



Annual Customer Survey

Thank you for being an ABCorp customer over the past year. We would appreciate your feedback so we can continue to improve our products and better serve you. Please take a few minutes to fill out this questionnaire and return it by January 31 in the enclosed postage-paid envelope, or send it by fax to (555) 555-1234.

What products did you order last year?

- | | | |
|--|---|--|
| <input type="checkbox"/> XC407 4-dr, legal file cabinet | <input type="checkbox"/> CZ902 Copier stand | <input type="checkbox"/> KL300 Ergonomic chair |
| <input type="checkbox"/> XC357 4-dr, letter file cabinet | <input type="checkbox"/> QQ200 Literature rack | <input type="checkbox"/> DF309 Monitor stand |
| <input type="checkbox"/> XC286 2-dr, letter file cabinet | <input type="checkbox"/> QQ201 Deluxe lit. rack | |
| <input type="checkbox"/> BZ800 Desk hutch | <input type="checkbox"/> AA005 Under-desk safe | |

Would you like to see any changes in the above products? (Attach pages as needed.)

Please rate the following items, both on their importance to you, and on our performance over the past year.

	Importance				Performance			
	Very Important	Somewhat Important	Little Importance	Not Needed	Excellent	Good	Fair	Poor
Credit policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain any performance ratings of Fair or Poor.

Approximately how much was your average monthly order last year?

- \$0-99 \$100-199 \$200-399 \$400-599 \$600-799 \$800+

What size is your business?

- Small (Under 100 employees) Large (Over 1000 employees)
 Medium (100-1000 employees)

Optional information:

Name: _____ Company: _____

Thank you for your time!