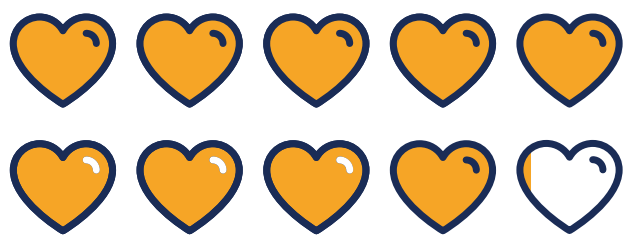


COMMERCIAL PLATFORMS

— FY2023 Highlights —

CUSTOMER EXPERIENCE



OVERALL SATISFACTION

9.1



2,800+

BUYER SURVEYS COMPLETED

ABOUT OUR TYPICAL BUYER?



30%

Typical time spent purchasing

“ It's a familiar and well laid out platform. The ease of searching and ordering makes you confident in the items you are purchasing. ”

MARKET RESEARCH

“ [Commercial Platforms] is so convenient! They ship fast and I can find products not available elsewhere. They save time and make it easy to order online. ”

PURCHASE

“ They notify you at every step of the way and I love that because I can plan. ”

POST-PURCHASE

OUR BUYERS SPAN A BREADTH OF ROLES:



Administrative/
Program Support



Firefighter



Religious Services



Agent/Investigator



Information Technology
Support



Scientist/Researcher



Engineering Support



Maintenance Support



Teacher/Instructor

PRIMARY BENEFITS OF USING THE PROGRAM



BEST VALUE

92%

Satisfaction with the ability to order just what is needed

64%

Cited Overall Best Value as a benefit

89%

Satisfaction with fair and reasonable pricing

Best Available Price is one of the the most frequently selected reasons for using Commercial Platforms



MISSION
ENABLEMENT

93%

Satisfaction with identifying accurate product in-stock availability

84%

Satisfied with ensuring compliance with agency/government priorities



TIME SAVINGS

79%

Cited Time Savings as a benefit

Ease of Use is one of the the most frequently selected reasons for using Commercial Platforms