Survey Email Introduction (the following information will be in the body of the email introducing the survey and with the link to access the web survey:

The VA Financial Services Center Customer Support Help Desk (CSHD) and Payment Resolution Teams (PRT) are looking to improve the overall customer experience provided to our vendors. We recognize the value of obtaining customer feedback as part of this initiative and request your insight into the experience you have had, both positive and negative, as well as your suggestions. Please provide your candid and constructive feedback.

OMB Control Number: 2900-0769 Estimated Burden: 3 minutes

This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Authority: The information requested in this survey is authorized by 38 USC, Part I, Chapter 5, Section 527 that authorizes the collection of data that will allow measurement and evaluation of the Department of Veterans Affairs Programs. Accordingly, we may not conduct or sponsor and you are not required to respond to a collection of information, unless it displays a valid OMB number. This survey will focus on vendor experiences with and views on current support provided by the VA Financial Services Center Customer Support Help Desk. We anticipate that the time expended by all individuals who participate and answer this survey will average 3 minutes. Completion of this form is voluntary, and failure to respond will have no impact on benefits to which you may be entitled.

To take the survey, please click on the following link:

LINK FOR SURVEY WILL BE PROVIDED.

Thank you for your participation. We look forward to your response.

Survey (This is the survey that will be available once the vendor (Customer) clicks on the survey link:

Customer Support Help Desk Vendor Satisfactio n Survey

Questions marked with an asterisk (*) are mandatory.

1.* How long have you been a vendor with VA?
C Less than 6 months
C Less than 3 years
G 3 years or more
2.* How did you obtain the Customer Support Help Desk contact
information?
C Co-Worker
C Email
C Supervisor
C Referral
C Transferred
Other, please specify
3.* How frequently do you or your colleagues contact the
Customer Support Help Desk for assistance by phone?
Q Daily
-
_
_
_
1 3
Q N/A

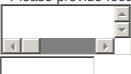
4.		
* How frequently do you or your colleagues contact the Customer Support Help Desk for assistance by email?		
Q	Daily	
Q	Weekly	
Q	Biweekly	
Q	Monthly	
Q	Once or twice per year	
Q	N/A	
5.		
^ VVI	nat are the top 3 reasons for your inquiries?	
	interior to the content of your inquiries.	
	Request status of payment	
	Request status of payment Request payment details	
	Request status of payment	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments	
	Request status of payment Request payment details Which invoices were offset by a bill of collection?	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal questions	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal questions Vendor Inquiry System (VIS) questions	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal questions Vendor Inquiry System (VIS) questions Cancelled payments	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal questions Vendor Inquiry System (VIS) questions Cancelled payments Overbilled VA - how to send payments back	
	Request status of payment Request payment details Which invoices were offset by a bill of collection? Request details on short payments Status of receiving reports Electronic Explanation of Benefits (EOB)/Provider Portal questions Vendor Inquiry System (VIS) questions Cancelled payments Overbilled VA - how to send payments back Bank account information/updates	

6.* Have you experienced being transferred to another area by the Customer Support Help Desk for resolution of an inquiry?		
Q Yes		
Q No		
7.		
If you were transferred to another area was your issue resolved?		
Q Yes		
Q No		
8.* Have you been transferred to the Customer Support Help Desk		
from another department?		
C Yes		
O No		
9. If you have been transferred to the Customer Support Help Desk from another area, was the Customer Support Help Desk able to resolve your inquiry?		
Q Yes		
O No		
10.		
* Do you utilize the Vendor Inquiry System (VIS)?		

C Yes
C No
11.
If you utilize the Vendor Inquiry System (VIS), does the system
meet your needs?
C Yes
Q No
Please explain
12.
* Does the support provided by the Customer Support Help Desk improve the chances of you continuing to do business with VA?
C Yes
C No
13.
How satisfied are you with the overall support from the Customer
Support Help Desk to resolve your inquiries? Very
Somewhat Satisfied
Dissatisfied Dissatisfied Neutral Satisfied
Q_1 Q_2 Q_3 Q_4 Q_5

14.

* Please provide feedback or recommendations for improvement.



15.

* Do you have any recommendations or alternate methods for the Customer Support Help Desk to communicate with you other than through email and phone calls (i.e. Chat functions, self service portals, social media, etc.)?



<u>S</u>ubmit