

TVA ACCOUNTS PAYABLE CUSTOMER SATISFACTION SURVEY - VENDOR

As a customer of TVA Accounts Payable, your feedback can be a critical input to the maintenance and improvement of Accounts Payable service. Please take a few minutes to tell us how you experience our service and employees. We value and use your feedback—just circle the number to the right of each statement below to indicate your level of agreement.

Company: _____

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know/ Doesn't Apply
1. I know who to contact when I need support in this area.	1	2	3	4	5	?
2. I am satisfied with the extent to which this group...	1	2	3	4	5	?
a. Is proactive in identifying and addressing issues.	1	2	3	4	5	?
b. Pays according to terms of the contract with TVA.	1	2	3	4	5	?
3. Typically, when I work with this group I find them to:						
a. Be available for consultation.	1	2	3	4	5	?
b. Provide prompt responses to inquiries.	1	2	3	4	5	?
c. Provide accurate and sufficient information for us to post payment transactions.	1	2	3	4	5	?
d. Be knowledgeable.	1	2	3	4	5	?
e. Be cooperative and helpful in resolving payment issues.	1	2	3	4	5	?
4. Overall, I am satisfied with the support I receive from TVA's Accounts Payable department.	1	2	3	4	5	?

5. Comments or suggestions?

Optional:

Customer Name: _____ Phone Number: _____

Burden Estimate Statement (pursuant to 5 CFR 1320.21) Public reporting burden for this collection of information is estimated to average 10 minutes per response. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Agency Clearance Officer, Tennessee Valley Authority, 1101 Market Street (EB 5B), Chattanooga, TN 37402; and to the Office of Management and Budget Paperwork Reduction Project (3316-0106), Washington, DC 20503.