



# 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 CSVS-TTLBULGARIA subj. QUALITY & SERVICE ASSURANCE by **June 15, 2016**. (Survey Interim APR-MAY-JUN-2016)

QUALITY & SERVICE ASSURANCE					
Statement	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 0
<b>SERVICE Assessment / COMN, RATES, SVCE, NOTICE, PORT</b>					
I am satisfied with <b>communication</b> (TEL/EMAIL/WEB/DOC).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with <b>rates structuring</b> , charge transparency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with <b>service route</b> (TXP/ TTIME/ Roll-Over).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with <b>additional info</b> Loading, Discharge, Sailing Notices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL, I am satisfied with TTL service works provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>LONG TERM Assessment</b>					
I am satisfied with <b>Long Contract Terms</b> LCT (if apply).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can guarantee <b>Fixed Freight Volume</b> for shipping!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL, I am satisfied with LTC and guarantee loyalty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ADDITIONAL Assessment</b>					
I am satisfied with <b>add 'l</b> insurance/clearance jobs (if any).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with <b>add 'l</b> warehouse/vendor control (if any).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OVERALL, I am satisfied with TTL additional services (if any).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>OVERALL</b>					
OVERALL, I am satisfied with TTL's customer services	<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 SERVICES / LCT/FFV terms offered to you.					