SMART Site Feedback (Results & Comments)				
1) What is the frequency of your use of the SMART Web site?	#	%		
More frequently than weekly	16	7.8%		
A few times a month	110	53.7%		
A few times a year	77	37.6%		
Less frequently than yearly	0	0.0%		
Have never used it [PLEASE SKIP TO QUESTION 14]	2	1.0%		
Grand Total	205			
2) What function do you use to get printed products? [PLEASE MARK ALL THAT APPLY]	#	%		
"Print" print products	60	14.5%		
Download print products	74	17.8%		
Order print products	182	43.9%		
View print products	99	23.9%		
Grand Total	415			
3) Did you receive training prior to using the SMART Web site?	#	%		
Yes	17	8.3%		
No, it was available, but I didn't feel it was needed [PLEASE SKIP TO QUESTION 4]	48	23.4%		
No, I wasn't aware it was available [PLEASE SKIP TO QUESTION 4]	138	67.3%		
(blank)	2	1.0%		
Grand Total	140			
4) Which best describes your opinion of the training you received to use the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	6	12.5%	85.4%	14.6%
Slightly exceeded my expectations	7	14.6%		
Met my expectations	28	58.3%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	2	4.2%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	5	10.4%		
Grand Total	48			
5) Which of the following best describes your opinion of the ORGANIZATION (logic of the layout) of the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	26	12.7%	91.2%	8.8%
Slightly exceeded my expectations	24	11.8%		
Met my expectations	136	66.7%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	15	7.4%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	3	1.5%		
Grand Total	204			
6) Which of the following best describes your opinion of the PERFORMANCE on the SMART Web site in terms of speed and reliability with which pages open?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	39	19.3%	96.0%	4.0%
Slightly exceeded my expectations	34	16.8%		
Met my expectations	121	59.9%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	6	3.0%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	2	1.0%		
Grand Total	202			

SMART Site Feedback (Results & Comments)

7) Which of the following best describes your opinion of the USEFULNESS of the SMART Web site for viewing, downloading, and printing products?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	42	20.8%	92.6%	7.4%
Slightly exceeded my expectations	43	21.3%		
Met my expectations	102	50.5%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	12	5.9%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	3	1.5%		
Grand Total	202			
8) Which of the following best describes your opinion of the CONVENIENCE of the new SMART Web site preorder process?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	57	27.9%	83.8%	16.2%
Slightly exceeded my expectations	45	22.1%		
Met my expectations	69	33.8%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	21	10.3%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	12	5.9%		
Grand Total	204			
9) Which of the following best describes your opinion of ease of FINDING printed products on the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	34	16.8%	92.1%	7.9%
Slightly exceeded my expectations	44	21.8%		
Met my expectations	108	53.5%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	13	6.4%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	3	1.5%		
Grand Total	202			
10) Which of the following best describes your opinion of the USEFULNESS OF PRINTED PRODUCTS (meets the needs of your customers) available on the SMA	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	57	28.5%	96.0%	4.0%
Slightly exceeded my expectations	38	19.0%		
Met my expectations	97	48.5%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	5	2.5%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	3	1.5%		
Grand Total	200			
11) Which of the following best describes your opinion of the QUALITY OF PRINTED PRODUCTS available on the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	66	32.5%	97.0%	3.0%
Slightly exceeded my expectations	49	24.1%		
Met my expectations	82	40.4%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	5	2.5%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	1	0.5%		
Grand Total	203			
12) Which of the following best describes your opinion of the TIMELINESS WITH WHICH PRINT ORDERS ARE FULFILLED via the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	60	29.9%	92.5%	7.5%
Slightly exceeded my expectations	41	20.4%		
Met my expectations	85	42.3%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	11	5.5%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	4	2.0%		
Grand Total	201			

SMART Site Feedback (Results & Comments)				
13) Which of the following best describes your opinion of the ACCURACY WITH WHICH PRINT ORDERS ARE FULFILLED via the SMART Web site?	#	%	Polarity (+)	Polarity (-)
Greatly exceeded my expectations	77	37.9%	96.6%	3.4%
Slightly exceeded my expectations	37	18.2%		
Met my expectations	82	40.4%		
Fell slightly short of my expectations [PLEASE COMMENT BELOW]	5	2.5%		
Failed to meet my expectations [PLEASE COMMENT BELOW]	2	1.0%		
Grand Total	203			

Note: *Comments are sorted based on the score of the question.*

TMA - C and CS, Research Analysis Division
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SMART Site Feedback (Results & Comments)	
4) Which best describes your opinion of the training you received to use the SMART Web site?	
4 - Having materials available on the Smart Site assists me in researching questions from beneficiaries expeditiously. Being able to download in PDF format to allow the ability to email to our troops and their families is great.	
4 - GREAT SERVICE	
3 - I received training of this web-site during the Tricare conference. It showed us the web-site and how to order with bulk orders.	
3 - I haven't used it much in the past but I am finding I use it more frequently now.	
2 - I do not remember if I had training on the SMART SITE must have do not have problems using it.	
2 - Do not really use the print options that often because our budget is so tight, they discourage us from doing this. Try to order the bulk and ready-made brochures and flyers available.	
2 - Didn't really need the training but it is okay	
1 - I understand that it costs TRICARE money for printing and to ship products...BUT...there are still a great amount of customers that I service (in the Guard, Reserve, the active duty branches, as well as retirees) that don't have personal computers/access to computers, and some don't even know how to use a computer. I believe that I, through TRICARE Smart Site, am doing these people a disservice in respect to not being able to get mailings of information that you can "Print Only". Telling these people to "get on a computer" is not very customer friendly/service oriented, in my eyes. The information is very good and helpful, but being able to have pamphlets & booklets on hand to give to customers would be GREAT!!!	
1 - Comments for 3 and 4: The training was brief and I didn't use it for a long time. Retraining might be good.	
0 - Never had the training	
0 - n/a	
0 - I was not aware it was available.	
0 - I didn't get any training.	
0 - had none, figured out on my own	
- Why answer No to Question 3 skip to question 4. then ask if the training met expectations in question4	
- website is user friendly	
- The email appeared one day and I have been ordering printed products ever since.	
- No training received.	
- It was available, but I usually do just in time training if I find I need it.	
- I was here when you set up the webb site. I don't remember any training on this site. But it is good and easy to get the things you need.	
- I think the website is very user friendly. Not having any training I have found it very easy to use.	
- I like the SMART site. I wish more products were available there. Like the My Medicines brochure for instance.	
- I have not used the SMART Web site for training.	
- I do not remember getting any training for this	
- DIDN'T EVEN KNOW THERE WAS ANY TRAINING AVAILABLE	
- Actually, I don't recall if there was training when the SMART web site was established.	

SMART Site Feedback (Results & Comments)

5) Which of the following best describes your opinion of the ORGANIZATION (logic of the layout) of the SMART Web site?

4 - Very good information for our organization

4 - I really appreciate that they keep all my information in the database and it comes up everytime I make an order.

4 - I order on line, my order is confirmed, I received notification of shipment, I received the order. It works very well.

4 - I have always been able to order my products and receive the information in a timely manor

4 - GREAT WEBSITE

3 - None

3 - Easy and simple layout, ordering and viewing made easy

2 - VERY EASY WEB SITE TO MOVE AROUND IN AND OBTAIN WHAT I NEED.

2 - Too much HIPPA info and not enough TRICARE.

2 - Too many emails. Is it not possible to confirm order immediately after ordering while still on the website?

2 - The pamphlets are not grouped together i.e..standard, prime, TPR you must scroll down to get to certain plans. Many times the new items are at the top which is alright for the first 90 days, but what is the order of listings/contents on the website?

2 - No issues -

2 - Looking forward to having site material updated.

2 - It is difficult to order non pamphet supplies, for example posters, brochure holders.

2 - I have found this site to be very easy to use.

2 - As mentioned in one of Teleconferences recently - need to be able to order larger quanities at shorter notice. If things work out I try to give as much heads up but many times we are tasked with providing breifings, Retiree Day activities at short notice. We also provide assistance on a daily basis in our office to all categories of TRICARE beneficiaries. We need to be able to provide them information when requested. We also deal with a lot of beneficiaries that live far away from our MTF so we mail them information.

1 - up until the change of how we now order the needed material I was happy with the process. Now, It is going to be difficult to gain the needed material. I brief deploying soldiers, not always knowing how many. I may be asked to brief anywhere from 2 to hundreds in just a days notice. If I don't have the needed material it can be difficult. I am hopeing I can get enough materials ordered between now and my next brief of 1900 soldiers.

1 - This web-site is excellant as far as ordering, confirmation etc.

1 - The website is very valuable but I would like to see an actual copy of what the requested material looks like before I order - my storage space is very limited.

1 - The process has to many steps.

1 - Many times I will get an email advertising a flyer then I could not download it as it said it was not yet available...then why send the email?

1 - It was not simple enough and quick.

1 - I thought there would be more items available.

1 - I liked having the opportunity to order some of the supplemental products as well.

1 - I am in a job that has Soldiers and family in all regions. It would be nice if there were more products available that are not conected to a specific region.

1 - I am a "lone" BCAC in a TRICARE remote area. I do not have the resources to get to a TSC to obtain products I have run out of, nor do I have resources to print everything. That being said, I wish we could order products as needed, not when we are notified of production.

1 - Felt that the site is difficult to navigate at times and if all the printed material was just alphabetized, it would be easier.

1 - Consolidation of products into a single list of availabilities may make finding things easier.

1 - cHANGING MY COMPANIES ADDRESS HAS PROVEN TO BE DIFFICULT. sTILL DO NOT KNOW HOW

0 - They switched the ordering system which I find to be very inconvience.

0 - There are too many things on the site I can not order.

0 - Since TMA changed the site recently to "pre-order", it has limited my ability to order materials on demand and has resulted in me having to order bulk amounts of almost each product to ensure I have enough on hand to meet my marketing events.

Note: *Comments are sorted based on the score of the question.*

SMART Site Feedback (Results & Comments)

6) Which of the following best describes your opinion of the PERFORMANCE on the SMART Web site in terms of speed and reliability with which pages open?

4 - I really appreciate that the SMART Web-site is now allowing us to place our orders when they are running a new brochure or manual.

4 - I never worry about my order as I receive a confirmation email and it always validates my mailing address. Wonderful service!

4 - I ALWAYS RECEIVE MY ORDER IN THE TIME STATED AT THE TIME OF ORDER.

4 - Great

3 - None

3 - Doesn't this also depend on the capabilities of the computer and it's processing speed?

2 - Usually opens quickly and efficiently

2 - No issues

2 - But the performance I experience may not be due to the Smart Web site but instead to the fact that we are on the NMCI server.

1 - seems i can never open things that i need, always sample brochure instead of actual brochures

1 - It is difficult to order non pamphet supplies, for example posters, brochure holders.

1 - I constantly have to reorder materials because the screen either times out or doesn't record my order. Or, I order 2 or more bundles of a product but only 1 bundle is recorded.

1 - At this point, I need to order Pharmacy Mail Order brochures and now because of the pre-order system I am not withouth brochures for our pharmacy. Help needed asap Rosie.Manning@losangeles.af.mil

0 - Prior to the pre ordering it greatly exceeded my expectations, now that we have to preorder I have never recieved my conformation emails to go final and I have emailed and tried talking to people and have still not recieved any of my orders.

0 - I've tried in the past to view the proposed document to see if I want it. But all that was presented as a template "placeholder" that did not cover the material. It would sure be nice if I could actually see the brouchure and print a copy of it to see if my MTF wants/needs it. Maybe the fault has been addressed and fixed -- if so, thanks.

  - very reliable as to knowing what products are about, Quantity or packages, my orders, and when I will receive.

7) Which of the following best describes your opinion of the USEFULNESS of the SMART Web site for viewing, downloading, and printing products?

4 - It allows the customer to view the product and decide if that's what they need.

4 - I find this web-site very useful. I am located in a remote area and this is the only way for me to obtain Tricare materials.

4 - Great

3 - None

3 - Is user friendly and easy to use for viewing, downloading and printing.

3 - Again, very easly to use.

2 - I need to be able to order all products. By only having the option of printing, downloading or viewing I am unable to get the material that I need to the beneficiaries that I need to get it to.

2 - I have had some problems being able to print information EX. flyers.

2 - I don't use this feature often.

2 - have no issues easy enough

2 - Doesn't have all of the products that I need for ordering materials.

1 - Time consuming - slow. No one figured in the military servers time to download.

1 - Some of the Down Loadable information does not show up. Or does not reflect updated material.

1 - Some brochure that I need are not available at this time for me to order. I have to wait for the them to be release.

1 - See above

1 - See 5b

1 - Often, the products are not available for viewing.

1 - I've never downloaded. I prefer to order on line.

1 - I wish we could order whatever we want instead of having to wait for you to offer us a pre-order. This is a change and does not allow me to serve my customers properly.

1 - I do not have the option to print for products for customer use, i need the actual brochure

0 - See 6b.

0 - I can not download anything and print at this MTF. I have to order everything and have it sent.

0 - don't print products

  - I do not download or print. I prefer to order so my clients have the official brochures.

SMART Site Feedback (Results & Comments)

8) Which of the following best describes your opinion of the CONVENIENCE of the new SMART Web site preorder process?

4 - This is very convenient that you inform me of the new run and ask me how many copies of the material that I am requesting.

4 - This is great, as I receive email letting me know what is available to pre-order, I don't have to check the site as much for new or updated products.

4 - Thank you. I can now check for my inventory against your print run as items become available.

4 - Product is delivered in a timely manner.

4 - It's wonderful I can plan training events around the delivery dates. I deliver the information to my clients upon it's arrival and they are truly amazed with the quality of the product.

4 - It's great, but make sure that you have'nt order the product already.

4 - I LOVE IT!! HELPS IN THAT I NORMALLY DON'T HAVE TO SCHEDULE TIME TO ORDER. I ORDER WHEN I RECEIVE THE PREORDER REQUEST.

4 - Great way to consolidate orders and jog the memory for end users on whether or not they need to reorder a particular product

4 - great to recieve notice of a print run

4 - Great

4 - Fantastic idea. Works great too. Thank you.

3 - This is a great tool. I like to be able to preorder products. But, again all products need to be available for ordering or preordering.

3 - If the site automatically created a list of items ordered this would be helpful for tracking. Ideally when the shippment is receidved the user could delete it from the list. This would allow the user to always know what has been ordered and how soon it will arrive.

3 - great idea

2 - There again, my problem has been in the Smart Web site ordering or pre-ordering capability not working for me because, I think, we are on NMCI. Most of time, when I attempt to pre-order a print product (or before, attempted to just place an order for an item) I get multiple "error" notices that the action cannot be completed. But then I also sometimes get multiple confirmation-link e-mails for the same print product that I thought didn't go thru in the first place. 6/13/07

2 - none

1 - you can not always project your needs,which forces us to stock pile. this can lead to outdated material and over ordering.

1 - This new process was not advertised well (if at all). The was a huge change and affected MTFs' ability to get brochures in a timely manner. This really needed to be marketed well in advance of implementation.

1 - The products that I needed to order were not available for me to access.

1 - The marketing of the new process was not handled very well. It just happened. Sure would hve been nice to know in advance.

1 - Should have more access to materials.

1 - Not very computer literate and was difficult to understand.

1 - It is difficult to order only when the run is done as many of our sites are Mobing/Demobing Sites and the sometimes more material is needed. Having to estimate how much to order to meet these needs and then finding storage for thousands of handouts is very difficult. If the runs were more convenient; i.e., every two months for reserve/NG information and then quarterly for all other material it would be more beneficial.

1 - It is difficult to gauge the need of the products sometimes. When a unit is MOBed then I am hit hard for printed material.

1 - if we run out of products we can not reorder till another preorder comes out.

1 - I still feel the need to order things when i need them, i liked the convience of that.

1 - I like to order avaialbe products when I need them. So in recent visits I can't pick and choose the items I need.

1 - I find it confusing at times and have doubled order when I did not mean to.

1 - I don't really understand that timing of ordering products. Can't tell if something has been updated or it is just available for order.

1 - For some reason whenever you run out of a particular item, the preorder process isn't available for another month. Or you just miss the preorder deadline. Maybe eventually it will get become easier.

1 - For our purposes, it makes it harder to order the appropriate number of materials. However, it is easier to track.

1 - For me it is more efficient if I order at the time of need

1 - Did not understand completely how the pre-order worked and failed to pre-order products when we needed them? Oversight on my part but had difficulty knowing how to operate the new system at first. Now it works okay.

0 - We are asked to make requests based on names of items. I have tried to open a view of what is being offered and get a statement that the item is being redone. How can I make an informed decision on weather I want/need an item if I cannot look at it; read it, see the apporximate size, etc.?

SMART Site Feedback (Results & Comments)

8) Which of the following best describes your opinion of the CONVENIENCE of the new SMART Web site preorder process? (continued)

0 - Not convenient (see 5b). Also, not all materials available can be ordered on the site. For example, TRICARE Online brochures, Continued Health Care Benefit Booklet, etc.
0 - Like the old way better. I feel like I have to order items now when I get an email even when I don't need them because I don't know how many months it will be before they will be available again.
0 - I never recieved an email conformation to go final on my order.
0 - I have no storage space. Preorder requires me to order extra so I don't run out before next printing. I cannot bulk order and store products. The previous process allowed me to order only the amount needed for a short time.
0 - I don't have storage space and now have to order info that I might need in the future and store it under, beside and around my desk. If we have a large gathering coming up then it causes some stress having to try and order info in large amounts, sometimes at the last minute, and wondering if it will get here in time for the meeting. However, if the info I need is getting printed and I know of the upcoming event I can get what I need. It's just not as convenient doing the
0 - I do not like the pre order process as we cannot order products when needed only when available. We are short on storage space but we do not want to run out of products so we are forced to order
0 - as mentioned above, I may need large amounts of material on a short notice.
0 - As above
0 - *See comment a few blocks above

9) Which of the following best describes your opinion of ease of FINDING printed products on the SMART Web site?

4 - Very helpful
4 - This web-site is well designed. Even if the brochure or literature is not currently being printed, I can still pull up a copy and print it out.
2 - What I found confusing was not knowing what I was to order from the web site and what I was to order on the preprinted order form. I only ordered materials approximately six times a year.
2 - Not many to chose from, so expectations are high.
2 - None
2 - annrenee.huffman.ctr@tma.osd.mil has provided assistance that exceeded my expectations. You need more people like her.
1 - What order are they listed in on the site A-Z; category?
1 - See comments above
1 - See 5b
1 - I work with Army Reserve Soldiers and Families and finding the information needed is hard. Most of the time I have to wait for periodic print announcements to get what I am needing
1 - I think it could be organized a little better
0 - Sorry, the prints never look very professional. I don't have a color printer.
0 - I CAN ONLY VIEW THE EUROPEAN SIDE

SMART Site Feedback (Results & Comments)	
10) Which of the following best describes your opinion of the USEFULNESS OF PRINTED PRODUCTS (meets the needs of your customers) available on the SMART Web site?	
4 - The material is very informative. My experience with beneficiaries I see in my office and assist over the phone is that they refuse to read the marketing material.	
4 - Thank you	
4 - Only comment is minor. I think there should be a wider variety of colors used for brochures to assist benes in differentiating topics of brochures.	
4 - My clients love them and the plain language used in the phamplets.	
4 - Info is good, easy to read, and very visually appeasing.	
4 - I use them in my office as hand outs for claim issues,etc. I use them in my retiree and indoc briefs. Beneficiaries love them!	
4 - I give Tricare briefings twice a month to our new soldiers. They really appreciate the information that I have available for them based on this web-site.	
3 - Usually the information is very useful and usually up-to-date.	
3 - There are certain materials that I might need to include in a welcome aboard pkg or to a Sailor with a specific need that I can access the material online and provide directly to the Sailor via hardcopy or via email.	
3 - None	
3 - Need updated Tricare Online material	
2 - Would like to see a product that actually provides an example of how to write an appeal for the claims process. Many folks express to me that they want help or information on how to write an appeal. So I have created a one-page handout that gives them the process and the information that the contractor would be looking for.	
2 - Not sure how effective it is with my customer base. Information is put into packets for the reserves to look at once they have had the briefing. I can't say if the materials are utilized at home or later for reference.	
1 - This is not SMART site issue, in my opinion, it is the need to update the materials more often.	
1 - There are too many booklets/handouts - it would seem that it would be more convenient to have some of the literature consolidated with other material. In addition, the TFL population is always asking for a book as they do not like the handout as it is too vague.	
1 - Again, too much HIPPA info. Need more TRICARE material.	
0 - We need more TRS tier 2 and 3 products.	
0 - The printed products are not dated - it's hard to tell if you're distributing the most current product.	
- Confusing question!!!!!!!!!!	
11) Which of the following best describes your opinion of the QUALITY OF PRINTED PRODUCTS available on the SMART Web site?	
4 - Very well done.	
4 - Very professional. Give a good impression of TRICARE to my customers.	
4 - VERY bright and easy to read and understand.	
4 - They are always professional looking and generally easy to read.	
4 - I really enjoy the quality and accuracy of this literature.	
4 - Great	
3 - None	
3 - Good quality, very educational.	
2 - Printed dates on the material would be helpful. If one ends up w/2 different versions if would help to know which is the more current version.	
1 - The visual quality is excellent and the standardization of products throughout the regions is most welcome. However, some products are vague and in some cases create false expectations in our beneficiaries. A little less cheerleading and a little more factual information would be welcome.	
1 - The TRS brochure has wrong information in it and it still has not been corrected	
1 - More info needed from the South Region Behavioral Health contractor. This is systematic of the weak support the contractor is to benes and providers in the region. The contractor in the West is an example of how it can be done (excellent - the leadership is obviously focused on taking care of benes). The South Region Behavioral Health contractor's leadership is not in touch with the Behavioral Health needs in the region.	
1 - I received a shipmnet of "Prime Remote Handbooks" which had pages 1-4 missing. That is a critical area because it shows the soldiers and family members how to update their information on	

SMART Site Feedback (Results & Comments)

12) Which of the following best describes your opinion of the TIMELINESS WITH WHICH PRINT ORDERS ARE FULFILLED via the SMART Web site?

4 - They are here days after you tell us they are released. we can almost plan for the day the courier will arrive.

4 - That is, when my order or pre-order actually goes thru. Sometimes I have so much difficult trying to pre-order (since now everything is done on the pre-order basis) an item, that I simply give up and don't order it.

4 - Since they started telling us about the run times, it has improved.

4 - I received my orders way ahead of the time designated. Big improvement since the last time I ordered products from TRICARE.

4 - I never have to remember when I order anything, it always comes on time

4 - Again: please date the materials so inventory control is easier.

3 - The new preorder process does seem to be very timely in getting the orders when they say you will get them.

3 - None

2 - Once the runs are scheduled, the material seems to arrive in a timely manner, but again it is the timing of the runs that could be improved.

1 - would prefer a more timely delivery of printed products.Say within two weeks of order.

1 - Withthe pre-order it is not very timely (6 weeks or more at times)

1 - They need to come up more offten.

1 - There are items I have ordered and still not received.

1 - Sorry, I don't print any of these materials, silple

1 - Question-Can an item be ordered any time or only when you have scheduled a printing?

1 - No faster using the pre-order than the on demand option. Orders still take weeks to months to be filled.

1 - Feel they could be mailed out sooner because I order them as soon as I am made aware they are available to BCAC's. Especially if it is a product that I know would benefit my beneificaries since I do a tremendous amount of Deployment Briefs and Inprocessing Briefs - the more info that I can give my families the less they will get into TRICARE Trouble or state they were never TOLD.

0 - TAKES TOO LONG TO RECEIVE PRODUCT- 1 AND 1/2 TO 2 MONTHS IS TOO LONG TO WAIT FOR SHIPMENTS

0 - If there are scheduled dates or some way we can access the product in between printings it would be great. Seems like I am always waiting for products to be printed.

13) Which of the following best describes your opinion of the ACCURACY WITH WHICH PRINT ORDERS ARE FULFILLED via the SMART Web site?

4 - I have never had any inaccurate orders

3 - None

1 - Two brochures shipped at same time - actually extra of one brochure and left second out. Not sure how to contact anyone to correct order.

1 - See comment on 12b.

1 - Again, I have to reorder materials because my original order is not recorded accurately.

1 - Address labels were problematic this past year. My order was sent back because the address on the shipping label was not understood by the courier.

 - Redundant question.

14) Are there any suggestions or comments about the SMART Web site and/or ordering print products you would like to add?

The material is very well put together and extremely helpful for our customers.

Yes I would like to order 5 boxes of the clear plastic brochure holders. I've looked every and cannot find them. Thanks. Everything else is fantastic using this site for ordering my needs.

None,Keep up the outstanding work!

No

I work for a Military Family Assistance Center. I was told by a fellow staff person that in the past you had plastic literature holders available to display TriCare's printed products. I cannot find them on your site. Are they available any longer? Thank you

Not at this time.

Please let us know when items are either replaced or removed from the list of previous materials.

I would suggest that there be an alternative way to order the TRICARE print products when we can't make the SMART Web site ordering system work for us. There again, I don't know if my problem is because we are on NMCI or because it is actually something inherently wrong with the SMART Web site itself.

I WOULD LIKE TO ORDER PRODUCTS AS I NEED THEM. THAT PROCESS WAS MUCH BETTER, BECAUSE NOW I MIGHT MISS THE PREORDER TIME.

I', not sure if my address changes ever actually "take" in your system. I make changes, but they do not appear on my address box when I log in to your system.

Keep up the good work!

Note: Comments are sorted based on the score of the question.

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SMART Site Feedback (Results & Comments)	
14) Are there any suggestions or comments about the SMART Web site and/or ordering print products you would like to add? (continued)	
I do not find the pre-order processs to be as useful to the customer. I am certain it is helping with printing cost. I am not ordering as much as I had in the past.	
Allow for ordering smaller quantities instead of so many at once. Shipments should be based on need for the material instead of an arbitrary number. Thank you.	
Would like to see more bene convenience products. I no longer see the small wallet card with the map of regions with three phone numbers. Benes who are out of the their area would have the three region phone numbers to call if they need to find a provider for urgent care. Also another good product used under last contract..very small stickers with the region # was popular to put on the home or work phones	
I think you should have the preorder come up every 2 months. We have things that come up last min sometimes and we run out of supplies.	
Yes, it would be ideal if the system could always allow to order, at any time, a certain product that had previously been announced.	
A brief description for each brochure of who the target market is. I have several brochures that give info that it looks like it is duplicated in another brochure, e.g. the DEERS maintaince brochure and the DEERS single quarter sheet with info for "Maintaining your Eligibility for TRICARE".	
Make TRICARE Europe Passports and all offerings available.	
Why are there only certain items that we can get off the SMART web? Why can't I order the same items that the TRICARE offices can order?	
See 5b and 8b. If I cannot see what I'm ordering, and the item is sent in the hundreds or more, I will not order it no matter what the name is. Happened once and had 5,000 of a form we did not use. I got it ti those who needed it but it was a problem. Let us see what we're ordering UP FRONT.	
This Web should have Tricare Standard Handbook, Tricare For Life Handbooks available to the BCAC'S, We deal with the patients with these needs.	
None.	
Everything is fine the way it is. The availability of material is adequate for my usage. Thank You	
None	
Very useful site. Great job!	
no the program is very user friendly.	
The TOL Access is Power brochure with the wallet card was benefical to our patients and it was discontinued. Also, sometimes I need products sooner than they are available. I try to estimate our need as storage is a problem.	
there should be a special site for briefers to obtain large numbers of briefing materials at short notice.	
I love the booklet for TRICARE Handbook. It is like a bible for the patients. But I know it is hard to keep up to date. I used that for briefing and health fairs.	
Go back to on demand ordering. Have all materials available for bulk ordering.	
I would like to see more things geared to the overseas area. We tend to need things on certain topics but the material is only pertinant to those in a stateside location	
Allow multiple orders at the same time instead of entering requests one product at a time.	
I like to have the option to print things if i really need them, i am sure that is inconvient for the company, but it is hard to gauge the next time you will have a print for it to be able to decide how many we will need.	
I would like to be able to get the brochure holders, and card holders, they were very helpful in displaying the products that were ordered, and easy for the consumer to use.	
Fix the issue with the pages timing out when you are placing an order.	
Just what I stated in 10b above.	
Make more products available overseas	
Thank you for giving us a site to see what we want and then the ease of ordering and timeliness of receiving.	
It would be nice to be able to have accessibility to NG/Reserve Component information when needed to meet the needs of the Mobs/Demobing Sites. As with all of us, storge is an issue and trying to obtain literature for upcoming health fairs is always trying at best when the material has to be stockpiled sometimes up to one year in advance. If the runs were more often, it definitely would help.	
I am grateful for this service and the caring staff who constantly seek to improved services.	
Great job - SMART Web site is well done.	
I love the e-mail notices of upcoming printings. Reminds me what's available, and to look at my needs.	
I LOVE THE SMART SITE, EASIEST ORDERING METHOD I HAVE EVER USED!!	
Change it back to where we can order when we run out of supplies rather than having to do the preorder.	
Not at this time. Thank you.	
The SMART Web site is a great tool to order and reorder products. I'm very happy with the service they provide!!	
I had a very difficult time updating my mailing information on your website and it took numerous phone calls to get things corrected. That portion needs to be improved!	

Note: *Comments are sorted based on the score of the question.*

SMART Site Feedback (Results & Comments)

14) Are there any suggestions or comments about the SMART Web site and/or ordering print products you would like to add? (continued)

NONE
ALL PRODUCTS SHOULD BE AVAILABLE AT ALL TIMES AND SHIPPED IN A MORE TIMELY MANNER. PRE-PRINTING THE TOP FIVE OR TEN MOST NEEDED PAMPHLETS IS BETTER THAN PRE-ORDERING AND WAITING AND WAITING! IT WOULD BE COST EFFECTIVE IF THEY ARE USED. FOR EXAMPLE, TMOP.
More of the products available on a mail-out status
I would prefer to order by total pieces. Eliminate the "bulk" title.
Fix the table of contents on the web site to ease ordering also the downloads take too long with our military computers!
Make it more user friendly.
I am the BCAC at the US Army Recruiting HQ. We have over 7K Soldiers in TPR pluss their family members. I need to be able to order the TPR Handbook in bulk. I am told that I can get them from my local TSC. My local TSC is not able to give me the books that I need in the numbers that I need them. You can contact me at SFC John Hulsey (502) 626-0421 or Mr Martin Skulas at (%02) 626-0735.
I would like to add - the products are very useful/helpful for the members and are very much appreciated.
None.I am generally satisfied,except would like more timely delivery of printed products.
Sould be able to order the quantities we want instead of a flat amount that is predetermined by someone else. Don't need 200 of something, maybe 10 or 15 so there is less waste and then I have to find someone to pass them off to.
It would be helpful if you could download the product in PDF form that included content updates. The PDF file provides for more options for the user (i.e. printing and emailing without using the actual site for that), but right now, you can only download the original PDF which doesn't include any content updates.
no suggestions, it works just fine for my needs
It would be nice if you didn't always have to order a full bundle. Some of these products will only meet the needs of a select few of my families and might go to waste.
None