



BLUESQUARE
RESOLUTIONS

MERCHANT SURVEY

Merchant Name: _____

Contact Name: _____

Category and Question	Exceeds	Meets	Neutral	Poor
Implementation				
1. How satisfied are you with the time it took to change your credit card processing?	1	2	3	4
2. Did BlueSquare clearly communicate the implementation timelines and activities?	Yes		No	
3. Was the BlueSquare Team helpful and responsive during your implementation?	Yes		No	
Additional Comments:				
Cost Savings				
4. Have the results of your new fee structure offered you the savings you expected?	1	2	3	4
5. If no, is it because you are experiencing a high number of transaction downgrades?	Yes		No	
6. Do you/your employees understand the data required by the associations to qualify correctly?	Yes		No	
Additional Comments:				
Support				
7. If you have contacted merchant services, how satisfied are you with the support you received?	1	2	3	4
8. Do you recall the specific department you contacted? If yes, which department?	Yes		No	
9. Was your issue resolved in a timely manner?	Yes		No	
Additional Comments:				
Statements				
10. How satisfied are you with your new monthly statement?	1	2	3	4
11. Do you need any information regarding the data?	Yes		No	
12. Do you know how to access your statement online?	Yes		No	
Additional Comments:				
Online Reporting				
13. Do you find the online reporting tool useful?	1	2	3	4
14. Which reports are most useful to you?	Yes		No	
15. Do you need any training on the reporting tools?	Yes		No	
Additional Comments:				