

2020 DFAS Transportation Pay Customer Satisfaction Survey

*Note items highlighted:
Yellow-indicates a standard question

Background Information

This information is needed to help us with the statistical analysis for this survey. All of your responses are strictly confidential.

1. 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

2. Do you have any contracts designated as Small Business?
 - Yes
 - No

Customer Experiences

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
3. I have adequate access to the DFAS staff for advice and assistance. [Access]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. 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"/>
5. The DFAS staff is courteous. [Courtesy]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The DFAS staff is knowledgeable. [Knowledge]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Transportation Pay delivers customer service in a timely manner. [Timeliness]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The DFAS staff provides reliable and consistent service. [Reliability]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Transportation Pay products and services meet my needs. [Choice]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I am satisfied with the content of dfas.mil, manuals, reports and other materials containing Transportation Pay information. [Tangibles]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I am satisfied with the availability of dfas.mil, manuals, reports and other materials containing Transportation Pay information. [Tangibles]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I am satisfied with the way the DFAS staff handles problems or errors. [Recovery]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. DFAS pays my invoices in accordance with the terms of my contract.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
14. Overall, how would you rate the quality of services, products, and/or information you have received from the DFAS staff? [Quality]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Customer Care Center

15. Have you called the 1-888-GBLS-PAY (425-77729), option 1, for assistance this past year?
- Yes
 - No
 - Do not know

If yes...

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	No Basis to Judge
How satisfied are you with each of the following aspects:						
16. Ability of the Representative to answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Courtesy of the Representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. 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"/>

Overall Satisfaction

20. Overall, how satisfied are you with DFAS products and services? **[Overall Satisfaction]**
- Very Dissatisfied
 - Dissatisfied
 - Neither Satisfied Nor Dissatisfied
 - Satisfied
 - Very Satisfied

Please provide your feedback to the following questions. If you have a particular inquiry or issue that requires DFAS response, please submit it securely using the askDFAS link that is provided on the Thank You page after submitting this survey.

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

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