



Cornell Storefront Systems, Inc is interested in how ***YOU*** think we are doing. Please take a few moments to rate us in the following areas by marking the appropriate response below. Please fax your completed survey to 570-270-0646 or it can be emailed to VendorRelations@cornellstorefronts.com.

Customer Care Network:

1=Poor, 5= Excellent

1 2 3 4 5 Are the service Coordinators friendly, courteous and professional?

1 2 3 4 5 Are they clear on what type of door repair is needed?

1 2 3 4 5 Are they clear on when repair is needed?

1 2 3 4 5 Is the Not to Exceed discussed & arranged up-front?

1 2 3 4 5 Is the Purchase Order clear and does it provide enough information for you to work from?

1 2 3 4 5 On quoted repairs, are you properly notified approvals?

1 2 3 4 5 On quoted repairs, are you being properly notified of declined quotes?

Accounting:

1=Poor, 5= Excellent

1 2 3 4 5 Is the Accounting team friendly, courteous & professional?

1 2 3 4 5 Is payment received in a timely manner?

1 2 3 4 5 Are you notified within a reasonable time frame of problems with invoices/backup & given adequate time to respond?

1 2 3 4 5 Does the Purchase Order clearly state what paperwork is required for prompt invoice processing?

Vendor Relations

1=Poor, 5= Excellent

1 2 3 4 5 Are you aware that the Vendor Relations Dept is available to you for questions/comments/issues & to act as a liason between your company and Cornell Storefront Systems, Inc?

1 2 3 4 5 If you have utilized the Vendor Relations department to handle a matter, were they professional & courteous?

1 2 3 4 5 If you have utilized the Vendor Relations department, was your matter handled to your satisfaction?

As you are aware, many of our Customers require the IVR to be utilized. What steps can CSS, Inc take to help ensure the IVR will be used 100% of the time?

All of our Customers require before and after photos for each service call. What steps can CSS, Inc take to ensure before and after photos will be provided 100% of the time?

Additional Comments:

If you wish to be contacted regarding your comments, please provide a name and phone number where you can be reached. Thank you for your time honesty!

Name: _____ Phone: _____

Company: _____