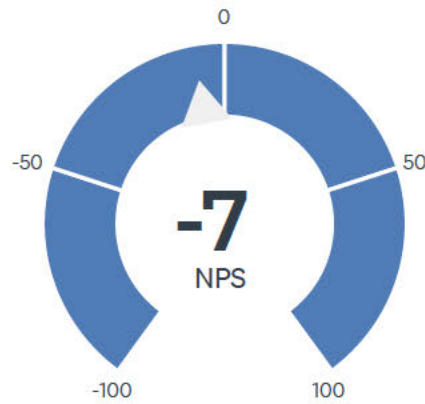


# Q1 How likely is it that you would recommend DeliverShip to a friend or colleague?

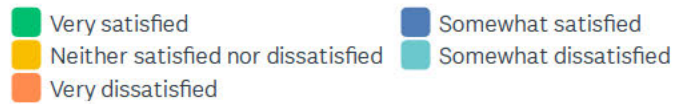
Answered: 30 Skipped: 2



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
43%	20%	37%	-7
13	6	11	

## Q2 Overall, how satisfied or dissatisfied are you with DeliverShip?

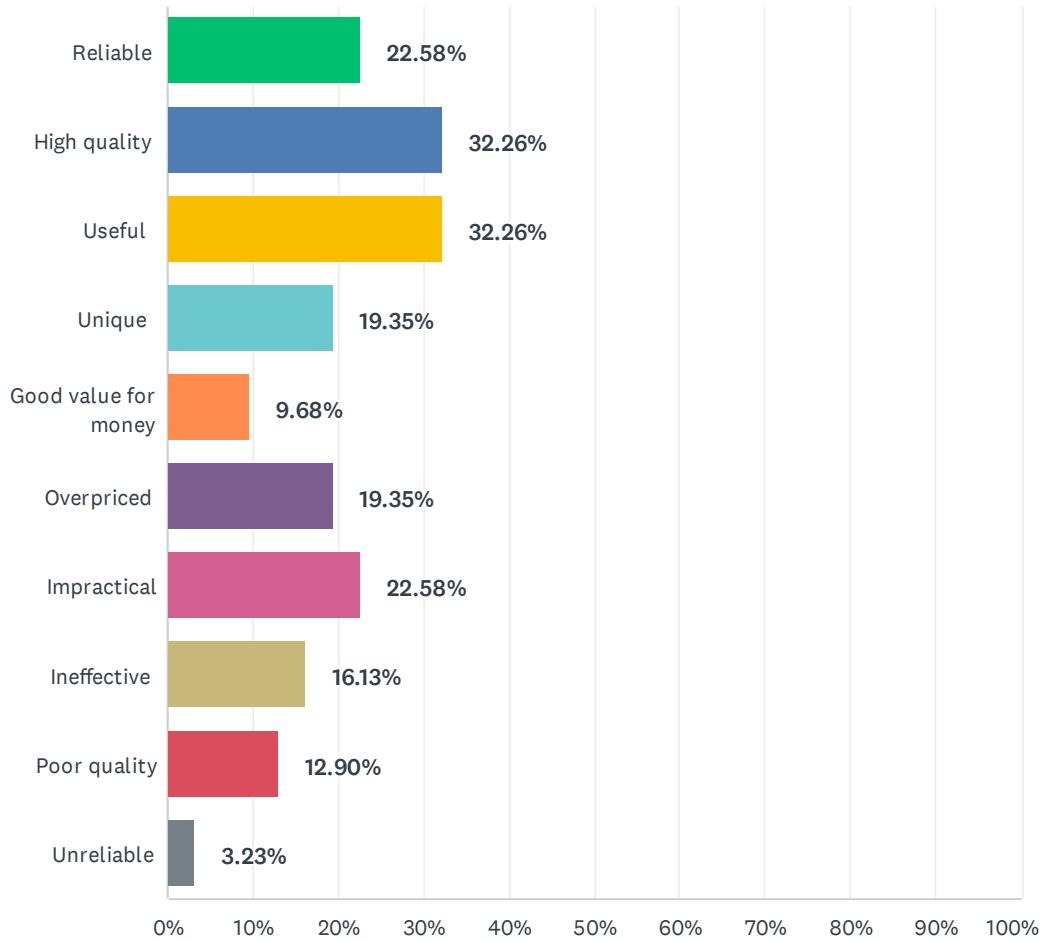
Answered: 30 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	20.00%	6
Somewhat satisfied	30.00%	9
Neither satisfied nor dissatisfied	10.00%	3
Somewhat dissatisfied	16.67%	5
Very dissatisfied	23.33%	7
<b>TOTAL</b>		<b>30</b>

### Q3 Which of the following words would you use to describe our shipping services? Select all that apply.

Answered: 31 Skipped: 1

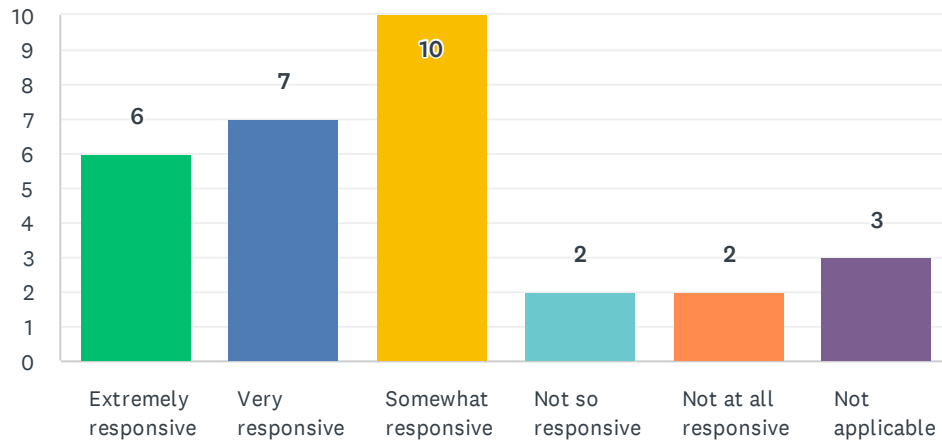


Survey example: Your Experience with DeliverShip

ANSWER CHOICES	RESPONSES	
Reliable	22.58%	7
High quality	32.26%	10
Useful	32.26%	10
Unique	19.35%	6
Good value for money	9.68%	3
Overpriced	19.35%	6
Impractical	22.58%	7
Ineffective	16.13%	5
Poor quality	12.90%	4
Unreliable	3.23%	1
Total Respondents: 31		

## Q4 How responsive have we been to your questions or concerns about our services?

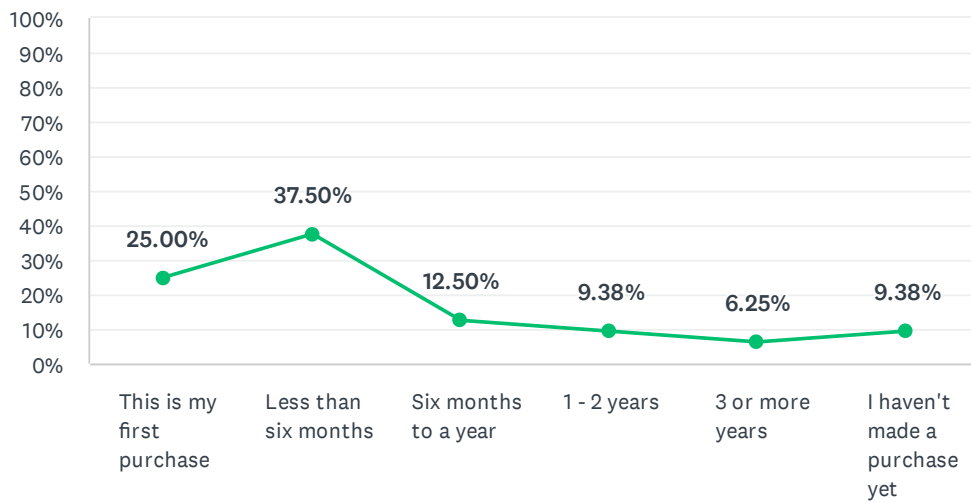
Answered: 30 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely responsive	20.00%	6
Very responsive	23.33%	7
Somewhat responsive	33.33%	10
Not so responsive	6.67%	2
Not at all responsive	6.67%	2
Not applicable	10.00%	3
<b>TOTAL</b>		<b>30</b>

## Q5 How long have you been a customer of DeliverShip?

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
This is my first purchase	25.00%	8
Less than six months	37.50%	12
Six months to a year	12.50%	4
1 - 2 years	9.38%	3
3 or more years	6.25%	2
I haven't made a purchase yet	9.38%	3
<b>TOTAL</b>		<b>32</b>

## Q6 Do you have any other comments, questions, or concerns?

Answered: 22 Skipped: 10

#	RESPONSES	DATE
1	Nope	10/28/2021 5:42 AM
2	?	10/27/2021 4:40 PM
3	no comment	10/25/2021 12:55 AM
4	jfkalsdjfkladsjflasdjkf	10/21/2021 11:22 PM
5	no	10/18/2021 10:57 AM
6	No	10/10/2021 1:06 PM
7	Its good	10/6/2021 11:43 PM
8	hgkjhgkjhgkj	10/5/2021 9:03 PM
9	sf hfg	9/16/2021 12:10 AM
10	none im good just keep up on the good and improve on the not so good	9/14/2021 5:49 PM
11	56	9/13/2021 11:49 AM
12	No	9/12/2021 11:45 PM
13	no	9/8/2021 2:21 PM
14	none	9/2/2021 12:09 PM
15	Xbxh	9/1/2021 8:42 AM
16	4.15.132.202	9/1/2021 6:47 AM
17	no, thanks!	8/31/2021 1:00 PM
18	kkkk	8/24/2021 5:12 PM
19	What's your phone number?	8/21/2021 10:37 PM
20	kmkkkk	8/19/2021 1:16 PM
21	no	8/12/2021 8:54 AM
22	na	8/8/2021 6:09 AM