

2014 DFAS Vendor Pay/Contracting Office 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. Please select your current position
 - I work for a vendor that receives payment(s) from DFAS
 - I work at a contracting office
 - None of the above

2. Which DFAS location primarily processes your Vendor Payments?
 - Cleveland, OH
 - Columbus, OH
 - Europe
 - Indianapolis, IN
 - Japan
 - Limestone, ME
 - Rome, NY
 - Do not know

3. With what Services/Agencies has your organization contracted during the past 12 months?
(Mark all that apply)
 - Army
 - Navy
 - Air Force
 - Marine Corps
 - Defense Logistics Agency
 - Other DoD Component
 - Not Applicable

4. What is the total amount paid to your organization by DFAS in the past year? (*show only for vendors*)
 - Less than \$100,000
 - \$100,000 to \$500,000
 - \$500,000 to \$5,000,000
 - Over \$5,000,000

5. In the past year, about how many invoices per month did you submit to DFAS? (*show only for vendors*)
 - 0 to 50 per month
 - 50 to 250 per month
 - 250 to 500 per month

- 500 to 1,000 per month
- Over 1,000 per month

6. How many contracts have you submitted over the past 12 months in support of your organization? *(show only contractors)*
- 0 to 50 per month
 - 50 to 250 per month
 - 250 to 500 per month
 - 500 to 1,000 per month
 - Over 1,000 per month

Customer Experiences

<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Note: Items #7-19, 41-48 are standard questions that appear on all of the annual surveys</p> </div>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
7. I have adequate access to the DFAS staff for advice and assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The DFAS staff keeps me informed about conditions and changes that affect me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The DFAS staff is courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The DFAS staff is knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Vendor Pay works with me to ensure I get what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Vendor Pay products and services are delivered in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Vendor Pay products are accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The DFAS staff provides reliable and consistent service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Vendor Pay products and services meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am satisfied with the appearance of websites, manuals, brochures and other materials containing Vendor Pay information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am satisfied with the content of websites, manuals, brochures and other materials containing Vendor Pay information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am satisfied with the availability of websites, manuals, brochures and other materials containing Vendor Pay information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am satisfied with the way the DFAS staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Length of time on hold until a Representative assists you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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myInvoice

myInvoice is a web-based application developed for the convenience of contractors doing business with the Department of Defense (DoD). *myInvoice* interactively provides information on invoices processed against DoD contracts that DFAS is responsible for paying. Invoice status and payment data provided by the payment systems is consolidated into *myInvoice* as the central repository. Note that data available within *myInvoice* is updated daily from payment systems.

29. Are you a current registered user of *myInvoice*?

- Yes
- No (If, No, skip to item 35)
- Do not know (If, DNK, skip to item 35)

30. How many times have you logged in to *myInvoice* in the past 3 months?

- None
- 1 - 5 times
- 6 - 10 times
- 11 - 25 times
- More than 25 times

31. How satisfied are you with *myInvoice* system access and usage/maneuverability?

- I do not use *myInvoice*
- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

32. In regards to *myInvoice* System Access/Usage (do not include Data Availability), please identify your likes and dislikes (i.e., what works well for you and what does not work well for you), along with any suggestions for improvement.

33. How satisfied are you with the invoice data available via *myInvoice*?

- I do not use *myInvoice*
- Very Dissatisfied
- Dissatisfied

- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

34. In regards to *myInvoice* Data Availability, please identify your likes and dislikes along with any suggestions for improvement. Providing your CAGE code here may assist us with research.

Wide Area Workflow (WAWF)

Wide Area Workflow (WAWF) is a secure web based system for electronic invoicing, receipt, and acceptance. WAWF allows government vendors to submit and track invoices and receipt/acceptance documents over the web and allows government personnel to process those invoices in a real-time, paperless environment. It is also the only application that will be used to capture the Unique Identification (UID) of Tangible Items information.

35. Are you a current registered user of WAWF?

- Yes
- No (If, No, skip to item 39)
- Do not know (If, DNK, skip to item 39)

36. How often do you log in to WAWF?

- None
- Daily
- Weekly
- Bi-Weekly
- Monthly
- Annually

37. How satisfied are you with WAWF system access and usage/maneuverability?

- I do not use WAWF
- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

38. In regards to WAWF system access/usage, please identify your likes and dislikes (i.e., what works well for you and what does not work well for you), along with any suggestions for improvement.

Open Houses (Columbus Only)

	Not at all Helpful	Slightly Helpful	Moderately Helpful	Very Helpful	Essential	Have not Attended
39. If you have attended an Open House (held only at Columbus), how helpful did you find it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. If you have attended an Open House (held only at Columbus), please identify your likes and dislikes (i.e., what works well for you and what does not work well for you), along with any suggestions for improvement.

Overall Satisfaction

41. Overall, how satisfied are you with DFAS products and services?

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

42. How do all your experiences with DFAS over the last year compare to what you expected?

- Much worse than expected
- Worse than expected
- As I expected
- Better than expected
- Much better than expected

43. If you had a choice of service providers, would you use the DFAS staff again?

- Yes

- No
- Not Sure

44. If you had a choice of service providers, would you recommend the DFAS staff to others?

- Yes
- No
- Not Sure

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
45. I believe DFAS will use the results of this survey to improve its products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

46. Use the following space to describe what the DFAS staff is doing well.

47. Use the following space to describe what you would like to see the DFAS staff change.

48. Please provide your name, phone number, and email address if you would like DFAS to contact you after the survey closes in June regarding the comments that you provided in the open-ended questions. If no contact information is provided, your comments will remain anonymous.

Your name:

You phone number:

Your e-mail address: