# Customer Satisfaction Survey

## Midwest Mailing & Shipping Systems, Inc.

We value your opinion. Your input will assist us with our quest for constant never-ending improvement. Please check the appropriate answers and **fax this form to 309/661-1148**. Thank you for choosing Midwest Mailing & Shipping Systems, Inc.

| | | | |
|---|---|---|---|
| Company Name | | | |
| Customer Name | | Sales Rep | |
| Location | | Service Tech | |
| Equipment | | Date | |

1. How would you rate your MMSS experience? ◯ Excellent ◯ Very Good ◯ Fair ◯ Poor
2. Rate your MMSS sales representative. ◯ Excellent ◯ Very Good ◯ Fair ◯ Poor

   Comments concerning MMSS Sales:

3. Rate your MMSS installation and training technician. ◯ Excellent ◯ Very Good ◯ Fair ◯ Poor

   Comments concerning MMSS Service:

4. Has your sales representative contacted you since the initial purchase? ◯ Yes ◯ No
5. Did you receive complete product training? ◯ Yes ◯ No
6. Rate the quality of the product. ◯ Excellent ◯ Very Good ◯ Fair ◯ Poor
7. Why did you choose Midwest Mailing & Shipping Systems?

8. How did you hear about Midwest Mailing & Shipping Systems?

◯ Sales Call ◯ Direct Mail ◯ Referral ◯ Direct Mail ◯ Internet ◯ Yellow Pages ◯ Other_____

9. Would you recommend Midwest Mailing & Shipping Systems to others? ◯ Yes ◯ No
10. Are there any other additional products that we may demonstrate?

**Please fax your completed survey to: 309/661-1148**
**Visit our website www.midwestmailing.com**
**for more ideas that can reduce your mail processing costs**