

EPA/OCFO Customer Satisfaction Payment Survey

http://www.epa.gov/ocfo/rtpfinance_survey.htm (not active until OMB approval)

EPA ICR No. 1711.05

OMB Control No. 2090-0019

EXPIRATION DATE: 08/31/2009

Welcome to the Environmental Protection Agency Contractor Satisfaction Survey. The purpose of this survey is to receive valuable feedback on the RTP-Finance Center's ability to make payments on time, and when follow up is necessary, that our Customer Assistance is answering your questions. You will probably need to spend no more than 15 minutes to complete this survey. All answers will remain entirely anonymous, so your honesty is greatly appreciated. Please answer as many questions below as possible. We appreciate your time. It is a privilege to serve you!

1. In accordance with provisions of the Federal Government's Prompt Payment Act, U.S. Environmental Protection Agency is required to pay invoices within 30 days of receipt of a contractor's invoice. How satisfied are you with EPA's Finance Center located at the Research Triangle Park, NC in meeting this requirement?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

If "Not Satisfied," please tell us why you were displeased.

2. How satisfied are you with the remittance information which accompanies the payment transaction?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

If "Not Satisfied," please tell us why and offer suggestions to improve the process.

3. Does your company use email to send its invoice to our payment Center? [This is done through an agreement between EPA and the Contractor and requires a PDF format of the contractor's invoice.]

Yes
No

4. If yes, how satisfied is your company with the process?

Highly Satisfied
Satisfied
Neutral
Dissatisfied
Highly Dissatisfied
N/A

If "Not Satisfied," please tell us why and offer any suggestions to improve the process.

5. If no, and you would like to know more about how to enroll, please go to http://www.epa.gov/ocfo/finservices/billing_via_email.htm, or contact our Center's Customer Assistance at (919) 541-1148.

Yes, our Company would like to enroll.
No, our Company would prefer to continue to submit hardcopy invoices.

6. When you called for Customer Assistance how satisfied were you with the information you received?

Highly Satisfied
Satisfied
Neutral
Dissatisfied
Highly Dissatisfied
N/A

If "Not Satisfied," please tell us why you were displeased.

7. How would you rate the knowledge of the person you contacted?

Expert
Very knowledgeable
Average
Below Average
N/A

8. Overall, how would you rate the U.S. Environmental Protection Agency's RTP-Finance Center's service?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

If "Not Satisfied" and you would like us to follow up with you, please indicate a person and phone # we can contact.

9. How often do you contact the RTP Finance Center for Customer Assistance?

- Frequently (10 or more within a year)
- Moderately (5 or more)
- Only a few (4 or less)
- None

10. Has your Company accessed EPA's OCFO "Internet" web site for instructions on contractor payments?

- Yes
- No -- If you haven't, take a look at <http://www.epa.gov/ocfo/finservices/contractors.htm>

If yes, do you have any suggestions to improve our web page?

11. Has your Company used the U.S Department of Treasury's "Payment Advice Internet Delivery" (PAID) system, which provides remittance information on electronic fund transfer payment made by EPA and other Federal Agencies?

- Yes
- No -- If you'd like to try it, please register for PAID on line at: <http://fms.treas.gov/paid>

12. Which best describes your position within the Company?

- VP Finance
- Director of Finance
- Accounts Receivable Supervisor
- Accounts Payable Supervisor
- Member of Finance Department
- Other

13. Your comments are extremely important to us. Please indicate any additional concerns related to contract payments your company receives, or recommendation for improvements.

Thank you again for completing this survey. Please click the button below to send us your responses.

Burden Statement: Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17th Street NW, Washington, DC 20503. Attention: Desk Officer for EPA. Include the EPA ICR number (1711.05) and the OMB control number (2090-0019) in any correspondence.