



Commercial Platforms Program

FY25 Customer Experience Highlights



Customer experience is central to the program's mission. Since implementation, we have worked to ensure the CPP program meets the **unique needs and requirements** of **federal agency buyers**.



90% very satisfied with
order fulfillment
Order correct and delivered on time

"Amazing program to ensure government money is spent wisely and in compliance with all requirements."

- Department of the Treasury



9 in 10 buyers say they're
very satisfied with
in-stock availability

"No guessing whether product is in-stock and pricing is up-to-date"

- USDA



Nearly 9 in 10 rate
pricing as **fair and reasonable**

"Easy to order and quick delivery at a fair price"

- Department of Justice



2 in 3 buyers report **time savings** as a **key benefit**

"They hold true to their quick delivery dates and have top-notch tracking!"

- USDA



87% are **very satisfied**
with **support** for
compliance and priorities

"Provided a range of vendors that were 889 compliant with the best pricing"

- Department of War

**Above stats based on FY25 survey results*

61 **Net Promoter Score**
"Excellent"

2025 Net Promoter Scores measure customer loyalty and satisfaction, reported as a number from -100 to +100 with **above 50** considered excellent

CX-Informed Program Outcomes

- Section 889 safeguards
- Ability to share carts / lists
- Non-purchaser roles
- Made in America filters

