

Customer Satisfaction Survey Guide for Personal Property Counseling



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1. Background

The Defense Personal Property Program (DP3) has been engineered to better serve its stakeholders: the Services, Service Members, DOD civilians, Personal Property Shipping Offices, and Transportation Service Providers (TSPs). The Defense Personal Property Program (DPS) operates on a best value acquisition method, which awards shipments based the Best Value Score (BVS) it calculates.

In DPS, TSPs receive a BVS score for every channel in which they do business. This score ranks them with the other TSPs on a given channel. Each channel is divided into four quartiles, with the first quartile representing TSPs with the highest BVS for that given channel. At the beginning of each Performance Period, the shipment distribution is reset and the first shipment of that Period is offered to the top TSP in the first quartile. Table 1 shows the shipment distribution as of the date of this document.

Table 1: Quartile Shipment Distribution

Quartile	Number of Shipments
1	5
2	3
3	2
4	1

There are two components of BVS, the Rate Score and the Performance Score.

The RS is calculated by scoring a TSP on the rate they file in a particular channel. In TOPS, TSPs filed their own rates and then were subsequently allowed to match the low rate of the other TSPs (called “Me-Too” rate filing). Under DPS, TSP’s rates are not disclosed. This ensures TSPs consider competition when submitting rate bids.

The component of BVS formulated for quality is called the Performance Score (PS). The PS is calculated multiple times over the annual rate cycle at pre-determined Performance Periods (PP). There are six PP per year. The PS is recalculated at the end of each PP and is effective the following PP. At the beginning of each PP, the shipment distribution is reset and the first shipment of that PP is offered to the top TSP in the first quartile.

The PS is comprised of two components: Claims and the Customer Satisfaction Survey (CSS). Each are given separate scores and then combined to create the PS. The Claims Score reflects the TSP’s claims history. It takes into account the volume of claims filed during a given period and how quickly and satisfactorily they are resolved.

The Customer Satisfaction Survey (CSS) represents the portion of the PS that directly reflects the customer’s opinion of his or her move. This evaluation has a direct impact on all future DOD household good shipments as it represents a major criterion of the BVS. It directly effects whether good quality TSPs are rewarded with more shipments or poor quality TSPs are penalized with fewer shipments. Therefore, it is critical that each customer complete their evaluation.

Instructions to the CSS are emailed to the customer once their household goods shipment has been marked as “delivered” by the shipping office and/or TSP. This email is sent seven days after the shipment is marked as “delivered.” Should the customer not complete the survey, there is a 14 and 21 day reminder email sent.

The remainder of this document covers the CSS in detail. For detailed information on BVS, see the Defense Transportation Regulation, Part IV Attachment U.F. “Best Value Score”.

2. CSS and ICSS

DP3 is designed to use one evaluation system – the CSS – to determine the CSS portion of the BVS. However, as of the date of this document, some shipments are still being managed in TOPS. The CSS, because it is designed to work in DPS, cannot be used for these TOPS shipments. An interim solution, called the Interim Customer Satisfaction Survey (iCSS), is used for TOPS shipments. The iCSS operates through the Electronic Transportation Acquisition system (ETA).

While shipments are operating in DPS and TOPS, the Military Surface Deployment and Distribution Command (SDDC) combines the iCSS and CSS scores to create one CSS score. Once shipments have stopped moving in TOPS, the iCSS will be phased out.

Though the evaluations are the same, there are different processes for completing the iCSS and CSS. Please see the CSS Brochure posted on SDDC's website, or www.move.mil for the instructions to complete the iCSS or CSS.

3. CSS Categories

Evaluations are conducted for Domestic Household Goods (dHHG) shipments, International Household Goods (iHHG) shipments, and International Unaccompanied Baggage (iUB) shipments. Direct Procurement Method (DPM) moves, Non-Temporary Storage (NTS) moves, and Local moves will also be included in the survey process; however, the evaluations collected from these types of personal property moves will not be used in calculating the BVS until DP3 Phase III implementation.

4. Outbound Counseling Recommendations

During the counseling session with the customer, use the script below to explain the use of the customer evaluation and impress upon the customer the importance of completing it.

The Military Surface Deployment and Distribution Command, (SDDC), is responsible for approving and monitoring the performance of moving companies in the DOD Personal Property Program called DP3. In order to provide quality service, your participation in evaluating your moving experience is essential.

This evaluation has a direct impact on all future DOD household goods shipments. As part of DP3's best value acquisition process, the CSS scores for each moving company affects how many shipments each company receives in the future. All moving companies are re-scored multiple times per year, so your evaluation will have an immediate impact on how many shipments your company will be awarded throughout the year.

Whether you have a good or bad move, the CSS is a vital component of DP3 and is your best way of helping SDDC improve future moves for you, your fellow service members, and your families.

For shipments in TOPS:

Within a day after counseling, you will be sent an email with important information about the evaluation, including a computer generated password that will allow you to access your survey after delivery. Your social security number (or Employee ID for Coast Guard) is your iCSS login ID number. Upon delivery of your shipment you will receive a reminder email at 7, 14, and 21 days containing a direct link to your evaluation. If your email address changes during your move either call the origin or destination personal property office or send an email to sddc.safb.icss@us.army.mil and include your GBL number, old email address, and new email address.

For shipments in DPS:

During counseling, please provide an email address that you will have unlimited access to after shipment delivery. If your email address changes during your move, you can log into DPS to update your information. Directions for obtaining a userID and password to DPS can be found at www.move.mil.

During the initial counseling session make sure that you collect the customer's email address that they will have unlimited access to at destination and enter into the appropriate location, either in TOPS or in DPS (the "Primary Email" field), so that the CSS will be sent to an address that will be viewable by the customer.

5. Updating a Customer's Information before Delivery

If the customer's information (email, phone number, etc) should change before delivery and the customer calls to have the information updated, they can contact you to change it.

6. CSS Marketing Materials

CSS marketing materials are located at www.move.mil and at www.sddc.army.mil

The following materials are available:

- CSS Instructional Pamphlet
 - o Outlines specific steps to access and complete the CSS
- CSS Poster
 - o Informational poster for offices
- CSS Business Card
 - o Card given customers during moving process
- CSS Postcard
 - o Informational material for follow up with customers

Appendix A – Customer Satisfaction Survey

The survey questions are outlined below and are the same for both CSS and ICSS:

(Note: Before the customer is presented with the survey, they are asked to confirm their shipment information)

Section I: The Origin Personal Property Office (i.e. PPPO or PPSO)	
1. Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.).	<input type="radio"/> Excellent (60 pts) <input type="radio"/> Good (45 pts) <input type="radio"/> Satisfactory (30 pts) <input type="radio"/> Poor (15 pts) <input type="radio"/> Unsatisfactory (0 pts)
2. Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your requirements.	<input type="radio"/> Excellent (20 pts) <input type="radio"/> Good (15 pts) <input type="radio"/> Satisfactory (10 pts) <input type="radio"/> Poor (5 pts) <input type="radio"/> Unsatisfactory (0 pts)
3. Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your requirements.	<input type="radio"/> Excellent (20 pts) <input type="radio"/> Good (15 pts) <input type="radio"/> Satisfactory (10 pts) <input type="radio"/> Poor (5 pts) <input type="radio"/> Unsatisfactory (0 pts)
Section II: The Transportation Service Provider (i.e. the movers)	
4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
5. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
6. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Service Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts)

	<input type="radio"/> Unsatisfactory (0 pts)
7. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
8. Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
9. Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up	<input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)
Section III: The Destination Personal Property Office (i.e. PPPO or PPSO)	
10. Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.). If you were not in contact with, or did not use the destination Personal Property Office, please answer Not Applicable	<input type="radio"/> Excellent (100 pts) <input type="radio"/> Good (75 pts) <input type="radio"/> Satisfactory (50 pts) <input type="radio"/> Poor (25 pts) <input type="radio"/> Unsatisfactory (0 pts) <input type="radio"/> Not Applicable
Section IV: Quality of Life	
11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?	<input type="radio"/> Yes <input type="radio"/> No
11. Do you plan to file a claim for loss or damage?	<input type="radio"/> Yes <input type="radio"/> No