

2010 WSCA/NASPO PC CONTRACTS CUSTOMER SATISFACTION QUESTIONNAIRE

Please answer the following questions based on your experience with **your most recent purchase from 2010:**

1. Did you purchase direct from Lexmark or through a reseller/pre-sales agent?
2. If you purchased from a reseller/pre-sales agent, from which reseller/pre-sales agent did you purchase the product?
3. What type of product did you purchase (printers, supplies, etc.)?
4. To what extent did the product that you ordered meet the specifications on the Purchase Order?
5. Was the product delivered to you within the timeframe in the Contract and on your Purchase Order?
6. Did the invoice for this purchase correctly reflect the price on the Purchase Order?
7. Was the invoiced price equal to or better than the posted website contract price?

If any of your responses to questions 8 – 13 are Somewhat dissatisfied, Dissatisfied, or Very dissatisfied, please provide additional comments so we may improve the experience.

8. How satisfied were you with the Contractor's responsiveness to answering your questions?

Comments if dissatisfied:

9. How satisfied were you with the Contractor's responsiveness to providing product support via warranty or maintenance after warranty service?

Comments if dissatisfied:

10. If you needed to return your purchase for any reason, how satisfied were you with the Contractor's return process?

Comments if dissatisfied:

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11. How satisfied were you with the ease of use of the Contractor's website?

Comments if dissatisfied:

12. Did the Contractor's Customer Support staff respond to your inquiries and resolve your problems in a timely manner?

Comments if dissatisfied:

13. Please rate your overall satisfaction with this purchasing experience:

Comments if dissatisfied:

14. What could this Contractor do to increase your satisfaction with similar purchases in the future? Be specific on any areas of dissatisfaction, including problems with the website that you may have encountered.

Please include, at a minimum, the Full Name/Address of the Entity responding to this survey. This information will not be divulged to persons who do not have a need to know.

Entity Responding:

Respondent Name:

Respondent Phone
Number:

Respondent e-mail address:

Additional Comments or Questions: