

22 June 2010

Subject: CORRECTION - Recalculation of Customer Satisfaction Survey (CSS) Scores for the 1 August to 30 September 2010 Performance Period

The average CSS scores for the International Household Goods and International Unaccompanied Baggage were reversed in our previous message and is corrected below.

The Military Surface Deployment and Distribution Command (SDDC) has updated the CSS portion of the Best Value Score (BVS) with current data. The data pull for this recalculation is 1 June 2009 to 31 May 2010 and based on the survey completion date. These scores are effective starting with the 1 August 2010 performance period.

The mean (average) CSS scores for this performance period are:

Domestic Household Goods (dHHG): 79.05

International Household Goods (iHHG): 78.05 International Unaccompanied Baggage (iUB): 81.57

SDDC is asking each TSP to review their CSS scores for accuracy. The email address to submit requests for CSS disputes is sddc.safb.icss@us.army.mil. Changes must be submitted not later than close of business 7 July 2010. Any request for changes submitted after COB on the 7 July 2010 will not be considered until the next recalculation of CSS.

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.

This message is approved for release by John Johnson, Personal Property Branch Chief, HQ SDDC.