TSP Evaluations... The Cornerstone of DP3

The **Customer Satisfaction Survey (CSS)** is a web-based evaluation that allows a service member/DOD employee or spouse to score the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you score a TSP on the CSS determines whether they receive more or less DOD household goods business in the future.

The CSS embraces a "*Best Value Score*" methodology. The CSS holds an integral and significant weight in the Best Value Score and provides SDDC with direct feedback about each service member's move experience.

DEFENSE PERSONAL PROPERTY PROGRAM

Military Surface Deployment & Distribution Command

*Committed * Dependable * Relentless*

YOUR PARTICIPATION MATTERS!

HIGHER SCORES

mean ***MORE*** business for the moving company.

LOWER SCORES

mean ***LESS*** business for the moving company.

HOW SOON SHOULD THE CSS BE COMPLETED?

Note: You will only be able to access your survey when your shipment is in delivered status

Reminder e-mails will be sent to the member/employee 7, 14, and 21 days after the shipment is marked as delivered.

For DPS, CSS questions

sddc.safb.css@us.army.mil

For TOPS, iCSS questions

sddc.safb.icss@us.army.mil

Need Customer Satisfaction Survey Help?

If your shipment did ***not*** move via DPS...
and/or to complete your CSS over the phone call
1-800-462-2176
or
DSN 770-7332 option 7

Your Feedback Matters

Customer Satisfaction Survey

12 Questions and a Few Minutes of Your Time

How you **score** your mover on the **Customer Satisfaction Survey** determines whether they receive more or less Department of Defense household goods business in the future

COMPLETING THE EVALUATION FOR DPS SHIPMENTS

If your shipment was moved via DPS, your Bill of Lading # looks similar to ***BGAC0000912:***

1. **If you have a current ETA/DPS password, skip to step #2.**
   If you do not:
   a. Access the DPS Home Page at http://www.move.mil/
   b. Select "*DOD Customer*" (top of the screen) .
   c. Select "*To Register for a DPS account*" (right side of the screen under "DPS Passwords/Registration") .
   d. Fill in the requested information, and hit "*Submit*". Note: when providing an e-mail address, please ensure that you use an e-mail address that you will have 24/7 access to AT DESTINATION .
   e. Your user credentials will be sent to you automatically at the e-mail address you filled in above .
   f. Once you have received your password, go to step #2.
2. **If you currently have an ETA/DPS password:**
   a. Access the DPS Home Page at http://www.move.mil/
   b. Ensure Pop-Up Blockers are turned off.
   c. Select "*Login to DPS*" (highlighted top right of the screen) .
   d. The Minimum System Requirements will appear which should be reviewed to ensure system compatibility.
   e. Select "*Login to DPS*" (highlighted at the bottom of the screen).
   f. The ETA login page will appear. Enter your User ID and Password. Ensure you check the box consenting to enter a DOD site. Select "*Log in*".
   g. Select the "*Customer Satisfaction Survey*" tab (top of the screen) .
   h. Complete the 12-question survey and select "*Submit*".

DEFENSE PERSONAL PROPERTY PROGRAM

Moving the DOD Forward

COMPLETING THE EVALUATION FOR TOPS SHIPMENTS

If your shipment was moved via TOPS, your Bill of Lading # looks similar to ***JQ-895667****:*
Visit https://icss.eta.sddc.army.mil

1. **If you have already received your password proceed to step 2.**
   If not:
   a. To request a password to login click the *Forgot Password* hyperlink.
   b. Upon entering your social security number, a password will be sent to the e-mail that is listed on file.
   c. ***NOTE:*** To update your e-mail address please send a request to sddc.safb.icss@us.army.mil with your GBL number.
2. **Enter your social security number and password.**
   a. The password will not work unless it is entered character for character.
   b. You should receive your password via the e-mail address you provided at origin counseling and/or at destination counseling.
3. **Click "Submit".**
4. **If you receive a message stating that "*No surveys are on file*", the delivery date for your shipment has not yet been entered into the system.**
5. **Please e-mail** sddc.safb.icss@us.army.mil **with your GBL number and the date your shipment was delivered.**
   a. Reminders will be sent on the 7th, 14th, and 21st day after the shipment was delivered.
   b. Within the e-mail reminder there is an encrypted link to the survey. If you receive a warning message stating that the site is not secure, this is because you do not have a PKI root certificate on your system. Instructions will be posted on the Reminder E-mail on how to download the certificate.