| Conducted 10/06/18 to 4/26/19                      | # of roundtrips |
|--|-----------------|
| Shipment Methods                                   |                 |
|  |                 |
| No Additional Packaging                            |                 |
| 5 DVDs in green bag, no packing                    | 6               |
| 1 DVD, in green bag                                | 6               |
| Bubble Mailer                                      |                 |
| 5 DVDs, bubble mailer, in green bag                | 6               |
| 1 DVD, bubble mailer, in green bag                 | 6               |
| Bubble Wrap  |                 |
| 5 DVDs, bubble wrap, in box                        | 6               |
| 1 DVD, bubble wrap, in green bag (sample one)      | 6               |
| 1 DVD, bubble wrap, in green bag (sample two)      | 6               |
| 5 DVDs, bubble wrap, in green bag                  | 6               |
| Recommendation:                                    |                 |
| For single DVDs: bubble mailer for 3-5 round trips |                 |
| For multiple DVDs: bubble wrap in box              |                 |

| Result   |                |
|--|----------------|
|  |                |
|  |                |
| 2 DVD cases damaged                                    |                |
| Case damaged, replaced, arrived with loose disc 1 time |                |
|  |                |
|  |                |
| No damage for 5 roundtrips, 6th roundtrip one case dam | naged          |
| No damage noted  |                |
|  |                |
|  |                |
| No damage noted  |                |
| No damage noted, disc arrived loose 2 times            |                |
| Case damaged, disc damaged by patron                   |                |
| Bubble wrap became flat after 3 roundtrips, moderate d | amage to cases |
|  |                |
|  |                |
|  |                |
|  |                |
|  |                |