

**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  
Satisfaction  
Survey

Questions marked with an asterisk (\*) are mandatory.

1.

\* How long have you been a vendor with VA?

- Less than 6 months
- Less than 3 years
- 3 years or more

2.

\* How did you obtain the Customer Support Help Desk contact information?

- Co-Worker
- Email
- Supervisor
- Referral
- Transferred
- Other, please specify

3.

\* How frequently do you or your colleagues contact the Customer Support Help Desk for assistance by phone?

- Daily
- Weekly
- Biweekly
- Monthly
- Once or twice per year
- N/A

4.

\* How frequently do you or your colleagues contact the Customer Support Help Desk for assistance by email?

- Daily
- Weekly
- Biweekly
- Monthly
- Once or twice per year
- N/A

5.

\* What are the top 3 reasons for your inquiries?

- 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
- Other, please specify

6.

\* Have you experienced being transferred to another area by the Customer Support Help Desk for resolution of an inquiry?

Yes

No

7.

If you were transferred to another area was your issue resolved?

Yes

No

8.

\* Have you been transferred to the Customer Support Help Desk from another department?

Yes

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?

Yes

No

10.

\* Do you utilize the Vendor Inquiry System (VIS)?

Yes

No

11.

If you utilize the Vendor Inquiry System (VIS), does the system meet your needs?

Yes

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?

Yes

No

13.

How satisfied are you with the overall support from the Customer Support Help Desk to resolve your inquiries?

				Very Satisfied
	Somewhat			
Dissatisfied	Dissatisfied	Neutral	Satisfied	<input type="text"/>
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 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.)?