

3090-0297  
Req-37 Instrument  
2019 Customer Loyalty Survey

For PRA Review only – Contents of this box will not be displayed to recipients.

Note that this survey depends on embedded data to determine which questions will be displayed to each recipient. Embedded data are commands built into the survey that draw information from the contact list. Survey responses remain confidential.

The embedded data fields that are used in this survey are:

- Program Office (GSA program being rated)

## Screen 1



### Welcome to the 2019 General Services Administration's Customer Survey!

GSA's Federal Acquisition Service (FAS) uses this survey to improve the way we work with our federal partners. Your responses help the **[Program Office]** program office identify ways to make your experience better.

Providing information is voluntary. Your responses will be completely confidential; they will only be released in group summaries and will not contain any personally identifiable data.

If at any point during the survey you need any assistance, please email us at [surveys@research.gsa.gov](mailto:surveys@research.gsa.gov).

Thank you in advance for completing the survey.

For more information about GSA's Privacy Policy, [click here](#).

On Screens 1, 2, 3, 4, 5, 6, 7a, 7c, 39, and 40, **[Program Office]** will be replaced by one of the following:

- Login.gov
- GSA Information Technology Category
- GSA Personal Property Management
- GSA 4PL Retail Store (ServMart)
- GSA Global Supply
- GSA Fleet
- GSA SmartPay

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Link at the bottom of above page goes to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See next page for screenshot.

## Screen 1, continued

Screenshot of pdf linked from bottom of first page:

### **Paperwork Reduction Act Statement**

OMB No: 3090-0297  
Expires 07/31/2019

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**

#### **Authorities**

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the E-Government Act of 2002 (44 USC § 3501), and 40 USC § 501.

#### **Purpose**

The information that you submit is used to improve the GSA customer experience. The information is not directly tied to you when used for analysis. It informs the development and strategic direction of GSA programs to make them more effective and easier to work with.

#### **Disclosure**

You decide what information to give us. If you choose to not disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and contractors who need the information to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice: [e.g. GSA/CIO-3]

#### **What personal information will this survey collect:**

IP Address  
Email Address (optional)  
Phone Number (optional)

#### **Storage**

All records are stored electronically in a database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is required for business use.

## Screen 2



Have you interacted with or purchased from the [Program Office] program office in the past twelve months?

- Yes
- No

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If No, then display Screen 3.

If Yes, skip to Screen 5.



Please select the primary reason why you have not interacted with or purchased from [Program Office] in the past 12 months.

- I use an alternative contract solution.
- Agency guidance is to use a different contract solution.
- My experience with [Program Office] has been unsatisfactory.
- My position has changed, and I no longer make purchasing decisions for my agency.
- My agency experienced budget cuts.
- Other

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## Screen 4



Thank you for your participation in this survey. At this time, we are collecting responses from federal partners who have interacted with or purchased from a GSA program in the last year.

If you feel you're seeing this message in error and would like to update your survey responses, [please follow this link](#).

Exit survey (for respondents who select "No" on Screen 2).



How familiar are you with the products or services offered by [Program Office]?

Not at all familiar										Very familiar
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following:

	Not at all likely					Very likely				
	1	2	3	4	5	6	7	8	9	10
How likely are you to recommend [Program Office] to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to use [Program Office] in the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider [Program Office] as your first choice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 6



Please consider all of your experiences interacting with or purchasing from [Program Office] in the last 12 months and rate each of the following:

	Very dissatisfied					Very satisfied				
	1	2	3	4	5	6	7	8	9	10
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of products and/or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of products and/or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of acquiring products and/or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences interacting with or purchasing from [Program Office] in the last 12 months. How satisfied or dissatisfied are you with this program?

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If “How satisfied or dissatisfied are you with this program?” = 1, 2, 3, 4, 5, or 6, move to Screen 7a.

If “How satisfied or dissatisfied are you with this program?” = 7 or 8, skip to Screen 7b.

If “How satisfied or dissatisfied are you with this program?” = 9 or 10, skip to Screen 7c.

## Screen 7a

Display if “How satisfied or dissatisfied are you with this program?” = 1, 2, 3, 4, 5, or 6.



How can [Program Office] improve?

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If Program Office = Login.gov, skip to Screen 8.

If Program Office = GSA Information Technology Category, skip to Screen 11.

If Program Office = GSA Personal Property Management, skip to Screen 12.

If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 16.

If Program Office = GSA Global Supply, skip to Screen 20.

If Program Office = GSA Fleet, skip to Screen 27.

If Program Office = GSA SmartPay, skip to Screen 35.



## Screen 7b

Display if “How satisfied or dissatisfied are you with this program?” = 7 or 8.



Please provide any additional comments.

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If Program Office = Login.gov, skip to Screen 8.

If Program Office = GSA Information Technology Category, skip to Screen 11.

If Program Office = GSA Personal Property Management, skip to Screen 12.

If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 16.

If Program Office = GSA Global Supply, skip to Screen 20.

If Program Office = GSA Fleet, skip to Screen 27.

If Program Office = GSA SmartPay, skip to Screen 35.

## Screen 7c

Display if “How satisfied or dissatisfied are you with this program?” = 9 or 10.



What is [Program Office] doing well?

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If Program Office = Login.gov, skip to Screen 8.

If Program Office = GSA Information Technology Category, skip to Screen 11.

If Program Office = GSA Personal Property Management, skip to Screen 12.

If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 16.

If Program Office = GSA Global Supply, skip to Screen 20.

If Program Office = GSA Fleet, skip to Screen 27.

If Program Office = GSA SmartPay, skip to Screen 35.

## Screen 8

Display if Program = Login.gov



How would you rate the experience of integrating your application with login.gov?

Very negative										Very positive
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What aspects of the integration process should we improve? Select all that apply.

- Deployment process
- Technical documentation
- Response time to questions and issues
- Design guidance
- Other

Is there anything else you'd like us to know about the integration?

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How would you rate the usefulness of login.gov documentation?

Not at all useful										Very useful
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate login.gov's responsiveness to your needs and questions?

Not at all responsive										Very responsive
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How can we improve our communication?

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What are the **top two things** you are looking for in an identity management product?

- Privacy posture
- Security posture
- Affordable cost
- Availability of two-factor authentication
- Other

What are the **top two reasons** you chose to use login.gov?

- Government shared service
- Cost of offerings
- Use of two-factor authentication
- Ease of integration
- Privacy posture
- Security posture
- Other

Do you feel that login.gov has delivered on the these areas?

- Yes
- Somewhat
- No

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## Screen 10 (continued)

If “Do you feel that login.gov has delivered on these areas?” = Somewhat or No, display additional question.

If “Do you feel that login.gov has delivered on these areas?” = Yes, skip to Screen .

Do you feel that login.gov has delivered on the these areas?

- Yes
- Somewhat
- No

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Why not?

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Proceed to Screen 39.

## Screen 11

Display if Program Office = GSA Information Technology Category



You indicated that you used Schedule 70 in the last 12 months. Please select the category or categories that best describe your purchase. Select all that apply.

- IT Hardware (e.g. desktops, laptops, printers, scanners, routers, modems, and switches)
- IT Security (e.g. Cybersecurity Products and Services)
- IT Services (e.g. Health IT Services, IT Professional Services and Training, Cloud Services, etc.)
- IT Software (e.g. Software Licenses, Software Maintenance, and System Platforms)
- IT Telecom (e.g. Network, Satellite, Wireless & Mobility Services, and Telecommunication Services)

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Proceed to Screen 39.

## Screen 12

Display if Program Office = GSA Personal Property Management



Over the past 12 months, in which programs have you participated?

- Utilization & Donation (GSAXcess)
- Sales (Gov Sales, GSA Auctions)
- Both Utilization & Donation and Sales

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Thinking of the last time you used GSAXcess to **report** surplus non-donable property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	1	2	3	4	5	6	7	8	9	Strongly agree	10	N/A
The website provided all the information I needed about reporting surplus non-donable property.	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to submit pictures of the reported property.	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking of the last time you used GSAXcess to **acquire** surplus property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	1	2	3	4	5	6	7	8	9	Strongly agree	10	N/A
It is easy to acquire surplus property using GSAXcess.	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of pictures is enough for me to make a decision.	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Thinking about the Personal Property representative(s) that you have interacted with in the past 12 months, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10	N/A
The representative was easy to reach.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The representative provided clear answers to my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 15



If GSA's Personal Property Management Office reviewed your State Agency for Surplus Property (SASP) Operations within the last 12 months, how beneficial did you find the review?

Not at all beneficial										Very beneficial
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your overall satisfaction with GSA Personal Property Management's support of your Federal Surplus Personal Property Donation program.

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 39.

## Screen 16

Display if Program = GSA 4PL Retail Store (ServMart)



At which GSA store do you most frequently shop?

In the past 12 months, what have you purchased at our Store?

- Office supplies
- Industrial supplies
- Both office and industrial supplies

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If "In the past 12 months, what have you purchased at our Store" = Office supplies, move to Screen 17a.

If "In the past 12 months, what have you purchased at our Store" = Industrial supplies, skip to Screen 17b.

If "In the past 12 months, what have you purchased at our Store" = Both office and industrial supplies, skip to Screen 17c.

## Screen 17a

Display if “In the past 12 months, what have you purchased at our Store” = Office supplies.



Did the store have the office supplies you needed in stock?

- Yes
- No

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Proceed to Screen 18.

## Screen 17b

Display if "In the past 12 months, what have you purchased at our Store" = Industrial supplies.



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Did the store have the industrial supplies you needed in stock?

- Yes
- No

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Proceed to Screen 18.

## Screen 17c

Display if “In the past 12 months, what have you purchased at our Store” = Both office and industrial supplies.



Did the store have the office supplies you needed in stock?

- Yes
- No

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Did the store have the industrial supplies you needed in stock?

- Yes
- No

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Proceed to Screen 18.



Compared to similar stores, how fair are this store's prices?

Not at all fair (well above market)										Very fair (below market)
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Compared to similar stores, how broad was the selection available at this store?

Not at all broad										Very broad
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate the quality of the merchandise available at this store?

Poor										Excellent
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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With which of these statements do you agree? Select all that apply.

- I was generally satisfied with the support offered by the office supply vendor.
- I was generally satisfied with the support offered by the tools/industrial vendor.
- I found the store employees helpful.
- I was generally satisfied with the store's cleanliness.
- I was generally satisfied with the way the store addressed my concerns.
- Other
- None of the above.

---

Please indicate how satisfied or dissatisfied you are with this store's return policy.

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 39.

## Screen 20

Display if Program Office = GSA Global Supply



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system
- Online via GSA Advantage!®
- Online via GSA Global Supply website ([www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov))
- Online via FedMall (formerly DOD EMALL)
- Phone (800 number)
- Fax
- Other (please specify)

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If “How do you place the majority of your GSA Global Supply orders?” = MILSTRIP/FEDSTRIP, display additional question 20a.

If “How do you place the majority of your GSA Global Supply orders?” = Online via GSA Advantage or Online via GSA Global Supply website, display additional question 20b.

If “How do you place the majority of your GSA Global Supply orders?” = Online via FedMall, display additional question 20c.

If “How do you place the majority of your GSA Global Supply orders?” = Phone (800 number), display additional question 20d.

Screen 20a

Display if “How do you place the majority of your GSA Global Supply orders?” = MILSTRIP/FEDSTRIP



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system
- Online via GSA Advantage!®
- Online via GSA Global Supply website (www.GSAGlobalsupply.gsa.gov)
- Online via FedMall (formerly DOD EMALL)
- Phone (800 number)
- Fax
- Other (please specify)

---

Please think about the GSA Global Supply orders you placed via MILSTRIP (automated supply system) using your agency's platform (e.g. GCSS, SARSS, etc.). How would you rate your experience placing orders via MILSTRIP?

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 21.

Screen 20b

Display if “How do you place the majority of your GSA Global Supply orders?” = Online via GSA Advantage or Online via GSA Global Supply website



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system
- Online via GSA Advantage!®
- Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- Online via FedMall (formerly DOD EMALL)
- Phone (800 number)
- Fax
- Other (please specify)

Please think about the GSA Global Supply orders you placed online with GSA, using either the GSA Global Supply or GSA Advantage!® websites. How would you rate your experience placing orders online?

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 21.

Screen 20c

Display if “How do you place the majority of your GSA Global Supply orders?” = Online via FedMall



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system
- Online via GSA Advantage!®
- Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- Online via FedMall (formerly DOD EMALL)
- Phone (800 number)
- Fax
- Other (please specify)

---

Please think about the GSA Global Supply orders you placed online with FedMall. How would you rate your experience placing orders online?

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 21.

Screen 20d

Display if “How do you place the majority of your GSA Global Supply orders?” = Phone (800 number)



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system
- Online via GSA Advantage!®
- Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- Online via FedMall (formerly DOD EMALL)
- Phone (800 number)
- Fax
- Other (please specify)

Please think about the calls you made to the GSA Global Supply 1-800 number to place an order. How would you rate your experience placing orders over the phone?

Very dissatisfied										Very satisfied
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 21.



Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

- Fewer than 5 times
- 5-10 times
- Monthly
- Few times per month
- Weekly
- More than weekly

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When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- GSA Global Supply printed catalog
- GSA Global Supply electronic catalog
- GSA Global Supply website
- GSA Advantage!®
- FEDLOG / WEBFLIS
- Other (please specify)

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If “When compiling your orders, which of the following sources do you rely on most?” = GSA Global Supply printed catalog, display additional question on Screen 22a.

If “When compiling your orders, which of the following sources do you rely on most?” = GSA Global Supply electronic catalog, display additional question on Screen 22b.



Screen 22a

Display if “When compiling your orders, which of the following sources do you rely on most?” = GSA Global Supply printed catalog



When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- GSA Global Supply printed catalog
- GSA Global Supply electronic catalog
- GSA Global Supply website
- GSA Advantagel®
- FEDLOG / WEBFLIS
- Other (please specify)

Please rate the usefulness of the GSA Global Supply Printed catalog in helping you select the supplies you order.

Not at all useful										Very useful
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 23.

Screen 22b

Display if “When compiling your orders, which of the following sources do you rely on most?” = GSA Global Supply electronic catalog



When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- GSA Global Supply printed catalog
- GSA Global Supply electronic catalog
- GSA Global Supply website
- GSA Advantagel@
- FEDLOG / WEBFLIS
- Other (please specify)

Please rate the usefulness of the GSA Global Supply Electronic catalog in helping you select the supplies you order.

Not at all useful										Very useful
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 23.



Please think about the shipments of products you received from GSA Global Supply and select the statements with which you agree. Select all that apply.

- I am generally satisfied with the speed of delivery.
- I am generally satisfied with the overall condition of the boxes/packages (e.g. no damage).
- I find most shipments are accurate (i.e. it contained the product(s) you ordered).
- I find most shipments contain the relevant shipping documents.
- Other (please specify)
- None of the above

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Thinking of the past 12 months, when you had the option of using GSA Global Supply and **chose NOT to**, which of the following alternatives did you choose? Select all that apply.

- Base Supply stores
- Multiple Award Schedules
- FSSI vendors
- Purchases made from other government agencies
- Open market purchases directly from vendors (please specify)
- Other (please specify)
- I did not use any alternative sources in the past 12 months.

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If "I did not use any alternative sources in the past 12 months" is selected, skip to Screen 26.

For all other response options, move to Screen 25.



Why did you choose to use the alternative supply source rather than GSA Global Supply?  
Select all that apply.

- Saves time
- Total cost
- Helps meet federal regulation (e.g. FAR)
- Mandatory agency source / policy
- Convenience
- Flexibility
- Helps meet sustainability and environmental regulations
- Product selection
- Product available locally off the shelf
- Other (please specify)

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In the last year, if you have spoken with a GSA representative to place an order, to request the status of an order, or to report a problem, please rate your level of satisfaction with the GSA representative's responsiveness.

Very dissatisfied										Very satisfied	
1	2	3	4	5	6	7	8	9	10	N/A	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The AskGSA website allows GSA Global Supply customers to find status on pending orders without having to call or email GSA. Users can also report a problem (e.g. damage or shortage) for GSA to investigate and resolve.

Are you aware of this self-service option?

- Yes
- No

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Proceed to Screen 39.

## Screen 27

Display if Program Office = GSA Fleet



In the last twelve months, have you (select all that apply):

- Purchased a vehicle from GSA
- Leased a vehicle from GSA
- Interacted with a Fleet Services Representative
- Contacted the GSA Fleet Accident Management Center (AMC) for assistance
- Contacted the GSA Fleet Maintenance Control Center (MCC) for assistance
- Used the Fleet Services Card to buy fuel, products, or services for your leased vehicle

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If "Purchased a vehicle" is selected, display Screen 28.

If "Leased a vehicle" is selected, display Screen 29.

If "Interacted with a Fleet Services Representative" is selected, display Screen 30.

If "Contacted the GSA Fleet Accident Management Center" is selected, display Screen 31.

If "Contacted the GSA Fleet Maintenance Control Center" is selected, display Screen 32.

If "Used the Fleet Services Card" is selected, display Screen 33.



## Screen 28

Display if "Purchased a vehicle" is selected on Screen 27.



Please think about the GSA Vehicle Purchasing representative(s) that you interacted with in the past 12 months, and select all of the statements with which you agree.

The GSA Vehicle Purchasing Representative(s):

- Provided clear answers to my questions
- Understood my needs to ensure I received the appropriate procurement alternatives
- Provided a timely response
- Demonstrated knowledge and expertise in their field
- Showed me courtesy and respect
- Other

- None of the above

---

Please think about your vehicle purchasing experience using AutoChoice in the past 12 months. Which of the following statements are true for you?

- It is easy to make changes to an existing vehicle order.
- I can create a vehicle order in a reasonable amount of time.
- It is easy to create a vehicle order.
- Overall I am satisfied with AutoChoice.
- None of the above

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## Screen 29

Display if "Leased a vehicle" is selected on Screen 27,



Please consider your experience during this fiscal year's vehicle replacement process for your leased vehicle using the automated Customer Acquisition Module (CAM). Which of the following statements are true for you?

- CAM makes it easy to obtain the vehicles that meet my mission requirements.
- CAM makes the vehicle selection process easier within my agency.
- Other

- None of the above

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## Screen 30

If “Interacted with a Fleet Services Representative” is selected on Screen 27.



Please think about the Fleet Service Representative(s) that you interacted with in the past 12 months, and select all of the statements with which you agree.

The GSA Fleet Service Representative (FSR):

- Provided clear answers to my questions
- Demonstrated knowledge and expertise in their field
- Showed me courtesy and respect
- Provided a timely response
- Understood my needs to ensure I received the right mix of vehicles
- Other

- None of the above

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## Screen 31

Display if “Contacted the GSA Fleet Accident Management Center” is selected on Screen 27.



Please think about your interactions with the Accident Management Center in the last 12 months, and select all of the statements with which you agree.

The GSA Accident Management Center technician:

- Showed me courtesy and respect
- Demonstrated knowledge and expertise in their field
- Provided a timely response
- Provided clear answers to my questions
- Other

- None of the above

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## Screen 32

Display if "Contacted the GSA Fleet Maintenance Control Center" is selected on Screen 27.



Please think about your interactions with the Maintenance Control Center in the last 12 months, and select all of the statements with which you agree.

The GSA Maintenance Control Center technician:

- Demonstrated knowledge and expertise in their field
- Provided clear answers to my questions
- Provided a timely response
- Showed me courtesy and respect
- Other

- None of the above

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Screen 33

Display if "Used the Fleet Services Card" is selected on Screen 27.



Please think about your experience using the Fleet Services Card, and select all of the statements that are true for you.

- The Fleet Services Card is easy to use for maintenance.
- There is a sufficient number of maintenance locations to service my vehicle that accept the Fleet Services Card.
- There is a sufficient number of fueling sites in my area that accept the Fleet Services Card.
- There is a sufficient number of car washes in my area that accept the Fleet Services Card.
- The Fleet Services Card is easy to use at fueling stations.
- Other
- None of the above

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How long have you been using GSA vehicle leasing or purchasing services?

- Less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years to less than 5 years
- 5 years or more

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Proceed to Screen 39.

Screen 35

Display if Program Office = GSA SmartPay



What resources have you used over the last twelve months to get GSA SmartPay® Program information? Select all that apply.

- Monthly discussions with Dave
- Quarterly A/OPC meetings
- Smart Bulletins
- Email messages
- GSA SmartPay website
- Acquisition Gateway (Card Services hallway)
- Interact
- Social media (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)

---

What types of information would you like to see on GSA SmartPay®'s social media sites (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)? Select all that apply.

- GSA SmartPay program news
- GSA SmartPay 3 contract updates
- GSA SmartPay success stories
- Industry News
- Other

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## Screen 36



Thinking about the GSA SmartPay® website, please indicate how strongly you agree or disagree with the following statements:

	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10	N/A
The website layout makes it easy to find what I'm looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to accomplish what I need to on the website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about the GSA SmartPay® online training, please indicate how strongly you agree or disagree with the following statements:

	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10	N/A
The website layout made it easy to find what I was looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training was delivered in a way that best met my learning needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident in my ability to manage charge cards at my agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please indicate which of GSA SmartPay®'s data tools you find most useful. Rank the below items from 1 to 5, with one being the most useful and five being the least useful.

- Data Warehouse
- Data Management Working Group
- Interesting Data Metrics
- Interact Tool for Government-wide Charge Card Metrics
- Savings Calculator

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How satisfied or dissatisfied are you with the management of the GSA SmartPay® 3 transition by the Center for Charge Card Management and its Contracting Operations Team?

Very dissatisfied										Very satisfied	N/A
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you'd like us to know about the GSA SmartPay® 3 transition?

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Proceed to Screen 39.



Please indicate how strongly you agree or disagree with this statement:

"The [Program Office] program office is acting in my best interest."

Strongly disagree										Strongly agree
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If you could make one change to [Program Office], what would it be?

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In what federal agency, branch of military service, or state, local, or tribal government do you work?

Agency

Component

Sub-Component

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Which of the following best describes your position?

What is the 5-digit zip code at your primary place of work (i.e. duty station)?

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[Submit](#)



On behalf of GSA, I would like to thank you for participating in our 2019 Customer Survey. This survey is essential in helping us identify opportunities to better meet the needs of our federal partners.

Thank you for your support and participation.

Alan Thomas  
Commissioner, GSA's Federal Acquisition Service

End of survey