NET: Satisfied	**49**	46	41	46	39	49	37	46	16	**	35	**	49	**
	20%	*20%*	*21%*	*20%*	*20%*	*21%*	*23%*	*20%*	*22%*	**	*24%*	**	*20%*	**
NET: Dissatisfied	**44**	44	40	44	36	44	33	44	16	**	20	**	44	**
	18%	*19%*	*20%*	*19%*	*19%*	*19%*	*20%*	*19%*	*21%*	**	*14%*	**	*18%*	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**220**	49	5	22	39	43	133	43	44	20	154	122	98
Weighted total	**239**	56	6	19	48	45	141	52	49	24	166	127	112
Very Dissatisfied	**17**	**	**	**	**	**	10	**	**	**	5	11	5
	7%	**	**	**	**	**	*7%*	**	**	**	*3%*	*9%*	*5%*
									c				
Fairly Dissatisfied	**27**	**	**	**	**	**	14	**	**	**	15	15	12
	11%	**	**	**	**	**	*10%*	**	**	**	*9%*	*12%*	*11%*
Neither Satisfied Nor Dissatisfied	**35**	**	**	**	**	**	18	**	**	**	15	17	18
	15%	**	**	**	**	**	*13%*	**	**	**	*9%*	*13%*	*16%*
									c				
Fairly Satisfied	**25**	**	**	**	**	**	17	**	**	**	19	18	7
	11%	**	**	**	**	**	*12%*	**	**	**	*11%*	*14%*	*7%*
											a		
Very Satisfied	**23**	**	**	**	**	**	16	**	**	**	19	12	12
	10%	**	**	**	**	**	*11%*	**	**	**	*11%*	*9%*	*10%*
						c	c						
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	**	**	**	**	**	63	**	**	**	85	52	52
	43%	**	**	**	**	**	*45%*	**	**	**	*51%*	*41%*	*46%*
							a	a			a		
Don't Know (DO NOT READ OUT)	**8**	**	**	**	**	**	3	**	**	**	8	3	5
	3%	**	**	**	**	**	*2%*	**	**	**	*5%*	*2%*	*5%*
NET: Satisfied	**49**	**	**	**	**	**	33	**	**	**	38	30	19
	20%	**	**	**	**	**	*23%*	**	**	**	*23%*	*23%*	*17%*
						c	c						
NET: Dissatisfied	**44**	**	**	**	**	**	24	**	**	**	20	26	18
	18%	**	**	**	**	**	*17%*	**	**	**	*12%*	*21%*	*16%*
									c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	220	21	24	15	18	21	18	23	14	13	21	17	15
Weighted total	239	21	27	19	15	30	24	15	14	15	24	20	15
Very Dissatisfied	17	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	27	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	35	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	25	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	23	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	103	**	**	**	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	8	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	49	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	44	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**220**	60	57	50	53
Weighted total	**239**	66	69	45	59
Very Dissatisfied	**17**	3	4	**	*
	7%	*4%*	*6%*	**	*1%*
				abd	
Fairly Dissatisfied	**27**	8	7	**	5
	11%	*12%*	*11%*	**	*8%*
Neither Satisfied Nor Dissatisfied	**35**	6	9	**	12
	15%	*10%*	*13%*	**	*19%*
Fairly Satisfied	**25**	7	8	**	8
	11%	*11%*	*11%*	**	*13%*
Very Satisfied	**23**	10	7	**	6
	10%	*14%*	*10%*	**	*10%*
		c			
Have not Contacted / Not Applicable (DO NOT READ OUT)	**103**	32	28	**	28
	43%	*48%*	*40%*	**	*47%*
Don't Know (DO NOT READ OUT)	**8**	*	6	**	1
	3%	**%*	*9%*	**	*2%*
			a		
NET: Satisfied	**49**	17	15	**	13
	20%	*26%*	*22%*	**	*23%*
		c	c		c
NET: Dissatisfied	**44**	11	11	**	5
	18%	*16%*	*16%*	**	*9%*
				abd	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**220**	173	33	9	5	47	64	60	16	9	14
Weighted total	**239**	234	4	1	1	6	80	77	16	11	7
Very Dissatisfied	**4**	4	**	**	**	**	2	-	**	**	**
	2%	*2%*	**	**	**	**	*3%*	*-%*	**	**	**
Fairly Dissatisfied	**9**	8	**	**	**	**	3	2	**	**	**
	4%	*4%*	**	**	**	**	*4%*	*2%*	**	**	**
						a					
Neither Satisfied Nor Dissatisfied	**30**	30	**	**	**	**	11	10	**	**	**
	13%	*13%*	**	**	**	**	*14%*	*14%*	**	**	**
Fairly Satisfied	**27**	27	**	**	**	**	10	5	**	**	**
	11%	*11%*	**	**	**	**	*12%*	*6%*	**	**	**
Very Satisfied	**57**	56	**	**	**	**	16	24	**	**	**
	24%	*24%*	**	**	**	**	*20%*	*32%*	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	99	**	**	**	**	35	30	**	**	**
	42%	*42%*	**	**	**	**	*44%*	*39%*	**	**	**
Don't Know (DO NOT READ OUT)	**10**	10	**	**	**	**	2	6	**	**	**
	4%	*4%*	**	**	**	**	*3%*	*8%*	**	**	**
NET: Satisfied	**84**	83	**	**	**	**	26	29	**	**	**
	35%	*36%*	**	**	**	**	*33%*	*38%*	**	**	**
NET: Dissatisfied	**13**	13	**	**	**	**	5	2	**	**	**
	6%	*5%*	**	**	**	**	*7%*	*2%*	**	**	**
						a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	220	19	5	40	4	18	16	16	14	10	142	23	39	16
Weighted total	239	30	7	57	7	25	21	22	23	12	204	10	20	5
Very Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Fairly Dissatisfied	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Neither Satisfied Nor Dissatisfied	30	**	**	**	**	**	**	**	**	**	25	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
Fairly Satisfied	27	**	**	**	**	**	**	**	**	**	24	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Very Satisfied	57	**	**	**	**	**	**	**	**	**	48	**	**	**
	24%	**	**	**	**	**	**	**	**	**	*23%*	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	102	**	**	**	**	**	**	**	**	**	85	**	**	**
	42%	**	**	**	**	**	**	**	**	**	*42%*	**	**	**
Don't Know (DO NOT READ OUT)	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
NET: Satisfied	84	**	**	**	**	**	**	**	**	**	72	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*35%*	**	**	**
NET: Dissatisfied	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**220**	9	28	7	13	61	5	21	76	168	52	201	19
Weighted total	**239**	6	26	5	13	67	3	28	92	200	39	220	19
Very Dissatisfied	**4**	**	**	**	**	2	**	**	2	4	*	4	**
	2%	**	**	**	**	*3%*	**	**	*2%*	*2%*	**%*	*2%*	**
Fairly Dissatisfied	**9**	**	**	**	**	6	**	**	1	6	3	8	**
	4%	**	**	**	**	*9%* h	**	**	*1%*	*3%*	*7%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	6	**	**	14	28	2	28	**
	13%	**	**	**	**	*10%*	**	**	*15%*	*14%*	*6%*	*13%*	**
Fairly Satisfied	**27**	**	**	**	**	13	**	**	6	25	2	24	**
	11%	**	**	**	**	*20%* h	**	**	*6%*	*12%*	*6%*	*11%*	**
Very Satisfied	**57**	**	**	**	**	18	**	**	23	44	14	57	**
	24%	**	**	**	**	*26%*	**	**	*24%*	*22%*	*36%* a	*26%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	**	**	**	**	17	**	**	43	86	16	90	**
	42%	**	**	**	**	*26%*	**	**	*47%* e	*43%*	*41%*	*41%*	**
Don't Know (DO NOT READ OUT)	**10**	**	**	**	**	4	**	**	4	8	2	8	**
	4%	**	**	**	**	*6%*	**	**	*4%*	*4%*	*5%*	*4%*	**
NET: Satisfied	**84**	**	**	**	**	31	**	**	28	68	16	81	**
	35%	**	**	**	**	*46%*	**	**	*31%*	*34%*	*41%*	*37%*	**
NET: Dissatisfied	**13**	**	**	**	**	8	**	**	3	11	3	13	**
	6%	**	**	**	**	*12%* h	**	**	*3%*	*5%*	*7%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**220**	212	8	92	38	86
Weighted total	**239**	224	16	103	43	89
Very Dissatisfied	**4**	2	**	2	**	2
	2%	*1%*	**	*2%*	**	*2%*
Fairly Dissatisfied	**9**	9	**	1	**	6
	4%	*4%*	**	*1%*	**	*6%*
						a
Neither Satisfied Nor Dissatisfied	**30**	24	**	12	**	8
	13%	*11%*	**	*12%*	**	*8%*
					c	
Fairly Satisfied	**27**	27	**	7	**	18
	11%	*12%*	**	*6%*	**	*20%*
						a
Very Satisfied	**57**	56	**	27	**	26
	24%	*25%*	**	*27%*	**	*30%*
				b		b
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	95	**	48	**	28
	42%	*43%*	**	*47%*	**	*31%*
				c	c	
Don't Know (DO NOT READ OUT)	**10**	10	**	5	**	2
	4%	*4%*	**	*5%*	**	*2%*
NET: Satisfied	**84**	83	**	34	**	44
	35%	*37%*	**	*33%*	**	*49%*
				b		**ab**
NET: Dissatisfied	**13**	11	**	3	**	8
	6%	*5%*	**	*3%*	**	*9%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**220**	149	53	14	-	2	2	-	-	202	18	4	42	107	71
Weighted total	**239**	176	47	14	-	*	2	-	-	223	17	3	58	118	64
Very Dissatisfied	**4**	2	2	**	**	**	**	**	**	4	**	**	**	*	2
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	**	*%*	*3%*
Fairly Dissatisfied	**9**	1	6	**	**	**	**	**	**	6	**	**	**	-	8
	4%	*%*	*12%*	**	**	**	**	**	**	*3%*	**	**	**	-%	*13%*
			ai												**ab**
Neither Satisfied Nor Dissatisfied	**30**	26	5	**	**	**	**	**	**	30	**	**	**	17	5
	13%	*15%*	*10%*	**	**	**	**	**	**	*14%*	**	**	**	*15%*	*7%*
Fairly Satisfied	**27**	15	10	**	**	**	**	**	**	25	**	**	**	12	12
	11%	*9%*	*21%*	**	**	**	**	**	**	*11%*	**	**	**	*10%*	*18%*
			a												
Very Satisfied	**57**	33	15	**	**	**	**	**	**	47	**	**	**	19	25
	24%	*19%*	*31%*	**	**	**	**	**	**	*21%*	**	**	**	*16%*	*39%*
															b
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	89	10	**	**	**	**	**	**	100	**	**	**	63	12
	42%	*51%*	*22%*	**	**	**	**	**	**	*45%*	**	**	**	*53%*	*19%*
		b								b			c	c	
Don't Know (DO NOT READ OUT)	**10**	10	-	**	**	**	**	**	**	10	**	**	**	7	-
	4%	*6%*	-%	**	**	**	**	**	**	*4%*	**	**	**	*6%*	-%
													c	c	
NET: Satisfied	**84**	48	24	**	**	**	**	**	**	72	**	**	**	31	37
	35%	*27%*	*52%*	**	**	**	**	**	**	*32%*	**	**	**	*27%*	*57%*
			ai												**ab**
NET: Dissatisfied	**13**	3	8	**	**	**	**	**	**	11	**	**	**	*	10
	6%	*2%*	*16%*	**	**	**	**	**	**	*5%*	**	**	**	*%*	*16%*
			ai										b		b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**220**	140	134	167	119	75	164	145	9	4	4	1	3	1
Weighted total	**239**	148	132	172	125	72	179	156	5	3	3	*	3	2
Very Dissatisfied	**4**	4	4	4	4	2	4	4	**	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	**	**	**	**	**	**
Fairly Dissatisfied	**9**	4	3	5	8	1	8	5	**	**	**	**	**	**
	4%	*3%*	*2%*	*3%*	*6%*	*1%*	*5%*	*3%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**30**	21	16	24	18	10	18	24	**	**	**	**	**	**
	13%	*14%*	*12%*	*14%*	*14%*	*14%*	*10%*	*16%*	**	**	**	**	**	**
Fairly Satisfied	**27**	16	17	21	18	10	21	19	**	**	**	**	**	**
	11%	*11%*	*13%*	*12%*	*14%*	*14%*	*12%*	*12%*	**	**	**	**	**	**
Very Satisfied	**57**	36	33	38	32	17	46	33	**	**	**	**	**	**
	24%	*24%*	*25%*	*22%*	*26%*	*23%*	*26%*	*21%*	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	61	54	72	40	29	75	64	**	**	**	**	**	**
	42%	*41%*	*41%*	*42%*	*32%*	*41%*	*42%*	*41%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**10**	6	4	6	5	2	7	6	**	**	**	**	**	**
	4%	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	**	**	**	**	**	**
NET: Satisfied	**84**	52	50	59	50	27	67	52	**	**	**	**	**	**
	35%	*35%*	*38%*	*35%*	*40%*	*38%*	*37%*	*34%*	**	**	**	**	**	**
NET: Dissatisfied	**13**	8	7	10	12	3	13	9	**	**	**	**	**	**
	6%	*6%*	*5%*	*6%*	*10%*	*4%*	*7%*	*6%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**220**	113	2	1	-	2	1	-	3	33	45	49	40	-
Weighted total	**239**	120	2	1	-	*	1	-	2	34	52	55	31	-
Very Dissatisfied	**4**	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*4%*	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**9**	6	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*5%*	**	**	**	**	**	**	**	**	**	**	**	**
												b		
Neither Satisfied Nor Dissatisfied	**30**	18	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*15%*	**	**	**	**	**	**	**	**	**	**	**	**
										d	d	d		
Fairly Satisfied	**27**	16	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*14%*	**	**	**	**	**	**	**	**	**	**	**	**
													abc	
Very Satisfied	**57**	32	**	**	**	**	**	**	**	**	**	**	**	**
	24%	*27%*	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	39	**	**	**	**	**	**	**	**	**	**	**	**
	42%	*32%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**10**	5	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*4%*	**	**	**	**	**	**	**	**	**	**	**	**
													ac	
NET: Satisfied	**84**	48	**	**	**	**	**	**	**	**	**	**	**	**
	35%	*40%*	**	**	**	**	**	**	**	**	**	**	**	**
													b	
NET: Dissatisfied	**13**	10	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*9%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**220**	41	18	29	26	5	82	4	33	191	29	164	3
Weighted total	**239**	44	17	31	25	8	88	2	36	210	29	169	3
Very Dissatisfied	**4**	**	**	**	**	**	2	**	**	4	**	4	**
	2%	**	**	**	**	**	*2%*	**	**	*2%*	**	*3%*	**
Fairly Dissatisfied	**9**	**	**	**	**	**	8	**	**	8	**	5	**
	4%	**	**	**	**	**	*9%*	**	**	*4%*	**	*3%*	**
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	**	16	**	**	24	**	23	**
	13%	**	**	**	**	**	*18%* c	**	**	*11%*	**	*14%*	**
Fairly Satisfied	**27**	**	**	**	**	**	7	**	**	23	**	21	**
	11%	**	**	**	**	**	*8%*	**	** a	*11%*	**	*12%*	**
Very Satisfied	**57**	**	**	**	**	**	23	**	**	51	**	38	**
	24%	**	**	**	**	**	*26%*	**	**	*24%*	**	*23%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	**	**	**	**	**	29	**	**	90	**	71	**
	42%	**	**	**	**	**	*33%*	**	**	*43%*	**	*42%*	**
Don't Know (DO NOT READ OUT)	**10**	**	**	**	**	**	3	**	**	10	**	6	**
	4%	**	**	**	**	**	*4%*	**	**	*5%*	**	*4%*	**
NET: Satisfied	**84**	**	**	**	**	**	30	**	**	74	**	59	**
	35%	**	**	**	**	**	*34%*	**	**	*35%*	**	*35%*	**
NET: Dissatisfied	**13**	**	**	**	**	**	10	**	**	12	**	10	**
	6%	**	**	**	**	**	*11%*	**	**	*6%*	**	*6%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	**220**	19	29	43	2	90	29	62	128	24	-
Weighted total	**239**	23	32	48	*	92	34	72	138	25	-
Very Dissatisfied	**4**	**	**	**	**	2	**	2	4	**	**
	2%	**	**	**	**	*3%*	**	*3%*	*3%*	**	**
Fairly Dissatisfied	**9**	**	**	**	**	3	**	4	1	**	**
	4%	**	**	**	**	*4%*	**	*5%*	*1%*	**	**
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	10	**	10	21	**	**
	13%	**	**	**	**	*11%*	**	*14%*	*15%*	**	**
Fairly Satisfied	**27**	**	**	**	**	16	**	7	15	**	**
	11%	**	**	**	**	*18%*	**	*9%*	*11%*	**	**
Very Satisfied	**57**	**	**	**	**	20	**	28	34	**	**
	24%	**	**	**	**	*22%*	**	*39%*	*25%*	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	**	**	**	**	34	**	20	55	**	**
	42%	**	**	**	**	*38%*	**	*27%*	*40%*	**	**
Don't Know (DO NOT READ OUT)	**10**	**	**	**	**	5	**	2	6	**	**
	4%	**	**	**	**	*6%*	**	*3%*	*4%*	**	**
NET: Satisfied	**84**	**	**	**	**	36	**	35	49	**	**
	35%	**	**	**	**	*40%*	**	*48%*	*36%*	**	**
NET: Dissatisfied	**13**	**	**	**	**	6	**	6	6	**	**
	6%	**	**	**	**	*6%*	**	*8%*	*4%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**220**	62	117	29	-	92	75	38	-	140	133	105	125	106	8
Weighted total	**239**	65	112	27	-	93	80	39	-	148	130	109	130	99	8
Very Dissatisfied	**4**	2	2	**	**	2	4	**	**	4	2	4	2	*	**
	2%	*4%*	*2%*	**	**	*2%*	*5%*	**	**	*3%*	*2%*	*4%*	*2%*	*%*	**
Fairly Dissatisfied	**9**	1	1	**	**	8	3	**	**	4	3	7	4	1	**
	4%	*2%*	*1%*	**	**	*9%*	*4%*	**	**	*3%*	*2%*	*6%*	*3%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**30**	6	14	**	**	12	10	**	**	21	16	12	18	15	**
	13%	*9%*	*13%*	**	**	*13%*	*12%*	**	**	*14%*	*13%*	*11%*	*14%*	*15%*	**
Fairly Satisfied	**27**	9	16	**	**	11	10	**	**	16	17	16	17	12	**
	11%	*13%*	*14%*	**	**	*12%*	*12%*	**	**	*11%*	*13%*	*15%*	*13%*	*12%*	**
Very Satisfied	**57**	19	29	**	**	28	23	**	**	36	33	29	31	21	**
	24%	*30%*	*26%*	**	**	*30%*	*28%*	**	**	*24%*	*25%*	*27%*	*24%*	*21%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	25	47	**	**	28	25	**	**	61	54	35	53	47	**
	42%	*39%*	*42%*	**	**	*30%*	*32%*	**	**	*41%*	*42%*	*32%*	*41%*	*47%*	**
Don't Know (DO NOT READ OUT)	**10**	2	2	**	**	4	5	**	**	6	4	5	4	2	**
	4%	*3%*	*2%*	**	**	*4%*	*6%*	**	**	*4%*	*3%*	*5%*	*3%*	*2%*	**
NET: Satisfied	**84**	28	45	**	**	39	33	**	**	52	50	46	48	33	**
	35%	*43%*	*40%*	**	**	*42%*	*40%*	**	**	*35%*	*38%*	*42%*	*37%*	*34%*	**
NET: Dissatisfied	**13**	4	4	**	**	10	7	**	**	8	5	11	6	2	**
	6%	*6%*	*3%*	**	**	*11%*	*9%*	**	**	*6%*	*4%*	*10%*	*5%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**220**	62	40	67	20	16	118	101	6	7	7	-
Weighted total	**239**	67	38	63	23	15	125	94	6	6	12	-
Very Dissatisfied	**4**	4	**	4	**	**	4	2	**	**	**	**
	2%	*6%*	**	*7%*	**	**	*3%*	*3%*	**	**	**	**
Fairly Dissatisfied	**9**	1	**	6	**	**	*	1	**	**	**	**
	4%	*1%*	**	*9%*	**	**	**%*	*1%*	**	**	**	**
				a								
Neither Satisfied Nor Dissatisfied	**30**	6	**	5	**	**	19	13	**	**	**	**
	13%	*8%*	**	*8%*	**	**	*16%*	*13%*	**	**	**	**
Fairly Satisfied	**27**	9	**	9	**	**	14	11	**	**	**	**
	11%	*13%*	**	*15%*	**	**	*11%*	*11%*	**	**	**	**
Very Satisfied	**57**	22	**	19	**	**	29	22	**	**	**	**
	24%	*32%*	**	*30%*	**	**	*23%*	*24%*	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	21	**	18	**	**	54	43	**	**	**	**
	42%	*31%*	**	*28%*	**	**	*43%*	*45%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**10**	5	**	2	**	**	4	2	**	**	**	**
	4%	*8%*	**	*3%*	**	**	*3%*	*2%*	**	**	**	**
NET: Satisfied	**84**	31	**	29	**	**	43	33	**	**	**	**
	35%	*46%*	**	*45%*	**	**	*34%*	*35%*	**	**	**	**
NET: Dissatisfied	**13**	5	**	10	**	**	5	4	**	**	**	**
	6%	*7%*	**	*16%*	**	**	*4%*	*4%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	*b
Unweighted total	**220**	211	187	213	189	217	152	212	73	1	136	25	220	-
Weighted total	**239**	227	200	231	195	235	162	233	75	*	142	33	239	-
Very Dissatisfied	**4**	4	4	4	4	4	4	4	2	**	2	**	4	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	*1%*	**	*2%*	**
Fairly Dissatisfied	**9**	9	9	9	9	9	8	9	6	**	1	**	9	**
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*8%*	**	*1%*	**	*4%*	**
Neither Satisfied Nor Dissatisfied	**30**	30	24	30	20	28	17	30	10	**	14	**	30	**
	13%	*13%*	*12%*	*13%*	*10%*	*12%*	*11%*	*13%*	*14%*	**	*10%*	**	*13%*	**
Fairly Satisfied	**27**	27	25	27	22	27	19	27	12	**	15	**	27	**
	11%	*12%*	*13%*	*12%*	*12%*	*11%*	*12%*	*12%*	*16%*	**	*10%*	**	*11%*	**
Very Satisfied	**57**	55	47	55	48	56	46	55	17	**	39	**	57	**
	24%	*24%*	*23%*	*24%*	*24%*	*24%*	*29%*	*24%*	*22%*	**	*27%*	**	*24%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	92	84	96	85	101	61	98	26	**	64	**	102	**
	42%	*41%*	*42%*	*42%*	*44%*	*43%*	*38%*	*42%*	*34%*	**	*45%*	**	*42%*	**
Don't Know (DO NOT READ OUT)	**10**	10	7	10	6	10	6	10	2	**	7	**	10	**
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	**	*5%*	**	*4%*	**
NET: Satisfied	**84**	82	72	82	70	83	65	82	29	**	53	**	84	**
	35%	*36%*	*36%*	*35%*	*36%*	*35%*	*40%*	*35%*	*38%*	**	*38%*	**	*35%*	**
NET: Dissatisfied	**13**	13	13	13	13	13	12	13	8	**	3	**	13	**
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*8%*	*6%*	*11%*	**	*2%*	**	*6%*	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**220**	49	5	22	39	43	133	43	44	20	154	122	98
Weighted total	**239**	56	6	19	48	45	141	52	49	24	166	127	112
Very Dissatisfied	**4**	**	**	**	**	**	2	**	**	**	*	2	2
	2%	**	**	**	**	**	*2%*	**	**	**	**%*	*2%*	*2%*
									c				
Fairly Dissatisfied	**9**	**	**	**	**	**	*	**	**	**	1	5	3
	4%	**	**	**	**	**	**%*	**	**	**	*1%*	*4%*	*3%*
						b		b	c				
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	**	19	**	**	**	21	18	12
	13%	**	**	**	**	**	*13%*	**	**	**	*12%*	*14%*	*11%*
Fairly Satisfied	**27**	**	**	**	**	**	13	**	**	**	15	15	12
	11%	**	**	**	**	**	*9%*	**	**	**	*9%*	*12%*	*11%*
Very Satisfied	**57**	**	**	**	**	**	38	**	**	**	36	34	24
	24%	**	**	**	**	**	*27%*	**	**	**	*22%*	*27%*	*21%*
						c	c						
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	**	**	**	**	**	63	**	**	**	83	50	52
	42%	**	**	**	**	**	*45%*	**	**	**	*50%*	*39%*	*46%*
							a	a			a		
Don't Know (DO NOT READ OUT)	**10**	**	**	**	**	**	5	**	**	**	10	3	7
	4%	**	**	**	**	**	*3%*	**	**	**	*6%*	*2%*	*6%*
NET: Satisfied	**84**	**	**	**	**	**	51	**	**	**	51	49	35
	35%	**	**	**	**	**	*37%*	**	**	**	*30%*	*38%*	*32%*
NET: Dissatisfied	**13**	**	**	**	**	**	2	**	**	**	2	8	6
	6%	**	**	**	**	**	*2%*	**	**	**	*1%*	*6%*	*5%*
						bc			c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	220	21	24	15	18	21	18	23	14	13	21	17	15
Weighted total	239	21	27	19	15	30	24	15	14	15	24	20	15
Very Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	9	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	30	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	27	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	57	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	102	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	10	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	84	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**220**	60	57	50	53
Weighted total	**239**	66	69	45	59
Very Dissatisfied	**4**	*	2	**	-
	2%	**%*	*3%*	**	*-%*
Fairly Dissatisfied	**9**	*	3	**	2
	4%	**%*	*4%*	**	*4%*
				a	
Neither Satisfied Nor Dissatisfied	**30**	7	9	**	5
	13%	*10%*	*13%*	**	*9%*
Fairly Satisfied	**27**	9	5	**	6
	11%	*14%*	*7%*	**	*11%*
Very Satisfied	**57**	18	16	**	16
	24%	*27%*	*23%*	**	*27%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**102**	30	28	**	28
	42%	*46%*	*40%*	**	*47%*
Don't Know (DO NOT READ OUT)	**10**	2	6	**	1
	4%	*3%*	*9%*	**	*2%*
NET: Satisfied	**84**	27	21	**	23
	35%	*41%*	*30%*	**	*38%*
NET: Dissatisfied	**13**	*	5	**	2
	6%	**%*	*8%*	**	*4%*
			a	a	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very low	**10**	10	-	-	-	-	6	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Quite low	**34**	33	1	-	*	1	11	9	1	-	2
	2%	*2%*	*1%*	*-%*	*3%*	*1%*	*2%*	*2%*	**%*	*-%*	*3%*
Neither low nor high	**168**	162	5	1	1	6	53	48	12	3	7
	9%	*9%*	*13%*	*8%*	*9%*	*11%*	*8%*	*10%*	*10%*	*8%*	*12%*
Quite high	**772**	751	13	6	2	21	293	206	56	17	25
	42%	*42%* b	*36%*	*47%* b	*32%*	*38%*	*44%*	*42%*	*48%*	*51%*	*46%*
Very high	**852**	825	18	6	4	27	307	230	47	14	21
	46%	*46%*	*50%*	*45%*	*56%*	*49%*	*46%*	*47%*	*41%*	*42%*	*39%*
Don't Know (DO NOT READ OUT)	**2**	2	*	-	-	*	-	-	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
NET: High	**1624**	1576	31	12	6	49	600	436	104	32	46
	88%	*88%*	*86%*	*92%*	*88%*	*87%*	*90%*	*88%*	*89%*	*92%*	*84%*
NET: Low	**44**	43	1	-	*	1	17	9	1	-	2
	2%	*2%*	*1%*	*-%*	*3%*	*1%*	*3%*	*2%*	**%*	*-%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very low	**10**	-	-	-	**	-	1	-	2	4	7	*	3	-
	1%	-%	-%	-%	**	-%	*%	-%	*2%*	*3%*	*%*	*%*	*3%*	-%
										acgjm			**acjm**	
Quite low	**34**	2	-	8	**	6	1	5	5	2	30	-	4	-
	2%	*1%*	-%	*3%*	**	*4%*	*%*	*3%*	*3%*	*2%*	*2%*	-%	*4%*	-%
				fkm		**fkm**		**km**	**fkm**	m	**km**		**fkm**	
Neither low nor high	**168**	19	12	40	**	13	18	16	11	15	148	7	6	7
	9%	*9%*	*12%*	*15%*	**	*8%*	*6%*	*9%*	*8%*	*11%*	*10%*	*8%*	*6%*	*7%*
				fjklm										
Quite high	**772**	86	54	123	**	68	124	71	49	58	655	38	42	37
	42%	*40%*	*52%*	*47%*	**	*42%*	*41%*	*39%*	*35%*	*43%*	*42%*	*42%*	*41%*	*42%*
			h	h										
Very high	**852**	108	38	90	**	75	158	88	70	55	715	45	48	44
	46%	*50%*	*37%*	*34%*	**	*46%*	*52%*	*49%*	*50%*	*41%*	*46%*	*50%*	*47%*	*50%*
		c			c	c	**bc**	c	c		c	c	c	**bc**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	*	2	-	2	-	-	-
	****%***	-%	-%	-%	**	-%	-%	*%	*1%*	-%	*%*	-%	-%	-%
									j					
NET: High	**1624**	195	92	212	**	143	282	159	119	113	1370	84	90	81
	88%	*90%*	*88%*	*81%*	**	*88%*	*93%*	*88%*	*86%*	*84%*	*88%*	*92%*	*88%*	*93%*
		c					**chij**				c	**ci**		**cij**
NET: Low	**44**	2	-	8	**	6	3	5	7	6	37	*	6	-
	2%	*1%*	-%	*3%*	**	*4%*	*1%*	*3%*	*5%*	*5%*	*2%*	*%*	*6%*	-%
				km		**km**		m	**afkm**	**fkm**	m		**abfjkm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very low	**10**	*	1	**	-	-	-	-	9	10	-	10	-
	1%	*1%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	*1%* e	*1%*	*-%*	*1%*	*-%*
Quite low	**34**	-	3	**	2	8	2	3	13	23	10	29	5
	2%	*-%*	*2%*	** a	*1%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*
Neither low nor high	**168**	9	17	**	10	31	5	18	73	129	39	150	19
	9%	*13%* e	*11%* e	**	*7%*	*6%*	*10%*	*16%* **de**	*10%* e	*9%*	*9%*	*9%*	*12%*
Quite high	**772**	41	58	**	56	211	13	46	328	608	164	709	63
	42%	*56%* **bcdef**	*38%*	**	*35%*	*40%* f	*27%*	*42%*	*46%* **df**	*43%*	*38%*	*42%*	*41%*
Very high	**852**	23	72	**	88	275	29	44	297	638	214	786	67
	46%	*31%*	*48%* a	** a	*55%* **agh**	*52%* **agh**	*59%* **agh**	*40%*	*41%*	*45%*	*50%*	*47%*	*43%*
Don't Know (DO NOT READ OUT)	**2**	-	-	**	2	-	*	-	-	2	*	2	-
	%	*-%*	*-%*	**	*1%* **eh**	*-%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*-%*
NET: High	**1624**	64	131	**	144	486	42	90	626	1246	378	1495	130
	88%	*87%*	*86%*	**	*91%* g	*93%* **bgh**	*86%*	*82%*	*87%*	*88%*	*88%*	*89%*	*85%*
NET: Low	**44**	*	4	**	2	8	2	3	22	34	10	39	5
	2%	*1%*	*3%*	**	*1%*	*2%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very low	**10**	6	4	8	*	2
	1%	**%*	*4%*	*1%*	**%*	**%*
			a			
Quite low	**34**	34	-	18	2	13
	2%	*2%*	*-%*	*2%*	*1%*	*3%*
						ab
Neither low nor high	**168**	163	5	106	26	31
	9%	*9%*	*5%*	*9%*	*10%*	*8%*
Quite high	**772**	729	44	458	135	165
	42%	*42%*	*44%*	*40%*	*51%*	*42%*
					ac	
Very high	**852**	806	46	552	100	184
	46%	*46%*	*47%*	*48%*	*38%*	*47%*
				b		b
Don't Know (DO NOT READ OUT)	**2**	2	-	2	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
NET: High	**1624**	1535	90	1010	235	350
	88%	*88%*	*91%*	*88%*	*89%*	*88%*
NET: Low	**44**	40	4	26	2	15
	2%	*2%*	*4%*	*2%*	*1%*	*4%*
						b

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very low	**10**	10	-	**	**	**	**	**	**	10	-	**	7	4	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	*-%*	**	*1%*	**%*	*-%*
Quite low	**34**	23	9	**	**	**	**	**	**	32	1	**	4	19	10
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	*4%*	**	*1%*	*2%*	*4%*
			ai											a	a
Neither low nor high	**168**	142	26	**	**	**	**	**	**	168	*	**	50	92	26
	9%	*9%*	*13%*	**	**	**	**	**	**	*9%*	**%*	**	*7%*	*11%*	*11%*
		cj	**cj**							**cj**				a	a
Quite high	**772**	649	99	**	**	**	**	**	**	748	24	**	296	353	123
	42%	*41%*	*48%*	**	**	**	**	**	**	*42%*	*62%*	**	*39%*	*42%*	*50%*
			ai	**ai**							**ai**				**ab**
Very high	**852**	767	71	**	**	**	**	**	**	839	13	**	397	370	85
	46%	*48%*	*35%*	**	**	**	**	**	**	*47%*	*34%*	**	*52%*	*44%*	*35%*
		bj								b			**bc**	c	
Don't Know (DO NOT READ OUT)	**2**	2	-	**	**	**	**	**	**	2	-	**	2	*	-
	****%***	**%*	*-%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	**%*	*-%*
NET: High	**1624**	1417	170	**	**	**	**	**	**	1587	38	**	693	724	208
	88%	*89%*	*83%*	**	**	**	**	**	**	*88%*	*96%*	**	*92%*	*86%*	*85%*
		b		b						b	b		**bc**		
NET: Low	**44**	34	9	**	**	**	**	**	**	43	1	**	11	23	10
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	*4%*	**	*1%*	*3%*	*4%*
			a												a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very low	**10**	6	3	7	6	5	9	7	-	**	**	**	**	**
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**
Quite low	**34**	23	20	28	16	9	19	26	1	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**
Neither low nor high	**168**	103	81	122	74	36	115	117	3	**	**	**	**	**
	9%	*9%*	*11%*	*10%*	*11%*	*9%*	*10%*	*10%*	*7%*	**	**	**	**	**
Quite high	**772**	499	325	550	277	214	518	505	30	**	**	**	**	**
	42%	*44%*	*44%*	*43%*	*43%*	*52%*	*43%*	*42%*	*63%*	**	**	**	**	**
						abcdf			a					
Very high	**852**	501	305	563	275	148	539	535	14	**	**	**	**	**
	46%	*44%*	*42%*	*44%*	*42%*	*36%*	*45%*	*45%*	*29%*	**	**	**	**	**
		e	e	e	e		e	b						
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	*	2	2	-	**	**	**	**	**
	****%***	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**
NET: High	**1624**	1000	629	1113	551	362	1057	1040	44	**	**	**	**	**
	88%	*88%*	*86%*	*88%*	*85%*	*88%*	*88%*	*87%*	*92%*	**	**	**	**	**
NET: Low	**44**	29	23	34	22	13	29	32	1	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very low	**10**	6	**	**	**	**	**	**	**	2	4	-	-	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*-%*	*-%*	**
Quite low	**34**	14	**	**	**	**	**	**	**	5	7	11	5	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*4%* a	*4%* a	**
Neither low nor high	**168**	71	**	**	**	**	**	**	**	43	26	38	16	**
	9%	*11%*	**	**	**	**	**	**	**	*10%*	*7%*	*13%* b	*11%* b	**
Quite high	**772**	272	**	**	**	**	**	**	**	166	181	131	69	**
	42%	*43%*	**	**	**	**	**	**	**	*37%*	*47%* a	*44%*	*50%* a	**
Very high	**852**	270	**	**	**	**	**	**	**	226	167	118	49	**
	46%	*43%*	**	**	**	**	**	**	**	*51%* bcd	*43%*	*40%*	*36%*	**
Don't Know (DO NOT READ OUT)	**2**	-	**	**	**	**	**	**	**	2	-	-	-	**
	****%***	*-%*	**	**	**	**	**	**	**	**%*	*-%*	*-%*	*-%*	**
NET: High	**1624**	542	**	**	**	**	**	**	**	392	348	249	118	**
	88%	*86%*	**	**	**	**	**	**	**	*88%*	*90%* c	*84%*	*85%*	**
NET: Low	**44**	20	**	**	**	**	**	**	**	7	12	11	5	**
	2%	*3%*	**	**	**	**	**	**	**	*2%*	*3%*	*4%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very low	**10**	5	1	-	-	**	1	**	5	10	-	7	**
	1%	*2%*	*1%*	*-%*	*-%*	**	**%*	**	*2%*	*1%*	*-%*	*1%*	**
Quite low	**34**	3	4	5	3	**	10	**	5	24	9	26	**
	2%	*1%*	*3%*	*3%*	*5%*	**	*3%*	**	*2%*	*1%*	*9%* a	*2%*	**
Neither low nor high	**168**	31	14	18	10	**	37	**	36	147	21	118	**
	9%	*11%*	*10%*	*11%*	*18%*	**	*10%*	**	*14%*	*8%*	*19%* a	*9%*	**
Quite high	**772**	118	67	57	27	**	163	**	104	728	45	549	**
	42%	*43%*	*49%* c	*34%*	*47%*	**	*43%*	**	*40%*	*42%*	*40%*	*43%*	**
Very high	**852**	115	50	87	18	**	164	**	110	817	35	562	**
	46%	*42%*	*37%*	*52%* **bd**	*31%*	**	*44%*	**	*42%*	*47%* b	*32%*	*45%*	**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	**	-	**	-	2	-	2	**
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*	**%*	**
NET: High	**1624**	233	117	143	45	**	327	**	213	1545	79	1111	**
	88%	*86%*	*86%*	*86%*	*78%*	**	*87%*	**	*82%*	*89%* b	*72%*	*88%*	**
NET: Low	**44**	8	5	5	3	**	11	**	10	35	9	32	**
	2%	*3%*	*4%*	*3%*	*5%*	**	*3%*	**	*4%*	*2%*	*9%* a	*3%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very low	**10**	1	-	-	**	5	1	2	6	-	**
	1%	*2%*	*-%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*-%*	**
Quite low	**34**	2	3	7	**	13	3	12	19	7	**
	2%	*3%*	*2%*	*4%*	**	*3%*	*2%*	*3%*	*2%*	*6%* b	**
Neither low nor high	**168**	3	23	25	**	51	23	38	87	11	**
	9%	*4%*	*15%* a	*13%*	**	*10%*	*15%*	*10%*	*8%*	*9%*	**
Quite high	**772**	38	59	86	**	217	59	197	483	64	**
	42%	*48%*	*39%*	*45%*	**	*44%*	*38%*	*51%* b	*45%*	*56%* b	**
Very high	**852**	35	64	72	**	206	68	138	487	33	**
	46%	*44%*	*43%*	*38%*	**	*42%*	*44%*	*36%*	*45%* **ac**	*29%*	**
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	-	2	-	**
	%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*%*	*-%*	**
NET: High	**1624**	73	123	158	**	423	128	335	970	97	**
	88%	*92%*	*82%*	*83%*	**	*86%*	*82%*	*86%*	*89%*	*84%*	**
NET: Low	**44**	3	3	7	**	17	4	14	25	7	**
	2%	*4%*	*2%*	*4%*	**	*4%*	*3%*	*4%*	*2%*	*6%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very low	**10**	2	3	-	**	1	5	-	**	6	3	6	6	4	**
	1%	*1%*	**%*	*-%*	**	**%*	*1%*	*-%*	**	*1%*	**%*	*1%*	*1%*	*1%*	**
Quite low	**34**	12	16	8	**	14	9	6	**	23	20	16	25	13	**
	2%	*4%*	*2%*	*8%*	**	*3%*	*2%*	*5%*	**	*2%*	*3%*	*3%*	*3%*	*2%*	**
				b											
Neither low nor high	**168**	29	70	13	**	48	47	11	**	103	81	58	96	71	**
	9%	*9%*	*10%*	*13%*	**	*10%*	*11%*	*8%*	**	*9%*	*11%*	*10%*	*10%*	*9%*	**
Quite high	**772**	159	298	46	**	196	195	72	**	499	322	241	439	358	**
	42%	*51%*	*44%*	*45%*	**	*43%*	*44%*	*54%*	**	*44%*	*44%*	*44%*	*43%*	*46%*	**
		b						**ab**							
Very high	**852**	109	284	35	**	196	186	45	**	501	305	233	445	330	**
	46%	*35%*	*42%*	*35%*	**	*43%*	*42%*	*34%*	**	*44%*	*42%*	*42%*	*44%*	*42%*	**
			a			c									
Don't Know (DO NOT READ OUT)	**2**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: High	**1624**	268	581	81	**	391	381	116	**	1000	627	474	884	689	**
	88%	*86%*	*87%*	*80%*	**	*86%*	*86%*	*87%*	**	*88%*	*86%*	*86%*	*87%*	*89%*	**
			c												
NET: Low	**44**	14	19	8	**	15	14	6	**	29	23	22	31	18	**
	2%	*4%*	*3%*	*8%*	**	*3%*	*3%*	*5%*	**	*3%*	*3%*	*4%*	*3%*	*2%*	**
				b											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very low	**10**	5	5	3	-	-	6	7	**	**	**	**
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**
Quite low	**34**	10	3	9	5	3	21	13	**	**	**	**
	2%	*3%*	*2%*	*3%*	*8%*	*7%*	*2%*	*2%*	**	**	**	**
					ab	b						
Neither low nor high	**168**	33	25	29	2	2	76	67	**	**	**	**
	9%	*9%*	*12%*	*10%*	*3%*	*5%*	*8%*	*9%*	**	**	**	**
			d									
Quite high	**772**	168	106	132	40	28	425	348	**	**	**	**
	42%	*45%*	*48%*	*44%*	*58%*	*61%*	*44%*	*46%*	**	**	**	**
					c	**ac**						
Very high	**852**	153	81	127	22	12	427	320	**	**	**	**
	46%	*42%*	*37%*	*42%*	*32%*	*27%*	*45%*	*42%*	**	**	**	**
		e		e								
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	-	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**	**	**	**
NET: High	**1624**	321	187	259	62	40	852	668	**	**	**	**
	88%	*87%*	*85%*	*86%*	*89%*	*88%*	*89%*	*89%*	**	**	**	**
NET: Low	**44**	14	8	13	5	3	28	19	**	**	**	**
	2%	*4%*	*4%*	*4%*	*8%*	*7%*	*3%*	*3%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very low	**10**	10	8	10	6	10	5	10	-	**	-	**	6	4
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	**	*-%*	** a	*3%* b	**%*
Quite low	**34**	34	28	34	27	34	27	34	12	**	10	**	19	15
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	*1%*	** a	*8%* b	*1%*
Neither low nor high	**168**	154	128	156	132	161	92	158	46	**	60	**	59	109
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*11%*	**	*4%*	** a	*25%* b	*7%*
Quite high	**772**	724	610	731	613	758	451	727	173	**	670	**	133	640
	42%	*42%*	*43%*	*42%*	*43%*	*42%*	*44%*	*42%*	*43%*	**	*42%* b	**	*55%* b	*40%*
Very high	**852**	798	637	809	645	831	460	787	168	**	840	**	23	830
	46%	*46%*	*45%*	*46%*	*45%*	*46%*	*44%*	*46%*	*42%*	**	*53%* b	**	*9%*	*52%* a
Don't Know (DO NOT READ OUT)	**2**	2	*	2	*	2	-	2	-	**	2	**	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	**%*
NET: High	**1624**	1522	1247	1539	1258	1589	910	1514	341	**	1511	**	155	1469
	88%	*88%*	*88%*	*88%*	*88%*	*88%*	*88%*	*88%*	*86%*	**	*95%* b	**	*65%*	*92%* a
NET: Low	**44**	44	36	44	34	44	32	44	12	**	10	**	25	19
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	**	*1%*	** a	*10%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very low	**10**	-	**	-	1	-	10	-	2	1	7	5	6
	1%	*-%*	**	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*
Quite low	**34**	10	**	2	10	9	17	7	8	-	26	13	20
	2%	*4%*	**	*3%*	*4%*	*5%*	*1%*	*2%*	*4%*	*-%*	*2%*	*1%*	*2%*
						bc			c				
Neither low nor high	**168**	25	**	7	28	17	110	40	12	16	140	102	66
	9%	*11%*	**	*12%*	*13%*	*10%*	*8%*	*12%*	*7%*	*19%*	*9%*	*11%*	*7%*
										ac		b	
Quite high	**772**	105	**	32	92	85	527	159	85	32	653	429	343
	42%	*43%*	**	*49%*	*41%*	*48%*	*40%*	*47%*	*46%*	*38%*	*42%*	*45%*	*39%*
						b		b				b	
Very high	**852**	102	**	23	93	66	648	132	78	34	740	405	448
	46%	*42%*	**	*36%*	*42%*	*37%*	*49%*	*39%*	*42%*	*41%*	*47%*	*42%*	*51%*
							ac						a
Don't Know (DO NOT READ OUT)	**2**	*	**	*	-	-	2	-	*	-	2	*	2
	****%***	**%*	**	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*
NET: High	**1624**	207	**	54	185	152	1175	291	162	66	1393	834	791
	88%	*86%*	**	*85%*	*83%*	*85%*	*89%*	*86%*	*88%*	*79%*	*89%*	*87%*	*89%*
											b		
NET: Low	**44**	10	**	2	11	9	28	7	10	1	33	18	26
	2%	*4%*	**	*3%*	*5%*	*5%*	*2%*	*2%*	*5%*	*1%*	*2%*	*2%*	*3%*
						bc			c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very low	**10**	-	-	-	-	4	-	2	3	-	1	-	*
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*2%*	*-%*	*1%*	*-%*	**%*
Quite low	**34**	4	4	3	4	5	*	1	5	2	3	1	1
	2%	*3%*	*2%*	*2%*	*4%*	*3%*	**%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
		f			f				f				
Neither low nor high	**168**	17	17	14	6	13	15	3	13	24	21	14	11
	9%	*14%*	*10%*	*8%*	*6%*	*7%*	*8%*	*3%*	*10%*	*11%*	*11%*	*8%*	*11%*
		deg	g						g	g	g		g
Quite high	**772**	55	72	68	50	68	80	40	52	98	79	78	33
	42%	*46%*	*41%*	*40%*	*43%*	*38%*	*44%*	*40%*	*38%*	*46%*	*42%*	*46%*	*34%*
Very high	**852**	44	82	83	54	90	86	52	63	86	85	77	51
	46%	*37%*	*47%*	*50%*	*47%*	*50%*	*47%*	*53%*	*47%*	*40%*	*45%*	*45%*	*53%*
				a		a		**ai**					a
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	-	*	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*
NET: High	**1624**	99	154	151	104	158	166	92	115	183	164	154	84
	88%	*83%*	*88%*	*90%*	*91%*	*88%*	*91%*	*93%*	*85%*	*87%*	*87%*	*91%*	*87%*
					a		a	**ah**				a	
NET: Low	**44**	4	4	3	4	9	*	3	7	2	4	1	2
	2%	*3%*	*2%*	*2%*	*4%*	*5%*	**%*	*3%*	*5%*	*1%*	*2%*	*1%*	*2%*
		f			f	**fk**		f	**fik**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very low	**10**	-	4	5	2
	1%	*-%*	*1%*	*1%*	**%*
			a	a	
Quite low	**34**	11	9	8	5
	2%	*2%*	*2%*	*2%*	*1%*
Neither low nor high	**168**	48	34	40	46
	9%	*10%*	*7%*	*9%*	*10%*
Quite high	**772**	195	198	189	190
	42%	*42%*	*42%*	*43%*	*42%*
Very high	**852**	209	229	201	213
	46%	*45%*	*48%*	*45%*	*47%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-
	****%***	*-%*	*-%*	**%*	*-%*
NET: High	**1624**	404	428	390	403
	88%	*87%*	*90%*	*88%*	*88%*
NET: Low	**44**	11	14	13	7
	2%	*2%*	*3%*	*3%*	*1%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1809**	1349	302	105	53	460	530	416	125	52	117
Weighted total	**1839**	1783	36	13	7	56	670	494	117	34	54
Very low	**55**	53	1	*	*	2	4	20	7	1	2
	3%	*3%*	*3%*	*1%*	*7%*	*3%*	*1%*	*4%*	*6%*	*2%*	*4%*
					c			a	a		a
Quite low	**139**	134	2	1	1	4	58	28	5	1	10
	8%	*8%*	*7%*	*9%*	*8%*	*7%*	*9%*	*6%*	*4%*	*2%*	*18%*
											abcd
Neither low nor high	**513**	497	11	4	1	15	197	125	40	16	8
	28%	*28%*	*29%*	*28%*	*15%*	*27%*	*29%*	*25%*	*34%*	*46%*	*15%*
		d	d			d	e	e	**be**	**abe**	
Quite high	**698**	679	12	4	3	19	251	213	36	10	30
	38%	*38%*	*33%*	*33%*	*48%*	*35%*	*37%*	*43%*	*31%*	*28%*	*55%*
					b			**cd**			**abcd**
Very high	**420**	405	10	4	1	15	157	105	28	7	4
	23%	*23%*	*27%*	*29%*	*19%*	*27%*	*23%*	*21%*	*24%*	*21%*	*7%*
							e	e	e	e	
Don't Know (DO NOT READ OUT)	**14**	14	*	-	*	*	3	3	-	-	-
	1%	*1%*	**%*	*-%*	*4%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*
					abe						
NET: High	**1118**	1084	22	8	4	34	408	318	64	17	34
	61%	*61%*	*60%*	*62%*	*67%*	*61%*	*61%*	*64%*	*55%*	*50%*	*62%*
								d			
NET: Low	**194**	188	4	1	1	6	61	48	13	1	12
	11%	*11%*	*10%*	*9%*	*15%*	*11%*	*9%*	*10%*	*11%*	*4%*	*23%*
											abcd

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1809**	156	69	197	47	120	203	141	108	95	1136	215	233	225
Weighted total	**1839**	215	104	261	59	162	303	180	139	135	1558	91	102	87
Very low	**55**	7	1	5	**	4	5	9	*	6	40	3	6	5
	3%	*3%*	*1%*	*2%*	**	*3%*	*2%*	*5%*	**%*	*4%*	*3%*	*4%*	*6%*	*6%*
								h		h			**cfhj**	**fhj**
Quite low	**139**	23	2	13	**	17	24	16	16	7	118	7	8	6
	8%	*11%*	*2%*	*5%*	**	*10%*	*8%*	*9%*	*12%*	*5%*	*8%*	*7%*	*8%*	*7%*
		bcd				**bd**		d	**bcd**					
Neither low nor high	**513**	52	37	82	**	43	82	53	35	37	434	22	29	27
	28%	*24%*	*35%*	*31%*	**	*27%*	*27%*	*29%*	*25%*	*27%*	*28%*	*24%*	*28%*	*31%*
Quite high	**698**	69	48	106	**	59	128	71	45	52	606	33	31	27
	38%	*32%*	*46%*	*40%*	**	*36%*	*42%*	*39%*	*32%*	*39%*	*39%*	*37%*	*31%*	*31%*
			alm	**lm**	**ahlm**		**lm**				**lm**			
Very high	**420**	61	16	53	**	39	64	30	38	32	345	26	27	22
	23%	*28%*	*15%*	*20%*	**	*24%*	*21%*	*17%*	*28%*	*24%*	*22%*	*28%*	*27%*	*25%*
		bg							g			**bg**	**bg**	
Don't Know (DO NOT READ OUT)	**14**	3	-	2	**	-	-	2	4	1	14	-	1	*
	1%	*2%*	*-%*	*1%*	**	*-%*	*-%*	*1%*	*3%*	*1%*	*1%*	*-%*	**%*	**%*
					fkm				**fkm**					
NET: High	**1118**	130	64	158	**	98	192	101	83	84	951	59	58	49
	61%	*60%*	*61%*	*61%*	**	*60%*	*64%*	*56%*	*60%*	*62%*	*61%*	*65%*	*57%*	*56%*
NET: Low	**194**	30	4	19	**	21	29	25	17	12	158	10	14	11
	11%	*14%*	*3%*	*7%*	**	*13%*	*10%*	*14%*	*12%*	*9%*	*10%*	*11%*	*14%*	*12%*
		bc				b		**bc**	b				**bcd**	b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1809**	82	178	42	159	442	62	101	731	1324	485	1618	191
Weighted total	**1839**	73	152	39	159	525	49	110	720	1411	428	1685	153
Very low	**55**	5	7	**	*	17	3	3	19	40	14	51	4
	3%	*7%*	*4%*	**	**%*	*3%*	*7%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
		dh	d			d	d						
Quite low	**139**	5	17	**	11	36	3	14	48	113	26	127	12
	8%	*7%*	*11%*	**	*7%*	*7%*	*6%*	*12%*	*7%*	*8%*	*6%*	*8%*	*8%*
			h					h					
Neither low nor high	**513**	19	36	**	35	142	12	36	215	384	129	462	50
	28%	*27%*	*24%*	**	*22%*	*27%*	*25%*	*33%*	*30%*	*27%*	*30%*	*27%*	*33%*
Quite high	**698**	32	49	**	64	185	7	37	303	532	166	644	54
	38%	*44%*	*32%*	**	*41%*	*35%*	*14%*	*34%*	*42%*	*38%*	*39%*	*38%*	*35%*
		f	f	f	f	f		f	**bef**				
Very high	**420**	11	39	**	45	139	24	19	131	328	92	389	31
	23%	*15%*	*26%*	**	*29%*	*26%*	*48%*	*18%*	*18%*	*23%*	*22%*	*23%*	*20%*
			h		**agh**	**ah**	**abcdegh**						
Don't Know (DO NOT READ OUT)	**14**	-	3	**	2	5	-	-	4	14	*	13	1
	1%	*-%*	*2%*	**	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*
			h							b			
NET: High	**1118**	43	89	**	110	324	31	56	434	859	259	1033	85
	61%	*59%*	*58%*	**	*69%*	*62%*	*63%*	*51%*	*60%*	*61%*	*60%*	*61%*	*56%*
					bgh								
NET: Low	**194**	11	24	**	12	53	6	17	67	153	40	177	16
	11%	*15%*	*15%*	**	*7%*	*10%*	*12%*	*15%*	*9%*	*11%*	*9%*	*11%*	*11%*
			dh					d					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1809**	1730	79	1109	262	412
Weighted total	**1839**	1740	99	1144	264	396
Very low	**55**	49	6	41	5	9
	3%	*3%*	*6%*	*4%*	*2%*	*2%*
Quite low	**139**	132	7	77	24	34
	8%	*8%*	*7%*	*7%*	*9%*	*9%*
Neither low nor high	**513**	491	22	321	78	103
	28%	*28%*	*22%*	*28%*	*29%*	*26%*
Quite high	**698**	662	36	419	113	156
	38%	*38%*	*36%*	*37%*	*43%*	*39%*
Very high	**420**	393	27	279	43	91
	23%	*23%*	*27%*	*24%*	*16%*	*23%*
				b		b
Don't Know (DO NOT READ OUT)	**14**	13	2	7	1	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*
NET: High	**1118**	1055	63	698	156	247
	61%	*61%*	*63%*	*61%*	*59%*	*62%*
NET: Low	**194**	181	13	118	29	43
	11%	*10%*	*13%*	*10%*	*11%*	*11%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1809**	1490	265	42	3	6	2	1	-	1755	54	12	631	859	319
Weighted total	**1839**	1594	205	34	*	3	2	*	-	1799	39	6	756	838	245
Very low	**55**	44	10	**	**	**	**	**	**	54	1	**	17	26	11
	3%	*3%*	*5%*	**	**	**	**	**	**	*3%*	*3%*	**	*2%*	*3%*	*5%*
															a
Quite low	**139**	105	30	**	**	**	**	**	**	135	3	**	48	57	34
	8%	*7%*	*15%*	**	**	**	**	**	**	*8%*	*9%*	**	*6%*	*7%*	*14%*
			ai												**ab**
Neither low nor high	**513**	441	66	**	**	**	**	**	**	507	6	**	193	248	72
	28%	*28%*	*32%*	**	**	**	**	**	**	*28%*	*15%*	**	*25%*	*30%*	*29%*
		cj	**cj**							**cj**					
Quite high	**698**	607	71	**	**	**	**	**	**	677	20	**	287	320	91
	38%	*38%*	*34%*	**	**	**	**	**	**	*38%*	*52%*	**	*38%*	*38%*	*37%*
											abi				
Very high	**420**	386	28	**	**	**	**	**	**	414	6	**	201	185	34
	23%	*24%*	*14%*	**	**	**	**	**	**	*23%*	*15%*	**	*27%*	*22%*	*14%*
		b								b			**bc**	c	
Don't Know (DO NOT READ OUT)	**14**	12	-	**	**	**	**	**	**	12	3	**	10	1	3
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	*7%*	**	*1%*	*%*	*1%*
				abi							**abi**		b		b
NET: High	**1118**	993	99	**	**	**	**	**	**	1092	26	**	488	505	125
	61%	*62%*	*48%*	**	**	**	**	**	**	*61%*	*67%*	**	*64%*	*60%*	*51%*
		b		b						b	b		c	c	
NET: Low	**194**	149	40	**	**	**	**	**	**	189	5	**	66	83	45
	11%	*9%*	*20%*	**	**	**	**	**	**	*11%*	*12%*	**	*9%*	*10%*	*18%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1809**	1191	816	1320	657	472	1229	1189	70	33	16	4	7	1
Weighted total	**1839**	1135	734	1272	646	411	1202	1191	48	16	5	4	6	2
Very low	**55**	33	22	37	17	16	40	35	1	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	**	**	**	**	**
Quite low	**139**	78	74	100	60	32	100	88	7	**	**	**	**	**
	8%	*7%*	*10%*	*8%*	*9%*	*8%*	*8%*	*7%*	*15%*	**	**	**	**	**
			a						a	a				
Neither low nor high	**513**	328	218	360	179	130	353	335	17	**	**	**	**	**
	28%	*29%*	*30%*	*28%*	*28%*	*32%*	*29%*	*28%*	*35%*	**	**	**	**	**
Quite high	**698**	445	285	494	258	163	424	464	17	**	**	**	**	**
	38%	*39%*	*39%*	*39%*	*40%*	*40%*	*35%*	*39%*	*36%*	**	**	**	**	**
		f			f			c	c					
Very high	**420**	246	134	275	129	71	280	264	5	**	**	**	**	**
	23%	*22%*	*18%*	*22%*	*20%*	*17%*	*23%*	*22%*	*11%*	**	**	**	**	**
		e		e			**be**	b						
Don't Know (DO NOT READ OUT)	**14**	5	2	5	3	*	6	5	*	**	**	**	**	**
	1%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	**	**	**	**	**
NET: High	**1118**	691	418	769	387	234	704	728	22	**	**	**	**	**
	61%	*61%*	*57%*	*60%*	*60%*	*57%*	*59%*	*61%*	*46%*	**	**	**	**	**
								bc						
NET: Low	**194**	111	96	137	77	47	139	123	9	**	**	**	**	**
	11%	*10%*	*13%*	*11%*	*12%*	*11%*	*12%*	*10%*	*18%*	**	**	**	**	**
			a						a	a				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1809**	636	10	5	-	4	2	-	6	395	373	324	222	6
Weighted total	**1839**	634	8	2	-	2	1	-	3	444	386	297	139	5
Very low	**55**	16	**	**	**	**	**	**	**	9	14	9	6	**
	3%	*2%*	**	**	**	**	**	**	**	*2%*	*4%*	*3%*	*4%*	**
Quite low	**139**	58	**	**	**	**	**	**	**	28	28	29	15	**
	8%	*9%*	**	**	**	**	**	**	**	*6%*	*7%*	*10%*	*11%*	**
Neither low nor high	**513**	179	**	**	**	**	**	**	**	116	114	85	44	**
	28%	*28%*	**	**	**	**	**	**	**	*26%*	*30%*	*29%*	*32%*	**
Quite high	**698**	251	**	**	**	**	**	**	**	169	146	121	52	**
	38%	*40%*	**	**	**	**	**	**	**	*38%*	*38%*	*41%*	*38%*	**
Very high	**420**	128	**	**	**	**	**	**	**	120	82	52	21	**
	23%	*20%*	**	**	**	**	**	**	**	*27%*	*21%*	*17%*	*15%*	**
										cd				
Don't Know (DO NOT READ OUT)	**14**	3	**	**	**	**	**	**	**	2	2	1	*	**
	1%	**%*	**	**	**	**	**	**	**	**%*	**%*	**%*	**%*	**
NET: High	**1118**	379	**	**	**	**	**	**	**	289	228	173	74	**
	61%	*60%*	**	**	**	**	**	**	**	*65%*	*59%*	*58%*	*53%*	**
										d				
NET: Low	**194**	74	**	**	**	**	**	**	**	37	42	38	21	**
	11%	*12%*	**	**	**	**	**	**	**	*8%*	*11%*	*13%*	*15%*	**
													a	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1809**	274	135	159	76	13	356	19	282	1683	126	1306	14
Weighted total	**1839**	272	136	167	58	14	375	12	259	1729	110	1263	8
Very low	**55**	5	3	3	6	**	12	**	5	48	7	37	**
	3%	*2%*	*2%*	*2%*	*11%*	**	*3%*	**	*2%*	*3%*	*6%*	*3%*	**
					abc						a		
Quite low	**139**	29	7	13	8	**	32	**	23	126	13	98	**
	8%	*11%*	*5%*	*8%*	*14%*	**	*9%*	**	*9%*	*7%*	*12%*	*8%*	**
					b								
Neither low nor high	**513**	67	46	53	7	**	109	**	68	480	33	354	**
	28%	*25%*	*34%*	*32%*	*13%*	**	*29%*	**	*26%*	*28%*	*30%*	*28%*	**
		d	**ad**	d									
Quite high	**698**	113	52	65	25	**	148	**	105	661	37	494	**
	38%	*41%*	*38%*	*39%*	*43%*	**	*39%*	**	*41%*	*38%*	*33%*	*39%*	**
Very high	**420**	57	28	33	9	**	71	**	58	401	19	274	**
	23%	*21%*	*21%*	*19%*	*16%*	**	*19%*	**	*22%*	*23%*	*18%*	*22%*	**
Don't Know (DO NOT READ OUT)	**14**	1	-	-	1	**	3	**	-	13	1	5	**
	1%	**%*	*-%*	*-%*	*2%*	**	*1%*	**	*-%*	*1%*	*1%*	**%*	**
NET: High	**1118**	170	80	98	35	**	219	**	163	1062	56	768	**
	61%	*62%*	*59%*	*59%*	*59%*	**	*58%*	**	*63%*	*61%*	*51%*	*61%*	**
										b			
NET: Low	**194**	34	9	16	15	**	45	**	28	174	19	135	**
	11%	*12%*	*7%*	*9%*	*25%*	**	*12%*	**	*11%*	*10%*	*18%*	*11%*	**
					abc						a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1809**	73	159	203	20	495	162	395	1135	152	1
Weighted total	**1839**	80	149	190	15	491	155	388	1085	115	*
Very low	**55**	2	7	8	**	10	7	11	33	3	**
	3%	*2%*	*4%*	*4%*	**	*2%*	*4%*	*3%*	*3%*	*3%*	**
Quite low	**139**	8	16	19	**	46	14	34	69	15	**
	8%	*10%*	*11%*	*10%*	**	*9%*	*9%*	*9%*	*6%*	*13%* b	**
Neither low nor high	**513**	17	36	46	**	145	34	115	309	31	**
	28%	*22%*	*24%*	*24%*	**	*29%*	*22%*	*30%*	*29%*	*27%*	**
Quite high	**698**	38	58	82	**	190	68	152	432	44	**
	38%	*48%*	*39%*	*43%*	**	*39%*	*44%*	*39%*	*40%*	*38%*	**
Very high	**420**	14	32	35	**	99	30	76	235	21	**
	23%	*18%*	*21%*	*18%*	**	*20%*	*20%*	*20%*	*22%*	*18%*	**
Don't Know (DO NOT READ OUT)	**14**	-	1	-	**	1	1	*	5	*	**
	1%	*-%*	*1%*	*-%*	**	*%*	*1%*	*%*	*%*	*%*	**
NET: High	**1118**	52	90	116	**	289	98	228	668	65	**
	61%	*66%*	*60%*	*61%*	**	*59%*	*63%*	*59%*	*62%*	*56%*	**
NET: Low	**194**	10	22	27	**	56	21	45	102	19	**
	11%	*12%*	*15%*	*14%*	**	*11%*	*14%*	*12%*	*9%*	*16%* b	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1809**	327	741	137	1	458	447	150	1	1188	811	568	1041	863	23
Weighted total	**1839**	311	671	102	*	454	442	133	*	1132	731	554	1012	778	26
Very low	**55**	4	22	6	**	11	13	-	**	33	22	13	31	28	**
	3%	*1%*	*3%*	*6%*	**	*3%*	*3%*	*-%*	**	*3%*	*3%*	*2%*	*3%*	*4%*	**
				a			c								
Quite low	**139**	38	62	10	**	42	39	18	**	78	74	50	88	64	**
	8%	*12%*	*9%*	*10%*	**	*9%*	*9%*	*13%*	**	*7%*	*10%*	*9%*	*9%*	*8%*	**
											a				
Neither low nor high	**513**	94	202	25	**	134	112	37	**	328	218	158	286	233	**
	28%	*30%*	*30%*	*25%*	**	*29%*	*25%*	*28%*	**	*29%*	*30%*	*28%*	*28%*	*30%*	**
Quite high	**698**	114	260	42	**	172	185	57	**	444	282	222	387	315	**
	38%	*37%*	*39%*	*42%*	**	*38%*	*42%*	*43%*	**	*39%*	*39%*	*40%*	*38%*	*41%*	**
Very high	**420**	61	124	18	**	92	91	20	**	246	133	109	219	134	**
	23%	*19%*	*18%*	*18%*	**	*20%*	*21%*	*15%*	**	*22%*	*18%*	*20%*	*22%*	*17%*	**
													b		
Don't Know (DO NOT READ OUT)	**14**	*	2	*	**	3	2	1	**	3	2	3	*	3	**
	1%	*%*	*%*	*%*	**	*1%*	*%*	*1%*	**	*%*	*%*	*%*	*%*	*%*	**
NET: High	**1118**	175	383	60	**	264	276	77	**	690	416	331	606	450	**
	61%	*56%*	*57%*	*59%*	**	*58%*	*62%*	*58%*	**	*61%*	*57%*	*60%*	*60%*	*58%*	**
NET: Low	**194**	42	84	17	**	54	52	18	**	111	96	62	119	92	**
	11%	*14%*	*12%*	*16%*	**	*12%*	*12%*	*13%*	**	*10%*	*13%*	*11%*	*12%*	*12%*	**
											a				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1809**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**1839**	369	220	301	70	46	958	755	47	21	27	8
Very low	**55**	10	6	3	-	-	31	28	**	**	**	**
	3%	*3%*	*3%*	*1%*	*-%*	*-%*	*3%*	*4%*	**	**	**	**
Quite low	**139**	28	21	31	14	8	70	59	**	**	**	**
	8%	*8%*	*9%*	*10%*	*20%*	*17%*	*7%*	*8%*	**	**	**	**
					abc	a						
Neither low nor high	**513**	108	59	91	14	6	268	221	**	**	**	**
	28%	*29%*	*27%*	*30%*	*19%*	*13%*	*28%*	*29%*	**	**	**	**
		e	e	e								
Quite high	**698**	150	94	122	31	23	375	312	**	**	**	**
	38%	*41%*	*43%*	*40%*	*44%*	*52%*	*39%*	*41%*	**	**	**	**
Very high	**420**	72	40	53	10	7	210	131	**	**	**	**
	23%	*20%*	*18%*	*18%*	*15%*	*16%*	*22%*	*17%*	**	**	**	**
							b					
Don't Know (DO NOT READ OUT)	**14**	*	*	1	1	1	4	3	**	**	**	**
	1%	**%*	**%*	**%*	*2%*	*3%*	**%*	**%*	**	**	**	**
					a	**ab**						
NET: High	**1118**	222	134	175	41	31	585	443	**	**	**	**
	61%	*60%*	*61%*	*58%*	*59%*	*67%*	*61%*	*59%*	**	**	**	**
NET: Low	**194**	38	26	34	14	8	101	87	**	**	**	**
	11%	*10%*	*12%*	*11%*	*20%*	*17%*	*11%*	*12%*	**	**	**	**
					ac							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1809**	1713	1450	1733	1460	1772	1045	1703	448	4	1583	40	220	1589
Weighted total	**1839**	1722	1411	1741	1423	1797	1034	1718	398	2	1583	54	239	1599
Very low	**55**	50	39	50	36	55	32	52	15	**	30	**	13	42
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	*2%*	** a	*5%* b	*3%*
Quite low	**139**	133	114	135	115	137	80	133	37	**	89	**	31	107
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*9%*	**	*6%*	** a	*13%* b	*7%*
Neither low nor high	**513**	466	385	469	390	497	268	467	124	**	407	**	86	427
	28%	*27%*	*27%*	*27%*	*27%*	*28%*	*26%*	*27%*	*31%* a	**	*26%*	**	*36%* b	*27%*
Quite high	**698**	662	564	670	551	682	416	659	142	**	632	**	85	613
	38%	*38%*	*40%*	*38%*	*39%*	*38%*	*40%*	*38%*	*36%*	**	*40%* b	**	*35%*	*38%*
Very high	**420**	398	301	403	319	411	231	392	78	**	412	**	22	398
	23%	*23%*	*21%*	*23%*	*22%*	*23%*	*22%*	*23%*	*19%*	**	*26%* b	**	*9%*	*25%* a
Don't Know (DO NOT READ OUT)	**14**	13	8	14	11	14	7	14	4	**	14	**	3	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
NET: High	**1118**	1060	865	1073	870	1093	648	1051	220	**	1044	**	107	1011
	61%	*62%*	*61%*	*62%*	*61%*	*61%*	*63%* c	*61%* c	*55%*	**	*66%* b	**	*45%*	*63%* a
NET: Low	**194**	183	153	185	151	192	111	186	52	**	118	**	44	149
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*13%*	**	*7%*	** a	*18%* b	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1809**	243	12	66	228	194	1282	327	187	81	1529	966	843
Weighted total	**1839**	242	16	64	223	178	1315	337	184	83	1568	954	885
Very low	**55**	6	**	6	4	4	38	13	6	2	47	35	20
	3%	*3%*	**	*10%* b	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*2%*
Quite low	**139**	23	**	5	24	21	92	25	18	12	109	90	49
	8%	*9%*	**	*7%*	*11%*	*12%* b	*7%*	*7%*	*10%*	*14%* c	*7%*	*9%* b	*6%*
Neither low nor high	**513**	57	**	17	53	44	359	108	49	25	438	274	239
	28%	*23%*	**	*27%*	*24%*	*25%*	*27%*	*32%*	*27%*	*31%*	*28%*	*29%*	*27%*
Quite high	**698**	103	**	26	94	74	493	124	86	26	583	365	333
	38%	*42%*	**	*40%*	*42%*	*42%*	*38%*	*37%*	*47%* **bc**	*32%*	*37%*	*38%*	*38%*
Very high	**420**	52	**	10	46	34	319	67	24	16	380	187	233
	23%	*22%*	**	*16%*	*21%*	*19%*	*24%*	*20%*	*13%*	*19%*	*24%* a	*20%*	*26%* a
Don't Know (DO NOT READ OUT)	**14**	1	**	-	1	1	12	-	1	1	11	4	11
	1%	*1%*	**	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%* a
NET: High	**1118**	155	**	36	140	108	812	191	110	42	963	552	566
	61%	*64%*	**	*56%*	*63%*	*61%*	*62%*	*57%*	*60%*	*51%*	*61%*	*58%*	*64%* a
NET: Low	**194**	29	**	11	29	25	131	38	24	14	156	124	69
	11%	*12%*	**	*17%*	*13%*	*14%*	*10%*	*11%*	*13%*	*17%* c	*10%*	*13%* b	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1809**	158	154	150	163	157	159	153	125	134	177	160	119
Weighted total	**1839**	120	176	168	114	179	182	98	135	211	189	170	97
Very low	**55**	4	3	4	5	4	6	5	7	4	7	3	2
	3%	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*6%*	*5%*	*2%*	*4%*	*1%*	*2%*
								k					
Quite low	**139**	9	15	20	8	13	17	7	12	7	14	9	8
	8%	*8%*	*8%*	*12%*	*7%*	*7%*	*9%*	*7%*	*9%*	*3%*	*8%*	*5%*	*8%*
				ik			i		i				
Neither low nor high	**513**	45	48	50	37	53	48	17	24	65	52	44	30
	28%	*38%*	*27%*	*30%*	*32%*	*30%*	*27%*	*17%*	*18%*	*31%*	*28%*	*26%*	*30%*
		bfghk	g	**gh**	**gh**	**gh**	g			**gh**	**gh**		**gh**
Quite high	**698**	46	65	54	37	56	64	40	54	86	85	74	37
	38%	*39%*	*37%*	*32%*	*32%*	*31%*	*35%*	*40%*	*40%*	*41%*	*45%*	*44%*	*38%*
											cde	**cde**	
Very high	**420**	15	45	38	28	53	47	29	37	47	27	37	18
	23%	*12%*	*26%*	*23%*	*24%*	*29%*	*26%*	*30%*	*27%*	*22%*	*14%*	*22%*	*19%*
			aj	**aj**	**aj**	**ajl**	**aj**	**ajl**	**aj**	a		a	
Don't Know (DO NOT READ OUT)	**14**	-	*	2	-	-	-	*	2	2	4	3	2
	1%	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%*	*2%*	*2%*
NET: High	**1118**	61	110	92	65	109	110	69	90	133	112	111	55
	61%	*51%*	*63%*	*55%*	*57%*	*61%*	*61%*	*70%*	*67%*	*63%*	*59%*	*66%*	*57%*
			a					**acdjl**	**ac**	a		a	
NET: Low	**194**	14	18	24	13	17	23	12	19	11	21	11	10
	11%	*11%*	*10%*	*14%*	*11%*	*10%*	*13%*	*13%*	*14%*	*5%*	*11%*	*7%*	*11%*
				ik			i	i	**ik**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1809**	462	479	412	456
Weighted total	**1839**	463	475	444	456
Very low	**55**	12	15	16	11
	3%	*3%*	*3%*	*4%*	*3%*
Quite low	**139**	43	38	26	31
	8%	*9%*	*8%*	*6%*	*7%*
		c			
Neither low nor high	**513**	143	138	106	126
	28%	*31%*	*29%*	*24%*	*28%*
		c			
Quite high	**698**	165	157	180	196
	38%	*36%*	*33%*	*40%*	*43%*
				b	**ab**
Very high	**420**	98	127	113	82
	23%	*21%*	*27%*	*25%*	*18%*
			ad	d	
Don't Know (DO NOT READ OUT)	**14**	2	-	4	8
	1%	**%*	*-%*	*1%*	*2%*
				b	b
NET: High	**1118**	263	284	292	279
	61%	*57%*	*60%*	*66%*	*61%*
				a	
NET: Low	**194**	55	53	42	43
	11%	*12%*	*11%*	*9%*	*9%*

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**243**	173	46	14	10	70	77	49	17	9	14
Weighted total	**90**	84	4	1	1	6	38	20	5	2	2
Very good	**9**	8	**	**	**	*	4	**	**	**	**
	10%	*10%*	**	**	**	*3%*	*11%*	**	**	**	**
Fairly good	**20**	18	**	**	**	1	8	**	**	**	**
	22%	*22%*	**	**	**	*23%*	*22%*	**	**	**	**
Neither good nor poor	**23**	22	**	**	**	1	11	**	**	**	**
	26%	*26%*	**	**	**	*25%*	*30%*	**	**	**	**
Fairly poor	**17**	16	**	**	**	1	6	**	**	**	**
	19%	*19%*	**	**	**	*19%*	*17%*	**	**	**	**
Very poor	**14**	14	**	**	**	1	5	**	**	**	**
	16%	*16%*	**	**	**	*12%*	*14%*	**	**	**	**
Don't know	**7**	6	**	**	**	1	3	**	**	**	**
	8%	*7%*	**	**	**	*18%* a	*7%*	**	**	**	**
NET: Good	**28**	27	**	**	**	2	12	**	**	**	**
	31%	*32%*	**	**	**	*26%*	*32%*	**	**	**	**
NET: Poor	**31**	30	**	**	**	2	12	**	**	**	**
	35%	*35%*	**	**	**	*30%*	*31%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	243	-	-	-	1	-	-	-	-	-	1	-	-	242
Weighted total	90	-	-	-	*	-	-	-	-	-	*	-	-	90
Very good	9	**	**	**	**	**	**	**	**	**	**	**	**	9
	10%	**	**	**	**	**	**	**	**	**	**	**	**	*10%*
Fairly good	20	**	**	**	**	**	**	**	**	**	**	**	**	19
	22%	**	**	**	**	**	**	**	**	**	**	**	**	*21%*
Neither good nor poor	23	**	**	**	**	**	**	**	**	**	**	**	**	23
	26%	**	**	**	**	**	**	**	**	**	**	**	**	*26%*
Fairly poor	17	**	**	**	**	**	**	**	**	**	**	**	**	17
	19%	**	**	**	**	**	**	**	**	**	**	**	**	*19%*
Very poor	14	**	**	**	**	**	**	**	**	**	**	**	**	14
	16%	**	**	**	**	**	**	**	**	**	**	**	**	*16%*
Don't know	7	**	**	**	**	**	**	**	**	**	**	**	**	7
	8%	**	**	**	**	**	**	**	**	**	**	**	**	*8%*
NET: Good	28	**	**	**	**	**	**	**	**	**	**	**	**	28
	31%	**	**	**	**	**	**	**	**	**	**	**	**	*31%*
NET: Poor	31	**	**	**	**	**	**	**	**	**	**	**	**	31
	35%	**	**	**	**	**	**	**	**	**	**	**	**	*35%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**243**	11	27	4	21	55	6	14	100	165	78	221	22
Weighted total	**90**	4	9	2	7	22	2	6	36	65	25	84	6
Very good	**9**	**	**	**	**	2	**	**	4	7	2	8	**
	10%	**	**	**	**	*11%*	**	**	*10%*	*10%*	*7%*	*10%*	**
Fairly good	**20**	**	**	**	**	4	**	**	11	14	5	18	**
	22%	**	**	**	**	*20%*	**	**	*29%*	*22%*	*21%*	*21%*	**
Neither good nor poor	**23**	**	**	**	**	6	**	**	9	16	8	21	**
	26%	**	**	**	**	*27%*	**	**	*24%*	*24%*	*31%*	*25%*	**
Fairly poor	**17**	**	**	**	**	3	**	**	6	12	5	16	**
	19%	**	**	**	**	*14%*	**	**	*17%*	*19%*	*18%*	*20%*	**
Very poor	**14**	**	**	**	**	4	**	**	4	10	4	14	**
	16%	**	**	**	**	*20%*	**	**	*12%*	*16%*	*16%*	*17%*	**
Don't know	**7**	**	**	**	**	2	**	**	3	5	2	7	**
	8%	**	**	**	**	*8%*	**	**	*8%*	*8%*	*8%*	*8%*	**
NET: Good	**28**	**	**	**	**	7	**	**	14	21	7	26	**
	31%	**	**	**	**	*31%*	**	**	*40%*	*33%*	*28%*	*31%*	**
NET: Poor	**31**	**	**	**	**	7	**	**	10	23	8	31	**
	35%	**	**	**	**	*34%*	**	**	*28%*	*35%*	*34%*	*37%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**243**	230	13	140	44	56
Weighted total	**90**	84	6	57	14	18
Very good	**9**	8	**	7	**	1
	10%	*9%*	**	*13%*	**	*8%*
				b		
Fairly good	**20**	17	**	13	**	3
	22%	*20%*	**	*24%*	**	*14%*
Neither good nor poor	**23**	23	**	12	**	7
	26%	*27%*	**	*22%*	**	*38%*
						a
Fairly poor	**17**	17	**	12	**	2
	19%	*20%*	**	*22%*	**	*11%*
Very poor	**14**	13	**	9	**	3
	16%	*15%*	**	*15%*	**	*17%*
Don't know	**7**	7	**	3	**	2
	8%	*9%*	**	*5%*	**	*12%*
NET: Good	**28**	25	**	21	**	4
	31%	*29%*	**	*36%*	**	*22%*
NET: Poor	**31**	29	**	21	**	5
	35%	*35%*	**	*37%*	**	*28%*

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**243**	199	40	3	-	1	-	-	-	239	4	1	80	119	44
Weighted total	**90**	80	9	1	-	*	-	-	-	89	1	*	35	45	10
Very good	**9**	8	**	**	**	**	**	**	**	9	**	**	4	4	**
	10%	*11%*	**	**	**	**	**	**	**	*10%*	**	**	*11%* c	*10%*	**
Fairly good	**20**	19	**	**	**	**	**	**	**	20	**	**	9	9	**
	22%	*23%*	**	**	**	**	**	**	**	*22%*	**	**	*26%* c	*21%*	**
Neither good nor poor	**23**	20	**	**	**	**	**	**	**	23	**	**	6	15	**
	26%	*26%*	**	**	**	**	**	**	**	*26%*	**	**	*17%*	*33%* a	**
Fairly poor	**17**	15	**	**	**	**	**	**	**	17	**	**	8	8	**
	19%	*19%*	**	**	**	**	**	**	**	*19%*	**	**	*22%*	*18%*	**
Very poor	**14**	13	**	**	**	**	**	**	**	14	**	**	8	5	**
	16%	*16%*	**	**	**	**	**	**	**	*16%*	**	**	*23%* b	*11%*	**
Don't know	**7**	4	**	**	**	**	**	**	**	7	**	**	*	3	**
	8%	*5%*	** ai	**	**	**	**	**	**	*8%*	**	**	*1%*	*7%*	** ab
NET: Good	**28**	27	**	**	**	**	**	**	**	28	**	**	13	14	**
	31%	*34%* b	**	**	**	**	**	**	**	*32%* b	**	**	*37%* c	*31%* c	**
NET: Poor	**31**	29	**	**	**	**	**	**	**	31	**	**	16	13	**
	35%	*36%*	**	**	**	**	**	**	**	*35%*	**	**	*45%* bc	*29%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**243**	160	105	172	87	80	177	149	12	5	6	-	-	-
Weighted total	**90**	55	34	60	31	27	66	54	4	1	1	-	-	-
Very good	**9**	3	2	3	3	1	5	3	**	**	**	**	**	**
	10%	*5%*	*5%*	*5%*	*10%* e	*2%*	*7%*	*5%*	**	**	**	**	**	**
Fairly good	**20**	13	8	14	5	8	15	11	**	**	**	**	**	**
	22%	*23%*	*24%*	*23%*	*17%*	*28%*	*22%*	*21%*	**	**	**	**	**	**
Neither good nor poor	**23**	18	12	19	9	8	17	17	**	**	**	**	**	**
	26%	*32%*	*34%*	*31%*	*30%*	*29%*	*26%*	*32%*	**	**	**	**	**	**
Fairly poor	**17**	12	7	13	6	4	12	13	**	**	**	**	**	**
	19%	*21%*	*22%*	*21%*	*21%*	*16%*	*18%*	*23%*	**	**	**	**	**	**
Very poor	**14**	7	3	8	4	5	12	7	**	**	**	**	**	**
	16%	*13%*	*10%*	*13%*	*13%*	*17%*	*18%* b	*13%*	**	**	**	**	**	**
Don't know	**7**	3	2	4	3	2	5	3	**	**	**	**	**	**
	8%	*6%*	*5%*	*6%*	*9%*	*8%*	*8%*	*6%*	**	**	**	**	**	**
NET: Good	**28**	15	10	17	8	8	19	14	**	**	**	**	**	**
	31%	*27%*	*29%*	*28%*	*27%*	*30%*	*29%*	*26%*	**	**	**	**	**	**
NET: Poor	**31**	19	11	20	11	9	24	20	**	**	**	**	**	**
	35%	*34%*	*31%*	*34%*	*34%*	*33%*	*36%*	*37%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**243**	87	-	-	-	-	-	-	-	57	42	42	31	-
Weighted total	**90**	31	-	-	-	-	-	-	-	23	15	15	8	-
Very good	**9**	3	**	**	**	**	**	**	**	1	**	**	**	**
	10%	*10%*	**	**	**	**	**	**	**	*6%*	**	**	**	**
Fairly good	**20**	5	**	**	**	**	**	**	**	6	**	**	**	**
	22%	*17%*	**	**	**	**	**	**	**	*26%*	**	**	**	**
Neither good nor poor	**23**	9	**	**	**	**	**	**	**	8	**	**	**	**
	26%	*30%*	**	**	**	**	**	**	**	*34%*	**	**	**	**
Fairly poor	**17**	6	**	**	**	**	**	**	**	4	**	**	**	**
	19%	*21%*	**	**	**	**	**	**	**	*18%*	**	**	**	**
Very poor	**14**	4	**	**	**	**	**	**	**	3	**	**	**	**
	16%	*13%*	**	**	**	**	**	**	**	*13%*	**	**	**	**
Don't know	**7**	3	**	**	**	**	**	**	**	1	**	**	**	**
	8%	*9%*	**	**	**	**	**	**	**	*3%*	**	**	**	**
													a	
NET: Good	**28**	8	**	**	**	**	**	**	**	7	**	**	**	**
	31%	*27%*	**	**	**	**	**	**	**	*32%*	**	**	**	**
NET: Poor	**31**	11	**	**	**	**	**	**	**	7	**	**	**	**
	35%	*34%*	**	**	**	**	**	**	**	*31%*	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**243**	44	18	19	5	1	43	3	41	209	34	158	14
Weighted total	**90**	17	7	7	1	*	16	1	14	81	9	57	2
Very good	**9**	**	**	**	**	**	**	**	**	8	**	3	**
	10%	**	**	**	**	**	**	**	**	*9%*	**	*5%*	**
Fairly good	**20**	**	**	**	**	**	**	**	**	20	**	14	**
	22%	**	**	**	**	**	**	**	**	*24%*	**	*24%*	**
										b			
Neither good nor poor	**23**	**	**	**	**	**	**	**	**	21	**	18	**
	26%	**	**	**	**	**	**	**	**	*26%*	**	*32%*	**
Fairly poor	**17**	**	**	**	**	**	**	**	**	16	**	13	**
	19%	**	**	**	**	**	**	**	**	*19%*	**	*22%*	**
Very poor	**14**	**	**	**	**	**	**	**	**	14	**	7	**
	16%	**	**	**	**	**	**	**	**	*17%*	**	*13%*	**
Don't know	**7**	**	**	**	**	**	**	**	**	3	**	2	**
	8%	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
											a		
NET: Good	**28**	**	**	**	**	**	**	**	**	27	**	17	**
	31%	**	**	**	**	**	**	**	**	*34%*	**	*29%*	**
										b			
NET: Poor	**31**	**	**	**	**	**	**	**	**	29	**	20	**
	35%	**	**	**	**	**	**	**	**	*36%*	**	*35%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	c	*d
Unweighted total	**243**	13	18	19	5	60	27	39	152	46	-
Weighted total	**90**	4	6	6	1	23	9	15	53	14	-
Very good	**9**	**	**	**	**	3	**	**	3	**	**
	10%	**	**	**	**	*12%*	**	**	*5%*	**	**
Fairly good	**20**	**	**	**	**	5	**	**	12	**	**
	22%	**	**	**	**	*21%*	**	**	*23%*	**	**
Neither good nor poor	**23**	**	**	**	**	7	**	**	18	**	**
	26%	**	**	**	**	*32%*	**	**	*33%*	**	**
Fairly poor	**17**	**	**	**	**	5	**	**	11	**	**
	19%	**	**	**	**	*22%*	**	**	*20%*	**	**
Very poor	**14**	**	**	**	**	3	**	**	7	**	**
	16%	**	**	**	**	*13%*	**	**	*13%*	**	**
Don't know	**7**	**	**	**	**	-	**	**	2	**	**
	8%	**	**	**	**	*-%*	**	**	*5%*	**	**
NET: Good	**28**	**	**	**	**	7	**	**	15	**	**
	31%	**	**	**	**	*33%*	**	**	*28%*	**	**
NET: Poor	**31**	**	**	**	**	8	**	**	18	**	**
	35%	**	**	**	**	*35%*	**	**	*34%*	**	**
									c		

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**243**	29	100	43	-	50	64	42	-	150	98	71	124	117	2
Weighted total	**90**	10	32	14	-	19	23	15	-	53	33	27	45	42	1
Very good	**9**	**	2	**	**	**	2	**	**	3	2	3	2	3	**
	10%	**	*5%*	**	**	**	*9%*	**	**	*5%*	*5%*	*10%*	*5%*	*6%*	**
Fairly good	**20**	**	8	**	**	**	5	**	**	12	8	5	12	9	**
	22%	**	*23%*	**	**	**	*23%*	**	**	*23%*	*25%*	*20%*	*26%*	*21%*	**
Neither good nor poor	**23**	**	12	**	**	**	6	**	**	18	12	9	15	14	**
	26%	**	*36%*	**	**	**	*28%*	**	**	*33%*	*35%*	*35%*	*32%*	*34%*	**
Fairly poor	**17**	**	7	**	**	**	5	**	**	12	7	5	9	9	**
	19%	**	*22%*	**	**	**	*19%*	**	**	*22%*	*22%*	*19%*	*20%*	*22%*	**
Very poor	**14**	**	3	**	**	**	4	**	**	7	3	4	6	6	**
	16%	**	*10%*	**	**	**	*16%*	**	**	*14%*	*10%*	*16%*	*12%*	*14%*	**
Don't know	**7**	**	1	**	**	**	1	**	**	2	1	-	2	1	**
	8%	**	*4%*	**	**	**	*6%*	**	**	*4%*	*3%*	*-%*	*4%*	*3%*	**
NET: Good	**28**	**	9	**	**	**	7	**	**	15	10	8	14	11	**
	31%	**	*29%*	**	**	**	*32%*	**	**	*28%*	*30%*	*30%*	*31%*	*27%*	**
NET: Poor	**31**	**	10	**	**	**	8	**	**	19	11	9	15	15	**
	35%	**	*31%*	**	**	**	*35%*	**	**	*35%*	*32%*	*35%*	*32%*	*35%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	243	50	36	36	11	9	119	116	7	1	3	-
Weighted total	90	18	14	14	5	4	44	42	2	*	1	-
Very good	9	**	**	**	**	**	2	3	**	**	**	**
	10%	**	**	**	**	**	*5%*	*6%*	**	**	**	**
Fairly good	20	**	**	**	**	**	11	9	**	**	**	**
	22%	**	**	**	**	**	*25%*	*21%*	**	**	**	**
Neither good nor poor	23	**	**	**	**	**	14	14	**	**	**	**
	26%	**	**	**	**	**	*31%*	*35%*	**	**	**	**
Fairly poor	17	**	**	**	**	**	10	9	**	**	**	**
	19%	**	**	**	**	**	*23%*	*21%*	**	**	**	**
Very poor	14	**	**	**	**	**	6	6	**	**	**	**
	16%	**	**	**	**	**	*13%*	*14%*	**	**	**	**
Don't know	7	**	**	**	**	**	1	1	**	**	**	**
	8%	**	**	**	**	**	*3%*	*3%*	**	**	**	**
NET: Good	28	**	**	**	**	**	13	11	**	**	**	**
	31%	**	**	**	**	**	*30%*	*27%*	**	**	**	**
NET: Poor	31	**	**	**	**	**	16	14	**	**	**	**
	35%	**	**	**	**	**	*36%*	*35%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**243**	232	193	234	201	237	134	232	109	1	203	3	16	209
Weighted total	**90**	86	69	86	73	88	48	87	37	*	77	1	5	80
Very good	**9**	9	5	9	8	9	4	8	4	**	9	**	**	9
	10%	*10%*	*8%*	*10%*	*11%*	*10%*	*9%*	*9%*	*11%*	**	*11%*	**	**	*11%*
Fairly good	**20**	19	15	19	15	19	10	19	8	**	18	**	**	19
	22%	*22%*	*22%*	*21%*	*21%*	*21%*	*21%*	*22%*	*21%*	**	*24%*	**	**	*23%*
Neither good nor poor	**23**	22	17	22	21	23	13	23	10	**	21	**	**	22
	26%	*26%*	*25%*	*26%*	*28%*	*27%*	*26%*	*26%*	*28%*	**	*27%*	**	**	*27%*
Fairly poor	**17**	17	15	17	13	16	10	17	7	**	14	**	**	15
	19%	*20%*	*22%*	*20%*	*18%*	*18%*	*20%*	*19%*	*19%*	**	*19%*	**	**	*19%*
Very poor	**14**	12	10	13	9	14	6	13	4	**	12	**	**	13
	16%	*14%*	*15%*	*15%*	*13%*	*16%*	*12%*	*15%*	*10%*	**	*16%*	**	**	*17%*
Don't know	**7**	7	6	7	6	7	5	7	4	**	3	**	**	3
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*11%*	*8%*	*10%*	**	*4%*	**	**	*4%*
NET: Good	**28**	27	20	27	23	27	15	27	12	**	27	**	**	27
	31%	*32%*	*30%*	*31%*	*32%*	*31%*	*30%*	*31%*	*33%*	**	*35%*	**	**	*34%*
NET: Poor	**31**	29	26	30	23	30	15	30	11	**	26	**	**	29
	35%	*34%*	*37%*	*35%*	*31%*	*34%*	*32%*	*35%*	*29%*	**	*34%*	**	**	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	**243**	47	1	7	47	23	180	40	28	9	203	141	102
Weighted total	**90**	12	*	3	13	9	69	13	9	3	78	51	39
Very good	**9**	**	**	**	**	**	8	**	**	**	7	3	6
	10%	**	**	**	**	**	*11%* c	**	**	**	*9%*	*5%*	*15%* a
Fairly good	**20**	**	**	**	**	**	15	**	**	**	19	10	9
	22%	**	**	**	**	**	*22%*	**	**	**	*24%*	*20%*	*24%*
Neither good nor poor	**23**	**	**	**	**	**	18	**	**	**	21	16	7
	26%	**	**	**	**	**	*27%*	**	**	**	*26%*	*31%* b	*19%*
Fairly poor	**17**	**	**	**	**	**	12	**	**	**	15	9	8
	19%	**	**	**	**	**	*18%*	**	**	**	*20%*	*18%*	*20%*
Very poor	**14**	**	**	**	**	**	10	**	**	**	12	9	5
	16%	**	**	**	**	**	*14%*	**	**	**	*16%*	*18%*	*13%*
Don't know	**7**	**	**	**	**	**	6	**	**	**	5	4	3
	8%	**	**	**	**	**	*8%*	**	**	**	*6%*	*8%*	*9%*
NET: Good	**28**	**	**	**	**	**	23	**	**	**	25	13	15
	31%	**	**	**	**	**	*33%*	**	**	**	*33%*	*26%*	*39%* a
NET: Poor	**31**	**	**	**	**	**	22	**	**	**	27	18	13
	35%	**	**	**	**	**	*32%*	** b	**	**	*35%*	*36%*	*34%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	243	23	15	21	19	22	25	20	13	16	24	18	27
Weighted total	90	7	4	10	6	7	9	4	4	9	10	8	11
Very good	9	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly good	20	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
Neither good nor poor	23	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly poor	17	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Very poor	14	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	7	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Good	28	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Poor	31	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20
***note - the price of the stamp changed during fieldwork**

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**243**	59	66	49	69
Weighted total	**90**	21	22	18	29
Very good	**9**	1	2	**	3
	10%	*5%*	*7%*	**	*12%*
Fairly good	**20**	3	4	**	8
	22%	*17%*	*17%*	**	*28%*
Neither good nor poor	**23**	6	8	**	5
	26%	*28%*	*36%*	**	*16%*
			d		
Fairly poor	**17**	5	3	**	5
	19%	*26%*	*15%*	**	*16%*
Very poor	**14**	4	4	**	6
	16%	*20%*	*18%*	**	*19%*
		c	c		c
Don't know	**7**	1	2	**	3
	8%	*5%*	*8%*	**	*10%*
NET: Good	**28**	5	5	**	11
	31%	*22%*	*24%*	**	*39%*
					a
NET: Poor	**31**	10	7	**	10
	35%	*46%*	*32%*	**	*35%*
		c			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**3**	2	*	**	**	*	-	2	**	**	**
	1%	*1%*	*3%*	**	**	*2%*	*-%*	*2%*	**	**	**
Fairly Dissatisfied	**16**	16	*	**	**	*	6	3	**	**	**
	4%	*4%*	*1%*	**	**	*1%*	*4%*	*2%*	**	**	**
											abc
Neither Satisfied Nor Dissatisfied	**41**	39	1	**	**	1	20	8	**	**	**
	9%	*9%*	*7%*	**	**	*7%*	*14%*	*7%*	**	**	**
							e				
Fairly Satisfied	**169**	163	4	**	**	6	61	34	**	**	**
	38%	*38%*	*32%*	**	**	*35%*	*41%*	*27%*	**	**	**
							b		b		b
Very Satisfied	**216**	208	6	**	**	8	59	81	**	**	**
	48%	*48%*	*52%*	**	**	*48%*	*40%*	*63%*	**	**	**
								ae	e		
Don't Know (DO NOT READ OUT)	**4**	3	1	**	**	1	2	-	**	**	**
	1%	*1%*	*5%*	**	**	*7%*	*1%*	*-%*	**	**	**
			a			a					
NET: Satisfied	**385**	371	10	**	**	14	120	115	**	**	**
	86%	*86%*	*84%*	**	**	*83%*	*81%*	*90%*	**	**	**
									a		
NET: Dissatisfied	**19**	19	*	**	**	*	6	5	**	**	**
	4%	*4%*	*4%*	**	**	*2%*	*4%*	*4%*	**	**	**
											abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	3	**	**	**	**	**	**	**	**	**	2	**	**	*
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*1%*
Fairly Dissatisfied	16	**	**	**	**	**	**	**	**	**	15	**	**	-
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	-%
						m		fhjlm				m		
Neither Satisfied Nor Dissatisfied	41	**	**	**	**	**	**	**	**	**	30	**	**	3
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*20%*
												c	cj	cij
Fairly Satisfied	169	**	**	**	**	**	**	**	**	**	155	**	**	4
	38%	**	**	**	**	**	**	**	**	**	*39%*	**	**	*25%*
									klm		l			
Very Satisfied	216	**	**	**	**	**	**	**	**	**	187	**	**	8
	48%	**	**	**	**	**	**	**	**	**	*47%*	**	**	*54%*
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	-%
NET: Satisfied	385	**	**	**	**	**	**	**	**	**	342	**	**	12
	86%	**	**	**	**	**	**	**	**	**	*87%*	**	**	*79%*
				k							k			
NET: Dissatisfied	19	**	**	**	**	**	**	**	**	**	17	**	**	*
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*1%*
								fhlm						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	3	**	*	**	**	2	**	**	-	*	2	3	**
	1%	**	*%*	**	**	*1%*	**	**	-%	*%*	*2%* a	*1%*	**
Fairly Dissatisfied	16	**	4	**	**	7	**	**	2	14	3	16	**
	4%	**	*5%*	**	**	*4%*	**	**	*2%*	*4%*	*3%*	*4%*	**
Neither Satisfied Nor Dissatisfied	41	**	6	**	**	20	**	**	13	31	9	39	**
	9%	**	*8%*	**	**	*10%*	**	**	*11%*	*9%*	*10%*	*10%*	**
Fairly Satisfied	169	**	26	**	**	82	**	**	34	135	34	159	**
	38%	**	*35%*	**	**	*42%* h	**	**	*30%*	*38%*	*37%*	*39%* b	**
Very Satisfied	216	**	37	**	**	82	**	**	63	173	43	187	**
	48%	**	*51%*	**	**	*42%*	**	**	*55%* e	*48%*	*47%*	*46%*	** a
Don't Know (DO NOT READ OUT)	4	**	*	**	**	1	**	**	2	4	*	4	**
	1%	**	*%*	**	**	*1%*	**	**	*2%*	*1%*	*%*	*1%*	**
NET: Satisfied	385	**	63	**	**	164	**	**	97	308	77	347	**
	86%	**	*86%*	**	**	*84%*	**	**	*85%*	*86%*	*84%*	*85%*	** a
NET: Dissatisfied	19	**	4	**	**	9	**	**	2	14	5	19	**
	4%	**	*6%*	**	**	*5%*	**	**	*2%*	*4%*	*6%*	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	439	426	13	208	78	145
Weighted total	449	429	20	217	74	148
Very Dissatisfied	3	3	**	-	-	3
	1%	1%	**	-%	-%	2%
Fairly Dissatisfied	16	16	**	13	-	3
	4%	4%	**	6%	-%	2%
				b		
Neither Satisfied Nor Dissatisfied	41	38	**	16	8	13
	9%	9%	**	7%	11%	9%
Fairly Satisfied	169	163	**	86	29	50
	38%	38%	**	40%	39%	34%
Very Satisfied	216	206	**	99	37	77
	48%	48%	**	46%	50%	52%
Don't Know (DO NOT READ OUT)	4	2	**	3	*	1
	1%	1%	**	1%	*%	1%
NET: Satisfied	385	370	**	185	66	127
	86%	86%	**	85%	89%	86%
NET: Dissatisfied	19	19	**	13	-	6
	4%	4%	**	6%	-%	4%
				b		

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**3**	-	2	**	**	**	**	**	**	2	**	**	-	-	3
	1%	*-%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*-%*	*2%*
			a												
Fairly Dissatisfied	**16**	9	5	**	**	**	**	**	**	14	**	**	1	7	8
	4%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*1%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**41**	30	9	**	**	**	**	**	**	40	**	**	5	25	10
	9%	*10%*	*8%*	**	**	**	**	**	**	*10%*	**	**	*6%*	*12%*	*7%*
Fairly Satisfied	**169**	115	43	**	**	**	**	**	**	158	**	**	37	78	54
	38%	*39%*	*34%*	**	**	**	**	**	**	*38%*	**	**	*40%*	*39%*	*35%*
Very Satisfied	**216**	137	64	**	**	**	**	**	**	201	**	**	46	91	79
	48%	*47%*	*52%*	**	**	**	**	**	**	*48%*	**	**	*50%*	*45%*	*51%*
Don't Know (DO NOT READ OUT)	**4**	3	*	**	**	**	**	**	**	3	**	**	2	1	2
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	**	**	*2%*	**%*	*1%*
				bi											
NET: Satisfied	**385**	252	107	**	**	**	**	**	**	359	**	**	83	169	132
	86%	*86%*	*86%*	**	**	**	**	**	**	*86%*	**	**	*91%*	*84%*	*86%*
NET: Dissatisfied	**19**	9	7	**	**	**	**	**	**	16	**	**	1	7	10
	4%	*3%*	*6%*	**	**	**	**	**	**	*4%*	**	**	*1%*	*4%*	*7%*
				a							a				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**3**	*	2	2	2	*	3	2	**	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**
Fairly Dissatisfied	**16**	11	9	12	9	5	13	12	**	**	**	**	**	**
	4%	*5%*	*5%*	*5%*	*3%*	*5%*	*5%*	*5%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**41**	20	22	24	29	9	27	23	**	**	**	**	**	**
	9%	*9%*	*12%*	*9%*	*9%*	*10%*	*9%*	*9%*	**	**	**	**	**	**
Fairly Satisfied	**169**	81	77	98	118	32	110	87	**	**	**	**	**	**
	38%	*36%*	*41%*	*36%*	*38%*	*36%*	*38%*	*33%*	**	**	**	**	**	**
Very Satisfied	**216**	112	76	135	154	44	138	132	**	**	**	**	**	**
	48%	*49%*	*41%*	*49%*	*49%*	*49%*	*48%*	*51%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**4**	3	1	3	2	*	1	3	**	**	**	**	**	**
	1%	*1%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	**	**	**	**	**	**
NET: Satisfied	**385**	193	154	233	273	76	248	219	**	**	**	**	**	**
	86%	*85%*	*82%*	*85%*	*86%*	*85%*	*85%*	*84%*	**	**	**	**	**	**
NET: Dissatisfied	**19**	11	11	15	12	5	16	14	**	**	**	**	**	**
	4%	*5%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**3**	2	**	**	**	**	**	**	**	-	-	-	2	**
	1%	*1%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*7%*	**
													abc	
Fairly Dissatisfied	**16**	9	**	**	**	**	**	**	**	2	1	9	-	**
	4%	*3%*	**	**	**	**	**	**	**	*2%*	*1%*	*15%*	*-%*	**
												abd		
Neither Satisfied Nor Dissatisfied	**41**	28	**	**	**	**	**	**	**	10	5	8	2	**
	9%	*9%*	**	**	**	**	**	**	**	*10%*	*6%*	*12%*	*6%*	**
Fairly Satisfied	**169**	115	**	**	**	**	**	**	**	36	32	15	15	**
	38%	*38%*	**	**	**	**	**	**	**	*37%*	*41%*	*23%*	*43%*	**
											c		c	
Very Satisfied	**216**	147	**	**	**	**	**	**	**	50	39	31	14	**
	48%	*48%*	**	**	**	**	**	**	**	*51%*	*49%*	*49%*	*42%*	**
Don't Know (DO NOT READ OUT)	**4**	2	**	**	**	**	**	**	**	*	2	*	*	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*3%*	*1%*	*1%*	**
NET: Satisfied	**385**	261	**	**	**	**	**	**	**	87	72	46	29	**
	86%	*86%*	**	**	**	**	**	**	**	*88%*	*90%*	*72%*	*85%*	**
										c	c			
NET: Dissatisfied	**19**	12	**	**	**	**	**	**	**	2	1	9	2	**
	4%	*4%*	**	**	**	**	**	**	**	*2%*	*1%*	*15%*	*7%*	**
												ab		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**3**	-	-	-	2	**	2	**	-	-	3	2	-
	1%	-%	-%	-%	*4%*	**	*1%*	**	-%	-%	*1%*	*1%*	-%
					a								
Fairly Dissatisfied	**16**	1	3	1	4	**	9	**	*	5	11	10	2
	4%	*1%*	*6%*	*1%*	*7%*	**	*4%*	**	*%	*3%*	*5%*	*5%*	*4%*
					ac								
Neither Satisfied Nor Dissatisfied	**41**	9	8	8	4	**	22	**	6	16	25	22	3
	9%	*8%*	*15%*	*9%*	*7%*	**	*9%*	**	*10%*	*7%*	*10%*	*10%*	*5%*
Fairly Satisfied	**169**	44	12	36	21	**	83	**	33	65	104	76	22
	38%	*43%*	*23%*	*39%*	*36%*	**	*34%*	**	*51%*	*31%*	*44%*	*34%*	*41%*
		b							a		a		
Very Satisfied	**216**	49	28	47	28	**	128	**	25	123	93	111	24
	48%	*47%*	*55%*	*51%*	*46%*	**	*52%*	**	*39%*	*58%*	*39%*	*50%*	*46%*
										b			
Don't Know (DO NOT READ OUT)	**4**	*	*	*	-	**	2	**	*	2	3	1	2
	1%	*%*	*%*	*%*	-%	**	*1%*	**	*%	*1%*	*1%*	*1%*	*4%*
													a
NET: Satisfied	**385**	94	40	83	49	**	211	**	58	188	197	187	46
	86%	*90%*	*78%*	*90%*	*82%*	**	*86%*	**	*90%*	*89%*	*83%*	*84%*	*88%*
NET: Dissatisfied	**19**	1	3	1	7	**	11	**	*	5	13	13	2
	4%	*1%*	*6%*	*1%*	*11%*	**	*5%*	**	*%	*3%*	*6%*	*6%*	*4%*
					ac								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**3**	-	2	2	**	-	2	-	*	-	**
	1%	*-%*	*2%*	*1%*	**	*-%*	*1%*	*-%*	**%*	*-%*	**
Fairly Dissatisfied	**16**	2	5	9	**	2	8	2	11	*	**
	4%	*2%*	*3%*	*5%*	**	*2%*	*3%*	*2%*	*5%*	**%*	**
Neither Satisfied Nor Dissatisfied	**41**	5	15	21	**	4	25	7	19	3	**
	9%	*7%*	*9%*	*11%*	**	*5%*	*11%*	*7%*	*9%*	*6%*	**
Fairly Satisfied	**169**	22	63	66	**	27	91	47	75	23	**
	38%	*28%*	*40%*	*35%*	**	*33%*	*40%*	*45%*	*36%*	*52%* b	**
Very Satisfied	**216**	49	72	91	**	49	103	48	101	18	**
	48%	*61%* b	*45%*	*48%*	**	*59%* b	*45%*	*46%*	*48%*	*41%*	**
Don't Know (DO NOT READ OUT)	**4**	1	1	1	**	1	1	*	3	*	**
	1%	*2%*	**%*	*1%*	**	*2%*	**%*	**%*	*1%*	*1%*	**
NET: Satisfied	**385**	71	134	158	**	77	194	96	176	41	**
	86%	*90%*	*85%*	*82%*	**	*91%*	*84%*	*91%*	*84%*	*93%*	**
NET: Dissatisfied	**19**	2	8	11	**	2	10	2	11	*	**
	4%	*2%*	*5%*	*6%*	**	*2%*	*4%*	*2%*	*5%*	**%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**3**	2	2	2	**	2	2	-	**	*	2	*	*	2	**
	1%	*2%*	*1%*	*5%*	**	*1%*	*1%*	*-%*	**	**%*	*2%*	**%*	**%*	*2%*	**
Fairly Dissatisfied	**16**	1	8	*	**	5	7	*	**	11	8	4	10	8	**
	4%	*1%*	*5%*	**%*	**	*2%*	*4%*	**%*	**	*6%*	*6%*	*3%*	*6%*	*6%*	**
			a												
Neither Satisfied Nor Dissatisfied	**41**	10	18	3	**	22	11	7	**	18	20	13	17	15	**
	9%	*10%*	*11%*	*6%*	**	*8%*	*6%*	*8%*	**	*11%*	*13%*	*9%*	*11%*	*11%*	**
Fairly Satisfied	**169**	47	63	24	**	103	72	39	**	62	57	50	59	52	**
	38%	*47%*	*39%*	*51%*	**	*40%*	*39%*	*46%*	**	*37%*	*38%*	*34%*	*37%*	*39%*	**
Very Satisfied	**216**	40	70	18	**	126	89	38	**	77	62	77	71	56	**
	48%	*40%*	*43%*	*38%*	**	*48%*	*49%*	*44%*	**	*46%*	*41%*	*53%*	*45%*	*42%*	**
												b			
Don't Know (DO NOT READ OUT)	**4**	*	1	*	**	2	2	1	**	1	1	2	1	1	**
	1%	**%*	*1%*	**%*	**	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
NET: Satisfied	**385**	87	133	43	**	229	161	77	**	139	119	127	130	108	**
	86%	*87%*	*82%*	*89%*	**	*88%*	*88%*	*90%*	**	*83%*	*79%*	*87%*	*82%*	*81%*	**
NET: Dissatisfied	**19**	3	11	2	**	8	9	*	**	11	11	4	10	10	**
	4%	*3%*	*7%*	*5%*	**	*3%*	*5%*	**%*	**	*6%*	*7%*	*3%*	*6%*	*7%*	**
							c								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	439	89	71	94	27	19	158	139	6	4	20	3
Weighted total	449	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	3	*	-	*	**	**	*	2	**	**	**	**
	1%	*%	-%	*%	**	**	*%	2%	**	**	**	**
Fairly Dissatisfied	16	3	4	2	**	**	10	8	**	**	**	**
	4%	4%	6%	2%	**	**	6%	7%	**	**	**	**
Neither Satisfied Nor Dissatisfied	41	3	3	11	**	**	14	14	**	**	**	**
	9%	4%	5%	12%	**	**	10%	12%	**	**	**	**
Fairly Satisfied	169	28	18	37	**	**	55	45	**	**	**	**
	38%	34%	29%	39%	**	**	37%	38%	**	**	**	**
Very Satisfied	216	45	38	44	**	**	68	48	**	**	**	**
	48%	55%	59%	46%	**	**	46%	41%	**	**	**	**
Don't Know (DO NOT READ OUT)	4	2	*	*	**	**	1	1	**	**	**	**
	1%	2%	1%	*%	**	**	1%	1%	**	**	**	**
NET: Satisfied	385	72	56	80	**	**	123	93	**	**	**	**
	86%	89%	88%	86%	**	**	83%	79%	**	**	**	**
NET: Dissatisfied	19	3	4	2	**	**	10	10	**	**	**	**
	4%	4%	6%	2%	**	**	7%	9%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**3**	3	3	3	3	3	2	2	2	**	*	**	2	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*3%*	*%*
													b	
Fairly Dissatisfied	**16**	16	14	16	15	16	10	16	2	**	6	**	4	9
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*1%*	**	*2%*	**	*6%*	*4%*
Neither Satisfied Nor Dissatisfied	**41**	37	32	37	31	41	23	37	10	**	23	**	4	23
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*6%*	**	*10%*	**	*5%*	*11%*
Fairly Satisfied	**169**	161	143	162	149	162	118	160	74	**	83	**	30	71
	38%	*38%*	*41%*	*38%*	*38%*	*38%*	*38%*	*38%*	*48%*	**	*35%*	**	*44%*	*32%*
									ab					
Very Satisfied	**216**	200	157	202	189	204	156	203	64	**	122	**	26	115
	48%	*48%*	*45%*	*48%*	*49%*	*48%*	*50%*	*48%*	*41%*	**	*52%*	**	*39%*	*52%*
Don't Know (DO NOT READ OUT)	**4**	4	3	4	3	3	1	4	2	**	2	**	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*
NET: Satisfied	**385**	361	300	364	337	367	273	364	138	**	205	**	56	186
	86%	*86%*	*86%*	*86%*	*87%*	*85%*	*88%*	*86%*	*89%*	**	*87%*	**	*83%*	*85%*
NET: Dissatisfied	**19**	19	16	19	18	19	12	19	5	**	6	**	6	10
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	**	*2%*	**	*9%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**3**	-	**	2	*	2	*	-	*	**	*	-	3
	1%	-%	**	*3%*	**%*	*2%*	**%*	*-%*	**%*	**	**%*	*-%*	*1%*
				b		b				ac			
Fairly Dissatisfied	**16**	-	**	13	4	4	7	5	5	**	9	14	3
	4%	-%	**	*14%*	*1%*	*4%*	*3%*	*7%*	*3%*	**	*4%*	*6%*	*1%*
				b								b	
Neither Satisfied Nor Dissatisfied	**41**	-	**	20	21	12	22	4	15	**	18	17	24
	9%	-%	**	*21%*	*6%*	*12%*	*8%*	*6%*	*10%*	**	*7%*	*8%*	*10%*
				b									
Fairly Satisfied	**169**	169	**	45	124	40	101	27	66	**	79	73	96
	38%	*44%*	**	*49%*	*35%*	*38%*	*38%*	*35%*	*45%*	**	*32%*	*34%*	*41%*
				b					c				
Very Satisfied	**216**	216	**	11	205	44	130	39	58	**	135	111	105
	48%	*56%*	**	*13%*	*57%*	*43%*	*50%*	*52%*	*40%*	**	*56%*	*52%*	*45%*
					a						ab		
Don't Know (DO NOT READ OUT)	**4**	-	**	*	4	1	3	*	2	**	2	*	4
	1%	-%	**	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**	*1%*	**%*	*2%*
NET: Satisfied	**385**	385	**	56	328	84	231	66	125	**	214	184	201
	86%	*100%*	**	*62%*	*92%*	*81%*	*88%*	*87%*	*85%*	**	*88%*	*86%*	*86%*
					a								
NET: Dissatisfied	**19**	-	**	15	4	6	7	5	5	**	9	14	5
	4%	-%	**	*16%*	*1%*	*6%*	*3%*	*7%*	*3%*	**	*4%*	*6%*	*2%*
				b								b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**3**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
		cdeghijkl											
Neither Satisfied Nor Dissatisfied	**41**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
					eg				**eg**	e			
Fairly Satisfied	**169**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	**216**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
						bh	h				h	**bh**	
Don't Know (DO NOT READ OUT)	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
								abcdehik					
NET: Satisfied	**385**	**	**	**	**	**	**	**	**	**	**	**	**
	86%	**	**	**	**	**	**	**	**	**	**	**	**
						a						a	
NET: Dissatisfied	**19**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
		deghijkl											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**3**	3	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**16**	9	4	*	3
	4%	*9%*	*5%*	**%*	*2%*
		cd	c		
Neither Satisfied Nor Dissatisfied	**41**	9	6	18	8
	9%	*9%*	*6%*	*14%*	*7%*
Fairly Satisfied	**169**	46	30	54	39
	38%	*42%*	*32%*	*43%*	*32%*
Very Satisfied	**216**	41	54	52	69
	48%	*38%*	*57%*	*41%*	*58%*
			ac		**ac**
Don't Know (DO NOT READ OUT)	**4**	*	*	3	1
	1%	**%*	**%*	*2%*	*1%*
NET: Satisfied	**385**	87	84	106	108
	86%	*80%*	*89%*	*84%*	*90%*
					a
NET: Dissatisfied	**19**	12	4	*	3
	4%	*11%*	*5%*	**%*	*2%*
		cd	c		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	439	305	91	26	17	134	112	104	39	13	46
Weighted total	449	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	4	4	-	**	**	-	*	3	**	**	**
	1%	1%	-%	**	**	-%	*%	2%	**	**	**
Fairly Dissatisfied	10	9	*	**	**	*	2	2	**	**	**
	2%	2%	4%	**	**	3%	2%	2%	**	**	**
Neither Satisfied Nor Dissatisfied	42	41	1	**	**	1	15	9	**	**	**
	9%	9%	7%	**	**	7%	10%	7%	**	**	**
									e		
Fairly Satisfied	144	140	3	**	**	4	52	42	**	**	**
	32%	32%	26%	**	**	27%	35%	32%	**	**	**
											abc
Very Satisfied	218	209	6	**	**	9	66	63	**	**	**
	49%	48%	51%	**	**	53%	45%	49%	**	**	**
							e	e	e		
Don't Know (DO NOT READ OUT)	31	29	1	**	**	2	11	11	**	**	**
	7%	7%	11%	**	**	10%	8%	8%	**	**	**
NET: Satisfied	362	349	9	**	**	13	118	104	**	**	**
	81%	81%	77%	**	**	80%	80%	81%	**	**	**
NET: Dissatisfied	13	13	*	**	**	*	3	5	**	**	**
	3%	3%	4%	**	**	3%	2%	4%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	4	**	**	**	**	**	**	**	**	**	2	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
												jm		
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	8	**	**	1
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*4%*
Neither Satisfied Nor Dissatisfied	42	**	**	**	**	**	**	**	**	**	38	**	**	1
	9%	**	**	**	**	**	**	**	**	**	*10%*	**	**	*5%*
						hm								
Fairly Satisfied	144	**	**	**	**	**	**	**	**	**	130	**	**	4
	32%	**	**	**	**	**	**	**	**	**	*33%*	**	**	*24%*
										cefgjklm				
Very Satisfied	218	**	**	**	**	**	**	**	**	**	188	**	**	9
	49%	**	**	**	**	**	**	**	**	**	*48%*	**	**	*60%*
													i	i
Don't Know (DO NOT READ OUT)	31	**	**	**	**	**	**	**	**	**	28	**	**	1
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	*7%*
NET: Satisfied	362	**	**	**	**	**	**	**	**	**	318	**	**	13
	81%	**	**	**	**	**	**	**	**	**	*81%*	**	**	*84%*
													ek	
NET: Dissatisfied	13	**	**	**	**	**	**	**	**	**	10	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*4%*
												fhj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**439**	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	**449**	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	**4**	**	-	**	**	3	**	**	1	1	3	4	**
	1%	**	*-%*	**	**	*1%*	**	**	*1%*	**%*	*3%* a	*1%*	**
Fairly Dissatisfied	**10**	**	4	**	**	3	**	**	2	9	1	10	**
	2%	**	*5%*	**	**	*2%*	**	**	*2%*	*2%*	*1%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**42**	**	8	**	**	16	**	**	11	36	6	40	**
	9%	**	*10%*	**	**	*8%*	**	**	*9%*	*10%*	*7%*	*10%*	**
Fairly Satisfied	**144**	**	25	**	**	63	**	**	38	112	32	130	**
	32%	**	*34%*	**	**	*32%*	**	**	*33%*	*31%*	*35%*	*32%*	**
Very Satisfied	**218**	**	32	**	**	100	**	**	57	174	44	200	**
	49%	**	*43%*	**	**	*51%*	**	**	*50%*	*49%*	*48%*	*49%*	**
Don't Know (DO NOT READ OUT)	**31**	**	5	**	**	10	**	**	6	25	6	26	**
	7%	**	*7%*	**	**	*5%*	**	**	*5%*	*7%*	*6%*	*6%*	**
NET: Satisfied	**362**	**	57	**	**	163	**	**	95	287	76	330	**
	81%	**	*77%*	**	**	*84%*	**	**	*83%*	*80%*	*83%*	*81%*	**
NET: Dissatisfied	**13**	**	4	**	**	6	**	**	3	10	4	13	**
	3%	**	*5%*	**	**	*3%*	**	**	*2%*	*3%*	*4%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	439	426	13	208	78	145
Weighted total	449	429	20	217	74	148
Very Dissatisfied	4	4	**	-	*	3
	1%	1%	**	-%	1%	2% a
Fairly Dissatisfied	10	10	**	8	-	2
	2%	2%	**	4%	-%	1%
Neither Satisfied Nor Dissatisfied	42	37	**	17	10	12
	9%	9%	**	8%	14%	8%
Fairly Satisfied	144	142	**	89	20	34
	32%	33%	**	41% bc	27%	23%
Very Satisfied	218	208	**	91	38	83
	49%	49%	**	42%	52%	56% a
Don't Know (DO NOT READ OUT)	31	27	**	11	5	14
	7%	6%	**	5%	7%	10%
NET: Satisfied	362	351	**	181	58	117
	81%	82%	**	83%	78%	79%
NET: Dissatisfied	13	13	**	8	*	5
	3%	3%	**	4%	1%	3%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**4**	*	3	**	**	**	**	**	**	3	**	**	-	*	3
	1%	**%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*-%*	**%*	*2%*
			a												
Fairly Dissatisfied	**10**	6	3	**	**	**	**	**	**	9	**	**	1	5	3
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**42**	28	12	**	**	**	**	**	**	40	**	**	6	22	14
	9%	*10%*	*9%*	**	**	**	**	**	**	*10%*	**	**	*7%*	*11%*	*9%*
Fairly Satisfied	**144**	99	37	**	**	**	**	**	**	136	**	**	43	56	45
	32%	*34%*	*30%*	**	**	**	**	**	**	*33%*	**	**	*47%*	*28%*	*29%*
													bc		
Very Satisfied	**218**	146	55	**	**	**	**	**	**	201	**	**	38	108	72
	49%	*50%*	*45%*	**	**	**	**	**	**	*48%*	**	**	*42%*	*53%*	*47%*
Don't Know (DO NOT READ OUT)	**31**	14	14	**	**	**	**	**	**	28	**	**	3	11	17
	7%	*5%*	*11%*	**	**	**	**	**	**	*7%*	**	**	*3%*	*6%*	*11%*
			a												a
NET: Satisfied	**362**	245	93	**	**	**	**	**	**	338	**	**	82	164	117
	81%	*83%*	*75%*	**	**	**	**	**	**	*81%*	**	**	*89%*	*81%*	*76%*
		b											c		
NET: Dissatisfied	**13**	7	5	**	**	**	**	**	**	12	**	**	1	5	7
	3%	*2%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*1%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**4**	1	3	4	3	1	3	3	**	**	**	**	**	**
	1%	**%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Fairly Dissatisfied	**10**	7	8	8	6	5	9	8	**	**	**	**	**	**
	2%	*3%*	*4%*	*3%*	*2%*	*6%*	*3%*	*3%*	**	**	**	**	**	**
						d								
Neither Satisfied Nor Dissatisfied	**42**	25	22	29	27	5	29	26	**	**	**	**	**	**
	9%	*11%*	*12%*	*10%*	*8%*	*6%*	*10%*	*10%*	**	**	**	**	**	**
Fairly Satisfied	**144**	83	71	101	97	24	93	92	**	**	**	**	**	**
	32%	*36%*	*38%*	*37%*	*31%*	*26%*	*32%*	*35%*	**	**	**	**	**	**
			e											
Very Satisfied	**218**	96	71	118	162	44	137	117	**	**	**	**	**	**
	49%	*42%*	*38%*	*43%*	*51%*	*49%*	*47%*	*45%*	**	**	**	**	**	**
					abc		b							
Don't Know (DO NOT READ OUT)	**31**	16	12	16	21	11	21	14	**	**	**	**	**	**
	7%	*7%*	*6%*	*6%*	*7%*	*13%*	*7%*	*5%*	**	**	**	**	**	**
						cd								
NET: Satisfied	**362**	179	143	219	259	68	229	209	**	**	**	**	**	**
	81%	*79%*	*76%*	*79%*	*82%*	*75%*	*79%*	*80%*	**	**	**	**	**	**
NET: Dissatisfied	**13**	8	11	11	9	6	12	11	**	**	**	**	**	**
	3%	*4%*	*6%*	*4%*	*3%*	*7%*	*4%*	*4%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**4**	3	**	**	**	**	**	**	**	*	1	*	2	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*1%*	*7%*	**
													a	
Fairly Dissatisfied	**10**	5	**	**	**	**	**	**	**	1	1	6	*	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*9%*	*1%*	**
												abd		
Neither Satisfied Nor Dissatisfied	**42**	26	**	**	**	**	**	**	**	9	10	8	2	**
	9%	*9%*	**	**	**	**	**	**	**	*9%*	*12%*	*12%*	*7%*	**
Fairly Satisfied	**144**	91	**	**	**	**	**	**	**	44	29	16	12	**
	32%	*30%*	**	**	**	**	**	**	**	*45%*	*36%*	*24%*	*36%*	**
										c				
Very Satisfied	**218**	158	**	**	**	**	**	**	**	41	33	32	12	**
	49%	*52%*	**	**	**	**	**	**	**	*42%*	*42%*	*51%*	*34%*	**
Don't Know (DO NOT READ OUT)	**31**	19	**	**	**	**	**	**	**	3	6	2	5	**
	7%	*6%*	**	**	**	**	**	**	**	*3%*	*8%*	*3%*	*15%*	**
													ac	
NET: Satisfied	**362**	249	**	**	**	**	**	**	**	86	62	48	24	**
	81%	*82%*	**	**	**	**	**	**	**	*87%*	*78%*	*75%*	*70%*	**
										d				
NET: Dissatisfied	**13**	8	**	**	**	**	**	**	**	1	2	6	3	**
	3%	*3%*	**	**	**	**	**	**	**	*1%*	*2%*	*10%*	*8%*	**
												a	a	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**4**	1	-	*	2	**	3	**	-	1	2	4	-
	1%	*1%*	*-%*	*1%*	*4%*	**	*1%*	**	*-%*	*1%*	*1%*	*2%*	*-%*
Fairly Dissatisfied	**10**	*	3	2	1	**	6	**	*	5	5	6	2
	2%	**%*	*6%* a	*2%*	*1%*	**	*2%*	**	**%*	*2%*	*2%*	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**42**	12	2	6	7	**	17	**	7	20	22	26	2
	9%	*12%*	*4%*	*6%*	*11%*	**	*7%*	**	*11%*	*9%*	*9%*	*12%*	*4%*
Fairly Satisfied	**144**	34	12	31	18	**	68	**	29	60	84	78	22
	32%	*32%*	*24%*	*34%*	*30%*	**	*27%*	**	*44%* a	*29%*	*35%*	*35%*	*42%*
Very Satisfied	**218**	50	31	46	30	**	132	**	29	113	105	97	22
	49%	*48%*	*61%*	*50%*	*51%*	**	*54%*	**	*44%*	*54%* b	*44%*	*43%*	*41%*
Don't Know (DO NOT READ OUT)	**31**	7	3	6	2	**	21	**	*	11	20	12	5
	7%	*7%*	*6%*	*7%*	*4%*	**	*8%* c	**	**%*	*5%*	*8%*	*5%*	*9%*
NET: Satisfied	**362**	84	44	78	48	**	200	**	57	174	189	175	44
	81%	*81%*	*85%*	*84%*	*80%*	**	*81%*	**	*89%*	*82%*	*79%*	*79%*	*83%*
NET: Dissatisfied	**13**	1	3	2	3	**	9	**	*	7	7	10	2
	3%	*1%*	*6%* a	*3%*	*5%*	**	*3%*	**	**%*	*3%*	*3%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**4**	1	3	3	**	1	3	*	1	-	**
	1%	*1%*	*2%*	*2%*	**	*1%*	*1%*	*%*	*%*	-%	**
Fairly Dissatisfied	**10**	3	3	4	**	3	3	*	7	*	**
	2%	*4%*	*2%*	*2%*	**	*4%*	*1%*	*%*	*3%*	*%	**
Neither Satisfied Nor Dissatisfied	**42**	1	18	22	**	4	23	15	23	8	**
	9%	*2%*	*11%* a	*12%*	**	*5%*	*10%*	*14%*	*11%*	*19%*	**
Fairly Satisfied	**144**	18	54	61	**	19	78	45	74	15	**
	32%	*23%*	*35%*	*32%*	**	*22%*	*34%* a	*42%*	*36%*	*34%*	**
Very Satisfied	**218**	52	72	89	**	55	105	43	87	15	**
	49%	*65%* b	*46%*	*46%*	**	*65%* b	*46%*	*41%*	*42%*	*34%*	**
Don't Know (DO NOT READ OUT)	**31**	5	8	12	**	3	18	3	15	6	**
	7%	*6%*	*5%*	*6%*	**	*4%*	*8%*	*2%*	*7%*	*13%* a	**
NET: Satisfied	**362**	70	127	150	**	73	183	88	161	30	**
	81%	*88%*	*80%*	*78%*	**	*87%*	*80%*	*83%* c	*78%*	*68%*	**
NET: Dissatisfied	**13**	4	6	7	**	4	6	1	8	*	**
	3%	*4%*	*4%*	*4%*	**	*4%*	*2%*	*1%*	*4%*	*%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**4**	2	3	2	**	3	3	-	**	1	3	1	-	3	**
	1%	*2%*	*2%*	*5%*	**	*1%*	*2%*	*-%*	**	**%*	*2%*	**%*	*-%*	*2%*	**
Fairly Dissatisfied	**10**	1	8	*	**	4	3	1	**	7	8	3	5	5	**
	2%	*1%*	*5%*	**%*	**	*2%*	*2%*	*1%*	**	*4%*	*5%*	*2%*	*3%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**42**	12	18	4	**	24	12	5	**	23	18	15	22	17	**
	9%	*12%*	*11%*	*9%*	**	*9%*	*6%*	*6%*	**	*14%*	*12%*	*10%*	*14%*	*13%*	**
Fairly Satisfied	**144**	43	57	18	**	80	64	29	**	52	47	38	50	46	**
	32%	*43%*	*35%*	*37%*	**	*31%*	*35%*	*34%*	**	*31%*	*31%*	*26%*	*32%*	*34%*	**
Very Satisfied	**218**	39	64	18	**	134	93	42	**	74	67	85	70	55	**
	49%	*38%*	*39%*	*38%*	**	*52%*	*50%*	*50%*	**	*44%*	*44%*	*58%* **ab**	*45%*	*41%*	**
Don't Know (DO NOT READ OUT)	**31**	4	12	5	**	16	8	7	**	11	9	5	11	8	**
	7%	*4%*	*7%*	*11%*	**	*6%*	*4%*	*9%*	**	*7%*	*6%*	*3%*	*7%*	*6%*	**
NET: Satisfied	**362**	82	121	36	**	214	157	71	**	126	113	123	120	101	**
	81%	*82%*	*75%*	*75%*	**	*82%*	*86%*	*84%*	**	*75%*	*75%*	*84%* **ab**	*76%*	*75%*	**
NET: Dissatisfied	**13**	3	11	2	**	7	7	1	**	8	11	4	5	7	**
	3%	*3%*	*7%*	*5%*	**	*3%*	*4%*	*1%*	**	*5%*	*7%*	*3%*	*3%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**4**	-	1	-	**	**	-	3	**	**	**	**
	1%	*-%*	*1%*	*-%*	**	**	*-%*	*3%* a	**	**	**	**
Fairly Dissatisfied	**10**	1	2	1	**	**	5	5	**	**	**	**
	2%	*2%*	*3%*	*1%*	**	**	*3%*	*4%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**42**	6	5	9	**	**	21	16	**	**	**	**
	9%	*7%*	*8%*	*10%*	**	**	*14%*	*13%*	**	**	**	**
Fairly Satisfied	**144**	19	14	31	**	**	43	40	**	**	**	**
	32%	*23%*	*22%*	*33%*	**	**	*29%*	*34%*	**	**	**	**
Very Satisfied	**218**	51	41	52	**	**	68	46	**	**	**	**
	49%	*63%*	*65%*	*55%*	**	**	*46%*	*39%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**31**	3	*	1	**	**	11	8	**	**	**	**
	7%	*4%*	*1%*	*1%*	**	**	*7%*	*7%*	**	**	**	**
NET: Satisfied	**362**	70	56	82	**	**	111	86	**	**	**	**
	81%	*87%*	*87%*	*88%*	**	**	*75%*	*72%*	**	**	**	**
NET: Dissatisfied	**13**	1	2	1	**	**	5	8	**	**	**	**
	3%	*2%*	*4%*	*1%*	**	**	*3%*	*7%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**4**	4	4	4	3	4	3	4	3	**	-	**	3	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*-%*	**	*4%*	**%*
													b	
Fairly Dissatisfied	**10**	10	10	10	8	10	6	9	2	**	7	**	2	7
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*3%*	**	*4%*	*3%*
Neither Satisfied Nor Dissatisfied	**42**	33	27	33	31	38	20	37	9	**	23	**	8	23
	9%	*8%*	*8%*	*8%*	*8%*	*9%*	*7%*	*9%*	*6%*	**	*10%*	**	*11%*	*11%*
Fairly Satisfied	**144**	139	119	139	128	141	102	137	57	**	66	**	23	59
	32%	*33%*	*34%*	*33%*	*33%*	*33%*	*33%*	*32%*	*37%*	**	*28%*	**	*34%*	*27%*
Very Satisfied	**218**	205	163	209	194	210	161	206	73	**	125	**	27	118
	49%	*49%*	*46%*	*49%*	*50%*	*49%*	*52%*	*49%*	*47%*	**	*53%*	**	*40%*	*54%*
Don't Know (DO NOT READ OUT)	**31**	31	29	31	26	27	18	31	10	**	15	**	5	12
	7%	*7%*	*8%*	*7%*	*7%*	*6%*	*6%*	*7%*	*6%*	**	*6%*	**	*7%*	*5%*
NET: Satisfied	**362**	344	282	348	321	351	263	343	130	**	192	**	50	177
	81%	*82%*	*80%*	*82%*	*83%*	*82%*	*85%*	*81%*	*84%*	**	*81%*	**	*74%*	*81%*
NET: Dissatisfied	**13**	13	13	13	11	13	9	13	6	**	7	**	5	8
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	*3%*	**	*8%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**4**	-	**	3	*	2	1	-	*	**	*	1	3
	1%	*-%*	**	*4%*	**%*	*2%*	*1%*	*-%*	**%*	**	**%*	**%*	*1%*
				b						ac			
Fairly Dissatisfied	**10**	1	**	6	3	1	5	4	1	**	9	7	2
	2%	**%*	**	*7%*	*1%*	*1%*	*2%*	*5%*	*1%*	**	*4%*	*3%*	*1%*
				b									
Neither Satisfied Nor Dissatisfied	**42**	18	**	23	19	8	31	3	14	**	22	23	19
	9%	*5%*	**	*25%*	*5%*	*8%*	*12%*	*5%*	*10%*	**	*9%*	*11%*	*8%*
				b									
Fairly Satisfied	**144**	131	**	34	111	30	89	25	50	**	75	60	84
	32%	*34%*	**	*37%*	*31%*	*29%*	*34%*	*33%*	*34%*	**	*31%*	*28%*	*36%*
Very Satisfied	**218**	208	**	24	194	52	126	36	76	**	116	114	104
	49%	*54%*	**	*26%*	*54%*	*49%*	*48%*	*48%*	*52%*	**	*48%*	*53%*	*45%*
					a								
Don't Know (DO NOT READ OUT)	**31**	27	**	1	30	11	11	7	5	**	20	10	21
	7%	*7%*	**	*1%*	*8%*	*10%*	*4%*	*10%*	*4%*	**	*8%*	*5%*	*9%*
					a	b							
NET: Satisfied	**362**	339	**	58	305	82	215	62	126	**	191	174	189
	81%	*88%*	**	*63%*	*85%*	*79%*	*82%*	*81%*	*86%*	**	*79%*	*81%*	*81%*
					a								
NET: Dissatisfied	**13**	1	**	10	4	3	6	4	1	**	9	8	5
	3%	**%*	**	*10%*	*1%*	*3%*	*2%*	*5%*	*1%*	**	*4%*	*4%*	*2%*
				b									

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**42**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
			cdgk				**cg**			**cg**			
Fairly Satisfied	**144**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
								dei	**bcdefi**				
Very Satisfied	**218**	**	**	**	**	**	**	**	**	**	**	**	**
	49%	**	**	**	**	**	**	**	**	**	**	**	**
				bh	**bghj**	**bh**							
Don't Know (DO NOT READ OUT)	**31**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
											adg	**adg**	
NET: Satisfied	**362**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**
				b	b			**abfijkl**	b				
NET: Dissatisfied	**13**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**4**	3	*	-	*
	1%	*3%*	**%*	*-%*	**%*
Fairly Dissatisfied	**10**	5	*	3	1
	2%	*5%*	**%*	*3%*	*1%*
		b			
Neither Satisfied Nor Dissatisfied	**42**	11	9	14	8
	9%	*10%*	*10%*	*11%*	*6%*
Fairly Satisfied	**144**	33	24	47	41
	32%	*30%*	*25%*	*37%*	*34%*
Very Satisfied	**218**	51	54	58	55
	49%	*47%*	*58%*	*46%*	*46%*
Don't Know (DO NOT READ OUT)	**31**	6	6	4	14
	7%	*6%*	*7%*	*3%*	*12%*
					c
NET: Satisfied	**362**	83	78	106	96
	81%	*77%*	*83%*	*83%*	*80%*
NET: Dissatisfied	**13**	8	1	3	2
	3%	*7%*	*1%*	*3%*	*1%*
		bd			

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**10**	9	*	**	**	*	1	4	**	**	**
	2%	*2%*	*2%*	**	**	*1%*	*1%*	*3%*	**	**	**
Fairly Dissatisfied	**4**	4	*	**	**	*	1	1	**	**	**
	1%	*1%*	*4%*	**	**	*3%*	*1%*	*%*	**	**	**
											abc
Neither Satisfied Nor Dissatisfied	**54**	53	1	**	**	1	18	10	**	**	**
	12%	*12%*	*8%*	**	**	*7%*	*12%*	*8%*	**	**	**
											b
Fairly Satisfied	**137**	132	3	**	**	5	47	37	**	**	**
	31%	*31%*	*28%*	**	**	*29%*	*32%*	*29%*	**	**	**
Very Satisfied	**222**	213	6	**	**	9	70	72	**	**	**
	49%	*49%*	*53%*	**	**	*55%*	*48%*	*56%*	**	**	**
								e	e		
Don't Know (DO NOT READ OUT)	**22**	21	1	**	**	1	11	4	**	**	**
	5%	*5%*	*6%*	**	**	*6%*	*7%*	*3%*	**	**	**
NET: Satisfied	**359**	345	9	**	**	14	118	110	**	**	**
	80%	*80%*	*81%*	**	**	*84%*	*79%*	*86%*	**	**	**
								e	e		
NET: Dissatisfied	**14**	13	1	**	**	1	2	5	**	**	**
	3%	*3%*	*6%*	**	**	*4%*	*1%*	*4%*	**	**	**
											abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	10	**	**	**	**	**	**	**	**	**	9	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*-%*
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
Neither Satisfied Nor Dissatisfied	54	**	**	**	**	**	**	**	**	**	45	**	**	3
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	*23%*
							hi	h			h		h	hij
Fairly Satisfied	137	**	**	**	**	**	**	**	**	**	125	**	**	2
	31%	**	**	**	**	**	**	**	**	**	*32%*	**	**	*14%*
									m	flm	m			
Very Satisfied	222	**	**	**	**	**	**	**	**	**	191	**	**	9
	49%	**	**	**	**	**	**	**	**	**	*49%*	**	**	*57%*
													i	i
Don't Know (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	20	**	**	1
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	*7%*
NET: Satisfied	359	**	**	**	**	**	**	**	**	**	317	**	**	11
	80%	**	**	**	**	**	**	**	**	**	*80%*	**	**	*71%*
NET: Dissatisfied	14	**	**	**	**	**	**	**	**	**	13	**	**	-
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*-%*
										flm		m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	10	**	2	**	**	5	**	**	*	5	5	8	**
	2%	**	*3%*	**	**	*3%*	**	**	*%*	*1%*	*5%* a	*2%*	**
Fairly Dissatisfied	4	**	-	**	**	4	**	**	1	4	-	4	**
	1%	**	-%	**	**	*2%*	**	**	*1%*	*1%*	-%	*1%*	**
Neither Satisfied Nor Dissatisfied	54	**	7	**	**	15	**	**	25	40	14	50	**
	12%	**	*10%*	**	**	*8%*	**	**	*22%* be	*11%*	*15%*	*12%*	**
Fairly Satisfied	137	**	22	**	**	67	**	**	31	107	30	123	**
	31%	**	*29%*	**	**	*34%*	**	**	*27%*	*30%*	*33%*	*30%*	**
Very Satisfied	222	**	37	**	**	97	**	**	52	184	38	203	**
	49%	**	*51%*	**	**	*50%*	**	**	*46%*	*52%* b	*41%*	*50%*	**
Don't Know (DO NOT READ OUT)	22	**	5	**	**	7	**	**	5	16	6	19	**
	5%	**	*7%*	**	**	*4%*	**	**	*4%*	*5%*	*6%*	*5%*	**
NET: Satisfied	359	**	59	**	**	164	**	**	84	291	68	327	**
	80%	**	*80%*	**	**	*84%* h	**	**	*73%*	*82%*	*74%*	*80%*	**
NET: Dissatisfied	14	**	2	**	**	9	**	**	1	9	5	12	**
	3%	**	*3%*	**	**	*4%*	**	**	*1%*	*3%*	*5%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Very Dissatisfied	**10**	10	**	6	*	3
	2%	*2%*	**	*3%*	*1%*	*2%*
Fairly Dissatisfied	**4**	4	**	4	*	1
	1%	*1%*	**	*2%*	*%*	*%*
Neither Satisfied Nor Dissatisfied	**54**	49	**	28	9	14
	12%	*11%*	**	*13%*	*12%*	*10%*
Fairly Satisfied	**137**	135	**	72	19	45
	31%	*31%*	**	*33%*	*26%*	*30%*
Very Satisfied	**222**	212	**	99	40	77
	49%	*50%*	**	*46%*	*55%*	*52%*
Don't Know (DO NOT READ OUT)	**22**	18	**	8	5	8
	5%	*4%*	**	*4%*	*7%*	*6%*
NET: Satisfied	**359**	348	**	171	59	122
	80%	*81%*	**	*79%*	*80%*	*82%*
NET: Dissatisfied	**14**	14	**	10	1	4
	3%	*3%*	**	*5%*	*1%*	*2%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**10**	5	5	**	**	**	**	**	**	9	**	**	2	3	5
	2%	*2%*	*4%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*1%*	*3%*
Fairly Dissatisfied	**4**	1	*	**	**	**	**	**	**	1	**	**	1	*	3
	1%	**%*	**%*	**	**	**	**	**	**	**%*	**	**	*1%*	**%*	*2%*
				abi							**abi**				
Neither Satisfied Nor Dissatisfied	**54**	37	15	**	**	**	**	**	**	52	**	**	10	27	17
	12%	*13%*	*12%*	**	**	**	**	**	**	*12%*	**	**	*10%*	*14%*	*11%*
Fairly Satisfied	**137**	100	31	**	**	**	**	**	**	131	**	**	30	70	37
	31%	*34%*	*25%*	**	**	**	**	**	**	*31%*	**	**	*33%*	*34%*	*24%*
														c	
Very Satisfied	**222**	138	66	**	**	**	**	**	**	204	**	**	46	92	84
	49%	*47%*	*54%*	**	**	**	**	**	**	*49%*	**	**	*50%*	*45%*	*54%*
Don't Know (DO NOT READ OUT)	**22**	13	7	**	**	**	**	**	**	20	**	**	3	11	8
	5%	*5%*	*5%*	**	**	**	**	**	**	*5%*	**	**	*3%*	*5%*	*5%*
NET: Satisfied	**359**	238	97	**	**	**	**	**	**	335	**	**	77	161	121
	80%	*81%*	*78%*	**	**	**	**	**	**	*80%*	**	**	*83%*	*80%*	*78%*
NET: Dissatisfied	**14**	6	5	**	**	**	**	**	**	11	**	**	3	3	8
	3%	*2%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*1%*	*5%*
				ai							**ai**				b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**10**	5	3	8	5	3	9	8	**	**	**	**	**	**
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	**	**	**	**	**	**
Fairly Dissatisfied	**4**	1	1	1	4	1	4	*	**	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**54**	36	33	37	37	8	31	35	**	**	**	**	**	**
	12%	*16%*	*18%*	*14%*	*12%*	*9%*	*11%*	*13%*	**	**	**	**	**	**
			ef											
Fairly Satisfied	**137**	68	72	92	88	33	89	84	**	**	**	**	**	**
	31%	*30%*	*38%*	*34%*	*28%*	*36%*	*31%*	*32%*	**	**	**	**	**	**
			d											
Very Satisfied	**222**	106	71	126	166	36	145	124	**	**	**	**	**	**
	49%	*47%*	*38%*	*46%*	*53%*	*40%*	*50%*	*48%*	**	**	**	**	**	**
					be		b							
Don't Know (DO NOT READ OUT)	**22**	10	7	11	14	10	12	10	**	**	**	**	**	**
	5%	*5%*	*4%*	*4%*	*4%*	*11%*	*4%*	*4%*	**	**	**	**	**	**
						abcdf								
NET: Satisfied	**359**	175	143	219	254	69	234	208	**	**	**	**	**	**
	80%	*77%*	*76%*	*79%*	*81%*	*76%*	*81%*	*80%*	**	**	**	**	**	**
NET: Dissatisfied	**14**	6	4	9	10	3	14	8	**	**	**	**	**	**
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*5%*	*3%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**10**	5	**	**	**	**	**	**	**	*	1	4	2	**
	2%	*2%*	**	**	**	**	**	**	**	**%*	*1%*	*7%*	*7%*	**
												a	ab	
Fairly Dissatisfied	**4**	4	**	**	**	**	**	**	**	*	1	-	*	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*-%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**54**	35	**	**	**	**	**	**	**	19	7	9	2	**
	12%	*11%*	**	**	**	**	**	**	**	*19%*	*9%*	*15%*	*7%*	**
										d				
Fairly Satisfied	**137**	87	**	**	**	**	**	**	**	35	29	17	11	**
	31%	*29%*	**	**	**	**	**	**	**	*35%*	*37%*	*27%*	*33%*	**
Very Satisfied	**222**	158	**	**	**	**	**	**	**	44	36	31	15	**
	49%	*52%*	**	**	**	**	**	**	**	*45%*	*46%*	*49%*	*43%*	**
Don't Know (DO NOT READ OUT)	**22**	14	**	**	**	**	**	**	**	1	6	1	3	**
	5%	*5%*	**	**	**	**	**	**	**	*1%*	*8%*	*2%*	*8%*	**
											a		a	
NET: Satisfied	**359**	245	**	**	**	**	**	**	**	79	66	48	26	**
	80%	*81%*	**	**	**	**	**	**	**	*80%*	*82%*	*76%*	*77%*	**
NET: Dissatisfied	**14**	9	**	**	**	**	**	**	**	1	1	4	3	**
	3%	*3%*	**	**	**	**	**	**	**	*1%*	*1%*	*7%*	*8%*	**
												a	a	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**10**	-	-	1	4	**	5	**	-	3	7	8	-
	2%	-%	-%	*1%*	*7%*	**	*2%*	**	-%	*1%*	*3%*	*3%*	-%
					abc								
Fairly Dissatisfied	**4**	1	1	*	2	**	4	**	*	2	3	1	*
	1%	*1%*	*2%*	*%*	*4%*	**	*2%*	**	*%*	*1%*	*1%*	*%*	*1%*
Neither Satisfied Nor Dissatisfied	**54**	12	8	10	5	**	29	**	8	15	39	26	11
	12%	*12%*	*15%*	*11%*	*9%*	**	*12%*	**	*12%*	*7%*	*16%*	*12%*	*22%*
											a		a
Fairly Satisfied	**137**	34	8	31	15	**	64	**	22	67	70	74	18
	31%	*33%*	*16%*	*33%*	*25%*	**	*26%*	**	*34%*	*32%*	*30%*	*33%*	*34%*
		b		b									
Very Satisfied	**222**	53	31	46	32	**	130	**	35	117	105	106	21
	49%	*51%*	*61%*	*50%*	*53%*	**	*53%*	**	*54%*	*55%*	*44%*	*47%*	*39%*
										b			
Don't Know (DO NOT READ OUT)	**22**	4	3	3	2	**	14	**	*	8	14	9	2
	5%	*4%*	*5%*	*4%*	*3%*	**	*6%*	**	*%*	*4%*	*6%*	*4%*	*4%*
							c						
NET: Satisfied	**359**	87	40	77	46	**	194	**	56	183	176	180	39
	80%	*84%*	*77%*	*84%*	*78%*	**	*79%*	**	*87%*	*87%*	*74%*	*81%*	*74%*
										b			
NET: Dissatisfied	**14**	1	1	1	7	**	9	**	*	5	9	8	*
	3%	*1%*	*2%*	*1%*	*11%*	**	*4%*	**	*%*	*2%*	*4%*	*4%*	*1%*
					ac								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**10**	-	5	7	**	-	5	2	5	-	**
	2%	*-%*	*3%*	*4%*	**	*-%*	*2%*	*2%*	*2%*	*-%*	**
Fairly Dissatisfied	**4**	2	*	1	**	2	3	*	1	*	**
	1%	*2%*	**%*	**%*	**	*2%*	*1%*	**%*	**%*	**%*	**
Neither Satisfied Nor Dissatisfied	**54**	5	25	24	**	5	32	15	32	4	**
	12%	*7%*	*16%* a	*13%*	**	*6%*	*14%* a	*14%*	*15%*	*10%*	**
Fairly Satisfied	**137**	21	38	56	**	27	62	39	67	19	**
	31%	*26%*	*24%*	*29%*	**	*32%*	*27%*	*37%*	*32%*	*44%*	**
Very Satisfied	**222**	48	84	94	**	49	115	49	94	15	**
	49%	*60%*	*53%*	*49%*	**	*58%*	*50%*	*46%*	*45%*	*35%*	**
Don't Know (DO NOT READ OUT)	**22**	4	5	9	**	2	12	*	10	5	**
	5%	*5%*	*3%*	*5%*	**	*2%*	*5%*	**%*	*5%* a	*12%* **ab**	**
NET: Satisfied	**359**	69	122	151	**	76	177	88	160	35	**
	80%	*86%*	*77%*	*79%*	**	*90%* b	*77%*	*83%*	*77%*	*78%*	**
NET: Dissatisfied	**14**	2	6	8	**	2	8	3	6	*	**
	3%	*2%*	*4%*	*4%*	**	*2%*	*4%*	*2%*	*3%*	**%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**10**	3	3	2	**	5	5	-	**	5	3	2	5	6	**
	2%	*3%*	*2%*	*5%*	**	*2%*	*3%*	*-%*	**	*3%*	*2%*	*2%*	*3%*	*5%*	**
Fairly Dissatisfied	**4**	*	1	*	**	*	4	*	**	1	1	2	*	1	**
	1%	**%*	**%*	**%*	**	**%*	*2%* a	**%*	**	**%*	**%*	*1%*	**%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**54**	12	29	5	**	30	13	11	**	28	24	20	22	18	**
	12%	*12%*	*18%*	*10%*	**	*11%*	*7%*	*13%*	**	*16%*	*16%*	*14%*	*14%*	*13%*	**
Fairly Satisfied	**137**	48	62	22	**	78	57	24	**	47	53	35	48	42	**
	31%	*48%*	*38%*	*46%*	**	*30%*	*31%*	*28%*	**	*28%*	*35%* c	*24%*	*31%*	*32%*	**
Very Satisfied	**222**	36	60	16	**	137	97	43	**	80	64	84	75	60	**
	49%	*36%*	*37%*	*33%*	**	*53%*	*53%*	*51%*	**	*48%*	*42%*	*57%* b	*47%*	*45%*	**
Don't Know (DO NOT READ OUT)	**22**	2	7	3	**	9	6	7	**	8	6	3	8	7	**
	5%	*2%*	*4%*	*6%*	**	*4%*	*3%*	*8%*	**	*5%*	*4%*	*2%*	*5%*	*5%*	**
NET: Satisfied	**359**	84	122	38	**	216	154	67	**	127	117	119	123	102	**
	80%	*84%*	*75%*	*79%*	**	*83%*	*84%*	*79%*	**	*76%*	*78%*	*81%*	*78%*	*76%*	**
NET: Dissatisfied	**14**	3	4	2	**	6	10	*	**	6	4	4	5	7	**
	3%	*3%*	*3%*	*5%*	**	*2%*	*5%* c	**%*	**	*3%*	*3%*	*3%*	*3%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**10**	2	2	2	**	**	5	7	**	**	**	**
	2%	*3%*	*3%*	*2%*	**	**	*3%*	*6%*	**	**	**	**
Fairly Dissatisfied	**4**	1	2	-	**	**	*	1	**	**	**	**
	1%	*2%*	*3%*	*-%*	**	**	**%*	**%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**54**	7	4	14	**	**	23	20	**	**	**	**
	12%	*9%*	*7%*	*15%*	**	**	*16%*	*17%*	**	**	**	**
Fairly Satisfied	**137**	20	17	25	**	**	45	41	**	**	**	**
	31%	*25%*	*27%*	*27%*	**	**	*31%*	*34%*	**	**	**	**
Very Satisfied	**222**	48	38	51	**	**	67	44	**	**	**	**
	49%	*59%*	*60%*	*55%*	**	**	*46%*	*37%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**22**	2	*	1	**	**	7	7	**	**	**	**
	5%	*2%*	*1%*	*1%*	**	**	*5%*	*6%*	**	**	**	**
NET: Satisfied	**359**	68	55	77	**	**	113	85	**	**	**	**
	80%	*84%*	*87%*	*82%*	**	**	*76%*	*72%*	**	**	**	**
NET: Dissatisfied	**14**	3	4	2	**	**	5	7	**	**	**	**
	3%	*4%*	*6%*	*2%*	**	**	*3%*	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**10**	8	8	8	10	10	8	9	3	**	3	**	5	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*1%*	**	*8%* b	*2%*
Fairly Dissatisfied	**4**	4	2	4	4	4	*	4	-	**	*	**	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	**	*%*	**	*2%*	*%*
Neither Satisfied Nor Dissatisfied	**54**	47	42	47	45	48	33	48	17	**	28	**	6	31
	12%	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	**	*12%*	**	*8%*	*14%*
Fairly Satisfied	**137**	131	115	133	122	135	95	133	50	**	69	**	24	58
	31%	*31%*	*33%*	*31%*	*31%*	*31%*	*31%*	*31%*	*33%*	**	*29%*	**	*36%*	*26%*
Very Satisfied	**222**	210	164	212	192	215	161	207	76	**	124	**	28	117
	49%	*50%*	*47%*	*50%*	*49%*	*50%*	*52%*	*49%*	*49%*	**	*53%*	**	*41%*	*53%*
Don't Know (DO NOT READ OUT)	**22**	22	20	22	17	18	12	22	8	**	11	**	4	8
	5%	*5%*	*6%*	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	**	*5%*	**	*5%*	*4%*
NET: Satisfied	**359**	341	279	345	314	349	256	340	126	**	193	**	52	176
	80%	*81%*	*79%*	*81%*	*81%*	*81%*	*83%*	*80%*	*82%*	**	*82%*	**	*77%*	*80%*
NET: Dissatisfied	**14**	12	10	12	14	14	8	14	3	**	3	**	6	5
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**	*1%*	**	*9%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**10**	2	**	9	1	4	4	2	7	**	1	6	3
	2%	**%*	**	*10%*	**%*	*4%*	*1%*	*3%*	*5%*	**	**%*	*3%*	*1%*
				b					c	c			
Fairly Dissatisfied	**4**	-	**	4	-	2	2	*	*	**	1	3	1
	1%	*-%*	**	*5%*	*-%*	*2%*	*1%*	**%*	**%*	**	*1%*	*1%*	*1%*
				b						**ac**			
Neither Satisfied Nor Dissatisfied	**54**	25	**	25	28	11	37	6	18	**	28	22	32
	12%	*7%*	**	*28%*	*8%*	*11%*	*14%*	*8%*	*12%*	**	*12%*	*10%*	*14%*
				b									
Fairly Satisfied	**137**	123	**	38	99	31	83	23	46	**	71	66	71
	31%	*32%*	**	*41%*	*28%*	*30%*	*32%*	*30%*	*32%*	**	*29%*	*31%*	*30%*
				b									
Very Satisfied	**222**	217	**	14	208	47	130	40	71	**	129	112	110
	49%	*56%*	**	*16%*	*58%*	*46%*	*50%*	*53%*	*49%*	**	*53%*	*52%*	*47%*
					a								
Don't Know (DO NOT READ OUT)	**22**	18	**	*	21	8	7	5	4	**	13	5	17
	5%	*5%*	**	**%*	*6%*	*8%*	*3%*	*6%*	*3%*	**	*5%*	*2%*	*7%*
					a	b							a
NET: Satisfied	**359**	340	**	52	307	79	213	63	118	**	200	178	181
	80%	*88%*	**	*57%*	*86%*	*75%*	*81%*	*83%*	*80%*	**	*82%*	*83%*	*77%*
					a								
NET: Dissatisfied	**14**	2	**	13	1	7	5	2	7	**	2	9	5
	3%	**%*	**	*15%*	**%*	*6%*	*2%*	*3%*	*5%*	**	*1%*	*4%*	*2%*
				b		b			c	c			

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
							gijk						
Fairly Dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
		i											
Neither Satisfied Nor Dissatisfied	**54**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
		eg	**eg**	g	**eg**				**eg**	g			g
Fairly Satisfied	**137**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
		f											
Very Satisfied	**222**	**	**	**	**	**	**	**	**	**	**	**	**
	49%	**	**	**	**	**	**	**	**	**	**	**	**
						ab	**ab**	**ab**					
Don't Know (DO NOT READ OUT)	**22**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**359**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
								abcdefhijk					
								l					
NET: Dissatisfied	**14**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
		i					**ik**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**10**	3	6	-	*
	2%	*3%*	*7%*	*-%*	**%*
			cd		
Fairly Dissatisfied	**4**	3	*	*	1
	1%	*3%*	**%*	**%*	*1%*
Neither Satisfied Nor Dissatisfied	**54**	19	8	17	10
	12%	*18%*	*8%*	*14%*	*8%*
		bd			
Fairly Satisfied	**137**	34	20	44	39
	31%	*31%*	*21%*	*35%*	*33%*
				b	
Very Satisfied	**222**	45	56	62	58
	49%	*42%*	*60%*	*49%*	*49%*
			a		
Don't Know (DO NOT READ OUT)	**22**	4	4	3	11
	5%	*4%*	*5%*	*2%*	*9%*
					c
NET: Satisfied	**359**	80	76	107	97
	80%	*73%*	*80%*	*84%*	*81%*
				a	
NET: Dissatisfied	**14**	6	6	*	2
	3%	*5%*	*7%*	**%*	*1%*
		c	**cd**		

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	c	***d**	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**7**	7	-	**	**	-	2	4	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*2%*	*3%*	**	**	**
Fairly Dissatisfied	**7**	6	*	**	**	*	4	-	**	**	**
	1%	*1%*	*1%*	**	**	*2%*	*3%*	*-%*	**	**	**
Neither Satisfied Nor Dissatisfied	**39**	38	1	**	**	2	11	13	**	**	**
	9%	*9%*	*12%*	**	**	*9%*	*8%*	*10%* c	**	**	**
Fairly Satisfied	**126**	123	2	**	**	4	38	28	**	**	**
	28%	*28%*	*21%*	**	**	*22%*	*25%*	*22%*	** **ab**	**	**
Very Satisfied	**217**	207	7	**	**	10	64	73	**	**	**
	48%	*48%*	*64%* a	**	**	*63%* a	*44%*	*57%* e	**	**	**
Don't Know (DO NOT READ OUT)	**52**	52	*	**	**	1	28	10	**	**	**
	12%	*12%* **be**	*2%*	**	**	*4%*	*19%* b	*8%*	**	**	** b
NET: Satisfied	**343**	329	10	**	**	14	102	101	**	**	**
	76%	*76%*	*85%*	**	**	*85%* a	*69%*	*79%*	** **abe**	**	**
NET: Dissatisfied	**14**	14	*	**	**	*	6	4	**	**	**
	3%	*3%*	*1%*	**	**	*2%*	*4%*	*3%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	7	**	**	**	**	**	**	**	**	**	6	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*-%*
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	4	**	**	1
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*4%*
												j		
Neither Satisfied Nor Dissatisfied	39	**	**	**	**	**	**	**	**	**	35	**	**	1
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	*10%*
Fairly Satisfied	126	**	**	**	**	**	**	**	**	**	116	**	**	4
	28%	**	**	**	**	**	**	**	**	**	*29%*	**	**	*23%*
				l						l				
Very Satisfied	217	**	**	**	**	**	**	**	**	**	187	**	**	8
	48%	**	**	**	**	**	**	**	**	**	*47%*	**	**	*55%*
													gijk	
Don't Know (DO NOT READ OUT)	52	**	**	**	**	**	**	**	**	**	47	**	**	1
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	*8%*
							il	cil	i		i	cil		
NET: Satisfied	343	**	**	**	**	**	**	**	**	**	303	**	**	12
	76%	**	**	**	**	**	**	**	**	**	*77%*	**	**	*78%*
				gk							k		k	
NET: Dissatisfied	14	**	**	**	**	**	**	**	**	**	10	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*4%*
								f				fj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	7	**	2	**	**	3	**	**	2	5	3	7	**
	2%	**	*3%*	**	**	*1%*	**	**	*2%*	*1%*	*3%*	*2%*	**
Fairly Dissatisfied	7	**	*	**	**	3	**	**	2	4	3	6	**
	1%	**	*%*	**	**	*2%*	**	**	*2%*	*1%*	*3%*	*1%*	**
Neither Satisfied Nor Dissatisfied	39	**	9	**	**	13	**	**	10	27	12	32	**
	9%	**	*12%*	**	**	*7%*	**	**	*9%*	*8%*	*13%*	*8%*	**
													a
Fairly Satisfied	126	**	19	**	**	53	**	**	37	99	28	116	**
	28%	**	*25%*	**	**	*27%*	**	**	*33%*	*28%*	*30%*	*28%*	**
Very Satisfied	217	**	35	**	**	101	**	**	50	172	45	199	**
	48%	**	*48%*	**	**	*52%*	**	**	*44%*	*48%*	*49%*	*49%*	**
Don't Know (DO NOT READ OUT)	52	**	8	**	**	20	**	**	12	51	2	48	**
	12%	**	*11%*	**	**	*10%*	**	**	*11%*	*14%*	*2%*	*12%*	**
										b			
NET: Satisfied	343	**	54	**	**	155	**	**	87	271	73	316	**
	76%	**	*73%*	**	**	*80%*	**	**	*76%*	*76%*	*79%*	*77%*	**
NET: Dissatisfied	14	**	2	**	**	6	**	**	4	9	5	13	**
	3%	**	*3%*	**	**	*3%*	**	**	*4%*	*2%*	*6%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	439	426	13	208	78	145
Weighted total	449	429	20	217	74	148
Very Dissatisfied	7	5	**	5	-	3
	2%	1%	**	2%	-%	2%
Fairly Dissatisfied	7	7	**	3	3	1
	1%	2%	**	1%	4%	*%
Neither Satisfied Nor Dissatisfied	39	39	**	21	7	11
	9%	9%	**	10%	9%	8%
Fairly Satisfied	126	122	**	65	30	31
	28%	28%	**	30%	41%	21%
				c	c	
Very Satisfied	217	208	**	97	30	84
	48%	48%	**	45%	41%	57%
						ab
Don't Know (DO NOT READ OUT)	52	48	**	26	4	18
	12%	11%	**	12%	6%	12%
NET: Satisfied	343	330	**	163	60	115
	76%	77%	**	75%	82%	78%
NET: Dissatisfied	14	12	**	7	3	3
	3%	3%	**	3%	4%	2%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**7**	3	5	**	**	**	**	**	**	7	**	**	2	1	5
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*%*	*3%*
			a												b
Fairly Dissatisfied	**7**	6	1	**	**	**	**	**	**	7	**	**	1	5	1
	1%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*3%*	*%*
Neither Satisfied Nor Dissatisfied	**39**	26	8	**	**	**	**	**	**	34	**	**	14	13	13
	9%	*9%*	*6%*	**	**	**	**	**	**	*8%*	**	**	*15%*	*6%*	*8%*
				b									b		
Fairly Satisfied	**126**	77	39	**	**	**	**	**	**	116	**	**	24	54	49
	28%	*26%*	*31%*	**	**	**	**	**	**	*28%*	**	**	*26%*	*27%*	*32%*
Very Satisfied	**217**	139	63	**	**	**	**	**	**	202	**	**	33	106	78
	48%	*47%*	*51%*	**	**	**	**	**	**	*48%*	**	**	*36%*	*52%*	*50%*
														a	a
Don't Know (DO NOT READ OUT)	**52**	43	8	**	**	**	**	**	**	51	**	**	19	24	9
	12%	*15%*	*7%*	**	**	**	**	**	**	*12%*	**	**	*21%*	*12%*	*6%*
		b											c		
NET: Satisfied	**343**	216	102	**	**	**	**	**	**	318	**	**	57	160	127
	76%	*74%*	*83%*	**	**	**	**	**	**	*76%*	**	**	*62%*	*79%*	*82%*
			a											a	a
NET: Dissatisfied	**14**	8	5	**	**	**	**	**	**	14	**	**	3	6	5
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**7**	5	3	7	5	2	5	7	**	**	**	**	**	**
	2%	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	**	**	**	**	**	**
Fairly Dissatisfied	**7**	5	5	5	2	1	3	5	**	**	**	**	**	**
	1%	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**39**	23	20	27	22	9	26	24	**	**	**	**	**	**
	9%	*10%*	*11%*	*10%*	*7%*	*10%*	*9%*	*9%*	**	**	**	**	**	**
Fairly Satisfied	**126**	73	58	88	93	31	88	80	**	**	**	**	**	**
	28%	*32%*	*31%*	*32%*	*30%*	*34%*	*30%*	*31%*	**	**	**	**	**	**
Very Satisfied	**217**	99	78	118	161	43	146	114	**	**	**	**	**	**
	48%	*44%*	*41%*	*43%*	*51%*	*48%*	*50%*	*44%*	**	**	**	**	**	**
					b									
Don't Know (DO NOT READ OUT)	**52**	22	25	30	32	4	24	30	**	**	**	**	**	**
	12%	*10%*	*13%*	*11%*	*10%*	*5%*	*8%*	*12%*	**	**	**	**	**	**
			e	e										
NET: Satisfied	**343**	172	136	206	254	74	234	193	**	**	**	**	**	**
	76%	*76%*	*72%*	*75%*	*80%*	*82%*	*80%*	*74%*	**	**	**	**	**	**
					b	b	b							
NET: Dissatisfied	**14**	10	7	13	7	3	7	13	**	**	**	**	**	**
	3%	*4%*	*4%*	*5%*	*2%*	*4%*	*3%*	*5%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**7**	5	**	**	**	**	**	**	**	1	2	2	2	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*4%*	*7%*	**
													a	
Fairly Dissatisfied	**7**	2	**	**	**	**	**	**	**	1	-	5	-	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*8%*	*-%*	**
												abd		
Neither Satisfied Nor Dissatisfied	**39**	20	**	**	**	**	**	**	**	12	4	9	3	**
	9%	*7%*	**	**	**	**	**	**	**	*12%*	*5%*	*14%*	*8%*	**
Fairly Satisfied	**126**	87	**	**	**	**	**	**	**	27	32	16	13	**
	28%	*29%*	**	**	**	**	**	**	**	*27%*	*41%*	*25%*	*37%*	**
Very Satisfied	**217**	157	**	**	**	**	**	**	**	46	32	26	14	**
	48%	*52%*	**	**	**	**	**	**	**	*47%*	*40%*	*41%*	*42%*	**
Don't Know (DO NOT READ OUT)	**52**	32	**	**	**	**	**	**	**	13	9	5	2	**
	12%	*11%*	**	**	**	**	**	**	**	*13%*	*12%*	*8%*	*7%*	**
NET: Satisfied	**343**	244	**	**	**	**	**	**	**	73	64	42	27	**
	76%	*81%*	**	**	**	**	**	**	**	*74%*	*81%*	*66%*	*79%*	**
NET: Dissatisfied	**14**	7	**	**	**	**	**	**	**	1	2	7	2	**
	3%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*11%*	*7%*	**
												ab		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**7**	-	-	*	4	**	4	**	-	1	6	5	2
	2%	-%	-%	*1%*	*7%*	**	*2%*	**	-%	*%	*3%*	*2%*	*4%*
					ac								
Fairly Dissatisfied	**7**	-	1	1	1	**	2	**	-	4	3	3	2
	1%	-%	*1%*	*1%*	*1%*	**	*1%*	**	-%	*2%*	*1%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**39**	8	3	8	4	**	16	**	7	16	23	22	5
	9%	*7%*	*5%*	*9%*	*6%*	**	*6%*	**	*10%*	*8%*	*10%*	*10%*	*10%*
Fairly Satisfied	**126**	34	9	25	22	**	73	**	18	65	61	73	15
	28%	*32%*	*18%*	*27%*	*38%*	**	*29%*	**	*27%*	*31%*	*26%*	*33%*	*29%*
					b								
Very Satisfied	**217**	45	32	52	27	**	133	**	27	97	120	100	18
	48%	*43%*	*62%*	*57%*	*46%*	**	*54%*	**	*42%*	*46%*	*50%*	*45%*	*35%*
			a										
Don't Know (DO NOT READ OUT)	**52**	18	7	5	1	**	19	**	13	28	25	20	10
	12%	*17%*	*13%*	*6%*	*2%*	**	*8%*	**	*21%*	*13%*	*10%*	*9%*	*19%*
		cd	d						a				a
NET: Satisfied	**343**	78	42	77	50	**	205	**	44	162	181	173	33
	76%	*75%*	*81%*	*84%*	*84%*	**	*83%*	**	*69%*	*77%*	*76%*	*77%*	*64%*
							c					b	
NET: Dissatisfied	**14**	-	1	1	5	**	6	**	-	5	9	9	4
	3%	-%	*1%*	*1%*	*8%*	**	*3%*	**	-%	*2%*	*4%*	*4%*	*7%*
					ac								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**7**	-	5	5	**	-	5	3	4	-	**
	2%	*-%*	*3%*	*3%*	**	*-%*	*2%*	*2%*	*2%*	*-%*	**
Fairly Dissatisfied	**7**	-	2	3	**	-	2	2	5	1	**
	1%	*-%*	*1%*	*2%*	**	*-%*	*1%*	*2%*	*3%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**39**	3	14	22	**	5	17	12	23	4	**
	9%	*4%*	*9%*	*11%*	**	*6%*	*7%*	*12%*	*11%*	*10%*	**
Fairly Satisfied	**126**	26	45	57	**	27	66	32	64	15	**
	28%	*32%*	*28%*	*30%*	**	*32%*	*29%*	*30%*	*31%*	*34%*	**
Very Satisfied	**217**	39	78	87	**	41	117	48	93	22	**
	48%	*49%*	*50%*	*45%*	**	*49%*	*51%*	*45%*	*45%*	*51%*	**
Don't Know (DO NOT READ OUT)	**52**	11	14	17	**	10	22	9	19	1	**
	12%	*14%*	*9%*	*9%*	**	*12%*	*10%*	*9%*	*9%*	*3%*	**
NET: Satisfied	**343**	65	123	144	**	68	183	79	157	38	**
	76%	*82%*	*78%*	*75%*	**	*81%*	*80%*	*75%*	*75%*	*85%*	**
NET: Dissatisfied	**14**	-	7	9	**	-	7	5	9	1	**
	3%	*-%*	*4%*	*5%*	**	*-%*	*3%*	*4%*	*4%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**7**	2	3	2	**	5	5	-	**	3	3	2	3	4	**
	2%	*2%*	*2%*	*5%*	**	*2%*	*3%*	*-%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**
Fairly Dissatisfied	**7**	2	5	1	**	2	1	1	**	5	5	1	2	4	**
	1%	*2%*	*3%*	*1%*	**	*1%*	**%*	*2%*	**	*3%*	*3%*	*1%*	*1%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**39**	12	18	6	**	20	9	7	**	20	15	9	19	14	**
	9%	*12%*	*11%*	*12%*	**	*8%*	*5%*	*9%*	**	*12%*	*10%*	*6%*	*12%*	*10%*	**
Fairly Satisfied	**126**	23	47	16	**	76	55	31	**	54	46	47	49	38	**
	28%	*23%*	*29%*	*33%*	**	*29%*	*30%*	*36%*	**	*32%*	*31%*	*32%*	*31%*	*29%*	**
Very Satisfied	**217**	48	70	18	**	128	93	40	**	76	67	72	72	61	**
	48%	*47%*	*43%*	*37%*	**	*49%*	*51%*	*47%*	**	*45%*	*44%*	*49%*	*46%*	*46%*	**
Don't Know (DO NOT READ OUT)	**52**	14	20	6	**	30	22	5	**	10	16	15	12	12	**
	12%	*14%*	*12%*	*12%*	**	*11%*	*12%*	*6%*	**	*6%*	*10%*	*11%*	*8%*	*9%*	**
NET: Satisfied	**343**	71	117	33	**	204	148	71	**	130	114	119	121	99	**
	76%	*71%*	*72%*	*70%*	**	*78%*	*81%*	*83%*	**	*77%*	*75%*	*81%*	*77%*	*74%*	**
NET: Dissatisfied	**14**	4	7	3	**	7	5	1	**	8	7	3	5	8	**
	3%	*4%*	*5%*	*6%*	**	*3%*	*3%*	*2%*	**	*5%*	*5%*	*2%*	*3%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**7**	2	2	2	**	**	2	5	**	**	**	**
	2%	*3%*	*3%*	*2%*	**	**	*1%*	*4%*	**	**	**	**
Fairly Dissatisfied	**7**	*	1	1	**	**	2	5	**	**	**	**
	1%	**%	*2%*	*1%*	**	**	*2%*	*4%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**39**	2	3	7	**	**	19	14	**	**	**	**
	9%	*3%*	*5%*	*8%*	**	**	*13%*	*11%*	**	**	**	**
Fairly Satisfied	**126**	24	20	32	**	**	48	37	**	**	**	**
	28%	*29%*	*31%*	*35%*	**	**	*32%*	*31%*	**	**	**	**
Very Satisfied	**217**	45	32	40	**	**	67	51	**	**	**	**
	48%	*56%*	*51%*	*43%*	**	**	*45%*	*43%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**52**	8	5	11	**	**	10	8	**	**	**	**
	12%	*9%*	*8%*	*12%*	**	**	*7%*	*6%*	**	**	**	**
NET: Satisfied	**343**	69	52	73	**	**	115	87	**	**	**	**
	76%	*85%*	*82%*	*77%*	**	**	*78%*	*74%*	**	**	**	**
NET: Dissatisfied	**14**	2	3	3	**	**	4	10	**	**	**	**
	3%	*3%*	*5%*	*3%*	**	**	*3%*	*8%*	**	**	**	**
								a				

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**7**	7	7	7	7	7	5	7	5	**	1	**	3	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*%*	**	*4%*	*1%*
Fairly Dissatisfied	**7**	6	6	6	6	7	5	7	3	**	5	**	1	6
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*3%*
Neither Satisfied Nor Dissatisfied	**39**	37	33	37	32	39	29	37	15	**	17	**	10	17
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*10%*	*9%*	*9%*	**	*7%*	**	*15%*	*8%*
Fairly Satisfied	**126**	115	98	117	109	114	82	118	48	**	66	**	22	58
	28%	*27%*	*28%*	*27%*	*28%*	*27%*	*27%*	*28%*	*31%*	**	*28%*	**	*32%*	*26%*
Very Satisfied	**217**	207	166	209	190	213	155	208	74	**	122	**	24	115
	48%	*49%*	*47%*	*49%*	*49%*	*50%*	*50%*	*49%*	*48%*	**	*52%*	**	*35%*	*52%*
														a
Don't Know (DO NOT READ OUT)	**52**	49	42	49	45	49	33	47	9	**	25	**	9	22
	12%	*12%*	*12%*	*12%*	*12%*	*11%*	*11%*	*11%*	*6%*	**	*11%*	**	*13%*	*10%*
NET: Satisfied	**343**	322	264	326	299	327	237	326	122	**	187	**	46	172
	76%	*76%*	*75%*	*77%*	*77%*	*76%*	*77%*	*77%*	*79%*	**	*80%*	**	*68%*	*78%*
NET: Dissatisfied	**14**	13	13	13	13	14	11	14	9	**	5	**	3	9
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*6%*	**	*2%*	**	*5%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**7**	1	**	5	3	2	3	2	3	**	2	2	5
	2%	**%*	****	*5%* b	*1%*	*2%*	*1%*	*3%*	*2%*	****	*1%*	*1%*	*2%*
Fairly Dissatisfied	**7**	1	**	3	4	1	3	2	1	**	6	3	3
	1%	**%*	****	*3%*	*1%*	*1%*	*1%*	*3%*	*1%*	****	*2%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**39**	25	**	21	18	7	27	5	17	**	17	20	19
	9%	*7%*	****	*23%* b	*5%*	*7%*	*10%*	*6%*	*11%*	****	*7%*	*9%*	*8%*
Fairly Satisfied	**126**	115	**	24	102	36	66	25	36	**	69	60	66
	28%	*30%*	****	*26%*	*29%*	*34%*	*25%*	*32%*	*25%*	****	*28%*	*28%*	*28%*
Very Satisfied	**217**	203	**	27	190	52	129	32	70	**	122	104	113
	48%	*53%*	****	*29%*	*53%* a	*50%*	*49%*	*42%*	*48%*	****	*50%*	*48%*	*48%*
Don't Know (DO NOT READ OUT)	**52**	40	**	12	41	6	34	10	20	**	28	25	28
	12%	*11%*	****	*13%*	*11%*	*5%*	*13%* a	*13%*	*14%*	****	*11%*	*12%*	*12%*
NET: Satisfied	**343**	318	**	51	292	88	195	57	106	**	191	164	179
	76%	*83%*	****	*56%*	*82%* a	*85%* b	*74%*	*75%*	*72%*	****	*79%*	*77%*	*76%*
NET: Dissatisfied	**14**	1	**	7	6	3	6	5	4	**	8	5	9
	3%	**%*	****	*8%* b	*2%*	*3%*	*2%*	*6%*	*3%*	****	*3%*	*2%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	439	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	449	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
								ij					
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	39	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	126	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
					cf			**bcfhjk**					**cf**
Very Satisfied	217	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
				abghij	g	g	g				g	g	g
Don't Know (DO NOT READ OUT)	52	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
		cdel	**cd**				d	d	**cd**	d	**cd**	**cd**	
NET: Satisfied	343	**	**	**	**	**	**	**	**	**	**	**	**
	76%	**	**	**	**	**	**	**	**	**	**	**	**
					bfhij	b							b
NET: Dissatisfied	14	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
								j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**7**	3	2	2	-
	2%	*3%*	*3%*	*2%*	*-%*
Fairly Dissatisfied	**7**	2	*	4	-
	1%	*2%*	**%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**39**	8	7	14	10
	9%	*8%*	*8%*	*11%*	*8%*
Fairly Satisfied	**126**	25	24	43	35
	28%	*23%*	*25%*	*34%*	*29%*
Very Satisfied	**217**	56	54	48	59
	48%	*52%*	*57%*	*38%*	*49%*
		c	c		
Don't Know (DO NOT READ OUT)	**52**	14	7	16	16
	12%	*13%*	*7%*	*13%*	*13%*
NET: Satisfied	**343**	81	77	91	94
	76%	*75%*	*82%*	*72%*	*79%*
NET: Dissatisfied	**14**	5	3	6	-
	3%	*5%*	*3%*	*5%*	*-%*
		d		d	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	c	***d**	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**5**	5	-	**	**	-	*	4	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	**%*	*3%*	**	**	**
Fairly Dissatisfied	**14**	14	*	**	**	*	7	2	**	**	**
	3%	*3%*	*2%*	**	**	*1%*	*5%*	*2%*	**	**	**
Neither Satisfied Nor Dissatisfied	**22**	21	1	**	**	1	9	5	**	**	**
	5%	*5%*	*11%* a	**	**	*8%*	*6%*	*4%*	**	**	**
Fairly Satisfied	**112**	107	4	**	**	5	25	34	**	**	**
	25%	*25%*	*32%*	**	**	*32%*	*17%*	*27%*	**	**	** **abc**
Very Satisfied	**236**	227	6	**	**	9	76	68	**	**	**
	53%	*52%*	*53%*	**	**	*55%*	*51%* e	*53%* e	** e	**	**
Don't Know (DO NOT READ OUT)	**60**	59	*	**	**	1	30	15	**	**	**
	13%	*14%* **be**	*2%*	**	**	*4%*	*20%*	*11%*	**	**	**
NET: Satisfied	**348**	334	10	**	**	14	101	102	**	**	**
	78%	*77%*	*85%*	**	**	*87%* a	*68%*	*80%*	** a	**	**
NET: Dissatisfied	**19**	19	*	**	**	*	7	6	**	**	**
	4%	*4%*	*2%*	**	**	*1%*	*5%*	*5%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
Fairly Dissatisfied	14	**	**	**	**	**	**	**	**	**	10	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*7%*
Neither Satisfied Nor Dissatisfied	22	**	**	**	**	**	**	**	**	**	17	**	**	*
	5%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*1%*
										f		fjm	f	
Fairly Satisfied	112	**	**	**	**	**	**	**	**	**	101	**	**	5
	25%	**	**	**	**	**	**	**	**	**	*26%*	**	**	*32%*
										kl				
Very Satisfied	236	**	**	**	**	**	**	**	**	**	210	**	**	8
	53%	**	**	**	**	**	**	**	**	**	*53%*	**	**	*52%*
				k			k		k		k		k	
Don't Know (DO NOT READ OUT)	60	**	**	**	**	**	**	**	**	**	52	**	**	1
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	*8%*
							i	i	i		i	cijm		
NET: Satisfied	348	**	**	**	**	**	**	**	**	**	311	**	**	13
	78%	**	**	**	**	**	**	**	**	**	*79%*	**	**	*84%*
				gk		k	k		k	k	k		k	k
NET: Dissatisfied	19	**	**	**	**	**	**	**	**	**	15	**	**	1
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*7%*
												chj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**439**	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	**449**	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	**5**	**	2	**	**	3	**	**	-	3	3	5	**
	1%	**	*3%*	**	**	*1%*	**	**	*-%*	*1%*	*3%*	*1%*	**
Fairly Dissatisfied	**14**	**	2	**	**	7	**	**	3	11	2	11	**
	3%	**	*3%*	**	**	*4%*	**	**	*3%*	*3%*	*3%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**22**	**	3	**	**	6	**	**	8	12	10	19	**
	5%	**	*4%*	**	**	*3%*	**	**	*7%*	*3%*	*11%* a	*5%*	**
Fairly Satisfied	**112**	**	16	**	**	47	**	**	31	87	26	107	**
	25%	**	*21%*	**	**	*24%*	**	**	*27%*	*24%*	*28%*	*26%*	**
Very Satisfied	**236**	**	42	**	**	106	**	**	63	188	48	214	**
	53%	**	*57%*	**	**	*54%*	**	**	*55%*	*53%*	*52%*	*52%*	**
Don't Know (DO NOT READ OUT)	**60**	**	8	**	**	26	**	**	10	56	4	51	**
	13%	**	*11%*	**	**	*13%*	**	**	*8%*	*16%* b	*4%*	*13%*	**
NET: Satisfied	**348**	**	58	**	**	152	**	**	93	275	73	321	**
	78%	**	*79%*	**	**	*78%*	**	**	*82%*	*77%*	*80%*	*79%*	**
NET: Dissatisfied	**19**	**	4	**	**	10	**	**	3	14	5	17	**
	4%	**	*6%*	**	**	*5%*	**	**	*3%*	*4%*	*6%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Very Dissatisfied	**5**	5	**	3	-	3
	1%	*1%*	**	*1%*	*-%*	*2%*
Fairly Dissatisfied	**14**	14	**	7	2	3
	3%	*3%*	**	*3%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**22**	22	**	10	6	6
	5%	*5%*	**	*5%*	*8%*	*4%*
Fairly Satisfied	**112**	108	**	66	19	27
	25%	*25%*	**	*31%* c	*26%*	*18%*
Very Satisfied	**236**	222	**	102	41	87
	53%	*52%*	**	*47%*	*56%*	*59%* a
Don't Know (DO NOT READ OUT)	**60**	58	**	29	6	21
	13%	*13%*	**	*13%*	*8%*	*14%*
NET: Satisfied	**348**	330	**	168	60	114
	78%	*77%*	**	*77%*	*82%*	*78%*
NET: Dissatisfied	**19**	19	**	10	2	6
	4%	*4%*	**	*5%*	*3%*	*4%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**5**	1	5	**	**	**	**	**	**	5	**	**	-	1	5
	1%	**%*	*4%*	**	**	**	**	**	**	*1%*	**	**	*-%*	**%*	*3%*
			a												b
Fairly Dissatisfied	**14**	10	4	**	**	**	**	**	**	14	**	**	2	8	4
	3%	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**22**	17	5	**	**	**	**	**	**	21	**	**	4	13	5
	5%	*6%*	*4%*	**	**	**	**	**	**	*5%*	**	**	*4%*	*6%*	*4%*
Fairly Satisfied	**112**	74	29	**	**	**	**	**	**	103	**	**	25	49	39
	25%	*25%*	*23%*	**	**	**	**	**	**	*25%*	**	**	*27%*	*24%*	*25%*
Very Satisfied	**236**	144	73	**	**	**	**	**	**	217	**	**	40	104	92
	53%	*49%*	*59%*	**	**	**	**	**	**	*52%*	**	**	*44%*	*51%*	*60%*
															a
Don't Know (DO NOT READ OUT)	**60**	50	9	**	**	**	**	**	**	58	**	**	21	29	10
	13%	*17%*	*7%*	**	**	**	**	**	**	*14%*	**	**	*23%*	*14%*	*6%*
		bj								b			c	c	
NET: Satisfied	**348**	217	102	**	**	**	**	**	**	319	**	**	65	153	131
	78%	*74%*	*82%*	**	**	**	**	**	**	*76%*	**	**	*71%*	*75%*	*85%*
				ai							**ai**				**ab**
NET: Dissatisfied	**19**	10	9	**	**	**	**	**	**	19	**	**	2	8	9
	4%	*4%*	*7%*	**	**	**	**	**	**	*5%*	**	**	*3%*	*4%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**5**	3	3	5	5	2	5	5	**	**	**	**	**	**
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	**	**	**	**	**	**
Fairly Dissatisfied	**14**	10	10	10	5	3	10	10	**	**	**	**	**	**
	3%	*4%*	*5%* d	*4%*	*2%*	*3%*	*3%*	*4%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**22**	15	11	17	15	4	12	17	**	**	**	**	**	**
	5%	*6%*	*6%*	*6%*	*5%*	*4%*	*4%*	*6%*	**	**	**	**	**	**
Fairly Satisfied	**112**	60	55	76	73	30	74	67	**	**	**	**	**	**
	25%	*26%*	*29%*	*28%*	*23%*	*33%* d	*26%*	*26%*	**	**	**	**	**	**
Very Satisfied	**236**	114	84	133	181	47	161	128	**	**	**	**	**	**
	53%	*50%*	*44%*	*48%*	*57%* bc	*52%*	*55%* b	*49%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**60**	26	26	34	37	5	28	34	**	**	**	**	**	**
	13%	*11%*	*14%* e	*12%* e	*12%*	*6%*	*10%*	*13%*	**	**	**	**	**	**
NET: Satisfied	**348**	174	138	209	254	77	235	194	**	**	**	**	**	**
	78%	*76%*	*74%*	*76%*	*81%*	*85%* bc	*81%*	*75%*	**	**	**	**	**	**
NET: Dissatisfied	**19**	13	12	15	10	5	15	15	**	**	**	**	**	**
	4%	*6%*	*7%*	*6%*	*3%*	*5%*	*5%*	*6%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**5**	5	**	**	**	**	**	**	**	1	-	2	2	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*-%*	*4%*	*7%*	**
													ab	
Fairly Dissatisfied	**14**	5	**	**	**	**	**	**	**	1	3	6	*	**
	3%	*2%*	**	**	**	**	**	**	**	*1%*	*3%*	*10%*	*1%*	**
												ad		
Neither Satisfied Nor Dissatisfied	**22**	14	**	**	**	**	**	**	**	9	3	3	2	**
	5%	*5%*	**	**	**	**	**	**	**	*9%*	*4%*	*5%*	*6%*	**
Fairly Satisfied	**112**	70	**	**	**	**	**	**	**	24	22	17	13	**
	25%	*23%*	**	**	**	**	**	**	**	*24%*	*28%*	*27%*	*38%*	**
Very Satisfied	**236**	172	**	**	**	**	**	**	**	53	41	25	14	**
	53%	*57%*	**	**	**	**	**	**	**	*53%*	*52%*	*40%*	*41%*	**
Don't Know (DO NOT READ OUT)	**60**	37	**	**	**	**	**	**	**	12	10	9	3	**
	13%	*12%*	**	**	**	**	**	**	**	*12%*	*13%*	*15%*	*8%*	**
NET: Satisfied	**348**	242	**	**	**	**	**	**	**	76	64	42	27	**
	78%	*80%*	**	**	**	**	**	**	**	*77%*	*80%*	*67%*	*79%*	**
NET: Dissatisfied	**19**	10	**	**	**	**	**	**	**	1	3	9	2	**
	4%	*3%*	**	**	**	**	**	**	**	*1%*	*3%*	*14%*	*7%*	**
												ab		

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**5**	-	-	*	4	**	4	**	-	1	4	5	-
	1%	-%	-%	*1%*	*7%*	**	*2%*	**	-%	*%	*2%*	*2%*	-%
					ac								
Fairly Dissatisfied	**14**	3	1	1	1	**	3	**	*	10	3	8	2
	3%	*3%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*5%*	*1%*	*4%*	*4%*
										b			
Neither Satisfied Nor Dissatisfied	**22**	4	3	7	1	**	8	**	7	8	14	13	4
	5%	*4%*	*5%*	*7%*	*2%*	**	*3%*	**	*10%*	*4%*	*6%*	*6%*	*8%*
									a				
Fairly Satisfied	**112**	24	8	27	11	**	57	**	15	48	64	57	19
	25%	*23%*	*16%*	*29%*	*19%*	**	*23%*	**	*23%*	*23%*	*27%*	*25%*	*37%*
Very Satisfied	**236**	53	33	49	41	**	153	**	27	108	127	114	19
	53%	*51%*	*65%*	*54%*	*69%*	**	*62%*	**	*41%*	*51%*	*54%*	*51%*	*37%*
					a		c						
Don't Know (DO NOT READ OUT)	**60**	20	7	7	1	**	21	**	16	35	25	27	7
	13%	*19%*	*13%*	*8%*	*2%*	**	*9%*	**	*24%*	*17%*	*10%*	*12%*	*14%*
		cd	d						a				
NET: Satisfied	**348**	77	42	76	52	**	211	**	42	156	192	170	39
	78%	*74%*	*81%*	*83%*	*88%*	**	*86%*	**	*65%*	*74%*	*81%*	*76%*	*74%*
					a		c						
NET: Dissatisfied	**19**	3	1	2	5	**	7	**	*	11	8	13	2
	4%	*3%*	*1%*	*2%*	*8%*	**	*3%*	**	*1%*	*5%*	*3%*	*6%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**5**	-	5	5	**	-	5	3	2	-	**
	1%	*-%*	*3%*	*3%*	**	*-%*	*2%*	*2%*	*1%*	*-%*	**
Fairly Dissatisfied	**14**	-	4	5	**	3	3	5	10	4	**
	3%	*-%*	*3%*	*3%*	**	*3%*	*1%*	*5%*	*5%*	*8%*	**
Neither Satisfied Nor Dissatisfied	**22**	3	9	14	**	4	11	8	14	2	**
	5%	*3%*	*6%*	*7%*	**	*5%*	*5%*	*8%*	*7%*	*5%*	**
Fairly Satisfied	**112**	19	32	45	**	18	55	26	55	11	**
	25%	*24%*	*20%*	*23%*	**	*22%*	*24%*	*25%*	*26%*	*25%*	**
Very Satisfied	**236**	47	92	102	**	49	130	54	104	26	**
	53%	*59%*	*58%*	*53%*	**	*58%*	*57%*	*51%*	*50%*	*59%*	**
Don't Know (DO NOT READ OUT)	**60**	11	16	20	**	10	26	10	23	1	**
	13%	*14%*	*10%*	*11%*	**	*12%*	*11%*	*9%*	*11%*	*3%*	**
NET: Satisfied	**348**	66	124	147	**	67	185	80	159	37	**
	78%	*83%*	*79%*	*77%*	**	*80%*	*81%*	*76%*	*76%*	*84%*	**
NET: Dissatisfied	**19**	-	9	11	**	3	8	8	12	4	**
	4%	*-%*	*6%*	*6%*	**	*3%*	*3%*	*7%*	*6%*	*8%*	**
			a								

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**5**	2	3	2	**	5	5	-	**	3	3	2	3	4	**
	1%	*2%*	*2%*	*5%*	**	*2%*	*3%*	*-%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**
Fairly Dissatisfied	**14**	5	9	1	**	5	3	4	**	10	9	4	7	9	**
	3%	*5%*	*6%*	*2%*	**	*2%*	*2%*	*5%*	**	*6%*	*6%*	*3%*	*4%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**22**	8	10	2	**	12	7	6	**	13	8	6	9	7	**
	5%	*8%*	*6%*	*4%*	**	*4%*	*4%*	*7%*	**	*8%*	*5%*	*4%*	*6%*	*6%*	**
Fairly Satisfied	**112**	27	46	17	**	60	41	23	**	39	40	30	43	37	**
	25%	*27%*	*29%*	*36%*	**	*23%*	*22%*	*27%*	**	*23%*	*27%*	*21%*	*27%*	*28%*	**
Very Satisfied	**236**	44	72	19	**	145	106	46	**	91	73	89	82	64	**
	53%	*44%*	*44%*	*40%*	**	*56%*	*58%*	*55%*	**	*54%*	*48%*	*61%* b	*52%*	*48%*	**
Don't Know (DO NOT READ OUT)	**60**	13	21	6	**	34	22	5	**	12	18	15	15	12	**
	13%	*13%*	*13%*	*12%*	**	*13%*	*12%*	*6%*	**	*7%*	*12%*	*11%*	*9%*	*9%*	**
NET: Satisfied	**348**	72	118	37	**	205	147	70	**	130	114	119	125	101	**
	78%	*71%*	*73%*	*77%*	**	*79%*	*80%*	*82%*	**	*77%*	*75%*	*81%*	*79%*	*76%*	**
NET: Dissatisfied	**19**	7	12	3	**	10	8	4	**	12	12	6	9	13	**
	4%	*7%*	*7%*	*7%*	**	*4%*	*4%*	*5%*	**	*7%*	*8%*	*4%*	*6%*	*10%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**5**	2	2	2	**	**	2	5	**	**	**	**
	1%	*3%*	*3%*	*2%*	**	**	*1%*	*4%*	**	**	**	**
Fairly Dissatisfied	**14**	-	1	3	**	**	7	10	**	**	**	**
	3%	*-%*	*2%*	*3%*	**	**	*4%*	*8%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**22**	2	2	6	**	**	12	7	**	**	**	**
	5%	*2%*	*3%*	*6%*	**	**	*8%*	*6%*	**	**	**	**
Fairly Satisfied	**112**	15	14	21	**	**	40	37	**	**	**	**
	25%	*18%*	*22%*	*22%*	**	**	*27%*	*31%*	**	**	**	**
Very Satisfied	**236**	55	40	51	**	**	76	52	**	**	**	**
	53%	*68%*	*62%*	*54%*	**	**	*51%*	*44%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**60**	8	5	11	**	**	12	8	**	**	**	**
	13%	*9%*	*8%*	*12%*	**	**	*8%*	*6%*	**	**	**	**
NET: Satisfied	**348**	70	53	72	**	**	115	89	**	**	**	**
	78%	*86%*	*84%*	*76%*	**	**	*78%*	*75%*	**	**	**	**
NET: Dissatisfied	**19**	2	3	5	**	**	9	14	**	**	**	**
	4%	*3%*	*5%*	*6%*	**	**	*6%*	*12%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**5**	5	5	5	5	5	5	5	3	**	1	**	3	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	*%*	**	*4%*	*1%*
Fairly Dissatisfied	**14**	11	11	11	12	14	9	13	4	**	10	**	1	12
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	**	*4%*	**	*1%*	*5%*
Neither Satisfied Nor Dissatisfied	**22**	22	22	22	19	22	13	20	10	**	8	**	9	8
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*7%*	**	*3%*	**	*13%* b	*3%*
Fairly Satisfied	**112**	103	90	104	99	107	75	107	41	**	55	**	11	52
	25%	*24%*	*25%*	*25%*	*26%*	*25%*	*24%*	*25%*	*27%*	**	*23%*	**	*16%*	*23%*
Very Satisfied	**236**	223	177	225	204	227	174	224	85	**	134	**	36	122
	53%	*53%*	*50%*	*53%*	*52%*	*53%*	*56%*	*53%*	*55%*	**	*57%*	**	*53%*	*56%*
Don't Know (DO NOT READ OUT)	**60**	57	47	57	50	55	34	54	11	**	28	**	9	24
	13%	*14%*	*13%*	*14%*	*13%*	*13%*	*11%*	*13%* c	*7%*	**	*12%*	**	*13%*	*11%*
NET: Satisfied	**348**	326	267	329	303	333	249	331	126	**	189	**	47	174
	78%	*77%*	*76%*	*78%*	*78%*	*78%*	*80%*	*78%*	*82%*	**	*80%*	**	*69%*	*79%*
NET: Dissatisfied	**19**	16	16	16	17	19	14	19	7	**	11	**	3	14
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*5%*	**	*5%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**5**	1	**	5	1	2	1	2	3	**	-	2	3
	1%	**%*	**	*5%* b	**%*	*2%*	**%*	*3%*	*2%* c	** c	*-%*	*1%*	*1%*
Fairly Dissatisfied	**14**	6	**	9	5	2	8	4	4	**	10	10	4
	3%	*1%*	**	*10%* b	*1%*	*2%*	*3%*	*5%*	*3%*	**	*4%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**22**	13	**	9	13	4	17	1	6	**	11	8	14
	5%	*3%*	**	*10%* b	*4%*	*4%*	*6%*	*1%*	*4%*	**	*5%*	*4%*	*6%*
Fairly Satisfied	**112**	99	**	27	85	32	62	19	34	**	63	51	61
	25%	*26%*	**	*30%*	*24%*	*30%*	*23%*	*25%*	*23%*	**	*26%*	*24%*	*26%*
Very Satisfied	**236**	219	**	28	208	57	136	39	77	**	126	116	120
	53%	*57%*	**	*30%*	*58%* a	*55%*	*52%*	*51%*	*53%*	**	*52%*	*54%*	*51%*
Don't Know (DO NOT READ OUT)	**60**	48	**	14	46	7	39	11	22	**	33	27	33
	13%	*12%*	**	*15%*	*13%*	*7%*	*15%* a	*15%*	*15%*	**	*13%*	*13%*	*14%*
NET: Satisfied	**348**	317	**	55	293	89	198	58	111	**	190	167	181
	78%	*82%*	**	*60%*	*82%* a	*85%* b	*75%*	*76%*	*76%*	**	*78%*	*78%*	*77%*
NET: Dissatisfied	**19**	6	**	14	5	4	9	6	7	**	10	12	7
	4%	*2%*	**	*15%* b	*2%*	*4%*	*4%*	*8%*	*5%*	**	*4%*	*6%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**14**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
										k			
Neither Satisfied Nor Dissatisfied	**22**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
						c			**cfg**				
Fairly Satisfied	**112**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
		cdefij						**cdefij**					**df**
Very Satisfied	**236**	**	**	**	**	**	**	**	**	**	**	**	**
	53%	**	**	**	**	**	**	**	**	**	**	**	**
				abghil	**abghijkl**	**al**	a				a	a	
Don't Know (DO NOT READ OUT)	**60**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
		cdeg	**cd**				**cd**		**cd**	**cd**	**cd**	**cd**	**cd**
NET: Satisfied	**348**	**	**	**	**	**	**	**	**	**	**	**	**
	78%	**	**	**	**	**	**	**	**	**	**	**	**
				bfhi	**abfhijl**			**bfhi**					
NET: Dissatisfied	**19**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
							k			k			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**5**	3	2	-	-
	1%	*3%*	*3%*	*-%*	*-%*
Fairly Dissatisfied	**14**	2	2	8	1
	3%	*2%*	*2%*	*7%*	*1%*
				d	
Neither Satisfied Nor Dissatisfied	**22**	3	5	7	7
	5%	*3%*	*5%*	*5%*	*6%*
Fairly Satisfied	**112**	32	14	35	31
	25%	*30%*	*15%*	*28%*	*26%*
		b		b	
Very Satisfied	**236**	55	61	59	62
	53%	*50%*	*65%*	*46%*	*52%*
			acd		
Don't Know (DO NOT READ OUT)	**60**	14	9	17	19
	13%	*13%*	*10%*	*14%*	*16%*
NET: Satisfied	**348**	87	75	94	92
	78%	*80%*	*80%*	*74%*	*77%*
NET: Dissatisfied	**19**	5	5	8	1
	4%	*5%*	*5%*	*7%*	*1%*
				d	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**8**	8	*	**	**	*	2	4	**	**	**
	2%	*2%*	*1%*	**	**	*1%*	*1%*	*3%*	**	**	**
Fairly Dissatisfied	**18**	18	*	**	**	1	13	2	**	**	**
	4%	*4%*	*4%*	**	**	*4%*	*9%*	*2%*	**	**	**
							b				
Neither Satisfied Nor Dissatisfied	**46**	44	1	**	**	2	12	14	**	**	**
	10%	*10%*	*10%*	**	**	*10%*	*8%*	*11%*	**	**	**
Fairly Satisfied	**118**	114	3	**	**	4	42	25	**	**	**
	26%	*26%*	*26%*	**	**	*25%*	*28%*	*19%*	**	**	**
											b
Very Satisfied	**200**	192	6	**	**	8	56	69	**	**	**
	45%	*44%*	*50%*	**	**	*52%*	*38%*	*53%*	**	**	**
								ae	e		
Don't Know (DO NOT READ OUT)	**58**	57	1	**	**	1	24	14	**	**	**
	13%	*13%*	*9%*	**	**	*8%*	*16%*	*11%*	**	**	**
											bc
NET: Satisfied	**318**	306	9	**	**	13	98	94	**	**	**
	71%	*71%*	*75%*	**	**	*77%*	*66%*	*73%*	**	**	**
									a		
NET: Dissatisfied	**27**	26	1	**	**	1	15	7	**	**	**
	6%	*6%*	*5%*	**	**	*5%*	*10%*	*5%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	7	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	-%
												fjm		
Fairly Dissatisfied	18	**	**	**	**	**	**	**	**	**	16	**	**	1
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*9%*
				ek										
Neither Satisfied Nor Dissatisfied	46	**	**	**	**	**	**	**	**	**	41	**	**	2
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	*11%*
				gijl		g	g				g	g		g
Fairly Satisfied	118	**	**	**	**	**	**	**	**	**	106	**	**	4
	26%	**	**	**	**	**	**	**	**	**	*27%*	**	**	*25%*
						cf				cfghjklm				
Very Satisfied	200	**	**	**	**	**	**	**	**	**	176	**	**	7
	45%	**	**	**	**	**	**	**	**	**	*45%*	**	**	*46%*
							ei						e	
Don't Know (DO NOT READ OUT)	58	**	**	**	**	**	**	**	**	**	50	**	**	1
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	*9%*
						i		i	i		i	i	i	
NET: Satisfied	318	**	**	**	**	**	**	**	**	**	281	**	**	11
	71%	**	**	**	**	**	**	**	**	**	*71%*	**	**	*71%*
										cek	c		c	
NET: Dissatisfied	27	**	**	**	**	**	**	**	**	**	23	**	**	1
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**439**	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	**449**	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	**8**	**	2	**	**	5	**	**	1	6	3	6	**
	2%	**	*3%*	**	**	*3%*	**	**	*1%*	*2%*	*3%*	*2%*	**
Fairly Dissatisfied	**18**	**	2	**	**	12	**	**	3	16	3	18	**
	4%	**	*3%*	**	**	*6%*	**	**	*3%*	*4%*	*3%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**46**	**	5	**	**	14	**	**	18	33	13	38	**
	10%	**	*7%*	**	**	*7%*	**	**	*16%*	*9%*	*15%*	*9%*	**
									e				a
Fairly Satisfied	**118**	**	21	**	**	50	**	**	29	90	28	113	**
	26%	**	*28%*	**	**	*26%*	**	**	*25%*	*25%*	*30%*	*28%*	**
												b	
Very Satisfied	**200**	**	37	**	**	87	**	**	49	157	44	181	**
	45%	**	*50%*	**	**	*45%*	**	**	*43%*	*44%*	*48%*	*44%*	**
Don't Know (DO NOT READ OUT)	**58**	**	7	**	**	26	**	**	13	56	2	52	**
	13%	**	*10%*	**	**	*14%*	**	**	*12%*	*16%*	*2%*	*13%*	**
										b			
NET: Satisfied	**318**	**	57	**	**	137	**	**	78	247	72	294	**
	71%	**	*78%*	**	**	*70%*	**	**	*69%*	*69%*	*78%*	*72%*	**
NET: Dissatisfied	**27**	**	4	**	**	17	**	**	4	21	5	25	**
	6%	**	*6%*	**	**	*9%*	**	**	*4%*	*6%*	*6%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Very Dissatisfied	**8**	8	**	5	*	3
	2%	*2%*	**	*2%*	*1%*	*2%*
Fairly Dissatisfied	**18**	16	**	5	2	9
	4%	*4%*	**	*2%*	*3%*	*6%* a
Neither Satisfied Nor Dissatisfied	**46**	44	**	19	17	9
	10%	*10%*	**	*9%*	*24%* ac	*6%*
Fairly Satisfied	**118**	113	**	67	13	35
	26%	*26%*	**	*31%* b	*18%*	*24%*
Very Satisfied	**200**	191	**	94	33	73
	45%	*45%*	**	*43%*	*45%*	*49%*
Don't Know (DO NOT READ OUT)	**58**	56	**	27	8	19
	13%	*13%*	**	*12%*	*10%*	*13%*
NET: Satisfied	**318**	304	**	161	46	108
	71%	*71%*	**	*74%*	*63%*	*73%*
NET: Dissatisfied	**27**	25	**	10	2	12
	6%	*6%*	**	*4%*	*3%*	*8%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**8**	3	5	**	**	**	**	**	**	8	**	**	3	1	5
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*%*	*3%*
Fairly Dissatisfied	**18**	10	8	**	**	**	**	**	**	18	**	**	2	8	8
	4%	*4%*	*6%*	**	**	**	**	**	**	*4%*	**	**	*2%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**46**	28	13	**	**	**	**	**	**	42	**	**	6	22	18
	10%	*10%*	*11%*	**	**	**	**	**	**	*10%*	**	**	*7%*	*11%*	*12%*
Fairly Satisfied	**118**	76	30	**	**	**	**	**	**	106	**	**	27	49	41
	26%	*26%*	*24%*	**	**	**	**	**	**	*25%*	**	**	*29%*	*24%*	*27%*
Very Satisfied	**200**	129	59	**	**	**	**	**	**	188	**	**	36	93	72
	45%	*44%*	*48%*	**	**	**	**	**	**	*45%*	**	**	*39%*	*46%*	*46%*
Don't Know (DO NOT READ OUT)	**58**	47	9	**	**	**	**	**	**	56	**	**	18	29	11
	13%	*16%*	*7%*	**	**	**	**	**	**	*13%*	**	**	*20%*	*14%*	*7%*
		b											c	c	
NET: Satisfied	**318**	205	89	**	**	**	**	**	**	294	**	**	63	142	113
	71%	*70%*	*72%*	**	**	**	**	**	**	*70%*	**	**	*68%*	*70%*	*73%*
NET: Dissatisfied	**27**	14	12	**	**	**	**	**	**	26	**	**	5	9	13
	6%	*5%*	*10%*	**	**	**	**	**	**	*6%*	**	**	*5%*	*5%*	*8%*
			a												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**8**	3	4	6	6	3	8	6	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	**	**	**	**	**	**
Fairly Dissatisfied	**18**	12	10	12	14	1	10	12	**	**	**	**	**	**
	4%	*5%*	*6%*	*4%*	*5%*	*1%*	*3%*	*5%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**46**	22	21	26	29	17	29	24	**	**	**	**	**	**
	10%	*10%*	*11%*	*10%*	*9%*	*19%*	*10%*	*9%*	**	**	**	**	**	**
						acdf								
Fairly Satisfied	**118**	63	54	75	81	28	83	67	**	**	**	**	**	**
	26%	*28%*	*29%*	*27%*	*26%*	*31%*	*29%*	*26%*	**	**	**	**	**	**
Very Satisfied	**200**	98	68	116	151	38	128	112	**	**	**	**	**	**
	45%	*43%*	*36%*	*42%*	*48%*	*42%*	*44%*	*43%*	**	**	**	**	**	**
					b									
Don't Know (DO NOT READ OUT)	**58**	30	31	40	34	4	33	39	**	**	**	**	**	**
	13%	*13%*	*16%*	*14%*	*11%*	*4%*	*11%*	*15%*	**	**	**	**	**	**
		e	e	e	e		e							
NET: Satisfied	**318**	161	122	191	232	66	211	179	**	**	**	**	**	**
	71%	*71%*	*65%*	*69%*	*74%*	*73%*	*73%*	*69%*	**	**	**	**	**	**
					b									
NET: Dissatisfied	**27**	15	14	19	20	4	18	18	**	**	**	**	**	**
	6%	*6%*	*8%*	*7%*	*6%*	*4%*	*6%*	*7%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**8**	6	**	**	**	**	**	**	**	1	1	2	2	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*4%*	*7%*	**
Fairly Dissatisfied	**18**	14	**	**	**	**	**	**	**	3	5	3	2	**
	4%	*5%*	**	**	**	**	**	**	**	*3%*	*6%*	*5%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**46**	29	**	**	**	**	**	**	**	7	8	8	4	**
	10%	*10%*	**	**	**	**	**	**	**	*7%*	*10%*	*12%*	*11%*	**
Fairly Satisfied	**118**	79	**	**	**	**	**	**	**	30	21	13	11	**
	26%	*26%*	**	**	**	**	**	**	**	*30%*	*27%*	*20%*	*32%*	**
Very Satisfied	**200**	141	**	**	**	**	**	**	**	46	36	23	12	**
	45%	*47%*	**	**	**	**	**	**	**	*46%*	*46%*	*36%*	*35%*	**
Don't Know (DO NOT READ OUT)	**58**	34	**	**	**	**	**	**	**	13	9	15	3	**
	13%	*11%*	**	**	**	**	**	**	**	*13%*	*12%*	*23%* d	*9%*	**
NET: Satisfied	**318**	220	**	**	**	**	**	**	**	75	58	36	23	**
	71%	*73%*	**	**	**	**	**	**	**	*76%* c	*72%* c	*56%*	*67%*	**
NET: Dissatisfied	**27**	20	**	**	**	**	**	**	**	4	5	5	4	**
	6%	*7%*	**	**	**	**	**	**	**	*4%*	*6%*	*8%*	*13%* a	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**8**	1	-	1	4	**	5	**	1	3	5	6	1
	2%	*1%*	*-%*	*1%*	*7%*	**	*2%*	**	*1%*	*1%*	*2%*	*3%*	*1%*
					ac								
Fairly Dissatisfied	**18**	5	-	5	4	**	10	**	2	9	9	10	2
	4%	*5%*	*-%*	*6%*	*7%*	**	*4%*	**	*3%*	*4%*	*4%*	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**46**	7	5	8	7	**	25	**	4	18	28	23	3
	10%	*7%*	*10%*	*9%*	*12%*	**	*10%*	**	*6%*	*8%*	*12%*	*10%*	*6%*
Fairly Satisfied	**118**	31	10	19	18	**	58	**	22	47	71	60	15
	26%	*29%*	*19%*	*21%*	*30%*	**	*24%*	**	*35%*	*22%*	*30%*	*27%*	*28%*
Very Satisfied	**200**	42	30	53	24	**	125	**	25	96	105	91	25
	45%	*41%*	*58%*	*58%*	*40%*	**	*51%*	**	*39%*	*45%*	*44%*	*41%*	*47%*
			a	**ad**									
Don't Know (DO NOT READ OUT)	**58**	19	7	6	2	**	23	**	11	39	19	33	7
	13%	*18%*	*13%*	*6%*	*3%*	**	*10%*	**	*17%*	*18%*	*8%*	*15%*	*14%*
		cd	d							b			
NET: Satisfied	**318**	73	40	72	42	**	183	**	47	143	176	151	40
	71%	*70%*	*77%*	*78%*	*70%*	**	*74%*	**	*73%*	*68%*	*74%*	*68%*	*75%*
NET: Dissatisfied	**27**	5	-	6	9	**	15	**	2	12	15	16	3
	6%	*5%*	*-%*	*7%*	*14%*	**	*6%*	**	*4%*	*6%*	*6%*	*7%*	*5%*
					b								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**8**	*	5	5	**	*	6	2	3	-	**
	2%	**%*	*3%*	*3%*	**	**%*	*3%*	*2%*	*1%*	*-%*	**
Fairly Dissatisfied	**18**	3	8	8	**	6	8	6	10	5	**
	4%	*3%*	*5%*	*4%*	**	*8%*	*3%*	*6%*	*5%*	*11%*	**
Neither Satisfied Nor Dissatisfied	**46**	8	13	20	**	3	26	10	20	6	**
	10%	*11%*	*8%*	*10%*	**	*4%*	*11%*	*10%*	*10%*	*14%*	**
Fairly Satisfied	**118**	21	41	53	**	22	59	32	59	16	**
	26%	*27%*	*26%*	*27%*	**	*26%*	*26%*	*31%*	*28%*	*35%*	**
Very Satisfied	**200**	37	72	78	**	42	106	42	90	14	**
	45%	*46%*	*46%*	*41%*	**	*51%*	*46%*	*40%*	*43%*	*32%*	**
Don't Know (DO NOT READ OUT)	**58**	10	18	27	**	10	24	12	26	3	**
	13%	*13%*	*11%*	*14%*	**	*12%*	*11%*	*12%*	*13%*	*7%*	**
NET: Satisfied	**318**	58	113	131	**	64	165	74	149	30	**
	71%	*73%*	*72%*	*68%*	**	*77%*	*72%*	*70%*	*72%*	*68%*	**
NET: Dissatisfied	**27**	3	14	13	**	6	14	9	13	5	**
	6%	*3%*	*9%*	*7%*	**	*8%*	*6%*	*9%*	*6%*	*11%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**8**	3	3	2	**	6	5	*	**	3	3	2	3	4	**
	2%	*3%*	*2%*	*5%*	**	*2%*	*3%*	*%*	**	*2%*	*2%*	*1%*	*2%*	*3%*	**
Fairly Dissatisfied	**18**	9	9	1	**	10	7	8	**	10	10	8	7	7	**
	4%	*9%*	*5%*	*1%*	**	*4%*	*4%*	*9%*	**	*6%*	*7%*	*6%*	*4%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**46**	10	17	6	**	25	14	11	**	17	16	11	20	16	**
	10%	*10%*	*10%*	*13%*	**	*10%*	*8%*	*14%*	**	*10%*	*11%*	*8%*	*13%*	*12%*	**
Fairly Satisfied	**118**	26	45	13	**	67	50	20	**	47	42	39	47	39	**
	26%	*26%*	*28%*	*27%*	**	*26%*	*27%*	*24%*	**	*28%*	*27%*	*27%*	*30%*	*29%*	**
Very Satisfied	**200**	37	62	20	**	123	83	42	**	73	55	69	62	44	**
	45%	*37%*	*38%*	*42%*	**	*47%*	*45%*	*49%*	**	*43%*	*37%*	*47%*	*39%*	*33%*	**
Don't Know (DO NOT READ OUT)	**58**	15	26	6	**	28	24	4	**	19	25	16	19	23	**
	13%	*15%*	*16%*	*12%*	**	*11%* c	*13%* c	*4%*	**	*11%*	*16%*	*11%*	*12%*	*17%*	**
NET: Satisfied	**318**	63	107	33	**	190	133	62	**	120	97	109	109	83	**
	71%	*63%*	*66%*	*69%*	**	*73%*	*72%*	*73%*	**	*71%*	*64%*	*74%* b	*69%*	*62%*	**
NET: Dissatisfied	**27**	12	12	3	**	16	12	8	**	12	14	10	10	12	**
	6%	*12%*	*7%*	*6%*	**	*6%*	*7%*	*9%*	**	*7%*	*9%*	*7%*	*6%*	*9%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**8**	2	2	2	**	**	3	5	**	**	**	**
	2%	*3%*	*3%*	*2%*	**	**	*2%*	*4%*	**	**	**	**
Fairly Dissatisfied	**18**	1	2	7	**	**	7	6	**	**	**	**
	4%	*1%*	*2%*	*7%*	**	**	*5%*	*5%*	**	**	**	**
				a								
Neither Satisfied Nor Dissatisfied	**46**	4	6	6	**	**	17	15	**	**	**	**
	10%	*5%*	*9%*	*6%*	**	**	*12%*	*13%*	**	**	**	**
Fairly Satisfied	**118**	25	17	28	**	**	45	35	**	**	**	**
	26%	*31%*	*26%*	*29%*	**	**	*31%*	*29%*	**	**	**	**
Very Satisfied	**200**	40	30	41	**	**	60	40	**	**	**	**
	45%	*49%*	*48%*	*44%*	**	**	*40%*	*33%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**58**	9	7	10	**	**	16	18	**	**	**	**
	13%	*12%*	*11%*	*11%*	**	**	*11%*	*15%*	**	**	**	**
NET: Satisfied	**318**	65	47	69	**	**	105	74	**	**	**	**
	71%	*80%*	*74%*	*74%*	**	**	*71%*	*63%*	**	**	**	**
NET: Dissatisfied	**27**	3	4	9	**	**	10	11	**	**	**	**
	6%	*3%*	*6%*	*9%*	**	**	*7%*	*9%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**8**	6	6	6	8	8	8	8	3	**	3	**	3	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	**	*1%*	**	*5%*	*2%*
Fairly Dissatisfied	**18**	18	17	18	18	17	10	16	10	**	9	**	4	9
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*3%*	*4%*	*7%*	**	*4%*	**	*6%*	*4%*
Neither Satisfied Nor Dissatisfied	**46**	45	43	45	39	44	32	45	19	**	24	**	12	17
	10%	*11%*	*12%*	*11%*	*10%*	*10%*	*10%*	*11%*	*13%*	**	*10%*	**	*17%* b	*8%*
Fairly Satisfied	**118**	108	94	109	99	112	79	110	44	**	62	**	15	57
	26%	*26%*	*27%*	*26%*	*25%*	*26%*	*25%*	*26%*	*29%*	**	*26%*	**	*23%*	*26%*
Very Satisfied	**200**	189	142	191	175	194	141	192	63	**	109	**	23	103
	45%	*45%*	*40%*	*45%*	*45%*	*45%*	*45%*	*45%*	*41%*	**	*46%*	**	*34%*	*47%*
Don't Know (DO NOT READ OUT)	**58**	55	49	55	50	55	39	51	14	**	29	**	10	30
	13%	*13%*	*14%*	*13%*	*13%*	*13%*	*13%*	*12%*	*9%*	**	*12%*	**	*15%*	*14%*
NET: Satisfied	**318**	297	236	301	274	306	219	302	108	**	171	**	38	160
	71%	*71%*	*67%*	*71%*	*70%*	*71%*	*71%*	*71%*	*70%*	**	*73%*	**	*57%*	*73%* a
NET: Dissatisfied	**27**	25	23	25	27	25	19	25	13	**	11	**	7	13
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*9%*	**	*5%*	**	*11%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**8**	3	**	7	1	2	4	2	5	**	1	4	4
	2%	*1%*	**	*8%* b	**%*	*2%*	*2%*	*3%*	*3%* c	** c	**%*	*2%*	*2%*
Fairly Dissatisfied	**18**	12	**	4	15	2	16	*	5	**	11	5	13
	4%	*3%*	**	*4%*	*4%*	*2%*	*6%* c	**%*	*4%*	**	*4%*	*2%*	*6%*
Neither Satisfied Nor Dissatisfied	**46**	33	**	16	30	14	24	8	16	**	24	25	21
	10%	*9%*	**	*18%* b	*8%*	*13%*	*9%*	*11%*	*11%*	**	*10%*	*12%*	*9%*
Fairly Satisfied	**118**	103	**	28	90	28	68	22	38	**	63	54	64
	26%	*27%*	**	*31%*	*25%*	*27%*	*26%*	*29%*	*26%*	**	*26%*	*25%*	*27%*
Very Satisfied	**200**	190	**	26	175	49	116	32	63	**	110	94	107
	45%	*49%*	**	*28%*	*49%* a	*47%*	*44%*	*42%*	*43%*	**	*45%*	*44%*	*46%*
Don't Know (DO NOT READ OUT)	**58**	44	**	11	47	9	34	12	19	**	35	32	26
	13%	*11%*	**	*12%*	*13%*	*9%*	*13%*	*16%*	*13%*	**	*14%*	*15%*	*11%*
NET: Satisfied	**318**	293	**	54	265	77	184	54	101	**	173	148	171
	71%	*76%*	**	*59%*	*74%* a	*74%*	*70%*	*71%*	*69%*	**	*71%*	*69%*	*73%*
NET: Dissatisfied	**27**	14	**	11	16	4	20	2	11	**	12	10	17
	6%	*4%*	**	*12%* b	*4%*	*4%*	*8%*	*3%*	*7%*	**	*5%*	*5%*	*7%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**8**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
							gjk						
Fairly Dissatisfied	**18**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
						k		k					
Neither Satisfied Nor Dissatisfied	**46**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
					f			f		f		f	
Fairly Satisfied	**118**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
					ci			c	**abcefijk**				c
Very Satisfied	**200**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
		h		**gh**		h	**gh**			h	h	h	
Don't Know (DO NOT READ OUT)	**58**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
		dg	d						d		d	d	d
NET: Satisfied	**318**	**	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
			k			k	k	k					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**8**	3	4	1	*
	2%	*3%*	*5%*	*1%*	**%*
			cd		
Fairly Dissatisfied	**18**	4	4	9	1
	4%	*4%*	*5%*	*7%*	*1%*
				d	
Neither Satisfied Nor Dissatisfied	**46**	9	8	17	12
	10%	*9%*	*8%*	*13%*	*10%*
Fairly Satisfied	**118**	23	25	37	33
	26%	*21%*	*26%*	*29%*	*28%*
Very Satisfied	**200**	53	47	48	52
	45%	*49%*	*50%*	*38%*	*44%*
Don't Know (DO NOT READ OUT)	**58**	17	6	15	20
	13%	*16%*	*6%*	*12%*	*17%*
		b			b
NET: Satisfied	**318**	75	72	85	86
	71%	*69%*	*77%*	*67%*	*72%*
NET: Dissatisfied	**27**	7	9	9	2
	6%	*6%*	*9%*	*7%*	*1%*
			d	d	

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**21**	21	*	**	**	*	8	6	**	**	**
	5%	*5%*	*3%*	**	**	*2%*	*5%*	*4%*	**	**	**
											abc
Fairly Dissatisfied	**15**	14	*	**	**	1	3	1	**	**	**
	3%	*3%*	*2%*	**	**	*4%*	*2%*	*%*	**	**	**
Neither Satisfied Nor Dissatisfied	**30**	28	1	**	**	2	14	3	**	**	**
	7%	*7%*	*11%*	**	**	*10%*	*10%*	*3%*	**	**	**
							bc				
Fairly Satisfied	**102**	98	2	**	**	4	30	25	**	**	**
	23%	*23%*	*19%*	**	**	*23%*	*20%*	*19%*	**	**	**
Very Satisfied	**259**	251	6	**	**	8	84	89	**	**	**
	58%	*58%*	*55%*	**	**	*51%*	*57%*	*69%*	**	**	**
							e	e	e		
Don't Know (DO NOT READ OUT)	**23**	21	1	**	**	2	9	5	**	**	**
	5%	*5%*	*10%*	**	**	*10%*	*6%*	*4%*	**	**	**
						a					
NET: Satisfied	**360**	348	8	**	**	12	114	113	**	**	**
	80%	*81%*	*73%*	**	**	*74%*	*77%*	*88%*	**	**	**
							e	**ae**	**ae**		
NET: Dissatisfied	**36**	35	1	**	**	1	11	6	**	**	**
	8%	*8%*	*6%*	**	**	*6%*	*7%*	*5%*	**	**	**
											abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**439**	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	**449**	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	**21**	**	**	**	**	**	**	**	**	**	19	**	**	1
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	*10%*
														l
Fairly Dissatisfied	**15**	**	**	**	**	**	**	**	**	**	13	**	**	*
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**%*
												f		
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	**	**	**	**	**	27	**	**	*
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	*3%*
							eijkm						k	
Fairly Satisfied	**102**	**	**	**	**	**	**	**	**	**	93	**	**	4
	23%	**	**	**	**	**	**	**	**	**	*24%*	**	**	*24%*
						k			**cfgjklm**		k			
Very Satisfied	**259**	**	**	**	**	**	**	**	**	**	221	**	**	9
	58%	**	**	**	**	**	**	**	**	**	*56%*	**	**	*59%*
				h		h	h	h			h	**hj**	**hj**	h
Don't Know (DO NOT READ OUT)	**23**	**	**	**	**	**	**	**	**	**	22	**	**	*
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	*3%*
								ckl		**cfjklm**				
NET: Satisfied	**360**	**	**	**	**	**	**	**	**	**	314	**	**	13
	80%	**	**	**	**	**	**	**	**	**	*80%*	**	**	*84%*
NET: Dissatisfied	**36**	**	**	**	**	**	**	**	**	**	31	**	**	2
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*10%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	21	**	*	**	**	16	**	**	1	15	7	21	**
	5%	**	*1%*	**	**	*8%* bh	**	**	*1%*	*4%*	*7%*	*5%*	**
Fairly Dissatisfied	15	**	2	**	**	5	**	**	6	13	2	14	**
	3%	**	*3%*	**	**	*3%*	**	**	*5%*	*4%*	*2%*	*3%*	**
Neither Satisfied Nor Dissatisfied	30	**	3	**	**	17	**	**	7	22	8	29	**
	7%	**	*4%*	**	**	*9%*	**	**	*7%*	*6%*	*9%*	*7%*	**
Fairly Satisfied	102	**	18	**	**	50	**	**	22	79	23	85	**
	23%	**	*24%*	**	**	*26%*	**	**	*20%*	*22%*	*25%*	*21%*	** a
Very Satisfied	259	**	47	**	**	102	**	**	73	207	52	237	**
	58%	**	*63%*	**	**	*53%*	**	**	*64%*	*58%*	*56%*	*58%*	**
Don't Know (DO NOT READ OUT)	23	**	4	**	**	4	**	**	5	22	1	22	**
	5%	**	*6%*	**	**	*2%*	**	**	*4%*	*6%* b	*1%*	*5%*	**
NET: Satisfied	360	**	64	**	**	153	**	**	95	286	75	322	**
	80%	**	*87%*	**	**	*78%*	**	**	*83%*	*80%*	*81%*	*79%*	** a
NET: Dissatisfied	36	**	3	**	**	21	**	**	7	27	9	35	**
	8%	**	*3%*	**	**	*11%* b	**	**	*6%*	*8%*	*10%*	*9%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Very Dissatisfied	**21**	19	**	5	2	11
	5%	*4%*	**	*2%*	*2%*	*8%* a
Fairly Dissatisfied	**15**	15	**	6	3	4
	3%	*3%*	**	*3%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**30**	30	**	19	3	8
	7%	*7%*	**	*9%*	*4%*	*6%*
Fairly Satisfied	**102**	99	**	50	14	36
	23%	*23%*	**	*23%*	*19%*	*24%*
Very Satisfied	**259**	246	**	121	50	87
	58%	*57%*	**	*56%*	*68%*	*59%*
Don't Know (DO NOT READ OUT)	**23**	21	**	16	3	1
	5%	*5%*	**	*7%* c	*3%*	*1%*
NET: Satisfied	**360**	345	**	171	64	123
	80%	*80%*	**	*79%*	*87%*	*83%*
NET: Dissatisfied	**36**	33	**	12	4	15
	8%	*8%*	**	*5%*	*6%*	*10%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**21**	11	8	**	**	**	**	**	**	19	**	**	1	10	10
	5%	*4%*	*6%*	**	**	**	**	**	**	*5%*	**	**	*1%*	*5%*	*7%*
Fairly Dissatisfied	**15**	7	7	**	**	**	**	**	**	14	**	**	-	7	8
	3%	*2%*	*6%*	**	**	**	**	**	**	*3%*	**	**	*-%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**30**	24	5	**	**	**	**	**	**	29	**	**	7	17	6
	7%	*8%*	*4%*	**	**	**	**	**	**	*7%*	**	**	*8%*	*8%*	*4%*
Fairly Satisfied	**102**	63	30	**	**	**	**	**	**	94	**	**	22	41	38
	23%	*22%*	*25%*	**	**	**	**	**	**	*22%*	**	**	*24%*	*20%*	*25%*
Very Satisfied	**259**	173	69	**	**	**	**	**	**	241	**	**	52	121	86
	58%	*59%*	*55%*	**	**	**	**	**	**	*58%*	**	**	*56%*	*60%*	*56%*
Don't Know (DO NOT READ OUT)	**23**	16	5	**	**	**	**	**	**	21	**	**	10	6	6
	5%	*6%*	*4%*	**	**	**	**	**	**	*5%*	**	**	*11%*	*3%*	*4%*
													bc		
NET: Satisfied	**360**	236	99	**	**	**	**	**	**	335	**	**	74	162	125
	80%	*80%*	*80%*	**	**	**	**	**	**	*80%*	**	**	*80%*	*80%*	*81%*
NET: Dissatisfied	**36**	18	15	**	**	**	**	**	**	33	**	**	1	17	18
	8%	*6%*	*12%*	**	**	**	**	**	**	*8%*	**	**	*1%*	*8%*	*12%*
			a											a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**21**	5	9	9	21	4	16	7	**	**	**	**	**	**
	5%	*2%*	*5%*	*3%*	*7%*	*4%*	*5%*	*3%*	**	**	**	**	**	**
					a									
Fairly Dissatisfied	**15**	10	7	10	8	3	12	9	**	**	**	**	**	**
	3%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**30**	18	14	21	17	10	20	21	**	**	**	**	**	**
	7%	*8%*	*8%*	*8%*	*5%*	*11%*	*7%*	*8%*	**	**	**	**	**	**
						d								
Fairly Satisfied	**102**	53	50	67	65	17	64	62	**	**	**	**	**	**
	23%	*23%*	*27%*	*24%*	*21%*	*18%*	*22%*	*24%*	**	**	**	**	**	**
Very Satisfied	**259**	131	104	157	188	57	167	151	**	**	**	**	**	**
	58%	*58%*	*55%*	*57%*	*60%*	*63%*	*57%*	*58%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**23**	11	3	11	16	1	12	10	**	**	**	**	**	**
	5%	*5%*	*2%*	*4%*	*5%*	*1%*	*4%*	*4%*	**	**	**	**	**	**
		e			**be**									
NET: Satisfied	**360**	184	154	225	253	73	231	213	**	**	**	**	**	**
	80%	*81%*	*82%*	*81%*	*80%*	*81%*	*79%*	*82%*	**	**	**	**	**	**
NET: Dissatisfied	**36**	15	16	19	29	7	27	16	**	**	**	**	**	**
	8%	*6%*	*9%*	*7%*	*9%*	*8%*	*9%*	*6%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	439	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	449	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	21	19	**	**	**	**	**	**	**	-	4	*	4	**
	5%	6%	**	**	**	**	**	**	**	-%	6%	1%	13%	**
											a		ac	
Fairly Dissatisfied	15	8	**	**	**	**	**	**	**	*	1	8	*	**
	3%	3%	**	**	**	**	**	**	**	*%	1%	13%	*%	**
												abd		
Neither Satisfied Nor Dissatisfied	30	16	**	**	**	**	**	**	**	13	2	4	3	**
	7%	5%	**	**	**	**	**	**	**	13%	2%	6%	9%	**
										b				
Fairly Satisfied	102	63	**	**	**	**	**	**	**	23	19	12	13	**
	23%	21%	**	**	**	**	**	**	**	23%	24%	19%	38%	**
													c	
Very Satisfied	259	181	**	**	**	**	**	**	**	60	50	35	13	**
	58%	60%	**	**	**	**	**	**	**	60%	63%	54%	39%	**
										d	d			
Don't Know (DO NOT READ OUT)	23	16	**	**	**	**	**	**	**	3	3	5	*	**
	5%	5%	**	**	**	**	**	**	**	3%	4%	7%	1%	**
												d		
NET: Satisfied	360	244	**	**	**	**	**	**	**	83	69	47	26	**
	80%	80%	**	**	**	**	**	**	**	84%	87%	74%	77%	**
NET: Dissatisfied	36	27	**	**	**	**	**	**	**	*	5	9	4	**
	8%	9%	**	**	**	**	**	**	**	*%	7%	13%	13%	**
											a	a	a	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**21**	9	2	6	5	**	15	**	3	8	13	9	-
	5%	*9%*	*4%*	*6%*	*8%*	**	*6%*	**	*5%*	*4%*	*6%*	*4%*	*-%*
Fairly Dissatisfied	**15**	1	2	*	5	**	8	**	1	3	12	8	2
	3%	*1%*	*4%*	**%*	*8%*	**	*3%*	**	*1%*	*1%*	*5%*	*3%*	*4%*
					ac								
Neither Satisfied Nor Dissatisfied	**30**	7	1	6	3	**	13	**	4	11	19	17	5
	7%	*6%*	*2%*	*6%*	*5%*	**	*5%*	**	*6%*	*5%*	*8%*	*7%*	*9%*
Fairly Satisfied	**102**	21	4	15	24	**	49	**	16	41	61	50	17
	23%	*20%*	*7%*	*17%*	*40%*	**	*20%*	**	*25%*	*19%*	*26%*	*22%*	*33%*
		b			**abc**								
Very Satisfied	**259**	61	35	63	23	**	149	**	38	135	124	131	27
	58%	*59%*	*68%*	*68%*	*39%*	**	*60%*	**	*60%*	*64%*	*52%*	*59%*	*50%*
		d	d	d						b			
Don't Know (DO NOT READ OUT)	**23**	5	8	2	*	**	14	**	2	14	9	9	2
	5%	*5%*	*15%*	*3%*	**%*	**	*6%*	**	*4%*	*6%*	*4%*	*4%*	*4%*
			acd										
NET: Satisfied	**360**	82	39	78	47	**	197	**	55	175	185	181	44
	80%	*79%*	*76%*	*85%*	*78%*	**	*80%*	**	*85%*	*83%*	*78%*	*81%*	*84%*
NET: Dissatisfied	**36**	10	4	6	10	**	22	**	4	11	25	17	2
	8%	*10%*	*7%*	*6%*	*16%*	**	*9%*	**	*6%*	*5%*	*10%*	*8%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**21**	1	11	5	**	5	16	3	5	3	**
	5%	*2%*	*7%*	*3%*	**	*6%*	*7%*	*2%*	*2%*	*6%*	**
Fairly Dissatisfied	**15**	1	3	5	**	1	8	3	10	-	**
	3%	*1%*	*2%*	*3%*	**	*1%*	*3%*	*3%*	*5%*	*-%*	**
Neither Satisfied Nor Dissatisfied	**30**	3	11	15	**	3	14	7	16	4	**
	7%	*4%*	*7%*	*8%*	**	*3%*	*6%*	*7%*	*8%*	*8%*	**
Fairly Satisfied	**102**	13	31	43	**	15	48	24	48	6	**
	23%	*17%*	*20%*	*23%*	**	*18%*	*21%*	*22%*	*23%*	*13%*	**
Very Satisfied	**259**	54	97	115	**	54	134	69	119	32	**
	58%	*68%*	*61%*	*60%*	**	*64%*	*58%*	*65%*	*57%*	*72%* b	**
Don't Know (DO NOT READ OUT)	**23**	7	5	8	**	6	10	*	11	*	**
	5%	*9%*	*3%*	*4%*	**	*7%*	*4%*	*%*	*5%* a	*%*	**
NET: Satisfied	**360**	68	128	158	**	69	181	93	167	38	**
	80%	*85%*	*81%*	*82%*	**	*82%*	*79%*	*88%*	*80%*	*85%*	**
NET: Dissatisfied	**36**	2	13	11	**	6	24	6	15	3	**
	8%	*2%*	*8%*	*6%*	**	*7%*	*10%*	*5%*	*7%*	*6%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**21**	7	9	4	**	16	15	5	**	5	8	7	5	7	**
	5%	*7%*	*6%*	*8%*	**	*6%*	*8%*	*6%*	**	*3%*	*5%*	*5%*	*3%*	*5%*	**
Fairly Dissatisfied	**15**	3	7	*	**	5	6	1	**	9	7	1	7	7	**
	3%	*3%*	*4%*	**%*	**	*2%*	*3%*	*1%*	**	*5%*	*5%*	*1%*	*4%*	*5%*	**
										c	c				
Neither Satisfied Nor Dissatisfied	**30**	4	11	4	**	16	10	2	**	15	11	8	15	13	**
	7%	*4%*	*7%*	*9%*	**	*6%*	*6%*	*2%*	**	*9%*	*7%*	*6%*	*10%*	*10%*	**
Fairly Satisfied	**102**	27	39	11	**	56	40	26	**	31	35	23	27	27	**
	23%	*27%*	*24%*	*23%*	**	*22%*	*22%*	*30%*	**	*19%*	*23%*	*16%*	*17%*	*20%*	**
Very Satisfied	**259**	59	92	28	**	157	101	50	**	101	88	97	98	76	**
	58%	*59%*	*57%*	*59%*	**	*60%*	*55%*	*59%*	**	*60%*	*58%*	*66%*	*62%*	*57%*	**
Don't Know (DO NOT READ OUT)	**23**	*	3	-	**	9	11	1	**	7	3	10	6	5	**
	5%	**%*	*2%*	*-%*	**	*4%*	*6%*	*2%*	**	*4%*	*2%*	*7%*	*4%*	*4%*	**
												b			
NET: Satisfied	**360**	87	131	39	**	213	141	76	**	132	123	120	125	103	**
	80%	*86%*	*81%*	*82%*	**	*82%*	*77%*	*90%*	**	*78%*	*81%*	*82%*	*79%*	*77%*	**
								b							
NET: Dissatisfied	**36**	9	16	4	**	21	21	6	**	14	15	8	12	13	**
	8%	*9%*	*10%*	*9%*	**	*8%*	*11%*	*7%*	**	*8%*	*10%*	*6%*	*8%*	*10%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**21**	1	2	6	**	**	5	7	**	**	**	**
	5%	*2%*	*3%*	*6%*	**	**	*3%*	*6%*	**	**	**	**
Fairly Dissatisfied	**15**	1	1	1	**	**	7	7	**	**	**	**
	3%	*1%*	*1%*	*1%*	**	**	*5%*	*6%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**30**	6	4	7	**	**	13	10	**	**	**	**
	7%	*8%*	*7%*	*7%*	**	**	*9%*	*9%*	**	**	**	**
Fairly Satisfied	**102**	14	11	16	**	**	32	24	**	**	**	**
	23%	*17%*	*18%*	*17%*	**	**	*22%*	*20%*	**	**	**	**
Very Satisfied	**259**	54	44	61	**	**	85	66	**	**	**	**
	58%	*67%*	*68%*	*65%*	**	**	*58%*	*56%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**23**	4	2	4	**	**	6	5	**	**	**	**
	5%	*5%*	*3%*	*4%*	**	**	*4%*	*4%*	**	**	**	**
NET: Satisfied	**360**	68	55	77	**	**	117	90	**	**	**	**
	80%	*84%*	*86%*	*82%*	**	**	*79%*	*76%*	**	**	**	**
NET: Dissatisfied	**36**	2	2	6	**	**	12	14	**	**	**	**
	8%	*3%*	*4%*	*7%*	**	**	*8%*	*12%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**21**	19	17	19	17	19	9	18	7	**	8	**	4	8
	5%	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	**	*3%*	**	*7%*	*3%*
Fairly Dissatisfied	**15**	12	12	12	14	15	10	15	5	**	5	**	2	7
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	**	*2%*	**	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**30**	30	23	30	30	30	20	28	14	**	16	**	1	17
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*	*9%*	**	*7%*	**	*2%*	*8%*
Fairly Satisfied	**102**	96	80	96	87	95	71	96	32	**	43	**	19	36
	23%	*23%*	*23%*	*22%*	*22%*	*22%*	*23%*	*23%*	*21%*	**	*18%*	**	*28%*	*16%*
													b	
Very Satisfied	**259**	246	204	249	224	252	192	247	92	**	153	**	40	138
	58%	*58%*	*58%*	*59%*	*58%*	*59%*	*62%*	*58%*	*60%*	**	*65%*	**	*59%*	*63%*
Don't Know (DO NOT READ OUT)	**23**	19	16	19	18	19	8	19	4	**	11	**	1	14
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*2%*	*4%*	*3%*	**	*5%*	**	*2%*	*6%*
NET: Satisfied	**360**	341	284	345	311	346	263	343	125	**	195	**	58	174
	80%	*81%*	*81%*	*81%*	*80%*	*81%*	*85%*	*81%*	*81%*	**	*83%*	**	*86%*	*79%*
NET: Dissatisfied	**36**	31	28	31	31	34	19	33	12	**	13	**	6	15
	8%	*7%*	*8%*	*7%*	*8%*	*8%*	*6%*	*8%*	*8%*	**	*6%*	**	*10%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**21**	8	**	15	6	9	12	-	8	**	9	11	10
	5%	*2%*	**	*17%* b	*2%*	*9%* c	*5%*	*-%*	*5%*	**	*4%*	*5%*	*4%*
Fairly Dissatisfied	**15**	3	**	8	7	5	8	2	7	**	6	7	8
	3%	*1%*	**	*9%* b	*2%*	*5%*	*3%*	*3%*	*5%*	**	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**30**	20	**	15	14	4	14	12	14	**	13	18	12
	7%	*5%*	**	*17%* b	*4%*	*4%*	*5%*	*15%* **ab**	*9%*	**	*6%*	*8%*	*5%*
Fairly Satisfied	**102**	92	**	28	73	24	63	15	29	**	54	45	56
	23%	*24%*	**	*31%* b	*21%*	*23%*	*24%*	*19%*	*20%*	**	*22%*	*21%*	*24%*
Very Satisfied	**259**	246	**	24	235	61	149	47	81	**	150	124	135
	58%	*64%*	**	*26%*	*66%* a	*59%*	*57%*	*61%*	*55%*	**	*62%*	*58%*	*58%*
Don't Know (DO NOT READ OUT)	**23**	15	**	*	22	1	16	1	8	**	10	9	14
	5%	*4%*	**	*%*	*6%* a	*1%*	*6%*	*1%*	*6%*	**	*4%*	*4%*	*6%*
NET: Satisfied	**360**	338	**	52	308	85	213	62	110	**	204	169	191
	80%	*88%*	**	*57%*	*86%* a	*82%*	*81%*	*81%*	*75%*	**	*84%* a	*79%*	*82%*
NET: Dissatisfied	**36**	12	**	23	13	14	20	2	15	**	15	18	18
	8%	*3%*	**	*26%* b	*4%*	*13%* c	*8%*	*3%*	*10%*	**	*6%*	*8%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**21**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
		fgk		**gk**									
Fairly Dissatisfied	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
			gjk			**jk**							
Neither Satisfied Nor Dissatisfied	**30**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
		j			**bcj**		**bcj**	j				j	j
Fairly Satisfied	**102**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
			d				d						
Very Satisfied	**259**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
				a	**ag**	a				a	a	**ag**	**ag**
Don't Know (DO NOT READ OUT)	**23**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
								defhkl					
NET: Satisfied	**360**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
			a	a		a	a		a		a	**ag**	a
NET: Dissatisfied	**36**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
		fgjk	**fgk**	**gk**		**fgk**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**21**	9	3	6	3
	5%	*9%*	*3%*	*5%*	*2%*
		d			
Fairly Dissatisfied	**15**	7	5	3	1
	3%	*6%*	*5%*	*2%*	*1%*
		d			
Neither Satisfied Nor Dissatisfied	**30**	4	10	10	7
	7%	*3%*	*10%*	*8%*	*6%*
			a		
Fairly Satisfied	**102**	29	22	28	23
	23%	*26%*	*23%*	*22%*	*19%*
Very Satisfied	**259**	54	55	69	81
	58%	*50%*	*59%*	*54%*	*68%*
					ac
Don't Know (DO NOT READ OUT)	**23**	7	*	11	4
	5%	*6%*	*1%*	*9%*	*4%*
		b		b	
NET: Satisfied	**360**	83	77	97	104
	80%	*76%*	*82%*	*76%*	*87%*
					ac
NET: Dissatisfied	**36**	16	7	9	4
	8%	*15%*	*8%*	*7%*	*3%*
		d			

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**10**	9	*	**	**	*	3	4	**	**	**
	2%	*2%*	*2%*	**	**	*1%*	*2%*	*3%*	**	**	**
Fairly Dissatisfied	**27**	27	1	**	**	1	9	4	**	**	**
	6%	*6%*	*5%*	**	**	*3%*	*6%*	*3%*	**	**	**
Neither Satisfied Nor Dissatisfied	**97**	94	2	**	**	3	33	25	**	**	**
	22%	*22%*	*14%*	**	**	*16%*	*22%*	*20%*	**	**	**
Fairly Satisfied	**136**	130	4	**	**	6	38	45	**	**	**
	30%	*30%*	*39%*	**	**	*39%*	*26%*	*35%*	**	**	**
Very Satisfied	**169**	164	4	**	**	6	61	50	**	**	**
	38%	*38%*	*38%*	**	**	*35%*	*41%*	*39%*	**	**	**
Don't Know (DO NOT READ OUT)	**9**	8	*	**	**	1	4	-	**	**	**
	2%	*2%*	*3%*	**	**	*6%*	*3%*	*-%*	**	**	**
						a			b		
NET: Satisfied	**306**	294	9	**	**	12	100	95	**	**	**
	68%	*68%*	*77%*	**	**	*75%*	*67%*	*74%*	**	**	**
NET: Dissatisfied	**37**	36	1	**	**	1	12	8	**	**	**
	8%	*8%*	*6%*	**	**	*4%*	*8%*	*6%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**439**	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	**449**	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	**10**	**	**	**	**	**	**	**	**	**	9	**	**	*
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*1%*
Fairly Dissatisfied	**27**	**	**	**	**	**	**	**	**	**	25	**	**	1
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	*4%*
								efijlm				l		
Neither Satisfied Nor Dissatisfied	**97**	**	**	**	**	**	**	**	**	**	87	**	**	3
	22%	**	**	**	**	**	**	**	**	**	*22%*	**	**	*17%*
				fgjkm		g			g	**fghjkm**	g		g	
Fairly Satisfied	**136**	**	**	**	**	**	**	**	**	**	116	**	**	7
	30%	**	**	**	**	**	**	**	**	**	*29%*	**	**	*43%*
						ci						**ci**		**cij**
Very Satisfied	**169**	**	**	**	**	**	**	**	**	**	150	**	**	5
	38%	**	**	**	**	**	**	**	**	**	*38%*	**	**	*35%*
Don't Know (DO NOT READ OUT)	**9**	**	**	**	**	**	**	**	**	**	8	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*-%*
													jm	
NET: Satisfied	**306**	**	**	**	**	**	**	**	**	**	266	**	**	12
	68%	**	**	**	**	**	**	**	**	**	*68%*	**	**	*78%*
							ci				c	c		**ci**
NET: Dissatisfied	**37**	**	**	**	**	**	**	**	**	**	34	**	**	1
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	*4%*
				l			l	**eijlm**	l		l	**il**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	10	**	*	**	**	3	**	**	5	9	1	7	**
	2%	**	*%	**	**	2%	**	**	4%	3%	1%	2%	**
											a		a
Fairly Dissatisfied	27	**	6	**	**	10	**	**	6	25	3	23	**
	6%	**	8%	**	**	5%	**	**	6%	7%	3%	6%	**
Neither Satisfied Nor Dissatisfied	97	**	14	**	**	44	**	**	27	82	15	94	**
	22%	**	19%	**	**	22%	**	**	23%	23%	16%	23%	**
												b	
Fairly Satisfied	136	**	24	**	**	61	**	**	34	102	35	124	**
	30%	**	32%	**	**	32%	**	**	30%	28%	38%	30%	**
Very Satisfied	169	**	28	**	**	74	**	**	42	131	38	153	**
	38%	**	38%	**	**	38%	**	**	37%	37%	42%	38%	**
Don't Know (DO NOT READ OUT)	9	**	2	**	**	3	**	**	*	9	*	8	**
	2%	**	3%	**	**	1%	**	**	*%	2%	*%	2%	**
NET: Satisfied	306	**	52	**	**	136	**	**	76	233	73	277	**
	68%	**	70%	**	**	70%	**	**	66%	65%	80%	68%	**
											a		
NET: Dissatisfied	37	**	6	**	**	13	**	**	11	34	3	30	**
	8%	**	8%	**	**	7%	**	**	10%	9%	4%	7%	**
										b			a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	439	426	13	208	78	145
Weighted total	449	429	20	217	74	148
Very Dissatisfied	10	10	**	5	-	4
	2%	2%	**	2%	-%	3%
Fairly Dissatisfied	27	26	**	12	*	16
	6%	6%	**	5%	*%	11% b
Neither Satisfied Nor Dissatisfied	97	93	**	54	18	22
	22%	22%	**	25% c	24%	15%
Fairly Satisfied	136	132	**	66	24	42
	30%	31%	**	31%	32%	28%
Very Satisfied	169	159	**	73	30	62
	38%	37%	**	34%	41%	42%
Don't Know (DO NOT READ OUT)	9	9	**	6	2	1
	2%	2%	**	3%	3%	1%
NET: Satisfied	306	291	**	140	54	104
	68%	68%	**	64%	73%	71%
NET: Dissatisfied	37	36	**	17	*	20
	8%	8%	**	8% b	*%	14% b

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**10**	6	3	**	**	**	**	**	**	9	**	**	5	1	3
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*6%*	*1%*	*2%*
													b		
Fairly Dissatisfied	**27**	16	7	**	**	**	**	**	**	24	**	**	6	10	11
	6%	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	*7%*	*5%*	*7%*
Neither Satisfied Nor Dissatisfied	**97**	62	29	**	**	**	**	**	**	90	**	**	21	41	35
	22%	*21%*	*23%*	**	**	**	**	**	**	*22%*	**	**	*23%*	*20%*	*23%*
Fairly Satisfied	**136**	86	41	**	**	**	**	**	**	127	**	**	23	63	50
	30%	*29%*	*33%*	**	**	**	**	**	**	*30%*	**	**	*25%*	*31%*	*32%*
Very Satisfied	**169**	118	41	**	**	**	**	**	**	159	**	**	32	86	51
	38%	*40%*	*33%*	**	**	**	**	**	**	*38%*	**	**	*35%*	*42%*	*33%*
Don't Know (DO NOT READ OUT)	**9**	6	2	**	**	**	**	**	**	8	**	**	4	1	4
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*4%*	*1%*	*2%*
													b		
NET: Satisfied	**306**	204	82	**	**	**	**	**	**	287	**	**	55	149	101
	68%	*69%*	*66%*	**	**	**	**	**	**	*69%*	**	**	*60%*	*74%*	*66%*
														a	
NET: Dissatisfied	**37**	23	10	**	**	**	**	**	**	33	**	**	12	11	14
	8%	*8%*	*8%*	**	**	**	**	**	**	*8%*	**	**	*13%*	*5%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**10**	9	5	9	3	-	3	9	**	**	**	**	**	**
	2%	*4%*	*3%*	*3%*	*1%*	*-%*	*1%*	*4%*	**	**	**	**	**	**
		def		**de**										
Fairly Dissatisfied	**27**	15	18	20	17	7	21	19	**	**	**	**	**	**
	6%	*7%*	*9%*	*7%*	*5%*	*7%*	*7%*	*7%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**97**	54	38	60	49	16	59	53	**	**	**	**	**	**
	22%	*24%*	*20%*	*22%*	*15%*	*17%*	*20%*	*21%*	**	**	**	**	**	**
		d												
Fairly Satisfied	**136**	62	61	82	114	37	91	78	**	**	**	**	**	**
	30%	*27%*	*32%*	*30%*	*36%*	*40%*	*31%*	*30%*	**	**	**	**	**	**
					a	**ac**								
Very Satisfied	**169**	85	65	103	126	31	113	98	**	**	**	**	**	**
	38%	*38%*	*35%*	*37%*	*40%*	*35%*	*39%*	*38%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**9**	2	1	2	5	*	4	2	**	**	**	**	**	**
	2%	*1%*	*%*	*1%*	*2%*	*%*	*1%*	*1%*	**	**	**	**	**	**
NET: Satisfied	**306**	147	126	185	241	68	203	177	**	**	**	**	**	**
	68%	*65%*	*67%*	*67%*	*76%*	*75%*	*70%*	*68%*	**	**	**	**	**	**
					abc									
NET: Dissatisfied	**37**	24	23	29	20	7	25	28	**	**	**	**	**	**
	8%	*11%*	*12%*	*11%*	*6%*	*7%*	*8%*	*11%*	**	**	**	**	**	**
			d											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**10**	3	**	**	**	**	**	**	**	4	5	*	-	**
	2%	*1%*	**	**	**	**	**	**	**	*4%*	*6%*	*1%*	*-%*	**
											d			
Fairly Dissatisfied	**27**	17	**	**	**	**	**	**	**	7	2	9	2	**
	6%	*6%*	**	**	**	**	**	**	**	*7%*	*3%*	*14%*	*6%*	**
												b		
Neither Satisfied Nor Dissatisfied	**97**	46	**	**	**	**	**	**	**	28	13	11	8	**
	22%	*15%*	**	**	**	**	**	**	**	*29%*	*16%*	*17%*	*23%*	**
Fairly Satisfied	**136**	110	**	**	**	**	**	**	**	24	28	17	13	**
	30%	*36%*	**	**	**	**	**	**	**	*24%*	*35%*	*27%*	*40%*	**
													a	
Very Satisfied	**169**	122	**	**	**	**	**	**	**	36	32	25	10	**
	38%	*40%*	**	**	**	**	**	**	**	*36%*	*40%*	*39%*	*31%*	**
Don't Know (DO NOT READ OUT)	**9**	5	**	**	**	**	**	**	**	*	*	2	*	**
	2%	*2%*	**	**	**	**	**	**	**	**%*	**%*	*3%*	**%*	**
NET: Satisfied	**306**	232	**	**	**	**	**	**	**	60	59	42	24	**
	68%	*76%*	**	**	**	**	**	**	**	*61%*	*75%*	*66%*	*70%*	**
NET: Dissatisfied	**37**	20	**	**	**	**	**	**	**	10	7	9	2	**
	8%	*7%*	**	**	**	**	**	**	**	*11%*	*9%*	*14%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**10**	3	-	*	-	**	*	**	-	6	4	6	4
	2%	*2%*	*-%*	*1%*	*-%*	**	*%*	**	*-%*	*3%*	*2%*	*2%*	*7%*
Fairly Dissatisfied	**27**	4	2	6	3	**	17	**	*	8	19	12	8
	6%	*3%*	*3%*	*7%*	*5%*	**	*7%* c	**	*%*	*4%*	*8%*	*5%*	*15%* a
Neither Satisfied Nor Dissatisfied	**97**	11	6	17	15	**	38	**	10	46	51	47	13
	22%	*11%*	*11%*	*18%*	*25%* a	**	*16%*	**	*15%*	*22%*	*21%*	*21%*	*25%*
Fairly Satisfied	**136**	45	16	30	23	**	87	**	27	72	64	69	14
	30%	*43%*	*30%*	*32%*	*39%*	**	*35%*	**	*41%*	*34%*	*27%*	*31%*	*26%*
Very Satisfied	**169**	40	27	39	18	**	100	**	26	76	93	88	15
	38%	*38%*	*52%* d	*42%*	*31%*	**	*41%*	**	*40%*	*36%*	*39%*	*39%*	*28%*
Don't Know (DO NOT READ OUT)	**9**	2	2	*	-	**	3	**	2	3	6	2	-
	2%	*2%*	*4%*	*%*	*-%*	**	*1%*	**	*3%*	*1%*	*3%*	*1%*	*-%*
NET: Satisfied	**306**	85	42	68	42	**	188	**	52	148	158	157	28
	68%	*81%*	*82%*	*74%*	*70%*	**	*76%*	**	*81%*	*70%*	*66%*	*70%* b	*54%*
NET: Dissatisfied	**37**	6	2	7	3	**	17	**	*	14	23	18	11
	8%	*6%*	*3%*	*8%*	*5%*	**	*7%* c	**	*%*	*7%*	*10%*	*8%*	*22%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**10**	*	3	2	**	3	*	5	8	3	**
	2%	**%*	*2%*	*1%*	**	*3%* b	**%*	*5%*	*4%*	*6%*	**
Fairly Dissatisfied	**27**	6	8	13	**	6	11	6	15	-	**
	6%	*7%*	*5%*	*7%*	**	*7%*	*5%*	*6%*	*7%* c	*-%*	**
Neither Satisfied Nor Dissatisfied	**97**	11	23	37	**	10	39	25	49	17	**
	22%	*14%*	*14%*	*20%*	**	*12%*	*17%*	*24%*	*23%*	*38%* b	**
Fairly Satisfied	**136**	38	51	57	**	42	73	30	56	11	**
	30%	*48%* b	*33%*	*30%*	**	*49%* b	*32%*	*29%*	*27%*	*25%*	**
Very Satisfied	**169**	23	70	81	**	23	101	37	80	13	**
	38%	*29%*	*45%* a	*42%*	**	*27%*	*44%* a	*36%*	*38%*	*30%*	**
Don't Know (DO NOT READ OUT)	**9**	1	2	1	**	1	4	2	1	*	**
	2%	*2%*	*1%*	**%*	**	*2%*	*2%*	*2%*	**%*	**%*	**
NET: Satisfied	**306**	61	121	138	**	64	174	68	136	25	**
	68%	*77%*	*77%*	*72%*	**	*77%*	*76%*	*64%*	*65%*	*56%*	**
NET: Dissatisfied	**37**	6	11	15	**	9	12	11	23	3	**
	8%	*8%*	*7%*	*8%*	**	*10%*	*5%*	*10%*	*11%*	*6%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	439	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	449	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	10	5	4	1	**	3	3	3	**	4	4	3	3	3	**
	2%	5%	3%	3%	**	1%	2%	3%	**	2%	3%	2%	2%	2%	**
Fairly Dissatisfied	27	7	17	3	**	13	7	10	**	11	13	9	8	11	**
	6%	7%	10%	7%	**	5%	4%	12% ab	**	7%	9%	6%	5%	8%	**
Neither Satisfied Nor Dissatisfied	97	21	32	10	**	38	34	14	**	32	26	24	34	31	**
	22%	20%	20%	20%	**	15%	18%	16%	**	19%	17%	17%	22%	23%	**
Fairly Satisfied	136	30	47	16	**	99	64	26	**	47	46	59	47	38	**
	30%	30%	29%	33%	**	38%	35%	31%	**	28%	30%	40% a	30%	28%	**
Very Satisfied	169	37	62	18	**	101	74	31	**	74	61	48	65	50	**
	38%	37%	38%	37%	**	39%	41%	36%	**	44% c	40%	33%	41%	38%	**
Don't Know (DO NOT READ OUT)	9	*	1	-	**	5	2	1	**	1	1	3	1	1	**
	2%	*%	*%	-%	**	2%	1%	1%	**	*%	*%	2%	*%	*%	**
NET: Satisfied	306	67	108	34	**	200	138	57	**	121	107	107	111	88	**
	68%	67%	67%	70%	**	77%	75%	67%	**	72%	71%	73%	71%	66%	**
NET: Dissatisfied	37	12	21	4	**	17	10	13	**	15	17	12	11	14	**
	8%	12%	13%	9%	**	6%	5%	15% ab	**	9%	11%	8%	7%	10%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**10**	-	-	3	**	**	4	3	**	**	**	**
	2%	*-%*	*-%*	*3%*	**	**	*3%*	*3%*	**	**	**	**
Fairly Dissatisfied	**27**	5	6	5	**	**	10	11	**	**	**	**
	6%	*6%*	*10%*	*6%*	**	**	*7%*	*9%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**97**	9	11	18	**	**	32	27	**	**	**	**
	22%	*11%*	*17%*	*19%*	**	**	*22%*	*23%*	**	**	**	**
Fairly Satisfied	**136**	30	25	42	**	**	36	33	**	**	**	**
	30%	*37%*	*39%*	*45%*	**	**	*25%*	*28%*	**	**	**	**
Very Satisfied	**169**	35	22	26	**	**	64	44	**	**	**	**
	38%	*44%*	*34%*	*28%*	**	**	*44%*	*37%*	**	**	**	**
		c										
Don't Know (DO NOT READ OUT)	**9**	1	-	*	**	**	1	1	**	**	**	**
	2%	*2%*	*-%*	**%*	**	**	**%*	*1%*	**	**	**	**
NET: Satisfied	**306**	66	46	68	**	**	101	77	**	**	**	**
	68%	*81%*	*73%*	*73%*	**	**	*68%*	*65%*	**	**	**	**
NET: Dissatisfied	**37**	5	6	8	**	**	14	14	**	**	**	**
	8%	*6%*	*10%*	*8%*	**	**	*10%*	*12%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**10**	8	7	8	8	10	6	8	2	**	3	**	2	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	*3%*	*1%*
Fairly Dissatisfied	**27**	27	26	27	25	27	22	27	13	**	7	**	7	11
	6%	*7%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*	*9%*	**	*3%*	**	*11%*	*5%*
Neither Satisfied Nor Dissatisfied	**97**	92	80	92	85	94	59	91	38	**	44	**	8	44
	22%	*22%*	*23%*	*22%*	*22%*	*22%*	*19%*	*22%*	*24%*	**	*19%*	**	*12%*	*20%*
Fairly Satisfied	**136**	131	109	132	120	127	96	129	45	**	82	**	28	64
	30%	*31%*	*31%*	*31%*	*31%*	*30%*	*31%*	*30%*	*29%*	**	*35%*	**	*42%*	*29%*
Very Satisfied	**169**	156	124	158	145	166	124	160	56	**	97	**	21	96
	38%	*37%*	*35%*	*37%*	*37%*	*39%*	*40%*	*38%*	*36%*	**	*41%*	**	*31%*	*43%*
Don't Know (DO NOT READ OUT)	**9**	7	6	7	6	6	2	7	*	**	2	**	1	3
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*%*	**	*1%*	**	*2%*	*1%*
NET: Satisfied	**306**	287	233	290	265	293	220	289	101	**	179	**	49	160
	68%	*68%*	*66%*	*68%*	*68%*	*68%*	*71%*	*68%*	*65%*	**	*76%*	**	*73%*	*73%*
NET: Dissatisfied	**37**	36	33	36	33	37	28	36	15	**	10	**	9	13
	8%	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*8%*	*10%*	**	*4%*	**	*13%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**10**	8	**	4	5	*	8	1	1	**	9	8	2
	2%	*2%*	**	*5%* b	*1%*	*%*	*3%*	*2%*	*%*	**	*4%*	*4%* b	*1%*
Fairly Dissatisfied	**27**	18	**	13	14	6	12	9	8	**	12	15	13
	6%	*5%*	**	*15%* b	*4%*	*6%*	*5%*	*12%* b	*6%*	** c	*5%*	*7%*	*6%*
Neither Satisfied Nor Dissatisfied	**97**	75	**	25	72	25	58	14	26	**	55	42	55
	22%	*19%*	**	*27%*	*20%*	*24%*	*22%*	*19%*	*17%*	**	*23%*	*20%*	*23%*
Fairly Satisfied	**136**	122	**	27	109	35	77	22	52	**	71	63	73
	30%	*32%*	**	*30%*	*30%*	*33%*	*29%*	*29%*	*36%*	**	*29%*	*30%*	*31%*
Very Satisfied	**169**	155	**	21	148	37	101	28	56	**	91	86	83
	38%	*40%*	**	*23%*	*41%* a	*35%*	*39%*	*37%*	*38%*	**	*37%*	*40%*	*35%*
Don't Know (DO NOT READ OUT)	**9**	8	**	*	9	3	6	1	4	**	5	1	9
	2%	*2%*	**	*%*	*2%*	*3%*	*2%*	*1%*	*2%*	**	*2%*	*%*	*4%* a
NET: Satisfied	**306**	277	**	49	257	71	178	51	108	**	162	150	156
	68%	*72%*	**	*53%*	*72%* a	*68%*	*68%*	*67%*	*74%*	**	*67%*	*70%*	*67%*
NET: Dissatisfied	**37**	25	**	18	19	6	20	11	9	**	21	22	15
	8%	*7%*	**	*19%* b	*5%*	*6%*	*8%*	*14%*	*6%*	**	*8%*	*10%*	*6%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
		dh											
Neither Satisfied Nor Dissatisfied	**97**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
			f					**acdfjk**	f	f			f
Fairly Satisfied	**136**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
			g		g		g				g	g	
Very Satisfied	**169**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
				bghijl									
Don't Know (DO NOT READ OUT)	**9**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**306**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**
				abghil	g		g				g	g	
NET: Dissatisfied	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**10**	*	*	5	4
	2%	**%*	**%*	*4%*	*3%*
				a	
Fairly Dissatisfied	**27**	8	6	8	6
	6%	*7%*	*7%*	*6%*	*5%*
Neither Satisfied Nor Dissatisfied	**97**	21	16	37	23
	22%	*20%*	*17%*	*29%*	*19%*
				b	
Fairly Satisfied	**136**	32	31	34	40
	30%	*29%*	*33%*	*27%*	*33%*
Very Satisfied	**169**	46	39	40	45
	38%	*42%*	*41%*	*31%*	*38%*
Don't Know (DO NOT READ OUT)	**9**	2	2	2	3
	2%	*2%*	*2%*	*2%*	*2%*
NET: Satisfied	**306**	78	69	74	85
	68%	*72%*	*74%*	*58%*	*71%*
		c	c		c
NET: Dissatisfied	**37**	8	7	13	9
	8%	*7%*	*7%*	*10%*	*8%*

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Very Dissatisfied	**5**	5	*	**	**	*	3	-	**	**	**
	1%	*1%*	*1%*	**	**	*1%*	*2%*	*-%*	**	**	**
Fairly Dissatisfied	**19**	19	*	**	**	*	8	4	**	**	**
	4%	*4%*	*2%*	**	**	*1%*	*5%*	*3%*	**	**	**
Neither Satisfied Nor Dissatisfied	**28**	27	1	**	**	1	14	4	**	**	**
	6%	*6%*	*7%*	**	**	*7%*	*9%*	*3%*	**	**	**
Fairly Satisfied	**127**	122	4	**	**	5	40	41	**	**	**
	28%	*28%*	*32%*	**	**	*31%*	*27%*	*32%*	**	**	**
Very Satisfied	**268**	259	6	**	**	9	85	79	**	**	**
	60%	*60%*	*53%*	**	**	*55%*	*57%*	*62%*	**	**	**
									a		
Don't Know (DO NOT READ OUT)	**2**	1	1	**	**	1	-	-	**	**	**
	%	*%*	*4%*	**	**	*5%*	*-%*	*-%*	**	**	**
			a			a					
NET: Satisfied	**395**	381	10	**	**	14	124	120	**	**	**
	88%	*88%*	*86%*	**	**	*86%*	*84%*	*93%*	**	**	**
								a	a		
NET: Dissatisfied	**24**	23	*	**	**	*	10	4	**	**	**
	5%	*5%*	*3%*	**	**	*2%*	*7%*	*3%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	3	**	**	1
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*5%*
														j
Fairly Dissatisfied	19	**	**	**	**	**	**	**	**	**	17	**	**	-
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*-%*
								m						
Neither Satisfied Nor Dissatisfied	28	**	**	**	**	**	**	**	**	**	26	**	**	1
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	*7%*
							k							
Fairly Satisfied	127	**	**	**	**	**	**	**	**	**	113	**	**	3
	28%	**	**	**	**	**	**	**	**	**	*29%*	**	**	*21%*
Very Satisfied	268	**	**	**	**	**	**	**	**	**	233	**	**	10
	60%	**	**	**	**	**	**	**	**	**	*59%*	**	**	*67%*
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	-
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	*-%*
NET: Satisfied	395	**	**	**	**	**	**	**	**	**	347	**	**	13
	88%	**	**	**	**	**	**	**	**	**	*88%*	**	**	*88%*
NET: Dissatisfied	24	**	**	**	**	**	**	**	**	**	20	**	**	1
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Very Dissatisfied	5	**	1	**	**	2	**	**	-	1	4	4	**
	1%	**	*1%*	**	**	*1%*	**	**	*-%*	**%*	*4%* a	*1%*	**
Fairly Dissatisfied	19	**	6	**	**	10	**	**	3	14	4	18	**
	4%	**	*8%*	**	**	*5%*	**	**	*3%*	*4%*	*5%*	*4%*	**
Neither Satisfied Nor Dissatisfied	28	**	6	**	**	13	**	**	6	22	6	28	**
	6%	**	*9%*	**	**	*7%*	**	**	*6%*	*6%*	*7%*	*7%*	**
Fairly Satisfied	127	**	18	**	**	61	**	**	33	107	20	119	**
	28%	**	*24%*	**	**	*31%*	**	**	*29%*	*30%*	*22%*	*29%*	**
Very Satisfied	268	**	43	**	**	108	**	**	72	210	57	238	**
	60%	**	*58%*	**	**	*56%*	**	**	*63%*	*59%*	*62%*	*58%*	** a
Don't Know (DO NOT READ OUT)	2	**	*	**	**	1	**	**	*	2	*	2	**
	**%*	**	**%*	**	**	*1%*	**	**	**%*	*1%*	**%*	**%*	**
NET: Satisfied	395	**	60	**	**	169	**	**	105	317	77	356	**
	88%	**	*82%*	**	**	*87%*	**	**	*91%* b	*89%*	*84%*	*87%*	**
NET: Dissatisfied	24	**	6	**	**	12	**	**	3	16	8	22	**
	5%	**	*9%*	**	**	*6%*	**	**	*3%*	*4%*	*9%*	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Very Dissatisfied	**5**	5	**	4	-	1
	1%	*1%*	**	*2%*	*-%*	**%*
Fairly Dissatisfied	**19**	17	**	9	-	10
	4%	*4%*	**	*4%*	*-%*	*6%*
						b
Neither Satisfied Nor Dissatisfied	**28**	28	**	13	8	5
	6%	*7%*	**	*6%*	*11%*	*3%*
					c	
Fairly Satisfied	**127**	123	**	60	18	47
	28%	*29%*	**	*28%*	*24%*	*32%*
Very Satisfied	**268**	255	**	131	48	84
	60%	*59%*	**	*60%*	*65%*	*57%*
Don't Know (DO NOT READ OUT)	**2**	2	**	1	*	1
	%	**%*	**	**%*	**%*	*1%*
NET: Satisfied	**395**	377	**	190	66	131
	88%	*88%*	**	*88%*	*89%*	*89%*
NET: Dissatisfied	**24**	21	**	13	-	10
	5%	*5%*	**	*6%*	*-%*	*7%*
				b		b

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	***k**	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Very Dissatisfied	**5**	4	1	**	**	**	**	**	**	5	**	**	2	3	1
	1%	*1%*	**%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	**%*
Fairly Dissatisfied	**19**	11	7	**	**	**	**	**	**	19	**	**	4	7	7
	4%	*4%*	*6%*	**	**	**	**	**	**	*4%*	**	**	*4%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**28**	19	5	**	**	**	**	**	**	24	**	**	*	19	9
	6%	*7%*	*4%*	**	**	**	**	**	**	*6%*	**	**	**%*	*9%*	*6%*
														a	a
Fairly Satisfied	**127**	76	44	**	**	**	**	**	**	121	**	**	23	53	51
	28%	*26%*	*36%*	**	**	**	**	**	**	*29%*	**	**	*25%*	*26%*	*33%*
			a												
Very Satisfied	**268**	183	66	**	**	**	**	**	**	249	**	**	63	120	85
	60%	*62%*	*53%*	**	**	**	**	**	**	*60%*	**	**	*68%*	*59%*	*55%*
Don't Know (DO NOT READ OUT)	**2**	*	1	**	**	**	**	**	**	1	**	**	*	*	2
	****%***	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**%*	**%*	*1%*
				ai							**ai**				
NET: Satisfied	**395**	259	110	**	**	**	**	**	**	369	**	**	86	173	136
	88%	*88%*	*89%*	**	**	**	**	**	**	*88%*	**	**	*94%*	*86%*	*88%*
NET: Dissatisfied	**24**	16	8	**	**	**	**	**	**	23	**	**	6	10	8
	5%	*5%*	*6%*	**	**	**	**	**	**	*6%*	**	**	*6%*	*5%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Very Dissatisfied	**5**	2	*	3	3	-	5	3	**	**	**	**	**	**
	1%	*1%*	**%*	*1%*	*1%*	*-%*	*2%*	*1%*	**	**	**	**	**	**
Fairly Dissatisfied	**19**	11	14	14	11	5	16	13	**	**	**	**	**	**
	4%	*5%*	*7%*	*5%*	*3%*	*6%*	*6%*	*5%*	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**28**	13	16	17	20	9	20	16	**	**	**	**	**	**
	6%	*6%*	*8%*	*6%*	*6%*	*10%*	*7%*	*6%*	**	**	**	**	**	**
Fairly Satisfied	**127**	67	54	78	87	22	88	70	**	**	**	**	**	**
	28%	*29%*	*29%*	*28%*	*28%*	*24%*	*30%*	*27%*	**	**	**	**	**	**
Very Satisfied	**268**	133	104	164	193	55	161	157	**	**	**	**	**	**
	60%	*59%*	*55%*	*60%*	*61%*	*60%*	*55%*	*60%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	*	1	1	2	*	*	1	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	**	**	**	**	**	**
NET: Satisfied	**395**	200	158	242	280	76	249	228	**	**	**	**	**	**
	88%	*88%*	*84%*	*88%*	*89%*	*84%*	*86%*	*88%*	**	**	**	**	**	**
NET: Dissatisfied	**24**	14	14	16	14	5	21	16	**	**	**	**	**	**
	5%	*6%*	*8%*	*6%*	*4%*	*6%*	*7%*	*6%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Very Dissatisfied	**5**	3	**	**	**	**	**	**	**	*	-	2	-	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*-%*	*4%*	*-%*	**
Fairly Dissatisfied	**19**	11	**	**	**	**	**	**	**	4	4	4	2	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	*4%*	*6%*	*7%*	**
Neither Satisfied Nor Dissatisfied	**28**	19	**	**	**	**	**	**	**	5	5	6	1	**
	6%	*6%*	**	**	**	**	**	**	**	*5%*	*7%*	*9%*	*2%*	**
Fairly Satisfied	**127**	86	**	**	**	**	**	**	**	24	22	14	18	**
	28%	*28%*	**	**	**	**	**	**	**	*24%*	*28%*	*22%*	*53%*	**
													abc	
Very Satisfied	**268**	183	**	**	**	**	**	**	**	66	48	37	12	**
	60%	*61%*	**	**	**	**	**	**	**	*67%*	*61%*	*59%*	*37%*	**
										d	d	d		
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**	**	**	**	*	*	*	*	**
	****%***	*1%*	**	**	**	**	**	**	**	**%*	**%*	**%*	*1%*	**
NET: Satisfied	**395**	269	**	**	**	**	**	**	**	90	71	51	30	**
	88%	*89%*	**	**	**	**	**	**	**	*91%*	*89%*	*81%*	*90%*	**
NET: Dissatisfied	**24**	13	**	**	**	**	**	**	**	4	4	6	2	**
	5%	*4%*	**	**	**	**	**	**	**	*4%*	*4%*	*10%*	*7%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Very Dissatisfied	**5**	*	2	*	-	**	2	**	*	3	2	3	-
	1%	*%*	*4%*	*1%*	*-%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**19**	5	2	1	3	**	7	**	1	6	12	14	-
	4%	*5%*	*4%*	*1%*	*5%*	**	*3%*	**	*1%*	*3%*	*5%*	*6%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	4	4	7	3	**	18	**	2	16	12	15	2
	6%	*3%*	*8%*	*7%*	*5%*	**	*7%*	**	*2%*	*8%*	*5%*	*7%*	*4%*
Fairly Satisfied	**127**	27	10	31	19	**	67	**	20	42	85	59	18
	28%	*26%*	*20%*	*34%*	*32%*	**	*27%*	**	*31%*	*20%*	*36%* a	*27%*	*35%*
Very Satisfied	**268**	67	34	53	34	**	150	**	41	142	126	132	32
	60%	*65%*	*66%*	*58%*	*58%*	**	*61%*	**	*64%*	*67%* b	*53%*	*59%*	*61%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	*	**	1	**	*	2	*	1	-
	%	*%*	*-%*	*-%*	*%*	**	*1%*	**	*%*	*1%*	*%*	*%*	*-%*
NET: Satisfied	**395**	94	44	84	53	**	217	**	61	184	211	191	51
	88%	*91%*	*85%*	*92%*	*89%*	**	*88%*	**	*95%*	*87%*	*89%*	*86%*	*96%* a
NET: Dissatisfied	**24**	6	4	1	3	**	9	**	1	9	14	16	-
	5%	*6%*	*7%*	*1%*	*5%*	**	*4%*	**	*2%*	*4%*	*6%*	*7%* b	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Very Dissatisfied	**5**	1	2	3	**	1	2	*	2	-	**
	1%	*2%*	*1%*	*1%*	**	*1%*	*1%*	*%*	*1%*	*-%*	**
Fairly Dissatisfied	**19**	-	10	9	**	3	8	3	11	3	**
	4%	*-%*	*6%* a	*5%*	**	*3%*	*4%*	*3%*	*5%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**28**	4	11	14	**	4	15	5	13	2	**
	6%	*6%*	*7%*	*8%*	**	*5%*	*7%*	*5%*	*6%*	*6%*	**
Fairly Satisfied	**127**	15	46	52	**	15	72	36	58	14	**
	28%	*18%*	*29%*	*27%*	**	*18%*	*32%* a	*34%*	*28%*	*33%*	**
Very Satisfied	**268**	58	89	112	**	59	131	61	123	25	**
	60%	*73%* b	*57%*	*59%*	**	*71%* b	*57%*	*58%*	*59%*	*56%*	**
Don't Know (DO NOT READ OUT)	**2**	1	*	1	**	1	*	*	*	*	**
	%	*2%*	*%*	*%*	**	*2%*	*%*	*%*	*%*	*%*	**
NET: Satisfied	**395**	73	135	164	**	74	204	96	181	39	**
	88%	*91%*	*86%*	*86%*	**	*89%*	*89%*	*92%*	*87%*	*88%*	**
NET: Dissatisfied	**24**	1	11	12	**	4	10	3	14	3	**
	5%	*2%*	*7%*	*6%*	**	*5%*	*4%*	*3%*	*7%*	*6%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Very Dissatisfied	**5**	-	*	-	**	2	3	1	**	2	*	2	2	2	**
	1%	*-%*	**%*	*-%*	**	*1%*	*2%*	*1%*	**	*1%*	**%*	*1%*	*2%*	*1%*	**
Fairly Dissatisfied	**19**	6	14	2	**	11	6	3	**	11	14	3	11	7	**
	4%	*6%*	*8%*	*5%*	**	*4%*	*3%*	*4%*	**	*7%* c	*9%* c	*2%*	*7%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**28**	5	14	2	**	15	11	4	**	13	15	9	13	15	**
	6%	*5%*	*8%*	*4%*	**	*6%*	*6%*	*5%*	**	*8%*	*10%*	*6%*	*8%*	*11%*	**
Fairly Satisfied	**127**	30	41	14	**	72	42	20	**	44	39	38	37	34	**
	28%	*30%*	*26%*	*29%*	**	*28%*	*23%*	*23%*	**	*26%*	*26%*	*26%*	*24%*	*25%*	**
Very Satisfied	**268**	59	92	30	**	159	120	56	**	97	82	93	93	76	**
	60%	*59%*	*57%*	*62%*	**	*61%*	*65%*	*66%*	**	*58%*	*54%*	*63%*	*59%*	*57%*	**
Don't Know (DO NOT READ OUT)	**2**	*	*	-	**	2	1	1	**	*	1	2	1	*	**
	****%***	**%*	**%*	*-%*	**	*1%*	*1%*	*2%*	**	**%*	**%*	*1%*	**%*	**%*	**
NET: Satisfied	**395**	89	134	44	**	231	162	76	**	141	121	130	130	109	**
	88%	*89%*	*83%*	*92%*	**	*89%*	*88%*	*89%*	**	*84%*	*80%*	*89%* b	*83%*	*82%*	**
NET: Dissatisfied	**24**	6	14	2	**	12	9	4	**	14	14	5	14	9	**
	5%	*6%*	*9%*	*5%*	**	*5%*	*5%*	*5%*	**	*8%*	*9%* c	*3%*	*9%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Very Dissatisfied	**5**	1	2	1	**	**	2	2	**	**	**	**
	1%	*2%*	*3%*	*1%*	**	**	*2%*	*2%*	**	**	**	**
Fairly Dissatisfied	**19**	1	-	3	**	**	11	7	**	**	**	**
	4%	*1%*	*-%*	*3%*	**	**	*8%*	*6%*	**	**	**	**
Neither Satisfied Nor Dissatisfied	**28**	4	1	8	**	**	12	12	**	**	**	**
	6%	*5%*	*2%*	*9%*	**	**	*8%*	*10%*	**	**	**	**
Fairly Satisfied	**127**	18	14	26	**	**	38	31	**	**	**	**
	28%	*23%*	*22%*	*28%*	**	**	*25%*	*26%*	**	**	**	**
Very Satisfied	**268**	55	46	55	**	**	84	66	**	**	**	**
	60%	*68%*	*73%*	*59%*	**	**	*57%*	*56%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	1	-	*	**	**	1	*	**	**	**	**
	****%***	*2%*	*-%*	**%*	**	**	**%*	**%*	**	**	**	**
NET: Satisfied	**395**	73	61	82	**	**	122	97	**	**	**	**
	88%	*91%*	*95%*	*87%*	**	**	*82%*	*82%*	**	**	**	**
NET: Dissatisfied	**24**	2	2	4	**	**	14	9	**	**	**	**
	5%	*2%*	*3%*	*4%*	**	**	*9%*	*8%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Very Dissatisfied	**5**	5	5	5	5	5	2	5	2	**	1	**	4	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*5%*	*1%*
													b	
Fairly Dissatisfied	**19**	16	15	16	17	17	12	18	4	**	11	**	3	11
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	**	*5%*	**	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**28**	28	23	28	25	28	16	25	10	**	20	**	3	21
	6%	*7%*	*7%*	*7%*	*6%*	*7%*	*5%*	*6%*	*7%*	**	*8%*	**	*4%*	*10%*
Fairly Satisfied	**127**	117	106	119	108	122	87	118	35	**	49	**	23	48
	28%	*28%*	*30%*	*28%*	*28%*	*28%*	*28%*	*28%*	*23%*	**	*21%*	**	*34%*	*22%*
Very Satisfied	**268**	253	201	255	234	257	192	256	103	**	152	**	35	138
	60%	*60%*	*57%*	*60%*	*60%*	*60%*	*62%*	*60%*	*66%*	**	*65%*	**	*51%*	*63%*
Don't Know (DO NOT READ OUT)	**2**	2	1	2	1	1	*	2	*	**	2	**	1	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*1%*	**	*2%*	*%*
NET: Satisfied	**395**	370	307	374	342	379	279	373	138	**	201	**	57	186
	88%	*88%*	*87%*	*88%*	*88%*	*88%*	*90%*	*88%*	*89%*	**	*85%*	**	*85%*	*85%*
NET: Dissatisfied	**24**	21	20	21	22	21	14	23	6	**	13	**	6	12
	5%	*5%*	*6%*	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	**	*5%*	**	*9%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Very Dissatisfied	**5**	*	**	5	-	2	3	-	2	**	2	3	2
	1%	**%*	**	*5%* b	*-%*	*2%*	*1%*	*-%*	*2%*	**	*1%*	*1%*	*1%*
Fairly Dissatisfied	**19**	7	**	16	3	3	13	2	3	**	9	9	10
	4%	*2%*	**	*17%* b	*1%*	*3%*	*5%*	*3%*	*2%*	** ac	*4%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**28**	11	**	8	20	7	15	4	8	**	16	10	18
	6%	*3%*	**	*9%*	*6%*	*7%*	*6%*	*5%*	*6%*	**	*7%*	*5%*	*8%*
Fairly Satisfied	**127**	101	**	27	100	25	85	17	42	**	67	49	79
	28%	*26%*	**	*30%*	*28%*	*24%*	*32%*	*23%*	*29%*	**	*28%*	*23%*	*34%* a
Very Satisfied	**268**	264	**	34	233	66	146	52	89	**	149	144	124
	60%	*69%*	**	*38%*	*65%* a	*63%*	*56%*	*68%*	*61%*	**	*61%*	*67%* b	*53%*
Don't Know (DO NOT READ OUT)	**2**	*	**	*	2	1	*	*	1	**	*	*	2
	****%***	**%*	**	**%*	**%*	*1%*	**%*	**%*	*1%*	**	**%*	**%*	*1%*
NET: Satisfied	**395**	366	**	62	333	91	231	69	131	**	216	192	203
	88%	*95%*	**	*68%*	*93%* a	*87%*	*88%*	*91%*	*90%*	**	*89%*	*90%*	*87%*
NET: Dissatisfied	**24**	8	**	21	3	5	16	2	5	**	11	12	12
	5%	*2%*	**	*23%* b	*1%*	*5%*	*6%*	*3%*	*4%*	** ac	*5%*	*5%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Very Dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**19**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
		deghjkl											
Neither Satisfied Nor Dissatisfied	**28**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
					afgl								
Fairly Satisfied	**127**	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
			adei					**adefik**	**adei**				**ei**
Very Satisfied	**268**	**	**	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**
						bgh	b					b	
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**395**	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**
								adi					**ad**
NET: Dissatisfied	**24**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
		dghjkl											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Very Dissatisfied	**5**	*	3	1	1
	1%	**%*	*3%*	*1%*	*1%*
Fairly Dissatisfied	**19**	11	2	5	1
	4%	*10%*	*2%*	*4%*	*1%*
		bd			
Neither Satisfied Nor Dissatisfied	**28**	6	5	9	8
	6%	*5%*	*5%*	*7%*	*7%*
Fairly Satisfied	**127**	35	18	38	36
	28%	*32%*	*19%*	*30%*	*30%*
		b			
Very Satisfied	**268**	57	66	73	72
	60%	*52%*	*70%*	*58%*	*60%*
			a		
Don't Know (DO NOT READ OUT)	**2**	*	*	*	1
	****%***	**%*	*1%*	**%*	*1%*
NET: Satisfied	**395**	92	84	111	108
	88%	*85%*	*89%*	*88%*	*91%*
NET: Dissatisfied	**24**	11	5	6	2
	5%	*10%*	*5%*	*5%*	*2%*
		d			

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	439	305	91	26	17	134	112	104	39	13	46
Weighted total	449	432	11	3	2	16	148	128	36	4	18
Delivery time (when you receive your mail delivery)	9	8	*	**	**	1	2	1	**	**	**
	2%	2%	2%	**	**	4%	1%	1%	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	15	*	**	**	*	9	1	**	**	**
	3%	3%	1%	**	**	1%	6%	*%	**	**	**
							b				
Collection time of items you are sending	6	6	-	**	**	-	-	-	**	**	**
	1%	1%	-%	**	**	-%	-%	-%	**	**	**
Collection reliability	13	12	*	**	**	*	3	3	**	**	**
	3%	3%	4%	**	**	3%	2%	2%	**	**	**
Availability of a daily collection	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Latest collection time	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Account management (if applicable)	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Trustworthiness of the provider	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Latest collection time	4	4	-	**	**	-	-	2	**	**	**
	1%	1%	-%	**	**	-%	-%	2%	**	**	**
Amount of lost post sent	36	34	1	**	**	2	7	6	**	**	**
	8%	8%	10%	**	**	10%	5%	5%	**	**	**
									ab		ab
No Problems	357	344	9	**	**	13	122	106	**	**	**
	80%	80%	80%	**	**	79%	82%	82%	**	**	**
Price of postage	4	4	-	**	**	-	-	3	**	**	**
	1%	1%	-%	**	**	-%	-%	2%	**	**	**
Items being delivered intact/undamaged	18	17	*	**	**	1	10	5	**	**	**
	4%	4%	2%	**	**	4%	7%	4%	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Accessibility of the sorting office / opening hours	-	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	c	*d	e
Unweighted total	**439**	305	91	26	17	134	112	104	39	13	46
Weighted total	**449**	432	11	3	2	16	148	128	36	4	18
Lost or late delivery of sent mail	**2**	2	-	**	**	-	1	1	**	**	**
	***%**	*%	-%	**	**	-%	*%	*1%*	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**7**	7	-	**	**	*	*	3	**	**	**
	2%	*2%*	-%	**	**	*1%*	*%	*2%*	**	**	** **abc**
Problems with the Smart Stamp online system	**-**	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Recorded letters not being signed for	**-**	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**
Don't know / na	*	-	-	**	**	*	-	-	**	**	**
	***%**	-%	-%	**	**	*2%* a	-%	-%	**	**	**
Other	**14**	14	*	**	**	*	4	1	**	**	**
	3%	*3%*	*3%*	**	**	*2%*	*3%*	*1%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	439	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	449	34	29	53	15	50	73	49	49	44	394	19	20	15
Delivery time (when you receive your mail delivery)	9	**	**	**	**	**	**	**	**	**	8	**	**	1
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*4%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	**	**	**	**	**	**	**	**	**	13	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*5%*
							cej							
Collection time of items you are sending	6	**	**	**	**	**	**	**	**	**	5	**	**	*
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*3%*
Collection reliability	13	**	**	**	**	**	**	**	**	**	8	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*7%*
													cghij	j
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Latest collection time	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Latest collection time	4	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	-%
Amount of lost post sent	36	**	**	**	**	**	**	**	**	**	33	**	**	1
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*5%*
						gl			gl					
No Problems	357	**	**	**	**	**	**	**	**	**	315	**	**	13
	80%	**	**	**	**	**	**	**	**	**	*80%*	**	**	*82%*
				l						l				
Price of postage	4	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	-%
Items being delivered intact/undamaged	18	**	**	**	**	**	**	**	**	**	15	**	**	1
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	*8%*
						j								
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**439**	29	20	44	10	40	49	36	36	33	297	42	46	54
Weighted total	**449**	34	29	53	15	50	73	49	49	44	394	19	20	15
Accessibility of the sorting office / opening hours	**-**	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Lost or late delivery of sent mail	**2**	**	**	**	**	**	**	**	**	**	1	**	**	-
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	-%
Wrong mail delivered / our mail delivered elsewhere	**7**	**	**	**	**	**	**	**	**	**	6	**	**	*
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*3%*
Problems with the Smart Stamp online system	**-**	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Recorded letters not being signed for	**-**	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%
Don't know / na	*****	**	**	**	**	**	**	**	**	**	*	**	**	-
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	-%
Other	**14**	**	**	**	**	**	**	**	**	**	14	**	**	-
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	-%
								fm	m					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Delivery time (when you receive your mail delivery)	9	**	3	**	**	3	**	**	4	9	*	8	**
	2%	**	4%	**	**	1%	**	**	3%	2%	*%	2%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	**	2	**	**	10	**	**	3	14	1	12	**
	3%	**	3%	**	**	5%	**	**	2%	4%	1%	3%	**
Collection time of items you are sending	6	**	2	**	**	2	**	**	1	6	-	4	**
	1%	**	3%	**	**	1%	**	**	1%	2%	-%	1%	**
Collection reliability	13	**	5	**	**	6	**	**	1	11	1	12	**
	3%	**	6%	**	**	3%	**	**	*%	3%	1%	3%	**
			h										
Availability of a daily collection	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Latest collection time	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Account management (if applicable)	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Trustworthiness of the provider	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Latest collection time	4	**	4	**	**	-	**	**	-	4	-	4	**
	1%	**	5%	**	**	-%	**	**	-%	1%	-%	1%	**
			eh										
Amount of lost post sent	36	**	6	**	**	23	**	**	4	29	7	36	**
	8%	**	8%	**	**	12%	**	**	4%	8%	7%	9%	**
						h						b	
No Problems	357	**	56	**	**	143	**	**	99	283	74	325	**
	80%	**	76%	**	**	74%	**	**	87%	79%	81%	80%	**
									e				
Price of postage	4	**	2	**	**	-	**	**	3	4	-	4	**
	1%	**	3%	**	**	-%	**	**	2%	1%	-%	1%	**
			e										
Items being delivered intact/undamaged	18	**	6	**	**	9	**	**	*	9	9	17	**
	4%	**	8%	**	**	5%	**	**	*%	3%	10%	4%	**
			h			h					a		
Wrong postage / shortfall on incoming mail - having to pay	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	439	12	85	9	17	164	13	17	118	320	119	394	45
Weighted total	449	13	74	9	7	195	11	19	114	357	92	409	40
Accessibility of the sorting office / opening hours	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Lost or late delivery of sent mail	2	**	-	**	**	2	**	**	-	2	-	2	**
	*%	**	-%	**	**	1%	**	**	-%	*%	-%	*%	**
Wrong mail delivered / our mail delivered elsewhere	7	**	*	**	**	2	**	**	3	5	2	7	**
	2%	**	*%	**	**	1%	**	**	3%	1%	2%	2%	**
Problems with the Smart Stamp online system	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Recorded letters not being signed for	-	**	-	**	**	-	**	**	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**
Don't know / na	*	**	*	**	**	-	**	**	*	*	-	*	**
	*%	**	*%	**	**	-%	**	**	*%	*%	-%	*%	**
Other	14	**	-	**	**	11	**	**	*	10	4	12	**
	3%	**	-%	**	**	6%	**	**	*%	3%	4%	3%	**
						bh							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Delivery time (when you receive your mail delivery)	**9**	9	**	6	-	3
	2%	*2%*	**	*3%*	*-%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	15	**	11	1	3
	3%	*4%*	**	*5%*	*1%*	*2%*
Collection time of items you are sending	**6**	6	**	5	*	-
	1%	*1%*	**	*2%*	*1%*	*-%*
Collection reliability	**13**	13	**	8	1	4
	3%	*3%*	**	*4%*	*1%*	*3%*
Availability of a daily collection	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Latest collection time	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Latest collection time	**4**	4	**	4	-	-
	1%	*1%*	**	*2%*	*-%*	*-%*
Amount of lost post sent	**36**	36	**	16	3	15
	8%	*8%*	**	*8%*	*4%*	*10%*
No Problems	**357**	338	**	173	66	111
	80%	*79%*	**	*80%*	*89%* c	*75%*
Price of postage	**4**	4	**	4	-	-
	1%	*1%*	**	*2%*	*-%*	*-%*
Items being delivered intact/undamaged	**18**	18	**	7	2	9
	4%	*4%*	**	*3%*	*3%*	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**439**	426	13	208	78	145
Weighted total	**449**	429	20	217	74	148
Lost or late delivery of sent mail	**2**	2	**	-	-	2
	***%**	*%	**	-%	-%	*1%*
Wrong mail delivered / our mail delivered elsewhere	**7**	7	**	*	2	5
	***2%**	*2%*	**	*%	*2%*	*3%* a
Problems with the Smart Stamp online system	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Recorded letters not being signed for	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know / na	*	*	**	*	-	-
	***%**	*%	**	*%	-%	-%
Other	**14**	14	**	6	-	8
	***3%**	*3%*	**	*3%*	-%	*5%* b

Columns Tested: a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Delivery time (when you receive your mail delivery)	**9**	6	3	**	**	**	**	**	**	9	**	**	2	4	3
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*2%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	14	1	**	**	**	**	**	**	15	**	**	9	5	1
	3%	*5%*	*1%*	**	**	**	**	**	**	*4%*	**	**	*10%*	*2%*	*1%*
		b											**bc**		
Collection time of items you are sending	**6**	3	2	**	**	**	**	**	**	6	**	**	2	1	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	*2%*
Collection reliability	**13**	8	5	**	**	**	**	**	**	13	**	**	2	6	5
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*3%*	*3%*
Availability of a daily collection	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Latest collection time	**4**	2	2	**	**	**	**	**	**	4	**	**	2	-	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*-%*	*1%*
Amount of lost post sent	**36**	14	17	**	**	**	**	**	**	31	**	**	4	10	21
	8%	*5%*	*14%*	**	**	**	**	**	**	*8%*	**	**	*5%*	*5%*	*14%*
			ai	a							a				**ab**
No Problems	**357**	242	90	**	**	**	**	**	**	332	**	**	74	168	116
	80%	*82%*	*73%*	**	**	**	**	**	**	*79%*	**	**	*81%*	*83%*	*75%*
		b													
Price of postage	**4**	4	-	**	**	**	**	**	**	4	**	**	4	-	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	*5%*	*-%*	*-%*
													bc		
Items being delivered intact/undamaged	**18**	13	5	**	**	**	**	**	**	18	**	**	2	11	5
	4%	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	*2%*	*6%*	*3%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**439**	259	141	30	3	5	1	-	-	400	39	9	68	191	180
Weighted total	**449**	294	124	28	*	3	*	-	-	418	31	3	92	202	155
Lost or late delivery of sent mail	**2**	1	1	**	**	**	**	**	**	2	**	**	-	1	1
	***%**	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*1%*
Wrong mail delivered / our mail delivered elsewhere	**7**	3	4	**	**	**	**	**	**	7	**	**	-	3	5
	2%	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	-%	*1%*	*3%*
Problems with the Smart Stamp online system	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
Don't know / na	*	*	*	**	**	**	**	**	**	*	**	**	*	-	*
	***%**	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	-%	*%*
Other	**14**	9	4	**	**	**	**	**	**	14	**	**	4	5	5
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*4%*	*3%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Delivery time (when you receive your mail delivery)	**9**	2	2	2	3	1	9	2	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	10	9	10	6	1	12	10	**	**	**	**	**	**
	3%	*4%*	*5%*	*4%*	*2%*	*1%*	*4%*	*4%*	**	**	**	**	**	**
Collection time of items you are sending	**6**	4	2	4	2	-	3	4	**	**	**	**	**	**
	1%	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
Collection reliability	**13**	8	4	8	10	1	8	8	**	**	**	**	**	**
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	**	**	**	**	**	**
Availability of a daily collection	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Latest collection time	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Account management (if applicable)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Latest collection time	**4**	2	-	2	2	2	4	2	**	**	**	**	**	**
	1%	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**
						b								
Amount of lost post sent	**36**	14	19	21	28	6	31	20	**	**	**	**	**	**
	8%	*6%*	*10%*	*8%*	*9%*	*7%*	*11%*	*8%*	**	**	**	**	**	**
No Problems	**357**	179	137	215	250	74	220	203	**	**	**	**	**	**
	80%	*79%*	*73%*	*78%*	*79%*	*81%*	*76%*	*78%*	**	**	**	**	**	**
Price of postage	**4**	3	3	3	-	-	2	3	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
			d											
Items being delivered intact/undamaged	**18**	7	9	12	12	3	13	12	**	**	**	**	**	**
	4%	*3%*	*5%*	*4%*	*4%*	*3%*	*4%*	*4%*	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**439**	245	205	288	310	116	301	255	17	9	3	2	2	-
Weighted total	**449**	227	188	276	315	90	291	260	10	2	2	*	2	-
Lost or late delivery of sent mail	**2**	1	2	2	2	1	2	2	**	**	**	**	**	**
	***%**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**7**	3	3	3	7	2	7	*	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*%*	**	**	**	**	**	**
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**
Don't know / na	*	*	*	*	-	-	-	*	**	**	**	**	**	**
	***%**	*%*	*%*	*%*	-%	-%	-%	*%*	**	**	**	**	**	**
Other	**14**	7	8	10	9	1	12	10	**	**	**	**	**	**
	3%	*3%*	*4%*	*4%*	*3%*	*1%*	*4%*	*4%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Delivery time (when you receive your mail delivery)	**9**	3	**	**	**	**	**	**	**	1	*	*	1	**
	2%	*1%*	**	**	**	**	**	**	**	*1%*	**%*	**%*	*4%*	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	6	**	**	**	**	**	**	**	10	-	-	*	**
	3%	*2%*	**	**	**	**	**	**	**	*10%*	-%	-%	**%*	**
										bcd				
Collection time of items you are sending	**6**	2	**	**	**	**	**	**	**	*	-	2	1	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	-%	*3%*	*4%*	**
Collection reliability	**13**	10	**	**	**	**	**	**	**	2	-	5	*	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	-%	*8%*	*1%*	**
												bd		
Availability of a daily collection	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Latest collection time	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Account management (if applicable)	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Trustworthiness of the provider	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Latest collection time	**4**	2	**	**	**	**	**	**	**	-	-	2	-	**
	1%	*1%*	**	**	**	**	**	**	**	-%	-%	*3%*	-%	**
Amount of lost post sent	**36**	26	**	**	**	**	**	**	**	5	6	6	4	**
	8%	*9%*	**	**	**	**	**	**	**	*5%*	*8%*	*10%*	*11%*	**
No Problems	**357**	242	**	**	**	**	**	**	**	75	69	45	26	**
	80%	*80%*	**	**	**	**	**	**	**	*76%*	*87%*	*71%*	*76%*	**
											c			
Price of postage	**4**	-	**	**	**	**	**	**	**	3	-	-	-	**
	1%	-%	**	**	**	**	**	**	**	*3%*	-%	-%	-%	**
Items being delivered intact/undamaged	**18**	12	**	**	**	**	**	**	**	2	3	5	2	**
	4%	*4%*	**	**	**	**	**	**	**	*2%*	*3%*	*7%*	*7%*	**
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Accessibility of the sorting office / opening hours	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**439**	293	8	4	-	4	1	-	5	83	72	67	66	-
Weighted total	**449**	303	6	4	-	2	1	-	3	99	80	64	34	-
Lost or late delivery of sent mail	**2**	2	**	**	**	**	**	**	**	1	-	1	-	**
	***%**	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*1%*	*-%*	**
Wrong mail delivered / our mail delivered elsewhere	**7**	5	**	**	**	**	**	**	**	-	-	*	2	**
	2%	*2%*	**	**	**	**	**	**	**	*-%*	*-%*	*1%*	*7%* **ab**	**
Problems with the Smart Stamp online system	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Recorded letters not being signed for	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Don't know / na	*****	-	**	**	**	**	**	**	**	-	-	*	-	**
	***%**	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	**%*	*-%*	**
Other	**14**	8	**	**	**	**	**	**	**	4	2	4	*	**
	3%	*3%*	**	**	**	**	**	**	**	*4%*	*2%*	*6%*	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Delivery time (when you receive your mail delivery)	**9**	-	1	*	2	**	3	**	-	*	9	1	1
	2%	-%	*1%*	*%*	*4%*	**	*1%*	**	-%	*%*	*4%*	*%*	*2%*
					a						a		
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	5	1	-	1	**	4	**	3	-	15	5	5
	3%	*4%*	*2%*	-%	*1%*	**	*2%*	**	*4%*	-%	*6%*	*2%*	*9%*
		c									a		a
Collection time of items you are sending	**6**	-	-	2	-	**	2	**	-	2	3	2	2
	1%	-%	-%	*3%*	-%	**	*1%*	**	-%	*1%*	*1%*	*1%*	*3%*
Collection reliability	**13**	1	1	7	1	**	9	**	1	5	8	7	*
	3%	*1%*	*1%*	*8%*	*1%*	**	*4%*	**	*2%*	*2%*	*3%*	*3%*	*1%*
				a									
Availability of a daily collection	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Latest collection time	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Account management (if applicable)	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Trustworthiness of the provider	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Latest collection time	**4**	-	-	-	2	**	2	**	-	-	4	2	-
	1%	-%	-%	-%	*3%*	**	*1%*	**	-%	-%	*2%*	*1%*	-%
Amount of lost post sent	**36**	6	4	3	15	**	22	**	3	13	23	18	3
	8%	*6%*	*7%*	*3%*	*26%*	**	*9%*	**	*5%*	*6%*	*10%*	*8%*	*5%*
					abc								
No Problems	**357**	90	46	69	38	**	192	**	56	174	184	172	43
	80%	*87%*	*89%*	*74%*	*63%*	**	*78%*	**	*87%*	*82%*	*77%*	*77%*	*81%*
		cd	**cd**										
Price of postage	**4**	-	-	-	-	**	-	**	-	3	2	3	-
	1%	-%	-%	-%	-%	**	-%	**	-%	*1%*	*1%*	*1%*	-%
Items being delivered intact/undamaged	**18**	1	2	6	3	**	11	**	1	10	8	12	-
	4%	*1%*	*5%*	*6%*	*5%*	**	*4%*	**	*2%*	*5%*	*4%*	*5%*	-%
				a									

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**439**	96	51	92	61	10	224	9	77	196	243	228	60
Weighted total	**449**	104	52	92	60	8	246	5	65	211	238	223	53
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**2**	-	-	2	-	**	2	**	-	1	1	2	-
	***%**	-%	-%	*2%*	-%	**	*1%*	**	-%	**%*	*1%*	*1%*	-%
Wrong mail delivered / our mail delivered elsewhere	**7**	-	*	4	2	**	6	**	*	2	5	2	*
	2%	-%	*1%*	*4%*	*4%*	**	*3%*	**	*1%*	*1%*	*2%*	*1%*	*1%*
				a									
Problems with the Smart Stamp online system	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	**	-	**	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	-%	-%	-%	-%	-%
Don't know / na	*	-	-	-	-	**	-	**	-	*	*	*	-
	***%**	-%	-%	-%	-%	**	-%	**	-%	**%*	**%*	**%*	-%
Other	**14**	3	-	2	3	**	8	**	*	8	6	10	*
	3%	*3%*	-%	*3%*	*5%*	**	*3%*	**	**%*	*4%*	*3%*	*4%*	**%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	439	73	168	204	22	77	232	106	224	59	1
Weighted total	449	80	158	191	18	84	229	105	208	44	*
Delivery time (when you receive your mail delivery)	9	-	*	2	**	-	3	1	2	1	**
	2%	-%	*%	1%	**	-%	1%	1%	1%	1%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	*	6	5	**	*	6	5	10	2	**
	3%	*%	4%	3%	**	*%	3%	5%	5%	5%	**
Collection time of items you are sending	6	-	2	3	**	2	*	2	3	*	**
	1%	-%	1%	2%	**	2% b	*%	2%	2%	1%	**
Collection reliability	13	-	8	7	**	2	8	4	7	2	**
	3%	-%	5% a	4%	**	2%	4%	4%	3%	5%	**
Availability of a daily collection	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Latest collection time	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Account management (if applicable)	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Trustworthiness of the provider	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Latest collection time	4	-	2	2	**	-	2	2	2	-	**
	1%	-%	1%	1%	**	-%	1%	2%	1%	-%	**
Amount of lost post sent	36	5	14	15	**	6	22	7	14	3	**
	8%	7%	9%	8%	**	7%	10%	6%	7%	6%	**
No Problems	357	71	116	147	**	70	178	84	162	32	**
	80%	89% b	74%	77%	**	84%	78%	79%	78%	72%	**
Price of postage	4	-	-	-	**	-	-	3	3	3	**
	1%	-%	-%	-%	**	-%	-%	2%	1%	6% b	**
Items being delivered intact/undamaged	18	1	8	12	**	2	10	1	7	-	**
	4%	2%	5%	6%	**	3%	4%	1%	3%	-%	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**439**	73	168	204	22	77	232	106	224	59	1
Weighted total	**449**	80	158	191	18	84	229	105	208	44	*
Accessibility of the sorting office / opening hours	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lost or late delivery of sent mail	**2**	1	1	2	**	1	1	-	1	1	**
	***%**	*1%*	*1%*	*1%*	**	*1%*	*1%*	-%	*1%*	*3%*	**
Wrong mail delivered / our mail delivered elsewhere	**7**	-	5	2	**	-	7	*	3	*	**
	2%	-%	*3%*	*1%*	**	-%	*3%*	*%	*1%*	*1%*	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know / na	*	-	-	*	**	-	-	*	*	*	**
	***%**	-%	-%	*%	**	-%	-%	*%	*%	*%	**
Other	**14**	3	2	9	**	4	4	-	7	-	**
	3%	*3%*	*1%*	*5%*	**	*5%*	*2%*	-%	*3%*	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	439	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	449	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Delivery time (when you receive your mail delivery)	9	1	2	1	**	*	3	1	**	2	2	-	1	1	**
	2%	1%	1%	1%	**	*%	2%	1%	**	1%	1%	-%	1%	1%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	5	9	2	**	6	4	1	**	5	5	*	5	3	**
	3%	5%	6%	5%	**	2%	2%	1%	**	3%	3%	*%	3%	2%	**
										c	c				
Collection time of items you are sending	6	*	1	*	**	2	2	*	**	3	1	2	-	1	**
	1%	*%	1%	1%	**	1%	1%	1%	**	2%	1%	1%	-%	1%	**
Collection reliability	13	1	3	1	**	8	6	4	**	7	3	6	4	4	**
	3%	1%	2%	2%	**	3%	3%	4%	**	4%	2%	4%	2%	3%	**
Availability of a daily collection	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Latest collection time	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Account management (if applicable)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Trustworthiness of the provider	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Latest collection time	4	-	-	-	**	2	2	-	**	2	-	2	2	2	**
	1%	-%	-%	-%	**	1%	1%	-%	**	1%	-%	1%	1%	2%	**
Amount of lost post sent	36	12	16	6	**	22	21	8	**	14	15	9	11	12	**
	8%	12%	10%	13%	**	9%	11%	10%	**	8%	10%	6%	7%	9%	**
No Problems	357	73	117	33	**	208	142	66	**	129	113	120	123	102	**
	80%	73%	72%	69%	**	80%	77%	77%	**	77%	75%	82%	78%	77%	**
Price of postage	4	3	3	-	**	-	-	-	**	-	-	-	-	-	**
	1%	3%	2%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Items being delivered intact/undamaged	18	5	7	2	**	11	6	3	**	7	9	4	9	9	**
	4%	5%	5%	5%	**	4%	3%	3%	**	4%	6%	3%	6%	6%	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Accessibility of the sorting office / opening hours	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**439**	104	173	59	1	247	178	101	1	189	164	151	170	148	10
Weighted total	**449**	100	162	48	*	260	183	85	*	168	151	146	158	133	12
Lost or late delivery of sent mail	**2**	-	2	-	**	1	1	-	**	1	2	2	1	1	**
	***%**	-%	*1%*	-%	**	*%%	*%%	-%	**	*1%*	*1%*	*1%*	*1%*	*%%	**
Wrong mail delivered / our mail delivered elsewhere	**7**	1	2	2	**	3	4	2	**	2	2	3	2	2	**
	2%	*1%*	*1%*	*5%*	**	*1%*	*2%*	*3%*	**	*1%*	*2%*	*2%*	*1%*	*2%*	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know / na	*	*	*	-	**	-	-	-	**	*	*	-	*	*	**
	***%**	*%%	*%%	-%	**	-%	-%	-%	**	*%%	*%%	-%	*%%	*%%	**
Other	**14**	4	8	2	**	8	4	3	**	7	7	3	8	4	**
	3%	*4%*	*5%*	*5%*	**	*3%*	*2%*	*3%*	**	*4%*	*4%*	*2%*	*5%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	439	89	71	94	27	19	158	139	6	4	20	3
Weighted total	449	81	64	94	29	15	148	119	7	3	24	4
Delivery time (when you receive your mail delivery)	9	-	-	-	**	**	*	1	**	**	**	**
	2%	-%	-%	-%	**	**	*%	1%	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	*	-	*	**	**	5	-	**	**	**	**
	3%	*%	-%	*%	**	**	3%	-%	**	**	**	**
							b					
Collection time of items you are sending	6	2	2	-	**	**	-	1	**	**	**	**
	1%	2%	3%	-%	**	**	-%	1%	**	**	**	**
Collection reliability	13	3	6	1	**	**	4	5	**	**	**	**
	3%	4%	9%	2%	**	**	2%	4%	**	**	**	**
			c									
Availability of a daily collection	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Latest collection time	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Account management (if applicable)	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Trustworthiness of the provider	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Latest collection time	4	2	2	2	**	**	2	2	**	**	**	**
	1%	3%	3%	2%	**	**	1%	2%	**	**	**	**
Amount of lost post sent	36	5	4	6	**	**	11	11	**	**	**	**
	8%	7%	6%	6%	**	**	8%	9%	**	**	**	**
No Problems	357	67	48	79	**	**	115	92	**	**	**	**
	80%	83%	76%	84%	**	**	77%	77%	**	**	**	**
Price of postage	4	-	-	-	**	**	-	-	**	**	**	**
	1%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Items being delivered intact/undamaged	18	2	2	2	**	**	7	7	**	**	**	**
	4%	2%	3%	3%	**	**	5%	6%	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**439**	89	71	94	27	19	158	139	6	4	20	3
Weighted total	**449**	81	64	94	29	15	148	119	7	3	24	4
Accessibility of the sorting office / opening hours	**-**	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Lost or late delivery of sent mail	**2**	-	1	1	**	**	1	1	**	**	**	**
	***%**	-%	*1%*	*1%*	**	**	*1%*	**%*	**	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**7**	1	1	3	**	**	2	2	**	**	**	**
	2%	*1%*	*1%*	*3%*	**	**	*2%*	*2%*	**	**	**	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Recorded letters not being signed for	**-**	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Don't know / na	*	-	-	-	**	**	*	*	**	**	**	**
	***%**	-%	-%	-%	**	**	***%**	***%**	**	**	**	**
Other	**14**	2	2	1	**	**	9	5	**	**	**	**
	3%	*3%*	*3%*	*1%*	**	**	*6%*	*4%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Delivery time (when you receive your mail delivery)	**9**	7	7	7	8	9	1	9	3	**	1	**	2	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*2%* a	*2%*	**	**%*	**	*3%* b	**%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	15	15	15	12	15	11	15	10	**	6	**	*	6
	3%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*7%*	**	*2%*	**	**%*	*3%*
Collection time of items you are sending	**6**	6	6	6	4	6	2	6	2	**	2	**	1	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*2%*	*1%*
Collection reliability	**13**	12	11	12	11	13	7	13	5	**	7	**	1	8
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	**	*3%*	**	*1%*	*4%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Latest collection time	**4**	4	4	4	4	4	2	4	-	**	-	**	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	*-%*	**	*-%*	*1%*
Amount of lost post sent	**36**	36	31	36	33	36	17	36	15	**	15	**	15	11
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*5%*	*8%*	*10%*	**	*6%*	**	*22%* b	*5%*
No Problems	**357**	335	275	338	310	338	259	335	115	**	187	**	48	175
	80%	*79%*	*78%*	*80%*	*80%*	*79%*	*84%* c	*79%*	*74%*	**	*80%*	**	*72%*	*80%*
Price of postage	**4**	4	4	4	4	4	-	4	-	**	-	**	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**	*-%*	**	*-%*	*-%*
Items being delivered intact/undamaged	**18**	18	14	18	14	18	9	16	8	**	10	**	7	8
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	**	*4%*	**	*10%* b	*4%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**439**	416	358	420	392	427	310	415	175	-	252	9	61	235
Weighted total	**449**	421	351	425	389	429	309	423	154	-	235	14	68	220
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Lost or late delivery of sent mail	**2**	2	1	2	2	2	1	1	-	**	2	**	1	1
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	*1%*	**	*1%*	*1%*
Wrong mail delivered / our mail delivered elsewhere	**7**	5	5	5	7	7	5	7	2	**	5	**	*	4
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	**	*2%*	**	*%*	*2%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	-%	-%
Don't know / na	*	*	*	*	*	*	*	*	*	**	*	**	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	*%	**	-%	*%
Other	**14**	12	10	12	12	14	9	14	6	**	9	**	2	9
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	*4%*	**	*3%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	439	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	449	385	19	91	357	104	262	76	146	58	243	215	234
Delivery time (when you receive your mail delivery)	9	5	**	9	-	3	4	2	7	**	2	5	4
	2%	1%	**	10% b	-%	3%	2%	3%	5% c	**	1%	2%	2%
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	12	**	15	-	1	6	8	8	**	5	11	4
	3%	3%	**	17% b	-%	1%	2%	10% ab	5%	**	2%	5% b	2%
Collection time of items you are sending	6	4	**	6	-	-	3	2	2	**	3	1	4
	1%	1%	**	6% b	-%	-%	1%	3%	2%	**	1%	1%	2%
Collection reliability	13	11	**	13	-	4	7	2	9	**	3	3	9
	3%	3%	**	14% b	-%	4%	3%	3%	6% c	**	1%	2%	4%
Availability of a daily collection	-	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Latest collection time	-	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Account management (if applicable)	-	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Trustworthiness of the provider	-	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Latest collection time	4	2	**	4	-	-	2	2	4	**	-	2	2
	1%	*%	**	4% b	-%	-%	1%	3%	3% c	**	-%	1%	1%
Amount of lost post sent	36	22	**	36	-	15	18	3	13	**	11	20	16
	8%	6%	**	39% b	-%	14% bc	7%	4%	9%	** c	5%	9%	7%
No Problems	357	328	**	-	357	75	218	59	106	**	207	166	191
	80%	85%	**	-%	100% a	72%	83% a	77%	72%	**	85% a	77%	82%
Price of postage	4	4	**	4	-	-	4	-	2	**	3	-	4
	1%	1%	**	5% b	-%	-%	2%	-%	1%	**	1%	-%	2% a
Items being delivered intact/undamaged	18	5	**	18	-	7	8	2	7	**	8	7	11
	4%	1%	**	20% b	-%	7%	3%	3%	5%	**	3%	3%	5%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**439**	369	16	87	350	103	262	70	143	46	242	215	224
Weighted total	**449**	385	19	91	357	104	262	76	146	58	243	215	234
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Lost or late delivery of sent mail	**2**	-	**	2	-	-	2	-	1	**	1	1	1
	***%**	-%	**	*2%* b	-%	-%	*1%*	-%	**%*	**	*1%*	*1%*	**%*
Wrong mail delivered / our mail delivered elsewhere	**7**	2	**	7	-	7	-	1	6	**	1	3	4
	2%	*1%*	**	*8%* b	-%	*6%* b	-%	*1%*	*4%* c	**	**%*	*1%*	*2%*
Problems with the Smart Stamp online system	**-**	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Recorded letters not being signed for	**-**	-	**	-	-	-	-	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	**	-%	-%	-%
Don't know / na	*	-	**	-	-	-	-	*	-	**	-	*	*
	***%**	-%	**	-%	-%	-%	-%	**%*	-%	**	-%	**%*	**%*
Other	**14**	8	**	14	-	2	9	2	4	**	8	6	9
	3%	*2%*	**	*16%* b	-%	*2%*	*4%*	*3%*	*3%*	**	*3%*	*3%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	439	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	449	28	42	39	16	40	38	22	33	72	48	44	27
Delivery time (when you receive your mail delivery)	9	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	15	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
							jk						
Collection time of items you are sending	6	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Collection reliability	13	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
				gk									
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Latest collection time	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Latest collection time	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Amount of lost post sent	36	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
		fgk											
No Problems	357	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
			a		aci	a	a	acefhij	a	a	a	aci	a
Price of postage	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Items being delivered intact/undamaged	18	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**439**	36	36	34	35	33	30	39	36	48	42	39	31
Weighted total	**449**	28	42	39	16	40	38	22	33	72	48	44	27
Lost or late delivery of sent mail	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**7**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Problems with the Smart Stamp online system	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Recorded letters not being signed for	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know / na	*****	**	**	**	**	**	**	**	**	**	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**14**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
		cdghijkl					**gik**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Delivery time (when you receive your mail delivery)	**9**	5	2	1	1
	2%	*4%*	*2%*	*1%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**15**	2	7	6	-
	3%	*2%*	*7%*	*5%*	*-%*
			d	d	
Collection time of items you are sending	**6**	2	-	2	2
	1%	*2%*	*-%*	*2%*	*1%*
Collection reliability	**13**	6	*	4	2
	3%	*6%*	**%*	*3%*	*1%*
		b			
Availability of a daily collection	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Latest collection time	**4**	2	2	-	-
	1%	*2%*	*2%*	*-%*	*-%*
Amount of lost post sent	**36**	14	5	8	8
	8%	*13%*	*6%*	*6%*	*7%*
No Problems	**357**	78	76	100	104
	80%	*71%*	*81%*	*79%*	*87%*
					a
Price of postage	**4**	2	-	3	-
	1%	*2%*	*-%*	*2%*	*-%*
Items being delivered intact/undamaged	**18**	4	4	7	3
	4%	*4%*	*4%*	*6%*	*2%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**439**	106	98	123	112
Weighted total	**449**	109	94	127	119
Lost or late delivery of sent mail	**2**	1	-	-	1
	***%**	*%*	-%	-%	*1%*
Wrong mail delivered / our mail delivered elsewhere	**7**	6	*	-	1
	2%	*6%*	*%*	-%	*1%*
		bcd			
Problems with the Smart Stamp online system	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know / na	*	-	*	*	-
	***%**	-%	*%	*%	-%
Other	**14**	7	6	-	1
	3%	*7%*	*6%*	-%	*1%*
		cd	**cd**		

Columns Tested: a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	54	38	9	2	5	16	10	19	4	1	8
Weighted total	61	59	1	*	1	2	18	24	6	*	1
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	2	4	12	1	1	3	6	2	6	37	4	8	5
Weighted total	61	2	6	19	1	2	4	10	2	10	56	1	3	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	54	2	9	4	2	20	2	4	11	47	7	50	4
Weighted total	61	1	9	5	1	26	2	7	10	55	6	56	4
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	54	52	2	25	8	21
Weighted total	61	57	4	25	12	23
Very low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Quite low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Neither low nor high	1	1	**	**	**	**
	1%	1%	**	**	**	**
Quite high	30	28	**	**	**	**
	50%	50%	**	**	**	**
Very high	27	25	**	**	**	**
	45%	45%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	2	**	**	**	**
	3%	4%	**	**	**	**
NET: High	58	54	**	**	**	**
	95%	95%	**	**	**	**
NET: Low	-	-	**	**	**	**
	-%	-%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	**54**	25	19	9	1	-	-	-	-	44	10	1	6	19	29
Weighted total	**61**	32	18	11	*	-	-	-	-	50	11	*	7	25	28
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**30**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**58**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	54	31	30	37	41	17	39	36	-	-	1	-	-	-
Weighted total	61	33	32	40	44	14	44	38	-	-	2	-	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
			df											
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**
							b							
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**54**	41	-	-	-	-	-	-	-	13	11	8	5	-
Weighted total	**61**	44	-	-	-	-	-	-	-	18	11	9	2	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**30**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**58**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	54	13	5	12	7	4	27	1	13	24	30	30	7
Weighted total	61	12	8	15	5	4	31	*	13	30	31	30	9
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	**54**	11	25	28	5	8	33	13	28	12	-
Weighted total	**61**	16	23	28	5	12	32	15	32	10	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**1**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Quite high	**30**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: High	**58**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**
NET: Low	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**54**	14	23	16	-	31	22	24	-	27	24	21	26	18	-
Weighted total	**61**	18	27	13	-	34	28	21	-	28	25	21	26	19	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**30**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**58**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	54	15	9	13	7	2	24	16	-	-	2	-
Weighted total	61	11	9	15	7	*	25	16	-	-	2	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**54**	53	42	53	47	51	44	52	31	-	37	3	13	32
Weighted total	**61**	59	44	59	47	57	49	59	33	-	35	6	20	30
Very low	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	*-%*	**	*-%*	**	*-%*	**	*-%*	**	**	**	**	**	**
Quite low	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	*-%*	**	*-%*	**	*-%*	**	*-%*	**	**	**	**	**	**
Neither low nor high	**1**	1	**	1	**	1	**	1	**	**	**	**	**	**
	1%	*1%*	**	*1%*	**	*1%*	**	*1%*	**	**	**	**	**	**
Quite high	**30**	28	**	28	**	27	**	29	**	**	**	**	**	**
	50%	*48%*	**	*48%*	**	*47%*	**	*49%*	**	**	**	**	**	**
Very high	**27**	27	**	27	**	27	**	27	**	**	**	**	**	**
	45%	*47%*	**	*47%*	**	*48%*	**	*46%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	2	**	2	**	2	**	**	**	**	**	**
	3%	*4%*	**	*4%*	**	*4%*	**	*4%*	**	**	**	**	**	**
NET: High	**58**	56	**	56	**	54	**	57	**	**	**	**	**	**
	95%	*95%*	**	*95%*	**	*95%*	**	*95%*	**	**	**	**	**	**
NET: Low	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	*-%*	**	*-%*	**	*-%*	**	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	**54**	47	2	8	45	14	31	8	24	6	22	29	25
Weighted total	**61**	55	2	7	53	17	38	6	27	10	24	31	30
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**30**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**58**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	54	2	4	5	3	8	5	6	5	4	3	5	4
Weighted total	61	2	4	4	*	15	5	3	8	8	3	6	3
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	30	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	58	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	54	11	16	15	12
Weighted total	61	10	20	19	12
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	-	**	**	**	**
	-%	**	**	**	**
Neither low nor high	1	**	**	**	**
	1%	**	**	**	**
Quite high	30	**	**	**	**
	50%	**	**	**	**
Very high	27	**	**	**	**
	45%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**
	3%	**	**	**	**
NET: High	58	**	**	**	**
	95%	**	**	**	**
NET: Low	-	**	**	**	**
	-%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	54	38	9	2	5	16	10	19	4	1	8
Weighted total	61	59	1	*	1	2	18	24	6	*	1
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	2	4	12	1	1	3	6	2	6	37	4	8	5
Weighted total	61	2	6	19	1	2	4	10	2	10	56	1	3	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	54	2	9	4	2	20	2	4	11	47	7	50	4
Weighted total	61	1	9	5	1	26	2	7	10	55	6	56	4
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	54	52	2	25	8	21
Weighted total	61	57	4	25	12	23
Very low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Quite low	6	6	**	**	**	**
	10%	11%	**	**	**	**
Neither low nor high	11	11	**	**	**	**
	17%	19%	**	**	**	**
Quite high	24	20	**	**	**	**
	39%	35%	**	**	**	**
Very high	18	18	**	**	**	**
	29%	31%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	2	**	**	**	**
	3%	4%	**	**	**	**
NET: High	42	37	**	**	**	**
	69%	66%	**	**	**	**
NET: Low	6	6	**	**	**	**
	10%	11%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	54	25	19	9	1	-	-	-	-	44	10	1	6	19	29
Weighted total	61	32	18	11	*	-	-	-	-	50	11	*	7	25	28
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	54	31	30	37	41	17	39	36	-	-	1	-	-	-
Weighted total	61	33	32	40	44	14	44	38	-	-	2	-	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**54**	41	-	-	-	-	-	-	-	13	11	8	5	-
Weighted total	**61**	44	-	-	-	-	-	-	-	18	11	9	2	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**11**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**24**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**18**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**42**	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	54	13	5	12	7	4	27	1	13	24	30	30	7
Weighted total	61	12	8	15	5	4	31	*	13	30	31	30	9
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	**54**	11	25	28	5	8	33	13	28	12	-
Weighted total	**61**	16	23	28	5	12	32	15	32	10	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**11**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**
Quite high	**24**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**
Very high	**18**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: High	**42**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**
NET: Low	**6**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**54**	14	23	16	-	31	22	24	-	27	24	21	26	18	-
Weighted total	**61**	18	27	13	-	34	28	21	-	28	25	21	26	19	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**11**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**24**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**18**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**42**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	54	15	9	13	7	2	24	16	-	-	2	-
Weighted total	61	11	9	15	7	*	25	16	-	-	2	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**54**	53	42	53	47	51	44	52	31	-	37	3	13	32
Weighted total	**61**	59	44	59	47	57	49	59	33	-	35	6	20	30
Very low	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	-%	**	-%	**	-%	**	-%	**	**	**	**	**	**
Quite low	**6**	6	**	6	**	6	**	5	**	**	**	**	**	**
	10%	*11%*	**	*11%*	**	*11%*	**	*9%*	**	**	**	**	**	**
Neither low nor high	**11**	11	**	11	**	11	**	11	**	**	**	**	**	**
	17%	*18%*	**	*18%*	**	*19%*	**	*18%*	**	**	**	**	**	**
Quite high	**24**	22	**	22	**	20	**	24	**	**	**	**	**	**
	39%	*37%*	**	*37%*	**	*36%*	**	*40%*	**	**	**	**	**	**
Very high	**18**	18	**	18	**	18	**	18	**	**	**	**	**	**
	29%	*30%*	**	*30%*	**	*31%*	**	*30%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	2	**	2	**	2	**	**	**	**	**	**
	3%	*4%*	**	*4%*	**	*4%*	**	*4%*	**	**	**	**	**	**
NET: High	**42**	40	**	40	**	38	**	42	**	**	**	**	**	**
	69%	*67%*	**	*67%*	**	*67%*	**	*70%*	**	**	**	**	**	**
NET: Low	**6**	6	**	6	**	6	**	5	**	**	**	**	**	**
	10%	*11%*	**	*11%*	**	*11%*	**	*9%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	**54**	47	2	8	45	14	31	8	24	6	22	29	25
Weighted total	**61**	55	2	7	53	17	38	6	27	10	24	31	30
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**24**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**18**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**42**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use DHL (QV4=2)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	54	2	4	5	3	8	5	6	5	4	3	5	4
Weighted total	61	2	4	4	*	15	5	3	8	8	3	6	3
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	11	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	24	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	18	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	42	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	54	11	16	15	12
Weighted total	61	10	20	19	12
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	6	**	**	**	**
	10%	**	**	**	**
Neither low nor high	11	**	**	**	**
	17%	**	**	**	**
Quite high	24	**	**	**	**
	39%	**	**	**	**
Very high	18	**	**	**	**
	29%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**
	3%	**	**	**	**
NET: High	42	**	**	**	**
	69%	**	**	**	**
NET: Low	6	**	**	**	**
	10%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	53	40	7	3	3	13	14	9	8	-	9
Weighted total	64	63	1	*	*	2	19	16	11	-	6
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use UPS (QV4=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	53	3	5	7	1	3	8	5	4	5	41	4	6	2
Weighted total	64	4	10	10	1	2	10	8	7	8	60	2	2	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use UPS (QV4=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	53	2	15	1	-	21	2	1	9	49	4	50	3
Weighted total	64	3	15	2	-	29	1	2	9	61	3	64	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	53	52	1	15	10	27
Weighted total	64	62	2	15	13	35
Very low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Quite low	5	5	**	**	**	**
	7%	8%	**	**	**	**
Neither low nor high	6	6	**	**	**	**
	10%	10%	**	**	**	**
Quite high	12	12	**	**	**	**
	18%	19%	**	**	**	**
Very high	42	39	**	**	**	**
	64%	63%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	**	**	**	**
	-%	-%	**	**	**	**
NET: High	53	51	**	**	**	**
	83%	82%	**	**	**	**
NET: Low	5	5	**	**	**	**
	7%	8%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted total	53	21	25	6	-	1	-	-	-	46	7	1	4	17	32
Weighted total	64	28	30	6	-	*	-	-	-	58	6	*	4	24	36
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	53	26	25	31	45	10	37	30	-	-	-	1	-	-
Weighted total	64	26	28	35	56	8	42	34	-	-	-	*	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use UPS (QV4=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**53**	43	1	-	-	1	-	-	1	9	6	8	8	-
Weighted total	**64**	54	2	-	-	*	-	-	*	16	5	8	6	-
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**12**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**42**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**53**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	a	*b
Unweighted total	53	11	7	10	15	2	36	-	9	22	31	31	-
Weighted total	64	16	8	11	18	2	47	-	9	28	37	35	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	53	15	22	28	3	12	33	14	23	11	1
Weighted total	64	19	21	32	3	13	43	18	22	11	*
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	53	14	20	7	1	36	30	17	1	26	24	25	23	22	6
Weighted total	64	19	20	6	*	46	35	17	*	26	26	29	27	22	8
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	53	14	12	17	4	3	22	17	-	-	2	1
Weighted total	64	14	13	20	7	3	24	13	-	-	4	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	*b
Unweighted total	53	47	37	47	48	50	40	47	27	-	33	1	14	27
Weighted total	64	56	43	56	57	59	43	57	31	-	34	2	14	29
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	*c	*a	*b	*c	*a	b
Unweighted total	**53**	47	2	8	45	16	29	8	25	4	23	22	31
Weighted total	**64**	58	3	7	57	21	34	10	32	7	25	29	36
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**12**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**42**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**53**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	53	1	7	6	6	6	4	3	3	5	3	3	6
Weighted total	64	2	12	5	3	9	6	3	4	9	4	4	4
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	12	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	42	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use UPS (QV4=5)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	53	14	16	11	12
Weighted total	64	19	18	16	12
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	5	**	**	**	**
	7%	**	**	**	**
Neither low nor high	6	**	**	**	**
	10%	**	**	**	**
Quite high	12	**	**	**	**
	18%	**	**	**	**
Very high	42	**	**	**	**
	64%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**
	-%	**	**	**	**
NET: High	53	**	**	**	**
	83%	**	**	**	**
NET: Low	5	**	**	**	**
	7%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	53	40	7	3	3	13	14	9	8	-	9
Weighted total	64	63	1	*	*	2	19	16	11	-	6
Very low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use UPS (QV4=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	53	3	5	7	1	3	8	5	4	5	41	4	6	2
Weighted total	64	4	10	10	1	2	10	8	7	8	60	2	2	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use UPS (QV4=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	53	2	15	1	-	21	2	1	9	49	4	50	3
Weighted total	64	3	15	2	-	29	1	2	9	61	3	64	*
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	53	52	1	15	10	27
Weighted total	64	62	2	15	13	35
Very low	1	1	**	**	**	**
	1%	1%	**	**	**	**
Quite low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Neither low nor high	17	17	**	**	**	**
	26%	26%	**	**	**	**
Quite high	20	18	**	**	**	**
	32%	29%	**	**	**	**
Very high	27	27	**	**	**	**
	41%	43%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**
	1%	1%	**	**	**	**
NET: High	47	45	**	**	**	**
	73%	72%	**	**	**	**
NET: Low	1	1	**	**	**	**
	1%	1%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted total	53	21	25	6	-	1	-	-	-	46	7	1	4	17	32
Weighted total	64	28	30	6	-	*	-	-	-	58	6	*	4	24	36
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	53	26	25	31	45	10	37	30	-	-	-	1	-	-
Weighted total	64	26	28	35	56	8	42	34	-	-	-	*	-	-
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use UPS (QV4=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**53**	43	1	-	-	1	-	-	1	9	6	8	8	-
Weighted total	**64**	54	2	-	-	*	-	-	*	16	5	8	6	-
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**17**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**20**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**47**	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	a	*b
Unweighted total	53	11	7	10	15	2	36	-	9	22	31	31	-
Weighted total	64	16	8	11	18	2	47	-	9	28	37	35	-
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	53	15	22	28	3	12	33	14	23	11	1
Weighted total	64	19	21	32	3	13	43	18	22	11	*
Very low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	53	14	20	7	1	36	30	17	1	26	24	25	23	22	6
Weighted total	64	19	20	6	*	46	35	17	*	26	26	29	27	22	8
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	53	14	12	17	4	3	22	17	-	-	2	1
Weighted total	64	14	13	20	7	3	24	13	-	-	4	*
Very low	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use UPS (QV4=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	*b
Unweighted total	**53**	47	37	47	48	50	40	47	27	-	33	1	14	27
Weighted total	**64**	56	43	56	57	59	43	57	31	-	34	2	14	29
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**17**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**20**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**47**	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	*c	*a	*b	*c	*a	b
Unweighted total	**53**	47	2	8	45	16	29	8	25	4	23	22	31
Weighted total	**64**	58	3	7	57	21	34	10	32	7	25	29	36
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**17**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**20**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**47**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use UPS (QV4=5)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	53	1	7	6	6	6	4	3	3	5	3	3	6
Weighted total	64	2	12	5	3	9	6	3	4	9	4	4	4
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	20	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	47	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use UPS (QV4=5)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	53	14	16	11	12
Weighted total	64	19	18	16	12
Very low	1	**	**	**	**
	1%	**	**	**	**
Quite low	-	**	**	**	**
	-%	**	**	**	**
Neither low nor high	17	**	**	**	**
	26%	**	**	**	**
Quite high	20	**	**	**	**
	32%	**	**	**	**
Very high	27	**	**	**	**
	41%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	1%	**	**	**	**
NET: High	47	**	**	**	**
	73%	**	**	**	**
NET: Low	1	**	**	**	**
	1%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**72**	54	12	4	2	18	17	22	7	3	8
Weighted total	**73**	71	1	*	*	2	20	30	7	*	4
Very low	**-**	-	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**
Quite low	**1**	1	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**
Neither low nor high	**6**	6	**	**	**	**	**	**	**	**	**
	9%	*9%*	**	**	**	**	**	**	**	**	**
Quite high	**29**	29	**	**	**	**	**	**	**	**	**
	40%	*41%*	**	**	**	**	**	**	**	**	**
Very high	**37**	36	**	**	**	**	**	**	**	**	**
	51%	*50%*	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	**	**	**	**	**	**	**
	****%***	*-%*	**	**	**	**	**	**	**	**	**
NET: High	**66**	65	**	**	**	**	**	**	**	**	**
	91%	*91%*	**	**	**	**	**	**	**	**	**
NET: Low	**1**	1	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	2	6	-	6	10	12	4	2	47	7	8	10
Weighted total	73	8	2	7	-	8	15	16	5	2	63	3	3	4
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	2	12	-	7	31	1	1	18	46	26	68	4
Weighted total	73	3	9	-	4	38	*	2	17	51	22	71	2
Very low	-	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	1	**
	1%	**	**	**	**	**	**	**	**	**	**	1%	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	6	**
	9%	**	**	**	**	**	**	**	**	**	**	8%	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	29	**
	40%	**	**	**	**	**	**	**	**	**	**	41%	**
Very high	37	**	**	**	**	**	**	**	**	**	**	36	**
	51%	**	**	**	**	**	**	**	**	**	**	50%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	65	**
	91%	**	**	**	**	**	**	**	**	**	**	91%	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	1	**
	1%	**	**	**	**	**	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	72	69	3	36	10	24
Weighted total	73	70	3	34	11	25
Very low	-	-	**	**	**	**
	-%	-%	**	**	**	**
Quite low	1	1	**	**	**	**
	1%	1%	**	**	**	**
Neither low nor high	6	6	**	**	**	**
	9%	9%	**	**	**	**
Quite high	29	27	**	**	**	**
	40%	39%	**	**	**	**
Very high	37	36	**	**	**	**
	51%	52%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**
	*%	*%	**	**	**	**
NET: High	66	64	**	**	**	**
	91%	90%	**	**	**	**
NET: Low	1	1	**	**	**	**
	1%	1%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	*c
Unweighted total	72	44	24	3	-	1	-	-	-	68	4	1	9	35	28
Weighted total	73	46	24	3	-	*	-	-	-	70	3	*	11	35	27
Very low	-	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	1	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	5	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	7%	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	28	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	40%	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	37	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	52%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	65	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	92%	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	1	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	72	37	32	44	61	26	58	36	6	1	-	1	-	-
Weighted total	73	33	27	39	63	24	58	34	5	*	-	*	-	-
Very low	-	**	**	**	-	**	-	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	**	**	**	**	**	**
Quite low	1	**	**	**	1	**	1	**	**	**	**	**	**	**
	1%	**	**	**	1%	**	1%	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	6	**	4	**	**	**	**	**	**	**
	9%	**	**	**	10%	**	7%	**	**	**	**	**	**	**
Quite high	29	**	**	**	22	**	21	**	**	**	**	**	**	**
	40%	**	**	**	35%	**	37%	**	**	**	**	**	**	**
Very high	37	**	**	**	34	**	32	**	**	**	**	**	**	**
	51%	**	**	**	54%	**	56%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	-	**	-	**	**	**	**	**	**	**
	*%	**	**	**	-%	**	-%	**	**	**	**	**	**	**
NET: High	66	**	**	**	57	**	54	**	**	**	**	**	**	**
	91%	**	**	**	89%	**	93%	**	**	**	**	**	**	**
NET: Low	1	**	**	**	1	**	1	**	**	**	**	**	**	**
	1%	**	**	**	1%	**	1%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	57	2	1	-	1	-	-	1	9	14	8	13	-
Weighted total	**73**	61	2	*	-	*	-	-	*	8	16	8	7	-
Very low	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**6**	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**29**	22	**	**	**	**	**	**	**	**	**	**	**	**
	40%	*36%*	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**37**	32	**	**	**	**	**	**	**	**	**	**	**	**
	51%	*53%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**66**	54	**	**	**	**	**	**	**	**	**	**	**	**
	91%	*89%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	72	24	8	15	13	1	41	3	17	37	35	40	4
Weighted total	73	25	8	17	13	1	44	3	17	43	30	38	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	72	17	32	37	3	18	43	16	35	8	-
Weighted total	73	21	34	33	5	24	40	18	30	6	-
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	a	*b	c	*a	*b	*c
Unweighted total	72	18	27	9	-	50	35	16	-	32	27	38	29	27	1
Weighted total	73	17	23	6	-	56	36	13	-	31	26	39	31	27	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	72	21	15	31	4	3	26	23	1	1	-	-
Weighted total	73	20	13	35	3	1	25	23	2	1	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**72**	65	61	66	69	71	52	65	25	-	52	-	8	47
Weighted total	**73**	65	61	67	69	71	55	68	23	-	55	-	9	50
Very low	**-**	-	-	-	-	-	-	-	**	**	-	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	-%	**	**	**
Quite low	**1**	1	1	1	1	1	1	1	**	**	1	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	*1%*	**	**	**
Neither low nor high	**6**	6	6	6	6	6	5	5	**	**	3	**	**	**
	9%	*10%*	*9%*	*9%*	*9%*	*9%*	*8%*	*7%*	**	**	*5%*	**	**	**
Quite high	**29**	24	24	25	28	27	18	26	**	**	19	**	**	**
	40%	*36%*	*40%*	*37%*	*40%*	*38%*	*32%*	*38%*	**	**	*34%*	**	**	**
Very high	**37**	35	31	35	35	37	32	37	**	**	33	**	**	**
	51%	*54%*	*50%*	*53%*	*51%*	*52%*	*58%*	*54%*	**	**	*60%*	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	-	-	-	*	-	-	**	**	*	**	**	**
	****%***	-%	-%	-%	-%	*%	-%	-%	**	**	*%	**	**	**
NET: High	**66**	59	55	60	63	64	50	62	**	**	52	**	**	**
	91%	*90%*	*90%*	*90%*	*90%*	*90%*	*91%*	*92%*	**	**	*93%*	**	**	**
NET: Low	**1**	1	1	1	1	1	1	1	**	**	1	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	*1%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	*a	b
Unweighted total	**72**	58	3	12	60	18	45	7	27	9	35	29	43
Weighted total	**73**	62	3	15	58	19	43	9	32	10	32	35	39
Very low	**-**	-	**	**	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	**
Quite low	**1**	-	**	**	-	**	**	**	**	**	**	**	**
	1%	-%	**	**	-%	**	**	**	**	**	**	**	**
Neither low nor high	**6**	4	**	**	6	**	**	**	**	**	**	**	**
	9%	*6%*	**	**	*10%*	**	**	**	**	**	**	**	**
Quite high	**29**	26	**	**	22	**	**	**	**	**	**	**	**
	40%	*43%*	**	**	*38%*	**	**	**	**	**	**	**	**
Very high	**37**	32	**	**	31	**	**	**	**	**	**	**	**
	51%	*51%*	**	**	*53%*	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	-	**	**	**	**	**	**	**	**
	****%***	-%	**	**	-%	**	**	**	**	**	**	**	**
NET: High	**66**	58	**	**	52	**	**	**	**	**	**	**	**
	91%	*94%*	**	**	*90%*	**	**	**	**	**	**	**	**
NET: Low	**1**	-	**	**	-	**	**	**	**	**	**	**	**
	1%	-%	**	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	5	9	2	7	5	6	5	6	7	5	10	5
Weighted total	73	2	9	4	4	7	8	1	6	10	5	12	5
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	37	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	66	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	72	16	18	18	20
Weighted total	73	15	19	17	22
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	1	**	**	**	**
	1%	**	**	**	**
Neither low nor high	6	**	**	**	**
	9%	**	**	**	**
Quite high	29	**	**	**	**
	40%	**	**	**	**
Very high	37	**	**	**	**
	51%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	*%	**	**	**	**
NET: High	66	**	**	**	**
	91%	**	**	**	**
NET: Low	1	**	**	**	**
	1%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	72	54	12	4	2	18	17	22	7	3	8
Weighted total	73	71	1	*	*	2	20	30	7	*	4
Very low	2	2	**	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**	**
Quite low	3	3	**	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**	**
Neither low nor high	17	16	**	**	**	**	**	**	**	**	**
	23%	22%	**	**	**	**	**	**	**	**	**
Quite high	43	42	**	**	**	**	**	**	**	**	**
	58%	60%	**	**	**	**	**	**	**	**	**
Very high	9	8	**	**	**	**	**	**	**	**	**
	12%	11%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	-	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**
NET: High	52	51	**	**	**	**	**	**	**	**	**
	71%	71%	**	**	**	**	**	**	**	**	**
NET: Low	5	5	**	**	**	**	**	**	**	**	**
	7%	7%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	2	6	-	6	10	12	4	2	47	7	8	10
Weighted total	73	8	2	7	-	8	15	16	5	2	63	3	3	4
Very low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	2	12	-	7	31	1	1	18	46	26	68	4
Weighted total	73	3	9	-	4	38	*	2	17	51	22	71	2
Very low	2	**	**	**	**	**	**	**	**	**	**	2	**
	2%	**	**	**	**	**	**	**	**	**	**	*2%*	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*3%*	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	17	**
	23%	**	**	**	**	**	**	**	**	**	**	*23%*	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	43	**
	58%	**	**	**	**	**	**	**	**	**	**	*60%*	**
Very high	9	**	**	**	**	**	**	**	**	**	**	8	**
	12%	**	**	**	**	**	**	**	**	**	**	*11%*	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	*	**
	%	**	**	**	**	**	**	**	**	**	**	*%*	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	50	**
	71%	**	**	**	**	**	**	**	**	**	**	*71%*	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	4	**
	7%	**	**	**	**	**	**	**	**	**	**	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	72	69	3	36	10	24
Weighted total	73	70	3	34	11	25
Very low	2	2	**	**	**	**
	2%	2%	**	**	**	**
Quite low	3	3	**	**	**	**
	4%	4%	**	**	**	**
Neither low nor high	17	17	**	**	**	**
	23%	24%	**	**	**	**
Quite high	43	40	**	**	**	**
	58%	57%	**	**	**	**
Very high	9	8	**	**	**	**
	12%	12%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**
	*%	*%	**	**	**	**
NET: High	52	49	**	**	**	**
	71%	69%	**	**	**	**
NET: Low	5	5	**	**	**	**
	7%	7%	**	**	**	**

Columns Tested: a,b - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	*c
Unweighted total	72	44	24	3	-	1	-	-	-	68	4	1	9	35	28
Weighted total	73	46	24	3	-	*	-	-	-	70	3	*	11	35	27
Very low	2	**	**	**	**	**	**	**	**	1	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	*1%*	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	3	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	*4%*	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	15	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	*22%*	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	43	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	*61%*	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	9	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	*13%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	52	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	*73%*	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	4	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	*5%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	***e**	f	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**72**	37	32	44	61	26	58	36	6	1	-	1	-	-
Weighted total	**73**	33	27	39	63	24	58	34	5	*	-	*	-	-
Very low	**2**	**	**	**	2	**	2	**	**	**	**	**	**	**
	2%	**	**	**	*3%*	**	*3%*	**	**	**	**	**	**	**
Quite low	**3**	**	**	**	3	**	3	**	**	**	**	**	**	**
	4%	**	**	**	*5%*	**	*5%*	**	**	**	**	**	**	**
Neither low nor high	**17**	**	**	**	14	**	13	**	**	**	**	**	**	**
	23%	**	**	**	*22%*	**	*22%*	**	**	**	**	**	**	**
Quite high	**43**	**	**	**	38	**	32	**	**	**	**	**	**	**
	58%	**	**	**	*60%*	**	*56%*	**	**	**	**	**	**	**
Very high	**9**	**	**	**	7	**	8	**	**	**	**	**	**	**
	12%	**	**	**	*10%*	**	*14%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	-	**	-	**	**	**	**	**	**	**
	****%***	**	**	**	*-%*	**	*-%*	**	**	**	**	**	**	**
NET: High	**52**	**	**	**	45	**	41	**	**	**	**	**	**	**
	71%	**	**	**	*70%*	**	*70%*	**	**	**	**	**	**	**
NET: Low	**5**	**	**	**	5	**	5	**	**	**	**	**	**	**
	7%	**	**	**	*8%*	**	*8%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	57	2	1	-	1	-	-	1	9	14	8	13	-
Weighted total	**73**	61	2	*	-	*	-	-	*	8	16	8	7	-
Very low	**2**	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**3**	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*5%*	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**17**	14	**	**	**	**	**	**	**	**	**	**	**	**
	23%	*23%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**43**	36	**	**	**	**	**	**	**	**	**	**	**	**
	58%	*59%*	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**9**	6	**	**	**	**	**	**	**	**	**	**	**	**
	12%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	-	**	**	**	**	**	**	**	**	**	**	**	**
	%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**52**	42	**	**	**	**	**	**	**	**	**	**	**	**
	71%	*70%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**5**	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	*8%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	72	24	8	15	13	1	41	3	17	37	35	40	4
Weighted total	73	25	8	17	13	1	44	3	17	43	30	38	1
Very low	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	72	17	32	37	3	18	43	16	35	8	-
Weighted total	73	21	34	33	5	24	40	18	30	6	-
Very low	2	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	a	*b	c	*a	*b	*c
Unweighted total	72	18	27	9	-	50	35	16	-	32	27	38	29	27	1
Weighted total	73	17	23	6	-	56	36	13	-	31	26	39	31	27	*
Very low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	72	21	15	31	4	3	26	23	1	1	-	-
Weighted total	73	20	13	35	3	1	25	23	2	1	-	-
Very low	2	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**72**	65	61	66	69	71	52	65	25	-	52	-	8	47
Weighted total	**73**	65	61	67	69	71	55	68	23	-	55	-	9	50
Very low	**2**	2	2	2	2	2	1	2	**	**	2	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*3%*	**	**	*3%*	**	**	**
Quite low	**3**	3	2	3	3	3	3	2	**	**	2	**	**	**
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	*6%*	*3%*	**	**	*4%*	**	**	**
Neither low nor high	**17**	16	16	16	17	17	12	16	**	**	11	**	**	**
	23%	*25%*	*26%*	*24%*	*24%*	*23%*	*22%*	*24%*	**	**	*19%*	**	**	**
Quite high	**43**	35	34	37	39	40	32	39	**	**	32	**	**	**
	58%	*54%*	*56%*	*55%*	*56%*	*57%*	*59%*	*58%*	**	**	*59%*	**	**	**
Very high	**9**	9	6	9	9	9	7	9	**	**	8	**	**	**
	12%	*14%*	*11%*	*13%*	*13%*	*13%*	*13%*	*13%*	**	**	*14%*	**	**	**
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	**	**	*	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**	*%*	**	**	**
NET: High	**52**	44	41	46	48	50	40	48	**	**	40	**	**	**
	71%	*68%*	*67%*	*69%*	*69%*	*70%*	*71%*	*71%*	**	**	*73%*	**	**	**
NET: Low	**5**	5	4	5	5	5	4	4	**	**	4	**	**	**
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*5%*	**	**	*8%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	*a	b
Unweighted total	**72**	58	3	12	60	18	45	7	27	9	35	29	43
Weighted total	**73**	62	3	15	58	19	43	9	32	10	32	35	39
Very low	**2**	1	**	**	1	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	*2%*	**	**	**	**	**	**	**	**
Quite low	**3**	3	**	**	2	**	**	**	**	**	**	**	**
	4%	*5%*	**	**	*4%*	**	**	**	**	**	**	**	**
Neither low nor high	**17**	10	**	**	14	**	**	**	**	**	**	**	**
	23%	*16%*	**	**	*25%*	**	**	**	**	**	**	**	**
Quite high	**43**	39	**	**	33	**	**	**	**	**	**	**	**
	58%	*63%*	**	**	*57%*	**	**	**	**	**	**	**	**
Very high	**9**	9	**	**	7	**	**	**	**	**	**	**	**
	12%	*14%*	**	**	*12%*	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	-	**	**	-	**	**	**	**	**	**	**	**
	%	*-%*	**	**	*-%*	**	**	**	**	**	**	**	**
NET: High	**52**	47	**	**	40	**	**	**	**	**	**	**	**
	71%	*77%*	**	**	*69%*	**	**	**	**	**	**	**	**
NET: Low	**5**	4	**	**	4	**	**	**	**	**	**	**	**
	7%	*7%*	**	**	*6%*	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	5	9	2	7	5	6	5	6	7	5	10	5
Weighted total	73	2	9	4	4	7	8	1	6	10	5	12	5
Very low	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	17	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	43	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	9	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	52	**	**	**	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	72	16	18	18	20
Weighted total	73	15	19	17	22
Very low	2	**	**	**	**
	2%	**	**	**	**
Quite low	3	**	**	**	**
	4%	**	**	**	**
Neither low nor high	17	**	**	**	**
	23%	**	**	**	**
Quite high	43	**	**	**	**
	58%	**	**	**	**
Very high	9	**	**	**	**
	12%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	*%	**	**	**	**
NET: High	52	**	**	**	**
	71%	**	**	**	**
NET: Low	5	**	**	**	**
	7%	**	**	**	**

Columns Tested: a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**212**	138	51	13	10	74	49	47	19	8	21
Weighted total	**194**	185	7	1	1	9	54	55	13	3	7
Very low	**2**	2	-	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	**	**	**	**	**
Quite low	**5**	5	*	**	**	*	**	**	**	**	**
	3%	*3%*	*6%*	**	**	*5%*	**	**	**	**	**
Neither low nor high	**12**	11	*	**	**	*	**	**	**	**	**
	6%	*6%*	*6%*	**	**	*5%*	**	**	**	**	**
Quite high	**72**	69	2	**	**	3	**	**	**	**	**
	37%	*37%*	*36%*	**	**	*36%*	**	**	**	**	**
Very high	**102**	97	3	**	**	5	**	**	**	**	**
	52%	*52%*	*50%*	**	**	*51%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	1	*	**	**	*	**	**	**	**	**
	%	*%*	*2%*	**	**	*3%*	**	**	**	**	**
NET: High	**174**	166	6	**	**	8	**	**	**	**	**
	90%	*90%*	*86%*	**	**	*87%*	**	**	**	**	**
NET: Low	**7**	7	*	**	**	*	**	**	**	**	**
	4%	*4%*	*6%*	**	**	*5%*	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	212	12	7	21	6	20	21	16	24	12	139	20	20	33
Weighted total	194	14	10	21	9	22	31	19	29	9	164	11	10	9
Very low	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Neither low nor high	12	**	**	**	**	**	**	**	**	**	10	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Quite high	72	**	**	**	**	**	**	**	**	**	66	**	**	**
	37%	**	**	**	**	**	**	**	**	**	*40%*	**	**	**
											m			
Very high	102	**	**	**	**	**	**	**	**	**	82	**	**	**
	52%	**	**	**	**	**	**	**	**	**	*50%*	**	**	**
														j
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
NET: High	174	**	**	**	**	**	**	**	**	**	148	**	**	**
	90%	**	**	**	**	**	**	**	**	**	*90%*	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	212	5	41	3	7	74	9	8	63	155	57	183	29
Weighted total	194	3	32	2	2	82	8	8	54	153	41	168	26
Very low	2	**	**	**	**	2	**	**	-	2	-	2	**
	1%	**	**	**	**	*2%*	**	**	*-%*	*1%*	*-%*	*1%*	**
Quite low	5	**	**	**	**	*	**	**	1	3	2	5	**
	3%	**	**	**	**	**%*	**	**	*2%*	*2%*	*5%*	*3%*	**
			e										
Neither low nor high	12	**	**	**	**	6	**	**	5	10	2	9	**
	6%	**	**	**	**	*7%*	**	**	*9%*	*7%*	*4%*	*5%*	**
Quite high	72	**	**	**	**	29	**	**	25	62	10	65	**
	37%	**	**	**	**	*35%*	**	**	*46%*	*41%*	*25%*	*38%*	**
										b			
Very high	102	**	**	**	**	44	**	**	23	75	27	86	**
	52%	**	**	**	**	*54%*	**	**	*42%*	*49%*	*66%*	*51%*	**
											a		
Don't Know (DO NOT READ OUT)	1	**	**	**	**	1	**	**	-	*	1	1	**
	**%*	**	**	**	**	*1%*	**	**	*-%*	**%*	*1%*	**%*	**
NET: High	174	**	**	**	**	73	**	**	48	137	37	151	**
	90%	**	**	**	**	*89%*	**	**	*89%*	*90%*	*90%*	*90%*	**
NET: Low	7	**	**	**	**	2	**	**	1	5	2	7	**
	4%	**	**	**	**	*3%*	**	**	*2%*	*3%*	*5%*	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	212	204	8	105	39	65
Weighted total	194	183	10	106	32	53
Very low	2	2	**	-	**	2
	1%	1%	**	-%	**	3%
Quite low	5	5	**	4	**	1
	3%	3%	**	4%	**	2%
Neither low nor high	12	12	**	6	**	3
	6%	6%	**	6%	**	5%
Quite high	72	70	**	39	**	16
	37%	38%	**	37%	**	29%
Very high	102	93	**	56	**	32
	52%	51%	**	53%	**	60%
Don't Know (DO NOT READ OUT)	1	1	**	*	**	1
	*%	*%	**	*%	**	1%
NET: High	174	164	**	95	**	47
	90%	89%	**	90%	**	89%
NET: Low	7	7	**	4	**	3
	4%	4%	**	4%	**	5%

Columns Tested: a,b - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**212**	131	59	16	1	4	1	-	-	190	22	6	42	89	81
Weighted total	**194**	136	43	11	*	3	*	-	-	179	15	3	59	78	57
Very low	**2**	2	-	**	**	**	**	**	**	2	**	**	**	2	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*-%*
Quite low	**5**	4	-	**	**	**	**	**	**	4	**	**	**	2	1
	3%	*3%*	*-%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	*2%*
Neither low nor high	**12**	10	*	**	**	**	**	**	**	10	**	**	**	5	2
	6%	*7%*	*1%*	**	**	**	**	**	**	*6%*	**	**	**	*7%*	*3%*
Quite high	**72**	48	23	**	**	**	**	**	**	70	**	**	**	26	25
	37%	*35%*	*54%*	**	**	**	**	**	**	*39%*	**	**	**	*34%*	*43%*
			a												
Very high	**102**	72	19	**	**	**	**	**	**	92	**	**	**	42	29
	52%	*53%*	*45%*	**	**	**	**	**	**	*51%*	**	**	**	*54%*	*51%*
Don't Know (DO NOT READ OUT)	**1**	*	*	**	**	**	**	**	**	*	**	**	**	*	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	*%*	*1%*
NET: High	**174**	120	42	**	**	**	**	**	**	162	**	**	**	68	54
	90%	*88%*	*99%*	**	**	**	**	**	**	*91%*	**	**	**	*88%*	*94%*
			ai												
NET: Low	**7**	6	-	**	**	**	**	**	**	6	**	**	**	4	1
	4%	*5%*	*-%*	**	**	**	**	**	**	*3%*	**	**	**	*5%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**212**	122	86	134	138	50	130	116	7	6	2	1	2	-
Weighted total	**194**	101	63	112	119	32	104	105	5	1	*	*	2	-
Very low	**2**	2	2	2	-	-	-	2	**	**	**	**	**	**
	1%	*2%*	*3%*	*2%*	*-%*	*-%*	*-%*	*2%*	**	**	**	**	**	**
			d											
Quite low	**5**	3	1	3	1	1	5	2	**	**	**	**	**	**
	3%	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	**	**	**	**	**	**
Neither low nor high	**12**	5	4	5	3	3	7	4	**	**	**	**	**	**
	6%	*5%*	*7%*	*4%*	*2%*	*8%*	*7%*	*4%*	**	**	**	**	**	**
Quite high	**72**	39	26	45	45	6	36	41	**	**	**	**	**	**
	37%	*38%*	*41%*	*40%*	*38%*	*19%*	*34%*	*39%*	**	**	**	**	**	**
		e	e	e	e		e							
Very high	**102**	53	29	58	69	23	56	55	**	**	**	**	**	**
	52%	*52%*	*46%*	*51%*	*58%*	*71%*	*54%*	*52%*	**	**	**	**	**	**
						abcf								
Don't Know (DO NOT READ OUT)	**1**	1	1	1	1	-	1	1	**	**	**	**	**	**
	****%***	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
NET: High	**174**	92	55	103	115	29	92	96	**	**	**	**	**	**
	90%	*90%*	*87%*	*91%*	*96%*	*90%*	*88%*	*91%*	**	**	**	**	**	**
					abf									
NET: Low	**7**	4	3	4	1	1	5	4	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*1%*	*2%*	*4%*	*4%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	*c	d	*e
Unweighted total	**212**	126	6	2	-	3	1	-	4	42	35	26	31	-
Weighted total	**194**	112	2	2	-	2	1	-	3	45	35	21	11	-
Very low	**2**	-	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**5**	1	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**12**	3	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**72**	45	**	**	**	**	**	**	**	**	**	**	**	**
	37%	*40%*	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**102**	64	**	**	**	**	**	**	**	**	**	**	**	**
	52%	*57%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	*	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**174**	109	**	**	**	**	**	**	**	**	**	**	**	**
	90%	*97%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**7**	1	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	a	b	a	b
Unweighted total	212	40	19	46	28	5	99	5	34	94	118	99	35
Weighted total	194	34	18	41	23	4	92	1	26	93	101	83	30
Very low	2	**	**	**	**	**	-	**	**	2	-	2	**
	1%	**	**	**	**	**	*-%*	**	**	*2%*	*-%*	*2%*	**
Quite low	5	**	**	**	**	**	1	**	**	1	5	3	**
	3%	**	**	**	**	**	*1%*	**	**	*1%*	*5%*	*3%*	**
Neither low nor high	12	**	**	**	**	**	2	**	**	5	7	1	**
	6%	**	**	**	**	**	*2%*	**	**	*5%*	*7%*	*2%*	**
													a
Quite high	72	**	**	**	**	**	35	**	**	34	39	31	**
	37%	**	**	**	**	**	*39%*	**	**	*36%*	*39%*	*38%*	**
				a									
Very high	102	**	**	**	**	**	53	**	**	52	50	45	**
	52%	**	**	**	**	**	*57%*	**	**	*56%*	*49%*	*54%*	**
		c											
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	1	**	**	1	*	1	**
	**%*	**	**	**	**	**	*1%*	**	**	*1%*	**%*	*1%*	**
NET: High	174	**	**	**	**	**	88	**	**	85	89	76	**
	90%	**	**	**	**	**	*96%*	**	**	*92%*	*88%*	*92%*	**
NET: Low	7	**	**	**	**	**	1	**	**	2	5	4	**
	4%	**	**	**	**	**	*1%*	**	**	*3%*	*5%*	*5%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	**212**	30	78	80	8	37	100	47	111	26	1
Weighted total	**194**	26	61	59	1	39	78	41	91	15	*
Very low	**2**	**	-	2	**	**	-	**	2	**	**
	1%	**	*-%*	*3%*	**	**	*-%*	**	*2%*	**	**
Quite low	**5**	**	*	3	**	**	*	**	3	**	**
	3%	**	*1%*	*4%*	**	**	*1%*	**	*3%*	**	**
Neither low nor high	**12**	**	2	*	**	**	3	**	3	**	**
	6%	**	*4%*	*%*	**	**	*3%*	**	*4%*	**	**
Quite high	**72**	**	23	21	**	**	32	**	36	**	**
	37%	**	*39%*	*36%*	**	**	*41%*	**	*40%*	**	**
Very high	**102**	**	34	32	**	**	43	**	46	**	**
	52%	**	*57%*	*55%*	**	**	*56%*	**	*50%*	**	**
Don't Know (DO NOT READ OUT)	**1**	**	*	1	**	**	-	**	1	**	**
	%	**	*%*	*1%*	**	**	*-%*	**	*1%*	**	**
NET: High	**174**	**	58	53	**	**	75	**	82	**	**
	90%	**	*96%*	*91%*	**	**	*96%*	**	*91%*	**	**
NET: Low	**7**	**	*	4	**	**	*	**	4	**	**
	4%	**	*1%*	*8%*	**	**	*1%*	**	*5%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	212	47	73	25	1	111	78	49	1	77	62	66	68	52	3
Weighted total	194	36	55	19	*	102	68	36	*	51	40	56	45	29	1
Very low	2	**	2	**	**	-	-	**	**	2	2	-	2	-	**
	1%	**	3%	**	**	-%	-%	**	**	4%	5%	-%	4%	-%	**
Quite low	5	**	1	**	**	*	1	**	**	3	1	1	2	2	**
	3%	**	1%	**	**	*%	1%	**	**	5%	2%	1%	5%	8%	**
Neither low nor high	12	**	3	**	**	1	2	**	**	*	*	1	*	*	**
	6%	**	6%	**	**	1%	3%	**	**	*%	*%	2%	*%	1%	**
Quite high	72	**	22	**	**	40	30	**	**	18	13	21	17	12	**
	37%	**	40%	**	**	39%	44%	**	**	35%	32%	37%	37%	40%	**
Very high	102	**	27	**	**	60	34	**	**	28	24	33	25	15	**
	52%	**	48%	**	**	59%	50%	**	**	54%	60%	59%	54%	50%	**
Don't Know (DO NOT READ OUT)	1	**	1	**	**	1	1	**	**	1	1	1	*	*	**
	*%	**	1%	**	**	1%	1%	**	**	1%	2%	1%	1%	1%	**
NET: High	174	**	48	**	**	100	64	**	**	45	37	54	41	27	**
	90%	**	88%	**	**	98%	95%	**	**	89%	91%	96%	91%	90%	**
NET: Low	7	**	3	**	**	*	1	**	**	4	3	1	4	2	**
	4%	**	5%	**	**	*%	1%	**	**	9%	6%	1%	9%	8%	**
										c					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	212	40	29	41	7	8	64	51	5	4	12	-
Weighted total	194	36	24	33	5	7	46	29	5	3	10	-
Very low	2	**	**	**	**	**	2	-	**	**	**	**
	1%	**	**	**	**	**	*4%*	*-%*	**	**	**	**
Quite low	5	**	**	**	**	**	2	2	**	**	**	**
	3%	**	**	**	**	**	*5%*	*8%*	**	**	**	**
Neither low nor high	12	**	**	**	**	**	*	*	**	**	**	**
	6%	**	**	**	**	**	*%*	*1%*	**	**	**	**
Quite high	72	**	**	**	**	**	16	12	**	**	**	**
	37%	**	**	**	**	**	*35%*	*42%*	**	**	**	**
Very high	102	**	**	**	**	**	25	13	**	**	**	**
	52%	**	**	**	**	**	*55%*	*47%*	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	1	1	**	**	**	**
	%	**	**	**	**	**	*2%*	*3%*	**	**	**	**
NET: High	174	**	**	**	**	**	41	26	**	**	**	**
	90%	**	**	**	**	**	*90%*	*88%*	**	**	**	**
NET: Low	7	**	**	**	**	**	4	2	**	**	**	**
	4%	**	**	**	**	**	*9%*	*8%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**212**	202	169	204	188	207	142	200	79	-	112	4	24	101
Weighted total	**194**	185	148	185	168	187	126	182	58	-	86	5	19	78
Very low	**2**	2	2	2	2	2	2	2	-	**	2	**	**	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	*2%*	**	**	*2%*
Quite low	**5**	5	5	5	5	5	1	5	1	**	*	**	**	1
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*1%*	**	*%*	**	**	*1%*
Neither low nor high	**12**	11	9	11	9	12	8	11	4	**	5	**	**	5
	6%	*6%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	**	*6%*	**	**	*6%*
Quite high	**72**	70	63	70	64	69	44	69	28	**	31	**	**	30
	37%	*38%*	*42%*	*38%*	*38%*	*37%*	*35%*	*38%*	*48%*	**	*37%*	**	**	*38%*
Very high	**102**	95	69	95	88	98	70	94	25	**	47	**	**	40
	52%	*52%*	*47%*	*52%*	*52%*	*52%*	*56%*	*52%*	*44%*	**	*55%*	**	**	*51%*
Don't Know (DO NOT READ OUT)	**1**	1	1	1	1	1	1	1	*	**	1	**	**	1
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	**	*1%*	**	**	*1%*
NET: High	**174**	166	132	166	152	167	115	163	53	**	78	**	**	70
	90%	*90%*	*89%*	*90%*	*90%*	*89%*	*91%*	*89%*	*91%*	**	*91%*	**	**	*90%*
NET: Low	**7**	7	7	7	7	7	3	7	1	**	2	**	**	3
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*4%*	*1%*	**	*2%*	**	**	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**212**	185	7	34	177	43	133	35	63	17	130	101	111
Weighted total	**194**	177	5	32	162	37	120	36	52	18	123	82	112
Very low	**2**	-	**	**	-	**	2	**	-	**	2	2	-
	1%	-%	**	**	-%	**	*2%*	**	-%	**	*2%*	*2%*	-%
				b									
Quite low	**5**	2	**	**	1	**	3	**	4	**	1	2	3
	3%	*1%*	**	**	*1%*	**	*3%*	**	*8%*	**	*1%*	*3%*	*3%*
				b					c				
Neither low nor high	**12**	7	**	**	6	**	6	**	3	**	6	9	3
	6%	*4%*	**	**	*4%*	**	*5%*	**	*6%*	**	*5%*	*11%*	*2%*
				b								b	
Quite high	**72**	68	**	**	55	**	44	**	24	**	43	24	49
	37%	*38%*	**	**	*34%*	**	*37%*	**	*47%*	**	*35%*	*29%*	*44%*
				b									a
Very high	**102**	100	**	**	100	**	64	**	20	**	71	45	57
	52%	*57%*	**	**	*62%*	**	*54%*	**	*39%*	**	*58%*	*55%*	*51%*
					a						a		
Don't Know (DO NOT READ OUT)	**1**	-	**	**	*	**	-	**	-	**	1	*	1
	****%***	-%	**	**	**%*	**	-%	**	-%	**	*1%*	**%*	*1%*
NET: High	**174**	168	**	**	155	**	108	**	45	**	114	68	106
	90%	*95%*	**	**	*96%*	**	*90%*	**	*86%*	**	*93%*	*84%*	*94%*
					a								a
NET: Low	**7**	2	**	**	1	**	5	**	4	**	3	4	3
	4%	*1%*	**	**	*1%*	**	*4%*	**	*8%*	**	*2%*	*5%*	*3%*
				b									

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	212	17	16	11	13	13	13	22	17	27	26	18	19
Weighted total	194	10	10	12	6	14	15	14	8	40	31	20	16
Very low	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	12	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	72	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	102	**	**	**	**	**	**	**	**	**	**	**	**
	52%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	174	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**212**	44	39	66	63
Weighted total	**194**	31	34	62	66
Very low	**2**	**	**	-	-
	1%	**	**	*-%*	*-%*
		c			
Quite low	**5**	**	**	1	-
	3%	**	**	*1%*	*-%*
		d	d		
Neither low nor high	**12**	**	**	9	3
	6%	**	**	*14%*	*4%*
				ab	
Quite high	**72**	**	**	25	24
	37%	**	**	*40%*	*36%*
Very high	**102**	**	**	28	39
	52%	**	**	*45%*	*59%*
Don't Know (DO NOT READ OUT)	**1**	**	**	*	-
	****%***	**	**	**%*	*-%*
NET: High	**174**	**	**	53	63
	90%	**	**	*85%*	*96%*
					ac
NET: Low	**7**	**	**	1	-
	4%	**	**	*1%*	*-%*
		cd	d		

Columns Tested: a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**212**	138	51	13	10	74	49	47	19	8	21
Weighted total	**194**	185	7	1	1	9	54	55	13	3	7
Very low	**4**	4	*	**	**	*	**	**	**	**	**
	2%	*2%*	*3%*	**	**	*2%*	**	**	**	**	**
Quite low	**8**	8	*	**	**	*	**	**	**	**	**
	4%	*4%*	*4%*	**	**	*3%*	**	**	**	**	**
Neither low nor high	**43**	41	1	**	**	2	**	**	**	**	**
	22%	*22%*	*17%*	**	**	*17%*	**	**	**	**	**
Quite high	**68**	65	2	**	**	3	**	**	**	**	**
	35%	*35%*	*34%*	**	**	*34%*	**	**	**	**	**
Very high	**67**	63	3	**	**	4	**	**	**	**	**
	34%	*34%*	*41%*	**	**	*39%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**4**	4	*	**	**	1	**	**	**	**	**
	2%	*2%*	*2%*	**	**	*6%*	**	**	**	**	**
NET: High	**135**	128	5	**	**	7	**	**	**	**	**
	70%	*69%*	*75%*	**	**	*73%*	**	**	**	**	**
NET: Low	**12**	12	*	**	**	*	**	**	**	**	**
	6%	*6%*	*6%*	**	**	*5%*	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	212	12	7	21	6	20	21	16	24	12	139	20	20	33
Weighted total	194	14	10	21	9	22	31	19	29	9	164	11	10	9
Very low	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Quite low	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Neither low nor high	43	**	**	**	**	**	**	**	**	**	38	**	**	**
	22%	**	**	**	**	**	**	**	**	**	*23%*	**	**	**
Quite high	68	**	**	**	**	**	**	**	**	**	60	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*37%*	**	**	**
Very high	67	**	**	**	**	**	**	**	**	**	53	**	**	**
	34%	**	**	**	**	**	**	**	**	**	*32%*	**	**	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
NET: High	135	**	**	**	**	**	**	**	**	**	112	**	**	**
	70%	**	**	**	**	**	**	**	**	**	*69%*	**	**	**
NET: Low	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**212**	5	41	3	7	74	9	8	63	155	57	183	29
Weighted total	**194**	3	32	2	2	82	8	8	54	153	41	168	26
Very low	**4**	**	**	**	**	*	**	**	4	4	*	1	**
	2%	**	**	**	**	**%*	**	**	*7%* e	*3%*	**%*	*1%*	**
Quite low	**8**	**	**	**	**	4	**	**	2	6	2	8	**
	4%	**	**	**	**	*5%*	**	**	*4%*	*4%*	*6%*	*5%*	**
Neither low nor high	**43**	**	**	**	**	17	**	**	17	40	3	38	**
	22%	**	**	**	**	*20%*	**	**	*31%*	*26%* b	*8%*	*23%*	**
Quite high	**68**	**	**	**	**	24	**	**	16	52	16	56	**
	35%	**	**	**	**	*29%*	**	**	*30%*	*34%*	*40%*	*33%*	**
Very high	**67**	**	**	**	**	35	**	**	15	48	18	62	**
	34%	**	**	**	**	*43%*	**	**	*27%*	*32%*	*45%*	*37%*	**
Don't Know (DO NOT READ OUT)	**4**	**	**	**	**	2	**	**	*	4	1	3	**
	2%	**	**	**	**	*2%*	**	**	**%*	*2%*	*1%*	*2%*	**
NET: High	**135**	**	**	**	**	59	**	**	31	100	35	118	**
	70%	**	**	**	**	*72%*	**	**	*58%*	*65%*	*85%* a	*70%*	**
NET: Low	**12**	**	**	**	**	4	**	**	6	10	2	9	**
	6%	**	**	**	**	*5%*	**	**	*11%* b	*6%*	*6%*	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	212	204	8	105	39	65
Weighted total	194	183	10	106	32	53
Very low	4	4	**	3	**	1
	2%	2%	**	3%	**	2%
Quite low	8	7	**	2	**	6
	4%	4%	**	2%	**	11%
						ab
Neither low nor high	43	40	**	28	**	5
	22%	22%	**	26%	**	10%
				c	c	
Quite high	68	68	**	29	**	22
	35%	37%	**	27%	**	41%
					a	
Very high	67	60	**	42	**	19
	34%	33%	**	40%	**	35%
				b		
Don't Know (DO NOT READ OUT)	4	4	**	2	**	1
	2%	2%	**	2%	**	1%
NET: High	135	128	**	71	**	40
	70%	70%	**	67%	**	76%
NET: Low	12	11	**	5	**	7
	6%	6%	**	5%	**	13%
						ab

Columns Tested: a,b - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**212**	131	59	16	1	4	1	-	-	190	22	6	42	89	81
Weighted total	**194**	136	43	11	*	3	*	-	-	179	15	3	59	78	57
Very low	**4**	4	-	**	**	**	**	**	**	4	**	**	**	1	*
	2%	*3%*	*-%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	**%*
Quite low	**8**	7	*	**	**	**	**	**	**	8	**	**	**	6	1
	4%	*5%*	**%*	**	**	**	**	**	**	*4%*	**	**	**	*8%*	*1%*
														c	
Neither low nor high	**43**	33	5	**	**	**	**	**	**	39	**	**	**	15	9
	22%	*25%*	*13%*	**	**	**	**	**	**	*22%*	**	**	**	*20%*	*16%*
Quite high	**68**	43	20	**	**	**	**	**	**	62	**	**	**	29	25
	35%	*31%*	*46%*	**	**	**	**	**	**	*35%*	**	**	**	*38%*	*44%*
															a
Very high	**67**	46	17	**	**	**	**	**	**	63	**	**	**	24	21
	34%	*33%*	*41%*	**	**	**	**	**	**	*35%*	**	**	**	*31%*	*37%*
Don't Know (DO NOT READ OUT)	**4**	3	*	**	**	**	**	**	**	4	**	**	**	1	1
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	*2%*	*2%*
NET: High	**135**	88	37	**	**	**	**	**	**	125	**	**	**	53	46
	70%	*65%*	*86%*	**	**	**	**	**	**	*70%*	**	**	**	*69%*	*81%*
			ai												a
NET: Low	**12**	11	*	**	**	**	**	**	**	11	**	**	**	7	1
	6%	*8%*	**%*	**	**	**	**	**	**	*6%*	**	**	**	*10%*	*2%*
		b												c	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**212**	122	86	134	138	50	130	116	7	6	2	1	2	-
Weighted total	**194**	101	63	112	119	32	104	105	5	1	*	*	2	-
Very low	**4**	4	1	4	*	-	-	4	**	**	**	**	**	**
	2%	*4%*	*2%*	*3%*	**%*	*-%*	*-%*	*4%*	**	**	**	**	**	**
		df		df										
Quite low	**8**	6	6	6	4	5	3	5	**	**	**	**	**	**
	4%	*6%*	*9%*	*5%*	*3%*	*14%*	*2%*	*5%*	**	**	**	**	**	**
			f			cdf								
Neither low nor high	**43**	30	15	30	17	3	20	27	**	**	**	**	**	**
	22%	*30%*	*24%*	*27%*	*14%*	*10%*	*19%*	*26%*	**	**	**	**	**	**
		def	e	de										
Quite high	**68**	27	22	35	54	12	35	33	**	**	**	**	**	**
	35%	*27%*	*34%*	*31%*	*46%*	*37%*	*33%*	*32%*	**	**	**	**	**	**
					acf									
Very high	**67**	32	18	35	43	12	45	33	**	**	**	**	**	**
	34%	*32%*	*29%*	*31%*	*36%*	*38%*	*43%*	*31%*	**	**	**	**	**	**
							bc							
Don't Know (DO NOT READ OUT)	**4**	2	1	2	1	*	2	2	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	**	**	**	**	**	**
NET: High	**135**	59	40	70	98	24	80	66	**	**	**	**	**	**
	70%	*59%*	*64%*	*63%*	*82%*	*75%*	*77%*	*63%*	**	**	**	**	**	**
					abc	a	abc							
NET: Low	**12**	9	7	9	4	5	3	9	**	**	**	**	**	**
	6%	*9%*	*11%*	*8%*	*3%*	*14%*	*2%*	*8%*	**	**	**	**	**	**
		df	df	f		df								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	*c	d	*e
Unweighted total	**212**	126	6	2	-	3	1	-	4	42	35	26	31	-
Weighted total	**194**	112	2	2	-	2	1	-	3	45	35	21	11	-
Very low	**4**	-	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**8**	4	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**43**	14	**	**	**	**	**	**	**	**	**	**	**	**
	22%	*12%*	**	**	**	**	**	**	**	**	**	**	**	**
										d	d			
Quite high	**68**	53	**	**	**	**	**	**	**	**	**	**	**	**
	35%	*47%*	**	**	**	**	**	**	**	**	**	**	**	**
													a	
Very high	**67**	42	**	**	**	**	**	**	**	**	**	**	**	**
	34%	*37%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**4**	*	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**135**	95	**	**	**	**	**	**	**	**	**	**	**	**
	70%	*84%*	**	**	**	**	**	**	**	**	**	**	**	**
													ab	
NET: Low	**12**	4	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	a	b	a	b
Unweighted total	**212**	40	19	46	28	5	99	5	34	94	118	99	35
Weighted total	**194**	34	18	41	23	4	92	1	26	93	101	83	30
Very low	**4**	**	**	**	**	**	*	**	**	1	3	1	**
	2%	**	**	**	**	**	**%*	**	**	*1%*	*3%*	*1%*	**
													a
Quite low	**8**	**	**	**	**	**	3	**	**	3	6	3	**
	4%	**	**	**	**	**	*3%*	**	**	*3%*	*6%*	*4%*	**
Neither low nor high	**43**	**	**	**	**	**	13	**	**	20	23	19	**
	22%	**	**	**	**	**	*14%*	**	**	*22%*	*22%*	*23%*	**
Quite high	**68**	**	**	**	**	**	38	**	**	38	30	30	**
	35%	**	**	**	**	**	*42%*	**	**	*41%*	*30%*	*36%*	**
Very high	**67**	**	**	**	**	**	37	**	**	29	37	27	**
	34%	**	**	**	**	**	*40%*	**	**	*31%*	*37%*	*33%*	**
Don't Know (DO NOT READ OUT)	**4**	**	**	**	**	**	1	**	**	2	2	2	**
	2%	**	**	**	**	**	*1%*	**	**	*2%*	*2%*	*3%*	**
NET: High	**135**	**	**	**	**	**	75	**	**	67	68	57	**
	70%	**	**	**	**	**	*82%*	**	**	*72%*	*67%*	*69%*	**
												b	
NET: Low	**12**	**	**	**	**	**	3	**	**	4	8	4	**
	6%	**	**	**	**	**	*4%*	**	**	*4%*	*8%*	*5%*	**
													a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	**212**	30	78	80	8	37	100	47	111	26	1
Weighted total	**194**	26	61	59	1	39	78	41	91	15	*
Very low	**4**	**	-	-	**	**	-	**	3	**	**
	2%	**	-%	-%	**	**	-%	**	*3%*	**	**
Quite low	**8**	**	1	4	**	**	3	**	5	**	**
	4%	**	*1%*	*7%*	**	**	*4%*	**	*6%*	**	**
Neither low nor high	**43**	**	9	9	**	**	13	**	28	**	**
	22%	**	*15%*	*15%*	**	**	*17%*	**	*31%*	**	**
Quite high	**68**	**	23	21	**	**	29	**	26	**	**
	35%	**	*38%*	*36%*	**	**	*37%*	**	*28%*	**	**
		b				b					
Very high	**67**	**	28	24	**	**	33	**	28	**	**
	34%	**	*45%*	*41%*	**	**	*42%*	**	*31%*	**	**
			a				a				
Don't Know (DO NOT READ OUT)	**4**	**	*	1	**	**	*	**	1	**	**
	2%	**	*%*	*2%*	**	**	*%*	**	*1%*	**	**
NET: High	**135**	**	50	45	**	**	61	**	54	**	**
	70%	**	*83%*	*76%*	**	**	*79%*	**	*59%*	**	**
NET: Low	**12**	**	1	4	**	**	3	**	8	**	**
	6%	**	*1%*	*7%*	**	**	*4%*	**	*9%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**212**	47	73	25	1	111	78	49	1	77	62	66	68	52	3
Weighted total	**194**	36	55	19	*	102	68	36	*	51	40	56	45	29	1
Very low	**4**	**	-	**	**	*	-	**	**	-	-	*	-	-	**
	2%	**	-%	**	**	*%	-%	**	**	-%	-%	*%	-%	-%	**
Quite low	**8**	**	5	**	**	3	1	**	**	4	4	1	3	1	**
	4%	**	*10%*	**	**	*3%*	*2%*	**	**	*8%*	*11%* c	*1%*	*6%*	*2%*	**
Neither low nor high	**43**	**	13	**	**	13	14	**	**	9	4	7	8	8	**
	22%	**	*23%*	**	**	*12%*	*21%*	**	**	*17%*	*10%*	*12%*	*18%*	*27%*	**
Quite high	**68**	**	18	**	**	49	28	**	**	14	14	29	17	9	**
	35%	**	*32%*	**	**	*48%*	*41%*	**	**	*28%*	*34%*	*51%* a	*37%*	*31%*	**
Very high	**67**	**	18	**	**	37	24	**	**	23	17	19	17	11	**
	34%	**	*33%* a	**	**	*36%*	*35%*	**	**	*45%*	*43%*	*34%*	*38%*	*38%*	**
Don't Know (DO NOT READ OUT)	**4**	**	1	**	**	1	1	**	**	1	1	1	1	1	**
	2%	**	*2%*	**	**	*1%*	*1%*	**	**	*2%*	*3%*	*1%*	*1%*	*2%*	**
NET: High	**135**	**	36	**	**	85	51	**	**	37	31	48	34	20	**
	70%	**	*65%*	**	**	*83%*	*76%*	**	**	*72%*	*77%*	*85%*	*75%*	*69%*	**
NET: Low	**12**	**	5	**	**	3	1	**	**	4	4	1	3	1	**
	6%	**	*10%*	**	**	*3%*	*2%*	**	**	*8%*	*11%* c	*1%*	*6%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	212	40	29	41	7	8	64	51	5	4	12	-
Weighted total	194	36	24	33	5	7	46	29	5	3	10	-
Very low	4	**	**	**	**	**	-	-	**	**	**	**
	2%	**	**	**	**	**	-%	-%	**	**	**	**
Quite low	8	**	**	**	**	**	4	1	**	**	**	**
	4%	**	**	**	**	**	*8%*	*2%*	**	**	**	**
Neither low nor high	43	**	**	**	**	**	8	7	**	**	**	**
	22%	**	**	**	**	**	*18%*	*23%*	**	**	**	**
Quite high	68	**	**	**	**	**	13	10	**	**	**	**
	35%	**	**	**	**	**	*29%*	*33%*	**	**	**	**
Very high	67	**	**	**	**	**	20	11	**	**	**	**
	34%	**	**	**	**	**	*43%*	*38%*	**	**	**	**
		c										
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	1	1	**	**	**	**
	2%	**	**	**	**	**	*2%*	*4%*	**	**	**	**
NET: High	135	**	**	**	**	**	33	21	**	**	**	**
	70%	**	**	**	**	**	*72%*	*72%*	**	**	**	**
NET: Low	12	**	**	**	**	**	4	1	**	**	**	**
	6%	**	**	**	**	**	*8%*	*2%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	***a**	b
Unweighted total	**212**	202	169	204	188	207	142	200	79	-	112	4	24	101
Weighted total	**194**	185	148	185	168	187	126	182	58	-	86	5	19	78
Very low	**4**	4	3	4	4	4	4	4	*	**	*	**	**	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	**%*	**	**%*	**	**	*-%*
Quite low	**8**	8	8	8	8	8	6	8	3	**	2	**	**	2
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*6%*	**	*3%*	**	**	*3%*
Neither low nor high	**43**	41	35	41	39	39	23	39	17	**	13	**	**	12
	22%	*22%*	*24%*	*22%*	*23%*	*21%*	*19%*	*22%*	*30%* a	**	*16%*	**	**	*16%*
Quite high	**68**	65	53	65	59	65	45	64	17	**	36	**	**	31
	35%	*35%*	*36%*	*35%*	*35%*	*35%*	*36%*	*35%*	*30%*	**	*42%*	**	**	*39%*
Very high	**67**	63	45	63	54	65	44	63	19	**	32	**	**	32
	34%	*34%*	*31%*	*34%*	*32%*	*35%*	*35%*	*35%*	*33%*	**	*38%*	**	**	*41%*
Don't Know (DO NOT READ OUT)	**4**	4	4	4	4	4	3	4	*	**	1	**	**	1
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**	*1%*	**	**	*1%*
NET: High	**135**	128	99	128	113	131	89	126	36	**	69	**	**	62
	70%	*69%*	*67%*	*69%*	*68%*	*70%*	*71%*	*70%*	*63%*	**	*80%*	**	**	*80%*
NET: Low	**12**	12	10	12	12	12	10	12	4	**	3	**	**	2
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*8%*	*6%*	*6%*	**	*3%*	**	**	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**212**	185	7	34	177	43	133	35	63	17	130	101	111
Weighted total	**194**	177	5	32	162	37	120	36	52	18	123	82	112
Very low	**4**	3	**	**	4	**	3	**	*	**	4	3	1
	2%	*2%*	**	**	*2%*	**	*2%*	**	**%*	**	*3%*	*3%*	*1%*
Quite low	**8**	5	**	**	4	**	5	**	1	**	5	4	4
	4%	*3%*	**	**	*2%*	**	*5%*	**	*1%*	**	*4%*	*5%*	*4%*
				b									
Neither low nor high	**43**	39	**	**	32	**	27	**	7	**	33	14	28
	22%	*22%*	**	**	*20%*	**	*23%*	**	*13%*	**	*27%*	*18%*	*25%*
											a		
Quite high	**68**	65	**	**	60	**	45	**	29	**	32	32	36
	35%	*37%*	**	**	*37%*	**	*37%*	**	*55%*	**	*26%*	*39%*	*33%*
						c	c		c				
Very high	**67**	62	**	**	58	**	38	**	15	**	46	28	38
	34%	*35%*	**	**	*36%*	**	*32%*	**	*30%*	**	*37%*	*35%*	*34%*
Don't Know (DO NOT READ OUT)	**4**	3	**	**	4	**	2	**	*	**	4	*	4
	2%	*2%*	**	**	*2%*	**	*2%*	**	**%*	**	*3%*	**%*	*3%*
NET: High	**135**	127	**	**	118	**	83	**	44	**	77	60	75
	70%	*72%*	**	**	*73%*	**	*69%*	**	*85%*	**	*63%*	*74%*	*67%*
					a				c				
NET: Low	**12**	8	**	**	8	**	8	**	1	**	9	7	5
	6%	*4%*	**	**	*5%*	**	*7%*	**	*2%*	**	*7%*	*9%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	212	17	16	11	13	13	13	22	17	27	26	18	19
Weighted total	194	10	10	12	6	14	15	14	8	40	31	20	16
Very low	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	8	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	43	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	68	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	67	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	135	**	**	**	**	**	**	**	**	**	**	**	**
	70%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	12	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**212**	44	39	66	63
Weighted total	**194**	31	34	62	66
Very low	**4**	**	**	3	1
	2%	**	**	*4%*	*2%*
Quite low	**8**	**	**	2	3
	4%	**	**	*3%*	*4%*
Neither low nor high	**43**	**	**	24	11
	22%	**	**	*38%*	*17%*
				abd	
Quite high	**68**	**	**	16	25
	35%	**	**	*27%*	*37%*
			c		
Very high	**67**	**	**	17	25
	34%	**	**	*27%*	*38%*
		c			
Don't Know (DO NOT READ OUT)	**4**	**	**	*	1
	2%	**	**	*1%*	*2%*
NET: High	**135**	**	**	33	50
	70%	**	**	*54%*	*75%*
		c	c		c
NET: Low	**12**	**	**	5	4
	6%	**	**	*8%*	*6%*

Columns Tested: a,b,c,d

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	54	38	9	2	5	16	10	19	4	1	8
Weighted total	61	59	1	*	1	2	18	24	6	*	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	2	4	12	1	1	3	6	2	6	37	4	8	5
Weighted total	61	2	6	19	1	2	4	10	2	10	56	1	3	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	54	2	9	4	2	20	2	4	11	47	7	50	4
Weighted total	61	1	9	5	1	26	2	7	10	55	6	56	4
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**54**	52	2	25	8	21
Weighted total	**61**	57	4	25	12	23
Very dissatisfied	**-**	-	**	**	**	**
	-%	-%	**	**	**	**
Fairly dissatisfied	**-**	-	**	**	**	**
	-%	-%	**	**	**	**
Neither satisfied nor dissatisfied	**4**	4	**	**	**	**
	7%	*7%*	**	**	**	**
Fairly satisfied	**34**	31	**	**	**	**
	55%	*56%*	**	**	**	**
Very satisfied	**21**	19	**	**	**	**
	34%	*33%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**
	3%	*4%*	**	**	**	**
NET: Satisfied	**55**	50	**	**	**	**
	90%	*89%*	**	**	**	**
NET: Dissatisfied	**-**	-	**	**	**	**
	-%	-%	**	**	**	**

Columns Tested: a,b - a,b,c

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	*c
Unweighted total	54	25	19	9	1	-	-	-	-	44	10	1	6	19	29
Weighted total	61	32	18	11	*	-	-	-	-	50	11	*	7	25	28
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 is very satisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**54**	31	30	37	41	17	39	36	-	-	1	-	-	-
Weighted total	**61**	33	32	40	44	14	44	38	-	-	2	-	-	-
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**34**	**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**21**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**55**	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**54**	41	-	-	-	-	-	-	-	13	11	8	5	-
Weighted total	**61**	44	-	-	-	-	-	-	-	18	11	9	2	-
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**34**	**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**21**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**55**	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	54	13	5	12	7	4	27	1	13	24	30	30	7
Weighted total	61	12	8	15	5	4	31	*	13	30	31	30	9
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	**54**	11	25	28	5	8	33	13	28	12	-
Weighted total	**61**	16	23	28	5	12	32	15	32	10	-
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**34**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**
Very satisfied	**21**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**55**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	54	14	23	16	-	31	22	24	-	27	24	21	26	18	-
Weighted total	61	18	27	13	-	34	28	21	-	28	25	21	26	19	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	54	15	9	13	7	2	24	16	-	-	2	-
Weighted total	61	11	9	15	7	*	25	16	-	-	2	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**54**	53	42	53	47	51	44	52	31	-	37	3	13	32
Weighted total	**61**	59	44	59	47	57	49	59	33	-	35	6	20	30
Very dissatisfied	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	-%	**	-%	**	-%	**	-%	**	**	**	**	**	**
Fairly dissatisfied	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	-%	**	-%	**	-%	**	-%	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	4	**	4	**	4	**	3	**	**	**	**	**	**
	7%	*7%*	**	*7%*	**	*7%*	**	*5%*	**	**	**	**	**	**
Fairly satisfied	**34**	34	**	34	**	30	**	34	**	**	**	**	**	**
	55%	*57%*	**	*57%*	**	*53%*	**	*57%*	**	**	**	**	**	**
Very satisfied	**21**	19	**	19	**	21	**	21	**	**	**	**	**	**
	34%	*32%*	**	*32%*	**	*36%*	**	*35%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	2	**	2	**	2	**	**	**	**	**	**
	3%	*4%*	**	*4%*	**	*4%*	**	*4%*	**	**	**	**	**	**
NET: Satisfied	**55**	53	**	53	**	51	**	54	**	**	**	**	**	**
	90%	*89%*	**	*89%*	**	*89%*	**	*92%*	**	**	**	**	**	**
NET: Dissatisfied	**-**	-	**	-	**	-	**	-	**	**	**	**	**	**
	-%	-%	**	-%	**	-%	**	-%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	54	47	2	8	45	14	31	8	24	6	22	29	25
Weighted total	61	55	2	7	53	17	38	6	27	10	24	31	30
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	54	2	4	5	3	8	5	6	5	4	3	5	4
Weighted total	61	2	4	4	*	15	5	3	8	8	3	6	3
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	21	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	55	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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 ...?)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	54	11	16	15	12
Weighted total	61	10	20	19	12
Very dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**
	7%	**	**	**	**
Fairly satisfied	34	**	**	**	**
	55%	**	**	**	**
Very satisfied	21	**	**	**	**
	34%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**
	3%	**	**	**	**
NET: Satisfied	55	**	**	**	**
	90%	**	**	**	**
NET: Dissatisfied	-	**	**	**	**
	-%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	53	40	7	3	3	13	14	9	8	-	9
Weighted total	64	63	1	*	*	2	19	16	11	-	6
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	53	3	5	7	1	3	8	5	4	5	41	4	6	2
Weighted total	64	4	10	10	1	2	10	8	7	8	60	2	2	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	53	2	15	1	-	21	2	1	9	49	4	50	3
Weighted total	64	3	15	2	-	29	1	2	9	61	3	64	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**53**	52	1	15	10	27
Weighted total	**64**	62	2	15	13	35
Very dissatisfied	**-**	-	**	**	**	**
	-%	*-%*	**	**	**	**
Fairly dissatisfied	**5**	5	**	**	**	**
	7%	*8%*	**	**	**	**
Neither satisfied nor dissatisfied	**6**	6	**	**	**	**
	10%	*10%*	**	**	**	**
Fairly satisfied	**16**	14	**	**	**	**
	25%	*23%*	**	**	**	**
Very satisfied	**37**	37	**	**	**	**
	58%	*59%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	**	**	**	**
	-%	*-%*	**	**	**	**
NET: Satisfied	**53**	51	**	**	**	**
	83%	*82%*	**	**	**	**
NET: Dissatisfied	**5**	5	**	**	**	**
	7%	*8%*	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted total	53	21	25	6	-	1	-	-	-	46	7	1	4	17	32
Weighted total	64	28	30	6	-	*	-	-	-	58	6	*	4	24	36
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	53	26	25	31	45	10	37	30	-	-	-	1	-	-
Weighted total	64	26	28	35	56	8	42	34	-	-	-	*	-	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**53**	43	1	-	-	1	-	-	1	9	6	8	8	-
Weighted total	**64**	54	2	-	-	*	-	-	*	16	5	8	6	-
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**16**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**37**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**53**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	a	*b
Unweighted total	53	11	7	10	15	2	36	-	9	22	31	31	-
Weighted total	64	16	8	11	18	2	47	-	9	28	37	35	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	*b	*c	*d
Unweighted total	53	15	22	28	3	12	33	14	23	11	1
Weighted total	64	19	21	32	3	13	43	18	22	11	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	53	14	20	7	1	36	30	17	1	26	24	25	23	22	6
Weighted total	64	19	20	6	*	46	35	17	*	26	26	29	27	22	8
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	53	14	12	17	4	3	22	17	-	-	2	1
Weighted total	64	14	13	20	7	3	24	13	-	-	4	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	*b
Unweighted total	**53**	47	37	47	48	50	40	47	27	-	33	1	14	27
Weighted total	**64**	56	43	56	57	59	43	57	31	-	34	2	14	29
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**16**	**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**37**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**53**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	*c	*a	*b	*c	*a	b
Unweighted total	53	47	2	8	45	16	29	8	25	4	23	22	31
Weighted total	64	58	3	7	57	21	34	10	32	7	25	29	36
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	53	1	7	6	6	6	4	3	3	5	3	3	6
Weighted total	64	2	12	5	3	9	6	3	4	9	4	4	4
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	53	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	53	14	16	11	12
Weighted total	64	19	18	16	12
Very dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	5	**	**	**	**
	7%	**	**	**	**
Neither satisfied nor dissatisfied	6	**	**	**	**
	10%	**	**	**	**
Fairly satisfied	16	**	**	**	**
	25%	**	**	**	**
Very satisfied	37	**	**	**	**
	58%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**
	-%	**	**	**	**
NET: Satisfied	53	**	**	**	**
	83%	**	**	**	**
NET: Dissatisfied	5	**	**	**	**
	7%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**72**	54	12	4	2	18	17	22	7	3	8
Weighted total	**73**	71	1	*	*	2	20	30	7	*	4
Very dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**8**	8	**	**	**	**	**	**	**	**	**
	11%	*11%*	**	**	**	**	**	**	**	**	**
Fairly satisfied	**31**	30	**	**	**	**	**	**	**	**	**
	42%	*42%*	**	**	**	**	**	**	**	**	**
Very satisfied	**34**	33	**	**	**	**	**	**	**	**	**
	47%	*46%*	**	**	**	**	**	**	**	**	**
NET: Satisfied	**65**	63	**	**	**	**	**	**	**	**	**
	88%	*89%*	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	**	**	**	**	**	**	**
	***%**	-%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	2	6	-	6	10	12	4	2	47	7	8	10
Weighted total	73	8	2	7	-	8	15	16	5	2	63	3	3	4
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	2	12	-	7	31	1	1	18	46	26	68	4
Weighted total	73	3	9	-	4	38	*	2	17	51	22	71	2
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	8	**
	11%	**	**	**	**	**	**	**	**	**	**	*11%*	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	31	**
	42%	**	**	**	**	**	**	**	**	**	**	*43%*	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	33	**
	47%	**	**	**	**	**	**	**	**	**	**	*46%*	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	63	**
	88%	**	**	**	**	**	**	**	**	**	**	*89%*	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	72	69	3	36	10	24
Weighted total	73	70	3	34	11	25
Very dissatisfied	-	-	**	**	**	**
	-%	-%	**	**	**	**
Fairly dissatisfied	-	-	**	**	**	**
	-%	-%	**	**	**	**
Neither satisfied nor dissatisfied	8	8	**	**	**	**
	11%	12%	**	**	**	**
Fairly satisfied	31	28	**	**	**	**
	42%	40%	**	**	**	**
Very satisfied	34	34	**	**	**	**
	47%	48%	**	**	**	**
NET: Satisfied	65	62	**	**	**	**
	88%	88%	**	**	**	**
NET: Dissatisfied	-	-	**	**	**	**
	-%	-%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**
	*%	*%	**	**	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	b	*c
Unweighted total	**72**	44	24	3	-	1	-	-	-	68	4	1	9	35	28
Weighted total	**73**	46	24	3	-	*	-	-	-	70	3	*	11	35	27
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
Fairly dissatisfied	**-**	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
Neither satisfied nor dissatisfied	**8**	**	**	**	**	**	**	**	**	8	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	*12%*	**	**	**	**	**
Fairly satisfied	**31**	**	**	**	**	**	**	**	**	28	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	*40%*	**	**	**	**	**
Very satisfied	**34**	**	**	**	**	**	**	**	**	34	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	*48%*	**	**	**	**	**
NET: Satisfied	**65**	**	**	**	**	**	**	**	**	62	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	*88%*	**	**	**	**	**
NET: Dissatisfied	**-**	**	**	**	**	**	**	**	**	-	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	*%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**72**	37	32	44	61	26	58	36	6	1	-	1	-	-
Weighted total	**73**	33	27	39	63	24	58	34	5	*	-	*	-	-
Very dissatisfied	**-**	**	**	**	-	**	-	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	**	**	**	-	**	-	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**8**	**	**	**	7	**	8	**	**	**	**	**	**	**
	11%	**	**	**	*11%*	**	*14%*	**	**	**	**	**	**	**
Fairly satisfied	**31**	**	**	**	25	**	20	**	**	**	**	**	**	**
	42%	**	**	**	*39%*	**	*34%*	**	**	**	**	**	**	**
Very satisfied	**34**	**	**	**	32	**	30	**	**	**	**	**	**	**
	47%	**	**	**	*50%*	**	*51%*	**	**	**	**	**	**	**
NET: Satisfied	**65**	**	**	**	56	**	50	**	**	**	**	**	**	**
	88%	**	**	**	*89%*	**	*86%*	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	**	**	**	-	**	-	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	-	**	-	**	**	**	**	**	**	**
	***%**	**	**	**	-%	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	57	2	1	-	1	-	-	1	9	14	8	13	-
Weighted total	**73**	61	2	*	-	*	-	-	*	8	16	8	7	-
Very dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**8**	7	**	**	**	**	**	**	**	**	**	**	**	**
	11%	*12%*	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**31**	23	**	**	**	**	**	**	**	**	**	**	**	**
	42%	*37%*	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**34**	31	**	**	**	**	**	**	**	**	**	**	**	**
	47%	*51%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**65**	54	**	**	**	**	**	**	**	**	**	**	**	**
	88%	*88%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	72	24	8	15	13	1	41	3	17	37	35	40	4
Weighted total	73	25	8	17	13	1	44	3	17	43	30	38	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**
										b			
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	72	17	32	37	3	18	43	16	35	8	-
Weighted total	73	21	34	33	5	24	40	18	30	6	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	a	*b	c	*a	*b	*c
Unweighted total	72	18	27	9	-	50	35	16	-	32	27	38	29	27	1
Weighted total	73	17	23	6	-	56	36	13	-	31	26	39	31	27	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	72	21	15	31	4	3	26	23	1	1	-	-
Weighted total	73	20	13	35	3	1	25	23	2	1	-	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**72**	65	61	66	69	71	52	65	25	-	52	-	8	47
Weighted total	**73**	65	61	67	69	71	55	68	23	-	55	-	9	50
Very dissatisfied	**-**	-	-	-	-	-	-	-	**	**	-	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	-%	**	**	**
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	**	**	-	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	-%	**	**	**
Neither satisfied nor dissatisfied	**8**	8	8	8	8	8	6	7	**	**	4	**	**	**
	11%	*13%*	*13%*	*13%*	*12%*	*12%*	*10%*	*11%*	**	**	*8%*	**	**	**
Fairly satisfied	**31**	25	26	26	29	28	22	27	**	**	20	**	**	**
	42%	*38%*	*42%*	*39%*	*41%*	*40%*	*40%*	*40%*	**	**	*37%*	**	**	**
Very satisfied	**34**	32	28	32	32	34	28	34	**	**	30	**	**	**
	47%	*49%*	*45%*	*48%*	*46%*	*48%*	*50%*	*50%*	**	**	*55%*	**	**	**
NET: Satisfied	**65**	57	53	58	61	63	50	61	**	**	51	**	**	**
	88%	*87%*	*87%*	*87%*	*88%*	*88%*	*90%*	*89%*	**	**	*92%*	**	**	**
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	**	**	-	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	-%	**	**	**
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	**	**	*	**	**	**
	%	-%	-%	-%	-%	*%	-%	-%	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	*a	b
Unweighted total	**72**	58	3	12	60	18	45	7	27	9	35	29	43
Weighted total	**73**	62	3	15	58	19	43	9	32	10	32	35	39
Very dissatisfied	**-**	-	**	**	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	**
Fairly dissatisfied	**-**	-	**	**	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**8**	6	**	**	4	**	**	**	**	**	**	**	**
	11%	*11%*	**	**	*7%*	**	**	**	**	**	**	**	**
Fairly satisfied	**31**	24	**	**	22	**	**	**	**	**	**	**	**
	42%	*39%*	**	**	*38%*	**	**	**	**	**	**	**	**
Very satisfied	**34**	31	**	**	32	**	**	**	**	**	**	**	**
	47%	*50%*	**	**	*55%*	**	**	**	**	**	**	**	**
NET: Satisfied	**65**	55	**	**	54	**	**	**	**	**	**	**	**
	88%	*89%*	**	**	*93%*	**	**	**	**	**	**	**	**
NET: Dissatisfied	**-**	-	**	**	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	-	**	**	-	**	**	**	**	**	**	**	**
	%	-%	**	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	5	9	2	7	5	6	5	6	7	5	10	5
Weighted total	73	2	9	4	4	7	8	1	6	10	5	12	5
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	34	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	65	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	72	16	18	18	20
Weighted total	73	15	19	17	22
Very dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Neither satisfied nor dissatisfied	8	**	**	**	**
	11%	**	**	**	**
Fairly satisfied	31	**	**	**	**
	42%	**	**	**	**
Very satisfied	34	**	**	**	**
	47%	**	**	**	**
NET: Satisfied	65	**	**	**	**
	88%	**	**	**	**
NET: Dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	*%	**	**	**	**

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**212**	138	51	13	10	74	49	47	19	8	21
Weighted total	**194**	185	7	1	1	9	54	55	13	3	7
Very dissatisfied	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	1%	**	**	1%	**	**	**	**	**
Fairly dissatisfied	**8**	7	1	**	**	1	**	**	**	**	**
	4%	4%	10%	**	**	7%	**	**	**	**	**
Neither satisfied nor dissatisfied	**9**	8	*	**	**	*	**	**	**	**	**
	4%	4%	5%	**	**	5%	**	**	**	**	**
Fairly satisfied	**69**	66	2	**	**	3	**	**	**	**	**
	36%	36%	30%	**	**	32%	**	**	**	**	**
Very satisfied	**107**	102	3	**	**	5	**	**	**	**	**
	55%	55%	51%	**	**	52%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	1	*	**	**	*	**	**	**	**	**
	1%	1%	2%	**	**	3%	**	**	**	**	**
NET: Satisfied	**176**	168	5	**	**	8	**	**	**	**	**
	91%	91%	82%	**	**	84%	**	**	**	**	**
NET: Dissatisfied	**8**	7	1	**	**	1	**	**	**	**	**
	4%	4%	12%	**	**	8%	**	**	**	**	**
			a								

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	212	12	7	21	6	20	21	16	24	12	139	20	20	33
Weighted total	194	14	10	21	9	22	31	19	29	9	164	11	10	9
Very dissatisfied	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fairly dissatisfied	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Neither satisfied nor dissatisfied	9	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Fairly satisfied	69	**	**	**	**	**	**	**	**	**	62	**	**	**
	36%	**	**	**	**	**	**	**	**	**	38%	**	**	**
											m			
Very satisfied	107	**	**	**	**	**	**	**	**	**	88	**	**	**
	55%	**	**	**	**	**	**	**	**	**	54%	**	**	**
														j
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Satisfied	176	**	**	**	**	**	**	**	**	**	150	**	**	**
	91%	**	**	**	**	**	**	**	**	**	92%	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	**212**	5	41	3	7	74	9	8	63	155	57	183	29
Weighted total	**194**	3	32	2	2	82	8	8	54	153	41	168	26
Very dissatisfied	*	**	**	**	**	-	**	**	-	-	*	*	**
	**%*	**	**	**	**	*-%*	**	**	*-%*	*-%*	**%*	**%*	**
Fairly dissatisfied	**8**	**	**	**	**	2	**	**	3	7	1	5	**
	4%	**	**	**	**	*3%*	**	**	*6%*	*5%*	*2%*	*3%*	**
Neither satisfied nor dissatisfied	**9**	**	**	**	**	*	**	**	4	4	5	9	**
	4%	**	**	**	**	**%*	**	**	*7%*	*3%*	*11%*	*5%*	**
									e		a		
Fairly satisfied	**69**	**	**	**	**	28	**	**	23	61	9	58	**
	36%	**	**	**	**	*35%*	**	**	*42%*	*40%*	*21%*	*35%*	**
										b			
Very satisfied	**107**	**	**	**	**	49	**	**	25	80	27	96	**
	55%	**	**	**	**	*60%*	**	**	*45%*	*52%*	*66%*	*57%*	**
			h										
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	1	**	**	-	2	-	*	**
	1%	**	**	**	**	*2%*	**	**	*-%*	*1%*	*-%*	**%*	**
NET: Satisfied	**176**	**	**	**	**	78	**	**	47	140	36	154	**
	91%	**	**	**	**	*95%*	**	**	*87%*	*92%*	*87%*	*92%*	**
NET: Dissatisfied	**8**	**	**	**	**	2	**	**	3	7	1	5	**
	4%	**	**	**	**	*3%*	**	**	*6%*	*5%*	*2%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	212	204	8	105	39	65
Weighted total	194	183	10	106	32	53
Very dissatisfied	*	*	**	-	**	*
	*%	*%	**	-%	**	*%
Fairly dissatisfied	8	8	**	5	**	3
	4%	4%	**	5%	**	5%
Neither satisfied nor dissatisfied	9	9	**	4	**	4
	4%	5%	**	4%	**	7%
Fairly satisfied	69	67	**	35	**	13
	36%	37%	**	33%	**	24%
					ac	
Very satisfied	107	98	**	61	**	34
	55%	54%	**	58%	**	64%
				b		b
Don't Know (DO NOT READ OUT)	2	2	**	*	**	-
	1%	1%	**	*%	**	-%
					a	
NET: Satisfied	176	166	**	97	**	47
	91%	90%	**	91%	**	88%
NET: Dissatisfied	8	8	**	5	**	3
	4%	4%	**	5%	**	5%

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**212**	131	59	16	1	4	1	-	-	190	22	6	42	89	81
Weighted total	**194**	136	43	11	*	3	*	-	-	179	15	3	59	78	57
Very dissatisfied	*	-	*	**	**	**	**	**	**	*	**	**	**	-	*
	%	-%	*%	**	**	**	**	**	**	*%	**	**	**	-%	*%
Fairly dissatisfied	**8**	7	*	**	**	**	**	**	**	7	**	**	**	2	1
	4%	*5%*	*1%*	**	**	**	**	**	**	*4%*	**	**	**	*3%*	*1%*
Neither satisfied nor dissatisfied	**9**	8	*	**	**	**	**	**	**	8	**	**	**	6	1
	4%	*6%*	*1%*	**	**	**	**	**	**	*5%*	**	**	**	*8%*	*1%*
Fairly satisfied	**69**	47	19	**	**	**	**	**	**	66	**	**	**	28	23
	36%	*34%*	*45%*	**	**	**	**	**	**	*37%*	**	**	**	*36%*	*40%*
Very satisfied	**107**	74	23	**	**	**	**	**	**	97	**	**	**	40	33
	55%	*54%*	*54%*	**	**	**	**	**	**	*54%*	**	**	**	*52%*	*57%*
Don't Know (DO NOT READ OUT)	**2**	1	*	**	**	**	**	**	**	2	**	**	**	1	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*2%*	*%*
NET: Satisfied	**176**	120	42	**	**	**	**	**	**	162	**	**	**	68	56
	91%	*88%*	*98%*	**	**	**	**	**	**	*91%*	**	**	**	*87%*	*97%*
			a												b
NET: Dissatisfied	**8**	7	*	**	**	**	**	**	**	7	**	**	**	2	1
	4%	*5%*	*1%*	**	**	**	**	**	**	*4%*	**	**	**	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**212**	122	86	134	138	50	130	116	7	6	2	1	2	-
Weighted total	**194**	101	63	112	119	32	104	105	5	1	*	*	2	-
Very dissatisfied	*	-	-	-	-	-	*	-	**	**	**	**	**	**
	%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**	**	**
Fairly dissatisfied	**8**	6	6	6	1	*	2	5	**	**	**	**	**	**
	4%	*5%*	*9%*	*5%*	*1%*	*1%*	*2%*	*5%*	**	**	**	**	**	**
		d	df	d										
Neither satisfied nor dissatisfied	**9**	5	3	5	4	3	5	5	**	**	**	**	**	**
	4%	*5%*	*5%*	*5%*	*3%*	*8%*	*5%*	*4%*	**	**	**	**	**	**
Fairly satisfied	**69**	37	23	43	40	11	32	40	**	**	**	**	**	**
	36%	*37%*	*36%*	*39%*	*34%*	*34%*	*30%*	*38%*	**	**	**	**	**	**
Very satisfied	**107**	52	31	57	74	18	64	54	**	**	**	**	**	**
	55%	*51%*	*50%*	*50%*	*62%*	*57%*	*61%*	*51%*	**	**	**	**	**	**
					c									
Don't Know (DO NOT READ OUT)	**2**	1	*	2	*	-	1	2	**	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*%*	-%	*1%*	*2%*	**	**	**	**	**	**
NET: Satisfied	**176**	89	54	100	114	29	96	93	**	**	**	**	**	**
	91%	*88%*	*85%*	*89%*	*96%*	*91%*	*92%*	*89%*	**	**	**	**	**	**
					abc									
NET: Dissatisfied	**8**	6	6	6	1	*	3	5	**	**	**	**	**	**
	4%	*5%*	*9%*	*5%*	*1%*	*1%*	*2%*	*5%*	**	**	**	**	**	**
		d	df	d										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	*c	d	*e
Unweighted total	**212**	126	6	2	-	3	1	-	4	42	35	26	31	-
Weighted total	**194**	112	2	2	-	2	1	-	3	45	35	21	11	-
Very dissatisfied	*	-	**	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**8**	*	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*%	**	**	**	**	**	**	**	**	**	**	**	**
										b				
Neither satisfied nor dissatisfied	**9**	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**69**	39	**	**	**	**	**	**	**	**	**	**	**	**
	36%	*35%*	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**107**	69	**	**	**	**	**	**	**	**	**	**	**	**
	55%	*62%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**176**	109	**	**	**	**	**	**	**	**	**	**	**	**
	91%	*97%*	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**8**	*	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*%	**	**	**	**	**	**	**	**	**	**	**	**
										b				

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	a	b	a	b
Unweighted total	**212**	40	19	46	28	5	99	5	34	94	118	99	35
Weighted total	**194**	34	18	41	23	4	92	1	26	93	101	83	30
Very dissatisfied	*	**	**	**	**	**	-	**	**	-	*	-	**
	*%	**	**	**	**	**	-%	**	**	-%	*%	-%	**
Fairly dissatisfied	**8**	**	**	**	**	**	1	**	**	2	6	2	**
	4%	**	**	**	**	**	*1%*	**	**	*2%*	*6%*	*3%*	** a
Neither satisfied nor dissatisfied	**9**	**	**	**	**	**	4	**	**	4	5	5	**
	4%	**	**	**	**	**	*4%*	**	**	*4%*	*5%*	*6%*	**
Fairly satisfied	**69**	**	**	**	**	**	28	**	**	31	38	28	**
	36%	**	**	**	**	**	*31%*	**	**	*34%*	*38%*	*34%*	**
Very satisfied	**107**	**	**	**	**	**	59	**	**	54	52	45	**
	55%	**	**	**	**	**	*65%*	**	**	*58%*	*52%*	*55%*	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	-	**	**	1	*	2	**
	1%	**	**	**	**	**	-%	**	**	*2%*	*%*	*2%*	**
NET: Satisfied	**176**	**	**	**	**	**	88	**	**	86	90	74	**
	91%	**	**	**	**	**	*95%*	**	**	*92%*	*90%*	*89%*	**
NET: Dissatisfied	**8**	**	**	**	**	**	1	**	**	2	6	2	**
	4%	**	**	**	**	**	*1%*	**	**	*2%*	*6%*	*3%*	** a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	**212**	30	78	80	8	37	100	47	111	26	1
Weighted total	**194**	26	61	59	1	39	78	41	91	15	*
Very dissatisfied	*	**	-	-	**	**	-	**	-	**	**
	*%	**	-%	-%	**	**	-%	**	-%	**	**
Fairly dissatisfied	**8**	**	1	2	**	**	1	**	5	**	**
	4%	**	*1%*	*4%*	**	**	*1%*	**	*6%*	**	**
Neither satisfied nor dissatisfied	**9**	**	1	3	**	**	3	**	4	**	**
	4%	**	*2%*	*5%*	**	**	*4%*	**	*4%*	**	**
Fairly satisfied	**69**	**	18	19	**	**	25	**	35	**	**
	36%	**	*29%*	*32%*	**	**	*32%*	**	*38%*	**	**
Very satisfied	**107**	**	41	34	**	**	49	**	46	**	**
	55%	**	*68%*	*59%*	**	**	*63%*	**	*51%*	**	**
Don't Know (DO NOT READ OUT)	**2**	**	*	*	**	**	-	**	*	**	**
	1%	**	*%*	*%*	**	**	-%	**	*%*	**	**
NET: Satisfied	**176**	**	59	53	**	**	74	**	81	**	**
	91%	**	*97%*	*91%*	**	**	*95%*	**	*89%*	**	**
NET: Dissatisfied	**8**	**	1	2	**	**	1	**	5	**	**
	4%	**	*1%*	*4%*	**	**	*1%*	**	*6%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**212**	47	73	25	1	111	78	49	1	77	62	66	68	52	3
Weighted total	**194**	36	55	19	*	102	68	36	*	51	40	56	45	29	1
Very dissatisfied	*	**	-	**	**	-	-	**	**	-	-	-	-	-	**
	*%	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Fairly dissatisfied	**8**	**	5	**	**	1	1	**	**	2	2	*	2	*	**
	4%	**	*10%*	**	**	*1%*	*1%*	**	**	*4%*	*6%*	*%*	*5%*	*1%*	**
Neither satisfied nor dissatisfied	**9**	**	2	**	**	3	1	**	**	3	1	1	2	3	**
	4%	**	*4%*	**	**	*3%*	*2%*	**	**	*6%*	*2%*	*2%*	*5%*	*9%*	**
Fairly satisfied	**69**	**	18	**	**	35	28	**	**	15	13	19	15	9	**
	36%	**	*33%*	**	**	*34%*	*42%*	**	**	*30%*	*33%*	*34%*	*34%*	*31%*	**
Very satisfied	**107**	**	29	**	**	64	37	**	**	30	24	35	25	17	**
	55%	**	*53%*	**	**	*63%*	*55%*	**	**	*59%*	*59%*	*63%*	*56%*	*59%*	**
Don't Know (DO NOT READ OUT)	**2**	**	*	**	**	*	*	**	**	*	*	*	*	*	**
	1%	**	*%*	**	**	*%*	*%*	**	**	*%*	*1%*	*%*	*1%*	*1%*	**
NET: Satisfied	**176**	**	47	**	**	99	66	**	**	46	37	55	41	26	**
	91%	**	*86%*	**	**	*96%*	*97%*	**	**	*90%*	*92%*	*97%*	*90%*	*90%*	**
NET: Dissatisfied	**8**	**	5	**	**	1	1	**	**	2	2	*	2	*	**
	4%	**	*10%*	**	**	*1%*	*1%*	**	**	*4%*	*6%*	*%*	*5%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	212	40	29	41	7	8	64	51	5	4	12	-
Weighted total	194	36	24	33	5	7	46	29	5	3	10	-
Very dissatisfied	*	**	**	**	**	**	-	-	**	**	**	**
	*%	**	**	**	**	**	-%	-%	**	**	**	**
Fairly dissatisfied	8	**	**	**	**	**	2	*	**	**	**	**
	4%	**	**	**	**	**	5%	1%	**	**	**	**
Neither satisfied nor dissatisfied	9	**	**	**	**	**	2	3	**	**	**	**
	4%	**	**	**	**	**	4%	9%	**	**	**	**
Fairly satisfied	69	**	**	**	**	**	14	10	**	**	**	**
	36%	**	**	**	**	**	31%	35%	**	**	**	**
Very satisfied	107	**	**	**	**	**	27	16	**	**	**	**
	55%	**	**	**	**	**	59%	55%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	*	*	**	**	**	**
	1%	**	**	**	**	**	1%	1%	**	**	**	**
NET: Satisfied	176	**	**	**	**	**	42	26	**	**	**	**
	91%	**	**	**	**	**	90%	90%	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	2	*	**	**	**	**
	4%	**	**	**	**	**	5%	1%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	***a**	b
Unweighted total	**212**	202	169	204	188	207	142	200	79	-	112	4	24	101
Weighted total	**194**	185	148	185	168	187	126	182	58	-	86	5	19	78
Very dissatisfied	*	*	*	*	*	*	-	*	*	**	-	**	**	-
	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	*-%*	**	**	*-%*
Fairly dissatisfied	**8**	8	7	8	8	7	5	7	1	**	2	**	**	2
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*1%*	**	*2%*	**	**	*3%*
Neither satisfied nor dissatisfied	**9**	9	7	9	8	9	6	9	4	**	1	**	**	2
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	**	*1%*	**	**	*2%*
Fairly satisfied	**69**	66	57	66	58	66	40	64	26	**	30	**	**	30
	36%	*36%*	*38%*	*36%*	*35%*	*35%*	*32%*	*35%*	*45%*	**	*35%*	**	**	*39%*
Very satisfied	**107**	101	76	101	92	103	74	100	28	**	52	**	**	44
	55%	*55%*	*51%*	*55%*	*55%*	*55%*	*59%*	*55%*	*48%*	**	*61%*	**	**	*56%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	*	2	*	**	*	**	**	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**	**%*	**	**	**%*
NET: Satisfied	**176**	167	132	167	150	169	114	164	53	**	82	**	**	74
	91%	*90%*	*89%*	*90%*	*90%*	*90%*	*91%*	*90%*	*92%*	**	*96%*	**	**	*95%*
NET: Dissatisfied	**8**	8	8	8	8	8	5	7	1	**	2	**	**	2
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*1%*	**	*2%*	**	**	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**212**	185	7	34	177	43	133	35	63	17	130	101	111
Weighted total	**194**	177	5	32	162	37	120	36	52	18	123	82	112
Very dissatisfied	*	-	**	**	-	**	*	**	*	**	-	-	*
	**%*	-%	**	**	-%	**	*%	**	*%	**	-%	-%	*%
Fairly dissatisfied	**8**	5	**	**	1	**	5	**	2	**	5	5	2
	4%	*3%*	**	**	*1%*	**	*4%*	**	*4%*	**	*4%*	*6%*	*2%*
				b									
Neither satisfied nor dissatisfied	**9**	3	**	**	5	**	2	**	2	**	4	5	4
	4%	*2%*	**	**	*3%*	**	*2%*	**	*4%*	**	*3%*	*6%*	*4%*
						b							
Fairly satisfied	**69**	65	**	**	55	**	42	**	21	**	42	28	42
	36%	*37%*	**	**	*34%*	**	*35%*	**	*40%*	**	*34%*	*34%*	*37%*
Very satisfied	**107**	103	**	**	99	**	71	**	27	**	70	44	62
	55%	*58%*	**	**	*61%*	**	*59%*	**	*51%*	**	*57%*	*54%*	*56%*
					a								
Don't Know (DO NOT READ OUT)	**2**	1	**	**	1	**	-	**	-	**	1	*	1
	1%	*1%*	**	**	*1%*	**	-%	**	-%	**	*1%*	*%*	*1%*
						b							
NET: Satisfied	**176**	167	**	**	154	**	113	**	48	**	112	72	104
	91%	*95%*	**	**	*95%*	**	*94%*	**	*91%*	**	*91%*	*88%*	*93%*
					a								
NET: Dissatisfied	**8**	5	**	**	1	**	5	**	2	**	5	5	3
	4%	*3%*	**	**	*1%*	**	*4%*	**	*5%*	**	*4%*	*6%*	*2%*
				b									

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	212	17	16	11	13	13	13	22	17	27	26	18	19
Weighted total	194	10	10	12	6	14	15	14	8	40	31	20	16
Very dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	9	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	69	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	107	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	176	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**212**	44	39	66	63
Weighted total	**194**	31	34	62	66
Very dissatisfied	*	**	**	-	-
	**%*	**	**	-%	-%
Fairly dissatisfied	**8**	**	**	3	-
	4%	**	**	*5%*	-%
		bd			
Neither satisfied nor dissatisfied	**9**	**	**	4	3
	4%	**	**	*6%*	*4%*
Fairly satisfied	**69**	**	**	27	19
	36%	**	**	*44%*	*28%*
Very satisfied	**107**	**	**	28	44
	55%	**	**	*45%*	*66%*
					c
Don't Know (DO NOT READ OUT)	**2**	**	**	*	1
	1%	**	**	**%*	*2%*
NET: Satisfied	**176**	**	**	55	62
	91%	**	**	*89%*	*94%*
NET: Dissatisfied	**8**	**	**	3	-
	4%	**	**	*5%*	-%
		bd			

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Disagree very strongly	**20**	19	1	*	*	1	5	4	*	-	*
	1%	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	**%*	*-%*	**%*
Disagree	**79**	77	2	*	-	3	16	18	12	2	3
	4%	*4%*	*6%*	*3%*	*-%*	*4%*	*2%*	*3%*	*10%* **ab**	*5%*	*5%*
Neither Agree nor disagree	**438**	425	8	3	2	12	163	120	18	6	20
	22%	*22%*	*19%*	*22%*	*25%*	*21%*	*22%* c	*23%* c	*14%*	*15%*	*33%* **abcd**
Agree	**803**	779	16	6	3	24	302	224	56	18	21
	40%	*40%*	*40%*	*42%*	*39%*	*40%*	*42%*	*42%*	*46%*	*49%*	*36%*
Agree very strongly	**649**	630	13	4	2	19	234	165	37	11	15
	32%	*32%*	*32%*	*30%*	*34%*	*32%*	*32%*	*31%*	*30%*	*30%*	*25%*
Don't Know (DO NOT READ OUT)	**11**	11	*	-	-	*	6	*	-	*	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*	**%*	*-%*
NET: Agree	**1452**	1409	29	10	5	44	536	389	94	29	36
	73%	*73%*	*73%*	*73%*	*73%*	*73%*	*74%* e	*73%* e	*76%* e	*79%* e	*61%*
NET: Disagree	**99**	95	3	1	*	4	21	22	12	2	3
	5%	*5%*	*7%*	*5%*	*3%*	*6%*	*3%*	*4%*	*10%* **ab**	*5%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Disagree very strongly	**20**	2	-	4	*	-	-	2	5	2	14	*	3	2
	1%	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*3%*	*1%*	*1%*	**%*	*3%*	*2%*
									fjk				**efjk**	f
Disagree	**79**	6	*	13	2	10	14	13	*	13	72	2	2	4
	4%	*3%*	**%*	*5%*	*3%*	*6%*	*4%*	*7%*	**%*	*9%*	*4%*	*2%*	*2%*	*4%*
				hl		**bhkl**	h	**bhkl**		**abhjkl**	**hkl**			h
Neither Agree nor disagree	**438**	55	28	80	8	32	49	41	39	32	364	21	24	29
	22%	*24%*	*23%*	*29%*	*12%*	*18%*	*15%*	*21%*	*24%*	*22%*	*21%*	*21%*	*23%*	*31%*
		f		**defjk**					f		f		f	**defgjkl**
Agree	**803**	82	54	98	31	69	157	84	57	57	690	38	42	34
	40%	*35%*	*44%*	*36%*	*46%*	*40%*	*48%*	*44%*	*34%*	*39%*	*41%*	*38%*	*40%*	*37%*
							achjkm							
Agree very strongly	**649**	86	39	78	26	60	108	52	63	42	553	39	34	23
	32%	*37%*	*32%*	*29%*	*38%*	*34%*	*33%*	*27%*	*38%*	*28%*	*32%*	*39%*	*32%*	*25%*
		m							m		m	**cgm**		
Don't Know (DO NOT READ OUT)	**11**	2	-	1	-	3	-	-	3	-	9	1	1	-
	1%	*1%*	*-%*	**%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*
						fm			m					
NET: Agree	**1452**	168	92	177	57	128	265	136	120	99	1243	77	75	57
	73%	*72%*	*76%*	*64%*	*84%*	*74%*	*81%*	*71%*	*72%*	*68%*	*73%*	*77%*	*72%*	*62%*
		m	**cm**		**cim**	m	**acgijlm**				**cm**	**cm**	m	
NET: Disagree	**99**	8	*	17	2	10	14	15	5	15	87	2	5	6
	5%	*3%*	**%*	*6%*	*3%*	*6%*	*4%*	*8%*	*3%*	*10%*	*5%*	*2%*	*5%*	*6%*
				bk		**bk**		**bk**		**abfhjkl**	k			**bk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Disagree very strongly	**20**	*	4	**	*	3	-	*	12	19	1	19	1
	1%	*1%*	*2%*	**	**%*	*1%*	*-%*	**%*	*2%*	*1%*	**%*	*1%*	**%*
			e							b			
Disagree	**79**	4	7	**	6	29	4	1	27	60	19	73	7
	4%	*6%*	*4%*	**	*4%*	*5%*	*7%*	*1%*	*3%*	*4%*	*4%*	*4%*	*4%*
							g						
Neither Agree nor disagree	**438**	23	36	**	26	107	8	35	188	344	94	398	39
	22%	*29%*	*20%*	**	*16%*	*18%*	*14%*	*30%*	*25%*	*22%*	*20%*	*22%*	*22%*
		def						**def**	**def**				
Agree	**803**	36	71	**	72	239	19	44	310	614	190	730	74
	40%	*45%*	*40%*	**	*45%*	*41%*	*32%*	*38%*	*40%*	*40%*	*41%*	*40%*	*42%*
					c								
Agree very strongly	**649**	16	57	**	56	209	27	36	227	496	153	594	55
	32%	*20%*	*32%*	**	*35%*	*35%*	*47%*	*31%*	*30%*	*32%*	*33%*	*33%*	*31%*
			a	a	a	**ah**	**abgh**						
Don't Know (DO NOT READ OUT)	**11**	*	1	**	-	3	-	1	4	9	2	11	*
	1%	*1%*	*1%*	**	*-%*	**%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	**%*
				bdeh									
NET: Agree	**1452**	51	127	**	128	448	46	79	537	1109	343	1324	128
	73%	*65%*	*73%*	**	*80%*	*76%*	*79%*	*69%*	*70%*	*72%*	*75%*	*73%*	*73%*
					agh	**ah**							
NET: Disagree	**99**	5	11	**	6	32	4	1	38	80	19	92	7
	5%	*6%*	*6%*	**	*4%*	*5%*	*7%*	*1%*	*5%*	*5%*	*4%*	*5%*	*4%*
		g	g			g	g						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Disagree very strongly	**20**	16	4	16	*	4
	1%	*1%*	*4%*	*1%*	**%*	*1%*
			a			
Disagree	**79**	77	2	62	5	9
	4%	*4%*	*2%*	*5%*	*2%*	*2%*
				bc		
Neither Agree nor disagree	**438**	418	20	267	71	91
	22%	*22%*	*18%*	*21%*	*25%*	*21%*
Agree	**803**	764	40	493	121	174
	40%	*40%*	*36%*	*40%*	*43%*	*40%*
Agree very strongly	**649**	606	43	403	83	149
	32%	*32%*	*39%*	*32%*	*29%*	*35%*
Don't Know (DO NOT READ OUT)	**11**	8	3	5	2	4
	1%	**%*	*2%*	**%*	*1%*	*1%*
			a			
NET: Agree	**1452**	1370	83	896	204	323
	73%	*73%*	*74%*	*72%*	*72%*	*75%*
NET: Disagree	**99**	93	7	77	6	12
	5%	*5%*	*6%*	*6%*	*2%*	*3%*
				bc		

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Disagree very strongly	**20**	15	4	**	**	**	**	**	**	19	1	**	8	6	5
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*3%*	**	*1%*	*1%*	*2%*
Disagree	**79**	60	17	**	**	**	**	**	**	77	3	**	30	30	19
	4%	*4%*	*7%*	**	**	**	**	**	**	*4%*	*5%*	**	*4%*	*3%*	*7%*
			ai												**ab**
Neither Agree nor disagree	**438**	360	67	**	**	**	**	**	**	427	11	**	154	205	78
	22%	*21%*	*28%*	**	**	**	**	**	**	*22%*	*23%*	**	*19%*	*23%*	*27%*
			ai												a
Agree	**803**	690	93	**	**	**	**	**	**	783	20	**	328	362	113
	40%	*40%*	*39%*	**	**	**	**	**	**	*40%*	*44%*	**	*40%*	*40%*	*40%*
Agree very strongly	**649**	581	57	**	**	**	**	**	**	638	11	**	291	289	68
	32%	*34%*	*24%*	**	**	**	**	**	**	*33%*	*25%*	**	*36%*	*32%*	*24%*
		b								b			c	c	
Don't Know (DO NOT READ OUT)	**11**	9	2	**	**	**	**	**	**	11	*	**	1	8	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*%*	**	*%*	*1%*	*1%*
NET: Agree	**1452**	1271	150	**	**	**	**	**	**	1421	32	**	619	651	182
	73%	*74%*	*63%*	**	**	**	**	**	**	*73%*	*69%*	**	*76%*	*72%*	*64%*
		b								b			c	c	
NET: Disagree	**99**	75	21	**	**	**	**	**	**	95	4	**	38	37	24
	5%	*4%*	*9%*	**	**	**	**	**	**	*5%*	*8%*	**	*5%*	*4%*	*9%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Disagree very strongly	**20**	10	6	10	10	8	16	8	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	**	**	**	**	**
						c								
Disagree	**79**	55	24	56	29	14	50	55	*	**	**	**	**	**
	4%	*5%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*1%*	**	**	**	**	**
Neither Agree nor disagree	**438**	252	205	296	160	100	279	270	18	**	**	**	**	**
	22%	*21%*	*27%*	*22%*	*22%*	*24%*	*22%*	*21%*	*35%*	**	**	**	**	**
			acdf						a	a				
Agree	**803**	480	283	539	303	165	485	506	21	**	**	**	**	**
	40%	*40%*	*37%*	*40%*	*41%*	*39%*	*38%*	*40%*	*41%*	**	**	**	**	**
								c	c					
Agree very strongly	**649**	392	244	437	229	133	443	414	11	**	**	**	**	**
	32%	*33%*	*32%*	*33%*	*31%*	*31%*	*35%*	*33%*	*23%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**11**	4	5	5	2	5	8	5	-	**	**	**	**	**
	1%	**%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	**	**	**	**	**
NET: Agree	**1452**	871	527	976	532	298	928	920	32	**	**	**	**	**
	73%	*73%*	*69%*	*73%*	*73%*	*70%*	*72%*	*73%*	*64%*	**	**	**	**	**
		b		b				c						
NET: Disagree	**99**	65	31	66	40	22	66	63	*	**	**	**	**	**
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*1%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Disagree very strongly	**20**	9	**	**	**	**	**	**	**	2	7	1	*	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*2%*	**%*	**%*	**
Disagree	**79**	29	**	**	**	**	**	**	**	18	24	11	2	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	*6%* d	*4%*	*1%*	**
Neither Agree nor disagree	**438**	155	**	**	**	**	**	**	**	92	81	74	48	**
	22%	*22%*	**	**	**	**	**	**	**	*19%*	*20%*	*24%*	*34%* **abc**	**
Agree	**803**	297	**	**	**	**	**	**	**	201	158	121	55	**
	40%	*41%*	**	**	**	**	**	**	**	*42%*	*39%*	*40%*	*38%*	**
Agree very strongly	**649**	226	**	**	**	**	**	**	**	166	136	97	38	**
	32%	*31%*	**	**	**	**	**	**	**	*34%* d	*33%*	*32%*	*26%*	**
Don't Know (DO NOT READ OUT)	**11**	2	**	**	**	**	**	**	**	3	2	-	-	**
	1%	**%*	**	**	**	**	**	**	**	*1%*	*1%*	*-%*	*-%*	**
NET: Agree	**1452**	523	**	**	**	**	**	**	**	367	294	218	92	**
	73%	*73%*	**	**	**	**	**	**	**	*76%* d	*72%*	*72%*	*65%*	**
NET: Disagree	**99**	38	**	**	**	**	**	**	**	20	31	12	3	**
	5%	*5%*	**	**	**	**	**	**	**	*4%*	*8%* **acd**	*4%*	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Disagree very strongly	**20**	7	*	-	2	**	5	**	5	15	5	10	-
	1%	*2%*	**%*	*-%*	*3%*	**	*1%*	**	*2%*	*1%*	*2%*	*1%*	*-%*
					c						a		
Disagree	**79**	12	3	9	5	**	20	**	7	66	13	52	3
	4%	*4%*	*2%*	*5%*	*6%*	**	*5%*	**	*2%*	*4%*	*6%*	*4%*	*7%*
Neither Agree nor disagree	**438**	67	37	35	15	**	87	**	70	386	52	287	8
	22%	*22%*	*24%*	*19%*	*19%*	**	*20%*	**	*25%*	*22%*	*22%*	*22%*	*16%*
Agree	**803**	124	58	78	40	**	192	**	106	702	102	514	25
	40%	*41%*	*38%*	*43%*	*52%*	**	*44%*	**	*38%*	*40%*	*43%*	*40%*	*48%*
					b								
Agree very strongly	**649**	96	54	59	16	**	135	**	93	585	64	422	14
	32%	*31%*	*35%*	*33%*	*21%*	**	*31%*	**	*33%*	*33%*	*27%*	*33%*	*28%*
		d	d	d						b			
Don't Know (DO NOT READ OUT)	**11**	1	-	*	-	**	2	**	-	9	2	4	1
	1%	**%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	**%*	*1%*	**%*	*2%*
													a
NET: Agree	**1452**	221	111	138	57	**	326	**	199	1287	166	936	40
	73%	*72%*	*73%*	*75%*	*72%*	**	*74%*	**	*71%*	*73%*	*70%*	*73%*	*75%*
NET: Disagree	**99**	19	4	9	7	**	25	**	12	80	19	62	3
	5%	*6%*	*2%*	*5%*	*9%*	**	*6%*	**	*4%*	*5%*	*8%*	*5%*	*7%*
					b						a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Disagree very strongly	**20**	1	2	3	**	7	4	4	8	2	**
	1%	*2%*	*1%*	*2%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	**
Disagree	**79**	1	8	8	**	18	11	26	50	4	**
	4%	*2%*	*5%*	*4%*	**	*4%*	*5%*	*6%*	*4%*	*3%*	**
Neither Agree nor disagree	**438**	13	31	43	**	111	49	87	239	29	**
	22%	*16%*	*20%*	*22%*	**	*22%*	*21%*	*21%*	*21%*	*23%*	**
Agree	**803**	37	73	80	**	206	97	157	455	51	**
	40%	*47%*	*46%*	*42%*	**	*41%*	*42%*	*38%*	*40%*	*41%*	**
Agree very strongly	**649**	26	43	56	**	159	68	134	377	38	**
	32%	*33%*	*27%*	*29%*	**	*32%*	*30%*	*33%*	*33%*	*31%*	**
Don't Know (DO NOT READ OUT)	**11**	-	*	*	**	1	1	1	3	-	**
	1%	*-%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*-%*	**
NET: Agree	**1452**	64	116	137	**	365	165	291	832	89	**
	73%	*80%*	*74%*	*71%*	**	*73%*	*72%*	*71%*	*73%*	*72%*	**
NET: Disagree	**99**	3	10	11	**	25	15	30	58	5	**
	5%	*3%*	*6%*	*6%*	**	*5%*	*7%*	*7%*	*5%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Disagree very strongly	**20**	5	5	1	**	6	6	1	**	8	5	8	8	4	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Disagree	**79**	9	23	2	**	15	27	5	**	55	24	20	38	35	**
	4%	*3%*	*3%*	*2%*	**	*3%*	*6%* a	*3%*	**	*5%*	*3%*	*4%*	*4%*	*5%*	**
Neither Agree nor disagree	**438**	90	186	30	**	111	95	30	**	242	196	116	234	190	**
	22%	*27%*	*27%*	*27%*	**	*21%*	*20%*	*20%*	**	*21%*	*27%* ac	*21%*	*23%*	*24%*	**
Agree	**803**	117	253	40	**	231	199	74	**	450	266	234	391	320	**
	40%	*35%*	*36%*	*36%*	**	*44%*	*41%*	*48%*	**	*40%*	*36%*	*42%* b	*39%*	*41%*	**
Agree very strongly	**649**	112	227	38	**	159	154	43	**	374	236	175	339	226	**
	32%	*33%*	*33%*	*34%*	**	*30%*	*32%*	*28%*	**	*33%*	*32%*	*32%*	*33%* b	*29%*	**
Don't Know (DO NOT READ OUT)	**11**	2	3	-	**	1	1	-	**	3	4	1	3	3	**
	1%	*1%*	*%*	*-%*	**	*%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
NET: Agree	**1452**	229	480	79	**	390	353	117	**	824	502	408	730	546	**
	73%	*68%*	*69%*	*70%*	**	*75%*	*73%*	*76%*	**	*73%* b	*69%*	*74%* b	*72%*	*70%*	**
NET: Disagree	**99**	14	28	4	**	21	33	6	**	63	30	28	45	39	**
	5%	*4%*	*4%*	*3%*	**	*4%*	*7%* a	*4%*	**	*6%*	*4%*	*5%*	*4%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Disagree very strongly	**20**	7	5	2	1	*	8	7	**	**	**	**
	1%	*2%*	*2%*	*1%*	*2%*	**%*	*1%*	*1%*	**	**	**	**
Disagree	**79**	11	8	11	4	1	34	36	**	**	**	**
	4%	*3%*	*3%*	*4%*	*6%*	*1%*	*3%*	*5%*	**	**	**	**
Neither Agree nor disagree	**438**	77	56	66	13	11	211	181	**	**	**	**
	22%	*21%*	*26%*	*22%*	*18%*	*24%*	*22%*	*24%*	**	**	**	**
Agree	**803**	163	93	125	35	20	378	304	**	**	**	**
	40%	*44%*	*42%*	*41%*	*50%*	*44%*	*39%*	*40%*	**	**	**	**
Agree very strongly	**649**	111	57	97	16	14	326	226	**	**	**	**
	32%	*30%*	*26%*	*32%*	*23%*	*31%*	*34%*	*30%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**11**	1	1	-	-	-	2	1	**	**	**	**
	1%	**%*	*1%*	*-%*	*-%*	*-%*	**%*	**%*	**	**	**	**
NET: Agree	**1452**	274	150	222	51	34	704	530	**	**	**	**
	73%	*74%*	*68%*	*74%*	*73%*	*74%*	*73%*	*70%*	**	**	**	**
NET: Disagree	**99**	17	13	13	6	1	41	43	**	**	**	**
	5%	*5%*	*6%*	*4%*	*8%*	*2%*	*4%*	*6%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Disagree very strongly	**20**	19	11	19	12	20	10	19	1	**	4	**	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**%*	**	*3%*	*1%*
												a	b	
Disagree	**79**	73	60	73	59	77	41	74	15	**	43	**	11	60
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	**	*3%*	**	*5%*	*4%*
												a		
Neither Agree nor disagree	**438**	405	340	407	349	427	264	404	110	**	287	**	73	333
	22%	*22%*	*22%*	*22%*	*22%*	*22%*	*23%*	*22%*	*25%*	**	*18%*	**	*31%*	*21%*
												a	b	
Agree	**803**	747	609	757	619	779	448	749	188	**	668	**	114	624
	40%	*40%*	*40%*	*40%*	*40%*	*40%*	*40%*	*40%*	*43%*	**	*42%*	**	*48%*	*39%*
													b	
Agree very strongly	**649**	619	486	626	515	630	363	616	125	**	575	**	34	566
	32%	*33%*	*32%*	*33%*	*33%*	*32%*	*32%*	*33%*	*28%*	**	*36%*	**	*14%*	*35%*
											b			a
Don't Know (DO NOT READ OUT)	**11**	8	8	8	5	11	2	8	2	**	6	**	1	9
	1%	**%*	*1%*	**%*	**%*	*1%*	**%*	**%*	*1%*	**	**%*	**	**%*	*1%*
NET: Agree	**1452**	1366	1095	1383	1134	1410	811	1365	313	**	1243	**	148	1190
	73%	*73%*	*72%*	*73%*	*73%*	*73%*	*72%*	*73%*	*71%*	**	*79%*	**	*62%*	*74%*
											b			a
NET: Disagree	**99**	92	71	92	71	97	51	93	15	**	47	**	18	68
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	**	*3%*	**	*7%*	*4%*
												a	b	

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Disagree very strongly	**20**	7	**	4	4	1	11	8	6	*	14	7	12
	1%	*2%*	**	*4%* b	*1%*	*1%*	*1%*	*2%* b	*3%* c	**%*	*1%*	*1%*	*1%*
Disagree	**79**	16	**	11	12	7	46	26	8	13	58	50	30
	4%	*4%*	**	*12%* b	*3%*	*3%*	*3%*	*7%* **ab**	*4%*	*13%* **ac**	*3%*	*5%* b	*3%*
Neither Agree nor disagree	**438**	76	**	21	70	52	302	80	44	25	369	239	199
	22%	*20%*	**	*23%*	*20%*	*24%*	*21%*	*22%*	*19%*	*25%*	*22%*	*23%*	*20%*
Agree	**803**	168	**	41	151	82	570	146	108	37	656	419	384
	40%	*44%*	**	*45%*	*42%*	*39%*	*40%*	*40%*	*46%*	*37%*	*39%*	*41%*	*39%*
Agree very strongly	**649**	116	**	15	118	67	482	97	65	24	560	301	348
	32%	*30%*	**	*16%*	*33%* a	*32%*	*34%* c	*27%*	*28%*	*24%*	*34%*	*30%*	*35%* a
Don't Know (DO NOT READ OUT)	**11**	2	**	-	2	2	4	5	3	*	7	4	7
	1%	*1%*	**	*-%*	*1%*	*1%*	**%*	*1%* b	*1%* c	**%*	**%*	**%*	*1%*
NET: Agree	**1452**	284	**	56	269	149	1052	243	173	61	1216	720	732
	73%	*74%*	**	*61%*	*75%* a	*71%*	*74%* c	*67%*	*74%* b	*61%*	*73%* b	*71%*	*75%* a
NET: Disagree	**99**	23	**	15	16	8	57	34	14	13	71	57	42
	5%	*6%*	**	*16%* b	*5%*	*4%*	*4%*	*9%* **ab**	*6%*	*13%* **ac**	*4%*	*6%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Disagree very strongly	**20**	4	2	1	*	5	*	*	3	*	-	1	3
	1%	*3%*	*1%*	**%*	**%*	*2%*	**%*	**%*	*2%*	**%*	*-%*	*1%*	*3%*
		dgij				j			j				j
Disagree	**79**	7	6	6	7	9	6	5	5	9	10	4	6
	4%	*5%*	*3%*	*3%*	*6%*	*5%*	*3%*	*5%*	*3%*	*4%*	*5%*	*2%*	*6%*
Neither Agree nor disagree	**438**	41	35	34	20	49	52	14	32	60	36	39	26
	22%	*32%*	*18%*	*19%*	*17%*	*26%*	*27%*	*12%*	*21%*	*25%*	*17%*	*22%*	*24%*
		bcdghjk				g	**bdgj**		g	g		g	g
Agree	**803**	48	81	69	43	61	62	54	58	116	101	78	33
	40%	*38%*	*42%*	*39%*	*37%*	*32%*	*32%*	*49%*	*39%*	*48%*	*49%*	*43%*	*30%*
			l					**adefl**		**defl**	**adefl**	**el**	
Agree very strongly	**649**	28	70	68	46	69	70	35	51	57	58	58	41
	32%	*22%*	*36%*	*38%*	*39%*	*36%*	*37%*	*32%*	*34%*	*23%*	*28%*	*31%*	*38%*
			ai	**ai**	**aij**	**ai**	**ai**	a	**ai**			a	**ai**
Don't Know (DO NOT READ OUT)	**11**	-	-	2	-	-	-	2	1	-	3	3	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*2%*	*-%*
NET: Agree	**1452**	75	151	137	89	130	132	89	108	173	159	135	74
	73%	*59%*	*78%*	*76%*	*76%*	*67%*	*69%*	*81%*	*73%*	*71%*	*77%*	*74%*	*68%*
			ael	a	a			**aefl**	a	a	a	a	
NET: Disagree	**99**	11	8	6	8	13	7	5	8	9	10	5	9
	5%	*8%*	*4%*	*4%*	*6%*	*7%*	*4%*	*5%*	*5%*	*4%*	*5%*	*3%*	*8%*
		k											k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Disagree very strongly	**20**	7	5	4	4
	1%	*1%*	*1%*	*1%*	*1%*
Disagree	**79**	18	23	19	19
	4%	*4%*	*5%*	*4%*	*4%*
Neither Agree nor disagree	**438**	110	121	105	102
	22%	*22%*	*24%*	*21%*	*20%*
Agree	**803**	198	166	227	212
	40%	*40%*	*33%*	*45%*	*42%*
		b		b	b
Agree very strongly	**649**	166	185	142	157
	32%	*33%*	*37%*	*28%*	*31%*
			c		
Don't Know (DO NOT READ OUT)	**11**	2	-	3	6
	1%	**%*	*-%*	*1%*	*1%*
					b
NET: Agree	**1452**	363	351	370	369
	73%	*73%*	*70%*	*74%*	*74%*
NET: Disagree	**99**	25	28	23	24
	5%	*5%*	*6%*	*5%*	*5%*

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Increase	**211**	202	7	1	*	8	75	52	19	1	9
	11%	*10%*	*16%*	*10%*	*6%*	*14%*	*10%*	*10%*	*15%*	*2%*	*15%*
			a			a			d		d
Stay about the same	**1415**	1374	27	9	5	41	525	374	71	28	40
	71%	*71%*	*67%*	*69%*	*76%*	*69%*	*72%*	*70%*	*57%*	*78%*	*67%*
							c	c		c	
Decrease	**362**	351	6	3	1	10	120	101	33	7	10
	18%	*18%*	*16%*	*21%*	*17%*	*17%*	*17%*	*19%*	*27%*	*20%*	*18%*
									ab		
Don't Know (DO NOT READ OUT)	**12**	12	*	-	-	*	6	4	-	*	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Increase	**211**	21	15	35	5	15	28	22	20	13	174	9	18	9
	11%	*9%*	*13%*	*13%*	*7%*	*9%*	*8%*	*11%*	*12%*	*9%*	*10%*	*9%*	*17%*	*9%*
													aefijkm	
Stay about the same	**1415**	165	76	195	59	124	223	122	120	118	1203	75	67	71
	71%	*71%*	*63%*	*71%*	*87%*	*72%*	*68%*	*64%*	*72%*	*80%*	*71%*	*75%*	*64%*	*77%*
					abcefghjl					**bfgjl**	l	**bgl**		**bfgjl**
Decrease	**362**	46	27	43	4	34	77	42	25	16	314	16	20	13
	18%	*20%*	*23%*	*16%*	*5%*	*19%*	*24%*	*22%*	*15%*	*11%*	*18%*	*16%*	*19%*	*14%*
		di	**di**			d	**cdhikm**	**dim**			d		d	
Don't Know (DO NOT READ OUT)	**12**	-	2	3	-	-	-	5	2	-	12	-	-	-
	1%	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
			fklm					**afjklm**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Increase	**211**	7	22	**	9	94	3	10	60	169	42	199	12
	11%	*9%*	*13%*	**	*5%*	*16%*	*5%*	*9%*	*8%*	*11%*	*9%*	*11%*	*7%*
			dh			**dfh**							
Stay about the same	**1415**	55	113	**	102	404	45	88	567	1087	328	1286	130
	71%	*69%*	*65%*	**	*64%*	*69%*	*78%*	*76%*	*74%*	*70%*	*72%*	*70%*	*74%*
							bd	**bd**	**bde**				
Decrease	**362**	17	39	**	49	88	10	18	132	274	88	328	34
	18%	*22%*	*23%*	**	*30%*	*15%*	*18%*	*16%*	*17%*	*18%*	*19%*	*18%*	*19%*
			e		**efgh**								
Don't Know (DO NOT READ OUT)	**12**	-	-	**	-	3	-	-	9	12	-	12	-
	1%	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
										b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Increase	**211**	201	9	50	38	117
	11%	*11%*	*8%*	*4%*	*13%*	*27%*
					a	**ab**
Stay about the same	**1415**	1330	85	924	193	269
	71%	*70%*	*76%*	*74%*	*68%*	*62%*
				bc		
Decrease	**362**	346	16	263	51	43
	18%	*18%*	*14%*	*21%*	*18%*	*10%*
				c	c	
Don't Know (DO NOT READ OUT)	**12**	11	1	7	1	1
	1%	*1%*	*1%*	*1%*	*1%*	**%*

Columns Tested: a,b - a,b,c

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Increase	**211**	117	68	**	**	**	**	**	**	185	26	**	24	93	94
	11%	*7%*	*28%*	**	**	**	**	**	**	*9%*	*55%*	**	*3%*	*10%*	*33%*
			ai	**abi**						a	**abi**			a	**ab**
Stay about the same	**1415**	1259	139	**	**	**	**	**	**	1398	17	**	626	633	156
	71%	*73%*	*58%*	**	**	**	**	**	**	*72%*	*37%*	**	*77%*	*70%*	*55%*
		bcj	**cj**							**bcj**			**bc**	c	
Decrease	**362**	326	32	**	**	**	**	**	**	358	4	**	159	167	36
	18%	*19%*	*13%*	**	**	**	**	**	**	*18%*	*8%*	**	*20%*	*19%*	*12%*
		bj								**bj**			c	c	
Don't Know (DO NOT READ OUT)	**12**	12	*	**	**	**	**	**	**	12	-	**	4	8	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	*-%*	**	*%*	*1%*	*%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Increase	**211**	89	102	131	142	66	148	118	9	**	**	**	**	**
	11%	*7%*	*13%*	*10%*	*19%*	*15%*	*12%*	*9%*	*17%*	**	**	**	**	**
			ac	a	**abcf**	**acf**	a		a					
Stay about the same	**1415**	854	517	946	478	278	901	890	29	**	**	**	**	**
	71%	*72%*	*67%*	*71%*	*65%*	*65%*	*70%*	*71%*	*58%*	**	**	**	**	**
		bde		**de**			**de**	b		b				
Decrease	**362**	245	146	260	104	79	229	245	12	**	**	**	**	**
	18%	*21%*	*19%*	*19%*	*14%*	*19%*	*18%*	*19%*	*24%*	**	**	**	**	**
		d	d	d		d	d		c					
Don't Know (DO NOT READ OUT)	**12**	5	3	5	8	3	4	5	-	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	**	**	**	**	**
					cf									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Increase	**211**	133	**	**	**	**	**	**	**	22	39	33	35	**
	11%	*18%*	**	**	**	**	**	**	**	*5%*	*10%*	*11%*	*24%*	**
											a	a	**abc**	
Stay about the same	**1415**	475	**	**	**	**	**	**	**	365	289	201	87	**
	71%	*66%*	**	**	**	**	**	**	**	*76%*	*71%*	*66%*	*61%*	**
										cd	d			
Decrease	**362**	103	**	**	**	**	**	**	**	92	80	67	21	**
	18%	*14%*	**	**	**	**	**	**	**	*19%*	*20%*	*22%*	*14%*	**
												d		
Don't Know (DO NOT READ OUT)	**12**	8	**	**	**	**	**	**	**	2	-	3	*	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*-%*	*1%*	**%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Increase	**211**	22	21	48	41	**	117	**	20	149	62	120	11
	11%	*7%*	*14%*	*26%*	*53%*	**	*27%*	**	*7%*	*8%*	*26%*	*9%*	*21%*
			a	**ab**	**abc**		c				a		a
Stay about the same	**1415**	230	107	113	28	**	258	**	212	1279	136	917	29
	71%	*75%*	*70%*	*62%*	*36%*	**	*59%*	**	*76%*	*73%*	*57%*	*71%*	*56%*
		cd	d	d					a	b		b	
Decrease	**362**	52	19	22	9	**	60	**	45	324	38	247	12
	18%	*17%*	*13%*	*12%*	*11%*	**	*14%*	**	*16%*	*18%*	*16%*	*19%*	*24%*
Don't Know (DO NOT READ OUT)	**12**	4	4	-	-	**	5	**	4	10	2	5	-
	1%	*1%*	*3%*	*-%*	*-%*	**	*1%*	**	*1%*	*1%*	*1%*	*%*	*-%*
			c										

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Increase	**211**	25	39	41	**	71	69	47	79	16	**
	11%	*32%*	*25%*	*21%*	**	*14%*	*30%* a	*11%* b	*7%*	*13%* b	**
Stay about the same	**1415**	39	93	109	**	353	125	291	811	82	**
	71%	*49%*	*59%*	*57%*	**	*70%* b	*55%*	*71%*	*72%*	*67%*	**
Decrease	**362**	12	26	42	**	72	32	72	238	23	**
	18%	*16%*	*16%*	*22%*	**	*14%*	*14%*	*17%*	*21%*	*19%*	**
Don't Know (DO NOT READ OUT)	**12**	3	*	*	**	6	2	1	5	1	**
	1%	*3%* b	**%*	**%*	**	*1%*	*1%*	**%*	**%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Increase	**211**	62	92	27	**	115	88	45	**	84	94	91	100	80	**
	11%	*19%*	*13%*	*24%*	**	*22%*	*18%*	*29%*	**	*7%*	*13%*	*16%*	*10%*	*10%*	**
		b		b				**ab**			a	a			
Stay about the same	**1415**	219	468	73	**	336	312	89	**	813	494	374	722	542	**
	71%	*65%*	*67%*	*65%*	**	*64%*	*65%*	*58%*	**	*72%*	*68%*	*68%*	*71%*	*70%*	**
										b					
Decrease	**362**	53	134	12	**	70	74	19	**	230	140	82	186	152	**
	18%	*16%*	*19%*	*11%*	**	*13%*	*15%*	*13%*	**	*20%*	*19%*	*15%*	*18%*	*20%*	**
			c							c	c				
Don't Know (DO NOT READ OUT)	**12**	1	3	-	**	3	8	*	**	5	3	6	3	5	**
	1%	**%*	**%*	*-%*	**	*1%*	*2%*	**%*	**	**%*	**%*	*1%*	**%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Increase	**211**	50	34	54	22	12	84	72	**	**	**	**
	11%	*14%*	*16%*	*18%*	*32%*	*26%*	*9%*	*10%*	**	**	**	**
					abc	a						
Stay about the same	**1415**	258	142	207	40	25	687	530	**	**	**	**
	71%	*70%*	*65%*	*69%*	*57%*	*55%*	*72%*	*70%*	**	**	**	**
		de		e								
Decrease	**362**	56	42	38	8	9	184	148	**	**	**	**
	18%	*15%*	*19%*	*13%*	*11%*	*19%*	*19%*	*20%*	**	**	**	**
			c									
Don't Know (DO NOT READ OUT)	**12**	5	1	3	*	-	4	5	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	-%	*%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Increase	**211**	200	169	203	183	208	144	199	84	**	150	**	45	133
	11%	*11%*	*11%*	*11%*	*12%*	*11%*	*13%*	*11%*	*19%*	**	*9%*	**	*19%*	*8%*
									ab				b	
Stay about the same	**1415**	1331	1067	1347	1103	1377	801	1328	280	**	1154	**	141	1174
	71%	*71%*	*70%*	*71%*	*71%*	*71%*	*71%*	*71%*	*63%*	**	*73%*	**	*59%*	*73%*
							c	c						a
Decrease	**362**	329	267	329	262	347	179	332	76	**	272	**	52	285
	18%	*18%*	*18%*	*17%*	*17%*	*18%*	*16%*	*18%*	*17%*	**	*17%*	**	*22%*	*18%*
Don't Know (DO NOT READ OUT)	**12**	12	11	12	11	12	5	12	1	**	7	**	1	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**	**%*	**	*1%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Increase	**211**	84	**	29	75	211	-	-	59	27	124	83	128
	11%	*22%*	**	*32%*	*21%*	*100%*	*-%*	*-%*	*25%*	*27%*	*7%*	*8%*	*13%*
				b		**bc**			c	c			a
Stay about the same	**1415**	231	**	45	218	-	1415	-	131	63	1220	656	760
	71%	*60%*	**	*49%*	*61%*	*-%*	*100%*	*-%*	*56%*	*64%*	*73%*	*64%*	*78%*
					a		**ac**				**ab**		a
Decrease	**362**	66	**	17	59	-	-	362	39	9	314	277	84
	18%	*17%*	**	*19%*	*16%*	*-%*	*-%*	*100%*	*17%*	*9%*	*19%*	*27%*	*9%*
								ab			b	b	
Don't Know (DO NOT READ OUT)	**12**	4	**	-	6	-	-	-	6	-	6	4	8
	1%	*1%*	**	*-%*	*2%*	*-%*	*-%*	*-%*	*3%*	*-%*	*%*	*%*	*1%*
									c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Increase	**211**	14	21	22	6	20	19	13	17	26	20	19	11
	11%	*11%*	*11%*	*12%*	*6%*	*10%*	*10%*	*12%*	*11%*	*11%*	*10%*	*11%*	*10%*
				d				d					
Stay about the same	**1415**	90	145	132	82	133	120	77	109	175	153	127	71
	71%	*71%*	*75%*	*73%*	*70%*	*69%*	*63%*	*70%*	*73%*	*73%*	*74%*	*69%*	*65%*
			f	f							f		
Decrease	**362**	22	28	23	28	39	49	19	23	37	31	35	26
	18%	*18%*	*14%*	*13%*	*24%*	*20%*	*26%*	*18%*	*15%*	*15%*	*15%*	*19%*	*23%*
					bcj		**bchij**						**bc**
Don't Know (DO NOT READ OUT)	**12**	-	-	2	-	-	2	-	-	3	3	1	1
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Increase	**211**	57	46	57	51
	11%	*11%*	*9%*	*11%*	*10%*
Stay about the same	**1415**	367	335	361	352
	71%	*73%*	*67%*	*72%*	*70%*
		b			
Decrease	**362**	74	117	80	92
	18%	*15%*	*23%*	*16%*	*18%*
			ac		
Don't Know (DO NOT READ OUT)	**12**	2	2	3	5
	1%	**%*	**%*	*1%*	*1%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**225**	157	52	12	4	68	63	51	24	3	21
Weighted total	**211**	202	7	1	*	8	75	52	19	1	9
Parcels and packets	**114**	110	3	**	**	4	35	31	**	**	**
	54%	*55%*	*45%*	**	**	*46%*	*46%*	*60%*	**	**	**
Letters	**52**	48	3	**	**	4	13	16	**	**	**
	25%	*24%*	*49%* a	**	**	*49%* a	*17%*	*30%*	**	**	**
Large letters	**45**	43	1	**	**	2	20	10	**	**	**
	21%	*21%*	*22%*	**	**	*22%*	*27%*	*20%*	**	**	**
Order fulfilment (sending ordered goods to customers)	**18**	18	1	**	**	1	8	4	**	**	**
	9%	*9%*	*8%*	**	**	*8%*	*11%*	*8%*	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**13**	13	*	**	**	*	3	5	**	**	**
	6%	*6%*	*6%*	**	**	*5%*	*4%*	*9%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	10	*	**	**	*	4	3	**	**	**
	5%	*5%*	*5%*	**	**	*5%*	*6%*	*6%*	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	9	*	**	**	*	1	6	**	**	**
	4%	*5%*	*3%*	**	**	*3%*	*1%*	*12%* a	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**8**	8	*	**	**	*	*	6	**	**	**
	4%	*4%*	*3%*	**	**	*4%*	*1%*	*12%* a	**	**	**
Other (PLEASE SPECIFY)	**5**	5	-	**	**	-	4	-	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*5%*	*-%*	**	**	**
None of these (DO NOT READ OUT)	**8**	8	*	**	**	*	5	1	**	**	**
	4%	*4%*	*4%*	**	**	*4%*	*7%*	*1%*	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	**	**	-	-	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	**	**	-	-	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	225	18	10	25	3	14	22	18	18	9	137	26	39	23
Weighted total	211	21	15	35	5	15	28	22	20	13	174	9	18	9
Parcels and packets	114	**	**	**	**	**	**	**	**	**	98	**	**	**
	54%	**	**	**	**	**	**	**	**	**	*56%*	**	**	**
Letters	52	**	**	**	**	**	**	**	**	**	44	**	**	**
	25%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Large letters	45	**	**	**	**	**	**	**	**	**	36	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*21%*	**	**	**
Order fulfilment (sending ordered goods to customers)	18	**	**	**	**	**	**	**	**	**	17	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	13	**	**	**	**	**	**	**	**	**	10	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Publications, such as magazines, periodicals, customer newsletters	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
None of these (DO NOT READ OUT)	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	225	6	28	2	15	80	4	12	76	166	59	200	25
Weighted total	211	7	22	2	9	94	3	10	60	169	42	199	12
Parcels and packets	114	**	**	**	**	56	**	**	23	87	27	111	**
	54%	**	**	**	**	*60%* h	**	**	*38%*	*52%*	*64%*	*56%*	**
Letters	52	**	**	**	**	18	**	**	21	41	11	43	**
	25%	**	**	**	**	*19%*	**	**	*34%* e	*24%*	*27%*	*22%*	**
Large letters	45	**	**	**	**	16	**	**	17	39	6	39	**
	21%	**	**	**	**	*17%*	**	**	*28%*	*23%*	*13%*	*20%*	**
Order fulfilment (sending ordered goods to customers)	18	**	**	**	**	13	**	**	3	18	*	14	**
	9%	**	**	**	**	*14%* h	**	**	*5%*	*11%* b	*1%*	*7%*	**
Other everyday correspondence, such as invoices, one off bills etc.	13	**	**	**	**	5	**	**	4	11	2	9	**
	6%	**	**	**	**	*5%*	**	**	*7%*	*6%*	*6%*	*5%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	**	**	**	**	5	**	**	2	6	5	8	**
	5%	**	**	**	**	*5%*	**	**	*3%*	*3%*	*11%* a	*4%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	**	**	**	**	2	**	**	5	9	*	5	**
	4%	**	**	**	**	*2%*	**	**	*8%*	*5%*	*%*	*3%*	**
Publications, such as magazines, periodicals, customer newsletters	8	**	**	**	**	2	**	**	2	8	*	4	**
	4%	**	**	**	**	*2%*	**	**	*3%*	*5%*	*%*	*2%*	**
Other (PLEASE SPECIFY)	5	**	**	**	**	2	**	**	3	3	2	5	**
	2%	**	**	**	**	*2%*	**	**	*5%*	*2%*	*4%*	*2%*	**
None of these (DO NOT READ OUT)	8	**	**	**	**	2	**	**	3	8	*	8	**
	4%	**	**	**	**	*3%*	**	**	*5%*	*5%*	*%*	*4%*	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**
Refused (DO NOT READ OUT)	-	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**225**	218	7	57	39	125
Weighted total	**211**	201	9	50	38	117
Parcels and packets	**114**	111	**	29	**	67
	54%	*55%*	**	*58%*	**	*57%*
Letters	**52**	51	**	17	**	19
	25%	*25%*	**	*34%*	**	*17%*
				c	c	
Large letters	**45**	41	**	5	**	22
	21%	*20%*	**	*11%*	**	*19%*
					a	
Order fulfilment (sending ordered goods to customers)	**18**	18	**	*	**	15
	9%	*9%*	**	*%*	**	*13%*
					a	a
Other everyday correspondence, such as invoices, one off bills etc.	**13**	13	**	2	**	6
	6%	*7%*	**	*4%*	**	*5%*
					c	
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	10	**	2	**	6
	5%	*5%*	**	*5%*	**	*5%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	9	**	1	**	6
	4%	*5%*	**	*2%*	**	*5%*
Publications, such as magazines, periodicals, customer newsletters	**8**	8	**	3	**	2
	4%	*4%*	**	*5%*	**	*2%*
					c	
Other (PLEASE SPECIFY)	**5**	5	**	1	**	2
	2%	*2%*	**	*1%*	**	*2%*
None of these (DO NOT READ OUT)	**8**	6	**	2	**	4
	4%	*3%*	**	*5%*	**	*3%*
Don't Know (DO NOT READ OUT)	**-**	-	**	-	**	-
	-%	*-%*	**	*-%*	**	*-%*
Refused (DO NOT READ OUT)	**-**	-	**	-	**	-
	-%	*-%*	**	*-%*	**	*-%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted total	**225**	110	84	21	3	4	2	1	-	194	31	10	19	91	115
Weighted total	**211**	117	68	20	*	3	2	*	-	185	26	5	24	93	94
Parcels and packets	**114**	52	40	**	**	**	**	**	**	92	**	**	**	47	62
	54%	*45%*	*59%*	**	**	**	**	**	**	*50%*	**	**	**	*51%*	*66%*
			a								**abi**				b
Letters	**52**	39	11	**	**	**	**	**	**	50	**	**	**	24	13
	25%	*33%*	*16%*	**	**	**	**	**	**	*27%*	**	**	**	*26%*	*14%*
		bj								**bj**				c	
Large letters	**45**	29	13	**	**	**	**	**	**	41	**	**	**	28	16
	21%	*25%*	*19%*	**	**	**	**	**	**	*22%*	**	**	**	*30%*	*17%*
														c	
Order fulfilment (sending ordered goods to customers)	**18**	2	13	**	**	**	**	**	**	14	**	**	**	2	16
	9%	*2%*	*19%*	**	**	**	**	**	**	*8%*	**	**	**	*2%*	*17%*
			ai							a	a				b
Other everyday correspondence, such as invoices, one off bills etc.	**13**	8	3	**	**	**	**	**	**	11	**	**	**	8	5
	6%	*7%*	*4%*	**	**	**	**	**	**	*6%*	**	**	**	*8%*	*5%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	9	1	**	**	**	**	**	**	10	**	**	**	4	1
	5%	*8%*	*1%*	**	**	**	**	**	**	*5%*	**	**	**	*4%*	*1%*
		b													
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	5	*	**	**	**	**	**	**	5	**	**	**	4	5
	4%	*4%*	*%*	**	**	**	**	**	**	*3%*	**	**	**	*5%*	*5%*
											abi				
Publications, such as magazines, periodicals, customer newsletters	**8**	6	-	**	**	**	**	**	**	6	**	**	**	2	2
	4%	*5%*	*-%*	**	**	**	**	**	**	*3%*	**	**	**	*2%*	*2%*
		b									b				
Other (PLEASE SPECIFY)	**5**	5	-	**	**	**	**	**	**	5	**	**	**	5	-
	2%	*4%*	*-%*	**	**	**	**	**	**	*2%*	**	**	**	*5%*	*-%*
														c	
None of these (DO NOT READ OUT)	**8**	5	1	**	**	**	**	**	**	7	**	**	**	1	3
	4%	*4%*	*2%*	**	**	**	**	**	**	*4%*	**	**	**	*1%*	*3%*
Don't Know (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	**	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	**	-	-
	-%	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**225**	121	127	156	144	77	166	133	12	6	2	-	2	1
Weighted total	**211**	89	102	131	142	66	148	118	9	1	1	-	*	2
Parcels and packets	**114**	32	44	53	104	31	83	51	**	**	**	**	**	**
	54%	*36%*	*43%*	*41%*	*73%*	*47%*	*56%*	*43%*	**	**	**	**	**	**
					abcef		**abc**							
Letters	**52**	37	25	39	22	18	33	35	**	**	**	**	**	**
	25%	*41%*	*24%*	*30%*	*15%*	*27%*	*22%*	*29%*	**	**	**	**	**	**
		bcdef		d		d								
Large letters	**45**	21	38	38	22	14	29	33	**	**	**	**	**	**
	21%	*24%*	*37%*	*29%*	*15%*	*21%*	*20%*	*28%*	**	**	**	**	**	**
			adef	d										
Order fulfilment (sending ordered goods to customers)	**18**	5	8	8	14	2	16	8	**	**	**	**	**	**
	9%	*6%*	*7%*	*6%*	*10%*	*4%*	*11%*	*6%*	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**13**	5	9	9	5	6	9	7	**	**	**	**	**	**
	6%	*6%*	*9%*	*7%*	*4%*	*9%*	*6%*	*6%*	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	5	5	8	3	3	6	8	**	**	**	**	**	**
	5%	*5%*	*5%*	*6%*	*2%*	*4%*	*4%*	*7%*	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	5	5	7	2	5	6	4	**	**	**	**	**	**
	4%	*5%*	*4%*	*5%*	*2%*	*8%*	*4%*	*4%*	**	**	**	**	**	**
						d								
Publications, such as magazines, periodicals, customer newsletters	**8**	*	2	2	2	1	3	2	**	**	**	**	**	**
	4%	*%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**5**	-	4	4	2	2	2	4	**	**	**	**	**	**
	2%	*-%*	*4%*	*3%*	*1%*	*3%*	*2%*	*3%*	**	**	**	**	**	**
			a			a								
None of these (DO NOT READ OUT)	**8**	4	1	4	2	1	4	4	**	**	**	**	**	**
	4%	*4%*	*1%*	*3%*	*2%*	*1%*	*3%*	*3%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**225**	133	3	4	-	3	1	-	4	22	35	47	49	3
Weighted total	**211**	133	5	4	-	1	*	-	2	22	39	33	35	2
Parcels and packets	**114**	94	**	**	**	**	**	**	**	**	**	**	**	**
	54%	*71%*	**	**	**	**	**	**	**	**	**	**	**	**
Letters	**52**	22	**	**	**	**	**	**	**	**	**	**	**	**
	25%	*16%*	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	**45**	22	**	**	**	**	**	**	**	**	**	**	**	**
	21%	*16%*	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**18**	14	**	**	**	**	**	**	**	**	**	**	**	**
	9%	*10%*	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**13**	3	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
											d			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
											cd			
Publications, such as magazines, periodicals, customer newsletters	**8**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**5**	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
											cd			
None of these (DO NOT READ OUT)	**8**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	*-%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	225	23	23	46	41	11	108	6	30	156	69	141	15
Weighted total	211	22	21	48	41	11	117	5	20	149	62	120	11
Parcels and packets	114	**	**	**	**	**	94	**	**	61	53	48	**
	54%	**	**	**	**	**	*80%* c	**	**	*41%*	*85%* a	*40%*	**
Letters	52	**	**	**	**	**	7	**	**	44	8	35	**
	25%	**	**	**	**	**	*6%*	**	** a	*30%* b	*13%*	*29%*	**
Large letters	45	**	**	**	**	**	18	**	**	39	6	35	**
	21%	**	**	**	**	**	*15%*	**	**	*26%* b	*9%*	*29%*	**
Order fulfilment (sending ordered goods to customers)	18	**	**	**	**	**	14	**	**	14	4	8	**
	9%	**	**	**	**	**	*12%*	**	**	*9%*	*7%*	*6%*	**
Other everyday correspondence, such as invoices, one off bills etc.	13	**	**	**	**	**	4	**	**	9	5	7	**
	6%	**	**	**	**	**	*4%*	**	**	*6%*	*7%*	*6%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	**	**	**	**	**	3	**	**	9	1	8	**
	5%	**	**	**	**	**	*2%*	**	**	*6%*	*2%*	*6%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	**	**	**	**	**	2	**	**	7	2	7	**
	4%	**	**	**	**	**	*2%*	**	**	*5%*	*4%*	*6%*	**
Publications, such as magazines, periodicals, customer newsletters	8	**	**	**	**	**	2	**	**	6	2	2	**
	4%	**	**	**	**	**	*2%*	**	**	*4%*	*4%*	*2%*	**
Other (PLEASE SPECIFY)	5	**	**	**	**	**	-	**	**	2	2	2	**
	2%	**	**	**	**	**	*-%*	**	**	*2%*	*4%*	*2%*	**
None of these (DO NOT READ OUT)	8	**	**	**	**	**	2	**	**	7	1	4	**
	4%	**	**	**	**	**	*1%*	**	**	*5%*	*1%*	*3%*	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	-	**	**	-	-	-	**
	-%	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**225**	23	23	46	41	11	108	6	30	156	69	141	15
Weighted total	**211**	22	21	48	41	11	117	5	20	149	62	120	11
Refused (DO NOT READ OUT)	**-**	**	**	**	**	**	-	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	-%	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	225	23	40	43	6	75	68	58	110	25	-
Weighted total	211	25	39	41	4	71	69	47	79	16	-
Parcels and packets	114	**	**	**	**	43	59	19	26	**	**
	54%	**	**	**	**	*60%*	*85%* a	*41%*	*33%*	**	**
Letters	52	**	**	**	**	14	6	20	32	**	**
	25%	**	**	**	**	*19%*	*9%*	*43%*	*41%*	**	**
Large letters	45	**	**	**	**	15	4	15	20	**	**
	21%	**	**	**	**	*22%* b	*6%*	*33%*	*25%*	**	**
Order fulfilment (sending ordered goods to customers)	18	**	**	**	**	8	4	3	5	**	**
	9%	**	**	**	**	*11%*	*6%*	*7%*	*6%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	13	**	**	**	**	1	2	*	5	**	**
	6%	**	**	**	**	*1%*	*3%*	*1%*	*7%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	**	**	**	**	2	1	*	5	**	**
	5%	**	**	**	**	*3%*	*1%*	*%*	*6%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	**	**	**	**	*	*	*	5	**	**
	4%	**	**	**	**	*%*	*%*	*%*	*6%*	**	**
Publications, such as magazines, periodicals, customer newsletters	8	**	**	**	**	*	-	*	*	**	**
	4%	**	**	**	**	*%*	-%	*%*	*%*	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	2	-	-	-	**	**
	2%	**	**	**	**	*3%*	-%	-%	-%	**	**
None of these (DO NOT READ OUT)	8	**	**	**	**	2	1	3	4	**	**
	4%	**	**	**	**	*2%*	*1%*	*7%*	*5%*	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	-	-	-	-	**	**
	-%	**	**	**	**	-%	-%	-%	-%	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	-	-	-	-	**	**
	-%	**	**	**	**	-%	-%	-%	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	225	70	112	33	-	116	84	49	-	113	115	96	118	97	12
Weighted total	211	62	92	27	-	115	88	45	-	84	94	91	100	80	15
Parcels and packets	114	29	39	**	**	86	59	**	**	32	39	60	40	35	**
	54%	47%	42%	**	**	75%	67%	**	**	38%	42%	66%	40%	43%	**
				ab								ab			
Letters	52	18	23	**	**	17	15	**	**	32	23	15	31	24	**
	25%	28%	25%	**	**	15%	17%	**	**	38%	25%	17%	31%	30%	**
		c	c							bc					
Large letters	45	26	36	**	**	18	14	**	**	20	37	17	32	22	**
	21%	42%	39%	**	**	16%	16%	**	**	24%	39%	18%	31%	28%	**
											ac				
Order fulfilment (sending ordered goods to customers)	18	6	5	**	**	13	9	**	**	5	6	10	6	3	**
	9%	9%	6%	**	**	11%	10%	**	**	6%	6%	11%	6%	4%	**
Other everyday correspondence, such as invoices, one off bills etc.	13	4	9	**	**	3	5	**	**	5	9	1	8	4	**
	6%	7%	10%	**	**	2%	5%	**	**	6%	9%	1%	8%	5%	**
								a			c				
Advertising and promotional material, such as catalogues, brochures and direct mail	10	2	5	**	**	1	2	**	**	4	5	2	6	3	**
	5%	3%	6%	**	**	1%	2%	**	**	5%	5%	2%	6%	4%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	2	5	**	**	2	2	**	**	5	5	*	7	3	**
	4%	3%	5%	**	**	2%	3%	**	**	6%	5%	*%	7%	3%	**
										c	c				
Publications, such as magazines, periodicals, customer newsletters	8	2	2	**	**	2	2	**	**	*	2	*	2	*	**
	4%	3%	2%	**	**	2%	3%	**	**	*%	2%	*%	2%	*%	**
Other (PLEASE SPECIFY)	5	4	4	**	**	2	2	**	**	-	4	2	4	-	**
	2%	7%	4%	**	**	2%	2%	**	**	-%	4%	2%	4%	-%	**
											a		b		
None of these (DO NOT READ OUT)	8	*	*	**	**	2	1	**	**	4	1	2	4	*	**
	4%	*%	*%	**	**	2%	1%	**	**	4%	2%	2%	4%	*%	**
Don't Know (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Refused (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	225	58	45	61	22	13	108	90	11	6	8	2
Weighted total	211	50	34	54	22	12	84	72	10	3	7	3
Parcels and packets	114	28	**	32	**	**	32	28	**	**	**	**
	54%	56%	**	60%	**	**	38%	39%	**	**	**	**
Letters	52	11	**	11	**	**	21	22	**	**	**	**
	25%	23%	**	21%	**	**	26%	31%	**	**	**	**
Large letters	45	12	**	12	**	**	27	23	**	**	**	**
	21%	23%	**	23%	**	**	32%	31%	**	**	**	**
Order fulfilment (sending ordered goods to customers)	18	5	**	10	**	**	7	5	**	**	**	**
	9%	10%	**	18%	**	**	9%	7%	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	13	1	**	*	**	**	8	6	**	**	**	**
	6%	2%	**	1%	**	**	10%	8%	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	*	**	*	**	**	6	5	**	**	**	**
	5%	*%	**	*%	**	**	7%	7%	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	*	**	*	**	**	7	4	**	**	**	**
	4%	*%	**	*%	**	**	8%	6%	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	8	*	**	*	**	**	2	2	**	**	**	**
	4%	*%	**	*%	**	**	3%	3%	**	**	**	**
Other (PLEASE SPECIFY)	5	2	**	2	**	**	4	-	**	**	**	**
	2%	4%	**	3%	**	**	5%	-%	**	**	**	**
							b					
None of these (DO NOT READ OUT)	8	1	**	2	**	**	4	1	**	**	**	**
	4%	1%	**	3%	**	**	4%	1%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	**	-	**	**	-	-	**	**	**	**
	-%	-%	**	-%	**	**	-%	-%	**	**	**	**
Refused (DO NOT READ OUT)	-	-	**	-	**	**	-	-	**	**	**	**
	-%	-%	**	-%	**	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**225**	215	189	218	203	222	158	213	94	2	166	6	43	151
Weighted total	**211**	200	169	203	183	208	144	199	84	1	150	6	45	133
Parcels and packets	**114**	109	87	111	105	113	82	109	57	**	71	**	**	59
	54%	*55%*	*52%*	*55%*	*57%*	*54%*	*57%*	*55%*	*68%*	**	*47%*	**	**	*45%*
									b				b	
Letters	**52**	50	46	50	43	52	32	50	14	**	41	**	**	39
	25%	*25%*	*27%*	*25%*	*23%*	*25%*	*22%*	*25%*	*17%*	**	*28%*	**	**	*30%*
														a
Large letters	**45**	43	39	43	37	43	34	43	18	**	32	**	**	32
	21%	*21%*	*23%*	*21%*	*20%*	*21%*	*24%*	*21%*	*22%*	**	*22%*	**	**	*24%*
Order fulfilment (sending ordered goods to customers)	**18**	18	15	18	14	18	14	18	12	**	15	**	**	6
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*10%*	*9%*	*15%*	**	*10%*	**	**	*4%*
													b	
Other everyday correspondence, such as invoices, one off bills etc.	**13**	13	12	13	13	13	12	13	7	**	11	**	**	10
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*8%*	*6%*	*8%*	**	*7%*	**	**	*8%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	10	10	10	10	10	10	10	7	**	10	**	**	10
	5%	*5%*	*6%*	*5%*	*6%*	*5%*	*7%*	*5%*	*9%*	**	*6%*	**	**	*7%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	9	9	9	9	9	7	9	4	**	7	**	**	5
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	**	*5%*	**	**	*4%*
Publications, such as magazines, periodicals, customer newsletters	**8**	8	8	8	8	8	6	8	6	**	5	**	**	5
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*8%*	**	*3%*	**	**	*3%*
Other (PLEASE SPECIFY)	**5**	5	4	5	4	5	5	5	2	**	5	**	**	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	*3%*	**	**	*3%*
None of these (DO NOT READ OUT)	**8**	6	7	7	8	8	4	6	2	**	6	**	**	7
	4%	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*2%*	**	*4%*	**	**	*6%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	*b	*c	a	*b	c	a	b
Unweighted total	225	83	4	26	77	225	-	-	61	26	135	100	125
Weighted total	211	84	6	29	75	211	-	-	59	27	124	83	128
Parcels and packets	114	63	**	**	55	114	**	**	50	**	44	40	74
	54%	75%	**	**	73%	54%	**	**	86% c	**	35%	48%	58%
Letters	52	12	**	**	12	52	**	**	*	**	48	30	22
	25%	14%	**	**	15%	25%	**	**	1%	**	38% a	37% b	17%
Large letters	45	11	**	**	12	45	**	**	3	**	38	19	25
	21%	13%	**	**	15%	21%	**	**	5%	**	31% a	23%	20%
Order fulfilment (sending ordered goods to customers)	18	10	**	**	8	18	**	**	9	**	7	3	16
	9%	12%	**	**	11%	9%	**	**	16% c	**	6%	3%	12% a
Other everyday correspondence, such as invoices, one off bills etc.	13	6	**	**	5	13	**	**	2	**	10	8	5
	6%	8%	**	**	6%	6%	**	**	4%	**	8%	10%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	10	1	**	**	1	10	**	**	1	**	9	3	8
	5%	1%	**	**	2%	5%	**	**	1%	**	7%	3%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	2	**	**	2	9	**	**	*	**	9	5	4
	4%	3%	**	**	3%	4%	**	**	*%	**	7% a	6%	3%
Publications, such as magazines, periodicals, customer newsletters	8	4	**	**	4	8	**	**	-	**	8	4	4
	4%	4%	**	**	5%	4%	**	**	-%	**	6% a	5%	3%
Other (PLEASE SPECIFY)	5	2	**	**	2	5	**	**	-	**	5	2	2
	2%	3%	**	**	3%	2%	**	**	-%	**	4%	3%	2%
None of these (DO NOT READ OUT)	8	1	**	**	1	8	**	**	*	**	6	3	5
	4%	1%	**	**	1%	4%	**	**	1%	**	5%	3%	4%
Don't Know (DO NOT READ OUT)	-	-	**	**	-	-	**	**	-	**	-	-	-
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	**	**	-	-	**	**	-	**	-	-	-
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	225	18	14	19	18	21	16	27	21	20	21	17	13
Weighted total	211	14	21	22	6	20	19	13	17	26	20	19	11
Parcels and packets	114	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
Letters	52	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	45	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	18	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	13	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	10	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	8	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	8	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**225**	51	55	68	51
Weighted total	**211**	57	46	57	51
Parcels and packets	**114**	23	28	33	30
	54%	*40%*	*60%*	*58%*	*59%*
			a		
Letters	**52**	13	15	12	13
	25%	*22%*	*34%*	*21%*	*25%*
Large letters	**45**	16	12	7	10
	21%	*27%*	*25%*	*13%*	*20%*
		c			
Order fulfilment (sending ordered goods to customers)	**18**	4	8	6	1
	9%	*6%*	*17%*	*10%*	*2%*
			d		
Other everyday correspondence, such as invoices, one off bills etc.	**13**	6	3	2	2
	6%	*11%*	*7%*	*3%*	*4%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**10**	4	1	4	1
	5%	*6%*	*2%*	*8%*	*2%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**9**	4	3	2	*
	4%	*7%*	*6%*	*4%*	*1%*
Publications, such as magazines, periodicals, customer newsletters	**8**	2	5	*	1
	4%	*3%*	*10%*	*1%*	*3%*
			c		
Other (PLEASE SPECIFY)	**5**	5	-	-	-
	2%	*8%*	*-%*	*-%*	*-%*
		bcd			
None of these (DO NOT READ OUT)	**8**	2	*	2	4
	4%	*3%*	**%*	*4%*	*7%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**348**	259	54	24	11	89	87	87	27	10	27
Weighted total	**362**	351	6	3	1	10	120	101	33	7	10
Letters	**170**	165	3	**	**	5	54	47	**	**	**
	47%	*47%*	*52%*	**	**	*51%*	*45%*	*46%*	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	132	2	**	**	5	34	44	**	**	**
	38%	*38%*	*36%*	**	**	*44%*	*28%*	*44%* a	**	**	**
Large letters	**68**	65	2	**	**	2	22	18	**	**	**
	19%	*19%*	*24%*	**	**	*23%*	*18%*	*18%*	**	**	**
Parcels and packets	**47**	46	1	**	**	1	22	9	**	**	**
	13%	*13%*	*10%*	**	**	*9%*	*18%*	*9%*	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	41	1	**	**	2	13	8	**	**	**
	12%	*12%*	*11%*	**	**	*19%*	*11%*	*8%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	21	*	**	**	1	7	7	**	**	**
	6%	*6%*	*2%*	**	**	*7%*	*6%*	*7%*	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**18**	18	-	**	**	*	5	8	**	**	**
	5%	*5%*	*-%*	**	**	*2%*	*5%*	*8%*	**	**	**
Order fulfilment (sending ordered goods to customers)	**15**	15	*	**	**	*	5	3	**	**	**
	4%	*4%*	*3%*	**	**	*4%*	*4%*	*3%*	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	**	-	-	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	**	**	-	-	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
Other (PLEASE SPECIFY)	**5**	5	-	**	**	-	2	*	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*2%*	*%*	**	**	**
None of these (DO NOT READ OUT)	**41**	41	*	**	**	*	14	10	**	**	**
	11%	*12%* e	*5%*	**	**	*4%*	*12%*	*10%*	**	**	**
Don't Know (DO NOT READ OUT)	**7**	7	*	**	**	*	3	2	**	**	**
	2%	*2%*	*5%*	**	**	*4%*	*3%*	*2%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**348**	259	54	24	11	89	87	87	27	10	27
Weighted total	**362**	351	6	3	1	10	120	101	33	7	10
Refused (DO NOT READ OUT)	**-**	-	-	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	-%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	348	36	21	32	3	24	50	31	18	12	227	38	43	40
Weighted total	362	46	27	43	4	34	77	42	25	16	314	16	20	13
Letters	170	**	**	**	**	**	**	**	**	**	147	**	**	**
	47%	**	**	**	**	**	**	**	**	**	*47%*	**	**	**
				fjk										
Other everyday correspondence, such as invoices, one off bills etc.	137	**	**	**	**	**	**	**	**	**	114	**	**	**
	38%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
Large letters	68	**	**	**	**	**	**	**	**	**	58	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*18%*	**	**	**
Parcels and packets	47	**	**	**	**	**	**	**	**	**	43	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*14%*	**	**	**
				agkl										
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	42	**	**	**	**	**	**	**	**	**	36	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	22	**	**	**	**	**	**	**	**	**	19	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Publications, such as magazines, periodicals, customer newsletters	18	**	**	**	**	**	**	**	**	**	16	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Order fulfilment (sending ordered goods to customers)	15	**	**	**	**	**	**	**	**	**	13	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
None of these (DO NOT READ OUT)	41	**	**	**	**	**	**	**	**	**	37	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
								l				l		
Don't Know (DO NOT READ OUT)	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	**348**	36	21	32	3	24	50	31	18	12	227	38	43	40
Weighted total	**362**	46	27	43	4	34	77	42	25	16	314	16	20	13
Refused (DO NOT READ OUT)														
	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	348	16	43	11	44	79	10	19	124	255	93	311	37
Weighted total	362	17	39	7	49	88	10	18	132	274	88	328	34
Letters	170	**	**	**	**	36	**	**	62	134	36	151	**
	47%	**	**	**	**	*41%*	**	**	*47%*	*49%*	*41%*	*46%*	**
Other everyday correspondence, such as invoices, one off bills etc.	137	**	**	**	**	34	**	**	40	100	37	127	**
	38%	**	**	**	**	*39%*	**	**	*30%*	*36%*	*42%*	*39%*	**
					eh								
Large letters	68	**	**	**	**	12	**	**	34	48	20	62	**
	19%	**	**	**	**	*14%*	**	**	*26%*	*17%*	*22%*	*19%*	**
									e				
Parcels and packets	47	**	**	**	**	24	**	**	16	40	7	45	**
	13%	**	**	**	**	*27%*	**	**	*12%*	*15%*	*8%*	*14%*	**
						dh							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	42	**	**	**	**	7	**	**	20	27	15	35	**
	12%	**	**	**	**	*8%*	**	**	*15%*	*10%*	*17%*	*11%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	22	**	**	**	**	5	**	**	9	16	5	22	**
	6%	**	**	**	**	*6%*	**	**	*7%*	*6%*	*6%*	*7%*	**
Publications, such as magazines, periodicals, customer newsletters	18	**	**	**	**	3	**	**	8	15	3	18	**
	5%	**	**	**	**	*4%*	**	**	*6%*	*6%*	*4%*	*5%*	**
Order fulfilment (sending ordered goods to customers)	15	**	**	**	**	6	**	**	4	10	5	14	**
	4%	**	**	**	**	*7%*	**	**	*3%*	*4%*	*6%*	*4%*	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**
Legal / accounts documents / tax forms	-	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**
Other (PLEASE SPECIFY)	5	**	**	**	**	1	**	**	4	5	-	5	**
	1%	**	**	**	**	*1%*	**	**	*3%*	*2%*	*-%*	*2%*	**
None of these (DO NOT READ OUT)	41	**	**	**	**	8	**	**	21	30	11	36	**
	11%	**	**	**	**	*10%*	**	**	*16%*	*11%*	*13%*	*11%*	**
									d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**348**	16	43	11	44	79	10	19	124	255	93	311	37
Weighted total	**362**	17	39	7	49	88	10	18	132	274	88	328	34
Don't Know (DO NOT READ OUT)	**7**	**	**	**	**	*	**	**	5	7	*	5	**
	2%	**	**	**	**	*%	**	**	*4%*	*3%*	*%*	*2%*	**
Refused (DO NOT READ OUT)	**-**	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**348**	338	10	258	46	40
Weighted total	**362**	346	16	263	51	43
Letters	**170**	161	**	125	**	**
	47%	*47%*	**	*47%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	127	**	104	**	**
	38%	*37%*	**	*40%*	**	**
Large letters	**68**	63	**	46	**	**
	19%	*18%*	**	*18%*	**	**
					ac	
Parcels and packets	**47**	45	**	23	**	**
	13%	*13%*	**	*9%*	**	**
						ab
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	36	**	30	**	**
	12%	*11%*	**	*12%*	**	**
					c	
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	22	**	16	**	**
	6%	*6%*	**	*6%*	**	**
Publications, such as magazines, periodicals, customer newsletters	**18**	18	**	13	**	**
	5%	*5%*	**	*5%*	**	**
Order fulfilment (sending ordered goods to customers)	**15**	15	**	10	**	**
	4%	*4%*	**	*4%*	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	**	-	**	**
	-%	*-%*	**	*-%*	**	**
Legal / accounts documents / tax forms	**-**	-	**	-	**	**
	-%	*-%*	**	*-%*	**	**
Other (PLEASE SPECIFY)	**5**	5	**	3	**	**
	1%	*1%*	**	*1%*	**	**
None of these (DO NOT READ OUT)	**41**	41	**	29	**	**
	11%	*12%*	**	*11%*	**	**
					c	
Don't Know (DO NOT READ OUT)	**7**	6	**	6	**	**
	2%	*2%*	**	*2%*	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**348**	338	10	258	46	40
Weighted total	**362**	346	16	263	51	43
Refused (DO NOT READ OUT)	**-**	-	**	-	**	**
	-%	-%	**	-%	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**348**	304	38	5	-	1	-	-	-	342	6	1	129	175	44
Weighted total	**362**	326	32	4	-	*	-	-	-	358	4	*	159	167	36
Letters	**170**	156	**	**	**	**	**	**	**	168	**	**	75	81	**
	47%	*48%*	**	**	**	**	**	**	**	*47%*	**	**	*47%*	*48%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	124	**	**	**	**	**	**	**	135	**	**	57	67	**
	38%	*38%*	**	**	**	**	**	**	**	*38%*	**	**	*36%*	*40%*	**
Large letters	**68**	58	**	**	**	**	**	**	**	66	**	**	26	32	**
	19%	*18%*	**	**	**	**	**	**	**	*18%*	**	**	*17%*	*19%*	**
Parcels and packets	**47**	39	**	**	**	**	**	**	**	46	**	**	13	27	**
	13%	*12%*	**	**	**	**	**	**	**	*13%*	**	**	*8%*	*16%*	**
														a	a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	38	**	**	**	**	**	**	**	40	**	**	25	13	**
	12%	*12%*	**	**	**	**	**	**	**	*11%*	**	**	*16%*	*8%*	**
													b		
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	19	**	**	**	**	**	**	**	21	**	**	11	8	**
	6%	*6%*	**	**	**	**	**	**	**	*6%*	**	**	*7%*	*5%*	**
Publications, such as magazines, periodicals, customer newsletters	**18**	18	**	**	**	**	**	**	**	18	**	**	12	6	**
	5%	*6%*	**	**	**	**	**	**	**	*5%*	**	**	*8%*	*4%*	**
Order fulfilment (sending ordered goods to customers)	**15**	12	**	**	**	**	**	**	**	15	**	**	8	4	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	**	**	*5%*	*2%*	**
															b
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	**
Other (PLEASE SPECIFY)	**5**	5	**	**	**	**	**	**	**	5	**	**	1	4	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	**	**	*1%*	*2%*	**
None of these (DO NOT READ OUT)	**41**	40	**	**	**	**	**	**	**	41	**	**	24	16	**
	11%	*12%*	**	**	**	**	**	**	**	*12%*	**	**	*15%*	*9%*	**
Don't Know (DO NOT READ OUT)	**7**	7	**	**	**	**	**	**	**	7	**	**	6	1	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	**	**	*4%*	*%*	**
													b		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**348**	304	38	5	-	1	-	-	-	342	6	1	129	175	44
Weighted total	**362**	326	32	4	-	*	-	-	-	358	4	*	159	167	36
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	**	**	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**348**	236	156	252	105	85	228	233	12	4	1	1	1	-
Weighted total	**362**	245	146	260	104	79	229	245	12	1	*	*	1	-
Letters	**170**	138	72	141	55	36	98	133	**	**	**	**	**	**
	47%	*56%*	*50%*	*54%*	*52%*	*46%*	*43%*	*55%*	**	**	**	**	**	**
		f		f										
Other everyday correspondence, such as invoices, one off bills etc.	**137**	80	45	83	32	42	103	76	**	**	**	**	**	**
	38%	*33%*	*31%*	*32%*	*30%*	*53%*	*45%*	*31%*	**	**	**	**	**	**
						abcd	**abcd**							
Large letters	**68**	53	36	55	26	10	35	52	**	**	**	**	**	**
	19%	*22%*	*24%*	*21%*	*25%*	*13%*	*15%*	*21%*	**	**	**	**	**	**
			ef		**ef**									
Parcels and packets	**47**	26	23	28	29	7	34	27	**	**	**	**	**	**
	13%	*11%*	*16%*	*11%*	*28%*	*8%*	*15%*	*11%*	**	**	**	**	**	**
					abcef									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	30	18	31	13	18	27	27	**	**	**	**	**	**
	12%	*12%*	*12%*	*12%*	*13%*	*23%*	*12%*	*11%*	**	**	**	**	**	**
						abcf								
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	13	7	13	6	9	12	13	**	**	**	**	**	**
	6%	*5%*	*5%*	*5%*	*6%*	*11%*	*5%*	*5%*	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**18**	9	7	12	4	7	9	12	**	**	**	**	**	**
	5%	*4%*	*5%*	*4%*	*4%*	*9%*	*4%*	*5%*	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**15**	7	3	9	5	4	12	6	**	**	**	**	**	**
	4%	*3%*	*2%*	*3%*	*5%*	*5%*	*5%*	*3%*	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**5**	2	4	4	2	-	3	2	**	**	**	**	**	**
	1%	*1%*	*3%*	*2%*	*2%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**41**	25	17	27	5	5	14	25	**	**	**	**	**	**
	11%	*10%*	*12%*	*11%*	*5%*	*6%*	*6%*	*10%*	**	**	**	**	**	**
			f											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**348**	236	156	252	105	85	228	233	12	4	1	1	1	-
Weighted total	**362**	245	146	260	104	79	229	245	12	1	*	*	1	-
Don't Know (DO NOT READ OUT)	**7**	5	*	5	1	2	4	5	**	**	**	**	**	**
	2%	*2%*	**%*	*2%*	*1%*	*3%*	*2%*	*2%*	**	**	**	**	**	**
						b								
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**348**	103	1	-	-	-	1	-	1	76	73	71	32	-
Weighted total	**362**	103	*	-	-	-	1	-	1	92	80	67	21	-
Letters	**170**	55	**	**	**	**	**	**	**	54	37	37	**	**
	47%	*53%*	**	**	**	**	**	**	**	*59%*	*47%*	*55%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	32	**	**	**	**	**	**	**	26	30	20	**	**
	38%	*31%*	**	**	**	**	**	**	**	*28%*	*37%*	*29%*	**	**
Large letters	**68**	26	**	**	**	**	**	**	**	22	9	21	**	**
	19%	*26%*	**	**	**	**	**	**	**	*24%*	*11%*	*31%* b	**	**
Parcels and packets	**47**	27	**	**	**	**	**	**	**	8	9	10	**	**
	13%	*27%*	**	**	**	**	**	**	**	*9%*	*11%*	*15%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	13	**	**	**	**	**	**	**	14	7	5	**	**
	12%	*13%*	**	**	**	**	**	**	**	*15%*	*9%*	*7%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	6	**	**	**	**	**	**	**	5	4	3	**	**
	6%	*6%*	**	**	**	**	**	**	**	*5%*	*5%*	*5%*	**	**
Publications, such as magazines, periodicals, customer newsletters	**18**	4	**	**	**	**	**	**	**	7	2	3	**	**
	5%	*4%*	**	**	**	**	**	**	**	*7%*	*3%*	*4%*	**	**
Order fulfilment (sending ordered goods to customers)	**15**	5	**	**	**	**	**	**	**	2	4	1	**	**
	4%	*5%*	**	**	**	**	**	**	**	*2%*	*5%*	*1%*	** c	**
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	**	**	**	-	-	-	**	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	**	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	**	**	**	-	-	-	**	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	**	**
Other (PLEASE SPECIFY)	**5**	2	**	**	**	**	**	**	**	-	-	2	**	**
	1%	*2%*	**	**	**	**	**	**	**	*-%*	*-%*	*3%*	** ab	**
None of these (DO NOT READ OUT)	**41**	5	**	**	**	**	**	**	**	6	12	8	**	**
	11%	*5%*	**	**	**	**	**	**	**	*6%*	*15%*	*12%*	**	**
Don't Know (DO NOT READ OUT)	**7**	1	**	**	**	**	**	**	**	4	1	-	**	**
	2%	*1%*	**	**	**	**	**	**	**	*4%*	*2%*	*-%*	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**348**	103	1	-	-	-	1	-	1	76	73	71	32	-
Weighted total	**362**	103	*	-	-	-	1	-	1	92	80	67	21	-
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	**	**	**	-	-	-	**	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**348**	53	21	19	11	1	52	-	53	311	37	242	10
Weighted total	**362**	52	19	22	9	2	60	-	45	324	38	247	12
Letters	**170**	25	**	**	**	**	29	**	25	148	**	130	**
	47%	*49%*	**	**	**	**	*49%*	**	*57%*	*46%*	**	*53%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	17	**	**	**	**	13	**	19	126	**	79	**
	38%	*32%*	**	**	**	**	*22%*	**	*42%* a	*39%*	**	*32%*	**
Large letters	**68**	15	**	**	**	**	13	**	13	59	**	49	**
	19%	*29%*	**	**	**	**	*23%*	**	*29%*	*18%*	**	*20%*	**
Parcels and packets	**47**	13	**	**	**	**	19	**	10	34	**	24	**
	13%	*24%*	**	**	**	**	*32%*	**	*23%*	*10%*	** a	*10%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	9	**	**	**	**	4	**	9	36	**	25	**
	12%	*18%*	**	**	**	**	*7%*	**	*20%*	*11%*	**	*10%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	3	**	**	**	**	3	**	3	17	**	9	**
	6%	*7%*	**	**	**	**	*6%*	**	*6%*	*5%*	**	*4%*	**
Publications, such as magazines, periodicals, customer newsletters	**18**	*	**	**	**	**	2	**	2	14	**	7	**
	5%	*1%*	**	**	**	**	*3%*	**	*5%*	*4%*	** a	*3%*	**
Order fulfilment (sending ordered goods to customers)	**15**	1	**	**	**	**	4	**	1	9	**	4	**
	4%	*2%*	**	**	**	**	*7%*	**	*2%*	*3%*	** a	*2%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	-	**	-	-	**	-	**
	-%	*-%*	**	**	**	**	*-%*	**	*-%*	*-%*	**	*-%*	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	-	**	-	-	**	-	**
	-%	*-%*	**	**	**	**	*-%*	**	*-%*	*-%*	**	*-%*	**
Other (PLEASE SPECIFY)	**5**	-	**	**	**	**	2	**	*	5	**	4	**
	1%	*-%*	**	**	**	**	*3%*	**	*1%*	*2%*	**	*2%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**348**	53	21	19	11	1	52	-	53	311	37	242	10
Weighted total	**362**	52	19	22	9	2	60	-	45	324	38	247	12
None of these (DO NOT READ OUT)	**41**	2	**	**	**	**	3	**	2	41	**	27	**
	11%	*3%*	**	**	**	**	*5%*	**	*4%*	*13%* b	**	*11%*	**
Don't Know (DO NOT READ OUT)	**7**	1	**	**	**	**	*	**	*	7	**	5	**
	2%	*1%*	**	**	**	**	*1%*	**	**%*	*2%*	**	*2%*	**
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	-	**	-	-	**	-	**
	-%	-%	**	**	**	**	-%	**	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	*c	*d
Unweighted total	348	12	26	37	4	74	31	68	228	29	-
Weighted total	362	12	26	42	2	72	32	72	238	23	-
Letters	170	**	**	**	**	37	**	45	132	**	**
	47%	**	**	**	**	*52%*	**	*63%*	*55%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	137	**	**	**	**	23	**	20	79	**	**
	38%	**	**	**	**	*32%*	**	*28%*	*33%*	**	**
Large letters	68	**	**	**	**	19	**	15	53	**	**
	19%	**	**	**	**	*27%*	**	*21%*	*22%*	**	**
Parcels and packets	47	**	**	**	**	20	**	16	23	**	**
	13%	**	**	**	**	*28%*	**	*22%* b	*10%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	42	**	**	**	**	9	**	10	27	**	**
	12%	**	**	**	**	*13%*	**	*14%*	*12%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	22	**	**	**	**	6	**	5	13	**	**
	6%	**	**	**	**	*8%*	**	*7%*	*5%*	**	**
Publications, such as magazines, periodicals, customer newsletters	18	**	**	**	**	3	**	5	9	**	**
	5%	**	**	**	**	*4%*	**	*6%*	*4%*	**	**
Order fulfilment (sending ordered goods to customers)	15	**	**	**	**	3	**	2	7	**	**
	4%	**	**	**	**	*4%*	**	*3%*	*3%*	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	-	**	-	-	**	**
	-%	**	**	**	**	*-%*	**	*-%*	*-%*	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	-	**	-	-	**	**
	-%	**	**	**	**	*-%*	**	*-%*	*-%*	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	2	**	-	2	**	**
	1%	**	**	**	**	*3%*	**	*-%*	*1%*	**	**
None of these (DO NOT READ OUT)	41	**	**	**	**	3	**	9	25	**	**
	11%	**	**	**	**	*4%*	**	*12%*	*10%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	*c	*d
Unweighted total	**348**	12	26	37	4	74	31	68	228	29	-
Weighted total	**362**	12	26	42	2	72	32	72	238	23	-
Don't Know (DO NOT READ OUT)	**7**	**	**	**	**	1	**	2	5	**	**
	2%	**	**	**	**	*1%*	**	*3%*	*2%*	**	**
Refused (DO NOT READ OUT)	**-**	**	**	**	**	-	**	-	-	**	**
	-%	**	**	**	**	-%	**	-%	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**348**	54	143	21	-	70	77	24	-	224	151	84	184	161	-
Weighted total	**362**	53	134	12	-	70	74	19	-	230	140	82	186	152	-
Letters	**170**	27	66	**	**	41	38	**	**	125	67	43	91	80	**
	47%	*50%*	*49%*	**	**	*58%*	*52%*	**	**	*54%*	*48%*	*53%*	*49%*	*53%*	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	14	41	**	**	19	23	**	**	76	45	24	60	47	**
	38%	*27%*	*31%*	**	**	*28%*	*32%*	**	**	*33%*	*32%*	*30%*	*32%*	*31%*	**
Large letters	**68**	9	34	**	**	18	20	**	**	49	35	23	35	30	**
	19%	*18%*	*25%*	**	**	*26%*	*28%*	**	**	*21%*	*25%*	*28%*	*19%*	*20%*	**
Parcels and packets	**47**	9	20	**	**	20	20	**	**	21	21	24	19	16	**
	13%	*18%*	*15%*	**	**	*29%*	*27%*	**	**	*9%*	*15%*	*30%*	*10%*	*10%*	**
												ab			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	8	18	**	**	6	12	**	**	25	18	10	17	21	**
	12%	*14%*	*13%*	**	**	*9%*	*16%*	**	**	*11%*	*13%*	*13%*	*9%*	*14%*	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	5	7	**	**	4	5	**	**	9	7	4	9	6	**
	6%	*9%*	*5%*	**	**	*6%*	*7%*	**	**	*4%*	*5%*	*5%*	*5%*	*4%*	**
Publications, such as magazines, periodicals, customer newsletters	**18**	4	7	**	**	4	2	**	**	5	7	3	7	3	**
	5%	*7%*	*6%*	**	**	*5%*	*3%*	**	**	*2%*	*5%*	*4%*	*4%*	*2%*	**
Order fulfilment (sending ordered goods to customers)	**15**	1	3	**	**	5	1	**	**	3	3	3	4	2	**
	4%	*3%*	*2%*	**	**	*7%*	*2%*	**	**	*1%*	*2%*	*3%*	*2%*	*1%*	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Legal / accounts documents / tax forms	**-**	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other (PLEASE SPECIFY)	**5**	-	4	**	**	*	2	**	**	2	4	2	4	2	**
	1%	*-%*	*3%*	**	**	*1%*	*3%*	**	**	*1%*	*3%*	*3%*	*2%*	*1%*	**
None of these (DO NOT READ OUT)	**41**	10	17	**	**	3	5	**	**	25	17	4	25	18	**
	11%	*20%*	*13%*	**	**	*5%*	*6%*	**	**	*11%*	*12%*	*5%*	*14%*	*12%*	**
											c				
Don't Know (DO NOT READ OUT)	**7**	*	*	**	**	1	1	**	**	5	*	1	5	1	**
	2%	*%*	*%*	**	**	*1%*	*1%*	**	**	*2%*	*%*	*1%*	*3%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**348**	54	143	21	-	70	77	24	-	224	151	84	184	161	-
Weighted total	**362**	53	134	12	-	70	74	19	-	230	140	82	186	152	-
Refused (DO NOT READ OUT)	**-**	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**348**	59	43	44	8	9	179	156	16	4	8	2
Weighted total	**362**	56	42	38	8	9	184	148	14	6	8	2
Letters	**170**	36	**	**	**	**	88	77	**	**	**	**
	47%	*63%*	**	**	**	**	*48%*	*52%*	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**137**	17	**	**	**	**	59	49	**	**	**	**
	38%	*31%*	**	**	**	**	*32%*	*33%*	**	**	**	**
Large letters	**68**	21	**	**	**	**	37	30	**	**	**	**
	19%	*38%*	**	**	**	**	*20%*	*21%*	**	**	**	**
Parcels and packets	**47**	15	**	**	**	**	18	13	**	**	**	**
	13%	*27%*	**	**	**	**	*10%*	*9%*	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	7	**	**	**	**	19	20	**	**	**	**
	12%	*13%*	**	**	**	**	*10%*	*13%*	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	4	**	**	**	**	9	6	**	**	**	**
	6%	*7%*	**	**	**	**	*5%*	*4%*	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**18**	3	**	**	**	**	7	3	**	**	**	**
	5%	*5%*	**	**	**	**	*4%*	*2%*	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**15**	3	**	**	**	**	4	2	**	**	**	**
	4%	*5%*	**	**	**	**	*2%*	*1%*	**	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	**	**	-	-	**	**	**	**
	-%	*-%*	**	**	**	**	*-%*	*-%*	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	**	**	**	**	-	-	**	**	**	**
	-%	*-%*	**	**	**	**	*-%*	*-%*	**	**	**	**
Other (PLEASE SPECIFY)	**5**	-	**	**	**	**	4	2	**	**	**	**
	1%	*-%*	**	**	**	**	*2%*	*2%*	**	**	**	**
None of these (DO NOT READ OUT)	**41**	1	**	**	**	**	25	18	**	**	**	**
	11%	*2%*	**	**	**	**	*14%*	*12%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**7**	1	**	**	**	**	5	1	**	**	**	**
	2%	*1%*	**	**	**	**	*3%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**348**	59	43	44	8	9	179	156	16	4	8	2
Weighted total	**362**	56	42	38	8	9	184	148	14	6	8	2
Refused (DO NOT READ OUT)	**-**	-	**	**	**	**	-	-	**	**	**	**
	-%	-%	**	**	**	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**348**	328	277	329	274	338	190	324	81	1	269	8	43	284
Weighted total	**362**	329	267	329	262	347	179	332	76	*	272	12	52	285
Letters	**170**	167	131	167	127	162	87	166	45	**	126	**	**	136
	47%	*51%*	*49%*	*51%*	*48%*	*47%*	*49%*	*50%*	*60%*	**	*46%*	**	**	*48%*
Other everyday correspondence, such as invoices, one off bills etc.	**137**	117	96	117	96	133	70	123	27	**	112	**	**	105
	38%	*35%*	*36%*	*35%*	*37%*	*38%*	*39%*	*37%*	*36%*	**	*41%*	**	**	*37%*
Large letters	**68**	68	61	68	53	68	41	67	20	**	51	**	**	54
	19%	*21%*	*23%*	*21%*	*20%*	*19%*	*23%*	*20%*	*27%*	**	*19%*	**	**	*19%*
Parcels and packets	**47**	45	38	45	43	47	32	46	20	**	29	**	**	27
	13%	*14%*	*14%*	*14%*	*16%*	*14%*	*18%*	*14%*	*27%*	**	*11%*	**	**	*9%*
									b				b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	37	32	37	34	37	21	39	12	**	34	**	**	31
	12%	*11%*	*12%*	*11%*	*13%*	*11%*	*12%*	*12%*	*16%*	**	*13%*	**	**	*11%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	22	14	22	18	22	13	22	8	**	14	**	**	15
	6%	*7%*	*5%*	*7%*	*7%*	*6%*	*7%*	*7%*	*10%*	**	*5%*	**	**	*5%*
Publications, such as magazines, periodicals, customer newsletters	**18**	18	13	18	14	18	11	17	9	**	12	**	**	10
	5%	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*12%*	**	*4%*	**	**	*4%*
									b					
Order fulfilment (sending ordered goods to customers)	**15**	13	9	13	13	15	8	15	8	**	9	**	**	7
	4%	*4%*	*3%*	*4%*	*5%*	*4%*	*5%*	*5%*	*11%*	**	*3%*	**	**	*3%*
									b					
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**	*-%*
Other (PLEASE SPECIFY)	**5**	5	3	5	3	5	3	5	*	**	3	**	**	3
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**	*1%*	**	**	*1%*
None of these (DO NOT READ OUT)	**41**	30	28	30	25	37	13	30	3	**	31	**	**	32
	11%	*9%*	*10%*	*9%*	*9%*	*11%*	*7%*	*9%*	*4%*	**	*11%*	**	**	*11%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**348**	328	277	329	274	338	190	324	81	1	269	8	43	284
Weighted total	**362**	329	267	329	262	347	179	332	76	*	272	12	52	285
Don't Know (DO NOT READ OUT)	**7**	7	4	7	4	7	*	5	1	**	5	**	**	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*2%*	*1%*	**	*2%*	**	**	*3%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**348**	58	3	15	53	-	-	348	35	16	294	278	70
Weighted total	**362**	66	5	17	59	-	-	362	39	9	314	277	84
Letters	**170**	36	**	**	35	**	**	170	**	**	152	135	35
	47%	*54%*	**	**	*59%*	**	**	*47%*	**	**	*49%*	*49%*	*42%*
Other everyday correspondence, such as invoices, one off bills etc.	**137**	18	**	**	15	**	**	137	**	**	123	104	33
	38%	*28%*	**	**	*26%*	**	**	*38%*	**	**	*39%*	*38%*	*39%*
Large letters	**68**	18	**	**	16	**	**	68	**	**	57	52	16
	19%	*27%*	**	**	*28%*	**	**	*19%*	**	**	*18%*	*19%*	*19%*
Parcels and packets	**47**	21	**	**	18	**	**	47	**	**	31	26	21
	13%	*32%*	**	**	*30%*	**	**	*13%*	**	**	*10%*	*9%*	*25%*
									c				a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	12	**	**	11	**	**	42	**	**	39	32	10
	12%	*18%*	**	**	*19%*	**	**	*12%*	**	**	*13%*	*12%*	*12%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	6	**	**	6	**	**	22	**	**	19	14	7
	6%	*9%*	**	**	*11%*	**	**	*6%*	**	**	*6%*	*5%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	**18**	7	**	**	6	**	**	18	**	**	17	14	5
	5%	*10%*	**	**	*10%*	**	**	*5%*	**	**	*5%*	*5%*	*5%*
Order fulfilment (sending ordered goods to customers)	**15**	7	**	**	6	**	**	15	**	**	12	8	7
	4%	*10%*	**	**	*10%*	**	**	*4%*	**	**	*4%*	*3%*	*8%*
													a
Goods / business supplies / large packets ordered via lorry	**-**	-	**	**	-	**	**	-	**	**	-	-	-
	-%	*-%*	**	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	**	**	-	**	**	-	**	**	-	-	-
	-%	*-%*	**	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**5**	-	**	**	-	**	**	5	**	**	5	4	1
	1%	*-%*	**	**	*-%*	**	**	*1%*	**	**	*1%*	*1%*	*1%*
None of these (DO NOT READ OUT)	**41**	6	**	**	6	**	**	41	**	**	40	23	18
	11%	*9%*	**	**	*10%*	**	**	*11%*	**	**	*13%*	*8%*	*21%*
													a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**348**	58	3	15	53	-	-	348	35	16	294	278	70
Weighted total	**362**	66	5	17	59	-	-	362	39	9	314	277	84
Don't Know (DO NOT READ OUT)	**7**	-	**	**	-	**	**	7	**	**	7	6	1
	2%	-%	**	**	-%	**	**	*2%*	**	**	*2%*	*2%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	**	**	-	**	**	-	**	**	-	-	-
	-%	-%	**	**	-%	**	**	-%	**	**	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	j	k	*l
Unweighted total	348	25	26	22	34	29	43	32	25	22	31	31	28
Weighted total	362	22	28	23	28	39	49	19	23	37	31	35	26
Letters	170	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	137	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
								fj					
Large letters	68	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
								jk					
Parcels and packets	47	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
							dj	dj				d	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	42	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
							d	d			d		
Advertising and promotional material, such as catalogues, brochures and direct mail	22	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
								dfjk					
Publications, such as magazines, periodicals, customer newsletters	18	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
								dfjk					
Order fulfilment (sending ordered goods to customers)	15	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
								fjk					
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	5	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	41	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	j	k	*l
Unweighted total	**348**	25	26	22	34	29	43	32	25	22	31	31	28
Weighted total	**362**	22	28	23	28	39	49	19	23	37	31	35	26
Don't Know (DO NOT READ OUT)	**7**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	73	106	79	90
Weighted total	**362**	74	117	80	92
Letters	**170**	38	62	27	43
	47%	*51%*	*53%*	*34%*	*47%*
		c	c		
Other everyday correspondence, such as invoices, one off bills etc.	**137**	27	44	31	34
	38%	*37%*	*38%*	*39%*	*37%*
Large letters	**68**	10	28	20	9
	19%	*14%*	*24%*	*25%*	*10%*
			d	d	
Parcels and packets	**47**	12	15	11	9
	13%	*16%*	*13%*	*14%*	*10%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**42**	5	17	9	11
	12%	*7%*	*15%*	*12%*	*12%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**22**	7	7	8	*
	6%	*9%*	*6%*	*9%*	*%*
		d	d	d	
Publications, such as magazines, periodicals, customer newsletters	**18**	6	5	7	*
	5%	*8%*	*4%*	*9%*	*%*
		d		d	
Order fulfilment (sending ordered goods to customers)	**15**	4	4	5	1
	4%	*6%*	*4%*	*7%*	*1%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**5**	4	1	-	*
	1%	*5%*	*1%*	*-%*	*%*
		c			
None of these (DO NOT READ OUT)	**41**	1	14	16	11
	11%	*1%*	*12%*	*21%*	*11%*
			a	a	a
Don't Know (DO NOT READ OUT)	**7**	2	2	*	3
	2%	*3%*	*2%*	*1%*	*3%*

Columns Tested: a,b,c,d

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	73	106	79	90
Weighted total	**362**	74	117	80	92
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	225	157	52	12	4	68	63	51	24	3	21
Weighted total	211	202	7	1	*	8	75	52	19	1	9
Growth of business	154	148	5	**	**	5	47	37	**	**	**
	73%	*73%*	*71%*	**	**	*66%*	*63%*	*70%*	**	**	**
Ability to reach more customers	28	27	1	**	**	1	8	4	**	**	**
	13%	*13%*	*13%*	**	**	*14%*	*11%*	*7%*	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	7	*	**	**	*	4	3	**	**	**
	3%	*3%*	*3%*	**	**	*3%*	*5%*	*5%*	**	**	**
Increase use of direct mail for marketing	5	5	*	**	**	*	2	2	**	**	**
	2%	*2%*	*3%*	**	**	*2%*	*3%*	*4%*	**	**	**
More items being sent to existing clients	3	3	-	**	**	*	3	*	**	**	**
	2%	*2%*	*-%*	**	**	*2%*	*4%*	*1%*	**	**	**
Innovative services	2	2	-	**	**	*	1	*	**	**	**
	1%	*1%*	*-%*	**	**	*1%*	*1%*	*1%*	**	**	**
Cheaper / Lower Prices	1	1	*	**	**	*	1	-	**	**	**
	1%	*1%*	*2%*	**	**	*1%*	*2%*	*-%*	**	**	**
Postal communications offer better quality than other forms of communications	*	*	-	**	**	-	-	*	**	**	**
	%	*%*	*-%*	**	**	*-%*	*-%*	*1%*	**	**	**
Other (PLEASE SPECIFY)	39	38	1	**	**	2	18	8	**	**	**
	19%	*19%*	*20%*	**	**	*20%*	*24%*	*15%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	225	18	10	25	3	14	22	18	18	9	137	26	39	23
Weighted total	211	21	15	35	5	15	28	22	20	13	174	9	18	9
Growth of business	154	**	**	**	**	**	**	**	**	**	129	**	**	**
	73%	**	**	**	**	**	**	**	**	**	*74%*	**	**	**
Ability to reach more customers	28	**	**	**	**	**	**	**	**	**	22	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Increase use of direct mail for marketing	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
More items being sent to existing clients	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Innovative services	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Cheaper / Lower Prices	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other (PLEASE SPECIFY)	39	**	**	**	**	**	**	**	**	**	33	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	225	6	28	2	15	80	4	12	76	166	59	200	25
Weighted total	211	7	22	2	9	94	3	10	60	169	42	199	12
Growth of business	154	**	**	**	**	69	**	**	36	123	31	146	**
	73%	**	**	**	**	*73%*	**	**	*60%*	*73%*	*73%*	*74%*	**
Ability to reach more customers	28	**	**	**	**	9	**	**	10	21	7	25	**
	13%	**	**	**	**	*10%*	**	**	*17%*	*12%*	*18%*	*13%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	**	**	**	**	5	**	**	2	5	2	7	**
	3%	**	**	**	**	*6%*	**	**	*3%*	*3%*	*5%*	*3%*	**
Increase use of direct mail for marketing	5	**	**	**	**	2	**	**	-	3	2	5	**
	2%	**	**	**	**	*2%*	**	**	*-%*	*2%*	*5%*	*2%*	**
More items being sent to existing clients	3	**	**	**	**	-	**	**	2	3	-	3	**
	2%	**	**	**	**	*-%*	**	**	*4%*	*2%*	*-%*	*2%*	**
Innovative services	2	**	**	**	**	1	**	**	*	1	1	2	**
	1%	**	**	**	**	*1%*	**	**	*1%*	*1%*	*2%*	*1%*	**
Cheaper / Lower Prices	1	**	**	**	**	1	**	**	-	1	-	1	**
	1%	**	**	**	**	*2%*	**	**	*-%*	*1%*	*-%*	*1%*	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	-	**	**	-	*	-	*	**
	**%*	**	**	**	**	*-%*	**	**	*-%*	**%*	*-%*	**%*	**
Other (PLEASE SPECIFY)	39	**	**	**	**	18	**	**	17	32	7	36	**
	19%	**	**	**	**	*19%*	**	**	*28%*	*19%*	*17%*	*18%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**225**	218	7	57	39	125
Weighted total	**211**	201	9	50	38	117
Growth of business	**154**	148	**	31	**	90
	73%	*74%*	**	*62%*	**	*77%* a
Ability to reach more customers	**28**	28	**	11	**	14
	13%	*14%*	**	*21%* b	**	*12%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	7	**	4	**	*
	3%	*3%*	**	*8%* c	** c	**%*
Increase use of direct mail for marketing	**5**	5	**	-	**	5
	2%	*3%*	**	-%	**	*4%*
More items being sent to existing clients	**3**	3	**	*	**	3
	2%	*2%*	**	**%*	**	*3%*
Innovative services	**2**	2	**	1	**	1
	1%	*1%*	**	*1%*	**	*1%*
Cheaper / Lower Prices	**1**	1	**	-	**	1
	1%	*1%*	**	-%	**	*1%*
Postal communications offer better quality than other forms of communications	*	*	**	*	**	-
	***%**	**%*	**	*1%*	**	-%
Other (PLEASE SPECIFY)	**39**	36	**	10	**	18
	19%	*18%*	**	*21%*	**	*15%*

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted total	**225**	110	84	21	3	4	2	1	-	194	31	10	19	91	115
Weighted total	**211**	117	68	20	*	3	2	*	-	185	26	5	24	93	94
Growth of business	**154**	80	52	**	**	**	**	**	**	132	**	**	**	73	73
	73%	*69%*	*76%*	**	**	**	**	**	**	*71%*	**	**	**	*79%*	*78%*
Ability to reach more customers	**28**	19	5	**	**	**	**	**	**	24	**	**	**	16	10
	13%	*16%*	*7%*	**	**	**	**	**	**	*13%*	**	**	**	*17%*	*10%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	6	1	**	**	**	**	**	**	7	**	**	**	3	1
	3%	*5%*	*2%*	**	**	**	**	**	**	*4%*	**	**	**	*4%*	*1%*
Increase use of direct mail for marketing	**5**	2	*	**	**	**	**	**	**	3	**	**	**	1	3
	2%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*3%*
											bi				
More items being sent to existing clients	**3**	*	3	**	**	**	**	**	**	3	**	**	**	*	3
	2%	*%*	*4%*	**	**	**	**	**	**	*2%*	**	**	**	*%*	*3%*
Innovative services	**2**	1	*	**	**	**	**	**	**	2	**	**	**	1	*
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	*1%*	*%*
Cheaper / Lower Prices	**1**	-	1	**	**	**	**	**	**	1	**	**	**	-	1
	1%	*-%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	*-%*	*2%*
Postal communications offer better quality than other forms of communications	*	*	-	**	**	**	**	**	**	*	**	**	**	*	-
	%	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	*1%*	*-%*
Other (PLEASE SPECIFY)	**39**	26	11	**	**	**	**	**	**	37	**	**	**	12	14
	19%	*22%*	*16%*	**	**	**	**	**	**	*20%*	**	**	**	*13%*	*15%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**225**	121	127	156	144	77	166	133	12	6	2	-	2	1
Weighted total	**211**	89	102	131	142	66	148	118	9	1	1	-	*	2
Growth of business	**154**	63	82	96	115	51	113	85	**	**	**	**	**	**
	73%	*70%*	*80%*	*74%*	*81%* a	*78%*	*77%*	*72%*	**	**	**	**	**	**
Ability to reach more customers	**28**	13	10	17	17	6	18	16	**	**	**	**	**	**
	13%	*15%*	*10%*	*13%*	*12%*	*10%*	*12%*	*14%*	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	*	2	2	4	2	5	2	**	**	**	**	**	**
	3%	*%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	**	**	**	**	**	**
Increase use of direct mail for marketing	**5**	3	1	3	3	*	2	3	**	**	**	**	**	**
	2%	*3%*	*1%*	*2%*	*2%*	*%*	*1%*	*2%*	**	**	**	**	**	**
More items being sent to existing clients	**3**	2	3	3	1	2	3	3	**	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*	*2%*	**	**	**	**	**	**
Innovative services	**2**	2	2	2	1	*	1	1	**	**	**	**	**	**
	1%	*2%*	*2%*	*1%*	*1%*	*1%*	*%*	*1%*	**	**	**	**	**	**
Cheaper / Lower Prices	**1**	*	1	1	1	-	-	1	**	**	**	**	**	**
	1%	*%*	*1%*	*1%*	*1%*	-%	-%	*1%*	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	*	-	*	*	*	*	*	**	**	**	**	**	**
	%	*1%*	-%	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**39**	17	13	22	18	8	24	21	**	**	**	**	**	**
	19%	*19%*	*13%*	*17%*	*12%*	*12%*	*16%*	*18%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**225**	133	3	4	-	3	1	-	4	22	35	47	49	3
Weighted total	**211**	133	5	4	-	1	*	-	2	22	39	33	35	2
Growth of business	**154**	105	**	**	**	**	**	**	**	**	**	**	**	**
	73%	*79%*	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	**28**	16	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*12%*	**	**	**	**	**	**	**	**	**	**	**	**
												bd		
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	4	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	**5**	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*2%*	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	**3**	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	**2**	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	**1**	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	*%*	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**39**	18	**	**	**	**	**	**	**	**	**	**	**	**
	19%	*13%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	225	23	23	46	41	11	108	6	30	156	69	141	15
Weighted total	211	22	21	48	41	11	117	5	20	149	62	120	11
Growth of business	154	**	**	**	**	**	97	**	**	99	55	86	**
	73%	**	**	**	**	**	*82%*	**	**	*67%*	*88%* a	*72%*	**
Ability to reach more customers	28	**	**	**	**	**	14	**	**	17	11	15	**
	13%	**	**	**	**	**	*12%*	**	**	*11%*	*19%*	*12%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	**	**	**	**	**	1	**	**	6	*	2	**
	3%	**	**	**	**	**	*1%*	**	**	*4%*	*1%*	*2%*	**
Increase use of direct mail for marketing	5	**	**	**	**	**	3	**	**	5	-	3	**
	2%	**	**	**	**	**	*3%*	**	**	*3%*	*-%*	*2%*	**
More items being sent to existing clients	3	**	**	**	**	**	1	**	**	3	*	3	**
	2%	**	**	**	**	**	*1%*	**	**	*2%*	*1%*	*3%*	**
Innovative services	2	**	**	**	**	**	1	**	**	1	1	1	**
	1%	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*1%*	**
Cheaper / Lower Prices	1	**	**	**	**	**	1	**	**	1	*	1	**
	1%	**	**	**	**	**	*1%*	**	**	*1%*	*%*	*1%*	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	-	**	**	*	-	*	**
	%	**	**	**	**	**	*-%*	**	**	*%*	*-%*	*%*	**
Other (PLEASE SPECIFY)	39	**	**	**	**	**	14	**	**	36	3	22	**
	19%	**	**	**	**	**	*12%*	**	**	*24%* b	*6%*	*19%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	225	23	40	43	6	75	68	58	110	25	-
Weighted total	211	25	39	41	4	71	69	47	79	16	-
Growth of business	154	**	**	**	**	50	65	29	56	**	**
	73%	**	**	**	**	*71%*	*93%* a	*63%*	*72%*	**	**
Ability to reach more customers	28	**	**	**	**	7	10	5	11	**	**
	13%	**	**	**	**	*11%*	*14%*	*10%*	*15%*	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	**	**	**	**	4	*	*	*	**	**
	3%	**	**	**	**	*5%*	*1%*	*1%*	*1%*	**	**
Increase use of direct mail for marketing	5	**	**	**	**	3	-	3	2	**	**
	2%	**	**	**	**	*5%*	*-%*	*6%*	*2%*	**	**
More items being sent to existing clients	3	**	**	**	**	1	-	2	2	**	**
	2%	**	**	**	**	*2%*	*-%*	*4%*	*3%*	**	**
Innovative services	2	**	**	**	**	*	1	1	2	**	**
	1%	**	**	**	**	*1%*	*1%*	*2%*	*2%*	**	**
Cheaper / Lower Prices	1	**	**	**	**	1	*	-	-	**	**
	1%	**	**	**	**	*2%*	**%*	*-%*	*-%*	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	*	-	*	*	**	**
	**%*	**	**	**	**	*1%*	*-%*	*1%*	*1%*	**	**
Other (PLEASE SPECIFY)	39	**	**	**	**	14	1	8	14	**	**
	19%	**	**	**	**	*20%* b	*2%*	*17%*	*17%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**225**	70	112	33	-	116	84	49	-	113	115	96	118	97	12
Weighted total	**211**	62	92	27	-	115	88	45	-	84	94	91	100	80	15
Growth of business	**154**	49	75	**	**	92	71	**	**	59	75	71	70	61	**
	73%	*79%*	*81%*	**	**	*80%*	*81%*	**	**	*70%*	*79%*	*78%*	*70%*	*76%*	**
Ability to reach more customers	**28**	2	10	**	**	13	6	**	**	13	8	10	14	10	**
	13%	*3%*	*11%*	**	**	*11%*	*7%*	**	**	*15%*	*9%*	*11%*	*14%*	*13%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	2	2	**	**	4	4	**	**	*	2	4	2	-	**
	3%	*4%*	*2%*	**	**	*4%*	*4%*	**	**	*1%*	*2%*	*5%*	*2%*	*-%*	**
Increase use of direct mail for marketing	**5**	1	1	**	**	3	1	**	**	3	1	3	3	1	**
	2%	*1%*	*1%*	**	**	*3%*	*1%*	**	**	*3%*	*1%*	*4%*	*3%*	*1%*	**
More items being sent to existing clients	**3**	2	3	**	**	1	1	**	**	2	3	1	3	1	**
	2%	*3%*	*4%*	**	**	*1%*	*1%*	**	**	*3%*	*3%*	*1%*	*3%*	*1%*	**
Innovative services	**2**	1	2	**	**	1	1	**	**	1	1	*	1	1	**
	1%	*1%*	*2%*	**	**	*1%*	*1%*	**	**	*1%*	*1%*	*%*	*1%*	*1%*	**
Cheaper / Lower Prices	**1**	1	1	**	**	1	1	**	**	-	1	1	1	1	**
	1%	*2%*	*1%*	**	**	*1%*	*2%*	**	**	*-%*	*1%*	*1%*	*1%*	*2%*	**
Postal communications offer better quality than other forms of communications	*	-	-	**	**	-	*	**	**	*	-	*	*	*	**
	%	*-%*	*-%*	**	**	*-%*	*1%*	**	**	*1%*	*-%*	*1%*	*%*	*1%*	**
Other (PLEASE SPECIFY)	**39**	8	11	**	**	13	12	**	**	17	13	14	20	15	**
	19%	*12%*	*11%*	**	**	*11%*	*14%*	**	**	*20%*	*14%*	*16%*	*20%*	*18%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	225	58	45	61	22	13	108	90	11	6	8	2
Weighted total	211	50	34	54	22	12	84	72	10	3	7	3
Growth of business	154	38	**	40	**	**	58	57	**	**	**	**
	73%	76%	**	75%	**	**	69%	80%	**	**	**	**
Ability to reach more customers	28	4	**	5	**	**	12	9	**	**	**	**
	13%	7%	**	9%	**	**	15%	13%	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	4	**	2	**	**	2	-	**	**	**	**
	3%	7%	**	4%	**	**	3%	-%	**	**	**	**
Increase use of direct mail for marketing	5	-	**	3	**	**	2	1	**	**	**	**
	2%	-%	**	6%	**	**	3%	1%	**	**	**	**
More items being sent to existing clients	3	*	**	1	**	**	3	1	**	**	**	**
	2%	1%	**	2%	**	**	3%	2%	**	**	**	**
Innovative services	2	*	**	-	**	**	1	1	**	**	**	**
	1%	1%	**	-%	**	**	1%	1%	**	**	**	**
Cheaper / Lower Prices	1	1	**	1	**	**	1	1	**	**	**	**
	1%	3%	**	2%	**	**	2%	2%	**	**	**	**
Postal communications offer better quality than other forms of communications	*	*	**	-	**	**	*	*	**	**	**	**
	*%	1%	**	-%	**	**	1%	1%	**	**	**	**
Other (PLEASE SPECIFY)	39	9	**	9	**	**	15	11	**	**	**	**
	19%	17%	**	16%	**	**	18%	15%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**225**	215	189	218	203	222	158	213	94	2	166	6	43	151
Weighted total	**211**	200	169	203	183	208	144	199	84	1	150	6	45	133
Growth of business	**154**	146	123	148	137	151	108	146	58	**	105	**	**	90
	73%	*73%*	*73%*	*73%*	*75%*	*73%*	*75%*	*74%*	*69%*	**	*70%*	**	**	*68%*
Ability to reach more customers	**28**	25	23	25	23	28	17	23	8	**	13	**	**	16
	13%	*13%*	*13%*	*12%*	*12%*	*14%*	*12%*	*12%*	*10%*	**	*9%*	**	**	*12%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	6	7	7	4	7	4	7	2	**	7	**	**	7
	3%	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	**	*5%*	**	**	*5%*
Increase use of direct mail for marketing	**5**	4	3	4	4	5	1	4	1	**	5	**	**	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	*3%*	**	**	*3%*
More items being sent to existing clients	**3**	3	3	3	3	3	1	3	3	**	3	**	**	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	**	*2%*	**	**	*2%*
Innovative services	**2**	2	2	2	2	2	2	2	1	**	1	**	**	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	**	**%*
Cheaper / Lower Prices	**1**	1	1	1	1	1	-	1	1	**	1	**	**	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	**	*1%*	**	**	*1%*
Postal communications offer better quality than other forms of communications	*	*	*	*	*	*	*	*	-	**	*	**	**	*
	%	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**%*	**	**	**%*
Other (PLEASE SPECIFY)	**39**	37	31	37	33	39	28	37	19	**	31	**	**	27
	19%	*19%*	*19%*	*18%*	*18%*	*19%*	*19%*	*19%*	*23%*	**	*20%*	**	**	*20%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	*b	*c	a	*b	c	a	b
Unweighted total	**225**	83	4	26	77	225	-	-	61	26	135	100	125
Weighted total	**211**	84	6	29	75	211	-	-	59	27	124	83	128
Growth of business	**154**	72	**	**	63	154	**	**	53	**	76	57	96
	73%	*86%*	**	**	*85%*	*73%*	**	**	*91%* c	**	*61%*	*69%*	*75%*
Ability to reach more customers	**28**	15	**	**	12	28	**	**	10	**	13	13	16
	13%	*18%*	**	**	*16%*	*13%*	**	**	*18%*	**	*10%*	*15%*	*12%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	*	**	**	*	7	**	**	1	**	6	3	4
	3%	*1%*	**	**	*1%*	*3%*	**	**	*1%*	**	*5%*	*3%*	*3%*
Increase use of direct mail for marketing	**5**	3	**	**	3	5	**	**	*	**	3	2	3
	2%	*3%*	**	**	*3%*	*2%*	**	**	*%*	**	*2%*	*2%*	*2%*
More items being sent to existing clients	**3**	1	**	**	1	3	**	**	-	**	3	3	1
	2%	*1%*	**	**	*1%*	*2%*	**	**	*-%*	**	*3%*	*3%*	*1%*
Innovative services	**2**	1	**	**	1	2	**	**	-	**	2	-	2
	1%	*1%*	**	**	*1%*	*1%*	**	**	*-%*	**	*1%*	*-%*	*1%*
Cheaper / Lower Prices	**1**	-	**	**	-	1	**	**	*	**	-	*	1
	1%	*-%*	**	**	*-%*	*1%*	**	**	*%*	**	*-%*	*%*	*1%*
Postal communications offer better quality than other forms of communications	*	-	**	**	-	*	**	**	-	**	*	*	-
	%	*-%*	**	**	*-%*	*%*	**	**	*-%*	**	*%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**39**	6	**	**	5	39	**	**	4	**	34	15	25
	19%	*7%*	**	**	*7%*	*19%*	**	**	*6%*	**	*27%* a	*18%*	*19%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	225	18	14	19	18	21	16	27	21	20	21	17	13
Weighted total	211	14	21	22	6	20	19	13	17	26	20	19	11
Growth of business	154	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	28	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	7	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	3	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	39	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**225**	51	55	68	51
Weighted total	**211**	57	46	57	51
Growth of business	**154**	48	34	36	36
	73%	*84%*	*74%*	*64%*	*70%*
		c			
Ability to reach more customers	**28**	9	5	8	7
	13%	*16%*	*10%*	*14%*	*13%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**7**	2	1	3	2
	3%	*4%*	*1%*	*5%*	*3%*
Increase use of direct mail for marketing	**5**	2	*	1	2
	2%	*3%*	**%*	*1%*	*5%*
More items being sent to existing clients	**3**	*	-	3	*
	2%	**%*	*-%*	*5%*	*1%*
Innovative services	**2**	-	1	1	*
	1%	*-%*	*1%*	*1%*	*1%*
Cheaper / Lower Prices	**1**	-	-	*	1
	1%	*-%*	*-%*	**%*	*3%*
Postal communications offer better quality than other forms of communications	*	-	*	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**39**	7	9	12	11
	19%	*12%*	*20%*	*22%*	*21%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**348**	259	54	24	11	89	87	87	27	10	27
Weighted total	**362**	351	6	3	1	10	120	101	33	7	10
Increase use of emailing services	**158**	153	3	**	**	6	40	51	**	**	**
	44%	*43%*	*49%*	**	**	*54%*	*33%*	*51%* a	**	**	**
Use of new/digital communication methods	**127**	123	2	**	**	4	46	34	**	**	**
	35%	*35%*	*34%*	**	**	*38%*	*38%*	*34%*	**	**	**
Postal costs	**35**	34	*	**	**	1	9	7	**	**	**
	10%	*10%*	*6%*	**	**	*8%*	*8%*	*7%*	**	**	**
Increase use of social media	**26**	25	-	**	**	*	11	4	**	**	**
	7%	*7%* b	*-%*	**	**	*2%*	*9%*	*4%*	**	**	**
Downsizing the company	**14**	14	*	**	**	*	10	-	**	**	**
	4%	*4%*	*4%*	**	**	*2%*	*8%* b	*-%*	**	**	**
Retirement / closing the business	**10**	10	-	**	**	-	5	4	**	**	**
	3%	*3%*	*-%*	**	**	*-%*	*4%*	*4%*	**	**	**
Because of the recession	**9**	9	-	**	**	-	4	3	**	**	**
	2%	*3%*	*-%*	**	**	*-%*	*3%*	*3%*	**	**	**
Environmental costs	**6**	6	*	**	**	*	-	4	**	**	**
	2%	*2%*	*4%*	**	**	*3%*	*-%*	*4%*	**	**	**
Electronic technology is more reliable / faster	**6**	6	*	**	**	*	2	1	**	**	**
	2%	*2%*	*2%*	**	**	*1%*	*2%*	*1%*	**	**	**
Less effective than other communications media	**6**	6	-	**	**	-	2	2	**	**	**
	2%	*2%*	*-%*	**	**	*-%*	*2%*	*2%*	**	**	**
Poor customer service /unreliable service	**2**	2	-	**	**	-	-	2	**	**	**
	1%	*1%*	*-%*	**	**	*-%*	*-%*	*2%*	**	**	**
Security concerns	**1**	1	*	**	**	*	1	-	**	**	**
	****%***	**%*	*3%* a	**	**	*2%*	*1%*	*-%*	**	**	**
More BACS payments	**1**	1	-	**	**	-	1	-	**	**	**
	****%***	**%*	*-%*	**	**	*-%*	*1%*	*-%*	**	**	**
Relocation of staff / company	*	*	-	**	**	-	-	*	**	**	**
	****%***	**%*	*-%*	**	**	*-%*	*-%*	**%*	**	**	**
Too complicated - hard to understand what the best mailing option is	-	-	-	**	**	-	-	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	**
Other	**24**	23	*	**	**	*	13	-	**	**	**
	7%	*7%*	*6%*	**	**	*4%*	*11%* b	*-%*	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**348**	259	54	24	11	89	87	87	27	10	27
Weighted total	**362**	351	6	3	1	10	120	101	33	7	10
Don't Know	*	-	*	**	**	*	-	-	**	**	**
	*%	-%	*3%* a	**	**	*2%* a	-%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	348	36	21	32	3	24	50	31	18	12	227	38	43	40
Weighted total	362	46	27	43	4	34	77	42	25	16	314	16	20	13
Increase use of emailing services	158	**	**	**	**	**	**	**	**	**	136	**	**	**
	44%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
Use of new/digital communication methods	127	**	**	**	**	**	**	**	**	**	108	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
Postal costs	35	**	**	**	**	**	**	**	**	**	30	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Increase use of social media	26	**	**	**	**	**	**	**	**	**	24	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
		gjlm		g										
Downsizing the company	14	**	**	**	**	**	**	**	**	**	14	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Retirement / closing the business	10	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Because of the recession	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Environmental costs	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Electronic technology is more reliable / faster	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Less effective than other communications media	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
		j												
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
				j										
Security concerns	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**
More BACS payments	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
													j	j
Relocation of staff / company	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
												j		
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	**348**	36	21	32	3	24	50	31	18	12	227	38	43	40
Weighted total	**362**	46	27	43	4	34	77	42	25	16	314	16	20	13
Other	**24**	**	**	**	**	**	**	**	**	**	23	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Don't Know	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	348	16	43	11	44	79	10	19	124	255	93	311	37
Weighted total	362	17	39	7	49	88	10	18	132	274	88	328	34
Increase use of emailing services	158	**	**	**	**	36	**	**	58	129	29	148	**
	44%	**	**	**	**	*41%*	**	**	*44%*	*47%*	*34%*	*45%*	**
										b			
Use of new/digital communication methods	127	**	**	**	**	13	**	**	54	83	44	115	**
	35%	**	**	**	**	*15%*	**	**	*41%*	*30%*	*50%*	*35%*	**
			e		e				e		a		
Postal costs	35	**	**	**	**	8	**	**	17	28	7	30	**
	10%	**	**	**	**	*9%*	**	**	*13%*	*10%*	*8%*	*9%*	**
			d			d			d				
Increase use of social media	26	**	**	**	**	8	**	**	8	23	3	22	**
	7%	**	**	**	**	*9%*	**	**	*6%*	*8%*	*3%*	*7%*	**
Downsizing the company	14	**	**	**	**	7	**	**	1	13	1	14	**
	4%	**	**	**	**	*8%*	**	**	*1%*	*5%*	*2%*	*4%*	**
						h							
Retirement / closing the business	10	**	**	**	**	1	**	**	*	7	2	10	**
	3%	**	**	**	**	*2%*	**	**	*%*	*3%*	*3%*	*3%*	**
			h										
Because of the recession	9	**	**	**	**	6	**	**	-	7	2	9	**
	2%	**	**	**	**	*7%*	**	**	*-%*	*3%*	*2%*	*3%*	**
						h							
Environmental costs	6	**	**	**	**	-	**	**	3	6	-	4	**
	2%	**	**	**	**	*-%*	**	**	*2%*	*2%*	*-%*	*1%*	**
													a
Electronic technology is more reliable / faster	6	**	**	**	**	2	**	**	-	3	3	3	**
	2%	**	**	**	**	*2%*	**	**	*-%*	*1%*	*3%*	*1%*	**
			h										a
Less effective than other communications media	6	**	**	**	**	1	**	**	2	5	1	3	**
	2%	**	**	**	**	*1%*	**	**	*2%*	*2%*	*1%*	*1%*	**
													a
Poor customer service /unreliable service	2	**	**	**	**	-	**	**	-	2	-	2	**
	1%	**	**	**	**	*-%*	**	**	*-%*	*1%*	*-%*	*1%*	**
					h								
Security concerns	1	**	**	**	**	-	**	**	*	*	1	1	**
	%	**	**	**	**	*-%*	**	**	*%*	*%*	*1%*	*%*	**
More BACS payments	1	**	**	**	**	1	**	**	*	*	1	1	**
	%	**	**	**	**	*1%*	**	**	*%*	*%*	*1%*	*%*	**
Relocation of staff / company	*	**	**	**	**	-	**	**	*	*	-	*	**
	%	**	**	**	**	*-%*	**	**	*%*	*%*	*-%*	*%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**348**	16	43	11	44	79	10	19	124	255	93	311	37
Weighted total	**362**	17	39	7	49	88	10	18	132	274	88	328	34
Too complicated - hard to understand what the best mailing option is	**-**	**	**	**	**	-	**	**	-	-	-	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**
Other	**24**	**	**	**	**	16	**	**	7	17	6	20	**
	7%	**	**	**	**	*19%*	**	**	*5%*	*6%*	*7%*	*6%*	**
						bdh							
Don't Know	*	**	**	**	**	-	**	**	-	*	-	-	**
	***%**	**	**	**	**	-%	**	**	-%	*%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**348**	338	10	258	46	40
Weighted total	**362**	346	16	263	51	43
Increase use of emailing services	**158**	154	**	131	**	**
	44%	*44%*	**	*50%*	**	**
				b		
Use of new/digital communication methods	**127**	119	**	89	**	**
	35%	*34%*	**	*34%*	**	**
					ac	
Postal costs	**35**	34	**	20	**	**
	10%	*10%*	**	*8%*	**	**
Increase use of social media	**26**	26	**	15	**	**
	7%	*7%*	**	*6%*	**	**
					a	
Downsizing the company	**14**	12	**	5	**	**
	4%	*3%*	**	*2%*	**	**
					a	a
Retirement / closing the business	**10**	10	**	5	**	**
	3%	*3%*	**	*2%*	**	**
Because of the recession	**9**	9	**	2	**	**
	2%	*3%*	**	*1%*	**	**
						ab
Environmental costs	**6**	6	**	6	**	**
	2%	*2%*	**	*2%*	**	**
Electronic technology is more reliable / faster	**6**	6	**	4	**	**
	2%	*2%*	**	*1%*	**	**
Less effective than other communications media	**6**	6	**	5	**	**
	2%	*2%*	**	*2%*	**	**
Poor customer service /unreliable service	**2**	2	**	2	**	**
	1%	*1%*	**	*1%*	**	**
Security concerns	**1**	1	**	*	**	**
	****%***	**%*	**	**%*	**	**
					a	
More BACS payments	**1**	1	**	*	**	**
	****%***	**%*	**	**%*	**	**
Relocation of staff / company	*	*	**	-	**	**
	****%***	**%*	**	*-%*	**	**
Too complicated - hard to understand what the best mailing option is	**-**	-	**	-	**	**
	-%	*-%*	**	*-%*	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**348**	338	10	258	46	40
Weighted total	**362**	346	16	263	51	43
Other	**24**	24	**	16	**	**
	7%	*7%*	**	*6%*	**	**
Don't Know	*	*	**	*	**	**
	***%**	*%*	**	*%*	**	**

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**348**	304	38	5	-	1	-	-	-	342	6	1	129	175	44
Weighted total	**362**	326	32	4	-	*	-	-	-	358	4	*	159	167	36
Increase use of emailing services	**158**	143	**	**	**	**	**	**	**	156	**	**	73	69	**
	44%	*44%*	**	**	**	**	**	**	**	*44%*	**	**	*46%*	*42%*	**
Use of new/digital communication methods	**127**	120	**	**	**	**	**	**	**	126	**	**	60	59	**
	35%	*37%*	**	**	**	**	**	**	**	*35%*	**	**	*38%*	*35%*	**
		b													
Postal costs	**35**	31	**	**	**	**	**	**	**	35	**	**	14	17	**
	10%	*9%*	**	**	**	**	**	**	**	*10%*	**	**	*9%*	*10%*	**
Increase use of social media	**26**	23	**	**	**	**	**	**	**	26	**	**	14	9	**
	7%	*7%*	**	**	**	**	**	**	**	*7%*	**	**	*9%*	*6%*	**
Downsizing the company	**14**	14	**	**	**	**	**	**	**	14	**	**	8	7	**
	4%	*4%*	**	**	**	**	**	**	**	*4%*	**	**	*5%*	*4%*	**
Retirement / closing the business	**10**	9	**	**	**	**	**	**	**	10	**	**	3	6	**
	3%	*3%*	**	**	**	**	**	**	**	*3%*	**	**	*2%*	*4%*	**
Because of the recession	**9**	4	**	**	**	**	**	**	**	9	**	**	2	2	**
	2%	*1%*	**	**	**	**	**	**	**	*3%*	**	**	*1%*	*1%*	**
			ai												**ab**
Environmental costs	**6**	6	**	**	**	**	**	**	**	6	**	**	4	2	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	**
Electronic technology is more reliable / faster	**6**	6	**	**	**	**	**	**	**	6	**	**	2	4	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	**
Less effective than other communications media	**6**	6	**	**	**	**	**	**	**	6	**	**	5	1	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	**	**	*3%*	*%*	**
													b		
Poor customer service /unreliable service	**2**	2	**	**	**	**	**	**	**	2	**	**	-	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	**	**	*-%*	*1%*	**
Security concerns	**1**	1	**	**	**	**	**	**	**	1	**	**	-	1	**
	%	*%*	**	**	**	**	**	**	**	*%*	**	**	*-%*	*1%*	**
More BACS payments	**1**	1	**	**	**	**	**	**	**	1	**	**	*	1	**
	%	*%*	**	**	**	**	**	**	**	*%*	**	**	*%*	*%*	**
Relocation of staff / company	*****	*	**	**	**	**	**	**	**	*	**	**	-	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	**	**	*-%*	*%*	**
Too complicated - hard to understand what the best mailing option is	**-**	-	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*	**
Other	**24**	18	**	**	**	**	**	**	**	24	**	**	5	14	**
	7%	*6%*	**	**	**	**	**	**	**	*7%*	**	**	*3%*	*8%*	**
			ai												a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**348**	304	38	5	-	1	-	-	-	342	6	1	129	175	44
Weighted total	**362**	326	32	4	-	*	-	-	-	358	4	*	159	167	36
Don't Know	*	*	**	**	**	**	**	**	**	*	**	**	*	-	**
	*%	*%	**	**	**	**	**	**	**	*%	**	**	*%	-%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**348**	236	156	252	105	85	228	233	12	4	1	1	1	-
Weighted total	**362**	245	146	260	104	79	229	245	12	1	*	*	1	-
Increase use of emailing services	**158**	117	61	121	34	35	98	111	**	**	**	**	**	**
	44%	*48%*	*42%*	*47%*	*32%*	*44%*	*43%*	*45%*	**	**	**	**	**	**
		d		d										
Use of new/digital communication methods	**127**	85	59	91	36	32	73	86	**	**	**	**	**	**
	35%	*35%*	*40%*	*35%*	*35%*	*41%*	*32%*	*35%*	**	**	**	**	**	**
Postal costs	**35**	27	20	27	10	11	25	27	**	**	**	**	**	**
	10%	*11%*	*14%*	*11%*	*9%*	*13%*	*11%*	*11%*	**	**	**	**	**	**
Increase use of social media	**26**	20	11	20	13	3	20	20	**	**	**	**	**	**
	7%	*8%*	*7%*	*8%*	*12%*	*4%*	*9%*	*8%*	**	**	**	**	**	**
Downsizing the company	**14**	10	6	10	3	-	13	10	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*3%*	*-%*	*6%*	*4%*	**	**	**	**	**	**
							e							
Retirement / closing the business	**10**	4	4	5	2	4	9	5	**	**	**	**	**	**
	3%	*2%*	*3%*	*2%*	*2%*	*5%*	*4%*	*2%*	**	**	**	**	**	**
Because of the recession	**9**	3	1	3	7	-	9	3	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*7%*	*-%*	*4%*	*1%*	**	**	**	**	**	**
					abce									
Environmental costs	**6**	3	3	5	-	1	1	5	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*-%*	*1%*	**%*	*2%*	**	**	**	**	**	**
Electronic technology is more reliable / faster	**6**	4	2	4	3	2	3	4	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*	**	**	**	**	**	**
Less effective than other communications media	**6**	4	-	4	1	1	3	4	**	**	**	**	**	**
	2%	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
Poor customer service /unreliable service	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	**	**	**	**	**	**
Security concerns	**1**	1	1	1	*	1	1	1	**	**	**	**	**	**
	****%***	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	**	**	**	**	**	**
More BACS payments	**1**	1	*	1	1	-	1	1	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	*-%*	**%*	**%*	**	**	**	**	**	**
Relocation of staff / company	*	*	-	*	-	-	-	*	**	**	**	**	**	**
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**	**	**	**	**	**
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Other	**24**	12	7	13	15	2	14	13	**	**	**	**	**	**
	7%	*5%*	*5%*	*5%*	*14%*	*3%*	*6%*	*5%*	**	**	**	**	**	**
					abcef									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**348**	236	156	252	105	85	228	233	12	4	1	1	1	-
Weighted total	**362**	245	146	260	104	79	229	245	12	1	*	*	1	-
Don't Know	*	*	*	*	-	-	*	*	**	**	**	**	**	**
	***%**	*%	*%	*%	-%	-%	*%	*%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**348**	103	1	-	-	-	1	-	1	76	73	71	32	-
Weighted total	**362**	103	*	-	-	-	1	-	1	92	80	67	21	-
Increase use of emailing services	**158**	34	**	**	**	**	**	**	**	43	39	27	**	**
	44%	*33%*	**	**	**	**	**	**	**	*47%*	*48%*	*40%*	**	**
Use of new/digital communication methods	**127**	35	**	**	**	**	**	**	**	36	29	20	**	**
	35%	*34%*	**	**	**	**	**	**	**	*39%*	*36%*	*30%*	**	**
Postal costs	**35**	10	**	**	**	**	**	**	**	4	13	8	**	**
	10%	*9%*	**	**	**	**	**	**	**	*5%*	*16%* a	*12%*	**	**
Increase use of social media	**26**	13	**	**	**	**	**	**	**	12	3	*	**	**
	7%	*12%*	**	**	**	**	**	**	**	*13%* bc	*4%*	*1%*	** bc	**
Downsizing the company	**14**	3	**	**	**	**	**	**	**	3	-	7	**	**
	4%	*3%*	**	**	**	**	**	**	**	*3%*	*-%*	*11%* b	**	**
Retirement / closing the business	**10**	2	**	**	**	**	**	**	**	2	-	3	**	**
	3%	*2%*	**	**	**	**	**	**	**	*2%*	*-%*	*4%*	**	**
Because of the recession	**9**	7	**	**	**	**	**	**	**	-	2	1	**	**
	2%	*7%*	**	**	**	**	**	**	**	*-%*	*2%*	*2%*	**	**
Environmental costs	**6**	-	**	**	**	**	**	**	**	5	*	-	**	**
	2%	*-%*	**	**	**	**	**	**	**	*5%*	**%*	*-%*	**	**
Electronic technology is more reliable / faster	**6**	3	**	**	**	**	**	**	**	2	1	-	**	**
	2%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*-%*	**	**
Less effective than other communications media	**6**	1	**	**	**	**	**	**	**	2	2	-	**	**
	2%	*1%*	**	**	**	**	**	**	**	*2%*	*3%*	*-%*	**	**
Poor customer service /unreliable service	**2**	2	**	**	**	**	**	**	**	2	-	-	**	**
	1%	*2%*	**	**	**	**	**	**	**	*2%*	*-%*	*-%*	**	**
Security concerns	**1**	-	**	**	**	**	**	**	**	-	1	-	**	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*2%*	*-%*	**	**
More BACS payments	**1**	1	**	**	**	**	**	**	**	*	1	-	**	**
	%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*-%*	**	**
Relocation of staff / company	*	-	**	**	**	**	**	**	**	-	-	*	**	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*1%*	**	**
Too complicated - hard to understand what the best mailing option is	**-**	-	**	**	**	**	**	**	**	-	-	-	**	**
	-%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	**	**
Other	**24**	15	**	**	**	**	**	**	**	3	3	6	**	**
	7%	*14%*	**	**	**	**	**	**	**	*3%*	*3%*	*10%*	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**348**	103	1	-	-	-	1	-	1	76	73	71	32	-
Weighted total	**362**	103	*	-	-	-	1	-	1	92	80	67	21	-
Don't Know	*	-	**	**	**	**	**	**	**	-	*	-	**	**
	*%	-%	**	**	**	**	**	**	**	-%	*%	-%	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**348**	53	21	19	11	1	52	-	53	311	37	242	10
Weighted total	**362**	52	19	22	9	2	60	-	45	324	38	247	12
Increase use of emailing services	**158**	21	**	**	**	**	15	**	18	136	**	109	**
	44%	*40%*	**	**	**	**	*26%*	**	*41%*	*42%*	**	*44%*	**
Use of new/digital communication methods	**127**	18	**	**	**	**	17	**	19	124	**	91	**
	35%	*35%*	**	**	**	**	*29%*	**	*42%*	*38%* b	**	*37%*	**
Postal costs	**35**	5	**	**	**	**	6	**	3	31	**	26	**
	10%	*10%*	**	**	**	**	*11%*	**	*7%*	*10%*	**	*10%*	**
Increase use of social media	**26**	11	**	**	**	**	4	**	9	24	**	20	**
	7%	*22%*	**	**	**	**	*7%*	**	*19%*	*8%*	**	*8%*	**
Downsizing the company	**14**	3	**	**	**	**	3	**	*	12	**	10	**
	4%	*5%*	**	**	**	**	*4%*	**	**%	*4%*	**	*4%*	**
Retirement / closing the business	**10**	-	**	**	**	**	1	**	*	10	**	5	**
	3%	-%	**	**	**	**	*2%*	**	*1%*	*3%*	**	*2%*	**
Because of the recession	**9**	-	**	**	**	**	7	**	-	7	**	3	**
	2%	-%	**	**	**	**	*12%* c	**	-%	*2%*	**	*1%*	**
Environmental costs	**6**	-	**	**	**	**	-	**	-	6	**	5	**
	2%	-%	**	**	**	**	-%	**	-%	*2%*	**	*2%*	**
Electronic technology is more reliable / faster	**6**	3	**	**	**	**	-	**	3	6	**	4	**
	2%	*6%*	**	**	**	**	-%	**	*7%* a	*2%*	**	*2%*	**
Less effective than other communications media	**6**	-	**	**	**	**	1	**	-	5	**	4	**
	2%	-%	**	**	**	**	*1%*	**	-%	*2%*	**	*2%*	**
Poor customer service /unreliable service	**2**	2	**	**	**	**	2	**	-	2	**	2	**
	1%	*4%*	**	**	**	**	*3%*	**	-%	*1%*	**	*1%*	**
Security concerns	**1**	-	**	**	**	**	-	**	*	1	**	1	**
	%	-%	**	**	**	**	-%	**	*%	*%	**	*%	**
More BACS payments	**1**	-	**	**	**	**	1	**	-	1	**	1	**
	%	-%	**	**	**	**	*1%*	**	-%	*%	**	*%	**
Relocation of staff / company	*	-	**	**	**	**	-	**	-	*	**	*	**
	%	-%	**	**	**	**	-%	**	-%	*%	**	*%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**348**	53	21	19	11	1	52	-	53	311	37	242	10
Weighted total	**362**	52	19	22	9	2	60	-	45	324	38	247	12
Too complicated - hard to understand what the best mailing option is	**-**	-	**	**	**	**	-	**	-	-	**	-	**
	-%	-%	**	**	**	**	-%	**	-%	-%	**	-%	**
Other	**24**	7	**	**	**	**	10	**	5	17	**	13	**
	7%	*13%*	**	**	**	**	*16%*	**	*11%*	*5%*	** a	*5%*	**
Don't Know	*	-	**	**	**	**	-	**	-	*	**	*	**
	***%**	-%	**	**	**	**	-%	**	-%	*%	**	*%	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	*c	*d
Unweighted total	348	12	26	37	4	74	31	68	228	29	-
Weighted total	362	12	26	42	2	72	32	72	238	23	-
Increase use of emailing services	158	**	**	**	**	23	**	31	115	**	**
	44%	**	**	**	**	*32%*	**	*44%*	*48%*	**	**
Use of new/digital communication methods	127	**	**	**	**	28	**	22	82	**	**
	35%	**	**	**	**	*39%*	**	*31%*	*34%*	**	**
Postal costs	35	**	**	**	**	6	**	4	26	**	**
	10%	**	**	**	**	*9%*	**	*6%*	*11%*	**	**
Increase use of social media	26	**	**	**	**	11	**	3	20	**	**
	7%	**	**	**	**	*16%*	**	*4%*	*8%*	**	**
Downsizing the company	14	**	**	**	**	3	**	5	10	**	**
	4%	**	**	**	**	*4%*	**	*6%*	*4%*	**	**
Retirement / closing the business	10	**	**	**	**	1	**	-	4	**	**
	3%	**	**	**	**	*2%*	**	*-%*	*2%*	**	**
Because of the recession	9	**	**	**	**	2	**	1	3	**	**
	2%	**	**	**	**	*3%*	**	*2%*	*1%*	**	**
							a				
Environmental costs	6	**	**	**	**	-	**	1	3	**	**
	2%	**	**	**	**	*-%*	**	*1%*	*1%*	**	**
Electronic technology is more reliable / faster	6	**	**	**	**	3	**	3	3	**	**
	2%	**	**	**	**	*5%*	**	*4%*	*1%*	**	**
Less effective than other communications media	6	**	**	**	**	-	**	2	4	**	**
	2%	**	**	**	**	*-%*	**	*3%*	*2%*	**	**
Poor customer service /unreliable service	2	**	**	**	**	2	**	-	2	**	**
	1%	**	**	**	**	*3%*	**	*-%*	*1%*	**	**
Security concerns	1	**	**	**	**	-	**	1	1	**	**
	**%*	**	**	**	**	*-%*	**	*2%*	*1%*	**	**
More BACS payments	1	**	**	**	**	-	**	-	1	**	**
	**%*	**	**	**	**	*-%*	**	*-%*	**%*	**	**
Relocation of staff / company	*	**	**	**	**	-	**	-	*	**	**
	**%*	**	**	**	**	*-%*	**	*-%*	**%*	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	-	**	-	-	**	**
	-%	**	**	**	**	*-%*	**	*-%*	*-%*	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	*c	*d
Unweighted total	**348**	12	26	37	4	74	31	68	228	29	-
Weighted total	**362**	12	26	42	2	72	32	72	238	23	-
Other	**24**	**	**	**	**	10	**	4	12	**	**
	7%	**	**	**	**	*13%*	**	*6%*	*5%*	**	**
Don't Know	*	**	**	**	**	-	**	-	*	**	**
	%	**	**	**	**	-%	**	-%	*%	**	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**348**	54	143	21	-	70	77	24	-	224	151	84	184	161	-
Weighted total	**362**	53	134	12	-	70	74	19	-	230	140	82	186	152	-
Increase use of emailing services	**158**	22	55	**	**	23	21	**	**	105	58	26	88	64	**
	44%	*41%*	*41%*	**	**	*33%*	*29%*	**	**	*45%* c	*42%*	*32%*	*47%*	*42%*	**
Use of new/digital communication methods	**127**	21	55	**	**	23	25	**	**	84	59	30	69	58	**
	35%	*39%*	*41%*	**	**	*33%*	*34%*	**	**	*37%*	*42%*	*36%*	*37%*	*38%*	**
Postal costs	**35**	5	17	**	**	4	9	**	**	26	19	6	18	22	**
	10%	*10%*	*13%*	**	**	*6%*	*12%*	**	**	*11%*	*13%*	*7%*	*10%*	*14%*	**
Increase use of social media	**26**	2	10	**	**	8	6	**	**	18	10	11	14	12	**
	7%	*4%*	*8%*	**	**	*12%*	*8%*	**	**	*8%*	*7%*	*14%*	*7%*	*8%*	**
Downsizing the company	**14**	2	6	**	**	-	3	**	**	10	6	3	7	5	**
	4%	*4%*	*5%*	**	**	*-%*	*4%*	**	**	*4%*	*4%*	*3%*	*4%*	*3%*	**
Retirement / closing the business	**10**	-	4	**	**	1	1	**	**	4	4	2	4	3	**
	3%	*-%*	*3%*	**	**	*2%*	*2%*	**	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
Because of the recession	**9**	-	1	**	**	5	5	**	**	3	1	5	2	3	**
	2%	*-%*	*1%*	**	**	*7%*	*7%*	**	**	*1%*	*1%*	*6%* ab	*1%*	*2%*	**
Environmental costs	**6**	*	3	**	**	-	-	**	**	3	3	-	4	1	**
	2%	*%*	*2%*	**	**	*-%*	*-%*	**	**	*1%*	*2%*	*-%*	*2%*	*%*	**
Electronic technology is more reliable / faster	**6**	2	1	**	**	2	1	**	**	4	2	2	2	3	**
	2%	*3%*	*1%*	**	**	*3%*	*2%*	**	**	*2%*	*1%*	*2%*	*1%*	*2%*	**
Less effective than other communications media	**6**	-	-	**	**	1	-	**	**	4	-	-	2	2	**
	2%	*-%*	*-%*	**	**	*1%*	*-%*	**	**	*2%*	*-%*	*-%*	*1%*	*1%*	**
Poor customer service /unreliable service	**2**	-	2	**	**	-	2	**	**	2	2	2	2	-	**
	1%	*-%*	*2%*	**	**	*-%*	*3%*	**	**	*1%*	*1%*	*2%*	*1%*	*-%*	**
Security concerns	**1**	-	1	**	**	-	*	**	**	1	1	-	1	*	**
	%	*-%*	*1%*	**	**	*-%*	*%*	**	**	*1%*	*1%*	*-%*	*1%*	*%*	**
More BACS payments	**1**	-	*	**	**	1	1	**	**	1	*	-	1	1	**
	%	*-%*	*%*	**	**	*1%*	*1%*	**	**	*%*	*%*	*-%*	*1%*	*1%*	**
Relocation of staff / company	*	-	-	**	**	-	-	**	**	*	-	-	-	*	**
	%	*-%*	*-%*	**	**	*-%*	*-%*	**	**	*%*	*-%*	*-%*	*-%*	*%*	**
Too complicated - hard to understand what the best mailing option is	**-**	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	*-%*	*-%*	**	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other	**24**	3	7	**	**	13	10	**	**	12	7	12	9	8	**
	7%	*5%*	*5%*	**	**	*18%*	*14%*	**	**	*5%*	*5%*	*15%* ab	*5%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**348**	54	143	21	-	70	77	24	-	224	151	84	184	161	-
Weighted total	**362**	53	134	12	-	70	74	19	-	230	140	82	186	152	-
Don't Know	*	-	*	**	**	-	-	**	**	*	*	-	*	*	**
	*%	-%	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	348	59	43	44	8	9	179	156	16	4	8	2
Weighted total	362	56	42	38	8	9	184	148	14	6	8	2
Increase use of emailing services	158	21	**	**	**	**	87	64	**	**	**	**
	44%	37%	**	**	**	**	47%	43%	**	**	**	**
Use of new/digital communication methods	127	21	**	**	**	**	70	58	**	**	**	**
	35%	38%	**	**	**	**	38%	39%	**	**	**	**
Postal costs	35	6	**	**	**	**	19	22	**	**	**	**
	10%	10%	**	**	**	**	10%	15%	**	**	**	**
Increase use of social media	26	9	**	**	**	**	14	12	**	**	**	**
	7%	16%	**	**	**	**	7%	8%	**	**	**	**
		c	c									
Downsizing the company	14	3	**	**	**	**	7	5	**	**	**	**
	4%	5%	**	**	**	**	4%	3%	**	**	**	**
Retirement / closing the business	10	*	**	**	**	**	3	3	**	**	**	**
	3%	1%	**	**	**	**	2%	2%	**	**	**	**
Because of the recession	9	-	**	**	**	**	2	3	**	**	**	**
	2%	-%	**	**	**	**	1%	2%	**	**	**	**
			a									
Environmental costs	6	-	**	**	**	**	4	1	**	**	**	**
	2%	-%	**	**	**	**	2%	*%	**	**	**	**
Electronic technology is more reliable / faster	6	1	**	**	**	**	1	3	**	**	**	**
	2%	1%	**	**	**	**	*%	2%	**	**	**	**
Less effective than other communications media	6	-	**	**	**	**	2	2	**	**	**	**
	2%	-%	**	**	**	**	1%	1%	**	**	**	**
Poor customer service /unreliable service	2	2	**	**	**	**	2	-	**	**	**	**
	1%	4%	**	**	**	**	1%	-%	**	**	**	**
Security concerns	1	-	**	**	**	**	1	-	**	**	**	**
	*%	-%	**	**	**	**	1%	-%	**	**	**	**
More BACS payments	1	-	**	**	**	**	1	*	**	**	**	**
	*%	-%	**	**	**	**	1%	*%	**	**	**	**
Relocation of staff / company	*	-	**	**	**	**	-	*	**	**	**	**
	*%	-%	**	**	**	**	-%	*%	**	**	**	**
Too complicated - hard to understand what the best mailing option is	-	-	**	**	**	**	-	-	**	**	**	**
	-%	-%	**	**	**	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**348**	59	43	44	8	9	179	156	16	4	8	2
Weighted total	**362**	56	42	38	8	9	184	148	14	6	8	2
Other	**24**	8	**	**	**	**	9	6	**	**	**	**
	7%	*14%*	**	**	**	**	*5%*	*4%*	**	**	**	**
Don't Know	*	-	**	**	**	**	*	*	**	**	**	**
	%	-%	**	**	**	**	*%*	*%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**348**	328	277	329	274	338	190	324	81	1	269	8	43	284
Weighted total	**362**	329	267	329	262	347	179	332	76	*	272	12	52	285
Increase use of emailing services	**158**	151	118	151	119	156	74	153	29	**	115	**	**	128
	44%	*46%*	*44%*	*46%*	*46%*	*45%*	*41%*	*46%*	*38%*	**	*42%*	**	**	*45%*
Use of new/digital communication methods	**127**	110	95	111	87	118	60	112	22	**	100	**	**	104
	35%	*33%*	*36%*	*34%*	*33%*	*34%*	*34%*	*34%*	*28%*	**	*37%*	**	**	*37%*
Postal costs	**35**	34	28	34	32	35	19	34	4	**	23	**	**	29
	10%	*10%*	*10%*	*10%*	*12%*	*10%*	*11%*	*10%*	*5%*	**	*8%*	**	**	*10%*
Increase use of social media	**26**	23	21	23	24	26	14	26	3	**	20	**	**	20
	7%	*7%*	*8%*	*7%*	*9%*	*7%*	*8%*	*8%*	*4%*	**	*7%*	**	**	*7%*
Downsizing the company	**14**	14	8	14	8	14	6	14	4	**	10	**	**	9
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	**	*4%*	**	**	*3%*
													b	
Retirement / closing the business	**10**	8	6	8	4	10	2	8	2	**	9	**	**	9
	3%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	**	*3%*	**	**	*3%*
Because of the recession	**9**	7	5	7	9	9	5	9	4	**	7	**	**	6
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*5%*	**	*3%*	**	**	*2%*
Environmental costs	**6**	5	2	5	6	6	4	4	5	**	4	**	**	6
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*7%*	**	*2%*	**	**	*2%*
									b					
Electronic technology is more reliable / faster	**6**	5	5	5	5	6	4	3	2	**	3	**	**	4
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**	*1%*	**	**	*1%*
Less effective than other communications media	**6**	5	5	5	2	6	2	5	2	**	6	**	**	6
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	*2%*	**	**	*2%*
Poor customer service /unreliable service	**2**	2	2	2	2	2	2	2	2	**	-	**	**	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	*-%*	**	**	*-%*
													b	
Security concerns	**1**	1	1	1	*	1	*	1	-	**	1	**	**	1
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*1%*	**	**	*1%*
More BACS payments	**1**	1	1	1	*	1	1	1	-	**	1	**	**	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	**	*%*
Relocation of staff / company	*	*	*	*	*	*	*	*	-	**	*	**	**	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	*%*	**	**	*%*
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**348**	328	277	329	274	338	190	324	81	1	269	8	43	284
Weighted total	**362**	329	267	329	262	347	179	332	76	*	272	12	52	285
Other	**24**	22	19	22	19	22	13	22	11	**	19	**	**	18
	7%	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*6%*	*14%* b	**	*7%*	**	**	*6%*
Don't Know	*	*	*	*	-	*	-	*	-	**	*	**	**	*
	***%**	*%*	*%*	*%*	-%	*%*	-%	*%*	-%	**	*%	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**348**	58	3	15	53	-	-	348	35	16	294	278	70
Weighted total	**362**	66	5	17	59	-	-	362	39	9	314	277	84
Increase use of emailing services	**158**	22	**	**	18	**	**	158	**	**	142	135	23
	44%	*33%*	**	**	*31%*	**	**	*44%*	**	**	*45%*	*49%*	*27%*
												b	
Use of new/digital communication methods	**127**	19	**	**	19	**	**	127	**	**	114	97	30
	35%	*28%*	**	**	*33%*	**	**	*35%*	**	**	*36%*	*35%*	*36%*
Postal costs	**35**	5	**	**	8	**	**	35	**	**	30	32	3
	10%	*7%*	**	**	*13%*	**	**	*10%*	**	**	*10%*	*12%*	*3%*
												b	
Increase use of social media	**26**	4	**	**	4	**	**	26	**	**	24	18	8
	7%	*6%*	**	**	*6%*	**	**	*7%*	**	**	*8%*	*6%*	*9%*
Downsizing the company	**14**	2	**	**	2	**	**	14	**	**	11	4	11
	4%	*4%*	**	**	*4%*	**	**	*4%*	**	**	*3%*	*1%*	*13%*
													a
Retirement / closing the business	**10**	1	**	**	1	**	**	10	**	**	9	8	1
	3%	*1%*	**	**	*2%*	**	**	*3%*	**	**	*3%*	*3%*	*2%*
Because of the recession	**9**	5	**	**	5	**	**	9	**	**	6	5	4
	2%	*8%*	**	**	*9%*	**	**	*2%*	**	**	*2%*	*2%*	*5%*
									c				
Environmental costs	**6**	-	**	**	-	**	**	6	**	**	6	6	-
	2%	*-%*	**	**	*-%*	**	**	*2%*	**	**	*2%*	*2%*	*-%*
Electronic technology is more reliable / faster	**6**	1	**	**	1	**	**	6	**	**	5	3	3
	2%	*2%*	**	**	*2%*	**	**	*2%*	**	**	*2%*	*1%*	*3%*
Less effective than other communications media	**6**	1	**	**	-	**	**	6	**	**	6	6	-
	2%	*1%*	**	**	*-%*	**	**	*2%*	**	**	*2%*	*2%*	*-%*
Poor customer service /unreliable service	**2**	-	**	**	-	**	**	2	**	**	2	2	-
	1%	*-%*	**	**	*-%*	**	**	*1%*	**	**	*1%*	*1%*	*-%*
Security concerns	**1**	-	**	**	-	**	**	1	**	**	1	1	*
	****%***	*-%*	**	**	*-%*	**	**	**%*	**	**	**%*	**%*	**%*
More BACS payments	**1**	1	**	**	1	**	**	1	**	**	*	1	-
	****%***	*1%*	**	**	*1%*	**	**	**%*	**	**	**%*	**%*	*-%*
Relocation of staff / company	*	-	**	**	-	**	**	*	**	**	*	-	*
	****%***	*-%*	**	**	*-%*	**	**	**%*	**	**	**%*	*-%*	*1%*
Too complicated - hard to understand what the best mailing option is	**-**	-	**	**	-	**	**	-	**	**	-	-	-
	-%	*-%*	**	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**348**	58	3	15	53	-	-	348	35	16	294	278	70
Weighted total	**362**	66	5	17	59	-	-	362	39	9	314	277	84
Other	**24**	10	**	**	4	**	**	24	**	**	14	14	9
	7%	*16%*	**	**	*7%*	**	**	*7%*	**	**	*4%*	*5%*	*11%*
									c				
Don't Know	*	-	**	**	-	**	**	*	**	**	*	*	-
	***%**	-%	**	**	-%	**	**	*%	**	**	*%	*%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	j	k	*l
Unweighted total	348	25	26	22	34	29	43	32	25	22	31	31	28
Weighted total	362	22	28	23	28	39	49	19	23	37	31	35	26
Increase use of emailing services	158	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
							d						
Use of new/digital communication methods	127	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
Postal costs	35	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
					fgjk								
Increase use of social media	26	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
							dg						
Downsizing the company	14	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Retirement / closing the business	10	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Because of the recession	9	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Environmental costs	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Electronic technology is more reliable / faster	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Less effective than other communications media	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Security concerns	1	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
More BACS payments	1	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Relocation of staff / company	*	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other	24	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know	*	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	73	106	79	90
Weighted total	**362**	74	117	80	92
Increase use of emailing services	**158**	45	47	32	34
	44%	*61%*	*40%*	*41%*	*37%*
		bcd			
Use of new/digital communication methods	**127**	12	44	29	43
	35%	*16%*	*38%*	*36%*	*46%*
			a	a	a
Postal costs	**35**	7	17	3	8
	10%	*10%*	*14%*	*3%*	*8%*
			c		
Increase use of social media	**26**	4	11	1	10
	7%	*6%*	*9%*	*1%*	*11%*
			c		c
Downsizing the company	**14**	3	6	3	3
	4%	*4%*	*5%*	*3%*	*3%*
Retirement / closing the business	**10**	-	3	4	2
	3%	*-%*	*3%*	*5%*	*2%*
Because of the recession	**9**	2	6	-	1
	2%	*3%*	*5%*	*-%*	*1%*
			c		
Environmental costs	**6**	5	*	*	1
	2%	*6%*	*%*	*%*	*1%*
		bc			
Electronic technology is more reliable / faster	**6**	-	-	3	3
	2%	*-%*	*-%*	*4%*	*3%*
				b	
Less effective than other communications media	**6**	2	2	1	1
	2%	*3%*	*2%*	*1%*	*1%*
Poor customer service /unreliable service	**2**	-	2	-	-
	1%	*-%*	*2%*	*-%*	*-%*
Security concerns	**1**	*	-	-	1
	%	*%*	*-%*	*-%*	*1%*
More BACS payments	**1**	-	-	1	*
	%	*-%*	*-%*	*1%*	*%*
Relocation of staff / company	*	-	-	-	*
	%	*-%*	*-%*	*-%*	*%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	73	106	79	90
Weighted total	**362**	74	117	80	92
Other	**24**	5	8	9	2
	7%	*7%*	*7%*	*11%*	*2%*
				d	
Don't Know	*	-	*	-	-
	***%**	-%	*%	-%	-%

Columns Tested: a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Yes, and we have tried another provider	**234**	225	7	1	1	9	75	69	15	2	9
	12%	*12%*	*18%*	*10%*	*10%*	*15%*	*10%*	*13%*	*13%*	*4%*	*15%*
			ac								d
Yes, but we have not tried another provider	**99**	96	2	1	1	3	38	33	7	2	6
	5%	*5%*	*5%*	*7%*	*9%*	*6%*	*5%*	*6%*	*6%*	*7%*	*10%*
No	**1663**	1617	30	10	5	46	612	429	101	32	44
	83%	*83%*	*76%*	*77%*	*76%*	*76%*	*84%*	*81%*	*82%*	*89%*	*74%*
		be					e			e	
Don't Know	**4**	2	1	1	*	2	1	*	-	*	*
	%	*%*	*1%*	*7%*	*5%*	*3%*	*%*	*%*	-%	*%*	*1%*
			a	**ab**	a	a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Yes, and we have tried another provider	**234**	13	15	33	7	22	43	34	25	14	205	8	12	9
	12%	*5%*	*12%*	*12%*	*10%*	*13%*	*13%*	*18%*	*15%*	*10%*	*12%*	*8%*	*11%*	*10%*
				a		a	a	**akm**	**ak**		a		a	
Yes, but we have not tried another provider	**99**	16	4	10	4	5	17	10	9	14	89	4	4	3
	5%	*7%*	*3%*	*3%*	*6%*	*3%*	*5%*	*5%*	*6%*	*10%*	*5%*	*4%*	*4%*	*3%*
		m								**ceklm**				
No	**1663**	202	103	232	57	146	268	148	133	118	1407	88	89	80
	83%	*87%*	*85%*	*84%*	*84%*	*84%*	*82%*	*77%*	*80%*	*80%*	*83%*	*88%*	*85%*	*87%*
		g										**ghj**		g
Don't Know	**4**	1	*	*	-	1	-	-	-	*	3	*	1	*
	****%***	*1%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Yes, and we have tried another provider	**234**	8	33	**	13	98	3	8	66	185	49	220	14
	12%	*10%*	*19%*	**	*8%*	*17%*	*4%*	*7%*	*9%*	*12%*	*11%*	*12%*	*8%*
			dfgh			**dfgh**							
Yes, but we have not tried another provider	**99**	2	13	**	5	47	2	1	27	73	26	94	6
	5%	*2%*	*7%*	**	*3%*	*8%*	*4%*	*1%*	*4%*	*5%*	*6%*	*5%*	*3%*
			gh			**dgh**							
No	**1663**	70	128	**	141	444	53	106	673	1281	382	1508	155
	83%	*88%*	*73%*	**	*88%*	*75%*	*91%*	*92%*	*88%*	*83%*	*83%*	*83%*	*89%*
		be		**be**	**be**		**be**	**be**	**be**				a
Don't Know	**4**	-	1	**	*	1	*	*	1	3	1	3	1
	%	*-%*	**%*	**	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Yes, and we have tried another provider	**234**	223	11	95	34	95
	12%	*12%*	*10%*	*8%*	*12%*	*22%*
					a	**ab**
Yes, but we have not tried another provider	**99**	95	4	38	20	42
	5%	*5%*	*4%*	*3%*	*7%*	*10%*
					a	a
No	**1663**	1567	96	1112	228	293
	83%	*83%*	*86%*	*89%*	*81%*	*68%*
				bc	c	
Don't Know	**4**	3	*	1	*	2
	***%**	*%	*%	*%	*%	*%

Columns Tested: a,b - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Yes, and we have tried another provider	**234**	153	66	**	**	**	**	**	**	219	16	**	41	112	81
	12%	*9%*	*27%*	**	**	**	**	**	**	*11%*	*33%*	**	*5%*	*12%*	*28%*
			ai	**ai**						a	**ai**			a	**ab**
Yes, but we have not tried another provider	**99**	61	28	**	**	**	**	**	**	89	10	**	24	37	39
	5%	*4%*	*12%*	**	**	**	**	**	**	*5%*	*23%*	**	*3%*	*4%*	*13%*
			ai	**ai**							**abi**				**ab**
No	**1663**	1499	143	**	**	**	**	**	**	1643	20	**	748	752	164
	83%	*87%*	*60%*	**	**	**	**	**	**	*84%*	*44%*	**	*92%*	*83%*	*57%*
		bcij	**cj**							**bcj**			**bc**	c	
Don't Know	**4**	1	2	**	**	**	**	**	**	4	-	**	1	1	2
	****%***	**%*	*1%*	**	**	**	**	**	**	**%*	*-%*	**	**%*	**%*	*1%*
			ai												b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Yes, and we have tried another provider	**234**	106	98	129	168	44	158	120	5	**	**	**	**	**
	12%	*9%*	*13%*	*10%*	*23%*	*10%*	*12%*	*10%*	*10%*	**	**	**	**	**
			ac		**abcef**		**ac**							
Yes, but we have not tried another provider	**99**	48	36	57	70	25	71	56	*	**	**	**	**	**
	5%	*4%*	*5%*	*4%*	*10%*	*6%*	*6%*	*4%*	*1%*	**	**	**	**	**
					abcef									
No	**1663**	1037	631	1152	493	356	1051	1080	44	**	**	**	**	**
	83%	*87%*	*82%*	*86%*	*67%*	*84%*	*82%*	*86%*	*89%*	**	**	**	**	**
		bdf	d	**bdf**		d	d							
Don't Know	**4**	1	3	3	2	1	1	2	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Yes, and we have tried another provider	**234**	161	**	**	**	**	**	**	**	43	33	27	24	**
	12%	*22%*	**	**	**	**	**	**	**	*9%*	*8%*	*9%*	*17%*	**
													abc	
Yes, but we have not tried another provider	**99**	67	**	**	**	**	**	**	**	21	12	15	9	**
	5%	*9%*	**	**	**	**	**	**	**	*4%*	*3%*	*5%*	*6%*	**
													b	
No	**1663**	489	**	**	**	**	**	**	**	418	362	260	109	**
	83%	*68%*	**	**	**	**	**	**	**	*87%*	*89%*	*86%*	*77%*	**
										d	d	d		
Don't Know	**4**	2	**	**	**	**	**	**	**	*	1	1	*	**
	%	*%*	**	**	**	**	**	**	**	*%*	*%*	*%*	*%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Yes, and we have tried another provider	**234**	55	29	42	34	**	137	**	30	144	90	123	7
	12%	*18%*	*19%*	*23%*	*44%*	**	*31%*	**	*11%*	*8%*	*38%*	*10%*	*13%*
					abc		c				a		
Yes, but we have not tried another provider	**99**	22	12	15	21	**	57	**	13	61	38	55	3
	5%	*7%*	*8%*	*8%*	*27%*	**	*13%*	**	*5%*	*3%*	*16%*	*4%*	*5%*
					abc		c				a		
No	**1663**	230	110	125	21	**	245	**	237	1554	109	1110	43
	83%	*75%*	*73%*	*69%*	*27%*	**	*56%*	**	*84%*	*88%*	*46%*	*86%*	*82%*
		d	d	d					a	b			
Don't Know	**4**	*	*	*	2	**	2	**	*	3	1	2	*
	****%***	**%*	**%*	**%*	*2%*	**	**%*	**	**%*	**%*	**%*	**%*	**%*
					a								

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Yes, and we have tried another provider	**234**	36	53	59	**	75	93	45	100	25	**
	12%	*46%*	*33%*	*31%*	**	*15%*	*41%* a	*11%*	*9%*	*20%* **ab**	**
Yes, but we have not tried another provider	**99**	9	27	26	**	29	41	25	43	3	**
	5%	*11%*	*17%*	*13%*	**	*6%*	*18%* a	*6%* **bc**	*4%*	*2%*	**
No	**1663**	34	78	106	**	396	94	340	989	96	**
	83%	*43%*	*50%*	*55%*	**	*79%* b	*41%*	*83%*	*87%* **ac**	*78%*	**
Don't Know	**4**	-	*	*	**	1	*	*	1	*	**
	****%***	-%	*%	*%	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Yes, and we have tried another provider	**234**	50	87	26	**	130	107	52	**	102	91	106	95	78	**
	12%	*15%*	*12%*	*23%*	**	*25%*	*22%*	*34%*	**	*9%*	*12%*	*19%*	*9%*	*10%*	**
				ab				**ab**			a	**ab**			
Yes, but we have not tried another provider	**99**	23	32	13	**	54	43	25	**	46	36	42	35	33	**
	5%	*7%*	*5%*	*12%*	**	*10%*	*9%*	*16%*	**	*4%*	*5%*	*8%*	*3%*	*4%*	**
				b				**ab**				**ab**			
No	**1663**	262	575	72	**	338	330	75	**	983	601	404	879	665	**
	83%	*78%*	*83%*	*64%*	**	*65%*	*68%*	*49%*	**	*87%*	*82%*	*73%*	*87%*	*85%*	**
		c	c			c	c			**bc**	c				
Don't Know	**4**	2	2	1	**	2	2	2	**	1	2	2	2	2	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Yes, and we have tried another provider	**234**	67	52	68	26	14	87	70	**	**	**	**
	12%	*18%*	*24%*	*22%*	*38%*	*30%*	*9%*	*9%*	**	**	**	**
					abc	a						
Yes, but we have not tried another provider	**99**	19	16	25	8	4	32	33	**	**	**	**
	5%	*5%*	*7%*	*8%*	*12%*	*9%*	*3%*	*4%*	**	**	**	**
					a							
No	**1663**	281	151	207	34	27	836	650	**	**	**	**
	83%	*76%*	*69%*	*69%*	*49%*	*58%*	*87%*	*86%*	**	**	**	**
		bcde	d	d								
Don't Know	**4**	2	1	1	1	1	2	2	**	**	**	**
	%	*%*	*1%*	*%*	*2%*	*3%*	*%*	*%*	**	**	**	**
						a						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Yes, and we have tried another provider	**234**	212	189	214	204	229	165	216	92	**	149	**	49	135
	12%	*11%*	*12%*	*11%*	*13%*	*12%*	*15%*	*12%*	*21%*	**	*9%*	**	*20%*	*8%*
							b		ab			a	b	
Yes, but we have not tried another provider	**99**	90	79	92	93	95	76	95	34	**	62	**	24	59
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	*8%*	**	*4%*	**	*10%*	*4%*
									b			a	b	
No	**1663**	1566	1243	1581	1259	1617	886	1555	313	**	1370	**	166	1402
	83%	*84%*	*82%*	*84%*	*81%*	*83%*	*79%*	*83%*	*71%*	**	*87%*	**	*69%*	*88%*
		d		d			c	ac			b			a
Don't Know	**4**	4	3	4	3	4	1	4	2	**	2	**	*	3
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**%*	**	**%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Yes, and we have tried another provider	**234**	125	**	41	106	59	131	39	234	-	-	125	109
	12%	*32%*	**	*44%*	*30%*	*28%*	*9%*	*11%*	*100%*	*-%*	*-%*	*12%*	*11%*
				b		**bc**			**bc**				
Yes, but we have not tried another provider	**99**	46	**	14	44	27	63	9	-	99	-	48	52
	5%	*12%*	**	*15%*	*12%*	*13%*	*4%*	*3%*	*-%*	*100%*	*-%*	*5%*	*5%*
						bc				**ac**			
No	**1663**	214	**	36	207	124	1220	314	-	-	1663	846	817
	83%	*56%*	**	*40%*	*58%*	*59%*	*86%*	*87%*	*-%*	*-%*	*100%*	*83%*	*83%*
					a		a	a			**ab**		
Don't Know	**4**	1	**	*	*	1	2	*	-	-	-	1	3
	****%***	**%*	**	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Yes, and we have tried another provider	**234**	12	25	25	13	23	29	9	14	33	13	25	14
	12%	*10%*	*13%*	*14%*	*11%*	*12%*	*15%*	*8%*	*9%*	*14%*	*6%*	*14%*	*13%*
			j	j			j			j		j	j
Yes, but we have not tried another provider	**99**	3	10	11	1	14	5	3	13	15	14	7	4
	5%	*2%*	*5%*	*6%*	*1%*	*7%*	*2%*	*3%*	*9%*	*6%*	*7%*	*4%*	*4%*
			d	d		**adf**			**adfg**	d	**adf**	d	
No	**1663**	111	159	144	103	156	157	97	122	194	180	151	90
	83%	*87%*	*82%*	*80%*	*88%*	*81%*	*82%*	*88%*	*82%*	*80%*	*87%*	*83%*	*82%*
					c			**ci**					
Don't Know	**4**	1	-	-	*	-	*	*	-	-	-	-	2
	%	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Yes, and we have tried another provider	**234**	62	64	56	52
	12%	*12%*	*13%*	*11%*	*10%*
Yes, but we have not tried another provider	**99**	24	19	31	25
	5%	*5%*	*4%*	*6%*	*5%*
No	**1663**	413	416	413	421
	83%	*83%*	*83%*	*83%*	*84%*
Don't Know	**4**	1	1	*	2
	****%***	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1612**	1227	256	86	43	385	482	369	109	41	89
Weighted total	**1663**	1617	30	10	5	46	612	429	101	32	44
Our chosen provider is reliable enough for our needs	**497**	480	11	4	**	17	214	113	35	**	3
	30%	*30%*	*36%*	*35%*	**	*37%*	*35%*	*26%*	*35%*	**	*8%*
					a	a	**be**	e	e	**be**	
We don't mail large enough volumes	**462**	453	6	1	**	8	153	141	30	**	13
	28%	*28%*	*21%*	*11%*	**	*18%*	*25%*	*33%*	*30%*	**	*30%*
		bce	c					a			
We are near a Post Office	**292**	286	4	1	**	6	112	74	15	**	11
	18%	*18%*	*14%*	*12%*	**	*13%*	*18%*	*17%*	*15%*	**	*24%*
		de					d	d	d		d
Our chosen provider is safe enough for our needs	**201**	194	5	2	**	8	81	42	21	**	2
	12%	*12%*	*15%*	*16%*	**	*17%*	*13%*	*10%*	*21%*	**	*4%*
					a	a	e		**abe**	**abe**	
Our chosen provider is fast enough for our needs	**196**	188	5	2	**	8	76	43	19	**	2
	12%	*12%*	*16%*	*19%*	**	*18%*	*12%*	*10%*	*19%*	**	*4%*
				a	a	a	e		**be**	**abe**	
Convenience / easier / suits our needs	**62**	60	1	*	**	1	18	22	3	**	3
	4%	*4%*	*4%*	*4%*	**	*3%*	*3%*	*5%*	*3%*	**	*7%*
Happy / satisfied with the service from current provider	**54**	52	2	1	**	2	21	13	4	**	1
	3%	*3%*	*5%*	*6%*	**	*5%*	*3%*	*3%*	*4%*	**	*2%*
Our customers prefer our chosen provider	**46**	44	1	1	**	2	14	11	6	**	*
	3%	*3%*	*3%*	*9%*	**	*5%*	*2%*	*3%*	*6%*	**	*%*
				ab					**ae**	e	
Support Royal Mail / local Post Office / I'm against privatisation	**46**	45	1	1	**	1	14	8	3	**	2
	3%	*3%*	*3%*	*5%*	**	*3%*	*2%*	*2%*	*3%*	**	*5%*
Don't know enough about what other providers offer	**43**	42	1	-	**	1	15	14	2	**	*
	3%	*3%*	*2%*	*-%*	**	*1%*	*2%*	*3%*	*2%*	**	*1%*
Unaware of other providers	**41**	40	1	*	**	1	20	5	2	**	3
	2%	*2%*	*2%*	*4%*	**	*3%*	*3%*	*1%*	*2%*	**	*7%*
							b				b
No need to change - no demand / requirement to change	**31**	31	*	*	**	*	15	11	-	**	*
	2%	*2%*	*1%*	*1%*	**	*1%*	*3%*	*2%*	*-%*	**	*%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1612**	1227	256	86	43	385	482	369	109	41	89
Weighted total	**1663**	1617	30	10	5	46	612	429	101	32	44
Others more expensive than our current providers	**27**	26	1	*	**	1	14	6	*	**	-
	2%	*2%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*%*	**	-%
Other operators do not provide the service I need	**24**	24	*	-	**	*	7	9	5	**	-
	1%	*1%*	*%*	-%	**	*1%*	*1%*	*2%*	*5%*	**	-%
					b				**ae**		
Don't know enough about other providers and their services	**21**	21	*	*	**	1	7	8	3	**	-
	1%	*1%*	*1%*	*3%*	**	*2%*	*1%*	*2%*	*3%*	**	-%
Not considered / haven't thought about it / no time / it's not my decision	**13**	12	1	*	**	1	6	3	*	**	*
	1%	*1%*	*2%*	*4%*	**	*2%*	*1%*	*1%*	*%*	**	*1%*
				a		a					
Always been with them / always use them	**8**	8	*	*	**	*	6	-	-	**	-
	%	*%*	*1%*	*1%*	**	*1%*	*1%*	-%	-%	**	-%
Other providers don't pick up mail in this area	**6**	6	-	*	**	*	4	2	-	**	*
	%	*%*	-%	*1%*	**	*%*	*1%*	*%*	-%	**	*%*
					b						
Other providers could not deliver to all the areas we need	**2**	2	-	*	**	*	1	*	-	**	-
	%	*%*	-%	*1%*	**	*%*	*%*	*%*	-%	**	-%
Close to a post box	**1**	1	-	-	**	-	-	-	-	**	-
	%	*%*	-%	-%	**	-%	-%	-%	-%	**	-%
Mainly doing it electronically / on the internet	**1**	1	*	-	**	*	*	1	-	**	-
	%	*%*	*1%*	-%	**	*1%*	*%*	*%*	-%	**	-%
			a			a					
There aren't any others in this area / no competition - they have the monopoly	**4**	3	*	-	**	*	2	1	-	**	*
	%	*%*	*%*	-%	**	*%*	*%*	*%*	-%	**	*%*
Effort involved in switching outweighs the benefit	**46**	44	1	*	**	2	21	10	1	**	2
	3%	*3%*	*5%*	*4%*	**	*5%*	*3%*	*2%*	*1%*	**	*4%*
										abc	
No reason	**25**	24	1	*	**	1	6	3	3	**	4
	2%	*2%*	*3%*	*1%*	**	*2%*	*1%*	*1%*	*3%*	**	*9%*
											abcd

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1612**	1227	256	86	43	385	482	369	109	41	89
Weighted total	**1663**	1617	30	10	5	46	612	429	101	32	44
Other	**28**	27	*	1	**	1	15	6	1	**	*
	2%	*2%*	*1%*	*5%*	**	*2%*	*2%*	*1%*	*1%*	**	**%*
				ab							
Don't know	**80**	76	2	1	**	4	23	17	2	**	1
	5%	*5%*	*8%*	*9%*	**	*9%*	*4%*	*4%*	*2%*	**	*2%*
			a		a	a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1612**	143	63	170	44	108	180	120	99	80	1007	203	199	203
Weighted total	**1663**	202	103	232	57	146	268	148	133	118	1407	88	89	80
Our chosen provider is reliable enough for our needs	**497**	57	25	77	**	58	85	45	34	31	426	20	26	26
	30%	*28%*	*25%*	*33%*	**	*40%*	*32%*	*31%*	*26%*	*26%*	*30%*	*22%*	*29%*	*32%*
				k		**abdhjkl**	k				k			k
We don't mail large enough volumes	**462**	59	26	63	**	27	86	46	43	41	401	19	23	18
	28%	*29%*	*25%*	*27%*	**	*19%*	*32%*	*31%*	*32%*	*35%*	*29%*	*22%*	*26%*	*23%*
							ekm	e	**ek**	**dekm**	**ek**			
We are near a Post Office	**292**	37	20	42	**	21	49	22	14	23	243	19	15	15
	18%	*18%*	*19%*	*18%*	**	*15%*	*18%*	*15%*	*11%*	*20%*	*17%*	*21%*	*17%*	*19%*
					h							h		
Our chosen provider is safe enough for our needs	**201**	24	15	25	**	21	46	18	11	8	173	8	9	11
	12%	*12%*	*14%*	*11%*	**	*14%*	*17%*	*12%*	*8%*	*7%*	*12%*	*9%*	*10%*	*14%*
							hikl							
Our chosen provider is fast enough for our needs	**196**	23	13	28	**	21	39	16	13	8	166	8	12	10
	12%	*11%*	*12%*	*12%*	**	*14%*	*15%*	*11%*	*9%*	*7%*	*12%*	*10%*	*13%*	*13%*
Convenience / easier / suits our needs	**62**	9	6	10	**	10	9	2	6	2	57	3	1	1
	4%	*4%*	*6%*	*4%*	**	*7%*	*4%*	*1%*	*4%*	*2%*	*4%*	*3%*	*1%*	*1%*
			lm			**glm**								
Happy / satisfied with the service from current provider	**54**	5	6	6	**	7	1	2	8	2	42	6	4	2
	3%	*3%*	*6%*	*2%*	**	*5%*	*1%*	*1%*	*6%*	*2%*	*3%*	*6%*	*4%*	*3%*
			f		**fg**	f			f			**fgj**	f	
Our customers prefer our chosen provider	**46**	3	-	4	**	6	15	6	1	3	41	1	2	3
	3%	*2%*	*-%*	*2%*	**	*4%*	*6%*	*4%*	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*
							cjk							
Support Royal Mail / local Post Office / I'm against privatisation	**46**	12	5	2	**	4	8	7	2	-	39	1	3	2
	3%	*6%*	*5%*	*1%*	**	*2%*	*3%*	*4%*	*2%*	*-%*	*3%*	*1%*	*4%*	*2%*
		cik	**ci**					c						
Don't know enough about what other providers offer	**43**	5	-	8	**	3	7	3	2	6	38	1	1	3
	3%	*2%*	*-%*	*3%*	**	*2%*	*3%*	*2%*	*2%*	*5%*	*3%*	*2%*	*1%*	*3%*
					bl					l				
Unaware of other providers	**41**	1	-	1	**	5	5	5	7	2	28	5	4	4
	2%	*1%*	*-%*	*1%*	**	*3%*	*2%*	*3%*	*5%*	*2%*	*2%*	*6%*	*4%*	*5%*
									acj			**abcfj**	c	**acj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1612**	143	63	170	44	108	180	120	99	80	1007	203	199	203
Weighted total	**1663**	202	103	232	57	146	268	148	133	118	1407	88	89	80
No need to change - no demand / requirement to change	**31**	8	2	1	**	3	3	7	2	2	29	1	*	*
	2%	*4%*	*2%*	*1%*	**	*2%*	*1%*	*5%*	*2%*	*2%*	*2%*	*1%*	*%*	*1%*
		clm						**cfklm**						
Others more expensive than our current providers	**27**	3	2	9	**	2	-	2	-	5	24	2	1	1
	2%	*1%*	*2%*	*4%*	**	*1%*	-%	*2%*	-%	*4%*	*2%*	*2%*	*1%*	*1%*
			f	**fhm**	f					**fh**				
Other operators do not provide the service I need	**24**	1	3	2	**	1	1	7	-	4	20	1	2	*
	1%	*1%*	*3%*	*1%*	**	*1%*	*%*	*5%*	-%	*3%*	*1%*	*2%*	*2%*	*1%*
								acfhjm						
Don't know enough about other providers and their services	**21**	*	2	-	**	-	3	*	4	5	18	1	2	*
	1%	*%*	*2%*	-%	**	-%	*1%*	*%*	*3%*	*4%*	*1%*	*1%*	*2%*	*%*
			c		**acegjm**				**acm**	**acegm**				
Not considered / haven't thought about it / no time / it's not my decision	**13**	*	2	5	**	-	3	*	*	-	11	2	*	1
	1%	*%*	*2%*	*2%*	**	-%	*1%*	*%*	*%*	-%	*1%*	*2%*	*%*	*1%*
			l	l										
Always been with them / always use them	**8**	-	-	3	**	-	2	2	-	-	8	*	-	*
	%	-%	-%	*1%*	**	-%	*1%*	*1%*	-%	-%	*1%*	*%*	-%	*1%*
Other providers don't pick up mail in this area	**6**	*	-	*	**	-	3	-	-	-	3	1	*	1
	%	*%*	-%	*%*	**	-%	*1%*	-%	-%	-%	*%*	*1%*	*%*	*1%*
												j		j
Other providers could not deliver to all the areas we need	**2**	-	-	-	**	-	-	-	-	-	-	1	*	*
	%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	*%*	*%*
												j	j	
Close to a post box	**1**	1	-	-	**	-	-	-	-	-	1	-	-	-
	%	*1%*	-%	-%	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Mainly doing it electronically / on the internet	**1**	-	-	-	**	-	-	-	-	*	*	1	-	*
	%	-%	-%	-%	**	-%	-%	-%	-%	*%*	*%*	*1%*	-%	*%*
												j		
There aren't any others in this area / no competition - they have the monopoly	**4**	-	-	-	**	-	-	-	-	-	-	2	1	1
	%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*2%*	*1%*	*1%*
												fj	j	j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1612**	143	63	170	44	108	180	120	99	80	1007	203	199	203
Weighted total	**1663**	202	103	232	57	146	268	148	133	118	1407	88	89	80
Effort involved in switching outweighs the benefit	**46**	7	-	9	**	7	5	3	4	5	41	3	2	1
	3%	*3%*	*-%*	*4%*	**	*5%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*
No reason	**25**	2	2	2	**	3	8	*	-	2	21	1	1	3
	2%	*1%*	*2%*	*1%*	**	*2%*	*3%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*4%*
														ghjl
Other	**28**	3	1	10	**	-	2	1	3	*	21	3	2	2
	2%	*1%*	*1%*	*4%*	**	*-%*	*1%*	*1%*	*3%*	**%*	*1%*	*3%*	*3%*	*2%*
				efj										
Don't know	**80**	9	3	9	**	4	10	8	12	7	66	5	5	4
	5%	*4%*	*3%*	*4%*	**	*2%*	*4%*	*5%*	*9%*	*6%*	*5%*	*5%*	*6%*	*5%*
									efj					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1612**	79	146	38	141	362	61	92	681	1181	431	1434	178
Weighted total	**1663**	70	128	37	141	444	53	106	673	1281	382	1508	155
Our chosen provider is reliable enough for our needs	**497**	17	42	**	49	123	12	47	186	390	107	462	35
	30%	*24%*	*33%*	**	*35%*	*28%*	*23%*	*44%*	*28%*	*30%*	*28%*	*31%*	*22%*
				aefh				**aefh**				b	
We don't mail large enough volumes	**462**	16	44	**	50	110	24	20	184	350	111	427	35
	28%	*23%*	*34%*	**	*36%*	*25%*	*45%*	*19%*	*27%*	*27%*	*29%*	*28%*	*22%*
			eg		**egh**		**aegh**						
We are near a Post Office	**292**	11	17	**	32	68	8	16	132	231	61	261	31
	18%	*16%*	*14%*	**	*22%*	*15%*	*16%*	*15%*	*20%*	*18%*	*16%*	*17%*	*20%*
Our chosen provider is safe enough for our needs	**201**	7	8	**	27	46	7	21	83	153	48	187	14
	12%	*10%*	*6%*	**	*19%*	*10%*	*12%*	*19%*	*12%*	*12%*	*13%*	*12%*	*9%*
					bceh			**bce**	**bc**				
Our chosen provider is fast enough for our needs	**196**	8	10	**	28	43	7	18	81	148	48	187	9
	12%	*11%*	*8%*	**	*20%*	*10%*	*13%*	*17%*	*12%*	*12%*	*13%*	*12%*	*6%*
					beh			**be**				b	
Convenience / easier / suits our needs	**62**	4	5	**	3	25	*	3	21	49	13	58	3
	4%	*6%*	*4%*	**	*2%*	*6%*	*%*	*2%*	*3%*	*4%*	*3%*	*4%*	*2%*
Happy / satisfied with the service from current provider	**54**	3	3	**	2	24	1	-	19	41	13	44	10
	3%	*4%*	*2%*	**	*1%*	*5%*	*1%*	*-%*	*3%*	*3%*	*3%*	*3%*	*6%*
		g				**dgh**							a
Our customers prefer our chosen provider	**46**	3	4	**	4	15	3	-	18	35	11	42	4
	3%	*4%*	*3%*	**	*3%*	*3%*	*6%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*
		g					g						
Support Royal Mail / local Post Office / I'm against privatisation	**46**	-	-	**	4	13	1	-	27	34	12	34	12
	3%	*-%*	*-%*	**	*3%*	*3%*	*1%*	*-%*	*4%*	*3%*	*3%*	*2%*	*8%*
					b	b			b				a
Don't know enough about what other providers offer	**43**	5	5	**	3	6	-	5	18	31	12	41	1
	3%	*8%*	*4%*	**	*2%*	*1%*	*-%*	*5%*	*3%*	*2%*	*3%*	*3%*	*1%*
		efh						e					
Unaware of other providers	**41**	4	*	**	4	8	1	3	19	29	12	39	2
	2%	*6%*	*%*	**	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	*1%*
		be			b			b	b				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1612**	79	146	38	141	362	61	92	681	1181	431	1434	178
Weighted total	**1663**	70	128	37	141	444	53	106	673	1281	382	1508	155
No need to change - no demand / requirement to change	**31**	4	1	**	*	14	-	2	9	22	9	30	1
	2%	*6%*	*1%*	**	**%*	*3%*	*-%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*
		bdh				d							
Others more expensive than our current providers	**27**	-	3	**	2	7	*	1	14	22	6	25	3
	2%	*-%*	*2%*	**	*1%*	*2%*	**%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
Other operators do not provide the service I need	**24**	2	4	**	*	9	*	-	9	18	7	24	1
	1%	*3%*	*3%*	**	**%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%*	**%*
Don't know enough about other providers and their services	**21**	6	*	**	-	6	*	*	9	11	10	19	3
	1%	*9%*	**%*	**	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*3%*	*1%*	*2%*
		bdefgh									a		
Not considered / haven't thought about it / no time / it's not my decision	**13**	1	1	**	1	*	*	1	8	12	1	13	*
	1%	*1%*	*1%*	**	**%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*
		e						e	e				
Always been with them / always use them	**8**	-	-	**	-	*	2	2	4	8	-	6	2
	****%***	*-%*	*-%*	**	*-%*	**%*	*3%*	*2%*	*1%*	*1%*	*-%*	**%*	*1%*
							bdeh	e					
Other providers don't pick up mail in this area	**6**	1	2	**	1	2	-	*	*	3	3	6	-
	****%***	*2%*	*1%*	**	**%*	**%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*
		h	h										
Other providers could not deliver to all the areas we need	**2**	1	-	**	-	1	-	1	-	*	1	2	-
	****%***	*1%*	*-%*	**	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
		h											
Close to a post box	**1**	-	-	**	-	1	-	-	-	-	1	1	-
	****%***	*-%*	*-%*	**	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
											a		
Mainly doing it electronically / on the internet	**1**	-	-	**	-	-	-	-	1	1	*	1	*
	****%***	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*
There aren't any others in this area / no competition - they have the monopoly	**4**	1	-	**	-	-	-	1	2	1	3	4	-
	****%***	*1%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*-%*
											a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1612**	79	146	38	141	362	61	92	681	1181	431	1434	178
Weighted total	**1663**	70	128	37	141	444	53	106	673	1281	382	1508	155
Effort involved in switching outweighs the benefit	**46**	-	5	**	4	17	*	1	17	31	15	42	4
	3%	*-%*	*4%*	**	*3%*	*4%*	**%*	*1%*	*3%*	*2%*	*4%*	*3%*	*2%*
				a									
No reason	**25**	1	*	**	1	10	3	1	11	19	6	23	3
	2%	*1%*	**%*	**	**%*	*2%*	*5%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*
							bd						
Other	**28**	3	5	**	-	8	3	2	8	24	4	25	3
	2%	*4%*	*4%*	**	*-%*	*2%*	*6%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*
		d	**dh**				**deh**						
Don't know	**80**	4	8	**	4	18	1	5	40	58	22	72	7
	5%	*5%*	*6%*	**	*2%*	*4%*	*1%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1612**	1535	77	1043	226	320
Weighted total	**1663**	1567	96	1112	228	293
Our chosen provider is reliable enough for our needs	**497** ***30%***	471 *30%*	27 *27%*	312 *28%*	67 *29%*	110 *38%* **ab**
We don't mail large enough volumes	**462** ***28%***	440 *28%*	21 *22%*	373 *34%* **bc**	56 *24%* c	24 *8%*
We are near a Post Office	**292** ***18%***	272 *17%*	20 *21%*	204 *18%*	41 *18%*	46 *16%*
Our chosen provider is safe enough for our needs	**201** ***12%***	187 *12%*	14 *14%*	129 *12%*	30 *13%*	42 *14%*
Our chosen provider is fast enough for our needs	**196** ***12%***	188 *12%*	8 *8%*	132 *12%*	29 *13%*	35 *12%*
Convenience / easier / suits our needs	**62** ***4%***	59 *4%*	2 *3%*	47 *4%*	7 *3%*	8 *3%*
Happy / satisfied with the service from current provider	**54** ***3%***	50 *3%*	4 *4%*	31 *3%*	10 *4%*	13 *4%*
Our customers prefer our chosen provider	**46** ***3%***	43 *3%*	3 *3%*	30 *3%*	10 *4%*	7 *2%*
Support Royal Mail / local Post Office / I'm against privatisation	**46** ***3%***	46 *3%*	* **%*	25 *2%*	9 *4%*	12 *4%*
Don't know enough about what other providers offer	**43** ***3%***	37 *2%*	6 *6%* a	28 *3%*	4 *2%*	9 *3%*
Unaware of other providers	**41** ***2%***	39 *2%*	2 *2%*	24 *2%*	8 *3%*	8 *3%*
No need to change - no demand / requirement to change	**31** ***2%***	26 *2%*	5 *5%* a	24 *2%*	2 *1%*	4 *1%*

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1612**	1535	77	1043	226	320
Weighted total	**1663**	1567	96	1112	228	293
Others more expensive than our current providers	**27** ***2%***	27 *2%*	- *-%*	6 *1%*	6 *3%* a	15 *5%* a
Other operators do not provide the service I need	**24** ***1%***	24 *2%*	- *-%*	7 *1%*	7 *3%* a	10 *3%* a
Don't know enough about other providers and their services	**21** ***1%***	21 *1%*	1 *1%*	11 *1%*	4 *2%*	7 *2%* a
Not considered / haven't thought about it / no time / it's not my decision	**13** ***1%***	13 *1%*	- *-%*	7 *1%*	3 *1%*	3 *1%*
Always been with them / always use them	**8** ***%***	8 *1%*	- *-%*	2 *%*	3 *1%* a	2 *1%*
Other providers don't pick up mail in this area	**6** ***%***	6 *%*	* *%*	2 *%*	1 *%*	3 *1%* a
Other providers could not deliver to all the areas we need	**2** ***%***	2 *%*	- *-%*	* *%*	2 *1%* a	- *-%*
Close to a post box	**1** ***%***	1 *%*	- *-%*	1 *%*	- *-%*	- *-%*
Mainly doing it electronically / on the internet	**1** ***%***	1 *%*	- *-%*	1 *%*	- *-%*	- *-%*
There aren't any others in this area / no competition - they have the monopoly	**4** ***%***	4 *%*	- *-%*	3 *%*	* *%*	- *-%*
Effort involved in switching outweighs the benefit	**46** ***3%***	44 *3%*	2 *2%*	35 *3%*	3 *1%*	8 *3%*
No reason	**25** ***2%***	23 *1%*	2 *2%*	15 *1%*	2 *1%*	4 *1%*

Columns Tested: a,b - a,b,c

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)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1612**	1535	77	1043	226	320
Weighted total	**1663**	1567	96	1112	228	293
Other	**28**	26	1	11	11	5
	2%	*2%*	*1%*	*1%*	*5%*	*2%*
					a	
Don't know	**80**	72	8	44	11	21
	5%	*5%*	*8%*	*4%*	*5%*	*7%*
						a

Columns Tested: a,b - a,b,c

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**1612**	1393	192	24	1	1	1	-	-	1585	27	3	615	778	219
Weighted total	**1663**	1499	143	18	*	*	2	-	-	1643	20	3	748	752	164
Our chosen provider is reliable enough for our needs	**497**	439	51	**	**	**	**	**	**	490	**	**	197	242	58
	30%	*29%*	*35%*	**	**	**	**	**	**	*30%*	**	**	*26%*	*32%*	*35%*
														a	a
We don't mail large enough volumes	**462**	453	9	**	**	**	**	**	**	462	**	**	277	176	9
	28%	*30%*	*6%*	**	**	**	**	**	**	*28%*	**	**	*37%*	*23%*	*5%*
		b								b			**bc**	c	
We are near a Post Office	**292**	266	26	**	**	**	**	**	**	292	**	**	136	130	26
	18%	*18%*	*18%*	**	**	**	**	**	**	*18%*	**	**	*18%*	*17%*	*16%*
Our chosen provider is safe enough for our needs	**201**	174	23	**	**	**	**	**	**	197	**	**	65	109	28
	12%	*12%*	*16%*	**	**	**	**	**	**	*12%*	**	**	*9%*	*15%*	*17%*
														a	a
Our chosen provider is fast enough for our needs	**196**	172	22	**	**	**	**	**	**	193	**	**	66	105	24
	12%	*11%*	*15%*	**	**	**	**	**	**	*12%*	**	**	*9%*	*14%*	*15%*
														a	a
Convenience / easier / suits our needs	**62**	48	10	**	**	**	**	**	**	58	**	**	16	33	13
	4%	*3%*	*7%*	**	**	**	**	**	**	*4%*	**	**	*2%*	*4%*	*8%*
			ai											a	**ab**
Happy / satisfied with the service from current provider	**54**	50	3	**	**	**	**	**	**	53	**	**	14	35	4
	3%	*3%*	*2%*	**	**	**	**	**	**	*3%*	**	**	*2%*	*5%*	*2%*
														a	
Our customers prefer our chosen provider	**46**	39	6	**	**	**	**	**	**	45	**	**	16	23	7
	3%	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*2%*	*3%*	*4%*
Support Royal Mail / local Post Office / I'm against privatisation	**46**	43	2	**	**	**	**	**	**	46	**	**	14	29	3
	3%	*3%*	*2%*	**	**	**	**	**	**	*3%*	**	**	*2%*	*4%*	*2%*
														a	
Don't know enough about what other providers offer	**43**	33	10	**	**	**	**	**	**	43	**	**	12	20	10
	3%	*2%*	*7%*	**	**	**	**	**	**	*3%*	**	**	*2%*	*3%*	*6%*
			ai												**ab**
Unaware of other providers	**41**	38	3	**	**	**	**	**	**	41	**	**	21	17	3
	2%	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*2%*	*2%*
No need to change - no demand / requirement to change	**31**	31	1	**	**	**	**	**	**	31	**	**	14	17	1
	2%	*2%*	*%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*2%*	*%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**1612**	1393	192	24	1	1	1	-	-	1585	27	3	615	778	219
Weighted total	**1663**	1499	143	18	*	*	2	-	-	1643	20	3	748	752	164
Others more expensive than our current providers	**27**	19	8	**	**	**	**	**	**	27	**	**	6	13	8
	2%	*1%*	*6%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*5%*
			ai												**ab**
Other operators do not provide the service I need	**24**	21	3	**	**	**	**	**	**	24	**	**	4	17	3
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*2%*	*2%*
														a	
Don't know enough about other providers and their services	**21**	16	3	**	**	**	**	**	**	19	**	**	9	7	5
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*3%*
															b
Not considered / haven't thought about it / no time / it's not my decision	**13**	13	*	**	**	**	**	**	**	13	**	**	4	8	*
	1%	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*%*
Always been with them / always use them	**8**	6	2	**	**	**	**	**	**	8	**	**	4	2	2
	%	*%*	*1%*	**	**	**	**	**	**	*%*	**	**	*1%*	*%*	*1%*
Other providers don't pick up mail in this area	**6**	4	-	**	**	**	**	**	**	4	**	**	1	3	2
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	*%*	*%*	*1%*
															a
Other providers could not deliver to all the areas we need	**2**	2	*	**	**	**	**	**	**	2	**	**	1	1	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	*%*	*%*
Close to a post box	**1**	1	-	**	**	**	**	**	**	1	**	**	1	-	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	*%*	-%	-%
Mainly doing it electronically / on the internet	**1**	1	-	**	**	**	**	**	**	1	**	**	1	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	*%*	*%*	-%
There aren't any others in this area / no competition - they have the monopoly	**4**	3	*	**	**	**	**	**	**	4	**	**	3	1	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	*%*	*%*
Effort involved in switching outweighs the benefit	**46**	35	11	**	**	**	**	**	**	46	**	**	20	15	11
	3%	*2%*	*8%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*2%*	*7%*
			ai												**ab**
No reason	**25**	23	2	**	**	**	**	**	**	25	**	**	9	15	2
	2%	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**1612**	1393	192	24	1	1	1	-	-	1585	27	3	615	778	219
Weighted total	**1663**	1499	143	18	*	*	2	-	-	1643	20	3	748	752	164
Other	**28**	21	4	**	**	**	**	**	**	25	**	**	12	9	7
	2%	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*1%*	*4%*
															ab
Don't know	**80**	73	7	**	**	**	**	**	**	79	**	**	38	35	7
	5%	*5%*	*5%*	**	**	**	**	**	**	*5%*	**	**	*5%*	*5%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1612**	1063	688	1171	497	405	1058	1057	63	29	15	3	3	1
Weighted total	**1663**	1037	631	1152	493	356	1051	1080	44	15	5	4	2	2
Our chosen provider is reliable enough for our needs	**497**	312	201	348	169	132	358	319	17	**	**	**	**	**
	30%	*30%*	*32%*	*30%*	*34%*	*37%*	*34%*	*30%*	*38%*	**	**	**	**	**
						ac								
We don't mail large enough volumes	**462**	257	131	283	69	76	260	276	2	**	**	**	**	**
	28%	*25%*	*21%*	*25%*	*14%*	*21%*	*25%*	*26%*	*4%*	**	**	**	**	**
		d	d	d		d	d	b						
We are near a Post Office	**292**	190	100	207	91	49	193	194	8	**	**	**	**	**
	18%	*18%*	*16%*	*18%*	*18%*	*14%*	*18%*	*18%*	*18%*	**	**	**	**	**
		e		e			e							
Our chosen provider is safe enough for our needs	**201**	134	83	146	77	45	163	128	14	**	**	**	**	**
	12%	*13%*	*13%*	*13%*	*16%*	*13%*	*16%*	*12%*	*31%*	**	**	**	**	**
									a					
Our chosen provider is fast enough for our needs	**196**	127	80	138	65	41	160	120	14	**	**	**	**	**
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*15%*	*11%*	*31%*	**	**	**	**	**
							ac		a					
Convenience / easier / suits our needs	**62**	44	33	52	25	14	37	48	2	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	**	**	**	**	**
Happy / satisfied with the service from current provider	**54**	42	28	48	15	12	32	42	5	**	**	**	**	**
	3%	*4%*	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	*10%*	**	**	**	**	**
									a					
Our customers prefer our chosen provider	**46**	26	16	27	16	10	37	24	2	**	**	**	**	**
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*5%*	**	**	**	**	**
Support Royal Mail / local Post Office / I'm against privatisation	**46**	32	23	39	13	7	31	38	*	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*4%*	**%*	**	**	**	**	**
Don't know enough about what other providers offer	**43**	34	23	34	15	19	28	30	4	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*	*3%*	*8%*	**	**	**	**	**
						cf			a					
Unaware of other providers	**41**	33	18	33	9	9	25	32	1	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**	**	**	**	**
No need to change - no demand / requirement to change	**31**	22	8	24	7	2	15	24	-	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	**%*	*1%*	*2%*	*-%*	**	**	**	**	**
		e		e										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1612**	1063	688	1171	497	405	1058	1057	63	29	15	3	3	1
Weighted total	**1663**	1037	631	1152	493	356	1051	1080	44	15	5	4	2	2
Others more expensive than our current providers	**27**	20	19	25	10	9	18	24	1	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	**	**	**	**	**
Other operators do not provide the service I need	**24**	14	15	15	11	10	15	15	*	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	**	**	**	**	**
						c								
Don't know enough about other providers and their services	**21**	9	5	9	7	4	21	8	2	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	**	**	**	**	**
							abc		a					
Not considered / haven't thought about it / no time / it's not my decision	**13**	8	7	9	2	1	8	9	-	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*-%*	**	**	**	**	**
Always been with them / always use them	**8**	6	6	6	3	3	8	6	*	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**
Other providers don't pick up mail in this area	**6**	2	3	4	4	1	6	2	2	**	**	**	**	**
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*6%*	**	**	**	**	**
									a					
Other providers could not deliver to all the areas we need	**2**	1	1	1	1	1	2	1	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**
Close to a post box	**1**	-	-	-	-	-	1	-	-	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**	**	**	**
Mainly doing it electronically / on the internet	**1**	*	-	*	-	-	-	*	-	**	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	**	**	**	**	**
There aren't any others in this area / no competition - they have the monopoly	**4**	3	2	3	2	1	3	3	*	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**
Effort involved in switching outweighs the benefit	**46**	32	21	35	17	11	29	32	-	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	**	**	**	**	**
No reason	**25**	10	11	15	6	6	11	15	*	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*%*	**	**	**	**	**
Other	**28**	14	12	17	14	6	18	17	*	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*%*	**	**	**	**	**
					a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**1612**	1063	688	1171	497	405	1058	1057	63	29	15	3	3	1
Weighted total	**1663**	1037	631	1152	493	356	1051	1080	44	15	5	4	2	2
Don't know	**80**	53	24	56	33	22	50	54	1	**	**	**	**	**
	5%	*5%*	*4%*	*5%*	*7%* b	*6%*	*5%*	*5%*	*3%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1612**	486	8	2	-	1	-	-	1	373	342	273	178	5
Weighted total	**1663**	489	4	*	-	*	-	-	*	418	362	260	109	3
Our chosen provider is reliable enough for our needs	**497**	168	**	**	**	**	**	**	**	116	125	70	36	**
	30%	*34%*	**	**	**	**	**	**	**	*28%*	*35%*	*27%*	*33%*	**
											ac			
We don't mail large enough volumes	**462**	69	**	**	**	**	**	**	**	128	90	58	8	**
	28%	*14%*	**	**	**	**	**	**	**	*31%*	*25%*	*22%*	*7%*	**
										cd	d	d		
We are near a Post Office	**292**	91	**	**	**	**	**	**	**	102	39	44	19	**
	18%	*19%*	**	**	**	**	**	**	**	*25%*	*11%*	*17%*	*18%*	**
										bc		b	b	
Our chosen provider is safe enough for our needs	**201**	75	**	**	**	**	**	**	**	46	57	27	16	**
	12%	*15%*	**	**	**	**	**	**	**	*11%*	*16%*	*10%*	*15%*	**
Our chosen provider is fast enough for our needs	**196**	65	**	**	**	**	**	**	**	46	52	26	14	**
	12%	*13%*	**	**	**	**	**	**	**	*11%*	*14%*	*10%*	*13%*	**
Convenience / easier / suits our needs	**62**	25	**	**	**	**	**	**	**	13	20	12	7	**
	4%	*5%*	**	**	**	**	**	**	**	*3%*	*5%*	*4%*	*7%*	**
Happy / satisfied with the service from current provider	**54**	14	**	**	**	**	**	**	**	16	17	12	3	**
	3%	*3%*	**	**	**	**	**	**	**	*4%*	*5%*	*5%*	*3%*	**
Our customers prefer our chosen provider	**46**	16	**	**	**	**	**	**	**	7	7	7	4	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*3%*	*4%*	**
Support Royal Mail / local Post Office / I'm against privatisation	**46**	13	**	**	**	**	**	**	**	8	15	15	1	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	*4%*	*6%*	*1%*	**
											d	**ad**		
Don't know enough about what other providers offer	**43**	15	**	**	**	**	**	**	**	8	8	10	9	**
	3%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*4%*	*8%*	**
													ab	
Unaware of other providers	**41**	9	**	**	**	**	**	**	**	11	10	8	4	**
	2%	*2%*	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	**
No need to change - no demand / requirement to change	**31**	7	**	**	**	**	**	**	**	7	15	*	1	**
	2%	*1%*	**	**	**	**	**	**	**	*2%*	*4%*	*%*	*1%*	**
											ac			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1612**	486	8	2	-	1	-	-	1	373	342	273	178	5
Weighted total	**1663**	489	4	*	-	*	-	-	*	418	362	260	109	3
Others more expensive than our current providers	**27**	10	**	**	**	**	**	**	**	7	7	5	6	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*2%*	*2%*	*5%*	**
													ac	
Other operators do not provide the service I need	**24**	11	**	**	**	**	**	**	**	2	4	7	2	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*1%*	*3%*	*2%*	**
												a		
Don't know enough about other providers and their services	**21**	7	**	**	**	**	**	**	**	1	2	6	1	**
	1%	*2%*	**	**	**	**	**	**	**	**%*	**%*	*2%*	*1%*	**
												ab		
Not considered / haven't thought about it / no time / it's not my decision	**13**	2	**	**	**	**	**	**	**	1	*	7	1	**
	1%	**%*	**	**	**	**	**	**	**	**%*	**%*	*3%*	*1%*	**
												ab		
Always been with them / always use them	**8**	3	**	**	**	**	**	**	**	-	*	4	2	**
	%	*1%*	**	**	**	**	**	**	**	*-%*	**%*	*2%*	*2%*	**
												ab	**ab**	
Other providers don't pick up mail in this area	**6**	2	**	**	**	**	**	**	**	*	1	*	2	**
	%	**%*	**	**	**	**	**	**	**	**%*	**%*	**%*	*2%*	**
													ac	
Other providers could not deliver to all the areas we need	**2**	1	**	**	**	**	**	**	**	-	1	1	*	**
	%	**%*	**	**	**	**	**	**	**	*-%*	**%*	**%*	**%*	**
Close to a post box	**1**	-	**	**	**	**	**	**	**	-	-	-	-	**
	%	*-%*	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	**
Mainly doing it electronically / on the internet	**1**	-	**	**	**	**	**	**	**	*	*	-	-	**
	%	*-%*	**	**	**	**	**	**	**	**%*	**%*	*-%*	*-%*	**
There aren't any others in this area / no competition - they have the monopoly	**4**	2	**	**	**	**	**	**	**	2	-	1	-	**
	%	**%*	**	**	**	**	**	**	**	*1%*	*-%*	**%*	*-%*	**
Effort involved in switching outweighs the benefit	**46**	17	**	**	**	**	**	**	**	15	8	8	3	**
	3%	*4%*	**	**	**	**	**	**	**	*4%*	*2%*	*3%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1612**	486	8	2	-	1	-	-	1	373	342	273	178	5
Weighted total	**1663**	489	4	*	-	*	-	-	*	418	362	260	109	3
No reason	**25**	6	**	**	**	**	**	**	**	4	6	3	3	**
	2%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	*2%*	**
Other	**28**	14	**	**	**	**	**	**	**	7	6	4	1	**
	2%	*3%*	**	**	**	**	**	**	**	*2%*	*2%*	*2%*	*1%*	**
Don't know	**80**	32	**	**	**	**	**	**	**	16	21	12	8	**
	5%	*7%*	**	**	**	**	**	**	**	*4%*	*6%*	*5%*	*7%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1612**	228	111	117	35	6	223	16	258	1496	116	1128	43
Weighted total	**1663**	230	110	125	21	6	245	11	237	1554	109	1110	43
Our chosen provider is reliable enough for our needs	**497**	67	48	44	**	**	90	**	77	458	39	337	**
	30%	*29%*	*44%* a	*35%*	**	**	*37%*	**	*33%*	*29%*	*35%*	*30%*	**
We don't mail large enough volumes	**462**	48	11	8	**	**	36	**	30	455	7	280	**
	28%	*21%* bcd	*10%*	*7%*	**	**	*15%*	**	*13%*	*29%* b	*6%*	*25%* b	**
We are near a Post Office	**292**	55	11	25	**	**	35	**	56	277	15	195	**
	18%	*24%* bd	*10%*	*20%* bd	**	**	*14%*	**	*24%* a	*18%*	*13%*	*18%*	**
Our chosen provider is safe enough for our needs	**201**	30	23	19	**	**	48	**	29	183	18	144	**
	12%	*13%*	*21%*	*15%*	**	**	*20%* c	**	*12%*	*12%*	*16%*	*13%*	**
Our chosen provider is fast enough for our needs	**196**	28	19	15	**	**	38	**	27	182	14	136	**
	12%	*12%*	*18%*	*12%*	**	**	*16%*	**	*11%*	*12%*	*13%*	*12%*	**
Convenience / easier / suits our needs	**62**	15	3	4	**	**	17	**	8	60	1	52	**
	4%	*7%*	*3%*	*4%*	** b	**	*7%*	**	*3%*	*4%*	*1%*	*5%*	**
Happy / satisfied with the service from current provider	**54**	6	4	4	**	**	10	**	5	48	6	44	**
	3%	*2%*	*4%*	*3%*	**	**	*4%*	**	*2%*	*3%*	*5%*	*4%*	**
Our customers prefer our chosen provider	**46**	5	4	4	**	**	9	**	7	43	3	27	**
	3%	*2%*	*4%*	*3%*	**	**	*3%*	**	*3%*	*3%*	*3%*	*2%*	**
Support Royal Mail / local Post Office / I'm against privatisation	**46**	3	5	5	**	**	6	**	5	44	2	37	**
	3%	*1%*	*4%*	*4%*	**	**	*3%*	**	*2%*	*3%*	*2%*	*3%*	**
Don't know enough about what other providers offer	**43**	5	3	8	**	**	4	**	12	39	4	32	**
	3%	*2%*	*2%*	*6%*	**	**	*2%*	**	*5%* a	*2%*	*4%*	*3%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1612**	228	111	117	35	6	223	16	258	1496	116	1128	43
Weighted total	**1663**	230	110	125	21	6	245	11	237	1554	109	1110	43
Unaware of other providers	**41**	6	3	*	**	**	2	**	7	41	-	33	**
	2%	*3%*	*2%*	**%*	**	**	*1%*	**	*3%*	*3%*	*-%*	*3%*	**
No need to change - no demand / requirement to change	**31**	2	4	*	**	**	1	**	4	29	3	21	**
	2%	*1%*	*4%*	**%*	**	**	*1%*	**	*2%*	*2%*	*2%*	*2%*	**
			c										
Others more expensive than our current providers	**27**	3	-	6	**	**	8	**	2	19	8	22	**
	2%	*1%*	*-%*	*5%*	**	**	*3%*	**	*1%*	*1%*	*7%*	*2%*	**
				ab			c				a		
Other operators do not provide the service I need	**24**	3	5	3	**	**	6	**	4	20	5	15	**
	1%	*1%*	*5%*	*2%*	**	**	*3%*	**	*2%*	*1%*	*4%*	*1%*	**
			a								a		
Don't know enough about other providers and their services	**21**	2	1	2	**	**	5	**	2	18	3	9	**
	1%	*1%*	*1%*	*2%*	**	**	*2%*	**	*1%*	*1%*	*3%*	*1%*	**
					abc								
Not considered / haven't thought about it / no time / it's not my decision	**13**	1	1	*	**	**	*	**	1	13	*	9	**
	1%	**%*	**%*	**%*	**	**	**%*	**	**%*	*1%*	**%*	*1%*	**
Always been with them / always use them	**8**	*	*	2	**	**	-	**	3	8	*	6	**
	****%***	**%*	**%*	*2%*	**	**	*-%*	**	*1%*	**%*	**%*	*1%*	**
Other providers don't pick up mail in this area	**6**	1	1	1	**	**	4	**	1	6	-	4	**
	****%***	**%*	*1%*	*1%*	**	**	*2%*	**	**%*	**%*	*-%*	**%*	**
					abc								
Other providers could not deliver to all the areas we need	**2**	1	-	-	**	**	*	**	*	2	-	1	**
	****%***	**%*	*-%*	*-%*	**	**	**%*	**	**%*	**%*	*-%*	**%*	**
Close to a post box	**1**	-	-	-	**	**	-	**	-	1	-	-	**
	****%***	*-%*	*-%*	*-%*	**	**	*-%*	**	*-%*	**%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1612**	228	111	117	35	6	223	16	258	1496	116	1128	43
Weighted total	**1663**	230	110	125	21	6	245	11	237	1554	109	1110	43
Mainly doing it electronically / on the internet	**1**	-	-	-	**	**	-	**	-	*	1	*	**
	***%**	-%	-%	-%	**	**	-%	**	-%	*%	*1%*	*%	**
											a		
There aren't any others in this area / no competition - they have the monopoly	**4**	2	-	-	**	**	2	**	1	4	-	3	**
	***%**	*1%*	-%	-%	**	**	*1%*	**	*%*	*%	-%	*%	**
Effort involved in switching outweighs the benefit	**46**	6	3	6	**	**	8	**	9	42	4	35	**
	***3%**	*3%*	*3%*	*5%*	**	**	*3%*	**	*4%*	*3%*	*4%*	*3%*	**
					a								
No reason	**25**	1	3	3	**	**	2	**	4	25	*	15	**
	***2%**	*%*	*2%*	*2%*	**	**	*1%*	**	*2%*	*2%*	*%*	*1%*	**
Other	**28**	4	3	4	**	**	8	**	6	17	11	14	**
	***2%**	*2%*	*3%*	*4%*	**	**	*3%*	**	*2%*	*1%*	*10%*	*1%*	**
											a		a
Don't know	**80**	8	13	11	**	**	12	**	21	76	3	54	**
	***5%**	*3%*	*12%*	*9%*	**	**	*5%*	**	*9%*	*5%*	*3%*	*5%*	**
			a	a									

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1612	37	84	117	13	395	101	345	1012	127	1
Weighted total	1663	34	78	106	14	396	94	340	989	96	*
Our chosen provider is reliable enough for our needs	497 *30%*	** **	31 *40%*	44 *42%*	** **	128 *32%*	41 *44%* a	101 *30%*	305 *31%*	28 *29%*	** **
We don't mail large enough volumes	462 *28%*	** ** b	6 *8%*	11 *10%*	** **	67 *17%* b	2 *2%*	67 *20%*	250 *25%* a	26 *27%*	** **
We are near a Post Office	292 *18%*	** ** b	8 *11%*	17 *16%*	** **	83 *21%* b	8 *8%*	57 *17%* c	175 *18%* c	8 *8%*	** **
Our chosen provider is safe enough for our needs	201 *12%*	** **	16 *21%* a	11 *11%*	** **	57 *14%*	20 *21%*	35 *10%* c	126 *13%* c	3 *3%*	** **
Our chosen provider is fast enough for our needs	196 *12%*	** **	13 *17%*	11 *11%*	** **	48 *12%*	17 *18%*	30 *9%* c	127 *13%* ac	3 *3%*	** **
Convenience / easier / suits our needs	62 *4%*	** **	8 *10%*	8 *7%*	** **	18 *4%*	8 *8%*	18 *5%*	44 *4%*	7 *7%*	** **
Happy / satisfied with the service from current provider	54 *3%*	** **	2 *3%*	5 *5%*	** **	12 *3%*	2 *2%*	23 *7%* b	39 *4%*	3 *4%*	** **
Our customers prefer our chosen provider	46 *3%*	** **	1 *2%*	- *-%*	** **	13 *3%*	3 *4%*	5 *1%*	25 *3%*	1 *1%*	** **
Support Royal Mail / local Post Office / I'm against privatisation	46 *3%*	** ** b	- *-%*	2 *2%*	** **	13 *3%*	- *-%*	19 *6%* b	31 *3%*	3 *3%*	** **
Don't know enough about what other providers offer	43 *3%*	** **	2 *2%*	2 *2%*	** **	14 *3%*	2 *2%*	14 *4%*	28 *3%*	1 *1%*	** **
Unaware of other providers	41 *2%*	** **	2 *3%*	2 *2%*	** **	6 *2%*	2 *2%*	10 *3%*	31 *3%*	1 *1%*	** **

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1612**	37	84	117	13	395	101	345	1012	127	1
Weighted total	**1663**	34	78	106	14	396	94	340	989	96	*
No need to change - no demand / requirement to change	**31**	**	-	-	**	7	-	4	18	2	**
	2%	**	-%	-%	**	*2%*	-%	*1%*	*2%*	*2%*	**
Others more expensive than our current providers	**27**	**	3	6	**	4	6	9	19	2	**
	2%	**	*4%*	*6%*	**	*1%*	*6%* a	*3%*	*2%*	*2%*	**
Other operators do not provide the service I need	**24**	**	4	4	**	7	4	8	14	3	**
	1%	**	*5%*	*4%*	**	*2%*	*4%*	*2%*	*1%*	*3%*	**
Don't know enough about other providers and their services	**21**	**	*	*	**	4	1	3	9	3	**
	1%	**	*%	*%	**	*1%*	*1%*	*1%*	*1%*	*4%* ab	**
Not considered / haven't thought about it / no time / it's not my decision	**13**	**	*	2	**	2	*	3	8	2	**
	1%	**	*%	*2%*	**	*%	*%	*1%*	*1%*	*2%*	**
Always been with them / always use them	**8**	**	1	*	**	2	*	6	6	2	**
	%	**	*1%*	*%	**	*1%*	*%	*2%*	*1%*	*2%*	**
Other providers don't pick up mail in this area	**6**	**	-	*	**	4	-	1	2	*	**
	%	**	-%	*%	**	*1%*	-%	*%	*%	*%	**
Other providers could not deliver to all the areas we need	**2**	**	-	*	**	1	-	-	1	-	**
	%	**	-%	*%	**	*%	-%	-%	*%	-%	**
Close to a post box	**1**	**	-	-	**	-	-	-	-	-	**
	%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Mainly doing it electronically / on the internet	**1**	**	-	-	**	-	-	-	*	-	**
	%	**	-%	-%	**	-%	-%	-%	*%	-%	**
There aren't any others in this area / no competition - they have the monopoly	**4**	**	-	-	**	2	-	1	3	-	**
	%	**	-%	-%	**	*1%*	-%	*%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1612**	37	84	117	13	395	101	345	1012	127	1
Weighted total	**1663**	34	78	106	14	396	94	340	989	96	*
Effort involved in switching outweighs the benefit	**46**	**	2	2	**	13	4	11	30	3	**
	3%	**	*2%*	*2%*	**	*3%*	*4%*	*3%*	*3%*	*3%*	**
No reason	**25**	**	2	3	**	4	3	4	10	3	**
	2%	**	*3%*	*3%*	**	*1%*	*3%*	*1%*	*1%*	*3%*	**
Other	**28**	**	5	6	**	7	7	8	14	4	**
	2%	**	*7%*	*5%*	**	*2%*	*7%*	*2%*	*1%*	*4%*	**
							a			b	
Don't know	**80**	**	4	6	**	27	5	13	52	7	**
	5%	**	*5%*	*5%*	**	*7%*	*6%*	*4%*	*5%*	*7%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1612	267	627	103	1	336	339	91	1	1016	659	413	890	730	13
Weighted total	1663	262	575	72	*	338	330	75	*	983	601	404	879	665	16
Our chosen provider is reliable enough for our needs	497 30%	81 31%	186 32%	26 36%	** **	116 34%	110 33%	19 25%	** **	306 31%	196 33%	139 34%	287 33%	217 33%	** **
We don't mail large enough volumes	462 28%	48 18%	120 21%	14 20%	** **	37 11%	55 17% a	10 13%	** **	248 25% bc	126 21% c	63 16%	214 24%	157 24%	** **
We are near a Post Office	292 18%	39 15% c	88 15% c	5 7%	** **	61 18%	57 17%	12 15%	** **	174 18%	91 15%	80 20% b	151 17%	119 18%	** **
Our chosen provider is safe enough for our needs	201 12%	31 12%	78 14% c	5 6%	** **	50 15% c	41 12% c	3 4%	** **	133 14%	81 13%	63 15%	128 15% b	72 11%	** **
Our chosen provider is fast enough for our needs	196 12%	26 10%	74 13%	5 6%	** **	41 12% c	34 10%	3 4%	** **	127 13%	78 13%	52 13%	122 14% b	68 10%	** **
Convenience / easier / suits our needs	62 4%	19 7%	31 5%	4 6%	** **	21 6%	18 5%	7 9%	** **	43 4%	32 5%	18 4%	35 4%	35 5%	** **
Happy / satisfied with the service from current provider	54 3%	19 7%	26 5%	5 6%	** **	10 3%	14 4%	3 4%	** **	36 4%	25 4%	12 3%	37 4%	19 3%	** **
Our customers prefer our chosen provider	46 3%	3 1%	16 3%	1 1%	** **	7 2%	11 3%	1 1%	** **	26 3%	16 3%	13 3%	20 2%	17 3%	** **
Support Royal Mail / local Post Office / I'm against privatisation	46 3%	15 6%	20 3%	4 5%	** **	12 4%	8 2%	3 3%	** **	28 3%	23 4%	12 3%	25 3%	26 4%	** **
Don't know enough about what other providers offer	43 3%	9 4%	18 3%	3 5%	** **	14 4% c	8 3%	- -%	** **	32 3%	23 4%	12 3%	27 3%	18 3%	** **
Unaware of other providers	41 2%	6 2%	16 3%	* 1%	** **	6 2%	6 2%	2 2%	** **	33 3%	18 3%	8 2%	30 3%	13 2%	** **
No need to change - no demand / requirement to change	31 2%	5 2%	7 1%	2 2%	** **	4 1%	4 1%	1 2%	** **	17 2%	7 1%	7 2%	14 2%	10 2%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1612	267	627	103	1	336	339	91	1	1016	659	413	890	730	13
Weighted total	1663	262	575	72	*	338	330	75	*	983	601	404	879	665	16
Others more expensive than our current providers	27	9	18	1	**	8	7	5	**	19	18	4	20	15	**
	2%	3%	3%	2%	**	2%	2%	7%	**	2%	3%	1%	2%	2%	**
								b			c				
Other operators do not provide the service I need	24	9	12	2	**	11	5	3	**	14	15	7	11	8	**
	1%	3%	2%	3%	**	3%	1%	4%	**	1%	2%	2%	1%	1%	**
Don't know enough about other providers and their services	21	3	4	2	**	6	7	4	**	9	4	4	9	7	**
	1%	1%	1%	3%	**	2%	2%	6%	**	1%	1%	1%	1%	1%	**
				b				a							
Not considered / haven't thought about it / no time / it's not my decision	13	2	7	*	**	2	1	*	**	8	7	2	8	6	**
	1%	1%	1%	*%	**	*%	*%	*%	**	1%	1%	*%	1%	1%	**
Always been with them / always use them	8	5	5	*	**	3	2	*	**	6	6	3	6	1	**
	*%	2%	1%	1%	**	1%	1%	1%	**	1%	1%	1%	1%	*%	**
Other providers don't pick up mail in this area	6	*	3	*	**	1	3	*	**	2	3	4	4	4	**
	*%	*%	1%	1%	**	*%	1%	*%	**	*%	1%	1%	*%	1%	**
												a			
Other providers could not deliver to all the areas we need	2	-	1	-	**	*	1	-	**	1	1	1	1	1	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Close to a post box	1	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Mainly doing it electronically / on the internet	1	-	-	-	**	-	-	-	**	*	-	-	*	*	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	-%	-%	*%	*%	**
There aren't any others in this area / no competition - they have the monopoly	4	-	2	1	**	-	2	1	**	3	2	2	3	1	**
	*%	-%	*%	1%	**	-%	1%	1%	**	*%	*%	1%	*%	*%	**
Effort involved in switching outweighs the benefit	46	9	18	4	**	17	9	6	**	32	21	13	24	21	**
	3%	3%	3%	6%	**	5%	3%	7%	**	3%	3%	3%	3%	3%	**
								b							
No reason	25	4	9	2	**	6	6	1	**	10	11	4	12	8	**
	2%	1%	2%	3%	**	2%	2%	1%	**	1%	2%	1%	1%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1612**	267	627	103	1	336	339	91	1	1016	659	413	890	730	13
Weighted total	**1663**	262	575	72	*	338	330	75	*	983	601	404	879	665	16
Other	**28**	7	10	4	**	13	7	6	**	11	11	10	12	10	**
	2%	*3%*	*2%*	*6%*	**	*4%*	*2%*	*8%*	**	*1%*	*2%*	*2%*	*1%*	*2%*	**
				b				b							
Don't know	**80**	6	23	3	**	14	25	7	**	50	23	27	40	36	**
	5%	*2%*	*4%*	*4%*	**	*4%*	*7%*	*9%*	**	*5%*	*4%*	*7%*	*5%*	*5%*	**
												b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	1612	289	181	218	40	39	839	713	35	15	10	5
Weighted total	1663	281	151	207	34	27	836	650	41	12	9	7
Our chosen provider is reliable enough for our needs	497	107	53	70	**	**	282	203	**	**	**	**
	30%	38%	35%	34%	**	**	34%	31%	**	**	**	**
		d										
We don't mail large enough volumes	462	42	22	29	**	**	203	159	**	**	**	**
	28%	15%	15%	14%	**	**	24%	24%	**	**	**	**
We are near a Post Office	292	50	17	41	**	**	147	120	**	**	**	**
	18%	18%	11%	20%	**	**	18%	18%	**	**	**	**
				b								
Our chosen provider is safe enough for our needs	201	45	24	28	**	**	121	72	**	**	**	**
	12%	16%	16%	14%	**	**	14%	11%	**	**	**	**
							b					
Our chosen provider is fast enough for our needs	196	36	18	26	**	**	120	67	**	**	**	**
	12%	13%	12%	12%	**	**	14%	10%	**	**	**	**
							b					
Convenience / easier / suits our needs	62	13	12	11	**	**	37	35	**	**	**	**
	4%	4%	8%	5%	**	**	4%	5%	**	**	**	**
Happy / satisfied with the service from current provider	54	7	8	6	**	**	35	20	**	**	**	**
	3%	2%	5%	3%	**	**	4%	3%	**	**	**	**
						ac						
Our customers prefer our chosen provider	46	9	4	5	**	**	18	17	**	**	**	**
	3%	3%	3%	2%	**	**	2%	3%	**	**	**	**
Support Royal Mail / local Post Office / I'm against privatisation	46	9	9	9	**	**	24	26	**	**	**	**
	3%	3%	6%	4%	**	**	3%	4%	**	**	**	**
Don't know enough about what other providers offer	43	8	2	8	**	**	23	18	**	**	**	**
	3%	3%	1%	4%	**	**	3%	3%	**	**	**	**
Unaware of other providers	41	7	2	5	**	**	28	14	**	**	**	**
	2%	2%	1%	2%	**	**	3%	2%	**	**	**	**
No need to change - no demand / requirement to change	31	3	3	4	**	**	11	10	**	**	**	**
	2%	1%	2%	2%	**	**	1%	2%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1612**	289	181	218	40	39	839	713	35	15	10	5
Weighted total	**1663**	281	151	207	34	27	836	650	41	12	9	7
Others more expensive than our current providers	**27**	3	3	3	**	**	18	12	**	**	**	**
	2%	*1%*	*2%*	*2%*	**	**	*2%*	*2%*	**	**	**	**
						ac						
Other operators do not provide the service I need	**24**	2	2	7	**	**	10	8	**	**	**	**
	1%	*1%*	*1%*	*4%*	**	**	*1%*	*1%*	**	**	**	**
				a	a	**ab**						
Don't know enough about other providers and their services	**21**	4	3	3	**	**	8	7	**	**	**	**
	1%	*1%*	*2%*	*2%*	**	**	*1%*	*1%*	**	**	**	**
					a	**abc**						
Not considered / haven't thought about it / no time / it's not my decision	**13**	2	1	1	**	**	8	6	**	**	**	**
	1%	*1%*	*%*	*%*	**	**	*1%*	*1%*	**	**	**	**
Always been with them / always use them	**8**	3	1	3	**	**	6	1	**	**	**	**
	%	*1%*	*%*	*1%*	**	**	*1%*	*%*	**	**	**	**
Other providers don't pick up mail in this area	**6**	3	3	1	**	**	4	4	**	**	**	**
	%	*1%*	*2%*	*1%*	**	**	*%*	*1%*	**	**	**	**
Other providers could not deliver to all the areas we need	**2**	*	*	*	**	**	1	1	**	**	**	**
	%	*%*	*%*	*%*	**	**	*%*	*%*	**	**	**	**
Close to a post box	**1**	-	-	-	**	**	-	-	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
Mainly doing it electronically / on the internet	**1**	-	-	-	**	**	*	*	**	**	**	**
	%	*-%*	*-%*	*-%*	**	**	*%*	*%*	**	**	**	**
There aren't any others in this area / no competition - they have the monopoly	**4**	2	-	-	**	**	3	1	**	**	**	**
	%	*1%*	*-%*	*-%*	**	**	*%*	*%*	**	**	**	**
Effort involved in switching outweighs the benefit	**46**	12	2	8	**	**	22	21	**	**	**	**
	3%	*4%*	*2%*	*4%*	**	**	*3%*	*3%*	**	**	**	**
					b	b						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1612**	289	181	218	40	39	839	713	35	15	10	5
Weighted total	**1663**	281	151	207	34	27	836	650	41	12	9	7
No reason	**25**	3	3	3	**	**	12	11	**	**	**	**
	2%	*1%*	*2%*	*1%*	**	**	*1%*	*2%*	**	**	**	**
Other	**28**	3	3	5	**	**	9	8	**	**	**	**
	2%	*1%*	*2%*	*3%*	**	**	*1%*	*1%*	**	**	**	**
					a							
Don't know	**80**	22	10	9	**	**	42	34	**	**	**	**
	5%	*8%*	*7%*	*4%*	**	**	*5%*	*5%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1612**	1530	1265	1546	1275	1573	889	1517	351	3	1357	28	154	1375
Weighted total	**1663**	1566	1243	1581	1259	1617	886	1555	313	2	1370	36	166	1402
Our chosen provider is reliable enough for our needs	**497**	473	393	477	372	487	277	470	109	**	441	**	64	416
	30%	*30%*	*32%*	*30%*	*30%*	*30%*	*31%*	*30%*	*35%*	**	*32%*	**	*39%*	*30%*
													b	
We don't mail large enough volumes	**462**	431	331	439	326	444	218	441	60	**	382	**	42	406
	28%	*28%*	*27%*	*28%*	*26%*	*27%*	*25%*	*28%*	*19%*	**	*28%*	**	*25%*	*29%*
							c	**ac**						
We are near a Post Office	**292**	271	213	276	237	286	165	270	51	**	239	**	21	251
	18%	*17%*	*17%*	*17%*	*19%*	*18%*	*19%*	*17%*	*16%*	**	*17%*	**	*13%*	*18%*
Our chosen provider is safe enough for our needs	**201**	195	171	197	148	199	96	194	25	**	176	**	16	178
	12%	*12%*	*14%*	*12%*	*12%*	*12%*	*11%*	*13%*	*8%*	**	*13%*	**	*9%*	*13%*
								c						
Our chosen provider is fast enough for our needs	**196**	192	167	193	143	196	93	191	22	**	173	**	16	172
	12%	*12%*	*13%*	*12%*	*11%*	*12%*	*10%*	*12%*	*7%*	**	*13%*	**	*10%*	*12%*
								c						
Convenience / easier / suits our needs	**62**	59	51	59	52	60	36	58	12	**	50	**	13	46
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	*4%*	**	*8%*	*3%*
													b	
Happy / satisfied with the service from current provider	**54**	52	41	52	45	50	39	50	11	**	42	**	4	41
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	**	*3%*	**	*2%*	*3%*
Our customers prefer our chosen provider	**46**	44	33	44	31	46	19	42	3	**	40	**	*	43
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	**	*3%*	**	**%	*3%*
														a
Support Royal Mail / local Post Office / I'm against privatisation	**46**	44	40	44	39	44	31	44	7	**	35	**	5	36
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	**	*3%*	**	*3%*	*3%*
Don't know enough about what other providers offer	**43**	41	28	41	28	43	22	41	19	**	29	**	5	35
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*6%*	**	*2%*	**	*3%*	*3%*
									ab					
Unaware of other providers	**41**	41	31	41	30	41	19	40	8	**	33	**	6	34
	2%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	**	*2%*	**	*4%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1612**	1530	1265	1546	1275	1573	889	1517	351	3	1357	28	154	1375
Weighted total	**1663**	1566	1243	1581	1259	1617	886	1555	313	2	1370	36	166	1402
No need to change - no demand / requirement to change	**31**	26	20	27	19	31	10	25	5	**	24	**	*	26
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**	*2%*	**	**%	*2%*
Others more expensive than our current providers	**27**	25	16	25	19	25	16	25	5	**	19	**	7	17
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**	*1%*	**	*4%* b	*1%*
Other operators do not provide the service I need	**24**	22	22	22	24	24	20	22	6	**	19	**	2	20
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
Don't know enough about other providers and their services	**21**	18	14	18	18	21	15	18	8	**	15	**	5	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	*1%*	**	*3%* b	*1%*
Not considered / haven't thought about it / no time / it's not my decision	**13**	10	8	10	7	13	6	11	4	**	8	**	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Always been with them / always use them	**8**	8	6	8	6	8	6	8	6	**	5	**	4	4
	%	*1%*	**%	*1%*	**%	**%	*1%*	*1%*	*2%* b	**	**%	**	*2%* b	**%
Other providers don't pick up mail in this area	**6**	6	5	6	6	6	4	6	1	**	5	**	1	5
	%	**%	**%	**%	**%	**%	**%	**%	**%	**	**%	**	**%	**%
Other providers could not deliver to all the areas we need	**2**	2	1	2	1	2	1	2	*	**	1	**	1	1
	%	**%	**%	**%	**%	**%	**%	**%	**%	**	**%	**	**%	**%
Close to a post box	**1**	1	1	1	1	1	1	1	-	**	1	**	-	1
	%	**%	**%	**%	**%	**%	**%	**%	-%	**	**%	**	-%	**%
Mainly doing it electronically / on the internet	**1**	1	*	1	1	1	1	1	1	**	*	**	-	*
	%	**%	**%	**%	**%	**%	**%	**%	**%	**	**%	**	-%	**%
There aren't any others in this area / no competition - they have the monopoly	**4**	4	4	4	4	4	1	4	1	**	3	**	-	4
	%	**%	**%	**%	**%	**%	**%	**%	**%	**	**%	**	-%	**%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1612**	1530	1265	1546	1275	1573	889	1517	351	3	1357	28	154	1375
Weighted total	**1663**	1566	1243	1581	1259	1617	886	1555	313	2	1370	36	166	1402
Effort involved in switching outweighs the benefit	**46**	45	38	45	34	44	23	44	4	**	39	**	2	42
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	**	*3%*	**	*1%*	*3%*
No reason	**25**	23	21	23	18	25	13	21	8	**	18	**	-	25
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	*1%*	**	*-%*	*2%*
Other	**28**	26	19	26	23	28	15	26	10	**	19	**	4	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	*1%*	**	*2%*	*1%*
									b					
Don't know	**80**	78	59	78	57	80	32	73	13	**	71	**	4	74
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	**	*5%*	**	*2%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	*a	*b	c	a	b
Unweighted total	**1612**	210	7	32	210	135	1179	294	-	-	1612	847	765
Weighted total	**1663**	214	9	36	207	124	1220	314	-	-	1663	846	817
Our chosen provider is reliable enough for our needs	**497**	69	**	**	66	50	354	90	**	**	497	271	226
	30%	*32%*	**	**	*32%*	*41%*	*29%*	*29%*	**	**	*30%*	*32%*	*28%*
						bc							
We don't mail large enough volumes	**462**	27	**	**	24	4	339	117	**	**	462	238	224
	28%	*13%*	**	**	*11%*	*4%*	*28%*	*37%*	**	**	*28%*	*28%*	*27%*
							a	**ab**					
We are near a Post Office	**292**	42	**	**	41	15	242	33	**	**	292	147	145
	18%	*19%*	**	**	*20%*	*12%*	*20%*	*11%*	**	**	*18%*	*17%*	*18%*
							ac						
Our chosen provider is safe enough for our needs	**201**	27	**	**	27	18	153	30	**	**	201	120	81
	12%	*13%*	**	**	*13%*	*15%*	*13%*	*10%*	**	**	*12%*	*14%*	*10%*
					a							b	
Our chosen provider is fast enough for our needs	**196**	24	**	**	24	16	147	33	**	**	196	121	75
	12%	*11%*	**	**	*11%*	*13%*	*12%*	*11%*	**	**	*12%*	*14%*	*9%*
												b	
Convenience / easier / suits our needs	**62**	8	**	**	7	6	43	12	**	**	62	35	26
	4%	*4%*	**	**	*3%*	*5%*	*4%*	*4%*	**	**	*4%*	*4%*	*3%*
Happy / satisfied with the service from current provider	**54**	12	**	**	14	3	48	3	**	**	54	24	30
	3%	*6%*	**	**	*7%*	*2%*	*4%*	*1%*	**	**	*3%*	*3%*	*4%*
							c						
Our customers prefer our chosen provider	**46**	5	**	**	5	9	27	10	**	**	46	28	18
	3%	*2%*	**	**	*2%*	*7%*	*2%*	*3%*	**	**	*3%*	*3%*	*2%*
						b							
Support Royal Mail / local Post Office / I'm against privatisation	**46**	7	**	**	5	3	34	9	**	**	46	27	19
	3%	*3%*	**	**	*2%*	*3%*	*3%*	*3%*	**	**	*3%*	*3%*	*2%*
Don't know enough about what other providers offer	**43**	2	**	**	4	4	29	10	**	**	43	32	10
	3%	*1%*	**	**	*2%*	*3%*	*2%*	*3%*	**	**	*3%*	*4%*	*1%*
												b	
Unaware of other providers	**41**	4	**	**	4	2	30	9	**	**	41	23	18
	2%	*2%*	**	**	*2%*	*2%*	*2%*	*3%*	**	**	*2%*	*3%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	*a	*b	c	a	b
Unweighted total	1612	210	7	32	210	135	1179	294	-	-	1612	847	765
Weighted total	1663	214	9	36	207	124	1220	314	-	-	1663	846	817
No need to change - no demand / requirement to change	31	5	**	**	5	2	20	9	**	**	31	10	21
	2%	2%	**	**	3%	1%	2%	3%	**	**	2%	1%	3%
Others more expensive than our current providers	27	8	**	**	10	7	16	3	**	**	27	14	13
	2%	4%	**	**	5%	6%	1%	1%	**	**	2%	2%	2%
						bc							
Other operators do not provide the service I need	24	6	**	**	6	2	19	3	**	**	24	10	14
	1%	3%	**	**	3%	1%	2%	1%	**	**	1%	1%	2%
Don't know enough about other providers and their services	21	3	**	**	3	6	13	2	**	**	21	8	13
	1%	1%	**	**	1%	5%	1%	1%	**	**	1%	1%	2%
						bc							
Not considered / haven't thought about it / no time / it's not my decision	13	2	**	**	2	*	11	1	**	**	13	9	4
	1%	1%	**	**	1%	*%	1%	*%	**	**	1%	1%	1%
Always been with them / always use them	8	-	**	**	*	2	2	4	**	**	8	2	6
	*%	-%	**	**	*%	1%	*%	1%	**	**	*%	*%	1%
						b		b					
Other providers don't pick up mail in this area	6	*	**	**	*	-	6	*	**	**	6	3	3
	*%	*%	**	**	*%	-%	*%	*%	**	**	*%	*%	*%
Other providers could not deliver to all the areas we need	2	*	**	**	*	-	2	-	**	**	2	1	1
	*%	*%	**	**	*%	-%	*%	-%	**	**	*%	*%	*%
Close to a post box	1	-	**	**	-	-	1	-	**	**	1	-	1
	*%	-%	**	**	-%	-%	*%	-%	**	**	*%	-%	*%
Mainly doing it electronically / on the internet	1	*	**	**	1	-	1	-	**	**	1	*	1
	*%	*%	**	**	*%	-%	*%	-%	**	**	*%	*%	*%
There aren't any others in this area / no competition - they have the monopoly	4	-	**	**	-	-	3	1	**	**	4	1	3
	*%	-%	**	**	-%	-%	*%	*%	**	**	*%	*%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	*a	*b	c	a	b
Unweighted total	**1612**	210	7	32	210	135	1179	294	-	-	1612	847	765
Weighted total	**1663**	214	9	36	207	124	1220	314	-	-	1663	846	817
Effort involved in switching outweighs the benefit	**46**	2	**	**	*	3	34	9	**	**	46	21	25
	3%	*1%*	**	**	*%*	*3%*	*3%*	*3%*	**	**	*3%*	*2%*	*3%*
				b									
No reason	**25**	2	**	**	4	4	17	4	**	**	25	10	16
	2%	*1%*	**	**	*2%*	*4%*	*1%*	*1%*	**	**	*2%*	*1%*	*2%*
Other	**28**	12	**	**	11	2	18	7	**	**	28	5	22
	2%	*6%*	**	**	*5%*	*2%*	*1%*	*2%*	**	**	*2%*	*1%*	*3%*
													a
Don't know	**80**	11	**	**	11	9	60	10	**	**	80	32	47
	5%	*5%*	**	**	*5%*	*8%*	*5%*	*3%*	**	**	*5%*	*4%*	*6%*
						c							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1612**	140	139	127	132	136	137	139	114	125	168	142	113
Weighted total	**1663**	111	159	144	103	156	157	97	122	194	180	151	90
Our chosen provider is reliable enough for our needs	**497**	38	55	40	39	76	59	36	28	25	43	39	20
	30%	*34%*	*35%*	*28%*	*38%*	*49%*	*37%*	*37%*	*23%*	*13%*	*24%*	*26%*	*22%*
		ijl	**hijl**	i	**hijkl**	**abchijkl**	**hijkl**	**hijkl**	i		i	i	
We don't mail large enough volumes	**462**	26	39	41	30	42	47	21	45	62	46	41	22
	28%	*24%*	*24%*	*28%*	*29%*	*27%*	*30%*	*22%*	*37%*	*32%*	*26%*	*27%*	*25%*
									abgjl				
We are near a Post Office	**292**	15	44	15	21	17	24	11	26	53	29	21	18
	18%	*14%*	*27%*	*11%*	*21%*	*11%*	*15%*	*11%*	*21%*	*27%*	*16%*	*14%*	*20%*
			acefgjk		**ceg**				**ceg**	**acefgjk**			
Our chosen provider is safe enough for our needs	**201**	16	25	15	15	30	31	15	6	9	19	13	7
	12%	*15%*	*16%*	*11%*	*15%*	*19%*	*19%*	*15%*	*5%*	*5%*	*11%*	*8%*	*8%*
		hi	**hi**		**hi**	**hijkl**	**chijkl**	**hi**					
Our chosen provider is fast enough for our needs	**196**	18	25	15	14	34	28	15	3	9	15	14	5
	12%	*16%*	*16%*	*11%*	*13%*	*22%*	*18%*	*15%*	*2%*	*4%*	*8%*	*10%*	*6%*
		hijl	**hijl**	h	**hil**	**chijkl**	**hijkl**	**hil**			h	h	
Convenience / easier / suits our needs	**62**	2	*	14	7	2	9	1	2	5	6	9	3
	4%	*2%*	**%*	*10%*	*7%*	*1%*	*6%*	*1%*	*2%*	*3%*	*3%*	*6%*	*3%*
				abeghijl	**beg**		**beg**				b	**beg**	b
Happy / satisfied with the service from current provider	**54**	6	3	9	3	2	3	1	*	10	6	10	2
	3%	*5%*	*2%*	*6%*	*3%*	*1%*	*2%*	*1%*	**%*	*5%*	*3%*	*7%*	*2%*
		gh		**egh**						**gh**		**befgh**	
Our customers prefer our chosen provider	**46**	5	2	4	5	6	4	3	1	3	3	7	1
	3%	*4%*	*1%*	*3%*	*5%*	*4%*	*3%*	*3%*	*1%*	*2%*	*2%*	*5%*	*2%*
					h							h	
Support Royal Mail / local Post Office / I'm against privatisation	**46**	5	1	*	3	-	6	13	5	-	4	1	8
	3%	*5%*	**%*	**%*	*3%*	*-%*	*4%*	*14%*	*4%*	*-%*	*2%*	*1%*	*9%*
		bceik					**bceiabcdefhijk**		**bei**				**bcdeijk**
Don't know enough about what other providers offer	**43**	2	3	5	-	4	4	2	3	11	6	3	-
	3%	*2%*	*2%*	*3%*	*-%*	*3%*	*2%*	*2%*	*2%*	*6%*	*3%*	*2%*	*-%*
				d						**dl**	d		
Unaware of other providers	**41**	3	3	1	3	5	5	1	1	3	11	4	1
	2%	*2%*	*2%*	**%*	*2%*	*3%*	*3%*	*1%*	*1%*	*1%*	*6%*	*3%*	*1%*
											cghil		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1612**	140	139	127	132	136	137	139	114	125	168	142	113
Weighted total	**1663**	111	159	144	103	156	157	97	122	194	180	151	90
No need to change - no demand / requirement to change	**31**	-	2	-	-	2	2	5	-	7	6	6	1
	2%	-%	*1%*	-%	-%	*1%*	*2%*	*5%*	-%	*3%*	*3%*	*4%*	*2%*
								abcdh		**acdh**	**acd**	**acdh**	
Others more expensive than our current providers	**27**	2	3	3	-	5	-	4	*	4	3	3	1
	2%	*2%*	*2%*	*2%*	-%	*3%*	-%	*4%*	*%	*2%*	*1%*	*2%*	*1%*
						df		**dfh**					
Other operators do not provide the service I need	**24**	4	-	-	2	2	2	3	1	-	6	3	1
	1%	*4%*	-%	-%	*2%*	*1%*	*2%*	*3%*	*1%*	-%	*3%*	*2%*	*1%*
		bci									**bci**		
Don't know enough about other providers and their services	**21**	5	-	1	*	5	7	1	-	*	2	1	-
	1%	*5%*	-%	*%	*%	*3%*	*4%*	*1%*	-%	*%	*1%*	*1%*	-%
		bcdghijkl				b	**bcdhil**						
Not considered / haven't thought about it / no time / it's not my decision	**13**	2	*	3	-	1	-	*	2	-	*	*	4
	1%	*2%*	*%	*2%*	-%	*1%*	-%	*%	*2%*	-%	*%	*%	*5%*
													bdefgijk
Always been with them / always use them	**8**	2	-	-	2	-	2	*	*	-	-	*	1
	%	*2%*	-%	-%	*2%*	-%	*1%*	*%	*%	-%	-%	*%	*1%*
Other providers don't pick up mail in this area	**6**	-	1	1	-	-	2	1	-	-	1	-	*
	%	-%	*%	*%	-%	-%	*2%*	*1%*	-%	-%	*1%*	-%	*%
Other providers could not deliver to all the areas we need	**2**	-	-	1	-	-	*	1	-	-	-	-	*
	%	-%	-%	*%	-%	-%	*%	*1%*	-%	-%	-%	-%	*%
Close to a post box	**1**	-	-	-	-	-	-	-	-	-	-	1	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
Mainly doing it electronically / on the internet	**1**	-	-	-	-	-	*	1	-	*	-	-	-
	%	-%	-%	-%	-%	-%	*%	*1%*	-%	*%	-%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	**4**	1	*	1	-	2	-	-	-	-	-	-	-
	%	*%	*%	*1%*	-%	*1%*	-%	-%	-%	-%	-%	-%	-%
Effort involved in switching outweighs the benefit	**46**	3	6	1	5	5	4	1	7	2	9	3	1
	3%	*3%*	*4%*	*1%*	*5%*	*3%*	*3%*	*1%*	*5%*	*1%*	*5%*	*2%*	*1%*
					g				**cg**		**cg**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1612**	140	139	127	132	136	137	139	114	125	168	142	113
Weighted total	**1663**	111	159	144	103	156	157	97	122	194	180	151	90
No reason	**25**	-	5	4	3	3	1	*	6	3	-	1	*
	2%	*-%*	*3%*	*2%*	*3%*	*2%*	**%*	**%*	*5%*	*2%*	*-%*	*1%*	**%*
			aj	j	j				**afgjkl**				
Other	**28**	-	-	1	-	*	2	7	5	3	4	3	3
	2%	*-%*	*-%*	**%*	*-%*	**%*	*2%*	*7%*	*4%*	*2%*	*2%*	*2%*	*3%*
								abcdefijk	**abcde**				**abde**
Don't know	**80**	12	11	16	4	2	1	2	3	9	12	7	3
	5%	*10%*	*7%*	*11%*	*4%*	*1%*	*1%*	*2%*	*2%*	*4%*	*7%*	*4%*	*3%*
		defghl	**efg**	**defghkl**							**ef**	f	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1612**	406	405	378	423
Weighted total	**1663**	413	416	413	421
Our chosen provider is reliable enough for our needs	**497**	133	174	89	101
	30%	*32%*	*42%*	*22%*	*24%*
		cd	**acd**		
We don't mail large enough volumes	**462**	106	118	128	109
	28%	*26%*	*28%*	*31%*	*26%*
We are near a Post Office	**292**	74	63	89	67
	18%	*18%*	*15%*	*21%*	*16%*
				bd	
Our chosen provider is safe enough for our needs	**201**	57	75	30	39
	12%	*14%*	*18%*	*7%*	*9%*
		cd	**cd**		
Our chosen provider is fast enough for our needs	**196**	59	76	26	34
	12%	*14%*	*18%*	*6%*	*8%*
		cd	**cd**		
Convenience / easier / suits our needs	**62**	17	18	8	18
	4%	*4%*	*4%*	*2%*	*4%*
Happy / satisfied with the service from current provider	**54**	18	8	11	18
	3%	*4%*	*2%*	*3%*	*4%*
		b			b
Our customers prefer our chosen provider	**46**	11	16	7	12
	3%	*3%*	*4%*	*2%*	*3%*
Support Royal Mail / local Post Office / I'm against privatisation	**46**	6	9	18	13
	3%	*2%*	*2%*	*4%*	*3%*
				a	
Don't know enough about what other providers offer	**43**	10	8	16	9
	3%	*2%*	*2%*	*4%*	*2%*
Unaware of other providers	**41**	7	13	5	17
	2%	*2%*	*3%*	*1%*	*4%*
					ac
No need to change - no demand / requirement to change	**31**	2	4	12	13
	2%	**%*	*1%*	*3%*	*3%*
				a	**ab**

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1612**	406	405	378	423
Weighted total	**1663**	413	416	413	421
Others more expensive than our current providers	**27**	8	5	8	6
	2%	*2%*	*1%*	*2%*	*2%*
Other operators do not provide the service I need	**24**	4	7	3	10
	1%	*1%*	*2%*	*1%*	*2%*
Don't know enough about other providers and their services	**21**	6	12	1	3
	1%	*1%*	*3%*	**%*	*1%*
			cd		
Not considered / haven't thought about it / no time / it's not my decision	**13**	5	1	2	5
	1%	*1%*	**%*	*1%*	*1%*
Always been with them / always use them	**8**	2	4	*	2
	****%***	**%*	*1%*	**%*	**%*
Other providers don't pick up mail in this area	**6**	1	2	1	2
	****%***	**%*	*1%*	**%*	**%*
Other providers could not deliver to all the areas we need	**2**	1	*	1	*
	****%***	**%*	**%*	**%*	**%*
Close to a post box	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	**%*
Mainly doing it electronically / on the internet	**1**	-	*	1	-
	****%***	*-%*	**%*	**%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	2	2	-	-
	****%***	**%*	**%*	*-%*	*-%*
Effort involved in switching outweighs the benefit	**46**	10	14	9	13
	3%	*2%*	*3%*	*2%*	*3%*
No reason	**25**	8	6	10	2
	2%	*2%*	*1%*	*2%*	**%*
		d		d	
Other	**28**	1	3	15	9
	2%	**%*	*1%*	*4%*	*2%*
				ab	a

Columns Tested: a,b,c,d

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)

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1612**	406	405	378	423
Weighted total	**1663**	413	416	413	421
Don't know	**80**	39	6	14	21
	5%	*9%*	*2%*	*3%*	*5%*
		bcd			b

Columns Tested: a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
Yes	**1020**	985	22	8	4	35	351	287	72	21	33
	51%	*51%*	*56%*	*62%* a	*61%*	*58%* a	*48%*	*54%*	*58%* a	*58%*	*57%*
No	**980**	955	18	5	3	25	374	244	52	15	26
	49%	*49%* **ce**	*44%*	*38%*	*39%*	*42%*	*52%* c	*46%*	*42%*	*42%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
Yes	**1020**	121	65	125	24	86	189	101	79	74	864	49	55	51
	51%	*52%*	*54%*	*45%*	*35%*	*50%*	*58%*	*53%*	*47%*	*50%*	*51%*	*49%*	*52%*	*56%*
		d	d				**cd**	d			d		d	**cd**
No	**980**	112	55	150	44	87	139	91	88	73	839	51	50	41
	49%	*48%*	*46%*	*55%*	*65%*	*50%*	*42%*	*47%*	*53%*	*50%*	*49%*	*51%*	*48%*	*44%*
				fm	**abfgjlm**									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
Yes	**1020**	43	90	**	99	259	27	63	411	792	228	923	97
	51%	*54%*	*51%*	**	*62%*	*44%*	*45%*	*55%*	*54%*	*51%*	*50%*	*51%*	*56%*
					befh			e	e				
No	**980**	36	86	**	60	331	32	52	356	750	231	902	78
	49%	*46%*	*49%*	**	*38%*	*56%*	*55%*	*45%*	*46%*	*49%*	*50%*	*49%*	*44%*
			d			**dgh**	d		d				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
Yes	**1020**	984	36	673	146	181
	51%	*52%*	*32%*	*54%*	*52%*	*42%*
		b		c	c	
No	**980**	904	76	573	136	250
	49%	*48%*	*68%*	*46%*	*48%*	*58%*
			a			**ab**

Columns Tested: a,b - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
Yes	**1020**	897	107	**	**	**	**	**	**	1005	15	**	414	484	122
	51%	*52%*	*45%*	**	**	**	**	**	**	*51%*	*33%*	**	*51%*	*54%*	*43%*
		bcj								**bcj**			c	c	
No	**980**	817	132	**	**	**	**	**	**	949	31	**	400	417	163
	49%	*48%*	*55%*	**	**	**	**	**	**	*49%*	*67%*	**	*49%*	*46%*	*57%*
			ai	**ai**							**ai**				**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
Yes	**1020**	694	430	749	350	255	695	696	33	**	**	**	**	**
	51%	*58%*	*56%*	*56%*	*48%*	*60%*	*54%*	*55%*	*66%*	**	**	**	**	**
		df	d	d		df	d	c	c					
No	**980**	499	338	593	384	171	587	562	17	**	**	**	**	**
	49%	*42%*	*44%*	*44%*	*52%*	*40%*	*46%*	*45%*	*34%*	**	**	**	**	**
					abcef		ae			ab				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
Yes	**1020**	347	**	**	**	**	**	**	**	270	232	171	72	**
	51%	*48%*	**	**	**	**	**	**	**	*56%*	*57%*	*56%*	*51%*	**
No	**980**	371	**	**	**	**	**	**	**	212	176	133	70	**
	49%	*52%*	**	**	**	**	**	**	**	*44%*	*43%*	*44%*	*49%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
Yes	**1020**	182	61	78	25	**	200	**	142	916	104	719	30
	51%	*59%* **bcd**	*40%*	*43%*	*32%*	**	*45%*	**	*51%*	*52%* b	*44%*	*56%*	*57%*
No	**980**	126	90	105	53	**	240	**	138	847	134	570	23
	49%	*41%*	*60%* a	*57%* a	*68%* a	**	*55%*	**	*49%*	*48%*	*56%* a	*44%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
Yes	**1020**	34	81	104	**	241	107	242	671	80	**
	51%	*43%*	*51%*	*55%*	**	*48%*	*47%*	*59%*	*59%*	*65%*	**
No	**980**	45	77	87	**	261	123	169	462	43	**
	49%	*57%*	*49%*	*45%*	**	*52%*	*53%*	*41%*	*41%*	*35%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
Yes	**1020**	183	389	63	**	250	232	59	**	664	413	265	576	428	**
	51%	*55%*	*56%*	*56%*	**	*48%* c	*48%* c	*39%*	**	*59%* c	*57%* c	*48%*	*57%*	*55%*	**
No	**980**	152	307	49	**	273	250	94	**	468	318	289	436	350	**
	49%	*45%*	*44%*	*44%*	**	*52%*	*52%*	*61%* ab	**	*41%*	*43%*	*52%* ab	*43%*	*45%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
Yes	**1020**	194	101	152	30	17	546	411	**	**	**	**
	51%	*53%* e	*46%*	*50%*	*43%*	*38%*	*57%*	*54%*	**	**	**	**
No	**980**	175	119	149	40	28	412	343	**	**	**	**
	49%	*47%*	*54%*	*50%*	*57%*	*62%* a	*43%*	*46%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
Yes	**1020**	975	794	976	798	993	581	965	225	**	801	**	127	827
	51%	*52%*	*52%*	*52%*	*51%*	*51%*	*51%*	*52%*	*51%*	**	*51%*	**	*53%*	*52%*
No	**980**	897	720	915	762	951	547	905	216	**	782	**	112	773
	49%	*48%*	*48%*	*48%*	*49%*	*49%*	*49%*	*48%*	*49%*	**	*49%*	**	*47%*	*48%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
Yes	**1020**	184	**	49	166	83	656	277	125	48	846	1020	-
	51%	*48%*	**	*53%*	*46%*	*39%*	*46%*	*77%* **ab**	*53%*	*48%*	*51%*	*100%* b	*-%*
No	**980**	201	**	43	191	128	760	84	109	52	817	-	980
	49%	*52%*	**	*47%*	*54%*	*61%* c	*54%* c	*23%*	*47%*	*52%*	*49%*	*-%*	*100%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
Yes	**1020**	78	100	97	72	104	93	48	76	115	87	99	51
	51%	*62%*	*52%*	*54%*	*62%*	*54%*	*49%*	*44%*	*51%*	*48%*	*42%*	*54%*	*46%*
		fgijl		j	**fgijl**	j						j	
No	**980**	48	94	83	44	89	98	61	73	127	121	83	59
	49%	*38%*	*48%*	*46%*	*38%*	*46%*	*51%*	*56%*	*49%*	*52%*	*58%*	*46%*	*54%*
							ad	**ad**		**ad**	**acdek**		**ad**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
Yes	**1020**	275	269	239	237
	51%	*55%*	*54%*	*48%*	*47%*
		cd	d		
No	**980**	225	231	261	263
	49%	*45%*	*46%*	*52%*	*53%*
				a	**ab**

Columns Tested: a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	922	719	141	41	21	203	284	206	55	22	52
Weighted total	980	955	18	5	3	25	374	244	52	15	26
We have already moved everything that is possible to move	280	270	7	**	**	10	99	91	11	**	13
	29%	28%	38%	**	**	39%	26%	37%	22%	**	51%
			a			a		ac			ac
Happy with sending things by post	235	230	3	**	**	5	93	64	14	**	3
	24%	24%	18%	**	**	19%	25%	26%	26%	**	10%
							e	e	e		
No reason	164	159	3	**	**	5	56	27	11	**	4
	17%	17%	16%	**	**	19%	15%	11%	22%	**	16%
				ab					b		
Not considered this	117	115	2	**	**	2	43	22	6	**	*
	12%	12%	10%	**	**	8%	11%	9%	12%	**	1%
							e	e	e		
We prefer to send things to customers by post	63	62	1	**	**	2	21	20	6	**	1
	6%	6%	5%	**	**	6%	6%	8%	11%	**	2%
No need - do not have a large volume of mail	45	44	*	**	**	*	15	15	2	**	1
	5%	5%	1%	**	**	1%	4%	6%	4%	**	5%
		e									
No alternative media that would meet my needs	44	43	1	**	**	1	20	12	2	**	2
	4%	5%	4%	**	**	4%	5%	5%	3%	**	9%
There is no pressure from customers for us to move	21	20	1	**	**	1	3	8	2	**	*
	2%	2%	3%	**	**	3%	1%	3%	4%	**	1%
								a			
Reliability / trust	15	15	-	**	**	-	6	3	-	**	-
	2%	2%	-%	**	**	-%	2%	1%	-%	**	-%
Hassle of moving	14	14	*	**	**	*	8	5	-	**	*
	1%	1%	1%	**	**	1%	2%	2%	-%	**	*%
Do not use computers / only one that uses a computer	9	9	-	**	**	-	5	-	-	**	-
	1%	1%	-%	**	**	-%	1%	-%	-%	**	-%
Cost	8	7	*	**	**	*	3	5	-	**	-
	1%	1%	1%	**	**	*%	1%	2%	-%	**	-%
Time or extra admin required	6	6	-	**	**	*	6	*	-	**	-
	1%	1%	-%	**	**	*%	1%	*%	-%	**	-%
Customers are unwilling to give email addresses	6	6	*	**	**	*	3	2	-	**	-
	1%	1%	1%	**	**	1%	1%	1%	-%	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	922	719	141	41	21	203	284	206	55	22	52
Weighted total	980	955	18	5	3	25	374	244	52	15	26
Need to send hard copies / keep hard copies of everything we send	6	6	*	**	**	*	-	2	-	**	2
	1%	1%	*%	**	**	1%	-%	1%	-%	**	7%
				ab							abc
Other media ineffective	6	5	-	**	**	*	3	2	-	**	-
	1%	1%	-%	**	**	*%	1%	1%	-%	**	-%
Lack of information about products and costs by other providers	3	3	*	**	**	*	2	1	-	**	-
	*%	*%	*%	**	**	*%	1%	1%	-%	**	-%
Contracted with postal provider / franking machine	2	2	-	**	**	-	1	-	-	**	-
	*%	*%	-%	**	**	-%	*%	-%	-%	**	-%
The unreliability of email address lists	1	1	-	**	**	-	1	-	-	**	-
	*%	*%	-%	**	**	-%	*%	-%	-%	**	-%
Planning to do so in the future	*	-	*	**	**	*	-	-	-	**	-
	*%	-%	1%	**	**	*%	-%	-%	-%	**	-%
			a								
Other	18	17	1	**	**	1	10	5	*	**	-
	2%	2%	3%	**	**	3%	3%	2%	1%	**	-%
Don't know	19	17	1	**	**	1	7	2	3	**	1
	2%	2%	7%	**	**	5%	2%	1%	6%	**	3%
			a			a			b		

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**922**	82	36	106	33	67	91	67	65	50	597	111	112	102
Weighted total	**980**	112	55	150	44	87	139	91	88	73	839	51	50	41
We have already moved everything that is possible to move	**280**	36	**	42	**	21	44	31	23	**	239	15	15	11
	29%	*32%*	**	*28%*	**	*24%*	*32%*	*35%*	*27%*	**	*29%*	*29%*	*30%*	*26%*
Happy with sending things by post	**235**	21	**	42	**	20	32	21	17	**	196	14	14	11
	24%	*18%*	**	*28%*	**	*23%*	*23%*	*23%*	*19%*	**	*23%*	*28%*	*27%*	*27%*
No reason	**164**	16	**	29	**	12	21	18	14	**	147	6	5	6
	17%	*14%*	**	*19%*	**	*13%*	*15%*	*20%*	*16%*	**	*17%*	*12%*	*10%*	*15%*
					l									
Not considered this	**117**	12	**	12	**	11	19	16	17	**	99	6	8	4
	12%	*11%*	**	*8%*	**	*12%*	*14%*	*18%*	*20%*	**	*12%*	*12%*	*17%*	*9%*
								i	**cim**					
We prefer to send things to customers by post	**63**	9	**	11	**	2	10	*	7	**	57	3	2	1
	6%	*8%*	**	*7%*	**	*3%*	*7%*	*%*	*8%*	**	*7%*	*5%*	*5%*	*3%*
		g	g	g	**gm**		g		g	g	g			
No need - do not have a large volume of mail	**45**	8	**	7	**	6	5	2	4	**	38	1	4	2
	5%	*7%*	**	*5%*	**	*7%*	*3%*	*3%*	*5%*	**	*5%*	*2%*	*7%*	*5%*
No alternative media that would meet my needs	**44**	5	**	4	**	7	5	8	-	**	38	3	1	2
	4%	*4%*	**	*3%*	**	*8%*	*3%*	*9%*	*-%*	**	*5%*	*6%*	*3%*	*4%*
					bchl	h		h				h		
There is no pressure from customers for us to move	**21**	3	**	4	**	3	*	1	2	**	16	*	2	2
	2%	*2%*	**	*3%*	**	*4%*	*%*	*1%*	*3%*	**	*2%*	*1%*	*5%*	*4%*
					f								f	
Reliability / trust	**15**	4	**	1	**	-	4	-	2	**	13	-	-	1
	2%	*3%*	**	*1%*	**	*-%*	*3%*	*-%*	*3%*	**	*2%*	*-%*	*-%*	*3%*
		kl	**kl**											
Hassle of moving	**14**	2	**	4	**	1	2	-	-	**	13	1	-	-
	1%	*2%*	**	*3%*	**	*2%*	*2%*	*-%*	*-%*	**	*2%*	*1%*	*-%*	*-%*
					lm									
Do not use computers / only one that uses a computer	**9**	-	**	-	**	1	3	-	-	**	8	-	1	*
	1%	*-%*	**	*-%*	**	*2%*	*2%*	*-%*	*-%*	**	*1%*	*-%*	*1%*	*1%*
			acghjk											
Cost	**8**	-	**	-	**	4	3	-	-	**	7	*	-	-
	1%	*-%*	**	*-%*	**	*4%*	*2%*	*-%*	*-%*	**	*1%*	*%*	*-%*	*-%*
						cjlm								
Time or extra admin required	**6**	-	**	-	**	2	1	-	-	**	5	-	*	1
	1%	*-%*	**	*-%*	**	*2%*	*1%*	*-%*	*-%*	**	*1%*	*-%*	*1%*	*2%*
Customers are unwilling to give email addresses	**6**	-	**	-	**	*	-	2	-	**	4	1	*	1
	1%	*-%*	**	*-%*	**	*%*	*-%*	*2%*	*-%*	**	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**922**	82	36	106	33	67	91	67	65	50	597	111	112	102
Weighted total	**980**	112	55	150	44	87	139	91	88	73	839	51	50	41
Need to send hard copies / keep hard copies of everything we send	**6**	-	**	2	**	1	*	-	1	**	5	1	*	*
	1%	-%	**	*1%*	**	*2%*	*%*	-%	*1%*	**	*1%*	*1%*	*%*	*1%*
Other media ineffective	**6**	-	**	4	**	-	*	1	-	**	5	-	-	*
	1%	-%	**	*3%*	**	-%	*%*	*1%*	-%	**	*1%*	-%	-%	*1%*
Lack of information about products and costs by other providers	**3**	-	**	-	**	-	-	-	1	**	3	-	-	*
	%	-%	**	-%	**	-%	-%	-%	*1%*	** j	*%*	-%	-%	*%*
Contracted with postal provider / franking machine	**2**	1	**	-	**	-	-	-	-	**	1	-	1	-
	%	*1%*	**	-%	**	-%	-%	-%	-%	**	*%*	-%	*1%*	-%
The unreliability of email address lists	**1**	-	**	-	**	-	-	-	-	**	-	-	-	1
	%	-%	**	-%	**	-%	-%	-%	-%	**	-%	-%	-%	*1%* j
Planning to do so in the future	*	-	**	*	**	-	-	-	-	**	*	-	-	-
	%	-%	**	*%*	**	-%	-%	-%	-%	**	*%*	-%	-%	-%
Other	**18**	2	**	3	**	*	4	3	2	**	14	3	*	1
	2%	*2%*	**	*2%*	**	*%*	*3%*	*3%*	*2%*	**	*2%*	*5%* j	*1%*	*1%*
Don't know	**19**	3	**	3	**	3	2	-	2	**	16	1	1	1
	2%	*3%*	** g	*2%*	**	*3%*	*1%*	-%	*3%*	**	*2%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted total	922	39	101	14	56	261	34	48	362	682	240	832	90
Weighted total	980	36	86	17	60	331	32	52	356	750	231	902	78
We have already moved everything that is possible to move	280	**	29	**	27	65	**	**	119	214	66	261	19
	29%	**	34%	**	45%	20%	**	**	33%	29%	29%	29%	25%
			e		e				e				
Happy with sending things by post	235	**	14	**	13	84	**	**	87	196	39	212	22
	24%	**	16%	**	22%	25%	**	**	24%	26%	17%	24%	29%
		g				g	g		g	b			
No reason	164	**	14	**	12	68	**	**	45	123	41	147	17
	17%	**	16%	**	20%	20%	**	**	13%	16%	18%	16%	22%
						h		ah					
Not considered this	117	**	23	**	6	33	**	**	41	82	35	116	1
	12%	**	27%	**	11%	10%	**	**	12%	11%	15%	13%	1%
			adegh									b	
We prefer to send things to customers by post	63	**	1	**	2	27	**	**	21	52	11	62	2
	6%	**	2%	**	4%	8%	**	**	6%	7%	5%	7%	2%
						b		b					
No need - do not have a large volume of mail	45	**	1	**	-	13	**	**	21	32	12	42	3
	5%	**	1%	**	-%	4%	**	**	6%	4%	5%	5%	4%
		bd					bd		b				
No alternative media that would meet my needs	44	**	1	**	2	22	**	**	14	30	14	44	*
	4%	**	2%	**	3%	7%	**	**	4%	4%	6%	5%	*%
								b				b	
There is no pressure from customers for us to move	21	**	1	**	-	9	**	**	9	19	2	16	5
	2%	**	2%	**	-%	3%	**	**	2%	3%	1%	2%	6%
													a
Reliability / trust	15	**	-	**	-	9	**	**	3	14	1	12	3
	2%	**	-%	**	-%	3%	**	**	1%	2%	*%	1%	3%
								b					
Hassle of moving	14	**	-	**	-	5	**	**	8	10	3	12	2
	1%	**	-%	**	-%	2%	**	**	2%	1%	1%	1%	3%
Do not use computers / only one that uses a computer	9	**	*	**	-	2	**	**	1	5	4	8	1
	1%	**	1%	**	-%	1%	**	**	*%	1%	2%	1%	2%
		eh					eh						
Cost	8	**	-	**	-	2	**	**	5	4	4	6	1
	1%	**	-%	**	-%	1%	**	**	1%	*%	2%	1%	2%
Time or extra admin required	6	**	1	**	-	3	**	**	2	5	2	6	-
	1%	**	1%	**	-%	1%	**	**	1%	1%	1%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	**c	d	e	f	g	h	a	b	a	b
Unweighted total	**922**	39	101	14	56	261	34	48	362	682	240	832	90
Weighted total	**980**	36	86	17	60	331	32	52	356	750	231	902	78
Customers are unwilling to give email addresses	**6**	**	-	**	-	2	**	**	2	6	1	6	-
	1%	**	-%	**	-%	*1%*	**	**	*%*	*1%*	*%*	*1%*	-%
		beh											
Need to send hard copies / keep hard copies of everything we send	**6**	**	1	**	-	3	**	**	2	4	1	6	*
	1%	**	*1%*	**	-%	*1%*	**	**	*%*	*1%*	*1%*	*1%*	*%*
Other media ineffective	**6**	**	-	**	3	2	**	**	1	4	1	6	-
	1%	**	-%	**	*4%*	*1%*	**	**	*%*	*1%*	*1%*	*1%*	-%
					beh								
Lack of information about products and costs by other providers	**3**	**	-	**	-	-	**	**	2	2	1	3	-
	%	**	-%	**	-%	-%	**	**	*1%*	*%*	*1%*	*%*	-%
		e											
Contracted with postal provider / franking machine	**2**	**	-	**	-	1	**	**	-	1	1	2	-
	%	**	-%	**	-%	*%*	**	**	-%	*%*	*%*	*%*	-%
							beh						
The unreliability of email address lists	**1**	**	1	**	-	-	**	**	-	1	-	1	-
	%	**	*1%*	**	-%	-%	**	**	-%	*%*	-%	*%*	-%
Planning to do so in the future	*	**	*	**	-	-	**	**	-	*	-	*	-
	%	**	*%*	**	-%	-%	**	**	-%	*%*	-%	*%*	-%
Other	**18**	**	1	**	-	10	**	**	5	10	8	18	*
	2%	**	*1%*	**	-%	*3%*	**	**	*1%*	*1%*	*3%*	*2%*	*%*
Don't know	**19**	**	3	**	*	6	**	**	6	18	1	16	3
	2%	**	*4%*	**	*%*	*2%*	**	**	*2%*	*2%*	*%*	*2%*	*3%*
										b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**922**	861	61	528	131	246
Weighted total	**980**	904	76	573	136	250
We have already moved everything that is possible to move	**280**	277	3	188	34	56
	29%	*31%* b	*3%*	*33%* c	*25%*	*22%*
Happy with sending things by post	**235**	207	28	122	36	73
	24%	*23%*	*36%* a	*21%*	*26%*	*29%* a
No reason	**164**	146	18	103	18	38
	17%	*16%*	*24%*	*18%*	*13%*	*15%*
Not considered this	**117**	110	7	74	17	22
	12%	*12%*	*9%*	*13%*	*13%*	*9%*
We prefer to send things to customers by post	**63**	54	9	27	6	27
	6%	*6%*	*12%* a	*5%*	*5%*	*11%* **ab**
No need - do not have a large volume of mail	**45**	40	4	39	*	5
	5%	*4%*	*6%*	*7%* **bc**	**%*	*2%*
No alternative media that would meet my needs	**44**	38	6	15	15	12
	4%	*4%*	*7%*	*3%*	*11%* **ac**	*5%*
There is no pressure from customers for us to move	**21**	18	3	11	3	6
	2%	*2%*	*4%*	*2%*	*2%*	*2%*
Reliability / trust	**15**	15	-	9	1	2
	2%	*2%*	*-%*	*2%*	*1%*	*1%*
Hassle of moving	**14**	14	-	5	*	8
	1%	*2%*	*-%*	*1%*	**%*	*3%* a
Do not use computers / only one that uses a computer	**9**	5	4	4	1	3
	1%	*1%*	*5%* a	*1%*	*1%*	*1%*
Cost	**8**	7	*	1	6	-
	1%	*1%*	**%*	**%*	*5%* **ac**	*-%*
Time or extra admin required	**6**	6	*	1	5	*
	1%	*1%*	*1%*	**%*	*4%* **ac**	**%*
Customers are unwilling to give email addresses	**6**	6	-	3	*	3
	1%	*1%*	*-%*	*1%*	**%*	*1%*

Columns Tested: a,b - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**922**	861	61	528	131	246
Weighted total	**980**	904	76	573	136	250
Need to send hard copies / keep hard copies of everything we send	**6** ***1%***	6 *1%*	- *-%*	1 **%*	2 *1%* a	3 *1%* a
Other media ineffective	**6** ***1%***	6 *1%*	- *-%*	4 *1%*	- *-%*	2 *1%*
Lack of information about products and costs by other providers	**3** ****%***	1 **%*	2 *3%* a	2 **%*	- *-%*	1 *1%*
Contracted with postal provider / franking machine	**2** ****%***	2 **%*	- *-%*	1 **%*	- *-%*	1 **%*
The unreliability of email address lists	**1** ****%***	1 **%*	- *-%*	1 **%*	- *-%*	- *-%*
Planning to do so in the future	***** ****%***	* **%*	- *-%*	* **%*	- *-%*	- *-%*
Other	**18** ***2%***	18 *2%*	1 *1%*	11 *2%*	2 *2%*	5 *2%*
Don't know	**19** ***2%***	16 *2%*	2 *3%*	6 *1%*	7 *5%* a	6 *2%*

Columns Tested: a,b - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**922**	733	154	27	2	5	1	-	-	887	35	8	323	410	189
Weighted total	**980**	817	132	26	*	3	2	-	-	949	31	5	400	417	163
We have already moved everything that is possible to move	**280**	236	39	**	**	**	**	**	**	275	**	**	128	107	44
	29%	*29%*	*30%*	**	**	**	**	**	**	*29%*	**	**	*32%*	*26%*	*27%*
Happy with sending things by post	**235**	196	34	**	**	**	**	**	**	230	**	**	87	109	38
	24%	*24%*	*26%*	**	**	**	**	**	**	*24%*	**	**	*22%*	*26%*	*23%*
No reason	**164**	145	15	**	**	**	**	**	**	161	**	**	74	72	19
	17%	*18%*	*12%*	**	**	**	**	**	**	*17%*	**	**	*18%* c	*17%*	*11%*
Not considered this	**117**	105	8	**	**	**	**	**	**	113	**	**	44	61	12
	12%	*13%* b	*6%*	**	**	**	**	**	**	*12%* b	**	**	*11%*	*15%* c	*7%*
We prefer to send things to customers by post	**63**	46	10	**	**	**	**	**	**	56	**	**	14	32	18
	6%	*6%*	*7%*	**	**	**	**	**	**	*6%*	** **abi**	**	*3%*	*8%* a	*11%* a
No need - do not have a large volume of mail	**45**	41	2	**	**	**	**	**	**	43	**	**	23	18	3
	5%	*5%*	*2%*	**	**	**	**	**	**	*5%*	**	**	*6%* c	*4%*	*2%*
No alternative media that would meet my needs	**44**	28	11	**	**	**	**	**	**	39	**	**	12	16	16
	4%	*3%*	*8%* **ai**	**	**	**	**	**	**	*4%*	** **ai**	**	*3%*	*4%*	*10%* **ab**
There is no pressure from customers for us to move	**21**	17	3	**	**	**	**	**	**	19	**	**	12	5	4
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	*3%*
Reliability / trust	**15**	9	6	**	**	**	**	**	**	15	**	**	6	3	6
	2%	*1%*	*4%* **ai**	**	**	**	**	**	**	*2%*	**	**	*1%*	*1%*	*3%* b
Hassle of moving	**14**	13	1	**	**	**	**	**	**	14	**	**	5	8	1
	1%	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*2%*	*%*
Do not use computers / only one that uses a computer	**9**	9	-	**	**	**	**	**	**	9	**	**	7	2	-
	1%	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*%*	*-%*
Cost	**8**	6	1	**	**	**	**	**	**	8	**	**	3	4	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*1%*
Time or extra admin required	**6**	4	2	**	**	**	**	**	**	6	**	**	*	4	2
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*%*	*1%*	*1%*
Customers are unwilling to give email addresses	**6**	3	3	**	**	**	**	**	**	6	**	**	1	3	3
	1%	*%*	*2%* a	**	**	**	**	**	**	*1%*	**	**	*%*	*1%*	*2%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**922**	733	154	27	2	5	1	-	-	887	35	8	323	410	189
Weighted total	**980**	817	132	26	*	3	2	-	-	949	31	5	400	417	163
Need to send hard copies / keep hard copies of everything we send	**6**	3	3	**	**	**	**	**	**	6	**	**	-	3	3
	1%	*%*	*2%*	**	**	**	**	**	**	*1%*	**	**	-%	*1%*	*2%*
			ai												a
Other media ineffective	**6**	4	1	**	**	**	**	**	**	6	**	**	4	1	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*%*	*1%*
Lack of information about products and costs by other providers	**3**	3	*	**	**	**	**	**	**	3	**	**	2	1	*
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	*%*	*%*	*%*
Contracted with postal provider / franking machine	**2**	1	1	**	**	**	**	**	**	2	**	**	-	1	1
	%	*%*	*%*	**	**	**	**	**	**	*%*	**	**	-%	*%*	*%*
The unreliability of email address lists	**1**	1	-	**	**	**	**	**	**	1	**	**	-	1	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	-%	*%*	-%
Planning to do so in the future	*	-	*	**	**	**	**	**	**	*	**	**	-	-	*
	%	-%	*%*	**	**	**	**	**	**	*%*	**	**	-%	-%	*%*
Other	**18**	11	7	**	**	**	**	**	**	18	**	**	3	8	7
	2%	*1%*	*5%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*4%*
			ai												a
Don't know	**19**	13	3	**	**	**	**	**	**	16	**	**	5	8	6
	2%	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	*4%*
											ai				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	922	528	370	607	363	197	579	548	30	20	6	1	1	1
Weighted total	980	499	338	593	384	171	587	562	17	10	1	*	*	2
We have already moved everything that is possible to move	280	125	93	154	114	41	167	145	**	**	**	**	**	**
	29%	25%	28%	26%	30%	24%	29%	26%	**	**	**	**	**	**
Happy with sending things by post	235	127	84	152	105	49	152	140	**	**	**	**	**	**
	24%	25%	25%	26%	27%	29%	26%	25%	**	**	**	**	**	**
No reason	164	93	51	101	51	31	97	100	**	**	**	**	**	**
	17%	19%	15%	17%	13%	18%	17%	18%	**	**	**	**	**	**
		d												
Not considered this	117	51	36	60	40	21	70	58	**	**	**	**	**	**
	12%	10%	11%	10%	10%	12%	12%	10%	**	**	**	**	**	**
We prefer to send things to customers by post	63	33	22	37	26	8	49	30	**	**	**	**	**	**
	6%	7%	6%	6%	7%	5%	8%	5%	**	**	**	**	**	**
No need - do not have a large volume of mail	45	29	10	29	16	3	19	29	**	**	**	**	**	**
	5%	6%	3%	5%	4%	2%	3%	5%	**	**	**	**	**	**
		bef		e										
No alternative media that would meet my needs	44	17	18	23	20	5	23	23	**	**	**	**	**	**
	4%	3%	5%	4%	5%	3%	4%	4%	**	**	**	**	**	**
There is no pressure from customers for us to move	21	15	10	17	7	7	14	17	**	**	**	**	**	**
	2%	3%	3%	3%	2%	4%	2%	3%	**	**	**	**	**	**
Reliability / trust	15	3	3	4	5	2	6	2	**	**	**	**	**	**
	2%	1%	1%	1%	1%	1%	1%	*%	**	**	**	**	**	**
									a					
Hassle of moving	14	12	8	12	8	-	8	12	**	**	**	**	**	**
	1%	2%	2%	2%	2%	-%	1%	2%	**	**	**	**	**	**
		e	e	e	e									
Do not use computers / only one that uses a computer	9	9	3	9	-	2	1	9	**	**	**	**	**	**
	1%	2%	1%	2%	-%	1%	*%	2%	**	**	**	**	**	**
		df		df		d								
Cost	8	6	4	8	3	1	5	8	**	**	**	**	**	**
	1%	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	**
Time or extra admin required	6	5	2	5	3	1	3	5	**	**	**	**	**	**
	1%	1%	1%	1%	1%	1%	*%	1%	**	**	**	**	**	**
Customers are unwilling to give email addresses	6	1	2	2	4	1	6	2	**	**	**	**	**	**
	1%	*%	1%	*%	1%	1%	1%	*%	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**922**	528	370	607	363	197	579	548	30	20	6	1	1	1
Weighted total	**980**	499	338	593	384	171	587	562	17	10	1	*	*	2
Need to send hard copies / keep hard copies of everything we send	**6**	3	6	6	1	2	4	5	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
			d											
Other media ineffective	**6**	5	2	6	2	1	4	5	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Lack of information about products and costs by other providers	**3**	2	1	3	1	1	1	3	**	**	**	**	**	**
	****%***	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	**	**	**	**	**	**
Contracted with postal provider / franking machine	**2**	1	1	1	1	-	-	1	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**	**	**	**	**	**
The unreliability of email address lists	**1**	-	-	-	-	1	1	-	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**
Planning to do so in the future	*****	-	-	-	-	-	*	-	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**	**	**	**	**	**
Other	**18**	8	10	13	11	3	11	13	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	**	**	**	**	**	**
Don't know	**19**	8	7	10	9	4	11	10	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**922**	349	8	4	-	2	-	-	2	183	169	137	116	2
Weighted total	**980**	371	7	4	-	1	-	-	1	212	176	133	70	1
We have already moved everything that is possible to move	**280**	106	**	**	**	**	**	**	**	66	38	39	11	**
	29%	*29%*	**	**	**	**	**	**	**	*31%* bd	*22%*	*29%* d	*15%*	**
Happy with sending things by post	**235**	105	**	**	**	**	**	**	**	52	52	30	18	**
	24%	*28%*	**	**	**	**	**	**	**	*25%*	*29%*	*23%*	*25%*	**
No reason	**164**	50	**	**	**	**	**	**	**	40	33	12	15	**
	17%	*13%*	**	**	**	**	**	**	**	*19%* c	*19%* c	*9%*	*21%* c	**
Not considered this	**117**	39	**	**	**	**	**	**	**	16	22	18	4	**
	12%	*11%*	**	**	**	**	**	**	**	*8%*	*12%*	*14%* d	*6%*	**
We prefer to send things to customers by post	**63**	24	**	**	**	**	**	**	**	13	10	7	6	**
	6%	*7%*	**	**	**	**	**	**	**	*6%*	*6%*	*5%*	*8%*	**
No need - do not have a large volume of mail	**45**	16	**	**	**	**	**	**	**	11	10	5	3	**
	5%	*4%*	**	**	**	**	**	**	**	*5%*	*6%*	*4%*	*4%*	**
No alternative media that would meet my needs	**44**	19	**	**	**	**	**	**	**	5	6	8	4	**
	4%	*5%*	**	**	**	**	**	**	**	*3%*	*3%*	*6%*	*6%*	**
There is no pressure from customers for us to move	**21**	6	**	**	**	**	**	**	**	5	1	11	*	**
	2%	*2%*	**	**	**	**	**	**	**	*2%*	*1%*	*8%* abd	*1%*	**
Reliability / trust	**15**	5	**	**	**	**	**	**	**	1	-	*	3	**
	2%	*1%*	**	**	**	**	**	**	**	**%*	*-%*	**%*	*4%* abc	**
Hassle of moving	**14**	8	**	**	**	**	**	**	**	3	5	*	3	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*3%*	**%*	*5%* c	**
Do not use computers / only one that uses a computer	**9**	-	**	**	**	**	**	**	**	7	1	2	-	**
	1%	*-%*	**	**	**	**	**	**	**	*3%*	**%*	*1%*	*-%*	**
Cost	**8**	3	**	**	**	**	**	**	**	3	4	1	*	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	**%*	**
Time or extra admin required	**6**	3	**	**	**	**	**	**	**	2	2	*	*	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	**%*	**%*	**
Customers are unwilling to give email addresses	**6**	4	**	**	**	**	**	**	**	1	-	-	1	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*-%*	*-%*	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**922**	349	8	4	-	2	-	-	2	183	169	137	116	2
Weighted total	**980**	371	7	4	-	1	-	-	1	212	176	133	70	1
Need to send hard copies / keep hard copies of everything we send	**6**	1	**	**	**	**	**	**	**	-	1	2	3	**
	1%	*%*	**	**	**	**	**	**	**	-%	*%*	*1%*	*5%*	**
													ab	
Other media ineffective	**6**	2	**	**	**	**	**	**	**	4	1	*	-	**
	1%	*%*	**	**	**	**	**	**	**	*2%*	*1%*	*%*	-%	**
Lack of information about products and costs by other providers	**3**	1	**	**	**	**	**	**	**	-	3	-	*	**
	%	*%*	**	**	**	**	**	**	**	-%	*2%*	-%	*%*	**
Contracted with postal provider / franking machine	**2**	1	**	**	**	**	**	**	**	-	-	1	-	**
	%	*%*	**	**	**	**	**	**	**	-%	-%	*%*	-%	**
The unreliability of email address lists	**1**	-	**	**	**	**	**	**	**	-	-	-	-	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Planning to do so in the future	*	-	**	**	**	**	**	**	**	-	-	-	-	**
	%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Other	**18**	11	**	**	**	**	**	**	**	1	5	4	3	**
	2%	*3%*	**	**	**	**	**	**	**	*%*	*3%*	*3%*	*4%*	**
													a	
Don't know	**19**	9	**	**	**	**	**	**	**	3	3	3	2	**
	2%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**922**	130	75	96	53	9	215	9	139	792	130	578	29
Weighted total	**980**	126	90	105	53	10	240	5	138	847	134	570	23
We have already moved everything that is possible to move	**280**	39	24	33	18	**	62	**	52	240	40	151	**
	29%	*31%*	*27%*	*31%*	*33%*	**	*26%*	**	*37%* a	*28%*	*30%*	*26%*	**
Happy with sending things by post	**235**	34	29	29	8	**	66	**	38	211	24	149	**
	24%	*27%*	*33%* d	*28%*	*16%*	**	*28%*	**	*28%*	*25%*	*18%*	*26%*	**
No reason	**164**	17	13	15	4	**	29	**	17	144	20	97	**
	17%	*14%*	*14%*	*15%*	*7%*	**	*12%*	**	*13%*	*17%*	*15%*	*17%*	**
Not considered this	**117**	13	11	11	3	**	22	**	18	97	20	59	**
	12%	*10%*	*13%*	*11%*	*6%*	**	*9%*	**	*13%*	*11%*	*15%*	*10%*	**
We prefer to send things to customers by post	**63**	10	5	1	8	**	17	**	9	56	7	37	**
	6%	*8%* c	*6%*	*1%*	*15%* c	**	*7%*	**	*7%*	*7%*	*5%*	*6%*	**
No need - do not have a large volume of mail	**45**	8	3	4	1	**	11	**	5	37	8	24	**
	5%	*6%*	*4%*	*4%*	*3%*	**	*5%*	**	*4%*	*4%*	*6%*	*4%*	**
No alternative media that would meet my needs	**44**	9	-	6	5	**	13	**	7	41	3	23	**
	4%	*7%* b	*-%*	*5%* b	*9%* b	**	*6%*	**	*5%*	*5%*	*2%*	*4%*	**
There is no pressure from customers for us to move	**21**	*	2	1	4	**	5	**	2	21	*	17	**
	2%	*%*	*2%*	*1%*	*7%* a	**	*2%*	**	*1%*	*2%*	*%*	*3%*	**
Reliability / trust	**15**	1	-	-	4	**	5	**	-	12	3	4	**
	2%	*%*	*-%*	*-%*	*8%* **abc**	**	*2%*	**	*-%*	*1%*	*2%*	*1%*	**
Hassle of moving	**14**	-	4	4	-	**	6	**	2	14	*	12	**
	1%	*-%*	*5%* a	*4%* a	*-%*	**	*2%*	**	*2%*	*2%*	*%*	*2%*	**
Do not use computers / only one that uses a computer	**9**	-	-	-	-	**	-	**	-	9	-	9	**
	1%	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*1%*	*-%*	*2%*	**
Cost	**8**	-	1	1	-	**	1	**	1	7	*	8	**
	1%	*-%*	*1%*	*1%*	*-%*	**	*1%*	**	*1%*	*1%*	*%*	*1%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**922**	130	75	96	53	9	215	9	139	792	130	578	29
Weighted total	**980**	126	90	105	53	10	240	5	138	847	134	570	23
Time or extra admin required	**6**	*	3	-	-	**	1	**	2	4	2	5	**
	1%	**%*	*4%* a	*-%*	*-%*	**	*1%*	**	*1%*	*1%*	*2%*	*1%*	**
Customers are unwilling to give email addresses	**6**	1	-	2	*	**	2	**	1	4	3	1	**
	1%	*1%*	*-%*	*2%*	*1%*	**	*1%*	**	*1%*	**%*	*2%* a	**%*	**
Need to send hard copies / keep hard copies of everything we send	**6**	1	*	-	-	**	1	**	*	6	-	6	**
	1%	**%*	**%*	*-%*	*-%*	**	**%*	**	**%*	*1%*	*-%*	*1%*	**
Other media ineffective	**6**	1	-	*	-	**	1	**	*	4	1	6	**
	1%	*1%*	*-%*	**%*	*-%*	**	*1%*	**	**%*	*1%*	*1%*	*1%*	**
Lack of information about products and costs by other providers	**3**	1	*	-	-	**	1	**	*	1	2	1	**
	****%***	*1%*	**%*	*-%*	*-%*	**	*1%*	**	**%*	**%*	*1%* a	**%*	**
Contracted with postal provider / franking machine	**2**	-	-	1	-	**	1	**	-	2	-	1	**
	****%***	*-%*	*-%*	*1%*	*-%*	**	**%*	**	*-%*	**%*	*-%*	**%*	**
The unreliability of email address lists	**1**	-	-	-	-	**	-	**	-	1	-	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*	*-%*	**
Planning to do so in the future	*	-	-	-	-	**	-	**	-	-	*	-	**
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	**%*	*-%*	**
Other	**18**	4	1	2	2	**	7	**	3	11	7	10	**
	2%	*3%*	*1%*	*2%*	*4%*	**	*3%*	**	*2%*	*1%*	*5%* a	*2%*	**
Don't know	**19**	3	*	4	1	**	9	**	*	15	4	10	**
	2%	*2%*	*1%*	*4%*	*3%*	**	*4%* c	**	**%*	*2%*	*3%*	*2%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**922**	40	80	95	9	242	121	181	489	64	1
Weighted total	**980**	45	77	87	4	261	123	169	462	43	*
We have already moved everything that is possible to move	**280**	**	16	25	**	70	44	36	120	11	**
	29%	**	*21%*	*29%*	**	*27%*	*36%*	*21%*	*26%*	*25%*	**
		b									
Happy with sending things by post	**235**	**	17	20	**	79	26	40	123	8	**
	24%	**	*22%*	*23%*	**	*30%*	*21%*	*24%*	*27%*	*19%*	**
No reason	**164**	**	11	13	**	37	14	32	80	6	**
	17%	**	*14%*	*15%*	**	*14%*	*11%*	*19%*	*17%*	*13%*	**
Not considered this	**117**	**	12	8	**	23	16	18	48	9	**
	12%	**	*16%*	*9%*	**	*9%*	*13%*	*11%*	*10%*	*20%*	**
										b	
We prefer to send things to customers by post	**63**	**	2	2	**	19	7	16	29	4	**
	6%	**	*3%*	*3%*	**	*7%*	*6%*	*9%*	*6%*	*9%*	**
No need - do not have a large volume of mail	**45**	**	6	4	**	13	3	7	26	1	**
	5%	**	*8%*	*5%*	**	*5%*	*3%*	*4%*	*6%*	*1%*	**
No alternative media that would meet my needs	**44**	**	2	4	**	17	4	10	14	2	**
	4%	**	*3%*	*5%*	**	*6%*	*3%*	*6%*	*3%*	*6%*	**
		b									
There is no pressure from customers for us to move	**21**	**	*	3	**	4	2	5	14	5	**
	2%	**	**%*	*3%*	**	*2%*	*2%*	*3%*	*3%*	*11%*	**
										ab	
Reliability / trust	**15**	**	-	3	**	2	3	2	2	1	**
	2%	**	*-%*	*3%*	**	*1%*	*2%*	*1%*	**%*	*3%*	**
		b								b	
Hassle of moving	**14**	**	-	2	**	8	-	4	12	-	**
	1%	**	*-%*	*2%*	**	*3%*	*-%*	*2%*	*3%*	*-%*	**
Do not use computers / only one that uses a computer	**9**	**	-	-	**	-	-	3	8	*	**
	1%	**	*-%*	*-%*	**	*-%*	*-%*	*2%*	*2%*	*1%*	**
Cost	**8**	**	-	*	**	3	-	4	5	*	**
	1%	**	*-%*	**%*	**	*1%*	*-%*	*2%*	*1%*	**%*	**
Time or extra admin required	**6**	**	2	2	**	*	3	2	5	*	**
	1%	**	*3%*	*2%*	**	**%*	*3%*	*1%*	*1%*	*1%*	**
							a				

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	922	40	80	95	9	242	121	181	489	64	1
Weighted total	980	45	77	87	4	261	123	169	462	43	*
Customers are unwilling to give email addresses	6	**	2	-	**	1	3	-	1	-	**
	1%	**	3%	-%	**	*%	2%	-%	*%	-%	**
Need to send hard copies / keep hard copies of everything we send	6	**	-	*	**	1	-	2	3	*	**
	1%	**	-%	*%	**	*%	-%	1%	1%	*%	**
Other media ineffective	6	**	1	2	**	*	1	4	5	-	**
	1%	**	2%	2%	**	*%	1%	2%	1%	-%	**
Lack of information about products and costs by other providers	3	**	-	*	**	1	-	-	2	-	**
	*%	**	-%	*%	**	1%	-%	-%	*%	-%	**
Contracted with postal provider / franking machine	2	**	1	1	**	-	1	-	1	1	**
	*%	**	1%	1%	**	-%	1%	-%	*%	1%	**
The unreliability of email address lists	1	**	-	-	**	-	-	-	-	-	**
	*%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Planning to do so in the future	*	**	-	-	**	-	-	-	-	-	**
	*%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Other	18	**	3	3	**	8	3	2	8	-	**
	2%	**	3%	3%	**	3%	3%	1%	2%	-%	**
Don't know	19	**	5	3	**	3	6	1	7	1	**
	2%	**	7%	3%	**	1%	5%	1%	2%	2%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**922**	158	337	62	1	261	231	99	1	499	347	273	450	382	10
Weighted total	**980**	152	307	49	*	273	250	94	*	468	318	289	436	350	9
We have already moved everything that is possible to move	**280**	38	88	18	**	78	74	35	**	125	88	79	114	98	**
	29%	*25%*	*29%*	*36%*	**	*29%*	*30%*	*37%*	**	*27%*	*28%*	*27%*	*26%*	*28%*	**
Happy with sending things by post	**235**	36	79	11	**	67	71	17	**	122	82	84	121	94	**
	24%	*23%*	*26%*	*23%*	**	*25%*	*29%* c	*17%*	**	*26%*	*26%*	*29%*	*28%*	*27%*	**
No reason	**164**	20	46	3	**	38	36	11	**	83	48	36	77	50	**
	17%	*13%*	*15%* c	*6%*	**	*14%*	*14%*	*12%*	**	*18%* c	*15%*	*12%*	*18%*	*14%*	**
Not considered this	**117**	12	32	6	**	35	23	10	**	50	35	32	45	33	**
	12%	*8%*	*10%*	*12%*	**	*13%*	*9%*	*11%*	**	*11%*	*11%*	*11%*	*10%*	*10%*	**
We prefer to send things to customers by post	**63**	10	20	*	**	12	16	3	**	33	21	19	29	19	**
	6%	*7%* c	*7%* c	*%*	**	*4%*	*7%*	*3%*	**	*7%*	*7%*	*7%*	*7%*	*5%*	**
No need - do not have a large volume of mail	**45**	5	10	1	**	8	13	3	**	24	10	15	18	13	**
	5%	*3%*	*3%*	*1%*	**	*3%*	*5%*	*3%*	**	*5%*	*3%*	*5%*	*4%*	*4%*	**
No alternative media that would meet my needs	**44**	12	16	6	**	18	15	11	**	16	18	19	15	17	**
	4%	*8%*	*5%*	*13%* b	**	*7%*	*6%*	*11%*	**	*4%*	*6%*	*7%* a	*3%*	*5%*	**
There is no pressure from customers for us to move	**21**	4	10	1	**	4	5	-	**	11	7	7	12	9	**
	2%	*3%*	*3%*	*2%*	**	*1%*	*2%*	*-%*	**	*2%*	*2%*	*2%*	*3%*	*3%*	**
Reliability / trust	**15**	2	2	-	**	5	4	1	**	3	3	2	4	2	**
	2%	*1%*	*1%*	*-%*	**	*2%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Hassle of moving	**14**	2	8	-	**	4	8	4	**	12	8	8	6	8	**
	1%	*1%*	*3%*	*-%*	**	*1%*	*3%*	*4%*	**	*3%*	*3%*	*3%*	*1%*	*2%*	**
Do not use computers / only one that uses a computer	**9**	1	1	-	**	-	-	-	**	9	3	-	9	6	**
	1%	*1%*	*%*	*-%*	**	*-%*	*-%*	*-%*	**	*2%* c	*1%*	*-%*	*2%*	*2%*	**
Cost	**8**	3	4	*	**	1	1	-	**	6	4	3	6	8	**
	1%	*2%*	*1%*	*%*	**	*%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
Time or extra admin required	**6**	2	2	*	**	3	*	2	**	5	2	3	5	5	**
	1%	*1%*	*1%*	*%*	**	*1%*	*%*	*2%* b	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Customers are unwilling to give email addresses	**6**	1	1	-	**	3	3	-	**	1	1	1	1	1	**
	1%	*1%*	*%*	*-%*	**	*1%*	*1%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**922**	158	337	62	1	261	231	99	1	499	347	273	450	382	10
Weighted total	**980**	152	307	49	*	273	250	94	*	468	318	289	436	350	9
Need to send hard copies / keep hard copies of everything we send	**6**	4	4	2	**	1	1	1	**	3	6	1	4	3	**
	1%	*2%*	*1%*	*4%*	**	**%*	**%*	*1%*	**	*1%*	*2%*	**%*	*1%*	*1%*	**
Other media ineffective	**6**	1	2	-	**	2	2	*	**	5	2	*	4	3	**
	1%	*1%*	*1%*	*-%*	**	*1%*	*1%*	**%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
Lack of information about products and costs by other providers	**3**	1	1	-	**	1	1	-	**	*	*	*	*	*	**
	****%***	*1%*	**%*	*-%*	**	**%*	*1%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
Contracted with postal provider / franking machine	**2**	-	1	1	**	1	-	1	**	1	1	1	-	-	**
	****%***	*-%*	**%*	*1%*	**	**%*	*-%*	*1%*	**	**%*	**%*	**%*	*-%*	*-%*	**
The unreliability of email address lists	**1**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Planning to do so in the future	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other	**18**	7	9	2	**	6	7	*	**	5	7	7	6	6	**
	2%	*5%*	*3%*	*4%*	**	*2%*	*3%*	*1%*	**	*1%*	*2%*	*2%*	*1%*	*2%*	**
Don't know	**19**	3	5	1	**	9	3	1	**	8	7	7	8	7	**
	2%	*2%*	*1%*	*2%*	**	*3%*	*1%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	922	174	120	145	36	32	421	374	16	8	10	2
Weighted total	980	175	119	149	40	28	412	343	19	7	12	3
We have already moved everything that is possible to move	280	53	35	36	**	**	115	93	**	**	**	**
	29%	30%	29%	24%	**	**	28%	27%	**	**	**	**
Happy with sending things by post	235	54	33	41	**	**	118	95	**	**	**	**
	24%	31%	28%	27%	**	**	29%	28%	**	**	**	**
No reason	164	27	17	18	**	**	71	51	**	**	**	**
	17%	15%	14%	12%	**	**	17%	15%	**	**	**	**
		e										
Not considered this	117	17	8	23	**	**	42	36	**	**	**	**
	12%	10%	7%	15%	**	**	10%	11%	**	**	**	**
				b								
We prefer to send things to customers by post	63	9	8	8	**	**	22	16	**	**	**	**
	6%	5%	7%	6%	**	**	5%	5%	**	**	**	**
No need - do not have a large volume of mail	45	10	9	9	**	**	18	12	**	**	**	**
	5%	6%	7%	6%	**	**	4%	4%	**	**	**	**
No alternative media that would meet my needs	44	12	8	10	**	**	13	16	**	**	**	**
	4%	7%	6%	7%	**	**	3%	5%	**	**	**	**
					abc							
There is no pressure from customers for us to move	21	4	5	3	**	**	11	9	**	**	**	**
	2%	2%	4%	2%	**	**	3%	3%	**	**	**	**
Reliability / trust	15	2	2	2	**	**	4	2	**	**	**	**
	2%	1%	2%	2%	**	**	1%	1%	**	**	**	**
Hassle of moving	14	4	2	2	**	**	6	8	**	**	**	**
	1%	2%	2%	1%	**	**	1%	2%	**	**	**	**
Do not use computers / only one that uses a computer	9	-	-	-	**	**	8	4	**	**	**	**
	1%	-%	-%	-%	**	**	2%	1%	**	**	**	**
Cost	8	1	1	1	**	**	6	6	**	**	**	**
	1%	1%	1%	1%	**	**	2%	2%	**	**	**	**
Time or extra admin required	6	*	-	3	**	**	5	5	**	**	**	**
	1%	*%	-%	2%	**	**	1%	1%	**	**	**	**
Customers are unwilling to give email addresses	6	1	-	*	**	**	1	1	**	**	**	**
	1%	1%	-%	*%	**	**	*%	*%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**922**	174	120	145	36	32	421	374	16	8	10	2
Weighted total	**980**	175	119	149	40	28	412	343	19	7	12	3
Need to send hard copies / keep hard copies of everything we send	**6**	1	1	1	**	**	4	2	**	**	**	**
	1%	**%*	*1%*	**%*	**	**	*1%*	*1%*	**	**	**	**
Other media ineffective	**6**	*	*	-	**	**	4	3	**	**	**	**
	1%	**%*	**%*	*-%*	**	**	*1%*	*1%*	**	**	**	**
Lack of information about products and costs by other providers	**3**	*	-	-	**	**	*	*	**	**	**	**
	****%***	**%*	*-%*	*-%*	**	**	**%*	**%*	**	**	**	**
Contracted with postal provider / franking machine	**2**	-	1	-	**	**	-	1	**	**	**	**
	****%***	*-%*	*1%*	*-%*	**	**	*-%*	**%*	**	**	**	**
The unreliability of email address lists	**1**	-	-	-	**	**	-	-	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
Planning to do so in the future	*****	-	-	-	**	**	-	-	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**
Other	**18**	3	4	5	**	**	5	6	**	**	**	**
	2%	*2%*	*3%*	*3%*	**	**	*1%*	*2%*	**	**	**	**
Don't know	**19**	2	3	3	**	**	6	5	**	**	**	**
	2%	*1%*	*2%*	*2%*	**	**	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**922**	854	714	869	742	900	520	858	223	3	746	17	98	745
Weighted total	**980**	897	720	915	762	951	547	905	216	2	782	27	112	773
We have already moved everything that is possible to move	**280**	256	208	263	230	277	174	266	75	**	223	**	38	212
	29%	*29%*	*29%*	*29%*	*30%*	*29%*	*32%*	*29%*	*35%*	**	*29%*	**	*34%*	*27%*
Happy with sending things by post	**235**	220	182	222	185	231	127	223	47	**	194	**	29	190
	24%	*25%*	*25%*	*24%*	*24%*	*24%*	*23%*	*25%*	*22%*	**	*25%*	**	*26%*	*25%*
No reason	**164**	156	116	157	116	156	84	148	30	**	130	**	8	142
	17%	*17%*	*16%*	*17%*	*15%*	*16%*	*15%*	*16%*	*14%*	**	*17%*	**	*7%*	*18%* a
Not considered this	**117**	98	85	103	90	111	69	103	26	**	100	**	12	95
	12%	*11%*	*12%*	*11%*	*12%*	*12%*	*13%*	*11%*	*12%*	**	*13%*	**	*10%*	*12%*
We prefer to send things to customers by post	**63**	59	51	59	51	63	36	61	9	**	50	**	10	47
	6%	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*	*7%*	*4%*	**	*6%*	**	*9%*	*6%*
No need - do not have a large volume of mail	**45**	44	30	44	42	43	24	45	9	**	36	**	2	37
	5%	*5%*	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	**	*5%*	**	*2%*	*5%*
No alternative media that would meet my needs	**44**	42	36	42	35	40	28	41	12	**	39	**	15	27
	4%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*6%*	**	*5%*	**	*13%* b	*3%*
There is no pressure from customers for us to move	**21**	21	17	21	18	21	9	18	3	**	16	**	3	14
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	*2%*	**	*2%*	*2%*
Reliability / trust	**15**	11	8	11	9	15	8	11	3	**	11	**	-	13
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**	*1%*	**	*-%*	*2%*
Hassle of moving	**14**	12	11	14	14	14	9	14	1	**	13	**	2	12
	1%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**%*	**	*2%*	**	*2%*	*1%*
Do not use computers / only one that uses a computer	**9**	7	4	7	2	9	2	7	2	**	8	**	-	9
	1%	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	**	*1%*	**	*-%*	*1%*
Cost	**8**	8	8	8	3	8	5	8	1	**	2	**	-	8
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**	**%*	**	*-%*	*1%*
Time or extra admin required	**6**	6	5	6	4	6	2	6	*	**	5	**	*	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**	*1%*	**	**%*	*1%*
Customers are unwilling to give email addresses	**6**	4	4	4	4	6	4	6	1	**	5	**	*	5
	1%	**%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	**	*1%*	**	**%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**922**	854	714	869	742	900	520	858	223	3	746	17	98	745
Weighted total	**980**	897	720	915	762	951	547	905	216	2	782	27	112	773
Need to send hard copies / keep hard copies of everything we send	**6**	6	5	6	6	6	4	6	2	**	4	**	1	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	**%*	*1%*
Other media ineffective	**6**	6	6	6	6	6	5	6	4	**	6	**	-	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*-%*	*1%*
Lack of information about products and costs by other providers	**3**	3	3	3	3	3	-	3	3	**	-	**	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*2%*	**	*-%*	**	*-%*	**%*
									ab					
Contracted with postal provider / franking machine	**2**	2	2	2	2	2	-	2	1	**	2	**	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**%*	**	*-%*	**%*
The unreliability of email address lists	**1**	-	-	-	-	1	-	-	-	**	-	**	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*
Planning to do so in the future	*	-	-	-	*	*	*	-	*	**	*	**	-	*
	****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**	**%*	**	*-%*	**%*
Other	**18**	16	15	16	16	18	11	16	8	**	9	**	6	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	**	*1%*	**	*6%*	*1%*
													b	
Don't know	**19**	15	11	17	12	17	7	13	4	**	15	**	1	17
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**	*2%*	**	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	*a	b
Unweighted total	922	186	7	40	183	125	721	70	105	44	765	-	922
Weighted total	980	201	5	43	191	128	760	84	109	52	817	-	980
We have already moved everything that is possible to move	280 29%	66 33%	** **	** **	52 27%	32 25%	221 29%	25 29%	43 39% c	** **	225 27%	** **	280 29%
Happy with sending things by post	235 24%	39 19%	** **	** **	43 22%	21 17%	193 25% a	16 19%	18 17%	** **	205 25%	** **	235 24%
No reason	164 17%	29 15%	** **	** **	32 17%	26 20%	123 16%	14 17%	13 12% b	** **	150 18% b	** **	164 17%
Not considered this	117 12%	24 12%	** **	** **	25 13%	11 8%	93 12%	13 16%	14 13%	** **	94 12%	** **	117 12%
We prefer to send things to customers by post	63 6%	8 4%	** **	** **	11 6%	9 7%	46 6%	6 8%	7 6%	** **	56 7%	** **	63 6%
No need - do not have a large volume of mail	45 5%	12 6%	** **	** **	8 4%	2 1%	38 5%	5 6%	2 2%	** **	42 5%	** **	45 5%
No alternative media that would meet my needs	44 4%	14 7%	** **	** **	12 6%	10 8%	29 4%	5 6%	9 8% c	** ** ac	23 3%	** **	44 4%
There is no pressure from customers for us to move	21 2%	6 3%	** **	** **	4 2%	5 4%	16 2%	- -%	- -%	** **	21 3%	** **	21 2%
Reliability / trust	15 2%	5 2%	** **	** **	5 3%	3 2%	12 2%	- -%	4 4%	** **	11 1%	** **	15 2%
Hassle of moving	14 1%	2 1%	** **	** **	2 1%	1 *%	13 2%	- -%	2 2%	** **	12 1%	** **	14 1%
Do not use computers / only one that uses a computer	9 1%	- -%	** **	** **	- -%	1 1%	6 1%	1 2%	- -%	** **	9 1%	** **	9 1%
Cost	8 1%	* *%	** **	** **	* *%	* *%	5 1%	3 3% b	1 1%	** **	5 1%	** **	8 1%
Time or extra admin required	6 1%	- -%	** **	** **	3 2%	- -%	6 1%	* *%	- -%	** ** ac	3 *%	** **	6 1%
Customers are unwilling to give email addresses	6 1%	3 1%	** **	** **	3 1%	1 1%	5 1%	* 1%	- -%	** ** ac	4 1%	** **	6 1%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	*a	b
Unweighted total	**922**	186	7	40	183	125	721	70	105	44	765	-	922
Weighted total	**980**	201	5	43	191	128	760	84	109	52	817	-	980
Need to send hard copies / keep hard copies of everything we send	**6**	*	**	**	*	*	6	-	1	**	5	**	6
	1%	**%*	**	**	**%*	**%*	*1%*	*-%*	**%*	**	*1%*	**	*1%*
Other media ineffective	**6**	2	**	**	2	2	4	-	-	**	6	**	6
	1%	*1%*	**	**	*1%*	*1%*	**%*	*-%*	*-%*	**	*1%*	**	*1%*
Lack of information about products and costs by other providers	**3**	1	**	**	2	-	3	-	-	**	3	**	3
	****%***	*1%*	**	**	*1%*	*-%*	**%*	*-%*	*-%*	**	**%*	**	**%*
Contracted with postal provider / franking machine	**2**	-	**	**	-	1	1	-	1	**	1	**	2
	****%***	*-%*	**	**	*-%*	**%*	**%*	*-%*	*1%*	**	**%*	**	**%*
The unreliability of email address lists	**1**	-	**	**	-	-	1	-	1	**	-	**	1
	****%***	*-%*	**	**	*-%*	*-%*	**%*	*-%*	**%*	**	*-%*	**	**%*
Planning to do so in the future	*	*	**	**	*	*	-	-	-	**	*	**	*
	****%***	**%*	**	**	**%*	**%*	*-%*	*-%*	*-%*	**	**%*	**	**%*
Other	**18**	5	**	**	6	6	9	2	3	**	12	**	18
	2%	*3%*	**	**	*3%*	*4%*	*1%*	*2%*	*3%*	**	*1%*	**	*2%*
						b				c			
Don't know	**19**	4	**	**	4	5	11	3	3	**	14	**	19
	2%	*2%*	**	**	*2%*	*4%*	*1%*	*3%*	*3%*	**	*2%*	**	*2%*
						b							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**922**	60	78	79	67	74	82	69	71	82	111	79	70
Weighted total	**980**	48	94	83	44	89	98	61	73	127	121	83	59
We have already moved everything that is possible to move	**280**	18	38	26	17	33	39	11	23	37	15	19	4
	29%	*37%*	*41%*	*32%*	*37%*	*37%*	*39%*	*19%*	*31%*	*29%*	*13%*	*23%*	*7%*
		gjl	**gjkl**	**jl**	**gjl**	**gjl**	**gjkl**	l	**jl**	**jl**		l	
Happy with sending things by post	**235**	7	20	29	5	19	22	18	18	29	35	18	14
	24%	*15%*	*21%*	*35%*	*12%*	*22%*	*23%*	*29%*	*24%*	*23%*	*29%*	*21%*	*24%*
				abdk				d			d		
No reason	**164**	18	13	5	10	9	11	14	13	19	21	21	11
	17%	*38%*	*14%*	*6%*	*22%*	*10%*	*11%*	*22%*	*18%*	*15%*	*18%*	*25%*	*18%*
		bcdefghijl			c			c	c	c	c	**cef**	c
Not considered this	**117**	*	4	7	3	16	17	6	7	8	31	14	5
	12%	**%*	*5%*	*8%*	*8%*	*18%*	*17%*	*11%*	*9%*	*6%*	*26%*	*16%*	*8%*
				a	a	**abi**	**abi**	a	a		**abcdghil**	**abi**	a
We prefer to send things to customers by post	**63**	9	4	7	3	13	5	2	-	7	9	4	2
	6%	*20%*	*4%*	*8%*	*6%*	*14%*	*5%*	*3%*	*-%*	*5%*	*7%*	*5%*	*4%*
		bdfghijkl		h	h	**bfghkl**				h	h		
No need - do not have a large volume of mail	**45**	-	2	4	-	*	2	5	6	12	7	1	6
	5%	*-%*	*2%*	*4%*	*-%*	*1%*	*2%*	*8%*	*8%*	*9%*	*6%*	*2%*	*10%*
								ade	**ade**	**adefk**			**adefk**
No alternative media that would meet my needs	**44**	2	4	3	3	5	3	-	1	9	4	4	5
	4%	*5%*	*5%*	*3%*	*8%*	*6%*	*3%*	*-%*	*2%*	*7%*	*3%*	*5%*	*8%*
					g	g				g			g
There is no pressure from customers for us to move	**21**	*	3	-	*	*	*	-	-	8	-	4	4
	2%	**%*	*3%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*6%*	*-%*	*5%*	*7%*
										cfghj		**cj**	**acefghj**
Reliability / trust	**15**	-	4	1	2	4	-	-	-	2	1	-	1
	2%	*-%*	*4%*	*1%*	*5%*	*5%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*2%*
						fk							
Hassle of moving	**14**	-	2	2	-	-	2	3	2	-	1	1	-
	1%	*-%*	*2%*	*3%*	*-%*	*-%*	*3%*	*4%*	*3%*	*-%*	*1%*	*1%*	*-%*
Do not use computers / only one that uses a computer	**9**	2	-	-	-	*	-	-	-	3	3	1	-
	1%	*4%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*-%*
Cost	**8**	*	2	-	-	-	-	-	3	-	1	-	1
	1%	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*1%*	*-%*	*2%*
Time or extra admin required	**6**	-	-	-	2	*	-	*	2	-	1	*	*
	1%	*-%*	*-%*	*-%*	*4%*	*1%*	*-%*	**%*	*3%*	*-%*	*1%*	*1%*	*1%*
Customers are unwilling to give email addresses	**6**	-	-	-	-	*	2	*	2	1	*	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	**%*	*3%*	*1%*	**%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 22/01/20

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**922**	60	78	79	67	74	82	69	71	82	111	79	70
Weighted total	**980**	48	94	83	44	89	98	61	73	127	121	83	59
Need to send hard copies / keep hard copies of everything we send	**6**	-	-	2	*	-	*	*	*	-	3	-	-
	1%	-%	-%	*3%*	**%*	-%	**%*	**%*	**%*	-%	*2%*	-%	-%
Other media ineffective	**6**	-	-	*	-	-	-	-	3	-	-	1	2
	1%	-%	-%	**%*	-%	-%	-%	-%	*4%*	-%	-%	*1%*	*3%*
									j				
Lack of information about products and costs by other providers	**3**	-	-	*	-	-	-	2	-	-	1	-	-
	****%***	-%	-%	**%*	-%	-%	-%	*3%*	-%	-%	*1%*	-%	-%
Contracted with postal provider / franking machine	**2**	-	-	-	-	-	-	-	1	-	-	-	1
	****%***	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*2%*
The unreliability of email address lists	**1**	-	-	1	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Planning to do so in the future	*	-	-	-	-	*	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	**%*	-%	-%	-%	-%	-%	-%	-%
Other	**18**	-	-	5	2	*	2	5	1	*	3	*	-
	2%	-%	-%	*6%*	*5%*	**%*	*2%*	*8%*	*2%*	**%*	*2%*	*1%*	-%
				beil				**abeikl**					
Don't know	**19**	1	5	-	-	*	*	*	1	4	*	1	6
	2%	*1%*	*6%*	-%	-%	*1%*	**%*	*1%*	*1%*	*3%*	**%*	*2%*	*9%*
			cfj										**acdefghjk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF5. Why have you not moved any post to other communication methods in the last 12 months?

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**922**	217	223	222	260
Weighted total	**980**	225	231	261	263
We have already moved everything that is possible to move	**280**	82	88	71	39
	29%	*37%*	*38%*	*27%*	*15%*
		cd	**cd**	d	
Happy with sending things by post	**235**	57	47	64	67
	24%	*25%*	*20%*	*25%*	*25%*
No reason	**164**	36	30	46	52
	17%	*16%*	*13%*	*18%*	*20%*
					b
Not considered this	**117**	11	36	21	49
	12%	*5%*	*15%*	*8%*	*19%*
			ac		**ac**
We prefer to send things to customers by post	**63**	20	20	8	15
	6%	*9%*	*9%*	*3%*	*6%*
		c	c		
No need - do not have a large volume of mail	**45**	6	3	23	14
	5%	*3%*	*1%*	*9%*	*5%*
				ab	b
No alternative media that would meet my needs	**44**	9	12	11	12
	4%	*4%*	*5%*	*4%*	*5%*
There is no pressure from customers for us to move	**21**	3	1	8	9
	2%	*1%*	*1%*	*3%*	*3%*
					b
Reliability / trust	**15**	4	6	2	2
	2%	*2%*	*3%*	*1%*	*1%*
Hassle of moving	**14**	4	2	5	3
	1%	*2%*	*1%*	*2%*	*1%*
Do not use computers / only one that uses a computer	**9**	2	*	3	4
	1%	*1%*	*%*	*1%*	*2%*
Cost	**8**	2	-	3	3
	1%	*1%*	*-%*	*1%*	*1%*
Time or extra admin required	**6**	-	2	2	2
	1%	*-%*	*1%*	*1%*	*1%*
Customers are unwilling to give email addresses	**6**	-	2	3	1
	1%	*-%*	*1%*	*1%*	*%*
Need to send hard copies / keep hard copies of everything we send	**6**	2	1	*	3
	1%	*1%*	*%*	*%*	*1%*

Columns Tested: a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**922**	217	223	222	260
Weighted total	**980**	225	231	261	263
Other media ineffective	**6**	*	-	3	3
	1%	**%*	*-%*	*1%*	*1%*
Lack of information about products and costs by other providers	**3**	*	-	2	1
	****%***	**%*	*-%*	*1%*	*1%*
Contracted with postal provider / franking machine	**2**	-	-	1	1
	****%***	*-%*	*-%*	**%*	*1%*
The unreliability of email address lists	**1**	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Planning to do so in the future	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Other	**18**	5	4	6	3
	2%	*2%*	*2%*	*2%*	*1%*
Don't know	**19**	6	1	5	7
	2%	*3%*	**%*	*2%*	*3%*
		b			b

Columns Tested: a,b,c,d

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

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1030**	737	189	70	34	293	287	241	79	34	77
Weighted total	**1020**	985	22	8	4	35	351	287	72	21	33
Quicker	**522**	505	10	5	**	17	193	135	36	**	18
	51%	*51%*	*44%*	*63%*	**	*50%*	*55%*	*47%*	*50%*	**	*53%*
				b							
Cost saving	**317**	305	8	3	**	13	111	95	24	**	8
	31%	*31%*	*36%*	*30%*	**	*36%*	*31%*	*33%*	*33%*	**	*25%*
					ac						
Customer preferences	**184**	179	4	1	**	6	56	55	24	**	7
	18%	*18%*	*18%*	*16%*	**	*17%*	*16%*	*19%*	*33%*	**	*20%*
									ab	**ab**	
Reduce admin time spent on alternative media	**100**	97	2	1	**	2	43	33	2	**	1
	10%	*10%*	*7%*	*7%*	**	*7%*	*12%*	*12%*	*2%*	**	*4%*
							ce	**ce**			
Environmental reasons	**74**	71	2	1	**	3	24	21	7	**	1
	7%	*7%*	*8%*	*10%*	**	*9%*	*7%*	*7%*	*10%*	**	*2%*
					a					e	
Convenience / ease of use	**66**	65	1	*	**	2	17	20	2	**	1
	7%	*7%*	*5%*	*6%*	**	*5%*	*5%*	*7%*	*3%*	**	*4%*
Unreliable postal service	**21**	20	*	*	**	1	7	5	4	**	1
	2%	*2%*	*2%*	*3%*	**	*2%*	*2%*	*2%*	*6%*	**	*2%*
									b		
Price of postage	**19**	18	*	*	**	*	4	6	4	**	1
	2%	*2%*	*1%*	*1%*	**	*1%*	*1%*	*2%*	*5%*	**	*4%*
									a		
Proof of delivery / know it has got there / reliable	**15**	15	*	*	**	*	10	4	-	**	*
	1%	*1%*	*2%*	*1%*	**	*1%*	*3%*	*1%*	*-%*	**	**%*
Security / data protection	**13**	13	*	-	**	*	4	3	*	**	-
	1%	*1%*	*2%*	*-%*	**	*1%*	*1%*	*1%*	**%*	**	*-%*
Everyone else is doing it / client's like this method	**12**	12	-	-	**	-	7	2	-	**	-
	1%	*1%*	*-%*	*-%*	**	*-%*	*2%*	*1%*	*-%*	**	*-%*
More efficient	**10**	10	-	-	**	-	3	2	*	**	-
	1%	*1%*	*-%*	*-%*	**	*-%*	*1%*	*1%*	*1%*	**	*-%*
Offers more creative choices	**10**	9	*	-	**	*	5	2	-	**	2
	1%	*1%*	*2%*	*-%*	**	*1%*	*1%*	*1%*	*-%*	**	*6%*
											abc
Forced to by colleagues / system changes in the company	**9**	8	*	-	**	*	1	4	-	**	*
	1%	*1%*	*2%*	*-%*	**	*1%*	**%*	*1%*	*-%*	**	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1030**	737	189	70	34	293	287	241	79	34	77
Weighted total	**1020**	985	22	8	4	35	351	287	72	21	33
Company budget has been diverted to other media	**6**	5	*	-	**	*	2	2	1	**	*
	1%	*1%*	*2%* a	*-%*	**	*1%*	*1%*	*1%*	*2%*	**	**%*
Good for sending invoices /attachments	**5**	5	*	-	**	*	*	2	*	**	2
	1%	*1%*	*1%*	*-%*	**	**%*	**%*	*1%*	**%*	**	*7%* **abc**
Speed - instantaneous / fast response	*	*	-	-	**	-	-	-	*	**	-
	%	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	**	*-%*
Increase in postal prices	*	-	*	-	**	*	-	-	-	**	-
	%	*-%*	**%*	*-%*	**	**%*	*-%*	*-%*	*-%*	**	*-%*
Royal Mail strike action	**-**	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
Other	**16**	15	*	*	**	1	7	5	2	**	*
	2%	*2%*	*2%*	*1%*	**	*2%*	*2%*	*2%*	*3%*	**	**%*
Don't know	**6**	5	*	*	**	1	-	-	*	**	-
	1%	*1%*	*1%*	*3%* a	**	*2%*	*-%*	*-%*	*1%*	**	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**1030**	88	43	103	19	64	129	81	62	52	641	121	127	141
Weighted total	**1020**	121	65	125	24	86	189	101	79	74	864	49	55	51
Quicker	**522**	63	**	65	**	49	104	59	38	27	449	19	28	27
	51%	*52%*	**	*52%*	**	*57%*	*55%*	*58%*	*48%*	*36%*	*52%*	*38%*	*51%*	*52%*
		k		k		**ik**	**ik**	**ik**			**ik**		k	k
Cost saving	**317**	45	**	30	**	26	64	32	18	18	267	12	19	19
	31%	*37%*	**	*24%*	**	*30%*	*34%*	*31%*	*23%*	*25%*	*31%*	*24%*	*35%*	*37%*
		ck	**chk**										k	**ck**
Customer preferences	**184**	22	**	21	**	18	30	21	15	13	151	14	13	6
	18%	*18%*	**	*17%*	**	*20%*	*16%*	*21%*	*20%*	*17%*	*17%*	*29%*	*24%*	*12%*
												bcfjm	**bm**	
Reduce admin time spent on alternative media	**100**	12	**	9	**	10	12	6	11	10	80	7	7	5
	10%	*10%*	**	*7%*	**	*11%*	*6%*	*6%*	*14%*	*13%*	*9%*	*15%*	*13%*	*10%*
												f		
Environmental reasons	**74**	5	**	15	**	2	17	10	8	4	66	1	4	4
	7%	*4%*	**	*12%*	**	*2%*	*9%*	*9%*	*10%*	*6%*	*8%*	*2%*	*6%*	*8%*
				aek			k	k	**ek**		k			k
Convenience / ease of use	**66**	4	**	13	**	6	16	3	6	9	58	3	1	4
	7%	*4%*	**	*10%*	**	*7%*	*9%*	*3%*	*7%*	*12%*	*7%*	*7%*	*2%*	*8%*
				l			l			l				l
Unreliable postal service	**21**	5	**	4	**	-	3	2	2	*	16	1	3	*
	2%	*4%*	**	*3%*	**	*-%*	*1%*	*2%*	*3%*	*%*	*2%*	*2%*	*6%*	*1%*
													jm	
Price of postage	**19**	-	**	1	**	6	5	1	1	-	15	1	1	1
	2%	*-%*	**	*1%*	**	*7%*	*3%*	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*
						acj								
Proof of delivery / know it has got there / reliable	**15**	-	**	5	**	-	4	4	-	-	15	-	1	*
	1%	*-%*	**	*4%*	**	*-%*	*2%*	*4%*	*-%*	*-%*	*2%*	*-%*	*1%*	*%*
				km				**km**						
Security / data protection	**13**	-	**	4	**	-	4	1	-	*	12	1	*	*
	1%	*-%*	**	*4%*	**	*-%*	*2%*	*1%*	*-%*	*%*	*1%*	*1%*	*1%*	*%*
			m	m										
Everyone else is doing it / client's like this method	**12**	1	**	-	**	2	3	1	3	-	11	*	-	1
	1%	*1%*	**	*-%*	**	*2%*	*2%*	*1%*	*4%*	*-%*	*1%*	*1%*	*-%*	*2%*
									cl					
More efficient	**10**	2	**	4	**	-	-	2	-	-	8	1	*	1
	1%	*2%*	**	*3%*	**	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*
Offers more creative choices	**10**	*	**	*	**	-	3	-	2	-	8	1	*	-
	1%	*%*	**	*%*	**	*-%*	*2%*	*-%*	*3%*	*-%*	*1%*	*2%*	*1%*	*-%*
									m					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**1030**	88	43	103	19	64	129	81	62	52	641	121	127	141
Weighted total	**1020**	121	65	125	24	86	189	101	79	74	864	49	55	51
Forced to by colleagues / system changes in the company	**9**	-	**	2	**	-	*	-	4	-	7	1	*	1
	1%	-%	**	*1%*	**	-%	*%*	-%	*4%*	-%	*1%*	*2%*	*%*	*1%*
									afjl					
Company budget has been diverted to other media	**6**	-	**	-	**	1	2	1	*	-	5	1	-	-
	1%	-%	**	-%	**	*2%*	*1%*	*1%*	*%*	-%	*1%*	*1%*	-%	-%
Good for sending invoices /attachments	**5**	-	**	2	**	-	2	-	-	-	4	1	*	*
	1%	-%	**	*1%*	**	-%	*1%*	-%	-%	-%	*%*	*2%*	*1%*	*%*
												j		
Speed - instantaneous / fast response	*	-	**	-	**	-	-	-	-	-	-	-	-	*
	%	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Increase in postal prices	*	-	**	-	**	-	-	-	-	-	-	-	*	-
	%	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	*%*	-%
Royal Mail strike action	**-**	-	**	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**16**	-	**	-	**	*	4	2	2	4	12	1	2	1
	2%	-%	**	-%	**	*%*	*2%*	*2%*	*3%*	*5%*	*1%*	*1%*	*4%*	*1%*
										acj			**acj**	
Don't know	**6**	*	**	1	**	2	-	-	1	-	5	1	*	-
	1%	*%*	**	*1%*	**	*3%*	-%	-%	*2%*	-%	*1%*	*1%*	*%*	-%
						m								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1030**	47	101	31	107	227	36	58	416	747	283	912	118
Weighted total	**1020**	43	90	24	99	259	27	63	411	792	228	923	97
Quicker	**522**	**	42	**	65	113	**	29	221	403	119	477	45
	51%	**	*47%*	**	*66%*	*43%*	**	*46%*	*54%*	*51%*	*52%*	*52%*	*46%*
					begh				e				
Cost saving	**317**	**	32	**	23	83	**	24	136	253	64	288	29
	31%	**	*35%*	**	*23%*	*32%*	**	*37%*	*33%*	*32%*	*28%*	*31%*	*30%*
			f			f		f	f				
Customer preferences	**184**	**	16	**	21	46	**	11	62	136	48	160	24
	18%	**	*18%*	**	*21%*	*18%*	**	*18%*	*15%*	*17%*	*21%*	*17%*	*25%*
		begh											
Reduce admin time spent on alternative media	**100**	**	13	**	6	21	**	7	39	71	28	89	11
	10%	**	*15%*	**	*6%*	*8%*	**	*11%*	*10%*	*9%*	*12%*	*10%*	*11%*
				deh									
Environmental reasons	**74**	**	7	**	3	19	**	7	33	64	10	68	6
	7%	**	*8%*	**	*3%*	*7%*	**	*10%*	*8%*	*8%*	*4%*	*7%*	*6%*
			a				**ad**	a		b			
Convenience / ease of use	**66**	**	6	**	6	20	**	6	26	55	12	64	3
	7%	**	*6%*	**	*6%*	*8%*	**	*10%*	*6%*	*7%*	*5%*	*7%*	*3%*
Unreliable postal service	**21**	**	3	**	-	3	**	2	12	16	5	18	2
	2%	**	*3%*	**	*-%*	*1%*	**	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*
Price of postage	**19**	**	2	**	-	5	**	3	7	17	2	16	3
	2%	**	*2%*	**	*-%*	*2%*	**	*4%*	*2%*	*2%*	*1%*	*2%*	*3%*
							d	d					
Proof of delivery / know it has got there / reliable	**15**	**	4	**	1	1	**	3	6	10	5	15	*
	1%	**	*5%*	**	*1%*	*1%*	**	*4%*	*2%*	*1%*	*2%*	*2%*	*%*
			eh					e					
Security / data protection	**13**	**	-	**	-	*	**	2	11	9	4	13	*
	1%	**	*-%*	**	*-%*	*%*	**	*3%*	*3%*	*1%*	*2%*	*1%*	*%*
								e	e				
Everyone else is doing it / client's like this method	**12**	**	-	**	3	5	**	-	3	8	4	12	-
	1%	**	*-%*	**	*3%*	*2%*	**	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*
More efficient	**10**	**	-	**	2	1	**	-	7	8	2	9	1
	1%	**	*-%*	**	*2%*	*%*	**	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*
Offers more creative choices	**10**	**	-	**	2	*	**	1	5	9	1	8	1
	1%	**	*-%*	**	*2%*	*%*	**	*2%*	*1%*	*1%*	*%*	*1%*	*1%*
		e			e			e					
Forced to by colleagues / system changes in the company	**9**	**	-	**	1	3	**	1	4	8	1	6	2
	1%	**	*-%*	**	*1%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1030**	47	101	31	107	227	36	58	416	747	283	912	118
Weighted total	**1020**	43	90	24	99	259	27	63	411	792	228	923	97
Company budget has been diverted to other media	**6**	**	-	**	1	2	**	-	2	4	1	3	2
	1%	**	-%	**	*1%*	*1%*	**	-%	*1%*	*1%*	*1%*	**%*	*2%* a
Good for sending invoices /attachments	**5**	**	*	**	-	*	**	-	5	5	1	3	2
	1%	**	**%*	**	-%	**%*	**	-%	*1%*	*1%*	**%*	**%*	*2%* a
Speed - instantaneous / fast response	*	**	-	**	-	*	**	-	-	-	*	*	-
	****%***	**	-%	**	-%	**%*	**	-%	-%	-%	**%*	**%*	-%
Increase in postal prices	*	**	-	**	-	-	**	-	*	-	*	*	-
	****%***	**	-%	**	-%	-%	**	-%	**%*	-%	**%*	**%*	-%
Royal Mail strike action	**-**	**	-	**	-	-	**	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%
Other	**16**	**	*	**	4	7	**	2	3	9	7	12	4
	2%	**	**%*	**	*4%* h	*3%*	**	*3%*	*1%*	*1%*	*3%* a	*1%*	*4%* a
Don't know	**6**	**	2	**	-	1	**	-	2	6	-	5	*
	1%	**	*2%*	**	-%	*1%*	**	-%	*1%*	*1%*	-%	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**1030**	1005	25	660	153	204
Weighted total	**1020**	984	36	673	146	181
Quicker	**522**	502	**	354	73	86
	51%	*51%*	**	*53%*	*50%*	*47%*
Cost saving	**317**	311	**	220	50	41
	31%	*32%*	**	*33%*	*34%*	*23%*
				c	c	
Customer preferences	**184**	176	**	119	19	45
	18%	*18%*	**	*18%*	*13%*	*25%*
						ab
Reduce admin time spent on alternative media	**100**	96	**	63	17	16
	10%	*10%*	**	*9%*	*12%*	*9%*
Environmental reasons	**74**	74	**	48	10	14
	7%	*7%*	**	*7%*	*7%*	*8%*
Convenience / ease of use	**66**	66	**	46	14	5
	7%	*7%*	**	*7%*	*9%*	*3%*
				c	c	
Unreliable postal service	**21**	18	**	15	1	5
	2%	*2%*	**	*2%*	**%*	*3%*
Price of postage	**19**	19	**	16	*	2
	2%	*2%*	**	*2%*	**%*	*1%*
Proof of delivery / know it has got there / reliable	**15**	13	**	10	3	2
	1%	*1%*	**	*2%*	*2%*	*1%*
Security / data protection	**13**	13	**	9	2	3
	1%	*1%*	**	*1%*	*1%*	*1%*
Everyone else is doing it / client's like this method	**12**	10	**	7	2	3
	1%	*1%*	**	*1%*	*2%*	*2%*
More efficient	**10**	9	**	6	1	3
	1%	*1%*	**	*1%*	*1%*	*2%*
Offers more creative choices	**10**	10	**	5	3	1
	1%	*1%*	**	*1%*	*2%*	*1%*
Forced to by colleagues / system changes in the company	**9**	9	**	5	2	2
	1%	*1%*	**	*1%*	*2%*	*1%*
Company budget has been diverted to other media	**6**	6	**	5	1	-
	1%	*1%*	**	*1%*	**%*	*-%*

Columns Tested: a,b - a,b,c

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**1030**	1005	25	660	153	204
Weighted total	**1020**	984	36	673	146	181
Good for sending invoices /attachments	**5**	5	**	3	2	-
	1%	*1%*	**	*1%*	*1%*	-%
Speed - instantaneous / fast response	*	*	**	-	-	*
	***%**	*%*	**	-%	-%	*%
Increase in postal prices	*	*	**	*	-	-
	***%**	*%*	**	*%*	-%	-%
Royal Mail strike action	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other	**16**	16	**	10	1	3
	2%	*2%*	**	*1%*	*1%*	*2%*
Don't know	**6**	6	**	3	1	1
	1%	*1%*	**	*%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

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

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**1030**	853	152	20	2	1	1	1	-	1005	25	5	347	506	177
Weighted total	**1020**	897	107	15	*	*	*	*	-	1005	15	1	414	484	122
Quicker	**522**	476	44	**	**	**	**	**	**	520	**	**	233	243	46
	51%	*53%*	*41%*	**	**	**	**	**	**	*52%*	**	**	*56%*	*50%*	*38%*
		b								b			c	c	
Cost saving	**317**	263	44	**	**	**	**	**	**	307	**	**	123	139	55
	31%	*29%*	*41%*	**	**	**	**	**	**	*31%*	**	**	*30%*	*29%*	*45%*
			ai												**ab**
Customer preferences	**184**	168	15	**	**	**	**	**	**	184	**	**	72	96	16
	18%	*19%*	*14%*	**	**	**	**	**	**	*18%*	**	**	*17%*	*20%*	*13%*
														c	
Reduce admin time spent on alternative media	**100**	90	10	**	**	**	**	**	**	100	**	**	44	45	10
	10%	*10%*	*9%*	**	**	**	**	**	**	*10%*	**	**	*11%*	*9%*	*8%*
Environmental reasons	**74**	64	7	**	**	**	**	**	**	71	**	**	32	31	10
	7%	*7%*	*7%*	**	**	**	**	**	**	*7%*	**	**	*8%*	*6%*	*8%*
Convenience / ease of use	**66**	58	8	**	**	**	**	**	**	66	**	**	21	37	8
	7%	*6%*	*8%*	**	**	**	**	**	**	*7%*	**	**	*5%*	*8%*	*7%*
Unreliable postal service	**21**	16	3	**	**	**	**	**	**	19	**	**	13	4	5
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*1%*	*4%*
													b		b
Price of postage	**19**	15	3	**	**	**	**	**	**	18	**	**	8	7	4
	2%	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*1%*	*3%*
Proof of delivery / know it has got there / reliable	**15**	15	*	**	**	**	**	**	**	15	**	**	5	10	*
	1%	*2%*	**%	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*	**%
Security / data protection	**13**	11	2	**	**	**	**	**	**	13	**	**	4	6	2
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*2%*
Everyone else is doing it / client's like this method	**12**	11	1	**	**	**	**	**	**	12	**	**	2	9	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**%	*2%*	*1%*
More efficient	**10**	9	1	**	**	**	**	**	**	10	**	**	*	8	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**%	*2%*	*1%*
														a	
Offers more creative choices	**10**	9	1	**	**	**	**	**	**	10	**	**	5	4	1
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*1%*
Forced to by colleagues / system changes in the company	**9**	5	1	**	**	**	**	**	**	6	**	**	2	3	4
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	*3%*
															ab
Company budget has been diverted to other media	**6**	5	*	**	**	**	**	**	**	6	**	**	3	3	*
	1%	*1%*	**%	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*	**%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted total	**1030**	853	152	20	2	1	1	1	-	1005	25	5	347	506	177
Weighted total	**1020**	897	107	15	*	*	*	*	-	1005	15	1	414	484	122
Good for sending invoices /attachments	**5**	5	-	**	**	**	**	**	**	5	**	**	4	2	-
	1%	*1%*	-%	**	**	**	**	**	**	*1%*	**	**	*1%*	*%*	-%
Speed - instantaneous / fast response	*	*	-	**	**	**	**	**	**	*	**	**	-	*	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	-%	*%*	-%
Increase in postal prices	*	*	-	**	**	**	**	**	**	*	**	**	*	-	-
	%	*%*	-%	**	**	**	**	**	**	*%*	**	**	*%*	-%	-%
Royal Mail strike action	**-**	-	-	**	**	**	**	**	**	-	**	**	-	-	-
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	-%
Other	**16**	16	*	**	**	**	**	**	**	16	**	**	9	7	*
	2%	*2%*	*%	**	**	**	**	**	**	*2%*	**	**	*2%*	*1%*	*%
Don't know	**6**	2	4	**	**	**	**	**	**	6	**	**	1	1	4
	1%	*%	*3%*	**	**	**	**	**	**	*1%*	**	**	*%	*%	*3%*
			ai												**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1030**	718	483	778	372	295	728	700	43	14	11	4	6	-
Weighted total	**1020**	694	430	749	350	255	695	696	33	6	4	4	6	-
Quicker	**522**	355	218	387	168	134	354	367	**	**	**	**	**	**
	51%	*51%*	*51%*	*52%*	*48%*	*52%*	*51%*	*53%*	**	**	**	**	**	**
Cost saving	**317**	223	139	238	117	92	225	210	**	**	**	**	**	**
	31%	*32%*	*32%*	*32%*	*34%*	*36%*	*32%*	*30%*	**	**	**	**	**	**
									a					
Customer preferences	**184**	132	86	140	48	49	129	131	**	**	**	**	**	**
	18%	*19%*	*20%*	*19%*	*14%*	*19%*	*19%*	*19%*	**	**	**	**	**	**
		d	d	d		d	d							
Reduce admin time spent on alternative media	**100**	59	44	62	34	43	66	60	**	**	**	**	**	**
	10%	*8%*	*10%*	*8%*	*10%*	*17%*	*9%*	*9%*	**	**	**	**	**	**
						abcdf								
Environmental reasons	**74**	39	36	49	37	14	39	46	**	**	**	**	**	**
	7%	*6%*	*8%*	*7%*	*10%*	*6%*	*6%*	*7%*	**	**	**	**	**	**
					acef									
Convenience / ease of use	**66**	50	25	56	18	16	37	54	**	**	**	**	**	**
	7%	*7%*	*6%*	*7%*	*5%*	*6%*	*5%*	*8%*	**	**	**	**	**	**
Unreliable postal service	**21**	17	12	17	12	5	12	16	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	**	**	**	**	**	**
Price of postage	**19**	11	6	12	4	7	7	11	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	**	**	**	**	**	**
Proof of delivery / know it has got there / reliable	**15**	9	8	10	7	4	9	8	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**	**	**	**	**	**
									a					
Security / data protection	**13**	10	8	13	5	8	9	13	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	**	**	**	**	**	**
						f								
Everyone else is doing it / client's like this method	**12**	10	5	12	7	3	9	11	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**	**
More efficient	**10**	8	9	9	4	2	8	9	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**
Offers more creative choices	**10**	9	8	9	1	1	7	9	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	**%*	**%*	*1%*	*1%*	**	**	**	**	**	**
			d											
Forced to by colleagues / system changes in the company	**9**	5	4	6	4	-	5	6	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1030**	718	483	778	372	295	728	700	43	14	11	4	6	-
Weighted total	**1020**	694	430	749	350	255	695	696	33	6	4	4	6	-
Company budget has been diverted to other media	**6**	4	2	4	5	*	3	4	**	**	**	**	**	**
	1%	*1%*	**%*	**%*	*1%*	**%*	**%*	*1%*	**	**	**	**	**	**
Good for sending invoices /attachments	**5**	3	1	3	1	*	3	3	**	**	**	**	**	**
	1%	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	**	**	**	**	**	**
Speed - instantaneous / fast response	*	*	*	*	*	-	*	*	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**
Increase in postal prices	*	-	-	-	-	*	*	-	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**
Royal Mail strike action	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**
Other	**16**	8	7	8	2	2	13	8	**	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**
Don't know	**6**	4	2	4	4	1	2	4	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**	**	**	**	**	**
					f									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1030**	363	3	2	-	2	2	-	4	242	220	195	117	4
Weighted total	**1020**	347	*	*	-	*	1	-	2	270	232	171	72	4
Quicker	**522**	167	**	**	**	**	**	**	**	146	131	74	34	**
	51%	*48%*	**	**	**	**	**	**	**	*54%* c	*57%* c	*43%*	*47%*	**
Cost saving	**317**	117	**	**	**	**	**	**	**	81	74	56	25	**
	31%	*34%*	**	**	**	**	**	**	**	*30%*	*32%*	*32%*	*35%*	**
Customer preferences	**184**	47	**	**	**	**	**	**	**	60	28	37	16	**
	18%	*14%*	**	**	**	**	**	**	**	*22%* b	*12%*	*21%* b	*22%* b	**
Reduce admin time spent on alternative media	**100**	34	**	**	**	**	**	**	**	17	24	17	4	**
	10%	*10%*	**	**	**	**	**	**	**	*6%*	*10%*	*10%*	*6%*	**
Environmental reasons	**74**	36	**	**	**	**	**	**	**	21	18	10	1	**
	7%	*10%*	**	**	**	**	**	**	**	*8%* d	*8%* d	*6%* d	*1%*	**
Convenience / ease of use	**66**	18	**	**	**	**	**	**	**	21	8	22	5	**
	7%	*5%*	**	**	**	**	**	**	**	*8%* b	*3%*	*13%* b	*7%*	**
Unreliable postal service	**21**	11	**	**	**	**	**	**	**	7	5	5	-	**
	2%	*3%*	**	**	**	**	**	**	**	*3%*	*2%*	*3%*	*-%*	**
Price of postage	**19**	4	**	**	**	**	**	**	**	3	5	4	*	**
	2%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*2%*	*%*	**
Proof of delivery / know it has got there / reliable	**15**	7	**	**	**	**	**	**	**	*	3	7	-	**
	1%	*2%*	**	**	**	**	**	**	**	*%*	*1%*	*4%* abd	*-%*	**
Security / data protection	**13**	5	**	**	**	**	**	**	**	2	8	1	2	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*3%* c	*1%*	*3%*	**
Everyone else is doing it / client's like this method	**12**	7	**	**	**	**	**	**	**	2	5	5	-	**
	1%	*2%*	**	**	**	**	**	**	**	*1%*	*2%*	*3%*	*-%*	**
More efficient	**10**	4	**	**	**	**	**	**	**	2	2	5	-	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*3%*	*-%*	**
Offers more creative choices	**10**	1	**	**	**	**	**	**	**	5	*	4	-	**
	1%	*%*	**	**	**	**	**	**	**	*2%*	*%*	*2%* b	*-%*	**
Forced to by colleagues / system changes in the company	**9**	4	**	**	**	**	**	**	**	*	2	2	1	**
	1%	*1%*	**	**	**	**	**	**	**	*%*	*1%*	*1%*	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1030**	363	3	2	-	2	2	-	4	242	220	195	117	4
Weighted total	**1020**	347	*	*	-	*	1	-	2	270	232	171	72	4
Company budget has been diverted to other media	**6**	5	**	**	**	**	**	**	**	1	2	1	-	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*1%*	-%	**
Good for sending invoices /attachments	**5**	1	**	**	**	**	**	**	**	3	*	1	-	**
	1%	**%*	**	**	**	**	**	**	**	*1%*	**%*	**%*	-%	**
Speed - instantaneous / fast response	*	*	**	**	**	**	**	**	**	*	-	-	-	**
	****%***	**%*	**	**	**	**	**	**	**	**%*	-%	-%	-%	**
Increase in postal prices	*	-	**	**	**	**	**	**	**	-	-	-	-	**
	****%***	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Royal Mail strike action	**-**	-	**	**	**	**	**	**	**	-	-	-	-	**
	-%	-%	**	**	**	**	**	**	**	-%	-%	-%	-%	**
Other	**16**	2	**	**	**	**	**	**	**	3	4	1	*	**
	2%	*1%*	**	**	**	**	**	**	**	*1%*	*2%*	*1%*	**%*	**
Don't know	**6**	4	**	**	**	**	**	**	**	*	2	*	*	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	**%*	**%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1030**	173	74	79	41	5	195	11	166	917	113	747	31
Weighted total	**1020**	182	61	78	25	4	200	7	142	916	104	719	30
Quicker	**522**	103	27	28	**	**	99	**	68	475	47	374	**
	51%	*57%*	*44%*	*36%*	**	**	*49%*	**	*48%*	*52%*	*45%*	*52%*	**
		cd											
Cost saving	**317**	50	18	32	**	**	75	**	39	274	43	227	**
	31%	*28%*	*30%*	*42%*	**	**	*38%*	**	*27%*	*30%*	*42%*	*32%*	**
				a	**ab**		c				a		
Customer preferences	**184**	26	9	11	**	**	24	**	23	178	6	137	**
	18%	*14%*	*15%*	*14%*	**	**	*12%*	**	*16%*	*19%*	*6%*	*19%*	**
										b			
Reduce admin time spent on alternative media	**100**	18	10	5	**	**	19	**	16	91	8	59	**
	10%	*10%*	*16%*	*6%*	**	**	*9%*	**	*11%*	*10%*	*8%*	*8%*	**
			c										
Environmental reasons	**74**	21	7	3	**	**	25	**	12	59	16	43	**
	7%	*12%*	*12%*	*4%*	**	**	*12%*	**	*8%*	*6%*	*15%*	*6%*	**
											a		a
Convenience / ease of use	**66**	7	1	9	**	**	9	**	8	54	13	51	**
	7%	*4%*	*2%*	*12%*	**	**	*5%*	**	*6%*	*6%*	*12%*	*7%*	**
				abd							a		
Unreliable postal service	**21**	9	1	3	**	**	4	**	6	20	1	17	**
	2%	*5%*	*1%*	*3%*	**	**	*2%*	**	*4%*	*2%*	*1%*	*2%*	**
Price of postage	**19**	3	-	1	**	**	3	**	*	15	4	9	**
	2%	*2%*	*-%*	*2%*	**	**	*2%*	**	**%*	*2%*	*4%*	*1%*	**
													a
Proof of delivery / know it has got there / reliable	**15**	5	-	2	**	**	4	**	3	12	4	9	**
	1%	*3%*	*-%*	*3%*	**	**	*2%*	**	*2%*	*1%*	*3%*	*1%*	**
Security / data protection	**13**	*	*	4	**	**	4	**	*	13	-	13	**
	1%	**%*	**%*	*6%*	**	**	*2%*	**	**%*	*1%*	*-%*	*2%*	**
				a									
Everyone else is doing it / client's like this method	**12**	1	-	4	**	**	3	**	3	11	1	12	**
	1%	*1%*	*-%*	*5%*	**	**	*2%*	**	*2%*	*1%*	*1%*	*2%*	**
				a									
More efficient	**10**	2	1	-	**	**	3	**	*	7	2	7	**
	1%	*1%*	*2%*	*-%*	**	**	*2%*	**	**%*	*1%*	*2%*	*1%*	**
													a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1030**	173	74	79	41	5	195	11	166	917	113	747	31
Weighted total	**1020**	182	61	78	25	4	200	7	142	916	104	719	30
Offers more creative choices	**10**	1	-	*	**	**	*	**	1	8	2	9	**
	1%	*%*	-%	*%*	**	**	*%*	**	*%*	*1%*	*2%*	*1%*	**
Forced to by colleagues / system changes in the company	**9**	-	2	-	**	**	3	**	1	5	4	4	**
	1%	-%	*3%*	-%	**	**	*1%*	**	*1%*	*1%*	*3%*	*1%*	**
			a		**ac**						a		a
Company budget has been diverted to other media	**6**	4	1	*	**	**	2	**	3	6	-	4	**
	1%	*2%*	*2%*	*%*	**	**	*1%*	**	*2%*	*1%*	-%	*%*	**
Good for sending invoices /attachments	**5**	1	*	-	**	**	*	**	1	5	-	3	**
	1%	*%*	*%*	-%	**	**	*%*	**	*%*	*1%*	-%	*%*	**
Speed - instantaneous / fast response	*	*	-	-	**	**	-	**	*	*	-	*	**
	%	*%*	-%	-%	**	**	-%	**	*%*	*%*	-%	*%*	**
Increase in postal prices	*	-	-	-	**	**	-	**	-	*	-	-	**
	%	-%	-%	-%	**	**	-%	**	-%	*%*	-%	-%	**
Royal Mail strike action	**-**	-	-	-	**	**	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	**	-%	**	-%	-%	-%	-%	**
Other	**16**	1	1	1	**	**	1	**	1	16	*	8	**
	2%	*1%*	*1%*	*1%*	**	**	*1%*	**	*1%*	*2%*	*%*	*1%*	**
Don't know	**6**	3	-	-	**	**	2	**	2	5	*	4	**
	1%	*1%*	-%	-%	**	**	*1%*	**	*1%*	*1%*	*%*	*1%*	**

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1030**	33	88	109	13	260	111	237	691	101	-
Weighted total	**1020**	34	81	104	14	241	107	242	671	80	-
Quicker	**522**	**	25	47	**	126	42	112	346	38	**
	51%	**	*31%*	*45%*	**	*52%*	*39%*	*46%*	*52%*	*47%*	**
		b				b					
Cost saving	**317**	**	37	42	**	68	50	74	219	34	**
	31%	**	*46%*	*40%*	**	*28%*	*47%*	*31%*	*33%*	*43%*	**
							a			**ab**	
Customer preferences	**184**	**	8	9	**	39	9	50	128	14	**
	18%	**	*10%*	*8%*	**	*16%*	*8%*	*21%*	*19%*	*18%*	**
						b					
Reduce admin time spent on alternative media	**100**	**	2	10	**	25	10	22	54	8	**
	10%	**	*3%*	*9%*	**	*10%*	*9%*	*9%*	*8%*	*10%*	**
		b									
Environmental reasons	**74**	**	10	11	**	25	11	13	35	5	**
	7%	**	*12%*	*10%*	**	*10%*	*11%*	*6%*	*5%*	*7%*	**
		b									
Convenience / ease of use	**66**	**	8	12	**	8	10	17	47	3	**
	7%	**	*10%*	*12%*	**	*3%*	*9%*	*7%*	*7%*	*4%*	**
							a				
Unreliable postal service	**21**	**	3	2	**	12	-	15	16	4	**
	2%	**	*3%*	*2%*	**	*5%*	*-%*	*6%*	*2%*	*4%*	**
						b		b			
Price of postage	**19**	**	1	3	**	3	1	1	11	*	**
	2%	**	*2%*	*2%*	**	*1%*	*1%*	**%*	*2%*	**%*	**
Proof of delivery / know it has got there / reliable	**15**	**	*	-	**	5	2	5	9	3	**
	1%	**	**%*	*-%*	**	*2%*	*2%*	*2%*	*1%*	*3%*	**
Security / data protection	**13**	**	-	2	**	5	-	6	10	-	**
	1%	**	*-%*	*2%*	**	*2%*	*-%*	*2%*	*2%*	*-%*	**
Everyone else is doing it / client's like this method	**12**	**	3	3	**	3	3	3	10	-	**
	1%	**	*4%*	*3%*	**	*1%*	*3%*	*1%*	*2%*	*-%*	**
More efficient	**10**	**	2	2	**	1	2	5	8	*	**
	1%	**	*3%*	*2%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
Offers more creative choices	**10**	**	*	2	**	*	*	2	9	2	**
	1%	**	**%*	*2%*	**	**%*	**%*	*1%*	*1%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1030**	33	88	109	13	260	111	237	691	101	-
Weighted total	**1020**	34	81	104	14	241	107	242	671	80	-
Forced to by colleagues / system changes in the company	**9**	**	-	2	**	2	-	3	4	2	**
	1%	**	-%	*2%*	**	*1%*	-%	*1%*	*1%*	*2%*	**
Company budget has been diverted to other media	**6**	**	-	-	**	5	-	1	4	-	**
	1%	**	-%	-%	**	*2%*	-%	*1%*	*1%*	-%	**
Good for sending invoices /attachments	**5**	**	-	*	**	1	-	-	3	-	**
	1%	**	-%	*%	**	*%	-%	-%	*1%*	-%	**
Speed - instantaneous / fast response	*	**	*	*	**	-	*	-	*	*	**
	%	**	*1%*	*%	**	-%	*%	-%	*%	*1%*	**
Increase in postal prices	*	**	-	-	**	-	-	-	-	-	**
	%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Royal Mail strike action	**-**	**	-	-	**	-	-	-	-	-	**
	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Other	**16**	**	1	1	**	2	1	5	5	*	**
	2%	**	*1%*	*1%*	**	*1%*	*1%*	*2%*	*1%*	*%	**
Don't know	**6**	**	-	-	**	3	*	*	4	*	**
	1%	**	-%	-%	**	*1%*	*%	*%	*1%*	*%	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1030**	193	431	85	-	258	254	77	-	689	464	295	591	481	13
Weighted total	**1020**	183	389	63	-	250	232	59	-	664	413	265	576	428	18
Quicker	**522**	90	201	23	**	106	112	17	**	341	209	136	302	197	**
	51%	*49%*	*52%* c	*37%*	**	*42%* c	*48%* c	*30%*	**	*51%*	*51%*	*51%*	*52%* b	*46%*	**
Cost saving	**317**	60	129	24	**	92	78	25	**	213	134	81	176	158	**
	31%	*33%*	*33%*	*38%*	**	*37%*	*34%*	*42%*	**	*32%*	*32%*	*31%*	*31%*	*37%* a	**
Customer preferences	**184**	29	80	17	**	43	28	8	**	128	83	45	99	86	**
	18%	*16%*	*21%*	*27%* a	**	*17%*	*12%*	*13%*	**	*19%*	*20%*	*17%*	*17%*	*20%*	**
Reduce admin time spent on alternative media	**100**	20	36	5	**	21	27	6	**	57	44	27	48	46	**
	10%	*11%*	*9%*	*8%*	**	*8%*	*12%*	*10%*	**	*9%*	*11%*	*10%*	*8%*	*11%*	**
Environmental reasons	**74**	19	28	3	**	29	21	9	**	35	34	26	29	29	**
	7%	*10%*	*7%*	*6%*	**	*11%*	*9%*	*16%*	**	*5%*	*8%*	*10%* a	*5%*	*7%*	**
Convenience / ease of use	**66**	7	22	3	**	13	11	1	**	48	22	10	43	24	**
	7%	*4%*	*6%*	*5%*	**	*5%*	*5%*	*3%*	**	*7%* c	*5%*	*4%*	*7%*	*6%*	**
Unreliable postal service	**21**	10	11	1	**	7	10	3	**	16	12	12	16	7	**
	2%	*5%*	*3%*	*2%*	**	*3%*	*4%*	*5%*	**	*2%*	*3%*	*5%*	*3%*	*2%*	**
Price of postage	**19**	2	6	*	**	3	3	-	**	7	6	3	5	8	**
	2%	*1%*	*2%*	*%*	**	*1%*	*1%*	-%	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
Proof of delivery / know it has got there / reliable	**15**	6	7	3	**	4	7	*	**	9	7	5	9	5	**
	1%	*3%*	*2%*	*4%*	**	*2%*	*3%*	*%*	**	*1%*	*2%*	*2%*	*2%*	*1%*	**
Security / data protection	**13**	7	8	*	**	5	*	3	**	10	8	5	13	10	**
	1%	*4%*	*2%*	*%*	**	*2%* b	*%*	*4%* b	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Everyone else is doing it / client's like this method	**12**	4	4	1	**	7	7	1	**	8	3	4	5	8	**
	1%	*2%*	*1%*	*2%*	**	*3%*	*3%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
More efficient	**10**	5	9	*	**	3	3	*	**	7	9	3	6	6	**
	1%	*3%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
Offers more creative choices	**10**	2	8	-	**	*	*	-	**	9	8	1	7	5	**
	1%	*1%*	*2%*	-%	**	*%*	*%*	-%	**	*1%*	*2%*	*%*	*1%*	*1%*	**
Forced to by colleagues / system changes in the company	**9**	2	4	-	**	4	3	2	**	4	4	2	4	4	**
	1%	*1%*	*1%*	-%	**	*2%*	*1%*	*4%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1030**	193	431	85	-	258	254	77	-	689	464	295	591	481	13
Weighted total	**1020**	183	389	63	-	250	232	59	-	664	413	265	576	428	18
Company budget has been diverted to other media	**6**	*	1	-	**	3	3	-	**	4	2	5	3	2	**
	1%	**%*	**%*	*-%*	**	*1%*	*1%*	*-%*	**	*1%*	**%*	*2%* **ab**	*1%*	**%*	**
Good for sending invoices /attachments	**5**	*	1	*	**	1	1	-	**	3	1	1	3	3	**
	1%	**%*	**%*	**%*	**	**%*	**%*	*-%*	**	*1%*	**%*	**%*	*1%*	*1%*	**
Speed - instantaneous / fast response	*	-	*	*	**	-	*	*	**	*	*	*	*	*	**
	****%***	*-%*	**%*	*1%*	**	*-%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	**%*	**
Increase in postal prices	*	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Royal Mail strike action	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other	**16**	6	5	*	**	2	2	*	**	8	7	2	8	5	**
	2%	*3%*	*1%*	**%*	**	*1%*	*1%*	**%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	**
Don't know	**6**	*	2	*	**	*	4	*	**	4	2	1	4	2	**
	1%	**%*	*1%*	**%*	**	**%*	*2%*	**%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**1030**	208	134	164	33	26	562	465	28	16	15	4
Weighted total	**1020**	194	101	152	30	17	546	411	27	13	15	6
Quicker	**522**	104	43	72	**	**	296	197	**	**	**	**
	51%	*54%*	*43%*	*48%*	**	**	*54%*	*48%*	**	**	**	**
		bd	d	d			b					
Cost saving	**317**	58	35	45	**	**	169	153	**	**	**	**
	31%	*30%*	*35%*	*30%*	**	**	*31%*	*37%*	**	**	**	**
								a				
Customer preferences	**184**	33	20	24	**	**	93	80	**	**	**	**
	18%	*17%*	*19%*	*16%*	**	**	*17%*	*19%*	**	**	**	**
Reduce admin time spent on alternative media	**100**	22	14	14	**	**	48	41	**	**	**	**
	10%	*11%*	*14%*	*9%*	**	**	*9%*	*10%*	**	**	**	**
Environmental reasons	**74**	17	10	16	**	**	24	29	**	**	**	**
	7%	*9%*	*10%*	*11%*	**	**	*4%*	*7%*	**	**	**	**
Convenience / ease of use	**66**	5	3	7	**	**	40	22	**	**	**	**
	7%	*3%*	*3%*	*4%*	**	**	*7%*	*5%*	**	**	**	**
Unreliable postal service	**21**	8	5	8	**	**	16	9	**	**	**	**
	2%	*4%*	*5%*	*5%*	**	**	*3%*	*2%*	**	**	**	**
Price of postage	**19**	2	3	1	**	**	6	7	**	**	**	**
	2%	*1%*	*3%*	*%*	**	**	*1%*	*2%*	**	**	**	**
Proof of delivery / know it has got there / reliable	**15**	5	3	5	**	**	9	5	**	**	**	**
	1%	*2%*	*3%*	*3%*	**	**	*2%*	*1%*	**	**	**	**
Security / data protection	**13**	5	*	5	**	**	11	10	**	**	**	**
	1%	*2%*	*%*	*3%*	**	**	*2%*	*2%*	**	**	**	**
				b								
Everyone else is doing it / client's like this method	**12**	2	2	4	**	**	4	8	**	**	**	**
	1%	*1%*	*2%*	*3%*	**	**	*1%*	*2%*	**	**	**	**
More efficient	**10**	2	2	-	**	**	6	7	**	**	**	**
	1%	*1%*	*2%*	*-%*	**	**	*1%*	*2%*	**	**	**	**
Offers more creative choices	**10**	-	*	*	**	**	7	5	**	**	**	**
	1%	*-%*	*%*	*%*	**	**	*1%*	*1%*	**	**	**	**
Forced to by colleagues / system changes in the company	**9**	2	-	2	**	**	4	4	**	**	**	**
	1%	*1%*	*-%*	*1%*	**	**	*1%*	*1%*	**	**	**	**
Company budget has been diverted to other media	**6**	5	4	1	**	**	3	3	**	**	**	**
	1%	*2%*	*4%*	*1%*	**	**	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**1030**	208	134	164	33	26	562	465	28	16	15	4
Weighted total	**1020**	194	101	152	30	17	546	411	27	13	15	6
Good for sending invoices /attachments	**5**	1	1	1	**	**	3	3	**	**	**	**
	1%	*%*	*1%*	*%*	**	**	*1%*	*1%*	**	**	**	**
Speed - instantaneous / fast response	*	*	*	-	**	**	*	*	**	**	**	**
	%	*%*	*%*	-%	**	**	*%*	*%*	**	**	**	**
Increase in postal prices	*	-	-	-	**	**	-	-	**	**	**	**
	%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Royal Mail strike action	-	-	-	-	**	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**
Other	**16**	2	*	1	**	**	6	2	**	**	**	**
	2%	*1%*	*%*	*1%*	**	**	*1%*	*%*	**	**	**	**
Don't know	**6**	1	-	-	**	**	4	2	**	**	**	**
	1%	*1%*	-%	-%	**	**	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1030**	994	836	999	842	1006	614	980	272	1	837	23	122	844
Weighted total	**1020**	975	794	976	798	993	581	965	225	*	801	27	127	827
Quicker	**522**	503	411	503	406	501	277	497	98	**	416	**	68	422
	51%	*52%*	*52%*	*52%*	*51%*	*50%*	*48%*	*51%*	*44%*	**	*52%*	**	*54%*	*51%*
								c						
Cost saving	**317**	312	261	313	258	314	197	307	95	**	246	**	34	262
	31%	*32%*	*33%*	*32%*	*32%*	*32%*	*34%*	*32%*	*42%*	**	*31%*	**	*26%*	*32%*
									ab					
Customer preferences	**184**	169	139	170	138	184	104	170	34	**	142	**	31	149
	18%	*17%*	*17%*	*17%*	*17%*	*18%*	*18%*	*18%*	*15%*	**	*18%*	**	*24%*	*18%*
Reduce admin time spent on alternative media	**100**	93	75	93	69	97	56	93	29	**	81	**	13	81
	10%	*10%*	*9%*	*10%*	*9%*	*10%*	*10%*	*10%*	*13%*	**	*10%*	**	*11%*	*10%*
Environmental reasons	**74**	74	63	74	63	73	49	72	25	**	60	**	8	55
	7%	*8%*	*8%*	*8%*	*8%*	*7%*	*8%*	*7%*	*11%*	**	*8%*	**	*7%*	*7%*
									b					
Convenience / ease of use	**66**	63	53	63	52	63	41	58	15	**	54	**	3	57
	7%	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	**	*7%*	**	*3%*	*7%*
Unreliable postal service	**21**	21	20	21	20	20	17	20	1	**	8	**	12	8
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*%*	**	*1%*	**	*10%*	*1%*
							c	c					b	
Price of postage	**19**	17	13	17	10	19	8	17	1	**	14	**	1	14
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*%*	**	*2%*	**	*%*	*2%*
Proof of delivery / know it has got there / reliable	**15**	13	11	13	9	15	9	13	5	**	11	**	7	4
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**	*1%*	**	*6%*	*1%*
													b	
Security / data protection	**13**	13	10	13	12	13	9	13	5	**	10	**	-	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*-%*	*2%*
Everyone else is doing it / client's like this method	**12**	11	8	11	10	12	7	11	4	**	6	**	1	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*
More efficient	**10**	10	10	10	8	10	9	10	4	**	8	**	3	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*3%*	*1%*
													b	
Offers more creative choices	**10**	10	10	10	6	10	4	10	2	**	9	**	1	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*%*	*1%*
Forced to by colleagues / system changes in the company	**9**	8	7	8	9	7	8	8	3	**	3	**	1	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*%*	**	*%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1030**	994	836	999	842	1006	614	980	272	1	837	23	122	844
Weighted total	**1020**	975	794	976	798	993	581	965	225	*	801	27	127	827
Company budget has been diverted to other media	**6**	6	4	6	4	6	4	6	3	**	4	**	1	4
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Good for sending invoices /attachments	**5**	5	3	5	5	5	5	5	1	**	3	**	2	3
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**%*	**	*2%*	**%*
Speed - instantaneous / fast response	*	*	*	*	*	*	-	*	*	**	*	**	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**%*	**	*-%*	**%*
Increase in postal prices	*	*	*	*	*	*	-	*	-	**	*	**	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	**%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	**	-	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*
Other	**16**	10	10	10	9	16	7	12	1	**	14	**	1	15
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	**	*2%*	**	*1%*	*2%*
Don't know	**6**	5	5	5	6	6	2	5	*	**	3	**	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**	**%*	**	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	*b
Unweighted total	**1030**	183	9	47	167	100	650	278	127	49	847	1030	-
Weighted total	**1020**	184	14	49	166	83	656	277	125	48	846	1020	-
Quicker	**522**	82	**	**	76	38	329	152	66	**	438	522	**
	51%	*45%*	**	**	*46%*	*45%*	*50%*	*55%*	*53%* b	**	*52%* b	*51%*	**
Cost saving	**317**	68	**	**	64	24	188	105	36	**	270	317	**
	31%	*37%*	**	**	*38%*	*29%*	*29%*	*38%* b	*29%*	**	*32%*	*31%*	**
Customer preferences	**184**	13	**	**	10	10	122	52	16	**	161	184	**
	18%	*7%*	**	**	*6%*	*12%*	*19%*	*19%*	*13%*	**	*19%*	*18%*	**
Reduce admin time spent on alternative media	**100**	13	**	**	13	8	56	35	11	**	84	100	**
	10%	*7%*	**	**	*8%*	*9%*	*9%*	*13%*	*9%*	**	*10%*	*10%*	**
Environmental reasons	**74**	27	**	**	21	10	51	9	20	**	47	74	**
	7%	*15%*	**	**	*13%*	*12%* c	*8%* c	*3%*	*16%* c	** c	*6%*	*7%*	**
Convenience / ease of use	**66**	19	**	**	15	1	53	13	10	**	51	66	**
	7%	*10%*	**	**	*9%*	*1%*	*8%* a	*5%*	*8%*	**	*6%*	*7%*	**
Unreliable postal service	**21**	5	**	**	2	-	19	1	3	**	15	21	**
	2%	*3%*	**	**	*1%*	*-%*	*3%* c	**%*	*3%*	**	*2%*	*2%*	**
Price of postage	**19**	7	**	**	7	-	13	6	4	**	15	19	**
	2%	*4%*	**	**	*4%*	*-%*	*2%*	*2%*	*3%*	**	*2%*	*2%*	**
Proof of delivery / know it has got there / reliable	**15**	5	**	**	5	*	13	2	2	**	11	15	**
	1%	*3%*	**	**	*3%*	**%*	*2%*	*1%*	*2%*	**	*1%*	*1%*	**
Security / data protection	**13**	2	**	**	2	3	7	3	-	**	13	13	**
	1%	*1%*	**	**	*1%*	*3%*	*1%*	*1%*	*-%*	**	*2%*	*1%*	**
Everyone else is doing it / client's like this method	**12**	5	**	**	5	1	9	2	-	**	11	12	**
	1%	*3%*	**	**	*3%*	*1%*	*1%*	*1%*	*-%*	**	*1%*	*1%*	**
More efficient	**10**	2	**	**	4	-	6	4	2	**	7	10	**
	1%	*1%*	**	**	*2%*	*-%*	*1%*	*1%*	*2%*	**	*1%*	*1%*	**
Offers more creative choices	**10**	2	**	**	2	-	4	6	-	**	10	10	**
	1%	*1%*	**	**	*1%*	*-%*	*1%*	*2%* b	*-%*	**	*1%*	*1%*	**
Forced to by colleagues / system changes in the company	**9**	5	**	**	5	2	4	2	1	**	7	9	**
	1%	*3%*	**	**	*3%*	*3%*	*1%*	*1%*	**%*	**	*1%*	*1%*	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	*b
Unweighted total	**1030**	183	9	47	167	100	650	278	127	49	847	1030	-
Weighted total	**1020**	184	14	49	166	83	656	277	125	48	846	1020	-
Company budget has been diverted to other media	**6**	-	**	**	-	-	3	3	*	**	5	6	**
	1%	-%	**	**	-%	-%	*%*	*1%*	*%*	**	*1%*	*1%*	**
Good for sending invoices /attachments	**5**	*	**	**	*	-	1	4	*	**	5	5	**
	1%	*%	**	**	*%	-%	*%*	*2%* b	*%*	**	*1%*	*1%*	**
Speed - instantaneous / fast response	*	*	**	**	*	-	*	-	-	**	*	*	**
	%	*%	**	**	*%	-%	*%*	-%	-%	**	*%*	*%*	**
Increase in postal prices	*	-	**	**	-	-	*	-	-	**	*	*	**
	%	-%	**	**	-%	-%	*%*	-%	-%	**	*%*	*%*	**
Royal Mail strike action	-	-	**	**	-	-	-	-	-	**	-	-	**
	-%	-%	**	**	-%	-%	-%	-%	-%	**	-%	-%	**
Other	**16**	3	**	**	1	1	12	3	5	**	11	16	**
	2%	*2%*	**	**	*1%*	*1%*	*2%*	*1%*	*4%* c	**	*1%*	*2%*	**
Don't know	**6**	*	**	**	*	2	2	2	-	**	6	6	**
	1%	*%*	**	**	*%*	*2%* b	*%*	*1%*	-%	**	*1%*	*1%*	**

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

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

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1030**	108	87	81	101	93	83	100	67	73	82	92	63
Weighted total	**1020**	78	100	97	72	104	93	48	76	115	87	99	51
Quicker	**522**	40	49	53	37	66	49	30	24	42	52	52	27
	51%	*51%*	*49%*	*54%*	*51%*	*64%*	*53%*	*62%*	*32%*	*37%*	*60%*	*53%*	*53%*
		h	h	**hi**	h	**bhi**	**hi**	**hi**			**hi**	**hi**	h
Cost saving	**317**	14	33	38	25	37	31	27	22	26	23	27	13
	31%	*18%*	*33%*	*39%*	*35%*	*36%*	*34%*	*55%*	*29%*	*23%*	*27%*	*28%*	*25%*
			a	**ai**	a	a	**aabcdefhijk**	l					
Customer preferences	**184**	17	15	13	11	19	17	7	11	37	12	13	10
	18%	*21%*	*15%*	*14%*	*16%*	*19%*	*18%*	*14%*	*15%*	*32%*	*14%*	*14%*	*20%*
										bcdefghjk			
Reduce admin time spent on alternative media	**100**	*	11	-	6	12	10	6	7	12	10	20	5
	10%	**%*	*11%*	*-%*	*8%*	*11%*	*11%*	*13%*	*10%*	*11%*	*11%*	*20%*	*10%*
			ac		**ac**	**ac**	**ac**	**ac**	**ac**	**ac**	**ac**	**acd**	**ac**
Environmental reasons	**74**	7	8	7	5	5	7	4	6	8	6	5	5
	7%	*9%*	*8%*	*7%*	*7%*	*5%*	*7%*	*8%*	*8%*	*7%*	*7%*	*5%*	*10%*
Convenience / ease of use	**66**	5	3	5	*	2	5	1	12	13	5	9	6
	7%	*6%*	*3%*	*5%*	*1%*	*2%*	*5%*	*2%*	*16%*	*11%*	*5%*	*9%*	*12%*
		d							**abcdefgj**	**deg**		**deg**	**deg**
Unreliable postal service	**21**	*	*	1	-	7	2	-	3	6	-	1	*
	2%	**%*	**%*	*1%*	*-%*	*7%*	*2%*	*-%*	*4%*	*5%*	*-%*	*1%*	*1%*
						abdgj				**adgj**			
Price of postage	**19**	1	1	1	-	*	*	-	3	5	4	3	2
	2%	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*-%*	*3%*	*4%*	*5%*	*3%*	*3%*
										dg	**deg**		
Proof of delivery / know it has got there / reliable	**15**	4	*	2	*	-	2	1	5	-	1	-	-
	1%	*5%*	**%*	*2%*	**%*	*-%*	*2%*	*2%*	*6%*	*-%*	*1%*	*-%*	*-%*
		bdeik							**bdeikl**				
Security / data protection	**13**	-	2	2	2	2	*	-	*	3	*	1	-
	1%	*-%*	*2%*	*2%*	*3%*	*2%*	**%*	*-%*	**%*	*2%*	**%*	*1%*	*-%*
Everyone else is doing it / client's like this method	**12**	-	2	-	-	2	*	-	2	-	4	1	1
	1%	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*	*3%*	*-%*	*4%*	*1%*	*2%*
											adg		
More efficient	**10**	-	2	-	-	1	2	-	-	1	1	2	*
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*
Offers more creative choices	**10**	-	1	2	-	*	*	-	-	2	1	*	3
	1%	*-%*	*1%*	*2%*	*-%*	**%*	*1%*	*-%*	*-%*	*2%*	*2%*	**%*	*5%*
													adeg
Forced to by colleagues / system changes in the company	**9**	2	1	1	-	*	2	-	-	*	3	-	-
	1%	*3%*	*1%*	*1%*	*-%*	**%*	*2%*	*-%*	*-%*	**%*	*3%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

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

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1030**	108	87	81	101	93	83	100	67	73	82	92	63
Weighted total	**1020**	78	100	97	72	104	93	48	76	115	87	99	51
Company budget has been diverted to other media	**6**	*	*	1	2	-	-	-	*	-	3	-	-
	1%	**%*	**%*	*1%*	*3%*	-%	-%	-%	**%*	-%	*3%*	-%	-%
Good for sending invoices /attachments	**5**	5	*	-	-	-	-	-	-	-	-	-	*
	1%	*6%*	**%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
		bcdefghijk											
Speed - instantaneous / fast response	*	-	-	-	-	*	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	**%*	-%	-%	-%	-%	-%	-%	-%
Increase in postal prices	*	-	*	-	-	-	-	-	-	-	-	-	-
	****%***	-%	**%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**16**	2	-	4	2	*	4	2	2	*	-	-	-
	2%	*2%*	-%	*4%*	*3%*	**%*	*4%*	*4%*	*3%*	**%*	-%	-%	-%
							k	k					
Don't know	**6**	*	-	2	*	-	-	*	*	-	1	1	*
	1%	**%*	-%	*2%*	**%*	-%	-%	**%*	**%*	-%	*2%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1030**	276	277	240	237
Weighted total	**1020**	275	269	239	237
Quicker	**522**	141	152	97	132
	51%	*51%*	*57%*	*40%*	*56%*
		c	c		c
Cost saving	**317**	85	94	75	63
	31%	*31%*	*35%*	*31%*	*27%*
			d		
Customer preferences	**184**	45	48	55	36
	18%	*16%*	*18%*	*23%*	*15%*
				d	
Reduce admin time spent on alternative media	**100**	12	27	26	35
	10%	*4%*	*10%*	*11%*	*15%*
			a	a	a
Environmental reasons	**74**	22	17	18	16
	7%	*8%*	*6%*	*8%*	*7%*
Convenience / ease of use	**66**	13	8	26	20
	7%	*5%*	*3%*	*11%*	*8%*
				ab	b
Unreliable postal service	**21**	1	9	8	2
	2%	**%*	*3%*	*4%*	*1%*
			ad	**ad**	
Price of postage	**19**	2	1	7	9
	2%	*1%*	**%*	*3%*	*4%*
				b	**ab**
Proof of delivery / know it has got there / reliable	**15**	7	2	5	1
	1%	*2%*	*1%*	*2%*	*1%*
Security / data protection	**13**	4	4	3	2
	1%	*2%*	*2%*	*1%*	*1%*
Everyone else is doing it / client's like this method	**12**	2	2	2	6
	1%	*1%*	*1%*	*1%*	*2%*
More efficient	**10**	2	3	1	4
	1%	*1%*	*1%*	**%*	*2%*
Offers more creative choices	**10**	3	1	2	4
	1%	*1%*	**%*	*1%*	*2%*
Forced to by colleagues / system changes in the company	**9**	3	3	*	3
	1%	*1%*	*1%*	**%*	*1%*
Company budget has been diverted to other media	**6**	1	2	*	3
	1%	**%*	*1%*	**%*	*1%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 22/01/20

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

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

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1030**	276	277	240	237
Weighted total	**1020**	275	269	239	237
Good for sending invoices /attachments	**5**	5	-	-	*
	1%	*2%*	*-%*	*-%*	**%*
		bc			
Speed - instantaneous / fast response	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Increase in postal prices	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Royal Mail strike action	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other	**16**	6	6	4	-
	2%	*2%*	*2%*	*2%*	*-%*
		d	d	d	
Don't know	**6**	2	*	*	3
	1%	*1%*	**%*	**%*	*1%*

Columns Tested: a,b,c,d

Weighting Var
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1952**	1456	330	111	55	496	571	447	134	56	129
Weighted total	**2000**	1940	40	14	7	60	726	531	124	37	59
North 0-9 Employees	**384**	384	-	-	-	-	164	98	25	8	12
	19%	*20%*	*-%*	*-%*	*-%*	*-%*	*23%*	*18%*	*20%*	*22%*	*20%*
		bcde									
North 10+ Employees	**15**	-	10	3	1	15	1	2	2	1	2
	1%	*-%*	*26%*	*25%*	*22%*	*25%*	**%*	**%*	*2%*	*2%*	*4%*
			a	a	a	a			a	a	**ab**
Mids 0-9 Employees	**465**	465	-	-	-	-	172	131	28	7	14
	23%	*24%*	*-%*	*-%*	*-%*	*-%*	*24%*	*25%*	*23%*	*19%*	*23%*
		bcde									
Mids 10+ Employees	**15**	-	10	3	2	15	1	1	1	1	4
	1%	*-%*	*24%*	*23%*	*32%*	*25%*	**%*	**%*	*1%*	*3%*	*6%*
			a	a	a	a			a	**ab**	**abc**
South 0-9 Employees	**829**	829	-	-	-	-	273	227	52	13	15
	41%	*43%*	*-%*	*-%*	*-%*	*-%*	*38%*	*43%*	*42%*	*36%*	*26%*
		bcde					e	e	e		
South 10+ Employees	**15**	-	9	4	2	15	1	2	1	1	3
	1%	*-%*	*24%*	*29%*	*24%*	*25%*	**%*	**%*	*1%*	*3%*	*5%*
			a	a	a	a				**ab**	**abc**
Wal/Sco/NI 0-9 Employees	**263**	263	-	-	-	-	114	70	13	5	6
	13%	*14%*	*-%*	*-%*	*-%*	*-%*	*16%*	*13%*	*10%*	*13%*	*11%*
		bcde									
Wal/Sco/NI 10+ Employees	**15**	-	10	3	2	15	1	1	2	1	2
	1%	*-%*	*26%*	*23%*	*22%*	*25%*	**%*	**%*	*1%*	*2%*	*4%*
			a	a	a	a			a	**ab**	**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Weighting Var
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1952**	170	79	209	52	131	220	148	127	102	1238	232	239	243
Weighted total	**2000**	233	121	275	68	173	328	192	167	147	1703	100	105	92
North 0-9 Employees	**384**	5	6	-	65	164	-	-	5	128	374	6	2	2
	19%	*2%*	*5%*	*-%*	*95%*	*95%*	*-%*	*-%*	*3%*	*87%*	*22%*	*6%*	*2%*	*2%*
		cf	**cfg**		**abcfghjklmabcfghijkl**				**cfgabcfghjkl**		**abcfghk**	**cfgl**	**cf**	**cf**
						m				m	**lm**			
North 10+ Employees	**15**	*	-	*	2	7	*	-	*	5	15	-	-	-
	1%	**%*	*-%*	**%*	*3%*	*4%*	**%*	*-%*	**%*	*3%*	*1%*	*-%*	*-%*	*-%*
					acfgklm	**acfghjklm**				**acfgjklm**				
Mids 0-9 Employees	**465**	155	109	8	-	-	28	1	149	11	461	-	4	-
	23%	*67%*	*90%*	*3%*	*-%*	*-%*	*9%*	*1%*	*89%*	*7%*	*27%*	*-%*	*4%*	*-%*
		cdefgijacdefgij		**km**			**cdegklm**		**acdefgij**	**degkmcdefgik**			**ekm**	
		klm	**klm**						**klm**		**lm**			
Mids 10+ Employees	**15**	5	2	*	-	-	*	*	6	1	15	*	-	-
	1%	*2%*	*2%*	**%*	*-%*	*-%*	**%*	**%*	*3%*	*1%*	*1%*	**%*	*-%*	*-%*
		fklm	**lm**						**cefgjklm**					
South 0-9 Employees	**829**	65	4	261	-	1	295	186	5	2	820	3	6	-
	41%	*28%*	*3%*	*95%*	*-%*	*1%*	*90%*	*97%*	*3%*	*1%*	*48%*	*3%*	*6%*	*-%*
		bdehikl	**mabdefhi**				**abdehijklmabdefhijkl**		m		**abdehik**	m	**em**	
		m		**jklm**				m			**lm**			
South 10+ Employees	**15**	1	*	5	*	*	5	4	*	-	15	*	-	-
	1%	*1%*	**%*	*2%*	**%*	**%*	*1%*	*2%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*
				lm				**lm**						
Wal/Sco/NI 0-9 Employees	**263**	1	-	1	1	1	-	1	1	-	4	87	88	84
	13%	**%*	*-%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*-%*	**%*	*87%*	*83%*	*91%*
												abcdefghabcdefghij		**abcdefgh**
												ij		**ijl**
Wal/Sco/NI 10+ Employees	**15**	-	-	-	-	-	-	-	-	-	-	4	5	6
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*6%*
												acefghij	**acefghijabcefghi**	
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Weighting Var
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1952**	86	202	45	163	488	70	106	778	1429	523	1744	208
Weighted total	**2000**	79	175	41	159	590	58	116	767	1542	458	1825	175
North 0-9 Employees	**384**	15	40	**	21	129	14	20	130	298	86	353	30
	19%	*19%*	*23%*	**	*13%*	*22%*	*24%*	*17%*	*17%*	*19%*	*19%*	*19%*	*17%*
			d	**dgh**		**dh**	d						
North 10+ Employees	**15**	-	4	**	2	2	1	*	6	13	2	13	2
	1%	-%	*2%*	**	*1%*	*%*	*2%*	*%*	*1%*	*1%*	*%*	*1%*	*1%*
			e				e						
Mids 0-9 Employees	**465**	14	42	**	37	151	12	35	162	352	113	425	39
	23%	*18%*	*24%*	**	*23%*	*26%*	*20%*	*31%*	*21%*	*23%*	*25%*	*23%*	*23%*
								ach					
Mids 10+ Employees	**15**	*	3	**	1	3	*	*	6	11	4	12	3
	1%	*%*	*2%*	**	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*2%*
													a
South 0-9 Employees	**829**	26	60	**	73	238	21	41	353	680	149	752	76
	41%	*33%*	*34%*	**	*46%*	*40%*	*35%*	*36%*	*46%*	*44%*	*32%*	*41%*	*43%*
					ab				**abceg**	b			
South 10+ Employees	**15**	*	2	**	1	2	1	1	8	12	3	12	3
	1%	*%*	*1%*	**	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Wal/Sco/NI 0-9 Employees	**263**	23	23	**	21	63	9	17	95	168	95	245	18
	13%	*29%*	*13%*	**	*13%*	*11%*	*16%*	*15%*	*12%*	*11%*	*21%*	*13%*	*10%*
		bdegh									a		
Wal/Sco/NI 10+ Employees	**15**	1	2	**	2	3	1	1	6	8	7	12	3
	1%	*1%*	*1%*	**	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*2%*	*1%*	*2%*
											a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Weighting Var
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1952**	1866	86	1188	284	450
Weighted total	**2000**	1888	112	1245	283	431
North 0-9 Employees	**384**	355	28	262	44	71
	19%	*19%*	*25%*	*21%*	*16%*	*17%*
				bc		
North 10+ Employees	**15**	15	*	10	1	4
	1%	*1%*	*%*	*1%*	*%*	*1%*
Mids 0-9 Employees	**465**	448	17	298	64	93
	23%	*24%*	*15%*	*24%*	*22%*	*22%*
Mids 10+ Employees	**15**	15	*	9	2	4
	1%	*1%*	*%*	*1%*	*1%*	*1%*
South 0-9 Employees	**829**	777	51	485	132	191
	41%	*41%*	*46%*	*39%*	*47%*	*44%*
					a	a
South 10+ Employees	**15**	15	*	9	2	4
	1%	*1%*	*%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**263**	248	15	164	35	60
	13%	*13%*	*13%*	*13%*	*12%*	*14%*
Wal/Sco/NI 10+ Employees	**15**	15	*	8	3	4
	1%	*1%*	*%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

Weighting Var
Base: All

	Total base	Monthly postal spend											Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted total	**1952**	1586	306	47	4	6	2	1	-	1892	60	13	670	916	366
Weighted total	**2000**	1714	239	40	1	3	2	*	-	1954	46	6	813	901	286
North 0-9 Employees	**384**	328	46	**	**	**	**	**	**	374	10	**	165	163	56
	19%	*19%*	*19%*	**	**	**	**	**	**	*19%*	*21%*	**	*20%*	*18%*	*19%*
North 10+ Employees	**15**	10	3	**	**	**	**	**	**	14	1	**	2	8	5
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*3%*	**	*%*	*1%*	*2%*
															a
Mids 0-9 Employees	**465**	396	59	**	**	**	**	**	**	455	10	**	208	189	68
	23%	*23%*	*24%*	**	**	**	**	**	**	*23%*	*21%*	**	*26%*	*21%*	*24%*
													b		
Mids 10+ Employees	**15**	8	6	**	**	**	**	**	**	14	1	**	2	6	7
	1%	*%*	*2%*	**	**	**	**	**	**	*1%*	*3%*	**	*%*	*1%*	*3%*
			ai								a				**ab**
South 0-9 Employees	**829**	716	92	**	**	**	**	**	**	808	21	**	326	391	112
	41%	*42%*	*38%*	**	**	**	**	**	**	*41%*	*45%*	**	*40%*	*43%*	*39%*
South 10+ Employees	**15**	11	4	**	**	**	**	**	**	14	1	**	3	8	4
	1%	*1%*	*1%*	**	**	**	**	**	**	*1%*	*2%*	**	*%*	*1%*	*2%*
															a
Wal/Sco/NI 0-9 Employees	**263**	234	26	**	**	**	**	**	**	261	2	**	105	130	28
	13%	*14%*	*11%*	**	**	**	**	**	**	*13%*	*4%*	**	*13%*	*14%*	*10%*
		j								j				c	
Wal/Sco/NI 10+ Employees	**15**	10	4	**	**	**	**	**	**	14	1	**	3	7	5
	1%	*1%*	*2%*	**	**	**	**	**	**	*1%*	*2%*	**	*%*	*1%*	*2%*
			a												a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c

Weighting Var
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1952**	1246	853	1385	735	492	1307	1248	73	34	17	5	7	1
Weighted total	**2000**	1193	768	1342	733	425	1282	1258	50	16	5	5	6	2
North 0-9 Employees	**384**	211	117	241	129	85	258	227	7	**	**	**	**	**
	19%	*18%*	*15%*	*18%*	*18%*	*20%*	*20%*	*18%*	*15%*	**	**	**	**	**
						b	b	c	c					
North 10+ Employees	**15**	12	10	13	7	4	11	12	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**
Mids 0-9 Employees	**465**	284	176	312	177	99	299	295	11	**	**	**	**	**
	23%	*24%*	*23%*	*23%*	*24%*	*23%*	*23%*	*23%*	*21%*	**	**	**	**	**
										ab				
Mids 10+ Employees	**15**	11	7	11	8	5	11	9	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**
										a				
South 0-9 Employees	**829**	492	331	559	315	157	497	530	20	**	**	**	**	**
	41%	*41%*	*43%*	*42%*	*43%*	*37%*	*39%*	*42%*	*40%*	**	**	**	**	**
			ef		e			c	c					
South 10+ Employees	**15**	11	9	12	6	5	10	10	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**
Wal/Sco/NI 0-9 Employees	**263**	160	110	182	86	65	185	166	8	**	**	**	**	**
	13%	*13%*	*14%*	*14%*	*12%*	*15%*	*14%*	*13%*	*16%*	**	**	**	**	**
										a				
Wal/Sco/NI 10+ Employees	**15**	12	9	13	6	6	11	10	1	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**
										a				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighting Var
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1952**	712	11	6	-	4	2	-	6	425	389	332	233	6
Weighted total	**2000**	718	8	4	-	2	1	-	3	482	408	304	143	5
North 0-9 Employees	**384**	128	**	**	**	**	**	**	**	75	85	60	20	**
	19%	*18%*	**	**	**	**	**	**	**	*16%*	*21%*	*20%*	*14%*	**
											ad			
North 10+ Employees	**15**	6	**	**	**	**	**	**	**	3	3	3	4	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*3%*	**
													a	
Mids 0-9 Employees	**465**	172	**	**	**	**	**	**	**	125	89	75	22	**
	23%	*24%*	**	**	**	**	**	**	**	*26%*	*22%*	*25%*	*15%*	**
										d	d	d		
Mids 10+ Employees	**15**	7	**	**	**	**	**	**	**	2	3	3	3	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*1%*	*2%*	**
													a	
South 0-9 Employees	**829**	308	**	**	**	**	**	**	**	213	168	111	64	**
	41%	*43%*	**	**	**	**	**	**	**	*44%*	*41%*	*36%*	*45%*	**
										c				
South 10+ Employees	**15**	6	**	**	**	**	**	**	**	3	2	3	4	**
	1%	*1%*	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*3%*	**
													ab	
Wal/Sco/NI 0-9 Employees	**263**	85	**	**	**	**	**	**	**	59	54	46	22	**
	13%	*12%*	**	**	**	**	**	**	**	*12%*	*13%*	*15%*	*16%*	**
Wal/Sco/NI 10+ Employees	**15**	6	**	**	**	**	**	**	**	2	3	3	4	**
	1%	*1%*	**	**	**	**	**	**	**	**%*	*1%*	*1%*	*3%*	**
													ab	

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighting Var
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1952**	303	149	175	94	14	410	20	305	1709	243	1325	60
Weighted total	**2000**	307	151	182	78	14	439	13	281	1762	238	1289	53
North 0-9 Employees	**384**	56	23	33	18	**	87	**	42	336	48	233	8
	19%	*18%*	*15%*	*18%*	*23%*	**	*20%*	**	*15%*	*19%*	*20%*	*18%*	*14%*
North 10+ Employees	**15**	2	2	1	2	**	3	**	4	12	3	12	1
	1%	*1%*	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*
Mids 0-9 Employees	**465**	71	33	46	27	**	101	**	73	400	65	299	13
	23%	*23%*	*22%*	*25%*	*34%*	**	*23%*	**	*26%*	*23%*	*27%*	*23%*	*25%*
					ab								
Mids 10+ Employees	**15**	2	1	2	3	**	4	**	3	12	3	11	*
	1%	*1%*	*1%*	*1%*	*3%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	**%
South 0-9 Employees	**829**	128	73	78	22	**	191	**	117	739	90	536	23
	41%	*42%*	*48%*	*43%*	*29%*	**	*43%*	**	*42%*	*42%*	*38%*	*42%*	*43%*
		d	d	d									
South 10+ Employees	**15**	2	1	2	1	**	3	**	3	13	2	12	*
	1%	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**263**	42	18	20	5	**	48	**	35	238	24	175	6
	13%	*14%*	*12%*	*11%*	*7%*	**	*11%*	**	*12%*	*14%*	*10%*	*14%*	*12%*
Wal/Sco/NI 10+ Employees	**15**	3	1	1	1	**	3	**	3	12	3	11	1
	1%	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Weighting Var
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1952**	73	168	204	22	502	232	418	1180	165	1
Weighted total	**2000**	80	158	191	18	502	229	410	1132	123	*
North 0-9 Employees	**384**	20	40	59	**	71	59	66	205	13	**
	19%	*25%*	*25%*	*31%*	**	*14%*	*26%*	*16%*	*18%*	*10%*	**
							a		c		
North 10+ Employees	**15**	-	2	2	**	4	3	5	11	1	**
	1%	*-%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Mids 0-9 Employees	**465**	14	28	42	**	120	54	88	271	21	**
	23%	*18%*	*18%*	*22%*	**	*24%*	*24%*	*22%*	*24%*	*17%*	**
Mids 10+ Employees	**15**	1	2	3	**	5	3	4	10	2	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
South 0-9 Employees	**829**	36	64	61	**	233	82	193	463	62	**
	41%	*46%*	*41%*	*32%*	**	*46%*	*36%*	*47%*	*41%*	*51%*	**
						b		b		b	
South 10+ Employees	**15**	1	1	2	**	4	2	4	10	2	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
Wal/Sco/NI 0-9 Employees	**263**	7	17	20	**	61	24	46	150	19	**
	13%	*9%*	*11%*	*11%*	**	*12%*	*11%*	*11%*	*13%*	*15%*	**
Wal/Sco/NI 10+ Employees	**15**	1	1	2	**	4	2	4	11	2	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**

Columns Tested: a,b - a,b - a,b - a,b,c,d

Weighting Var
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1952**	351	768	147	1	519	485	176	1	1188	811	568	1041	863	23
Weighted total	**2000**	336	696	112	*	523	482	153	*	1132	731	554	1012	778	26
North 0-9 Employees	**384**	47	105	9	**	92	94	13	**	203	111	87	164	163	**
	19%	*14%*	*15%*	*8%*	**	*18%*	*19%*	*9%*	**	*18%*	*15%*	*16%*	*16%*	*21%*	**
			c			c	c							a	
North 10+ Employees	**15**	5	8	1	**	6	5	1	**	11	9	5	10	9	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Mids 0-9 Employees	**465**	71	164	29	**	127	110	35	**	260	166	131	232	158	**
	23%	*21%*	*24%*	*26%*	**	*24%*	*23%*	*23%*	**	*23%*	*23%*	*24%*	*23%*	*20%*	**
Mids 10+ Employees	**15**	3	6	1	**	7	4	1	**	11	7	6	9	8	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
South 0-9 Employees	**829**	163	298	47	**	225	202	73	**	471	317	248	445	304	**
	41%	*49%*	*43%*	*42%*	**	*43%*	*42%*	*48%*	**	*42%*	*43%*	*45%*	*44%*	*39%*	**
													b		
South 10+ Employees	**15**	4	8	2	**	4	4	2	**	11	8	5	9	7	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Wal/Sco/NI 0-9 Employees	**263**	40	98	21	**	59	59	25	**	154	105	68	133	119	**
	13%	*12%*	*14%*	*19%*	**	*11%*	*12%*	*16%*	**	*14%*	*14%*	*12%*	*13%*	*15%*	**
				a											
Wal/Sco/NI 10+ Employees	**15**	3	8	2	**	3	4	2	**	11	8	5	9	9	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Weighting Var
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1952**	382	254	309	69	58	983	839	44	24	25	6
Weighted total	**2000**	369	220	301	70	46	958	755	47	21	27	8
North 0-9 Employees	**384**	55	36	44	9	8	158	158	**	**	**	**
	19%	*15%*	*16%*	*15%*	*13%*	*18%*	*17%*	*21%* a	**	**	**	**
North 10+ Employees	**15**	4	2	3	*	1	10	9	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**
Mids 0-9 Employees	**465**	86	45	73	17	9	225	156	**	**	**	**
	23%	*23%*	*21%*	*24%*	*24%*	*20%*	*24%*	*21%*	**	**	**	**
Mids 10+ Employees	**15**	4	3	4	*	*	8	8	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	**	**	**	**
South 0-9 Employees	**829**	169	93	134	34	17	414	291	**	**	**	**
	41%	*46%*	*42%*	*45%*	*49%*	*37%*	*43%* b	*39%*	**	**	**	**
South 10+ Employees	**15**	3	2	3	1	1	9	7	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**
Wal/Sco/NI 0-9 Employees	**263**	44	36	38	8	9	125	116	**	**	**	**
	13%	*12%*	*16%*	*13%*	*12%*	*19%*	*13%*	*15%*	**	**	**	**
Wal/Sco/NI 10+ Employees	**15**	4	3	2	*	*	9	9	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Weighting Var
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1952**	1848	1550	1868	1584	1906	1134	1838	495	4	1583	40	220	1589
Weighted total	**2000**	1872	1514	1891	1559	1944	1128	1870	441	2	1583	54	239	1599
North 0-9 Employees	**384**	355	268	361	297	373	204	353	50	**	303	**	47	303
	19%	*19%*	*18%*	*19%*	*19%*	*19%*	*18%*	*19%*	*11%*	**	*19%*	**	*20%*	*19%*
							c	c						
North 10+ Employees	**15**	15	14	15	14	15	10	14	3	**	12	**	1	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Mids 0-9 Employees	**465**	435	354	438	349	449	253	441	87	**	357	**	56	356
	23%	*23%*	*23%*	*23%*	*22%*	*23%*	*22%*	*24%*	*20%*	**	*23%*	**	*23%*	*22%*
Mids 10+ Employees	**15**	15	13	15	14	15	10	14	4	**	12	**	1	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
South 0-9 Employees	**829**	776	634	783	651	806	484	769	215	**	657	**	99	673
	41%	*41%*	*42%*	*41%*	*42%*	*41%*	*43%*	*41%*	*49%*	**	*41%*	**	*41%*	*42%*
									ab					
South 10+ Employees	**15**	15	14	15	13	15	10	14	4	**	13	**	2	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**263**	247	203	250	208	257	148	251	71	**	216	**	31	217
	13%	*13%*	*13%*	*13%*	*13%*	*13%*	*13%*	*13%*	*16%*	**	*14%*	**	*13%*	*14%*
Wal/Sco/NI 10+ Employees	**15**	14	13	15	13	15	9	14	6	**	13	**	1	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighting Var
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1952**	369	16	87	350	225	1371	348	232	93	1612	1030	922
Weighted total	**2000**	385	19	91	357	211	1415	362	234	99	1663	1020	980
North 0-9 Employees	**384**	95	**	20	89	31	302	51	42	20	322	179	205
	19%	*25%*	**	*21%*	*25%*	*15%*	*21%*	*14%*	*18%*	*20%*	*19%*	*18%*	*21%*
							ac						
North 10+ Employees	**15**	3	**	1	4	2	12	1	1	1	12	8	7
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**465**	90	**	23	82	45	322	92	46	26	391	238	226
	23%	*23%*	**	*25%*	*23%*	*21%*	*23%*	*25%*	*20%*	*26%*	*24%*	*23%*	*23%*
Mids 10+ Employees	**15**	4	**	1	3	2	9	4	4	1	10	8	7
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**829**	154	**	35	139	95	561	166	111	40	677	433	395
	41%	*40%*	**	*39%*	*39%*	*45%*	*40%*	*46%*	*48%*	*41%*	*41%*	*42%*	*40%*
								b	c				
South 10+ Employees	**15**	3	**	1	3	2	10	3	2	1	12	9	6
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**263**	32	**	10	34	31	189	43	26	9	227	135	128
	13%	*8%*	**	*11%*	*9%*	*15%*	*13%*	*12%*	*11%*	*9%*	*14%*	*13%*	*13%*
Wal/Sco/NI 10+ Employees	**15**	4	**	1	3	2	10	3	2	1	12	9	6
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Weighting Var
Base: All

	Total base	Month											
		Jan' 2019	Feb' 2019	Mar' 2019	Apr' 2019	May' 2019	Jun' 2019	Jul' 2019	Aug' 2019	Sep' 2019	Oct' 2019	Nov' 2019	Dec' 2019
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1952**	168	165	160	168	167	165	169	138	155	193	171	133
Weighted total	**2000**	127	193	180	117	193	191	110	149	242	207	183	110
North 0-9 Employees	**384**	22	33	40	23	36	36	18	40	38	37	42	20
	19%	*17%*	*17%*	*22%*	*20%*	*19%*	*19%*	*16%*	*27%*	*16%*	*18%*	*23%*	*19%*
									bgij				
North 10+ Employees	**15**	3	1	1	3	1	1	3	1	1	-	-	-
	1%	*3%*	**%*	*1%*	*3%*	**%*	*1%*	*3%*	*1%*	**%*	*-%*	*-%*	*-%*
		jk			**jk**			**jkl**					
Mids 0-9 Employees	**465**	18	53	44	18	62	35	14	32	69	59	38	22
	23%	*14%*	*27%*	*25%*	*15%*	*32%*	*19%*	*13%*	*22%*	*28%*	*29%*	*21%*	*20%*
			adg	**adg**		**adfghkl**			g	**adfg**	**adfg**	g	
Mids 10+ Employees	**15**	2	1	2	3	1	1	3	2	1	-	-	-
	1%	*2%*	*1%*	*1%*	*3%*	**%*	*1%*	*2%*	*1%*	**%*	*-%*	*-%*	*-%*
					jk			**jk**					
South 0-9 Employees	**829**	61	79	65	49	65	91	46	51	108	92	85	37
	41%	*48%*	*41%*	*36%*	*42%*	*34%*	*48%*	*42%*	*34%*	*45%*	*44%*	*46%*	*34%*
		cehl					**cehl**			e	e	**ehl**	
South 10+ Employees	**15**	3	1	1	3	1	1	3	2	*	-	-	-
	1%	*2%*	*1%*	*1%*	*3%*	**%*	*1%*	*3%*	*1%*	**%*	*-%*	*-%*	*-%*
		j			**jk**			**ijk**					
Wal/Sco/NI 0-9 Employees	**263**	15	24	26	16	26	23	20	20	25	20	18	30
	13%	*12%*	*12%*	*15%*	*14%*	*13%*	*12%*	*18%*	*13%*	*11%*	*9%*	*10%*	*28%*
								jk					**abcdefghij**
													k
Wal/Sco/NI 10+ Employees	**15**	3	1	1	2	1	1	3	1	1	-	-	-
	1%	*2%*	*1%*	**%*	*2%*	*1%*	*1%*	*3%*	*1%*	**%*	*-%*	*-%*	*-%*
		jk			j			**jk**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Weighting Var
Base: All

	Total base	Quarter			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019
Significance Level: 95%		a	b	c	d
Unweighted total	**1952**	493	500	462	497
Weighted total	**2000**	500	500	500	500
North 0-9 Employees	**384**	95	95	95	99
	19%	*19%*	*19%*	*19%*	*20%*
North 10+ Employees	**15**	5	5	5	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d	d	
Mids 0-9 Employees	**465**	115	115	115	120
	23%	*23%*	*23%*	*23%*	*24%*
Mids 10+ Employees	**15**	5	5	5	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d	d	
South 0-9 Employees	**829**	205	205	205	214
	41%	*41%*	*41%*	*41%*	*43%*
South 10+ Employees	**15**	5	5	5	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d	d	
Wal/Sco/NI 0-9 Employees	**263**	65	65	65	68
	13%	*13%*	*13%*	*13%*	*14%*
Wal/Sco/NI 10+ Employees	**15**	5	5	5	-
	1%	*1%*	*1%*	*1%*	*-%*
		d	d	d	

Columns Tested: a,b,c,d