DFAS

Your Financial Partner @ Work

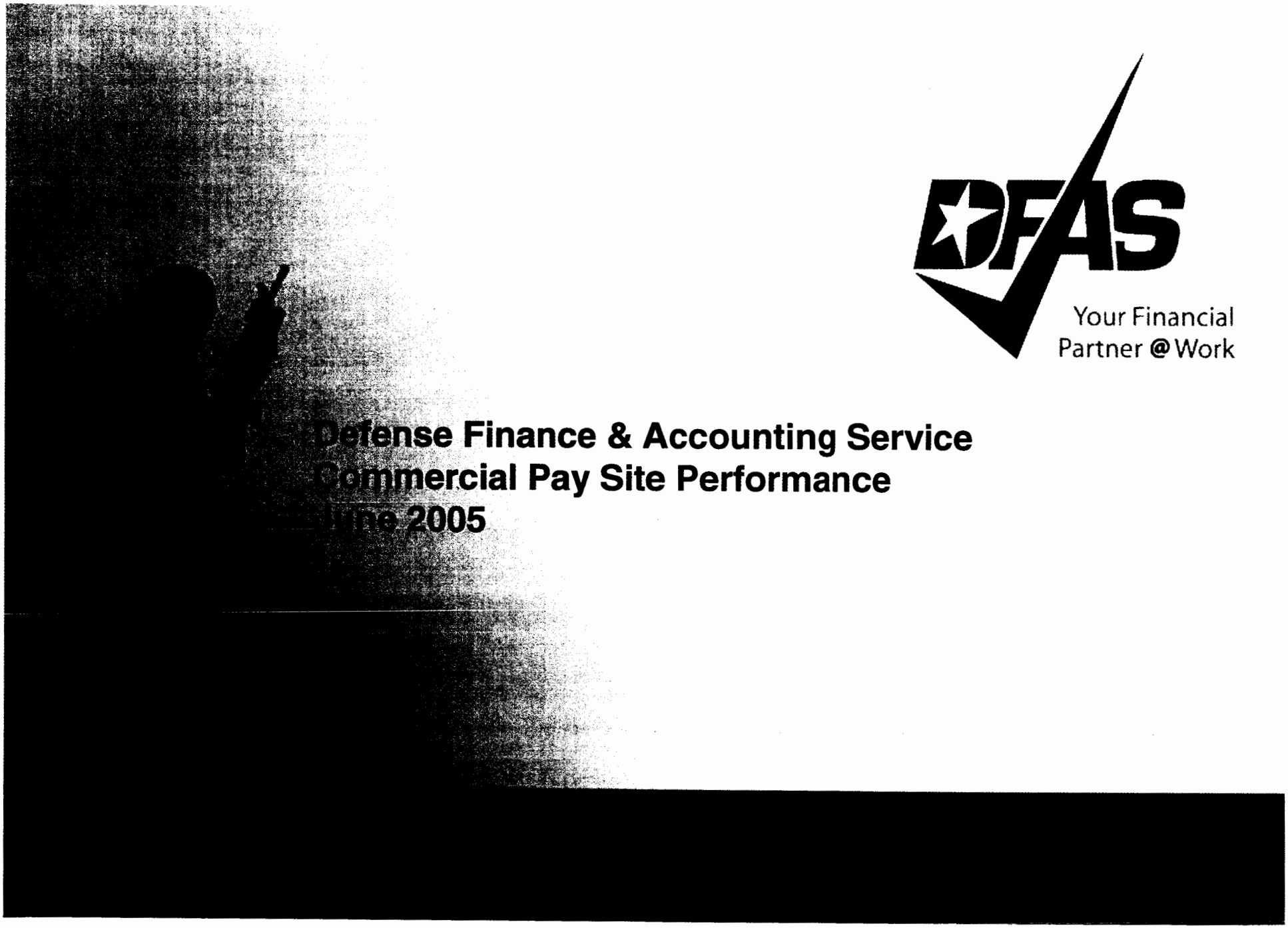
DEPARTMENT OF DEFENSE

DEFENSE FINANCE AND ACCOUNTING SERVICE

DCN: 12198

Commercial Pay Site Level Performance Through June 2005

Site	Cumulative Interest $ Per Million	# Invoices On Hand	Overaged Rate	Cumulative % # Discounts Lost
Columbus Contract Pay	$54	43,214	1.51%	3.53%
Columbus Vendor Pay	$161	192,354	1.52%	1.86%
Charleston	$172	10,432	1.63%	18.39%
Dayton	$432	14,154	7.27%	37.10%
Europe	$39	74	0.00%	0.00%
Indy-DAFS	$805	1,831	8.14%	3.88%
Indy-VP	$668	7,525	6.72%	2.26%
Indy-Trans Pay	$31	16,335	0.00%	1.79%
Japan	$47	1,837	0.87%	8.76%
Lawton	$349	7,140	2.72%	8.85%
Lexington	$320	2,849	0.00%	0.48%
Limestone	$338	11,544	3.59%	49.81%
Norfolk	$708	12,191	3.99%	16.16%
Omaha	$245	421	2.85%	38.69%
Orlando	$397	2,489	4.74%	5.65%
Pacific	$152	1,626	3.81%	12.62%
Pensacola	$309	76,369	2.03%	44.53%
Rock Island	$165	8,715	8.74%	4.94%
Rome	$288	6,557	3.25%	5.19%
San Antonio	$278	6,935	3.24%	2.69%
San Diego	$479	8,105	1.75%	29.53%
St Louis	$97	1,860	1.02%	2.02%
Totals	$143	434,557	2.22%	4.86%



Your Financial
Partner @ Work

Defense Finance & Accounting Service
Commercial Pay Site Performance
June 2005

Commercial Pay Site Level Performance

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Through June 2005

Your Financial
Partner @ Work

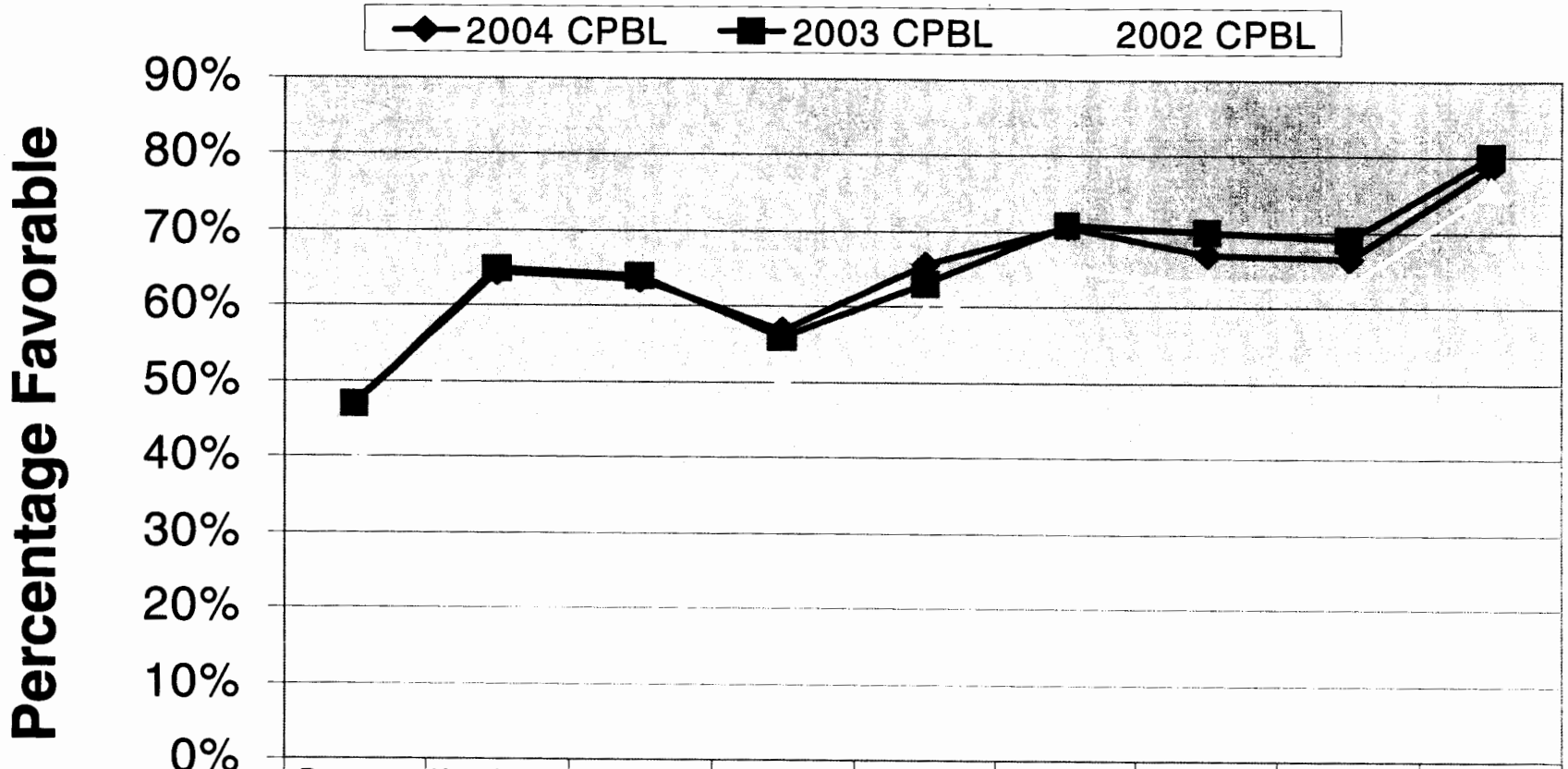
2004 CPBL
Customer Satisfaction Results

Centralized Customer Service
Directorate

November 16, 2004

Integrity - Innovation - Service

CPBL Customer Satisfaction Results



	Recovery	Knowledge	Timeliness	Choice	Quality	Tangibles	Reliability	Access	Courtesy
2004 CPBL	47%	64%	63%	57%	66%	71%	67%	66%	79%
2003 CPBL	47%	65%	64%	56%	63%	71%	70%	69%	80%
2002 CPBL	39%	58%	57%	50%	59%	65%	63%	63%	76%

Note: Data includes Contractor/Vendor and PMO/FM Responses

August 12, 2005

Mr. Skinner,

Attached is the DFAS performance data and customer service data that you requested the meeting in Indianapolis.

Marilyn

Marilyn Wasleski

DFAS

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Military and Civilian Pay Services

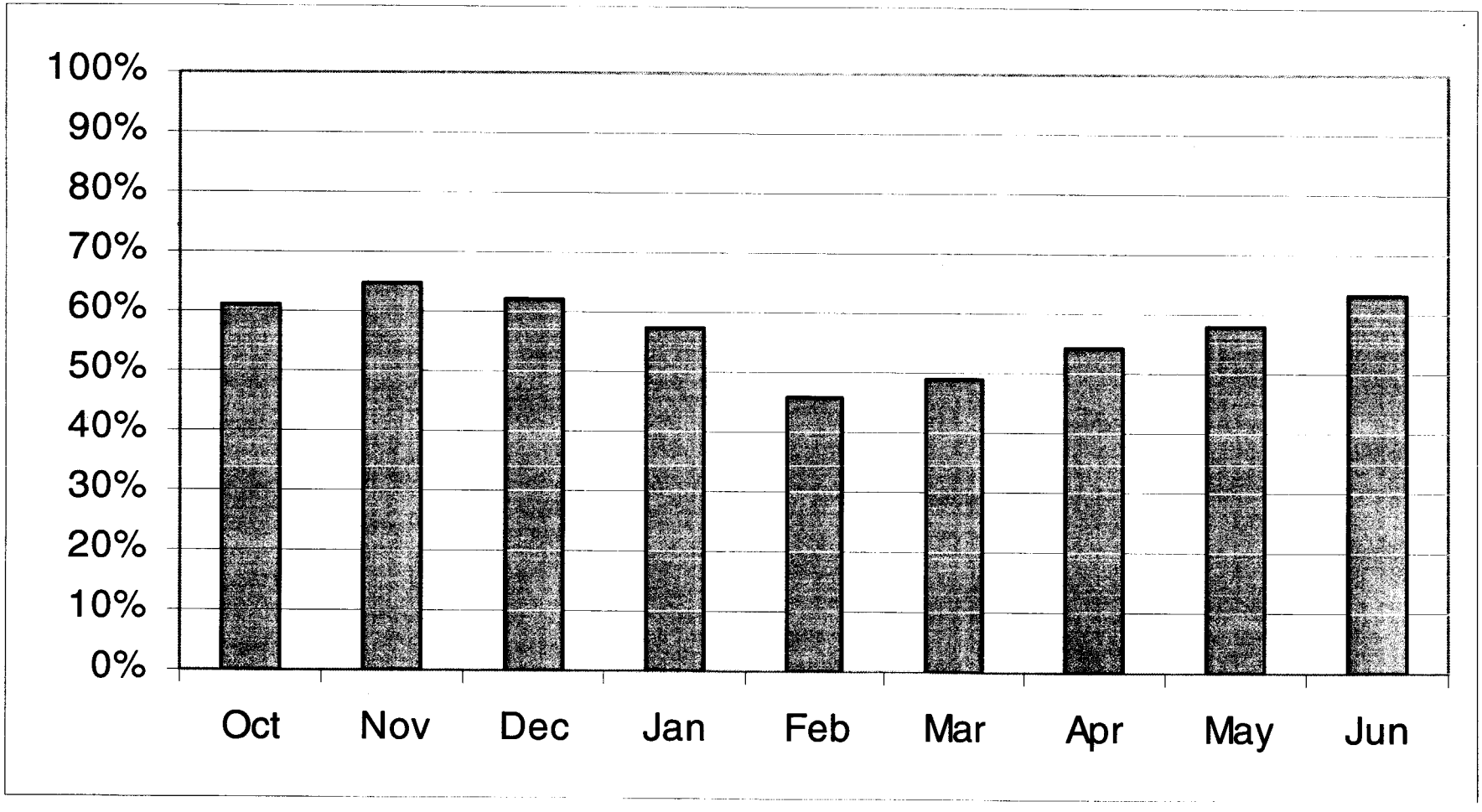
Performance Metrics

Customer Service Metrics

Customer Satisfaction - Cleveland Call Center

(includes Active, Reserve and National Guard for Army, Navy and Air Force)

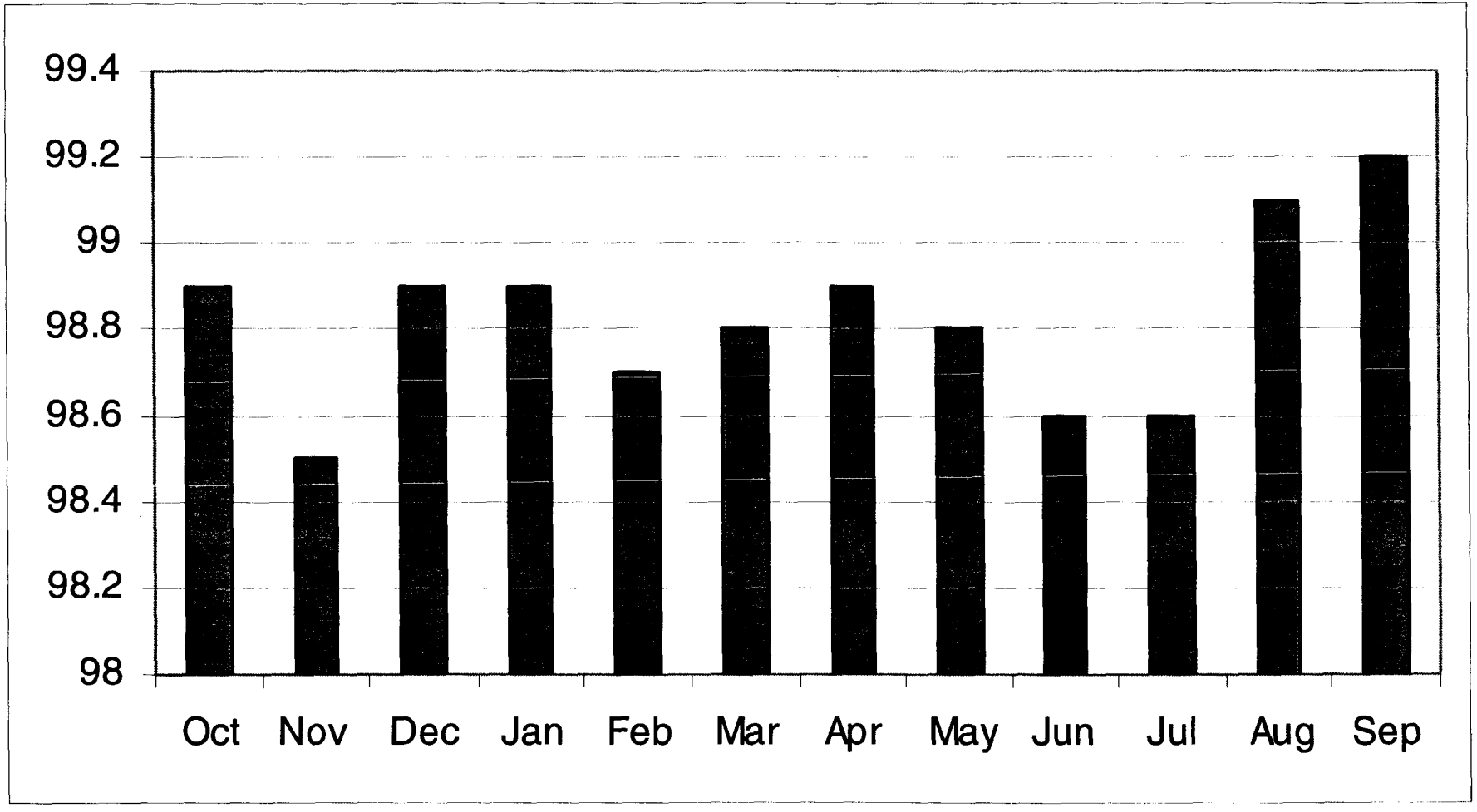
FY 05 Performance Data*



Represents survey responses of "satisfied" and "very satisfied."

Performance Metrics

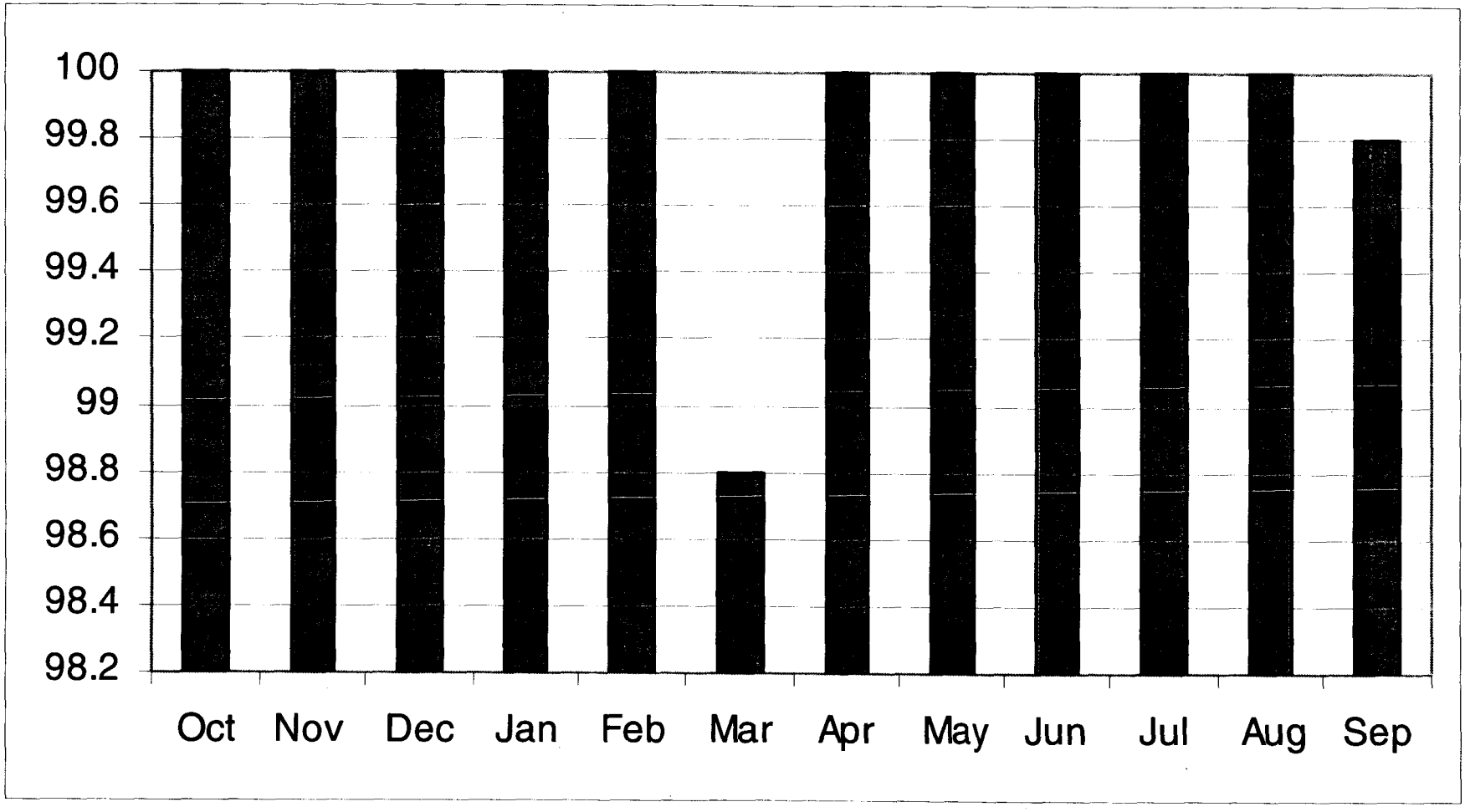
Problem Cases Resolved within 30 Days - (Military Pay)



Service breakout not available for FY 04 - see next chart

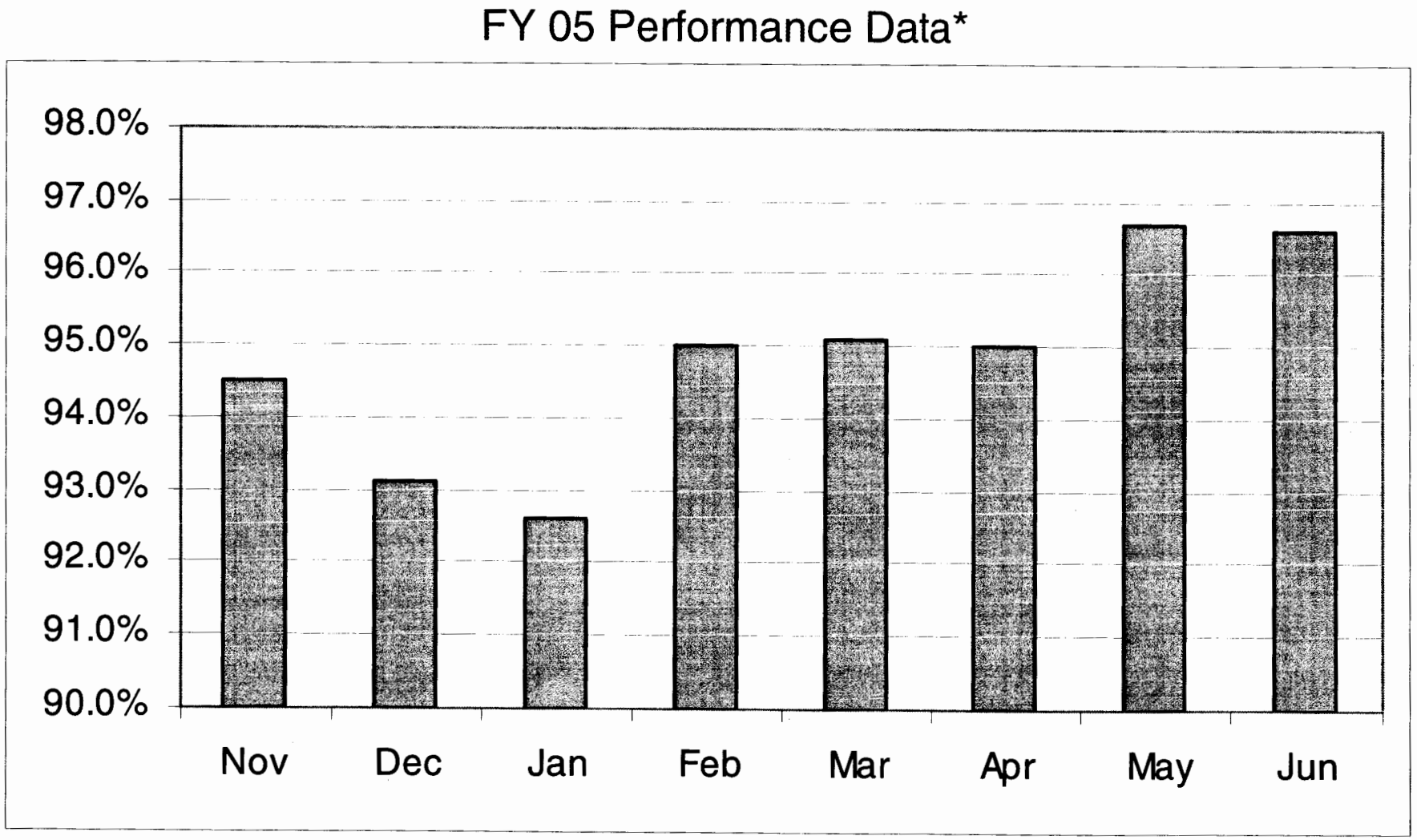
Problem Cases Resolved within 30 Days - (Civilian Pay)

FY 04 Performance Data*



Site breakout not available for FY 04 - see next chart

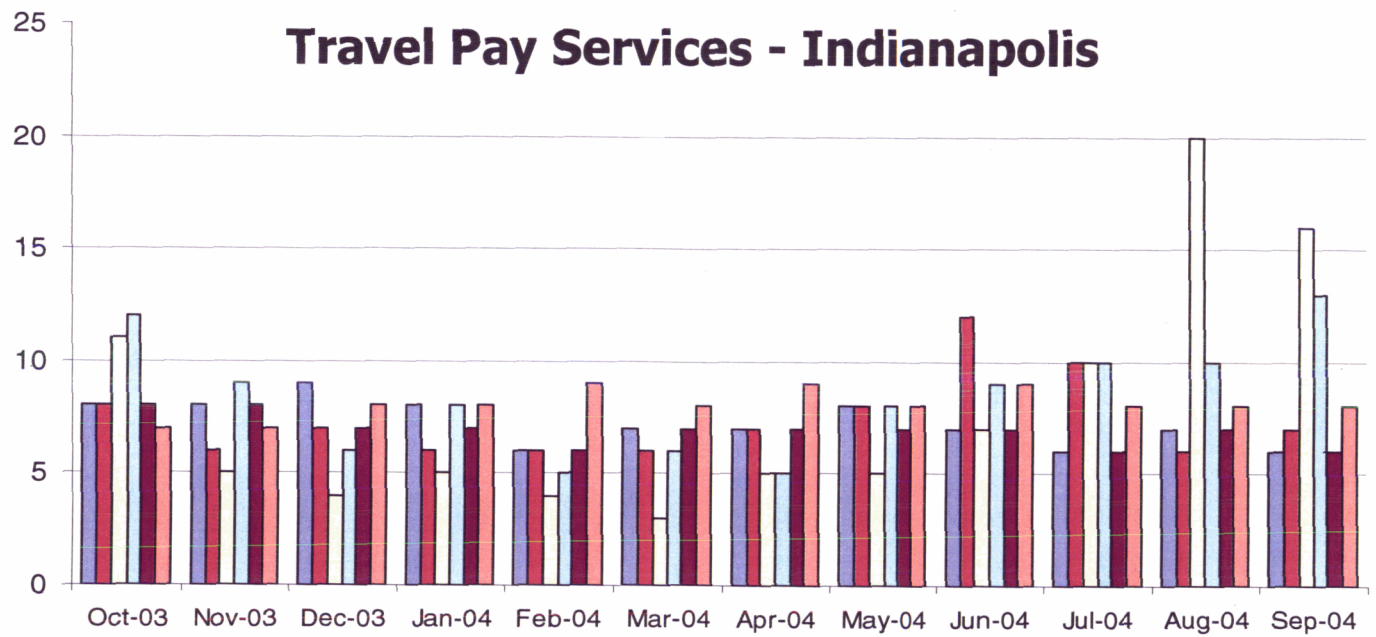
New Retired Pay Accounts Established On Time - (Retired and Annuitant Pay) - (Cleveland)



* Current metric not established until Nov 04

Travel Turn-Around-Time - (Travel Pay)

FY 04 Performance Data*

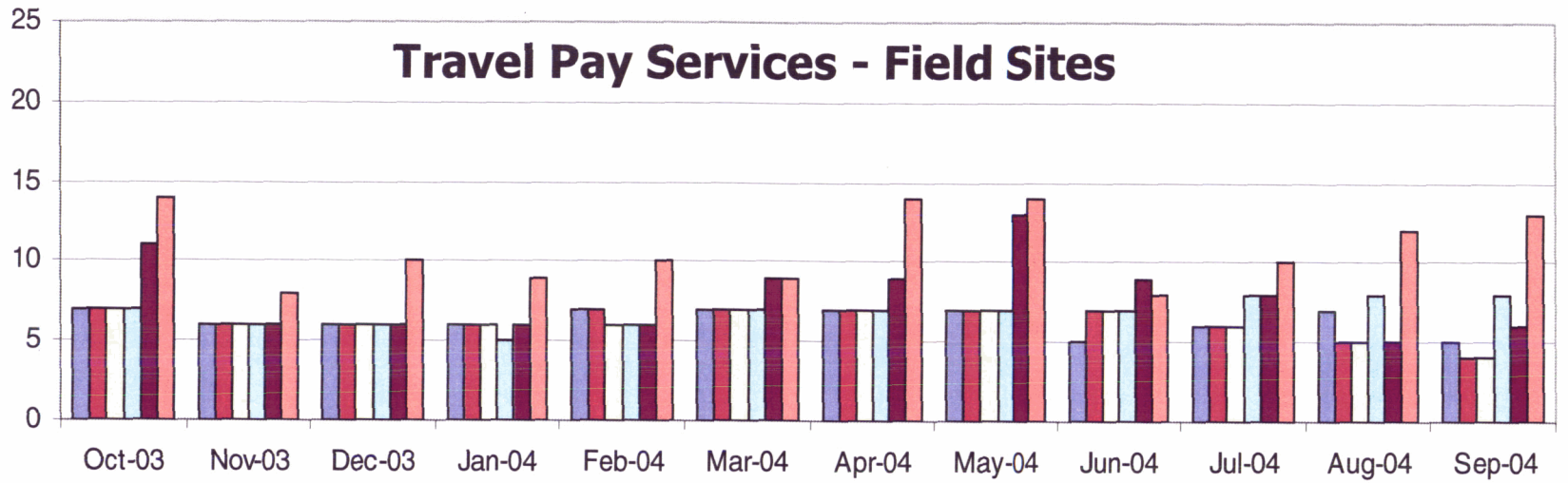


	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04
Active	8	8	9	8	6	7	7	8	7	6	7	6
Rock Island	8	6	7	6	6	6	7	8	12	10	6	7
Military PCS	11	5	4	5	4	3	5	5	7	10	20	16
Reserve	12	9	6	8	5	6	5	8	9	10	10	13
Defense Agencies	8	8	7	7	6	7	7	7	7	6	7	6
Contingency	7	7	8	8	9	8	9	8	9	8	8	8

*** DOD Standard is 8 days for travel voucher processing. Metrics above reflect turnaround time starting on first day of receipt of a ready to pay voucher.**

Travel Turn-Around-Time - (Travel Pay)

FY 04 Performance Data*

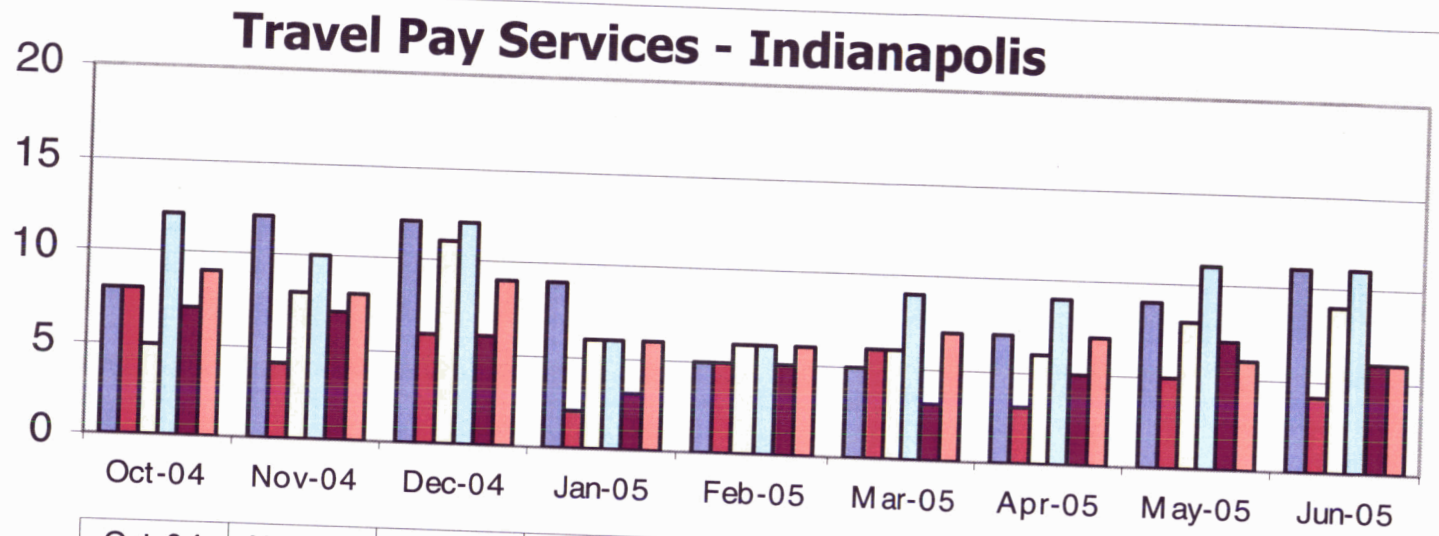


	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04
Orando	7	6	6	6	7	7	7	7	5	6	7	5
San Antonio	7	6	6	6	7	7	7	7	7	6	5	4
St Louis	7	6	6	6	6	7	7	7	7	6	5	4
Law ton	7	6	6	5	6	7	7	7	7	8	8	8
Rome	11	6	6	6	6	9	9	13	9	8	5	6
Columbus	14	8	10	9	10	9	14	14	8	10	12	13

*** DOD Standard is 8 days for travel voucher processing. Metrics above reflect turnaround time starting on first day of receipt of a ready to pay voucher.**

Travel Turn-Around-Time - (Travel Pay)

FY 05 Performance Data*



	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
Active	8	12	12	9	5	5	7	9	11
Rock Island	8	4	6	2	5	6	3	5	4
Military PCS	5	8	11	6	6	6	6	8	9
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Defense Agencies	7	7	6	3	5	3	5	7	6
Continency	9	8	9	6	6	7	7	6	6

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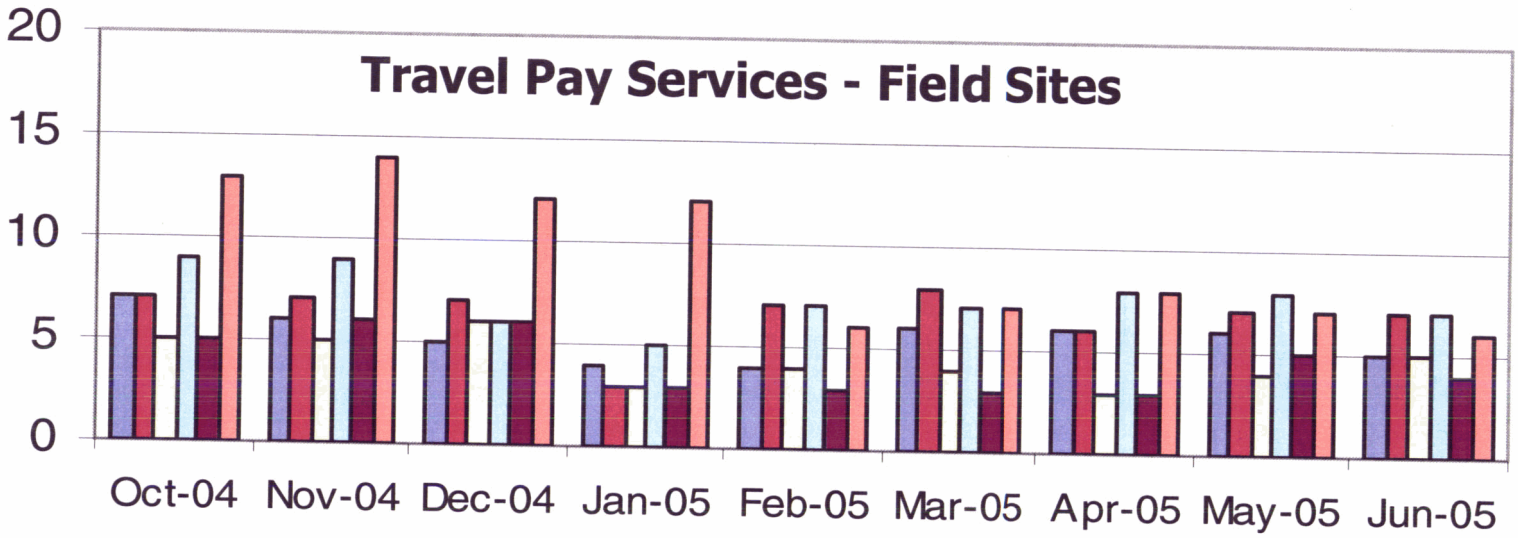
Travel Turn-Around-Time - (Travel Pay)

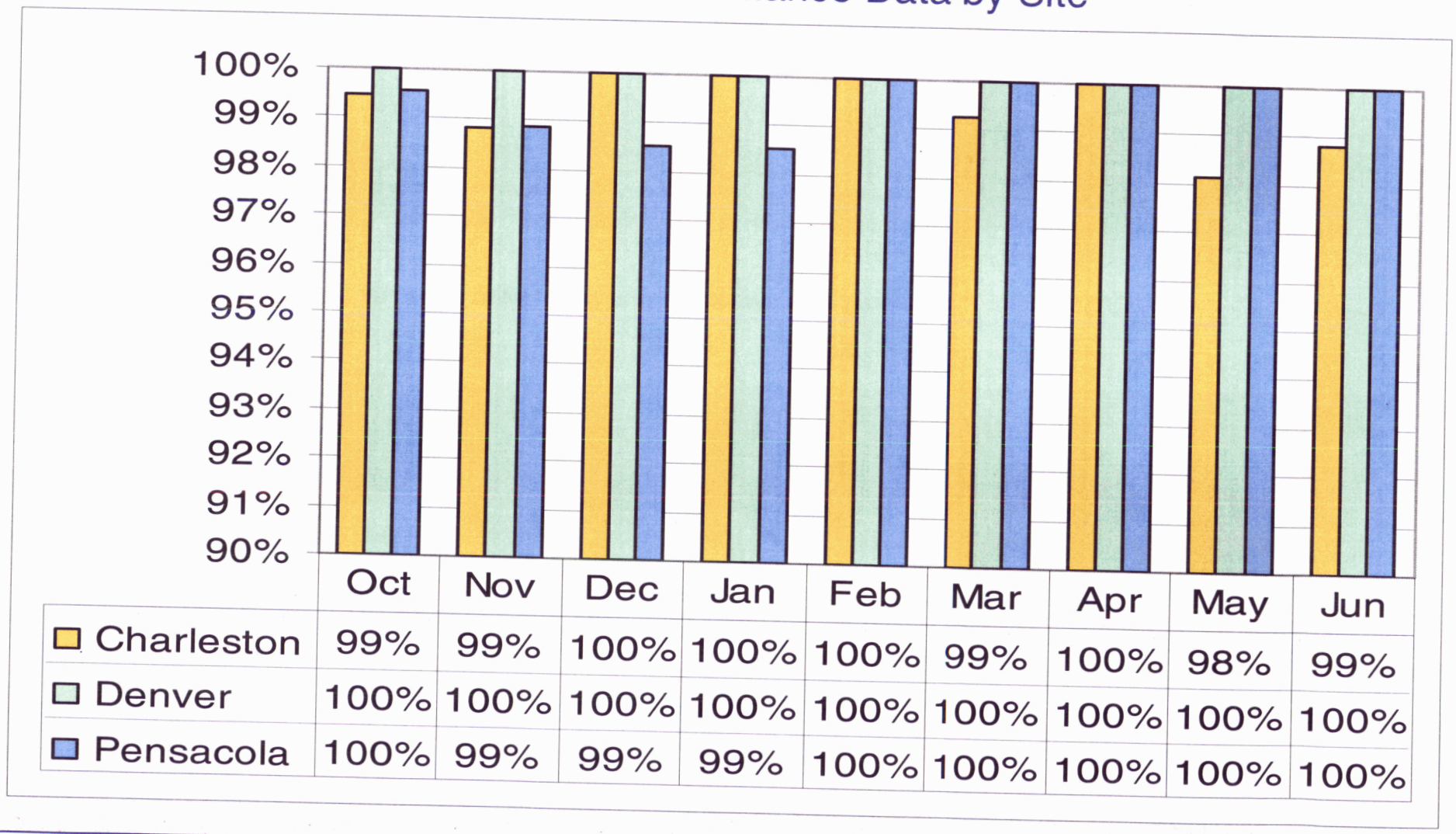
FY 05 Performance Data*



	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
Orlando	7	6	5	4	4	6	6	6	5
San Antonio	7	7	7	3	7	8	6	7	7
St Louis	5	5	6	3	4	4	3	4	5
Lawton	9	9	6	5	7	7	8	8	7
Rome	5	6	6	3	3	3	3	5	4
Columbus	13	14	12	12	6	7	8	7	6

*** DOD Standard is 8 days for travel voucher processing. Metrics above reflect turnaround time starting on first day of receipt of a ready to pay voucher.**

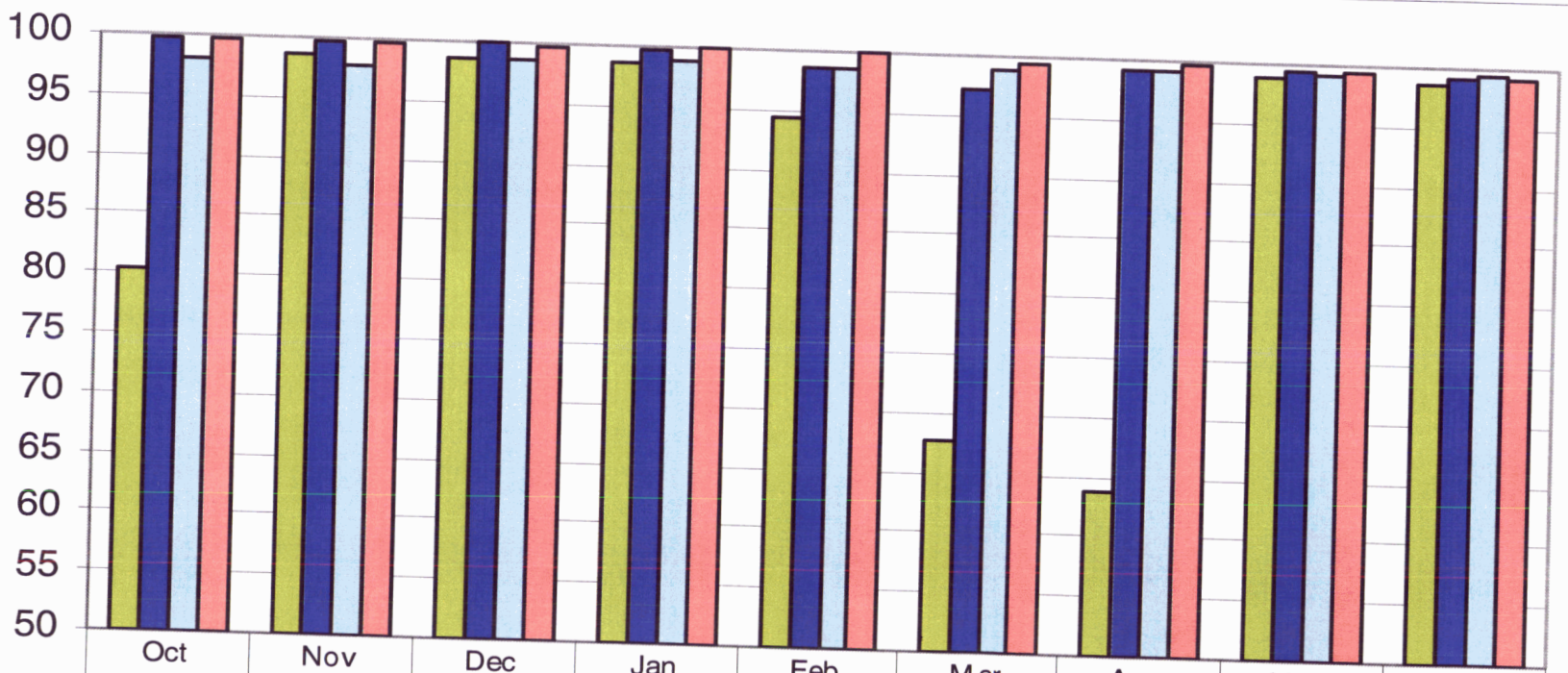
Problem Cases Resolved within 30 Days - (Civilian Pay)



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Charleston	99%	99%	100%	100%	100%	99%	100%	98%	99%
Denver	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pensacola	100%	99%	99%	99%	100%	100%	100%	100%	100%

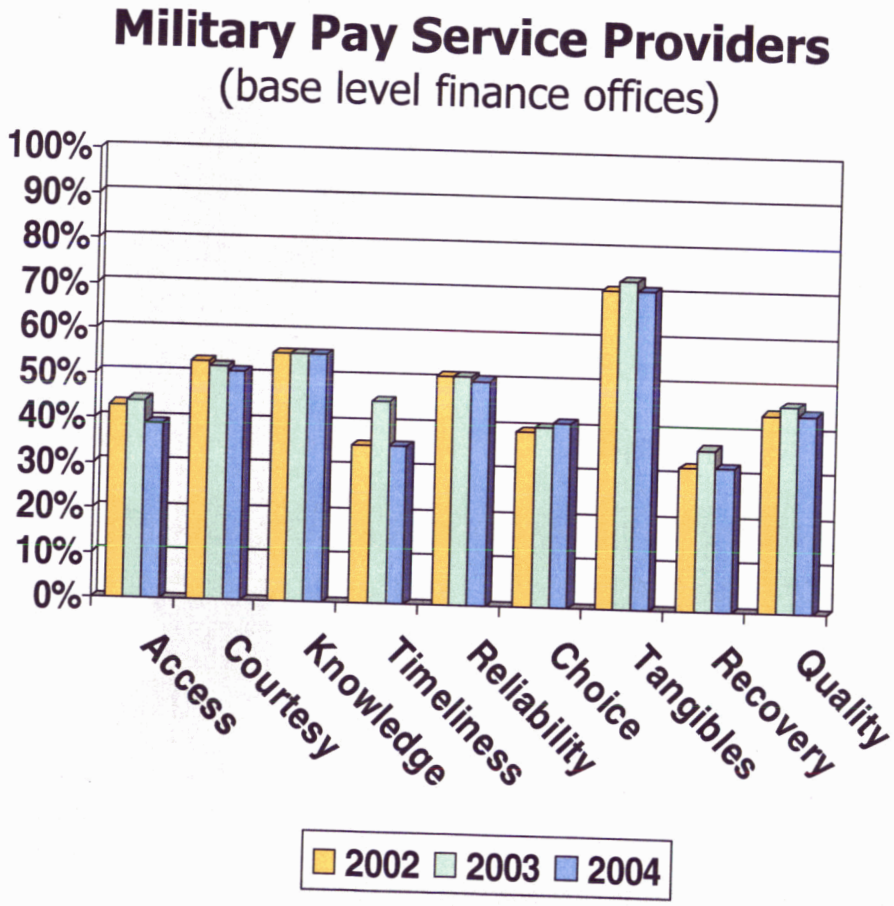
Problem Cases Resolved within 30 Days - (Military Pay)

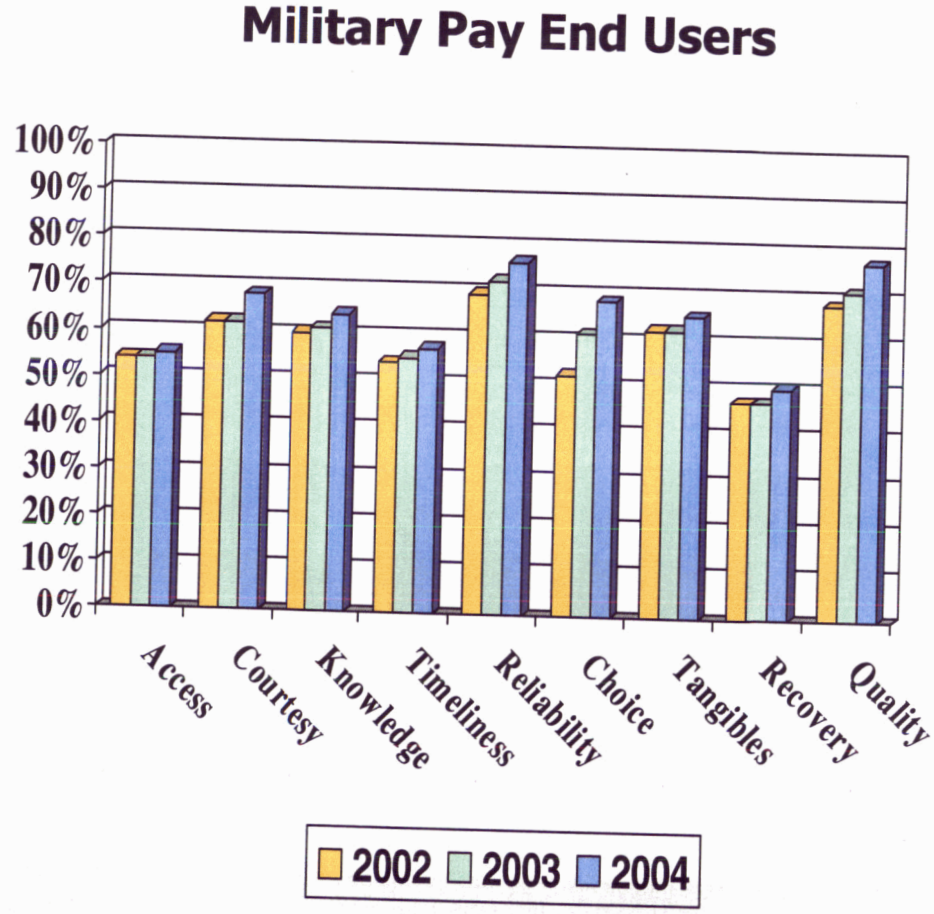
FY 05 Performance Data by Service



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Army	80.3	98.5	98.6	98.5	94.3	67.6	63.9	98.8	98.7
Navy	99.6	99.6	100	99.7	98.7	97.1	99.2	99.3	99.1
Air Force	98.0	97.8	98.6	98.8	98.7	98.8	99.2	99.2	99.5
Marines	99.6	99.6	99.8	99.9	99.9	99.4	99.6	99.5	99.1

Customer Satisfaction Surveys 2002-2004 (Military Pay)

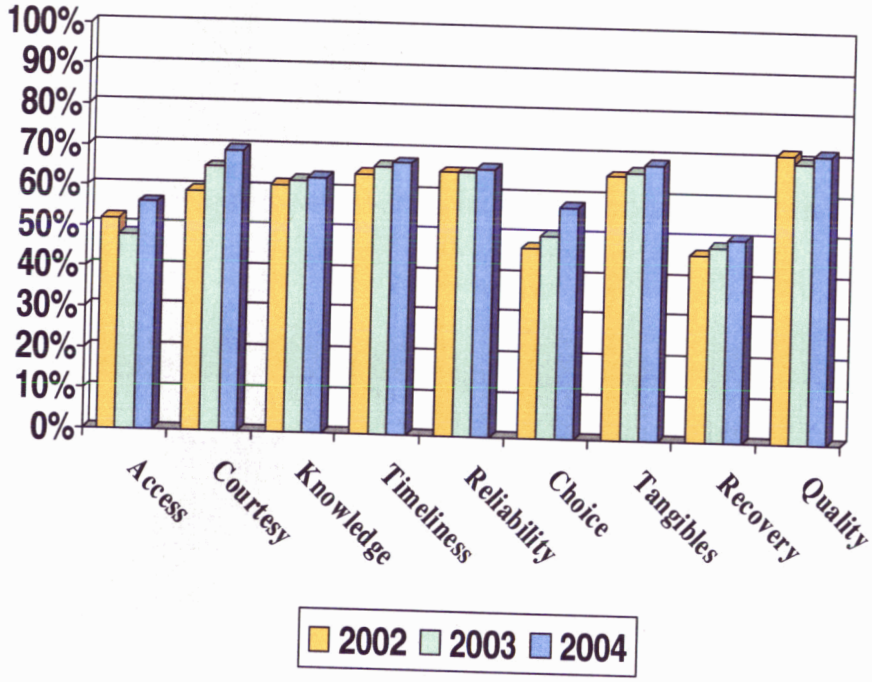




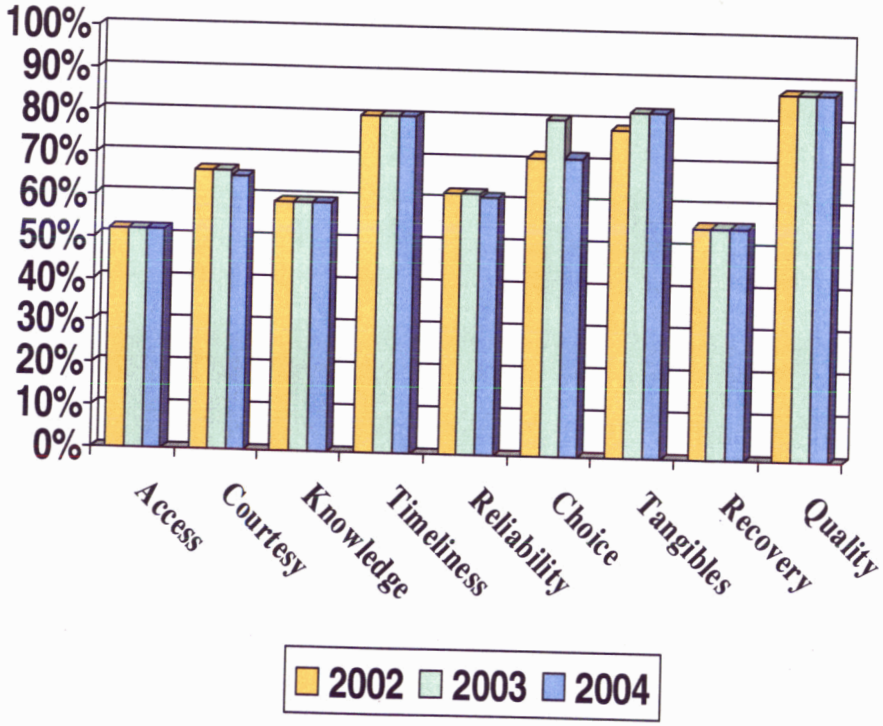
Represents survey responses of "favorable" and "very favorable."

Customer Satisfaction Surveys 2002-2004 (Civilian Pay)

Civilian Pay Customer Service
(base level customer service reps)



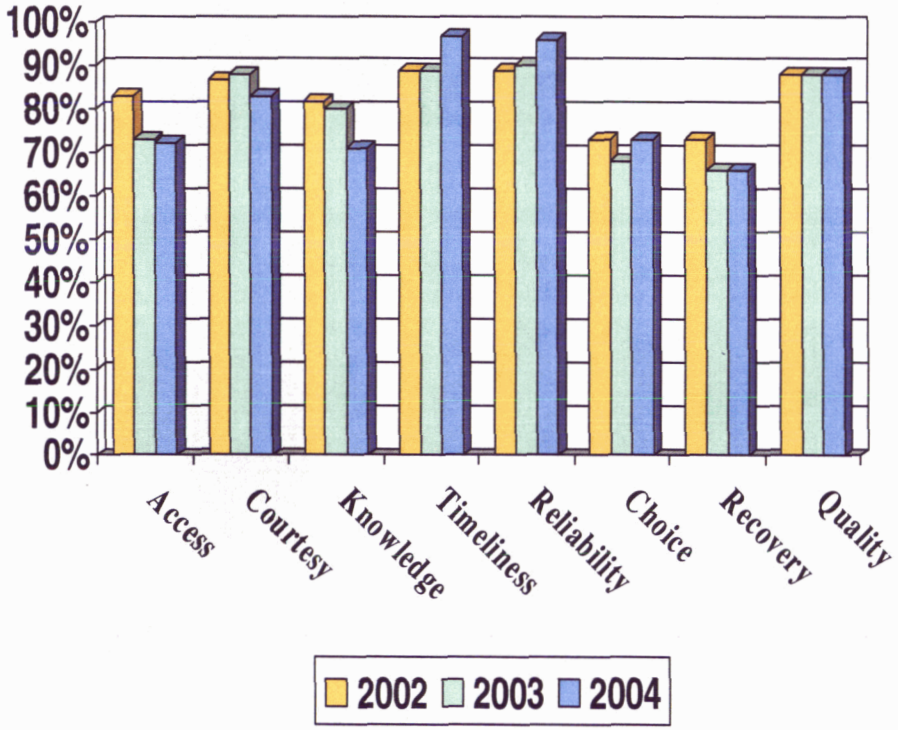
Civilian Pay End Users



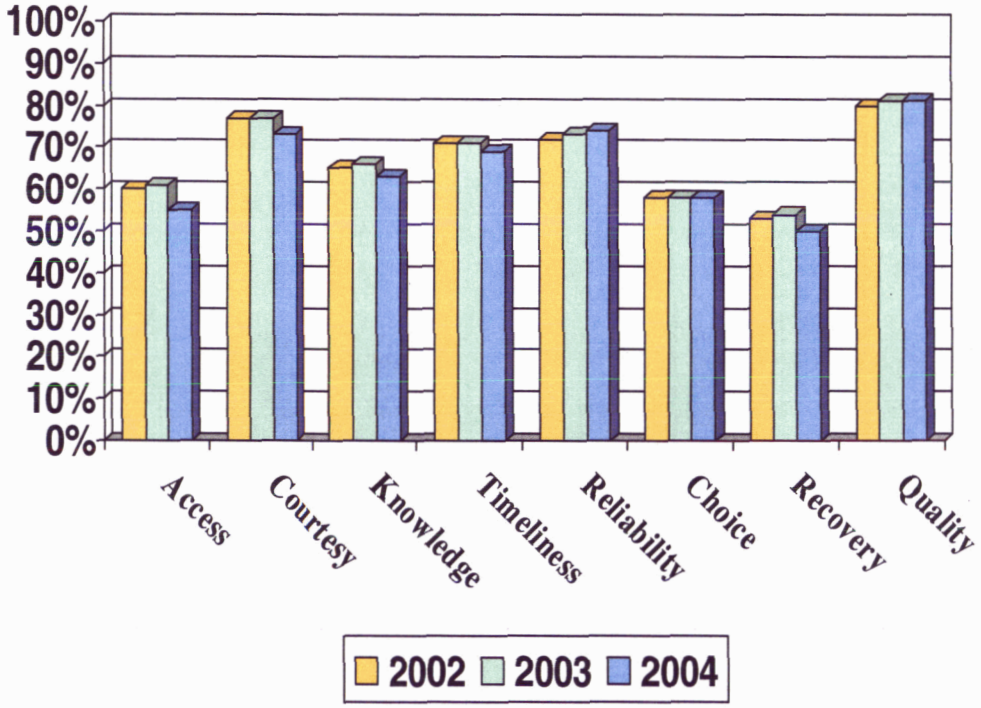
Represents survey responses of "favorable" and "very favorable."

Customer Satisfaction Surveys 2002-2004 (Travel)

Travel Pay Services Providers
(base level travel offices)

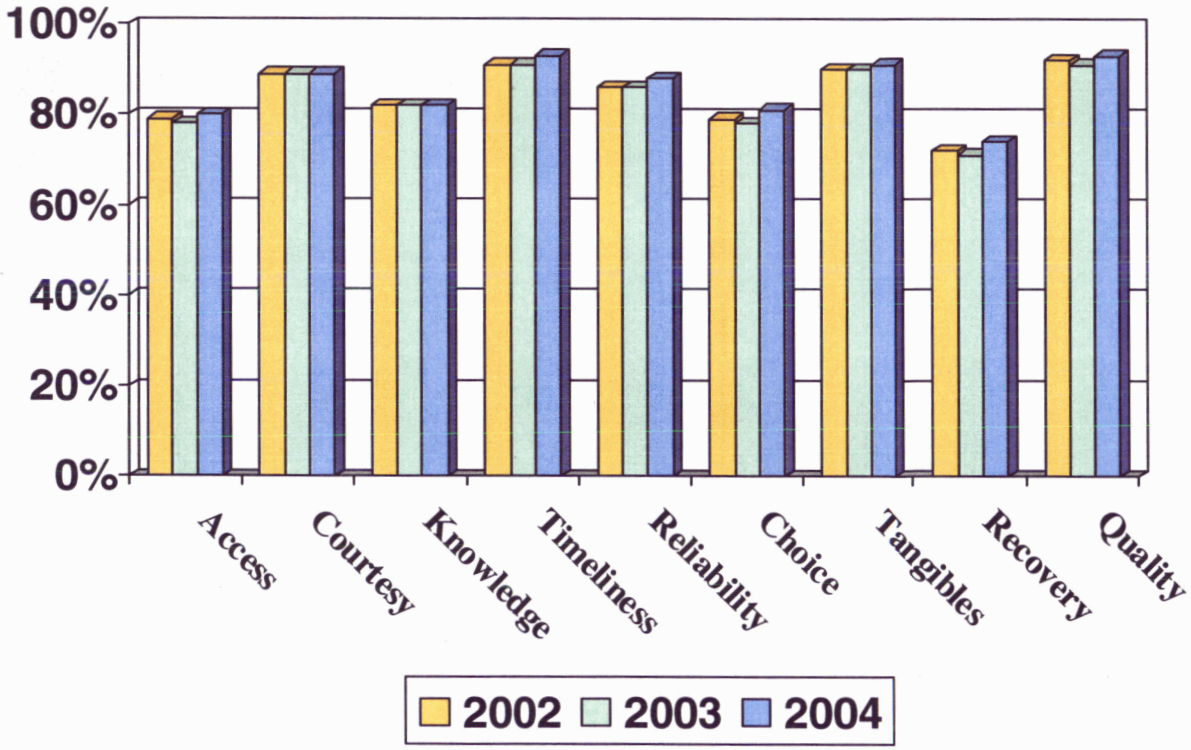


Travel Pay Services End Users



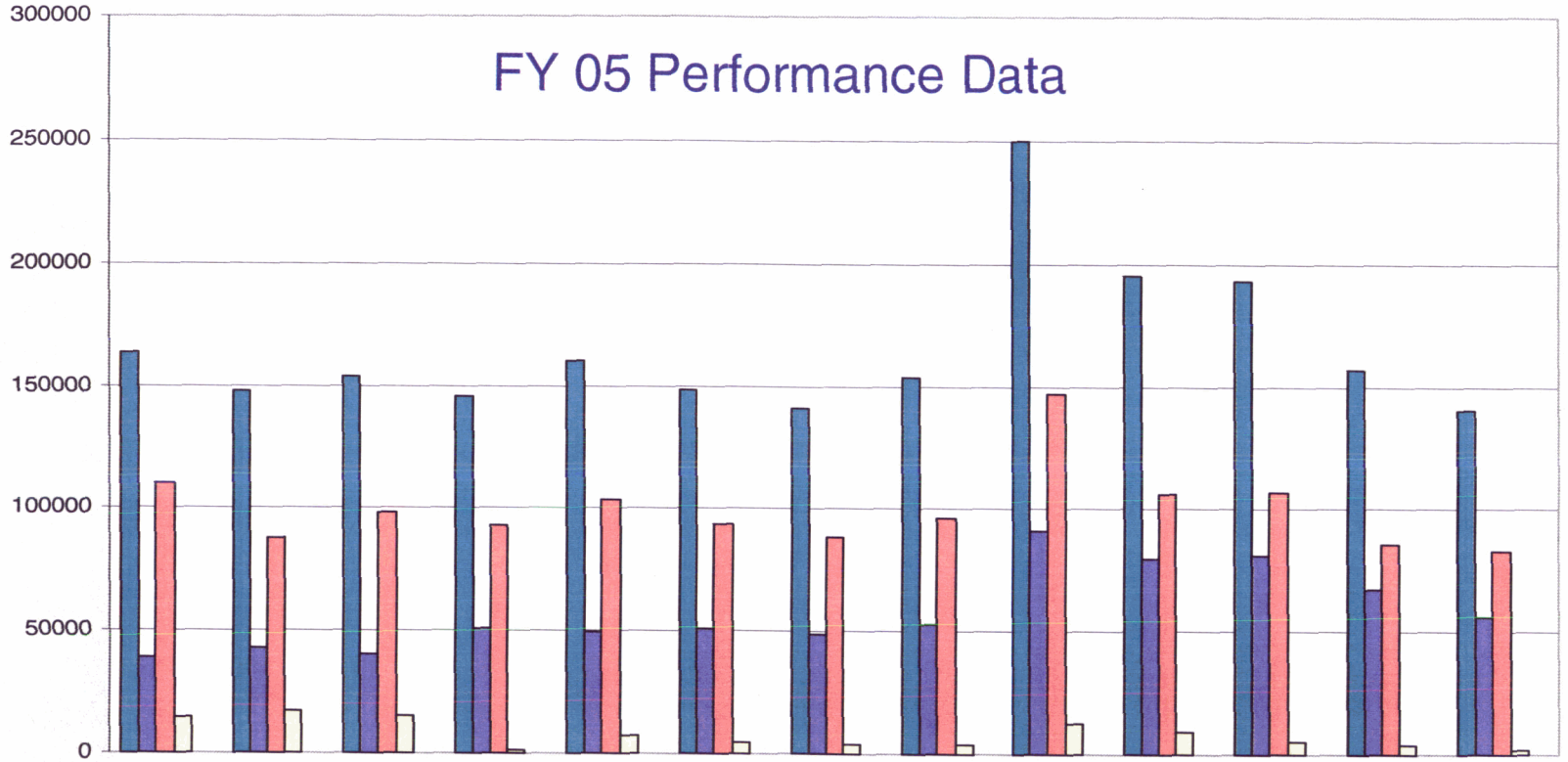
Represents survey responses of "favorable" and "very favorable."

Customer Satisfaction Surveys 2002-2004 (Retired and Annuitant Pay) - (Cleveland)



Represents survey responses of "favorable" and "very favorable."

Cleveland Call Center - Consolidated Telephone Business Metrics



	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05
Offered	163197	147647	153396	145443	160437	148604	140792	153763	250125	195292	193314	156891	140530
Answered by CSR	38924	42783	40223	51024	49632	50481	48805	53074	90682	79547	81181	67234	55720
Answered by IVR	109908	87793	98116	93035	103666	93412	88311	96474	146928	106188	106697	85528	83007
Abandoned	14365	17071	15057	1384	7139	4711	3676	4215	12515	9557	5436	4129	1803
Demand Met	91%	88%	90%	99%	96%	97%	97%	97%	95%	95%	97%	97%	99%

CSR=Customer Service Representative
IVR=Interactive Voice Response