



# 2009 EPES TRANSPORT SYSTEM CUSTOMER SURVEY

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Is your CSR readily available and easy to reach via phone, fax, or e-mail? If no, why?	<a href="#">Go</a>
Does your CSR understand your transportation needs? If no, why?	<a href="#">Go</a>
Do you feel your CSR is proactive in their communication when there is an issue? If no, why?	<a href="#">Go</a>
Does Epes after hours coverage meet your needs? If no, why?	<a href="#">Go</a>
Does Epes' performance on pick-up's/deliveries (consistently) meet your service expectations? If no, why?	<a href="#">Go</a>
Are Epes Transport drivers courteous and cooperative? If no, why?	<a href="#">Go</a>
Are you satisfied with the frequency of visits from your sales representative? If no, why?	<a href="#">Go</a>
Does your sales representative respond timely to inquiries? If no, why?	<a href="#">Go</a>
Does Epes' billing department understand your requirements and (consistently) meet your needs? If no, why?	<a href="#">Go</a>
Do you find it simple and easy to do business with Epes Transport? If no, why?	<a href="#">Go</a>
Would you recommend Epes Transport to other companies relating to quality of service? If no, why?	<a href="#">Go</a>
Would you allow Epes Transport to utilize Epes Logistics (our brokerage division) to supplement our fleet as needed?	<a href="#">Go</a>
Do you control International shipping, import or export, thru ports on East Coast?	<a href="#">Go</a>
Does Epes Transport's functionality related to technology ( EDI, website, tracking, etc) meet your needs? If no, why?	<a href="#">Go</a>

Is your CSR readily available and easy to reach via phone, fax, or e-mail? If no, why?	Response percent	Response total
Yes 	97.8%	<a href="#">45</a>
No 	2.2%	<a href="#">1</a>

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Total # of respondents **47**. Statistics based on **47** respondents **0** filtered; **0** skipped.



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Does your CSR understand your transportation needs? If no, why?	Response percent	Response total
Yes 	97.8%	<a href="#">45</a>
No 	2.2%	<a href="#">1</a>

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Total # of respondents **47**. Statistics based on **47** respondents 0 filtered; 0 skipped.



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Do you feel your CSR is proactive in their communication when there is an issue? If no, why?		Response percent	Response total
Yes		93.5%	<a href="#">43</a>
No		6.5%	<a href="#">3</a>

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Total # of respondents **47**. Statistics based on **47** respondents 0 filtered; 0 skipped.



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Does Epes after hours coverage meet your needs? If no, why?		Response percent	Response total
Yes		88.9%	<a href="#">40</a>
No		11.1%	<a href="#">5</a>

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Total # of respondents **47**. Statistics based on **47** respondents 0 filtered; 0 skipped.



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Does Epes' performance on pick-up's/deliveries (consistently) meet your service expectations? If no, why?		Response percent	Response total
Yes		87%	<a href="#">40</a>
No		13%	<a href="#">6</a>

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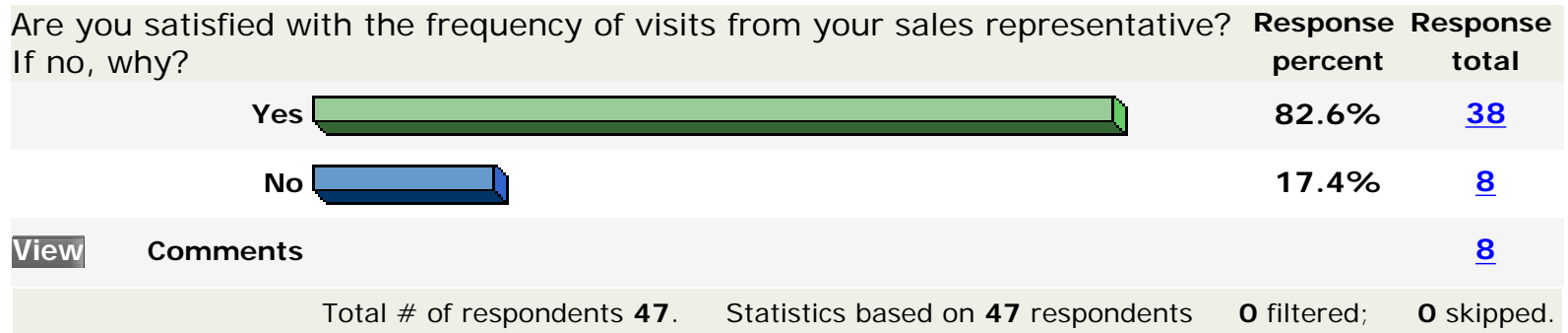
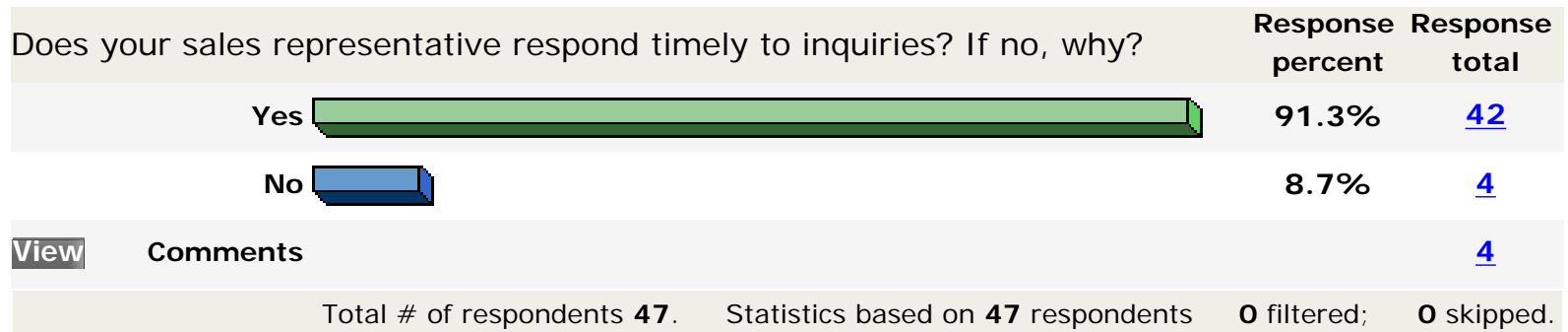
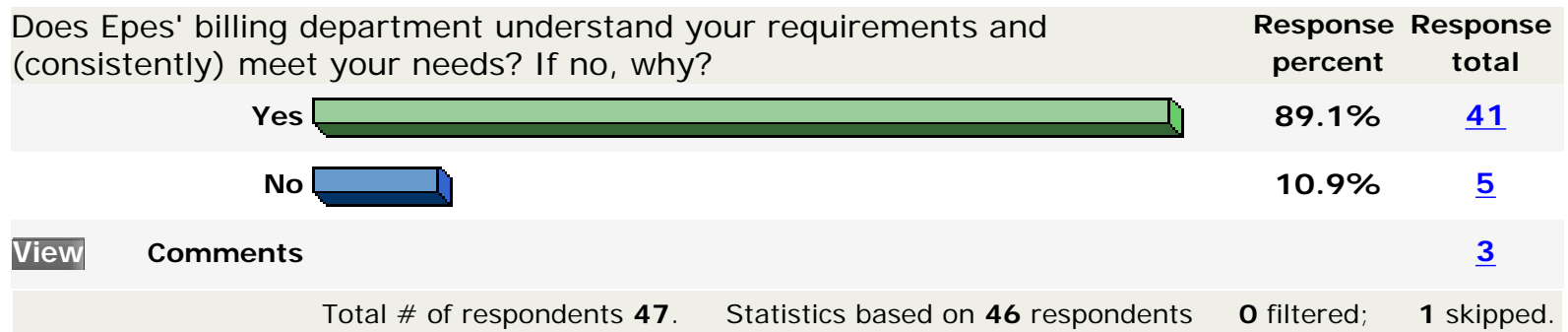
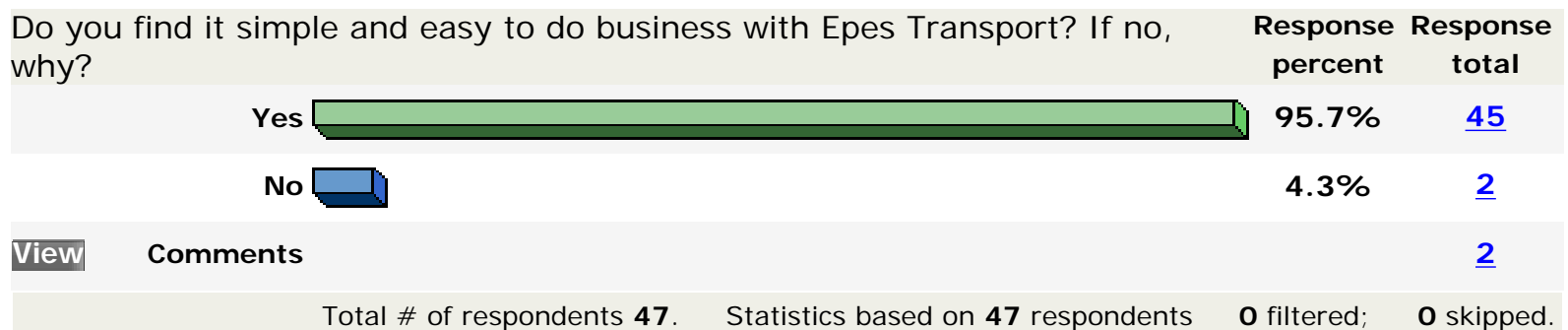
Total # of respondents **47**. Statistics based on **47** respondents 0 filtered; 0 skipped.



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Are Epes Transport drivers courteous and cooperative? If no, why?		Response percent	Response total
Yes		97.8%	<a href="#">44</a>
No		2.2%	<a href="#">1</a>



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Total # of respondents **47**. Statistics based on **47** respondents 0 filtered; 0 skipped.

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Would you recommend Epes Transport to other companies relating to quality of service? If no, why?	Response percent	Response total
Yes 	95.7%	<a href="#">44</a>
No 	4.3%	<a href="#">2</a>



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	Total # of respondents <b>47</b> .	Statistics based on <b>47</b> respondents	<b>0</b> filtered; <b>0</b> skipped.
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Would you allow Epes Transport to utilize Epes Logistics (our brokerage division) to supplement our fleet as needed?	Response percent	Response total
Yes 	40%	<a href="#">18</a>
No 	60%	<a href="#">27</a>

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Do you control International shipping, import or export, thru ports on East Coast?	Response percent	Response total
Yes 	20%	<a href="#">9</a>
No 	80%	<a href="#">36</a>

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	Total # of respondents <b>47</b> .	Statistics based on <b>46</b> respondents	<b>0</b> filtered; <b>1</b> skipped.
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Does Epes Transport's functionality related to technology ( EDI, website, tracking, etc) meet your needs? If no, why?	Response percent	Response total
Yes 	91.3%	<a href="#">42</a>
No 	8.7%	<a href="#">4</a>

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	Total # of respondents <b>47</b> .	Statistics based on <b>46</b> respondents	<b>0</b> filtered; <b>1</b> skipped.
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