



# TransTerra Logistics (Bulgaria) Ltd.

SAFE WAY FOR YOUR CARGO



To help us provide the criteria that meet your needs, please complete this survey form and return it to MKTS- TTLBULGARIA subj. TRANSIT TIMES & SERVICE FREQUENCY by **September 15, 2016**. (Survey Interim SEP-OCT-NOV-2016 // 3Q16)

| TRANSIT TIMES & SERVICE FREQUENCY                                                                                                                                                                         | POL: FESEA /             |                          | POD: BSEA / <b>VARNA, BG</b> |                                |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|------------------------------|--------------------------------|--------------------------|
| Statement                                                                                                                                                                                                 | Strongly Agree<br>5      | Agree<br>4               | Neutral<br>3                 | Disagree<br>2                  | Strongly Disagree<br>0   |
| <b>SERVICE Assessment / TRANSIT TIMES</b>                                                                                                                                                                 |                          |                          |                              |                                |                          |
| I am satisfied with <b>transit time</b>                                                                                                                                                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with <b>transshipment port selected</b>                                                                                                                                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with <b>transshipment roll-over</b> (if any)                                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with OFFER vs. PERFORMANCE terms.                                                                                                                                                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| OVERALL, I am satisfied with TRANSIT TIME                                                                                                                                                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| <b>SERVICE Assessment / SERVICE FREQUENCY</b>                                                                                                                                                             |                          |                          |                              |                                |                          |
| I am satisfied with service frequency from POL                                                                                                                                                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with service frequency from TXP                                                                                                                                                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with feeder frequency to VAR                                                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| I am satisfied with OFFER vs. PERFORMANCE terms.                                                                                                                                                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| OVERALL, I am satisfied with SERVICE FREQUENCY                                                                                                                                                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| <b>OVERALL</b>                                                                                                                                                                                            |                          |                          |                              |                                |                          |
| OVERALL, I'm satisfied w/TRANSIT TIMES,SERVICE,FREQUENCY                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/>       | <input type="checkbox"/> |
| <b>Additional Comments:</b>                                                                                                                                                                               |                          |                          |                              |                                |                          |
|                                                                                                                                                                                                           |                          |                          |                              |                                |                          |
| <b>Company Name :</b>                                                                                                                                                                                     |                          | <b>Company TTL'ID :</b>  |                              | <b>Fill-in by / Position :</b> |                          |
|                                                                                                                                                                                                           |                          |                          |                              |                                |                          |
| We thank you in advance for submitting this form to us, being committed to provide a scope of excellent services, we'll evaluate your ranking for TRANSIT TIMES & SERVICE FREQUENCY terms offered to you. |                          |                          |                              |                                |                          |