

FAST-Track 3090-0297
Request 34

Link to survey template:

[https://feedback.gsa.gov/jfe/preview/SV_412QIPpo3ajF50V?
Q_SurveyVersionID=current&Q_CHL=preview](https://feedback.gsa.gov/jfe/preview/SV_412QIPpo3ajF50V?Q_SurveyVersionID=current&Q_CHL=preview)

The contract information is piped into the survey from contract information uploaded into Qualtrics. To show what is usually filled in, below is a screenshot of a mock contract. This is what the respondent will see:

Example survey link with embedded data:

[https://feedback.gsa.gov/jfe/form/SV_412QIPpo3ajF50V?
OrderN=10311770&LinItem30822892&OrderD=February 26, 2018&Ven=W.W.GRAINGER,
INC.&ContractN=GS06F0007J&MFR=ABILITY ONE&Prod=C-FOLD SHEETS BROWN
SKILCRAFT&CO=donald.gray@gsa.gov&Flag=](https://feedback.gsa.gov/jfe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February 26, 2018&Ven=W.W.GRAINGER, INC.&ContractN=GS06F0007J&MFR=ABILITY ONE&Prod=C-FOLD SHEETS BROWN SKILCRAFT&CO=donald.gray@gsa.gov&Flag=)



Thank you for agreeing to participate in this important survey! This survey will take you about 5 minutes to complete. Your responses will be kept confidential. Please click 'Submit' to complete your survey response submission.

[Form Approved OMB#3090](#)

[Click here to read more about GSA's privacy policy and use of browser cookies.](#)

Advantage Post Transactional Survey

Paperwork Reduction Act Statement

OMB No: 3090-0297

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 5 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

The information you provide to complete the survey being conducted is collected pursuant to the [E-Government Act of 2002 \(44 USC § 3501\)](#), and 40 USC § 501.

The information that you submit is used to improve the user experience on GSA.gov. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)

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WEBSITE INFORMATION

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- Accessibility Aids
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- > Privacy and Security Notice
- Web Records

Privacy and Security Notice

Thank you for visiting GSA.gov.

Our privacy policy is clear: Unless you choose to provide additional information to us, we will collect no personal information about you other than statistical information that can be used to make the site more effective for all our visitors.

Information We Gather

We use Google Analytics to automatically collect and store information about your visit to our site. This information includes:

- Environmental information such as the geographic location of your IP address, the language you are browsing in, and the technical specifications of the device and browser you are browsing on;
- Behavioral information such as the date and time of your visit, the pages you visit, links you clicked on the site, and the name of the domain from which you access the Internet (i.e., DHS.gov if you are connecting from a DHS account, or GMU.edu if you are connecting from George Mason University's domain); and
- "Acquisition" information such as the Internet address of the website you came from if it linked you directly to [www.gsa.gov](#) and search terms that you enter into the GSA.gov search tool.

If your browser accepts cookies, we may use a session cookie to learn how many different visitors come to [www.gsa.gov](#). We use this information for statistical purposes and to help us make our site more useful to you. We do not collect personally identifiable information nor do we sell this data to anyone.

[Learn more about how Google Analytics safeguards data](#) (link to Commercial Site)

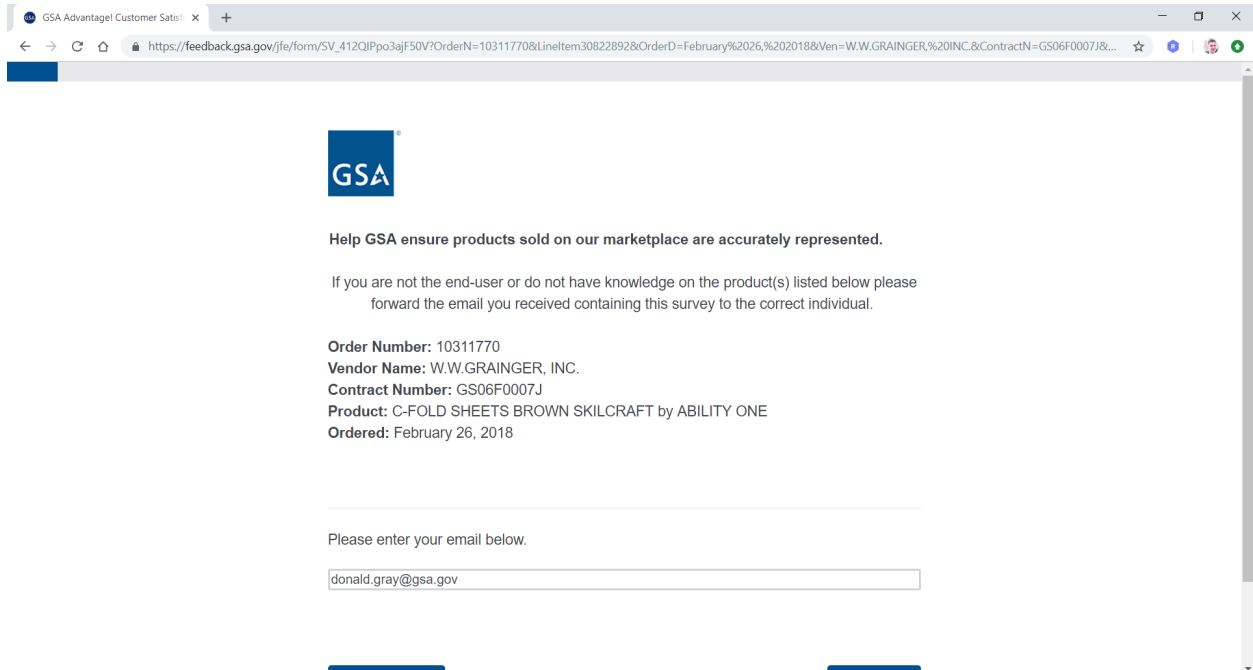
While GSA uses social media including Facebook, Twitter, and YouTube, no personally identifiable information (PII) is sought or provided to GSA as a result of our use of these platforms. See [GSA Privacy Impact Assessment](#).

Cookies and GSA.gov

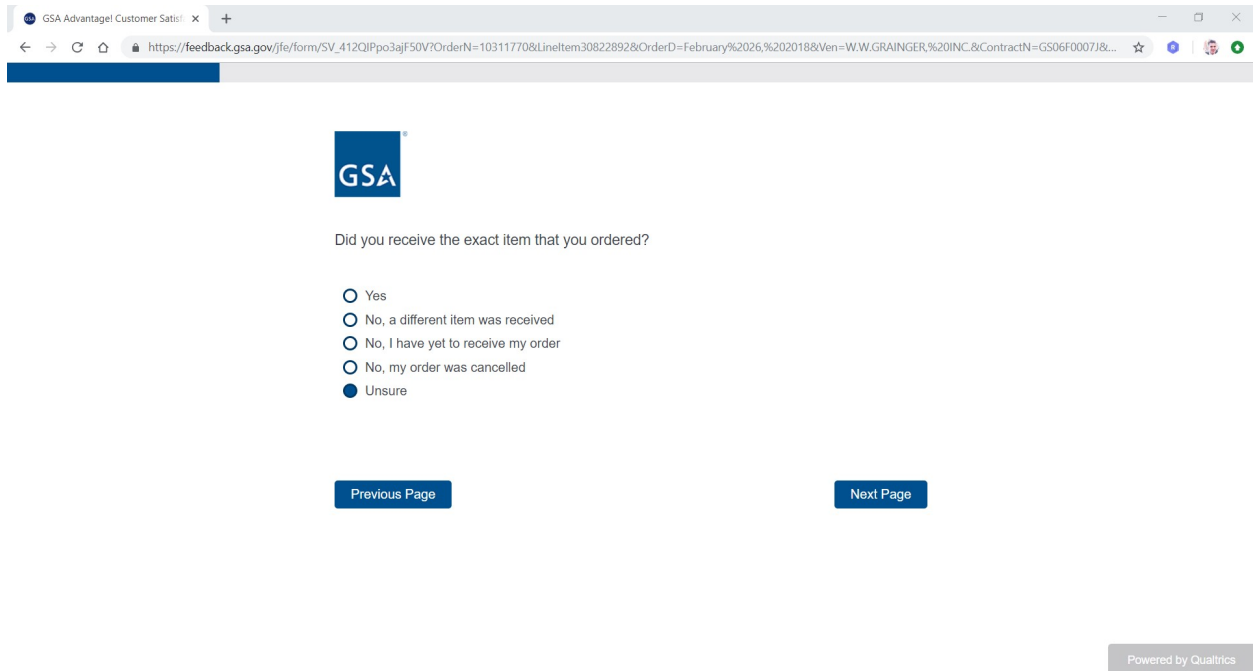
What is a Cookie? Whenever you visit a website the website sends a small piece of information called a cookie along with the webpage. The main purpose of a cookie is to identify and customize webpages for you.

There are two kinds of cookies. A session cookie is a line of text that is stored temporarily in your computer's random access memory (RAM). A session cookie is never written to a drive, and it is destroyed as soon as you close your browser. A persistent cookie from a website is stored as a file on your hard drive and is called up the next time you visit that website. This lets the website remember what you

The respondent will then be asked to provide an email.



The respondent will then be asked a basic question on if the item has been received and if what arrived was exactly what was ordered. This question determines the what further questions will be asked of the respondent (Path 1 - 5, with Path 1 being “Yes”.)



Path 5

If “Unsure” is selected the survey ends and asks that they forward to email they received to corrected individual.



Since you have indicated you are "Unsure" about the fulfillment of this order please forward the email you received containing this survey to the correct individual. Details regarding the order are noted below.

Order Number: 10311770
Vendor Name: W.W.GRAINGER, INC.
Contract Number: GS06F0007J
Product Purchased: C-FOLD SHEETS BROWN SKILCRAFT by ABILITY ONE
Ordered: February 26, 2018

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Path 4



Who cancelled the order?

- Myself
- Vendor

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Path 4a - If the respondent cancelled the order



Why did you cancel your order?

- The product you originally ordered was unavailable
- The price offered on Advantage was no longer valid
- The product you originally ordered would be slow to ship/arrive
- Item no longer needed
- Other: Please Specify

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Were you contacted by the vendor after you placed your order?

- Yes
- No

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Path 4aa - If the vendor cancelled the order and contacted the vendor



Did the vendor offer an alternative/compatible/substitute item?

- Yes
- No

Did the vendor suggest purchasing from another supplier?

- Yes
- No

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Please rate your satisfaction with the **Vendor**
(1=Poor; 5=Excellent)

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------|
| 1 | 2 | 3 | 4 | 5 | Not Applicable
(N/A) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Additional comments

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Thank you for your time.
Your answers help us maintain a robust and accurate federal marketplace.

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Path 4ab - User cancelled the order and vendor did not contract them

Inbox - Slickde - GSA.gov - Downl... https:// Can AP... Dates - rest ap... Step 3: java - Under... REST A... Edit Su... GSA A... Suppo... GS/ x +

https://feedback.gsa.gov/jfe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...



Please rate your satisfaction with the **Vendor**
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (NA)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

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Path 4b - If the vendor cancelled the order

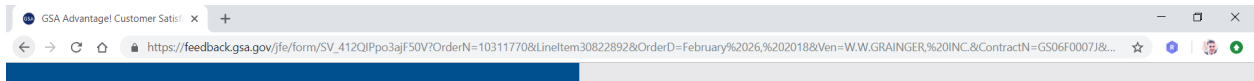


Were you contacted by the vendor after you placed your order?

- Yes
- No

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When the vendor contacted you were you told:

- The product you originally ordered was unavailable
- The price offered on Advantage was no longer valid
- The product you originally ordered would be slow to ship/arrive
- No issues with your order, just a courtesy call
- Other: Please Specify

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Did the vendor offer an alternative/compatible/substitute item?

- Yes
- No

Did the vendor suggest purchasing from another supplier?

- Yes
- No

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Please rate your satisfaction with the **Vendor**
(1=Poor, 5=Excellent)

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | Not Applicable (N/A) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Additional comments

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END

Path 3


The screenshot shows a web browser window with the following details:

- Browser tab: GSA Advantage! Customer Satis...
- Address bar: https://feedback.gsa.gov/jfe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINER,%20INC.&ContractN=GS06F0007J8...
- GSA logo
- Question: "Were you contacted by the vendor after you placed your order?"
- Radio buttons: Yes, No
- Navigation buttons: "Previous Page" and "Next Page"
- Footer: "Powered by Qualtrics"

Path 3a - The vendor did contact user

Inbox | Slickde | GSA.gov | Downl... | https:// | Can A... | Dates... | G rest ap | Step 3 | java - | Unders | REST A | Edit Su | GSA A | Suppor | GS/ x +

← → ↻ 🏠 🔒 https://feedback.gsa.gov/fe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LineItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...



When the vendor contacted you were you told:


- The product you originally ordered was unavailable
- The price offered on Advantage was no longer valid
- The product you originally ordered would be slow to ship/arrive
- No issues with your order, just a courtesy call
- Other: Please Specify:

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GSA Advantage! Customer Satisfi... x +

← → ↻ 🏠 🔒 https://feedback.gsa.gov/fe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LineItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS06F0007J&...



Did the vendor offer an alternative/compatible/substitute item?

- Yes
- No

Did the vendor suggest purchasing from another supplier?


- Yes
- No

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Inbox | Slickde | GSA.gov | Downl... | https:// | Can A... | Dates | G rest ap | Step 3 | java - | Unders | REST A | Edit Su | GSA A | Suppor | GS/ x +

← → ↻ 🏠 🔒 https://feedback.gsa.gov/fe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...


GSA

Please rate your satisfaction with the **Delivery Time**
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the **Vendor**
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

When your item(s) arrive please retake this survey using the link included in the email so we may document your entire experience.

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END

Path 3b - The vendor did not contact user

GSA Advantage! Customer Satis... x +

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GSA

Please rate your satisfaction with the **Delivery Time**
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

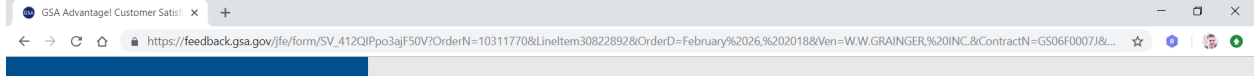
Please rate your satisfaction with the **Vendor**
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

END

Path 2



We're sorry you encountered an issue with your order. Please answer the following questions to help give GSA a better understanding of the issues. We will use this information to work with our industry partners to build a more robust marketplace.

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If known please select the date your order was received.

Enter a date:

← December 2018 →

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

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Were you contacted by the vendor after you placed your order?

- Yes
- No

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Path 2a - Vendor contacted user

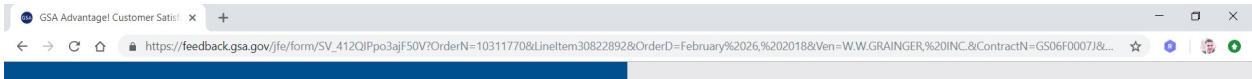


When the vendor contacted you were you told:

- The product you originally ordered was unavailable
- The price offered on Advantage was no longer valid
- The product you originally ordered would be slow to ship/arrive
- No issues with your order, just a courtesy call
- Other: Please Specify

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Did the vendor offer an alternative/compatible/substitute item?

- Yes
- No

Did the vendor suggest purchasing from another supplier?

- Yes
- No

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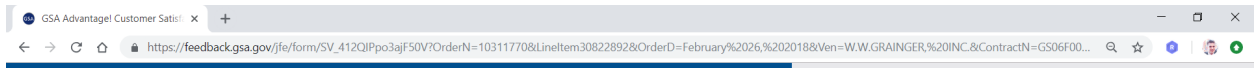


Did you receive the correct quantity of the item you ordered?

- Yes
- No

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GSA

Please rate your satisfaction with the delivered **Product**
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the **Delivery Time**
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the **Vendor**
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If available attach a picture of the packaging / item you received.

Drop files or click here to upload

Additional comments

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Path 2b - Vendor did not contact user

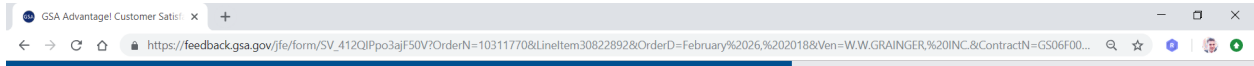


Did you receive the correct quantity of the item you ordered?

- Yes
- No

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GSA

Please rate your satisfaction with the delivered Product
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the Delivery Time
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the Vendor
(1=Poor, 5=Excellent)

1	2	3	4	5	Not Applicable (N/A)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If available attach a picture of the packaging / item you received.

Drop files or click here to upload

Additional comments

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END

Path 1



If known please select the date your order was received.

Enter a date:

← December 2018 →						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

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Were you contacted by the vendor after you placed your order?

- Yes
- No

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Path 1a - Vendor contacted user

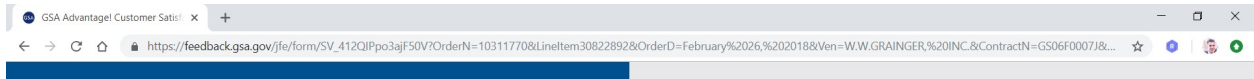


When the vendor contacted you were you told:

- The product you originally ordered was unavailable
- The price offered on Advantage was no longer valid
- The product you originally ordered would be slow to ship/arrive
- No issues with your order, just a courtesy call
- Other: Please Specify

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Did the vendor offer an alternative/compatible/substitute item?

- Yes
- No

Did the vendor suggest purchasing from another supplier?

- Yes
- No

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Browser tabs: M Inbox, M Inbox, Slickd..., GSA.g, Downl..., https://, Can AI, Dates, G rest a..., Step 3, Java - | Under, REST /, Edit Si, GSA A, Suppo, GS x

URL: https://feedback.gsa.gov/jfe/form/SV_412QIPo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...

GSA

Did you receive the correct quantity of the item you ordered?

Yes

No

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Browser tabs: M Inbox, M Inbox, Slickd..., GSA.g, Downl..., https://, Can AI, Dates, G rest a..., Step 3, Java - | Under, REST /, Edit Si, GSA A, Suppo, GS x

URL: https://feedback.gsa.gov/jfe/form/SV_412QIPo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...

GSA

Please rate your satisfaction with the delivered Product
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (NA)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the Delivery Time
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (NA)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the Vendor
(1=Poor; 5=Excellent)

1	2	3	4	5	Not Applicable (NA)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

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END

Path 1b - Vendor did not contact user

Browser tabs: M Inbox, M Inbox, Slickd..., GSA.g, Downl, https://, Can Al, Dates, G rest aj, Step 3, Java - I, Under, REST /, Edit S, GSA A, Supp, GS x

URL: https://feedback.gsa.gov/fe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...

GSA

Did you receive the correct quantity of the item you ordered?

Yes

No

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Browser tabs: M Inbox, M Inbox, Slickd..., GSA.g, Downl, https://, Can Al, Dates, G rest aj, Step 3, Java - I, Under, REST /, Edit S, GSA A, Supp, GS x

URL: https://feedback.gsa.gov/fe/form/SV_412QIPpo3ajF50V?OrderN=10311770&LinItem30822892&OrderD=February%2026,%202018&Ven=W.W.GRAINGER,%20INC.&ContractN=GS0...

GSA

Please rate your satisfaction with the delivered Product
(1=Poor, 5=Excellent)

1 2 3 4 5 Not Applicable (NA)

Please rate your satisfaction with the Delivery Time
(1=Poor, 5=Excellent)

1 2 3 4 5 Not Applicable (NA)

Please rate your satisfaction with the Vendor
(1=Poor, 5=Excellent)

1 2 3 4 5 Not Applicable (NA)

Additional comments

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END

All users see this end screen

