



POAAL

Post Office Agents Association Limited
A.C.N. 006 382 314

November 2009

CARDED ARTICLE SURVEY

POAAL is seeking input from Licensees who own LPOs in metropolitan and suburban areas. Parcel and carded article volumes have grown this decade. POAAL is seeking detailed Licensee feedback on carded articles. Please print this survey, complete it and fax it back to POAAL on 03 96544577.

If there is insufficient space for your response, please attach a separate piece of paper with your response, noting clearly the question number.

LPO information		
1	LPO Postcode	
2	Number of EPOS terminals	
3	Please list any in-conjunction business	
4	Location of LPO (eg shopping centre, strip mall, village shops)	
5	Is there adequate car parking available?	
6	Is your LPO near public transport?	
PO Boxes		
7	Number of PO Boxes	
8	How many carded items are for your PO Boxes each week?	
Carded items		
9	How many Contractors/Subbies/AP Drivers card items to your LPO?	
10	How many articles under 500g are carded to your LPO each week?	
11	How many parcels over 500g are carded to your LPO each week?	
12	How many signature items are carded to your LPO each week?	
13	How many barcoded (non signature) items are carded to your LPO each week?	
14	What do you estimate to be the average number of items carded to your LPO each week? (Exclude items for PO Boxes please.)	
Business and staffing levels		
15	Has the growth in carded article volumes had an effect on staffing levels at your LPO?	
16	Does the extra foot traffic generated by carded articles bring extra business to your LPO?	

Storage of carded items	
17	Do you have a secure area for storing carded items? If so, how big is the area and how many articles can you store?
18	Do you ever store carded items in the public area? If so, why?
19	How many parcels do you store in the public area?
20	Does storing parcels in the public area of your business breach your OH&S plan?
Payments and disputes	
21	Do you receive the excess carded article payment?
22	If so, what rate do you receive and for how many articles? Are you satisfied with the payment?
23	If not, are you eligible? Have you discussed payment with AP?
24	Have you at any stage lodged an LPO11 regarding carded articles?
25	If so, was the dispute resolved satisfactorily?
Miscellaneous	
26	Do you have a PDT for scanning barcoded items?
27	Do you have any other comments? (Attach a separate piece of paper.)

Thank you for taking the time to complete this survey. Please fax your response (along with any attachments) to the POAAL National Office on (03) 96544577.

Alternatively, post your response to:

POAAL National Office
PO Box 190
CARLTON SOUTH VIC 3053