

Customer Satisfaction Survey

Email back to: qualitysurvey@camcommerce.com or
 Fax back to: 714-439-1123 or
 Mail back to: 17075 Newhope Street Fountain Valley, CA 92708

General

Company Name: _____ **Your Name** _____

Vertical Type: ___ Clothing/Shoe ___ Liquor ___ Pharmacy ___ Bike ___ Hardware/Paint ___ General Retail

State: _____ **Phone Number:** _____ **Email:** _____

May we contact you regarding your survey responses?

___ Yes ___ No

Product: _____ RetailSTAR _____ CAM32 _____ Profit\$ _____ MicroBiz _____ Not Sure

How would you categorize your involvement with CAM Software system? (check all that apply)

- ___ I am a frequent user of the software
- ___ I am a moderately frequent user of the software
- ___ I am an infrequent user
- ___ I am a single store user
- ___ I am a multi-store user
- ___ I am not a user, but I am authorized to purchase or recommend the software products
- ___ I have no involvement with the CAM system.

Is there anyone at CAM Commerce that you would like to acknowledge for consistently providing you outstanding service?

Products

Based on your experience, how satisfied are you with CAM Commerce products in the following areas:

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Quality					
Competitive price (Price for value)					
Technology					
Ease of use					
Integration with other CAM COMMERCE Available features					
Integration with other third-party products					
Timeliness of defect resolution					
Product documentation					
Overall satisfaction with products					

Would you recommend CAM Commerce products to others?

___ Definitely ___ Probably ___ Not Sure ___ Probably not ___ Definitely not

In what ways can we improve our products for you?

Product Support

Based on your experience, how satisfied are you with CAM Commerce's technical support staff in the following areas:

Have not used CAM Commerce technical support (skip to next section)

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Availability (Hours of Operation)					
Knowledge					
Responsiveness					
Courtesy					
Follow up					
Resolution Quality					
Overall Satisfaction					

Your support calls are answered in a timely manner (check one):

All of the time Most of the time Some of the time Never

CAM Commerce's Technical Support generally resolves your issue (check one):

On the first call On the second call After more than two calls

Do you find valuable information in our product newsletter at www.camcommerce.com?

Yes No Never read

In what ways can CAM Commerce support representatives provide better service to you?

Installation

Based on your experience, how satisfied are you with CAM Commerce installers in the following areas?

Have not used CAM Commerce installations (skip to next section)

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Availability					
Knowledge					
Responsiveness					
Courtesy					
Field Service Installation Work Performed at your site					
Overall Satisfaction					

In what ways can the CAM Commerce installers provide better service to you?

Education and Training

Based on your experience, how satisfied are you with CAM Commerce's Training in the following areas?

Have not used CAM Commerce Training (skip to next section)

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Level of Training Received					
Meeting Outlined Objectives					
Knowledge of Instructor					
Courtesy of Instructor					
Overall Satisfaction					

In what ways can the CAM Commerce Training staff provide better service to you?

Sales

Based on your experience, how satisfied are you with the CAM Commerce Sales representatives in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Knowledge of CAM's products and services					
Knowledge of your business needs					
Responsiveness					
Courtesy and professionalism					
Keeping you informed about CAM					
Recommending new products and services					
Overall satisfaction with representatives					

In what ways can your CAM Commerce Sales Representatives provide better service to you?

A Sales Account Representative maintains personal contact with you:

Every 3 months Every 6 months Once a year Never

Finance

Based on your experience, how satisfied are you with the CAM Commerce Finance Representatives in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Invoices are easy to understand					
Invoice Accuracy					
Timeliness of Question Resolution					
Courtesy of Finance Representative					
Overall Satisfaction with Finance					

In what ways can our finance representatives provide better service to you?

Overall

Based on your experience, how satisfied are you overall with CAM Commerce?:

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
The CAM Commerce Organization OVERALL					
Business Strategy					
Value your company derives from its investment with CAM Commerce					
Your level of opportunity for direct product input					
Financial Stability					

Compared to its competitors, CAM Commerce products and services are:

Much better Somewhat better About the same Somewhat worse Much worse

Would you be willing to become a CAM Commerce customer reference for other customers and prospects?

Yes No

Marketing and Sales Information

Where do you obtain your Retail Industry news?

National Retail Federation Trade Show Events Trade Publication Association Meetings

Do you belong to any Retail Associations? If yes, which ones?

NRF RSPA ERA. State Retail Association

Other (if other, which ones?) _____

Would you be interested in joining one of these Associations? If yes, which ones?

NRF RSPA ERA. State Retail Association Other (if other, which ones?) _____

Will your organization be purchasing CAM products and services in the future?

Definitely Probably Not sure Probably not Definitely not

If you replied, "Definitely not", please explain why. _____

If a User Group meeting were held within the next six months, would you attend?

Definitely Probably Not Sure Probably not Definitely not

What day and time works best for you?

Day Time Evening Time

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

THANK YOU FOR YOUR PARTICIPATION!