

E-Farm

E farm is a B2B aggregator platform that connects farmers to the consumers. The main services of E farm are providing an **agri marketplace & agri solution** to the farmers. We are providing three main services : **Food Chain based platform, Agricultural Equipment Maintenance & renting, Agri solution/Consultancy**. Farmers do not get proper fair price for their produced products . The price at which the same product reaches the customer due to brokers or some syndicate traders is nothing but discrimination's E farm will work as a bridge between the farmers & the customers as supply chain ecosystem. Consumers are very much concerned about the quality and source of the foods now more than ever. E Farm is creating a supply chain that will ensure providing fresh foods(milk, vegetables, fishes etc.) & also plants, seeds etc. according to the demand of the customers. Agricultural equipment includes wide range of items i.e tractors, tillers, seed swing machinery & numerous tools. After analyzing the market demand we will provide those equipment's in rural areas. E Farm will also provide agro solution to the farmers in many cases such as diseases of their products, diseases of their domesticated animals as well as providing advice on the fertilizer, nutrients, irrigation, seed variety, plant protection, harvesting, and post-harvest management system based on subscription package.

We need your comments on the features that should be added to or removed from the system as we are working to implement this idea of online agri product delivery platform.

So, kindly assist us by responding to the questions listed below. It will just take 4-5 minutes and your information won't be given to any outside groups or authorities.

Thank you

1. What factors influence your decision to order products from online product delivery (online PD) platforms ?

Mark only one oval per row.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient/Comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. What kind of devices are comfortable for you when you want to order any product through online?

Tick all that apply.

- ☐ Laptop/PC
☐ Mobile phone

3. Which of the following circumstances makes you feel comfortable while using any online product delivery (online PD) platforms ?

Tick all that apply.

- ☐ Displaying All Products with necessary description without registering/log in
☐ Register/Log in Option before visiting the platform

4. What details about a specific product do you want to know when you visit the online product delivery (online PD) platforms ?

Tick all that apply.

- ☐ Minimum amount
- ☐ Price
- ☐ Availability
- ☐ Short Description

5. How do you want to find a product while conducting a search on any online product delivery (online PD) platform ?

Tick all that apply.

- ☐ Randomly
- ☐ Searching in the search Box
- ☐ Category wise filtering

6. Do you want any personalized product recommendation ?

Mark only one oval.

- ☐ Yes
- ☐ No

7. A customer care or support team should be present to offer assistance. What do you think ?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

8. How would you like to contact with online product delivery (online PD) platforms if you have any queries when viewing or ordering products?

Tick all that apply.

- ☐ Live Chat System
☐ Calling to Customer Care
☐ Contacting by E-Mail

9. What kind of accounts are required when placing a product order? What do you think ?

Tick all that apply.

- ☐ Personal Account
☐ Business or Corporate Account

10. Do you want to save your favorite items for quick ordering?

Mark only one oval.

- ☐ Yes
☐ No

11. If someone wants to purchase fresh food, such as vegetables, or if any product stocked out, a pre-order system can be added . What do you think?

Mark only one oval.

- ☐ Agree
☐ Neutral
☐ Disagree

12. Which method of transaction do you prefer?

Tick all that apply.

- ☐ Cellular/Mobile banking(Bkash,Nagad etc)
- ☐ Cash on delivery
- ☐ Credit card

13. How would you want to file a complaint?

Tick all that apply.

- ☐ Contacting by E-Mail
- ☐ Complaint submission ("File a Complaint" option) by uploading product images and descriptions

14. Customers should be able to examine their previous orders and reorder goods from previous orders.

What do you think?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

15. Customers should be able to view the track status of their orders, including when they were placed, when they are expected to be ready, and when they have been delivered.

What do you think?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

16. Customers should be allowed to make changes to their orders until they are finally placed to the system.
What do you think?

Mark only one oval.

- ☐ Agree
☐ Neutral
☐ Disagree

17. There should be a way to cancel or change an order after it has been placed. What do you think?

Mark only one oval.

- ☐ Agree
☐ Neutral
☐ Disagree

18. Do you want to choose from multiple delivery or pickup options at a time while ordering product?

Mark only one oval.

- ☐ Yes
☐ No

19. There should be earning rewards or loyalty points for ordering products. What do you think?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

20. If there is a coupon, discount code, or gift card available at the time of purchase, that would be fantastic! What do you think ?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

21. Customers can save multiple delivery addresses. What do you think?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

22. Do you want to save frequently ordered items for quicker ordering in the future?

Mark only one oval.

- ☐ Yes
- ☐ No

23. There should be a way for customers to schedule an order for a future delivery or pickup time. What do you think?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

24. As a customer do you want to leave reviews or ratings for their food and delivery experience?

Mark only one oval.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

25. Do you have any suggestions for useful features to be added to online product delivery (online PD) platforms?

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