



E-Commerce Order Fulfillment & Delivery Experience Survey Checklist 2026

Order Processing & Accuracy

Evaluate the efficiency of the warehouse operations, order verification, and the accuracy of items included in the shipment.

Order Accuracy Rating

- ☐ All items correct
- ☐ Missing items
- ☐ Incorrect items received
- ☐ Damaged items inside package

Time from Order Placement to Shipment (Hours)

Enter a number...

Order Discrepancies Noted

- ☐ Wrong size/color
- ☐ Quantity mismatch
- ☐ Missing promotional item
- ☐ Item does not match description

Details of Order Discrepancies

Write something...

Photo of Incorrect/Missing Items

 Upload File

Packaging Quality & Integrity

Assess the durability of the packaging, the use of sustainable materials, and the protection of goods during transit.

Packaging Condition Upon Arrival

- ☐ Excellent (No visible damage)
- ☐ Good (Minor cosmetic wear)
- ☐ Fair (Package dented or crushed)
- ☐ Poor (Package torn or compromised)

Observed Packaging Issues

- ☐ Insufficient padding/bubble wrap
- ☐ Box/Envelope was too large for item
- ☐ Tampered or broken seals
- ☐ Inadequate waterproof protection
- ☐ None/No issues observed

Detailed Feedback on Packaging Integrity

Write something...

Upload Photo of Damaged Packaging

 Upload File

Packaging Sustainability Score (1-10)

Enter a number...

Shipping & Delivery Performance

Review the speed of delivery, adherence to estimated arrival dates, and the performance of the third-party logistics provider.

Date of Delivery Received

Enter date...

Delivery Speed Rating

- ☐ Much faster than expected
- ☐ On time
- ☐ Slightly delayed
- ☐ Significantly delayed

Days elapsed between order placement and delivery

Enter a number...

Issues encountered during delivery

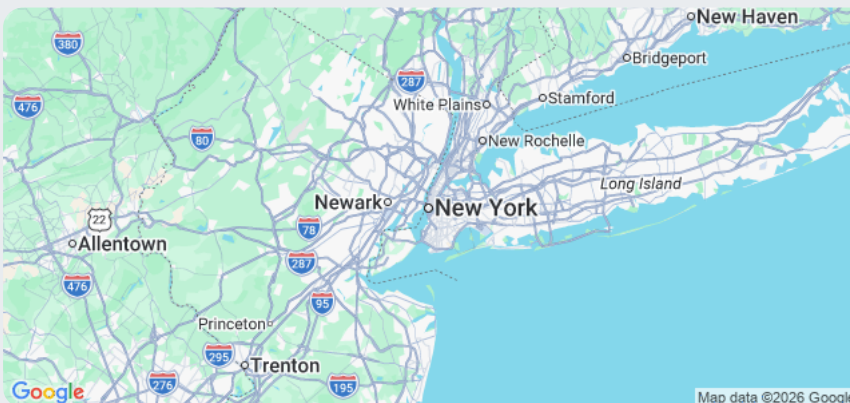
- ☐ Package damaged
- ☐ Incorrect tracking information
- ☐ Delivered to wrong address
- ☐ Missing items
- ☐ None

Detailed feedback on delivery experience

Write something...

Delivery Drop-off Location

 [Set My Current Location](#)



Delivery Driver & Handover Experience

Measure the professionalism of the delivery personnel, the ease of the drop-off process, and the condition of the package upon arrival.

Delivery Driver Professionalism

- ☐ Very Professional
- ☐ Professional
- ☐ Neutral
- ☐ Unprofessional

Delivery Time in Minutes (Deviation from Scheduled Window)

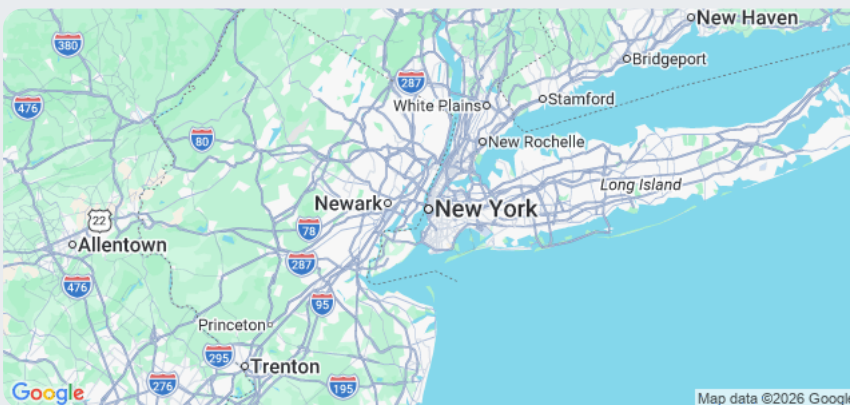
Enter a number...

Handover Issues Encountered

- ☐ Package left in unsecure location
- ☐ Driver did not follow delivery instructions
- ☐ No contact made at arrival
- ☐ None

Delivery Drop-off Point

 [Set My Current Location](#)



Additional Comments on Delivery Experience

Write something...

Photo of Package at Delivery Site

 Upload File

Post-Purchase Communication

Audit the clarity and frequency of order confirmation emails, shipping updates, and tracking notifications.

Order Confirmation Receipt Received

- ☐ Yes, immediately
- ☐ Yes, but with a delay
- ☐ No, I did not receive one

Communication Channels Used

- ☐ Email
- ☐ SMS/Text Message
- ☐ Mobile App Push Notification
- ☐ WhatsApp/Messenger

Rating of Tracking Information Clarity

Enter a number...

Feedback on Communication Delays

Write something...

Date of Last Order Communication Received

Enter date...

Returns & Exchange Process

Evaluate the ease of initiating a return, the clarity of the return policy, and the speed of the refund/replacement processing.

Reason for Return

- ☐ Damaged during transit
- ☐ Wrong item received
- ☐ Defective product
- ☐ Item not as described
- ☐ Changed mind

Date Return Process Initiated

Enter date...

Issues Encountered with Return Label

- ☐ Label was unreadable
- ☐ Label was missing from package
- ☐ Instructions were unclear

Upload Photo of Damaged Item

 Upload File

Additional Feedback on Return Experience

Write something...

Days Elapsed from Return Request to Refund

Enter a number...

Overall Customer Satisfaction & Brand Loyalty

Analyze the customer's likelihood to repurchase and their overall sentiment regarding the end-to-end fulfillment journey.

Net Promoter Score (NPS)

Enter a number...

Overall Satisfaction Rating

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Reasons for Loyalty

- ☐ Fast Delivery
- ☐ Product Quality
- ☐ Easy Returns
- ☐ Excellent Packaging
- ☐ Competitive Pricing

Detailed Feedback

Write something...

Survey Auditor Verification

< Previous

> Next

✓ Finish

🔧 Generate Sample Report