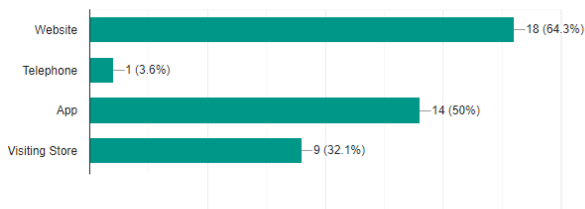


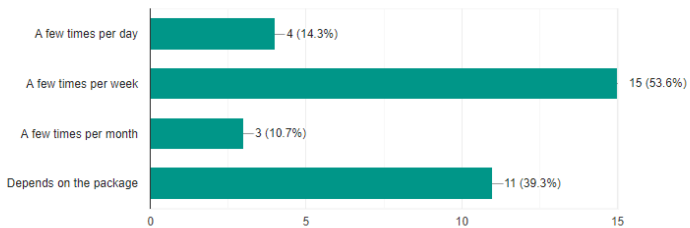
What is your preferred method of using services provided by a courier service?

28 responses



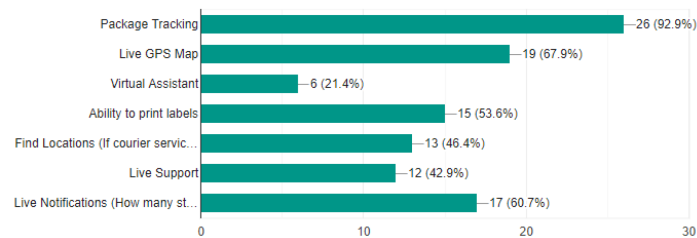
If you are expecting a package, how often do you check on the tracking information?

28 responses



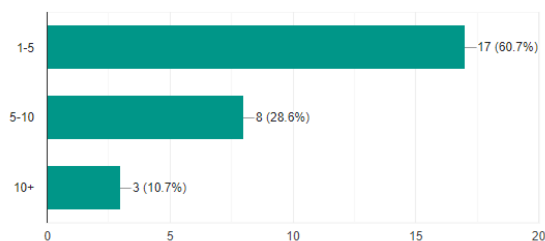
What features would you find most useful when using a courier's webpage or mobile app?

28 responses



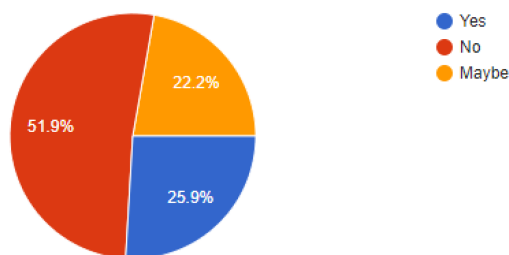
How many packages do you receive per month?

28 responses



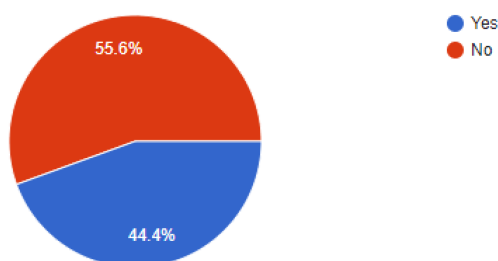
Does the courier service that you use provide GPS live map tracking?

27 responses



Do you ever feel confused or lost when using a courier's website?

27 responses



If you have had issues or any confusion with using a courier service, what happened? - Type 0 if you haven't had any issues.

24 responses

- The status doesn't always make sense
- I had to call them
- Lost item, wrong item, broken item, delivered late
- Lost/ stolen packages. Not being able to contact support with a live person (only was able to reach automated message)
- I called the customer service (Amazon) they track my parcel by them self
- It wasn't delivered on time/ it went to the wrong address/ the wrong item was sent...
- Difficult to navigate through menu, hard to find quotes for pricing without fully entering and processing all info
- They lost my package.

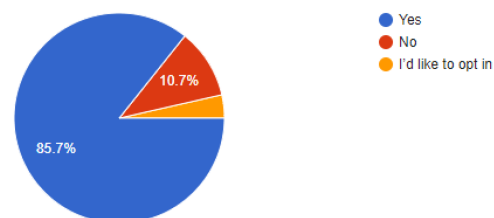
Is there anything a courier company could do that would make them better for you?

12 responses

- Better tracking. More clarity of the status.
- Easier access for contact if there are delivery problems for a specific shipment
- GPS live map tracking
- When couriers take pictures of where they delivered the package it is helpful (like with Amazon)
- N/A
- when providing delivery date at least mention that it would be in the morning or afternoon!
- Be up to date, actually deliver items when the app says it's been delivered, push notifications?
- Stop delivering to the wrong address. I have this problem occasionally with FedEx and it's nearly impossible to get someone on the phone that can help.
- Know where the hell my package is

Would you like to receive live notifications of the packages transit information?

28 responses



Do you have any app installed from a courier service?

26 responses

