



## 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)
- Not applicable; I do not contact DFAS when I have Vendor Pay/Transportation Pay problems
  - No difficulties
  - Difficulty with automated toll free (i.e., 800) number
  - Telephone rang without answer or stayed busy
  - Telephone messages are not returned
  - Telephone call transferred multiple times
  - Kept on hold
  - No response to e-mail messages
  - E-mail forwarded multiple times
  - Difficulty getting through to the fax number
  - Faxes answered slowly
  - Other
7. How do you usually request Vendor Pay/Transportation Pay information, services, or products? (Mark all that apply)
- Not applicable; I have not made a request in the last 12 months
  - Telephone
  - E-mail
  - Website/myInvoice (formerly known as the Vendor Pay Inquiry System, VPIS)
  - Fax
  - Mail
  - Visit
  - I contact my Program Office
  - I contact my Administrative Contracting Officer (ACO)
  - 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)
- Not applicable; I rarely contact the Vendor Pay/Transportation Pay staff to request assistance
  - Telephone
  - E-mail
  - Website/myInvoice (formerly known as VPIS)
  - Fax
  - Mail
  - Visit
  - Program Office
  - Administrative Contracting Officer (ACO)
  - Procurement Contracting Officer (PCO)















**Overall Satisfaction**

46. Overall, how satisfied are you with the services you received from Vendor Pay/Transportation Pay as a whole?
- Very Dissatisfied
  - Dissatisfied
  - Neither Satisfied Nor Dissatisfied
  - Satisfied
  - 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Cleveland, OH	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Columbus, OH	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Denver, CO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Europe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Indianapolis, IN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Kansas City, MO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Limestone, ME	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Omaha, NE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Orlando, FL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Patuxent River, MD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Pensacola, FL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Rock Island, IL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Rome, NY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. San Diego, CA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. St. Louis, MO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Other (not listed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48. If you had a choice of service providers, would you use Vendor Pay/Transportation Pay again?
- Yes
  - No
  - Not Sure

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

- Yes
- No
- Not Sure

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

- Very Poor Value for the Money
- Poor Value for the Money
- Neither Good nor Poor Value for the Money
- Good Value for the Money
- 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.

- 1 Very Dissatisfied
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Very Satisfied

52. Considering all of your expectations, do Vendor Pay/Transportation Pay products and services fall short of or exceed your expectations?

- 1 Falls Short of Expectations
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Exceeds Expectations

53. Imagine an ideal organization providing contractor pay services. How well would Vendor Pay/Transportation Pay compare with that ideal organization?

- 1 Not Close to Ideal
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 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.