

TAMS Application Survey

Survey Flow

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Block: Intro and Tasks (14 Questions)

Standard: Compare (6 Questions)

Standard: Improve and Contact Info (2 Questions)

Page Break

Start of Block: Intro and Tasks

Q1 Welcome to the TAMS Survey

This survey is designed to collect stakeholder feedback to ensure continued success of GSA's Transportation Audits Management System (TAMS). Please take five minutes to answer the questions below. If you have any issues or questions about the survey please contact us at tams.auditsdivision@gsa.gov. Your feedback is important to us!

Q2 This question will not be displayed to the recipient.

Browser (1)

Version (2)

Operating System (3)

Screen Resolution (4)

Flash Version (5)

Java Support (6)

User Agent (7)

Q3 How satisfied are you with TAMS?

Response required

- Very dissatisfied (11)
 - Somewhat dissatisfied (12)
 - Neither satisfied nor dissatisfied (13)
 - Somewhat satisfied (14)
 - Very satisfied (15)
-

Page Break

Q4 To what extent do you agree or disagree with this statement: I was able to easily accomplish what I needed to do.

Response required

- Strongly Disagree (1)
- Disagree (5)
- Somewhat Disagree (6)
- Neither Agree nor Disagree (7)
- Somewhat Agree (8)
- Agree (9)
- Strongly Agree (10)

Q5 Please rate your satisfaction with the following: Response required

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	N/A (6)
Site Layout (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Use (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to Complete a Task (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk Support (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Q6 Select the role that best describes you today:
Response required

- Agency User (5)
 - Agency Delegate (6)
 - Transportation Service Provider (TSP) User (3)
 - Transportation Service Provider (TSP) Delegate (4)
 - Contract Auditor (1)
 - QMCAA User/Manager (2)
 - QMCAB User/Manager (7)
 - QMCAC User/Manager (8)
 - QMCB User/Manager (9)
-

Display This Question:

If Role = Transportation Service Provider (TSP) User

Or Role = Transportation Service Provider (TSP) Delegate

Q7 What did you login to TAMS to accomplish today? Select all that apply.

- View the details and status of Notices of Overcharge (NOCs) (1)
- Create Protests for existing NOCs (2)
- Create Claims for existing NOCs (3)
- Create Direct Claims (4)
- View the adjudication results of Protests, Claims, and Direct Claims (5)
- Pay NOCs (7)
- Other (6) _____

Display This Question:

If Role = Contract Auditor

Q8 What did you login to TAMS to accomplish today? Select all that apply.

- Create Notices of Overcharge (NOCs) (1)
- View the details and status of NOCs (2)
- Self-Assign Protests and Claims (that were sent to the Contract Auditor Company by QMCAA) (3)
- Adjudicate Protests and Claims – for first review (4)
- View and search Smart Pay records (5)
- Add comments for communication with other auditors (6)
- Re-Assign tasks to different Contract Auditors (Contract Managers only) (7)
- Other (8) _____

Display This Question:

If Role = Agency User

Or Role = Agency Delegate

Q9 What did you login to TAMS to accomplish today? Select all that apply.

- Input and View Pre-Payment Audit data (4)
- Input and View Post-Payment Audit data and related files including bills/invoices (1)
- Other (7) _____

Display This Question:

If Role = QMCAA User/Manager

Q10 What did you login to TAMS to accomplish today? Select all that apply.

- View Notice of Overcharge (NOC) records (1)
- View Direct Claims records (2)
- Create Protests (3)
- Assign Protests to Contract Auditor Company or QMCAC (4)
- Create Claims (5)
- Assign Claims to Contract Auditor Company or QMCAC (6)
- Create Direct Claims (7)
- Assign Direct Claims to QMCAC (8)
- View ECP payment file data, and correct errors as needed (9)
- Create manual payments (10)
- View Special Collections (Bankruptcies, Compromises, and Settlement Agreements) (11)
- View and search Smart Pay records (12)
- Approve Refunds (13)
- Add comments for communication with other auditors (14)
- Input and View Post-Payment Audit data and related files including bills/invoices (15)
- View Reports (20)
- (QMCAA Manager) Create Write-Offs (16)
- (QMCAA Manager) Create Special Collections (Bankruptcies, Compromises, and Settlement Agreements) (17)
- (QMCAA Manager) Update, cancel, and close Special Collections (18)

Other (19) _____

Display This Question:

If Role = QMCAB User/Manager

Q11 What did you login to TAMS to accomplish today? Select all that apply.

User Registration Approval (1)

User Management (2)

View Reports (20)

Other (19) _____

Display This Question:

If Role = QMCAC User/Manager

Q12 What did you login to TAMS to accomplish today? Select all that apply.

- Create NOCs (1)
 - Self-Assign Level 1/Level 2 (L1/L2) Notice of Overcharge (NOC) (2)
 - L1/L2 Review of NOCs (20)
 - Adjudicate Protests – both first review and second review Quality Assurance Review (QAR) (21)
 - Adjudicate Claims – both first review and second review (22)
 - Adjudicate Direct Claims (23)
 - Digitally sign Certificate of Settlement and Settlement Certificate PDF files, as the result of Claim adjudications (24)
 - View Reports (31)
 - (QMCAC Manager) View and search Smart Pay records (25)
 - (QMCAC Manager) Assign Protests to QMCAC Users (26)
 - (QMCAC Manager) Assign Claims to QMCAC Users (27)
 - (QMCAC Manager) Assign Direct Claims to QMCAC Users (28)
 - (QMCAC Manager) Re-Assign tasks to different QMCAC Users (29)
 - (QMCAC Manager) User Management (30)
 - Other (19) _____
-

Display This Question:

If Role = QMCB User/Manager

Q13 What did you login to TAMS to accomplish today? Select all that apply.

- Create or update Contract Management records (20)
 - Update Appropriations for contracts and fiscal years within contracts (21)
 - Update Modes and Commission Percentages for contracts and fiscal years within contracts (22)
 - Adjudicate Direct Claims (23)
 - View Commissions reports (24)
 - Digitally sign commission vouchers (25)
 - Other (19) _____
-

Q14 Were you able to accomplish your task?

Response required

- Yes (1)
- No (3)
- I'm still working (4)

End of Block: Intro and Tasks

Start of Block: Compare

Q15 How long did you use the Transportation Account Receivable Payable System (TARPS) prior to the launch of TAMS? Response required

- I have never used TARPS (1)
 - Less than a year (2)
 - 1-3 years (3)
 - 4-10 years (4)
 - Over 10 years (5)
-

Q16 Roughly how many hours do you spend on TAMS in an average week? Response required

- Less than 1 hour (1)
 - 1-3 hours (2)
 - 3-10 hours (3)
 - 10-20 hours (4)
 - Over 20 hours (5)
-

Display This Question:

If Role = Contract Auditor

Or Role = QMCAA User/Manager

Or Role = QMCAC User/Manager

Or Role = Transportation Service Provider (TSP) User

Or Role = Transportation Service Provider (TSP) Delegate

Or Role = QMCB User/Manager

Q17 How does your experience with TAMS compare with your previous experience using TARPS?

Response required

- Worse (1)
- About the Same (3)
- Better (5)

Display This Question:

If TAMS vs TARPS = Better

Q18 What's working well in TAMS?

Display This Question:

If TAMS vs TARPS = Worse

Q19 What's not working well in TAMS?

Display This Question:

If TAMS vs TARPS = About the Same

Q20 What needs the most improvement in TAMS?

End of Block: Compare

Start of Block: Improve and Contact Info

Q21 Would you like to help make TAMS a better system? Please share your ideas and feedback!

Q22 If you would like someone to contact you about TAMS, please provide the following (optional):

Phone Number (4) _____

Email Address (5) _____

End of Block: Improve and Contact Info
