

- 1 The user receives a letter explaining the reason for the questionnaire.
- 2 The user is asked to complete the questionnaire on the Internet by downloading an electronic copy, available on the UPU website.
- 3 When connecting to www.upu.int/customs/en/survey.shtml, the user finds a copy of the letter received and the file containing the questionnaire to be downloaded in pdf format (widely distributed standard format).
- 4 In the file, the user has the option of completing the questionnaire by ticking (filling in) the appropriate boxes corresponding to the multiple-choice questions and filling in the text fields in order to provide all the information requested.
- 5 Once the questionnaire has been completed, the user presses the "Send by e-mail" button, located on the last page of the pdf file.
- 6 If the user has Microsoft Outlook, a new message containing the file of the replies is attached to the e-mail; if not, the user is asked by the pdf reader application to save the results file and send it by means of his own e-mail application.
- 7 The UPU customs service receives the e-mail with the file of replies. This file is in XML format (standard format allowing the automated exchange of data between heterogeneous information systems). This file must be saved.
- 8 The UPU customs service opens the Excel file for importing the data (file provided beforehand) and uses the Excel import function "XML importation" to import the data contained in the XML file with the questionnaire results.
- 9 The results data are copied directly into the Excel file.
- 10 The data can then be freely interpreted and used in other Excel worksheets (calculation files not provided) by the UPU customs service.