

SDDC-PP ADVISORY 15-0009

DATE: 7 November 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: DOD APPROVED PERSONAL PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSP)

SUBJ: Recalculation of Customer Satisfaction Survey (CSS) Scores for the 1 January to 14 May 2015 Performance Period

1. TSPs should review DTR Part IV Chapter 403 on what constitutes a valid CSS appeal.
2. The data pull for this recalculation was 1 November 2013 - 31 October 2014 and is effective starting with the 1 January Performance Period.
3. TSPs that are not statistically valid will 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 are calculated each performance period. The values attributed to the remaining ten surveys are equivalent to the mean (average) market score. The mean scores for this period are: dHHG 87.19; iHHG 83.39; iUB 86.80
4. TSPs should 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 7 – 13 November 2014. Any appeals received after 2359 CST on 13 November 2014 will not be considered.
5. TSPs should continue to submit non-temporary storage (NTS) and CSS appeals for all Standard Carrier Alpha Codes (SCACs) represented in one message. All appeals MUST be sent from an individual that is on that TSP's Electronic Tender of Service Signature Sheet (ETOSSS). We will send an email verifying receipt of your appeal within two (2) business days. If you do not receive a receipt email, contact Mr. Mike Dobbs at 618-220-5404 or Mr. Ed Naki at 618-220-5483. Please send appeals in a Microsoft Excel workbook, and include data for each of the following columns:

TSP	PoC	TSP Email	TSP Company	SCAC	GBL #	Appeal Type (CSS or NTS)	CSS Appeal Reason
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6. To facilitate prompt processing, include the words “NTS/CSS Appeal” in the email subject line. Do NOT send copies of government bills of lading (GBL) as they are no longer needed. TSPs can re-submit any appeals that miss the cut-off during the NEXT recalculation of the CSS.
7. 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 member’s expense”, just put “Conversion” as reason. Do not send in appeals for zero score surveys. Since October 2012 SDDC has 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.
8. 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 performance period. 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.
9. This message is approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.