# **2010 DFAS Vendor Pay (End User) Customer Satisfaction Survey**

## **Background Information**

This information is needed to help us with the statistical analysis for this survey. All of your responses are strictly anonymous.

1.	0 0 0 0 0	Which DFAS location does your organization primarily contact regarding Vendor ments issued? (Mark only one) Cleveland, OH Columbus, OH Europe Indianapolis, IN Japan Limestone, ME Rome, NY Other (not listed)
2.	0 0 0 0	With what Services/Agencies has your organization contracted during the past 12 oths? (Mark all that apply) Army Navy Air Force Marine Corps Defense Logistics Agency Other DoD Component Not Applicable
3.	0 0 0 0 0 0 0	What is the total amount paid to your organization by DFAS in the past year?  Less than \$100,000 \$100,000 - \$500,000 \$500,000 - \$1,000,000 \$1,000,000 - \$5,000,000 \$5,000,000 - \$10,000,000 \$10,000,000 - \$50,000,000 \$50,000,000 - \$100,000,000 \$100,000,000 - \$1,000,000,000 Over \$1,000,000,000

## **Customer Experiences**

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
4. I have adequate access to the DFAS staff for advice and assistance.	0	О	О	О	О	О
5. The DFAS staff keeps me informed about conditions and changes that affect me.	О	О	О	0	0	О
6. The DFAS staff is courteous.	О	О	О	О	О	О
7. The DFAS staff is knowledgeable.	О	О	О	О	О	О
8. Overall, the DFAS staff provides timely service.	О	0	0	0	О	О
9. The DFAS staff provides reliable and consistent service.	О	О	О	О	0	О
10. Vendor Pay services are designed to meet customer needs.	О	О	О	О	О	О
11. I am satisfied with the content and appearance of websites, manuals, brochures, and other communication materials prepared by the DFAS staff.		0	0	О	О	0
12. I am satisfied with the way the DFAS staff handles problems or errors.	О	О	О	О	О	О

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
13. Overall, how would you rate the quality of services, products, and/or information you have received from the DFAS staff?	0	0	О	О	О	О

### **Customer Service Office, myInvoice, and Open Houses**

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	No Basis to Judge
How satisfied are you with each of the following						
aspects of the Customer Service Office:						
14. Ability of Customer Service	О	О	О	О	О	О
Representatives to answer your questions						
15. Courtesy of Customer Service	0	O	O	O	0	
Representatives						
16. Hours of operation	О	О	О	О	О	О
17. Length of time on hold until a	0	0	0	0	0	0
Representative assists you						

- 18. How satisfied are you with the web-based myInvoice?
  - 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
19. If you have attended an Open House (held only at Columbus), how helpful did you find it?		О	О	О	О	О
20. If you have attended a Customer Service Symposium (held at most sites), how helpful did you find it?		О	О	О	О	О

#### **Overall Satisfaction**

21.	Overall,	how s	satisfied	or dis	satisfied	are	you '	with	the	servi	ces y	ou i	recei	ved	from	the
DF	'AS staff a	s a wh	iole?													

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

22.	T.C 1	J1 : C	service providers.	1 J	4l DEAC -	. + - ff : - 7
,,	it voli na	a a choice of	Service providers	- WOILIG VOILI	ICE THE LIFT A S	TATT AGAID?

- O Yes
- O No
- O Not Sure
- 23. If you had a choice of service providers, would you recommend the DFAS staff to others?
  - O Yes
  - O No
  - O Not Sure

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
24. I believe DFAS will use the results of this survey to improve its products and services.	О	О	О	О	О	О

#### **Comments**

25.	Use the following space to describe what the DFAS staff is doing well.
26.	Use the following space to describe what you would like to see the DFAS staff change.