

Recalculation of Customer Satisfaction Survey (CSS) Scores
for the
1 January to 14 May 2014 Performance Period

12 November 2013

WHATS NEW!

ICSS functionality will continue as we work through the process to utilize DPS only.

DATA PULL TIME PERIOD

The data pull for this recalculation was 1 Nov 2012– 31 Oct 2013 and is effective starting with the 1 Jan 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 82.54; iHHG 80.74; iUB 85.69

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 13 – 19 November 2013. Any appeals received after 2359 CST on 19 Nov 2013 will not be considered.

CSS Appeal Process

TSP's should continue to submit NTS and CSS appeals for all SCACs you represent in one message. All appeals MUST be sent from an individual that is on that TSPs ETOSSS. We will send an email verifying receipt of your appeal within 2 business days. If you do not receive a receipt email, contact Mike Dobbs at 618-220-5404 or Ed Naki at 5483. Please send appeals in an excel spreadsheet with all of the below columns filled out.

TSP PoC	TSP Email	TSP Company	SCAC	GBL #	Appeal Type (CSS or NTS)	CSS Appeal Reason
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For prompt processing, the email subject line must include the words “NTS/CSS Appeal”. Do NOT send copies of GBL's as they are no longer needed. 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 appeal is a date reason, just put “Dates” as a reason. A simple data pull will verify these. If appeal is for a “conversion to members expense”, just put “conversion” as reason and, we can verify these within DPS. Do not send in appeals for Zero score surveys. Since October 2012 we have been removing them from ICSS at each monthly upload. Reminder: NTS appeals are only for those shipments delivered out of NTS, and should NOT include shipments out of SIT or a self storage unit.

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 Johnson, Chief, Quality Assurance Division, HQ SDDC.