

2010 DFAS Vendor Pay (End User) Customer Satisfaction Survey

Background Information

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

1. Which DFAS location does your organization primarily contact regarding Vendor Payments issued? (Mark only one)
 - Cleveland, OH
 - Columbus, OH
 - Europe
 - Indianapolis, IN
 - Japan
 - Limestone, ME
 - Rome, NY
 - Other (not listed)

2. 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

3. What is the total amount paid to your organization by DFAS in the past year?
 - Less than \$100,000
 - \$100,000 - \$500,000
 - \$500,000 - \$1,000,000
 - \$1,000,000 - \$5,000,000
 - \$5,000,000 - \$10,000,000
 - \$10,000,000 - \$50,000,000
 - \$50,000,000 - \$100,000,000
 - \$100,000,000 - \$1,000,000,000
 - Over \$1,000,000,000

Customer Service Office, myInvoice, and Open Houses

| | Very Dissatisfied | Dissatisfied | Neither | Satisfied | Very Satisfied | No Basis to Judge |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| How satisfied are you with each of the following aspects of the Customer Service Office: | | | | | | |
| 14. Ability of Customer Service Representatives to answer your questions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Courtesy of Customer Service Representatives | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. Hours of operation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. 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"/> |

18. How satisfied are you with the web-based myInvoice?
- I do not use myInvoice
 - Very Dissatisfied
 - Dissatisfied
 - Neither Dissatisfied nor Satisfied
 - Satisfied
 - Very Satisfied

| | Not at all Helpful | Slightly Helpful | Moderately Helpful | Very Helpful | Essential | Have not Attended |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 19. If you have attended an Open House (held only at Columbus), how helpful did you find it ? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. If you have attended a Customer Service Symposium (held at most sites), how helpful did you find it? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall Satisfaction

21. Overall, how satisfied or dissatisfied are you with the services you received from the DFAS staff as a whole?
- Very Dissatisfied
 - Dissatisfied
 - Neither Satisfied Nor Dissatisfied
 - Satisfied
 - Very Satisfied
22. If you had a choice of service providers, would you use the DFAS staff again?
- Yes
 - No
 - Not Sure
23. If you had a choice of service providers, would you recommend the DFAS staff to others?
- Yes
 - No
 - Not Sure

| | Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | No Basis to Judge |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 24. I believe DFAS will use the results of this survey to improve its products and services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments

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

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