

PAPER SYSTEMS INCORPORATED  
2010 CUSTOMER SURVEY

Company Name: \_\_\_\_\_ Your Name: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Please check or write-in answer

**SALES**

1. How long have you purchased PSI products?

Under 1 year    1 – 3 years    4 – 6 years    7 – 10 years    10+ years

2. Please indicate how you place your orders (check all that apply).

Phone    Fax    E-Mail    Rep    Mail

3. How often does a PSI sales rep visit you at your location?

Monthly    Semi-Annually    Annually    Seldom    Never

4. How often would you like a sales rep to visit you at your location?

Monthly    Semi-Annually    Annually    Seldom    Never

5. How would you rate our sales staff, i.e. product knowledge, account information, new ideas/products?

Excellent    Good    Average    Below Average    Poor

**CUSTOMER SERVICE**

1. What is the main reason you contact customer service?

Place an order    Check on an order    Price Quotation    Other \_\_\_\_\_

2. How satisfied are you with the ordering process?

Very Satisfied    Satisfied    Somewhat Satisfied    Dissatisfied

3. How satisfied are you with the professionalism that the customer service representative displayed during your last encounter?

Very Satisfied    Satisfied    Somewhat Satisfied    Dissatisfied

4. How satisfied are you with the knowledge that the customer service representative displayed during your last encounter?

Very Satisfied    Satisfied    Somewhat Satisfied    Dissatisfied

5. If your problem was not resolved, did our customer service representative offer to follow-up after the call?  
 Yes       No      Comments \_\_\_\_\_
6. Overall, how would you rate our customer service department, i.e. knowledgeable, courteous, and friendly?  
 Excellent     Good       Average     Below Average     Poor
7. How satisfied are you with our response to questions regarding product/order availability?  
 Very Satisfied     Satisfied     Somewhat Satisfied     Dissatisfied
8. In an effort to improve our quote process, what would you consider to be an acceptable turnaround time?  
 4 hours     6 hours     8 hours     12 hours     24 hours

**MARKETING AND FINANCE**

1. Do you use PSI's sales support documents, i.e. catalogs, brochures, web site, e-mail?  
 Yes       No  
 If yes, please rate:  
 Excellent     Good       Average     Fair       Poor
2. How would you rate our invoicing process?  
 Excellent     Good       Average     Fair       Poor
3. How satisfied are you with the service and responsiveness of our credit and collections department?  
 Very Satisfied     Satisfied     Somewhat Satisfied     Dissatisfied

**PRODUCTION AND WAREHOUSE/DISTRIBUTION**

1. How would you rate our shipping procedures, i.e. accuracy of orders, condition of orders?  
 Excellent     Good       Average     Fair       Poor
2. How would you rate the quality of PSI's products, i.e. packaging, paper quality, carton sealing and labeling?  
 Excellent     Good       Average     Fair       Poor

3. Are we meeting your expected ship dates?  Yes  No

If no, how can we improve? \_\_\_\_\_

4. Are you satisfied with our current five (OH, PA, FL, TX, CA) distribution locations?  Yes  No

If no, please comment \_\_\_\_\_

**GENERAL**

1. Does PSI make it easy to do business with your company?  Yes  No

If no, how can we improve? \_\_\_\_\_

2. How satisfied are you with the range of products that PSI offers?

Very Satisfied  Satisfied  Somewhat Satisfied  Dissatisfied

3. What percentage of your supply business is with PSI?

100%  75%  50%  25%

If not 100%, please comment \_\_\_\_\_

4. Do you buy the following items?

Do you buy from PSI?

Plain paper rolls	Yes	No	Yes	No
Printed paper rolls	Yes	No	Yes	No
POS/Printer Ribbons	Yes	No	Yes	No
Thermal Transfer Ribbons	Yes	No	Yes	No
Labels: Scale, Barcode, Other	Yes	No	Yes	No
Ink Jet/Toner Cartridges	Yes	No	Yes	No
ASI-promotional items	Yes	No	Yes	No

5. Are there any other products that you would like to see PSI offer in the future?  Yes  No

If yes, what products?

\_\_\_\_\_

6. Would you recommend our products to others?  Yes  No

If no, please explain \_\_\_\_\_

Any additional comments:

\_\_\_\_\_

\_\_\_\_\_