2007 DFAS Contractor Pay (End User) Customer Satisfaction Survey

Background Information

- 1. For the information we collect to be the most helpful, please indicate for which region you are responding. (Mark all that apply)
 - O East (i.e., states east of the Mississippi))
 - O West (i.e., states west of the Mississippi)
 - O Not Applicable
- 2. With what Services/Agencies has your organization contracted during the past 12 months? (Mark all that apply)
 - O Army
 - O Navy
 - O Air Force
 - O Marine Corps
 - O Defense Logistics Agency
 - O Defense Contract Management Agency
 - O Other DoD Component
 - O Not Applicable

2005 Base Realignment and Closures (BRAC) Information

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
3. I was given enough information about the 2005 BRAC workload transfer.	О	О	О	О	О	О
4. I am satisfied with the way DFAS conducted the 2005 BRAC workload transfer.	О	0	0	О	0	О

Access

What difficulties, if any, have you experienced in trying to find someone from the
MOCAS staff to assist you? (Mark all that apply)
O Not applicable; I do not contact DFAS when I have MOCAS problems
O No difficulties

- O Difficulty with automated toll free (i.e., 800) number
- O Telephone rang without answer or stayed busy
- O Telephone messages are not returned
- O Telephone call transferred multiple times
- O Kept on hold
- O No response to e-mail messages
- O E-mail forwarded multiple times
- O Difficulty getting through to the fax number
- O Faxes answered slowly
- O Other
- 6. How do you usually contact DFAS regarding MOCAS issues? (Mark all that apply)
 - O Not applicable; I have not contacted DFAS in the last 12 months
 - O Telephone
 - O E-mail
 - O Website/myInvoice (formerly the Vendor Pay Inquiry System, VPIS)
 - O Fax
 - O Mail
 - O Visit
- 7. Whom do you normally contact first regarding MOCAS?
 - O DFAS Columbus
 - O Program Office
 - O Administrative Contracting Officer (ACO)
 - O Procurement Contracting Officer (PCO)
 - O Other

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
8. It is easy to do business with the MOCAS staff.	0	0	0	О	0	О
9. Assistance from the MOCAS staff is provided at a time that is convenient to me.	О	0	0	О	О	О
10. It is easy to find someone on the MOCAS staff who can answer my questions.	0	0	0	О	О	О
11. I do not have to cut through a lot of red tape to reach higher level MOCAS staff (i.e., supervisors, directors).	О	О	О	О	О	О
12. I have adequate access to MOCAS staff for advice and assistance.	О	О	О	О	О	0
13. The MOCAS staff keeps me informed about conditions and changes that affect me.	О	O	O	О	О	0

Courtesy

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
14. The to help me.	MOCAS staff is always willing	О	0	0	О	0	О
15. The	MOCAS staff is courteous.	О	О	О	О	О	О
	MOCAS staff gives individual requests for information or	0	0	0	0	О	0

Knowledge

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
17. The MOCAS staff is knowledgeable.	О	О	О	О	О	О
18. The MOCAS staff has a good understanding of my organization's operation and mission as it applies to our contract pay services.	О	0	0	О	О	0
19. Explanations of technical issues by the MOCAS staff are understandable.	О	О	О	О	О	О
20. The MOCAS staff is able to explain its products and/or services.	О	0	0	0	О	0
21. If someone from the MOCAS staff does not know the answer, he or she refers me to an expert who does.	О	О	О	О	О	О

Timeliness

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
22. The MOCAS staff provides timely service in the following areas:						
a. Customer service	О	О	О	О	О	О
b. Contract payment	О	О	О	О	О	О
c. Reconciliation	О	О	О	О	О	О
23. MOCAS invoices paid incorrectly are corrected in a timely manner.	О	О	О	О	0	О
24. MOCAS refunds are received quickly.	О	О	О	0	О	О
25. The following MOCAS payments are made on time, in accordance with contract payment provisions:						
a. Progress payments	О	О	О	О	О	О
b. Performance-based payments	О	О	О	О	О	О
c. Cost/public vouchers	0	О	О	О	О	О
d. Commercial invoices	О	О	О	О	О	О
e. DD250 marked "Original Invoice"	О	О	О	О	О	О

COMMICO	26.	Overall, MOCAS provides timely	О	О	О	О	О	О
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Reliability

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
27. The MOCAS staff gives me accurate information.	0	О	О	О	О	О
28. The MOCAS staff keeps accurate records.	О	О	О	О	О	О
29. The MOCAS staff provides services when promised.	О	0	0	0	О	О
30. The MOCAS staff provides reliable and consistent service.	0	0	0	О	О	0

Choice

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
31. MOCAS services are designed to meet customer needs.	О	О	О	О	О	О
32. The MOCAS staff uses suggestions from its customers to improve the quality of services.	О	О	О	О	О	О
33. I am satisfied with the range of services provided by the MOCAS staff.	О	О	О	О	О	О

Tangibles

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
34. I am satisfied with the content and appearance of websites, manuals, brochures, reports, and other communication materials prepared by the MOCAS staff.	O	0	0	O	О	О

Problem Resolution

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
35. Problems and complaints are resolved quickly by the MOCAS staff.	0	О	0	О	0	О
36. Problems and complaints are resolved with minimal effort on the customer's part.	0	О	0	О	О	0
37. There are well-defined systems for linking customer feedback and complaints to employees who can act on this information.	О	О	O	О	О	О
38. The MOCAS staff is flexible in finding solutions to problems.	О	О	О	О	О	О
39. I am satisfied with the way the MOCAS staff handles problems or mistakes.	О	О	О	О	О	О

Quality

)Oľ	Poor	Fair	Good	Very Good	No Basis to Judge
O	O	Ο	О	O	О
O	O	O	О	O	О
O	O	O	О	O	О
О	О	О	О	O	О
	0	0 0 0 0	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Customer Service Office, myInvoice, and Open Houses

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	No Basis to Judge
42. How satisfied are you with each of						
the following aspects of the Customer Service Office:						
a. Ability of Customer Service Representatives to answer your questions	О	О	О	О	О	О
b. Courtesy of Customer Service Representatives		О	О	О	О	О
c. Hours of operation	О	О	О	О	О	О
d. Length of time on hold until a Representative assists you		О	О	О	О	О

- 43. How satisfied are you with the web-based MOCAS myInvoice (formerly known as the Vendor Pay Inquiry System, VPIS)?
 - O I do not use myInvoice
 - O Very Dissatisfied
 - O Dissatisfied
 - O Neither Dissatisfied nor Satisfied
 - O Satisfied
 - O Very Satisfied

	Not at all Helpful	Slightly Helpful	Moderately Helpful	Very Helpful	Essential	Have not Attended
44. If you have attended an Open House, how helpful did you find it?	О	О	О	О	О	О
45. If you have attended a Defense Industry Leaders Working Group (DIL), how helpful did you find it?	О	О	О	О	O	О

Overall Satisfaction

46.	th o	MOCA	Overall, how satisfied or dissatisfied are you with the services you received from
			AS staff?
	0	-	Dissatisfied tisfied
	0		er Satisfied Nor Dissatisfied
	0	Satisf	
	0		
	U	very	Satisfied
47.	0	37	If you had a choice of service providers, would you use MOCAS again?
		Yes	
	0	No Not C	
	O	Not S	ure
48.	- 41	T	If you had a choice of service providers, would you recommend MOCAS to
	othe		
	0	Yes No	
	0	Not S	1170
	U	NOL 3	uie
49.	,		Please consider all your experiences to date with MOCAS. Using the 10-point
			w, indicate how satisfied you are with MOCAS products and services.
	0		y Dissatisfied
	0	2	
	0	3	
	0	4	
	0	5	
	0	6	
	0	7	
	0	8	
	0	9	our Catiatia d
	O	10 V €	ery Satisfied
50.			Considering all of your expectations, do MOCAS products and services fall short
			ed your expectations?
	0		s Short of Expectations
	0	2	
	0	3	
	0	4	
	0	5	
	0	6	
	0	7	
	0	8	
	0	9	
	O	10 Ex	ceeds Expectations

51.		Imagine an ideal organization providing contractor pay services. How well would			
N	MOCAS compare with that ideal organization?				
(O 1 Not Close to Ideal				
(0	2			
(O	3			
(Ο.	4			
(O	5			
(O	6			
(O	7			
(O	8			
(O	9			
(O	10 Very Close to Ideal			
52.		Use the following space to describe what MOCAS is doing well.			
53.		Use the following space to describe what you would like to see MOCAS change.			
55.		Ose the following space to describe what you would like to see MOC/15 change.			