## 2007 DFAS Vendor Pay (End User) Customer Satisfaction Survey

#### **Background Information**

- 1. With which area do you primarily deal?
  - O Vendor Pay
  - O Transportation Pay
- Which DFAS location does your organization primarily contact regarding Vendor 2. Pay/Transportation Pay issues? (Mark only one)
  - O Charleston, SC O Cleveland, OH
  - O Denver, CO O Japan
- O Europe
  - O Kansas City, MO
- O Pensacola, FL
- O Limestone, ME O Patuxent River, MD

O Columbus, OH

O Indianapolis, IN

- O Rome, NY
- O Other (not listed)
- 3. 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 Other DoD Component
  - O Not Applicable

#### 2005 Base Realignment and Closures (BRAC) Information

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
4. I was given about the 2005 BRAC	enough information workload transfer.	0	0	0	0	0	0
5. I am satisfie conducted the 2005 BR	ed with the way DFAS AC workload transfer.	0	0	0	0	0	0

- O Omaha, NE O San Diego, CA
- O Orlando, FL
  - O Rock Island, IL
  - O St. Louis, MO

#### Access

- 6. What difficulties, if any, have you experienced in trying to find someone from the Vendor Pay/Transportation Pay staff to assist you? (Mark all that apply)
  - O Not applicable; I do not contact DFAS when I have Vendor Pay/Transportation Pay 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
- 7. How do you usually request Vendor Pay/Transportation Pay information, services, or products? (Mark all that apply)
  - O Not applicable; I have not made a request in the last 12 months
  - O Telephone
  - O E-mail
  - O Website/myInvoice (formerly known as the Vendor Pay Inquiry System, VPIS)
  - O Fax
  - O Mail
  - O Visit
  - O I contact my Program Office
  - O I contact my Administrative Contracting Officer (ACO)
  - O I contact my Procurement Contracting Officer (PCO)
- 8. How would you prefer to receive Vendor Pay/Transportation Pay information, services, or products? (Mark all that apply)
  - O Not applicable; I rarely contact the Vendor Pay/Transportation Pay staff to request assistance
  - O Telephone
  - O E-mail
  - O Website/myInvoice (formerly known as VPIS)
  - O Fax
  - O Mail
  - O Visit
  - O Program Office
  - O Administrative Contracting Officer (ACO)
  - O Procurement Contracting Officer (PCO)

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

# Courtesy

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
15. The Vendor Pay/Transportation Pay staff is always willing to help me.	0	0	0	0	0	0
16. The Vendor Pay/Transportation Pay staff is courteous.	0	0	0	0	0	0
17. The Vendor Pay/Transportation Pay staff gives individual attention to my requests for information or service.	0	0	0	0	0	0

# Knowledge

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

## Timeliness

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
23. The Vendor Pay/Transportation Pay						
staff provides timely service in the following						
areas:						
a. Customer service	0	0	0	0	0	0
b. Contract/miscellaneous payments	0	0	0	0	0	0
c. Transportation payments	0	0	0	0	0	0
24. Invoices paid incorrectly are corrected in a timely manner.	0	0	0	0	0	0
<ul><li>25. The following payments are made on time, in accordance with contract payment provisions:</li></ul>						
a. Progress/performance payments	0	0	0	0	0	0
b. Miscellaneous payments	0	0	0	0	0	0
c. Cost/public vouchers	0	0	0	0	0	0
d. Commercial invoices	0	0	0	0	0	0
e. Transportation payments	0	0	0	0	0	0
26. Overall, Vendor Pay/Transportation Pay provides timely service.	0	0	0	0	0	0

# Reliability

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
27. The Vendor Pay/Transportation P staff gives me accurate information.	Pay O	0	0	0	0	0
28. The Vendor Pay/Transportation F staff keeps accurate records.	Pay O	0	0	0	0	0
29. The Vendor Pay/Transportation F staff provides service when promised.	Pay O	0	0	0	0	0
30. The Vendor Pay/Transportation F staff provides reliable and consistent service.	5	0	0	0	0	0

## Choice

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
31. Vendor Pay/Transportation Pay services are designed to meet customer needs.	0	0	0	0	0	0
32. The Vendor Pay/Transportation Pay staff uses suggestions from its customers to improve the quality of services.	0	0	0	0	0	0
33. I am satisfied with the range of services provided by the Vendor Pay/Transportation Pay staff.	0	0	0	0	0	0

# 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, and other communication materials prepared by the Vendor Pay/Transportation Pay staff.	0	0	0	0	0	0

## **Problem Resolution**

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

# Quality

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
40. How would you rate the quality of						
the Vendor Pay/Transportation Pay staff on:						
a. Customer Service	0	0	0	0	0	0
b. Invoice Input	0	0	0	0	0	0
c. Disbursement	0	0	0	0	0	0
41. Overall, how would you rate the quality of services, products, and/or information you have received from the Vendor Pay/Transportation Pay staff?	0	0	0	0	0	Ο

### 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	0	0	0	0	0	0
b. Courtesy of Customer Service Representatives	0	0	0	0	0	0
c. Hours of operation	0	0	0	0	0	0
d. Length of time on hold until a Representative assists you	0	0	0	0	0	0

43. How satisfied are you with the web-based myInvoice (formerly known as 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 Open Houses (held only at Columbus), how helpful did you find them?	0	0	0	0	0	0
45. If you have attended Customer Service Symposiums (held at most sites), how helpful did you find them?	0	0	0	0	0	0

#### **Overall Satisfaction**

46. Overall, how satisfied are you with the services you received from Vendor Pay/Transportation Pay as a whole?

- O Very Dissatisfied
- O Dissatisfied
- O Neither Satisfied Nor Dissatisfied
- O Satisfied
- O Very Satisfied

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	No Basis to Judge
47. Overall, how satisfied are you with the services you received from the following Vendor Pay/Transportation Pay sites?						
a. Charleston, SC	0	0	0	0	0	0
b. Cleveland, OH	0	0	0	0	0	0
c. Columbus, OH	0	0	0	0	0	0
d. Denver, CO	0	0	0	0	0	0
e. Europe	0	0	0	0	0	0
f. Indianapolis, IN	0	0	0	0	0	0
g. Japan	0	0	0	0	0	0
h. Kansas City, MO	0	0	0	0	0	0
i. Limestone, ME	0	0	0	0	0	0
j. Omaha, NE	0	0	0	0	0	0
k. Orlando, FL	0	0	0	0	0	0
l. Patuxent River, MD	0	0	0	0	0	0
m. Pensacola, FL	0	0	0	0	0	0
n. Rock Island, IL	0	0	0	0	0	0
o. Rome, NY	0	0	0	0	0	0
p. San Diego, CA	0	0	0	0	0	0
q. St. Louis, MO	0	0	0	0	0	0
r. Other (not listed)	0	0	0	0	0	0

48. If you had a choice of service providers, would you use Vendor Pay/Transportation Pay again?

- O Yes
- O No
- O Not Sure

49. If you had a choice of service providers, would you recommend Vendor Pay/Transportation Pay to others?

- O Yes
- O No
- O Not Sure
- 50.

Based on the service you have received from the Vendor Pay/Transportation Pay staff, how would you value their services?

- O Very Poor Value for the Money
- O Poor Value for the Money
- O Neither Good nor Poor Value for the Money
- O Good Value for the Money
- O Very Good Value for the Money
- 51. Please consider all your experiences to date with Vendor Pay/Transportation Pay. Using the 10-point scale below, indicate how satisfied you are with Vendor Pay/Transportation Pay products and services.
  - 0 1 Very Dissatisfied
  - 0 2
  - O 3
  - O 4
  - 0 5
  - 0 6
  - O 7
  - 0 8
  - 09
  - O 10 Very Satisfied
- 52. Considering all of your expectations, do Vendor Pay/Transportation Pay products and services fall short of or exceed your expectations?
  - O 1 Falls Short of Expectations
  - 0 2
  - O 3
  - 0 4
  - 0 5
  - O 6
  - O 7
  - 0 8
  - 09
  - O 10 Exceeds Expectations

- 53. Imagine an ideal organization providing contractor pay services. How well would Vendor Pay/Transportation Pay compare with that ideal organization?
  - O 1 Not Close to Ideal
  - O 2
  - O 3
  - 0 4
  - 0 5
  - O 6
  - O 7
  - 0 8
  - 09
  - O 10 Very Close to Ideal

#### Comments

54. Use the following space to describe what Vendor Pay/Transportation Pay is doing well.

# 55. Use the following space to describe what you would like to see Vendor Pay/Transportation Pay change.