

Firm Name:

Date:

Name:

Title:

Treasury Auction Survey - 2018

TAAPS Application	Satisfaction	Importance
	Very Satisfied	1- Very Important
	Satisfied	2- Important
	Unsatisfied	3- Not Important
	Very Unsatisfied	
System Access	<input type="text"/>	<input type="text"/>
System Navigation	<input type="text"/>	<input type="text"/>
System Performance	<input type="text"/>	<input type="text"/>
System Security	<input type="text"/>	<input type="text"/>
Bid Submission Functionality	<input type="text"/>	<input type="text"/>
Bid Edit Functionality	<input type="text"/>	<input type="text"/>
Bid History Capability	<input type="text"/>	<input type="text"/>
Amount of Information Provided by System Warnings	<input type="text"/>	<input type="text"/>
Output Formats for Processing and Recordkeeping	<input type="text"/>	<input type="text"/>
Help and Guides Documents	<input type="text"/>	<input type="text"/>
Customer Interaction	<input type="text"/>	<input type="text"/>
Customer Service		
Technical Support	<input type="text"/>	<input type="text"/>
Contingency Testing	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

14. If any item above was rated "Unsatisfied" or lower, please list and explain how satisfaction could be improved.

15. What specific improvements, if any, do you recommend to TAAPS?

16. What specific improvements, if any, do you recommend in terms of customer interaction both during and outside the critical auction window?

17. In our efforts to reduce the “BIN not provided by Submitter, and BIN not provided by customer” violations, Treasury would like to solicit your suggestions. What are your thoughts on Treasury reaching out directly to the customers?

18. Please suggest agenda topics for future dealer visits.

19. Are your TAAPS PCs configured according to Treasury’s specifications? Yes/No

20. Please share, if any, issues adhering to TAAPS maintenance protocols.