

# Keenan Transit

245 East Fullerton  
Carol Stream, IL 60168



Keenan Transit requests your help. Please complete the following Customer Questionnaire. Your answers will help us provide you with the right sales information. Thank you for your time.

Customer Name:

[Customer Name]

Customer Contact

(Customer Contact)

Date:

[Date]

### 1. Are you satisfied with your current providers?

- Very Satisfied
- Satisfied
- Somewhat satisfied
- Not satisfied

### 2. What type of services do you utilize? Check all that apply

- Truckload
- Less than Truckload
- Dedicated
- Intermodal
- Warehousing
- Fleet Replacement
- Air Freight
- J.I.T.
- Dray
- Supply Chain Solutions
- Consolidation
- Pick and pack

### 3. Most important factors when choosing a provider? Check all that apply

- Service
- Communication
- One point of contact
- Rate
- Size
- Capabilities/Services offered
- On line capabilities
- Asset based

### 4. Annual Transportation spend?

- 0 to 5 million
- 5 to 15 million
- 15 to 25 million
- Over 25 million

**5. Number of full truckload shipments per day?**

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- 0 to 1                       1 to 3                       3 to 8                       More than 8

**6. Number of LTL shipments per day?**

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- 0 to 1                       1 to 3                       3 to 8                       More than 8

**7. Would you be interested in one provider handling all your freight**

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- Very Interested               Interested                       Somewhat interested       Not interested

**8. If you have a fleet of trucks and drivers would you be interested in fleet replacement**

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- Very Interested               Interested                       Somewhat interested       Not interested

**9. You cannot see our service until we work with you so what can we do to earn your business?**

**10. Quick questions answer if you know**

Freight class

NMFC number

What providers are you currently working with?

What areas do your current providers struggle with?

Do you have any local Chicago area work?

[Add your comments here.]

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!