

Recalculation of Customer Satisfaction Survey (CSS) Scores
for the
1 October 2012 to 31 December 2012 Performance Period

WHATS NEW!

CFAC TSP's: TSP's may now submit NTS appeals for all SCACs you represent in one message. All other CSS appeals may be grouped together in a separate email for all SCACS you represent. It is no longer necessary to send multiple messages for multiple SCACs. Reminder: NTS appeals are specifically for those shipments that were delivered out of NTS, and should NOT include shipments out of SIT, or a self storage unit as these will be automatically denied. Please take note of changes to the CSS Appeals Process below. Appeals window is from 10 to 15 days.

Beginning with the 1 January 2013 to 14 May 2013 Performance Period, SDDC will use DPS to identify and remove NTS release shipments/surveys. This will ensure that no NTS CSS Scores are used in determining TSP PSs as per the BVS business rules (DTR Part IV, Chapter 403). -

DATA PULL TIME PERIOD

The data pull for this recalculation was 1 Aug 2011 – 31 July 2012 and is effective starting with the 1 Oct 2012 Performance Period.

TSPs that are not statistically valid receive supplemental survey scores which are added only to the remaining needed surveys to achieve statistical validity. The value attributed to supplemental survey scores is equivalent to the mean (average) value of the market and happens each performance period. For example if a TSP moved 15 shipments, they require 20 completed surveys to achieve statistical validity. Currently, the TSP only has 10 surveys completed meaning the TSP requires an additional ten surveys. The values attributed to the remaining ten surveys are equivalent to the mean (average) market score.

The mean scores for this period are: dHHG 78.82; iHHG 78.49; iUB 83.85

CSS Appeal Dates

SDDC asks each TSP to review their CSS scores for accuracy. The email address to submit appeal requests is sddc.safb.icss@us.army.mil. The window to submit CSS appeals is 9 – 19 Aug 2012, Any appeals received after 2359 CST on 19 Aug 2012 will not be considered.

CSS Appeal Process

All appeals MUST be sent from an individual that is on that TSPs ETOSSS. Please send appeals in an excel spreadsheet with all of the below columns filled out.

TSP PoC	TSP Email	TSP Company	GBL #	TOPS or DPS	Customer Last Name	Customer First Name	Appeal Type (CSS or NTS)	Appeal Reason
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For prompt processing, the subject line must include the words “NTS Appeal”, or “CSS Appeal” as appropriate. All NTS appeals must include a legible copy of the GBL. TSP's can re-submit any appeals that miss the cutoff during the **NEXT** recalculation of the CSS. Reminder: The CSS must be completed within 12 months of the delivery date, and within 24 months of pickup date. If both criteria are not met, then the survey is ineligible for scoring.

Scores can be viewed using the Interim Customer Satisfaction Survey (ICSS) tool located on the ETA website (<https://eta.sddc.army.mil>, Personal Property, ICSS. Please use the report titled ‘TSP CSS Score’ and run the report for the dates listed above. If you do not have access to the ICSS tool you may request via email at safb.etaadminhd@us.army.mil the request must come from the Vice-President or above of the company and must contain the SCAC, TSP name, employee name, position, phone number, and email address.

This message is approved for release by John E. Johnson, Chief, Quality Assurance Division, HQ SDDC.