

SDDC-PP ADVISORY # 15-0018

DATE: 19 December 2014

FROM: SDDC-PP SCOTT AFB, IL

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

SUBJECT: TSP-Initiated Defense Personal Property System (DPS) Customer Satisfaction Surveys (CSS)

1. Due to high inbound call volumes (and recently resolved issues with the DPS Customer Satisfaction Survey page load times), the Military Surface Deployment and Distribution Command (SDDC) Systems Response Center (SRC) will cease taking DPS survey completion requests originating from personal property TSPs and/or their management companies. TSPs are not prevented from contacting the SRC for all other DPS-related issues or assistance with other systems. This process change will remain in effect until further notice.
2. TSPs appear to be averaging nearly 5,000 calls per month to the SRC for survey completions. The issues are two-fold: TSPs transferring eligible customers to the SRC frequently do not have the customer on the line, which lengthens call-wait times. The excessive number of TSP-initiated inbound calls for survey completion, at times, negatively affects the SRC's ability to provide assistance for other DPS-related issues.
3. SRC service representatives will continue making outbound DPS survey calls to eligible DPS customers in accordance with existing procedures, as required. Emphasis will be placed on surveying those customers with statistically invalid TSPs, and contacting customers with recently delivered shipments.
4. HQ SDDC recognizes TSP efforts in ensuring the Defense Personal Property Program (DP3) retains its best-value model by capturing CSS feedback. TSPs are encouraged to continue reminding customers of the survey's importance at every opportunity, and asking eligible customers to complete their surveys as soon as practicable. There are two ways to accomplish this: by asking eligible customers to complete their surveys through www.move.mil and clicking the "Login to DPS" hyperlink under "Returning DPS Users" on the left menu side of the Web page, or by contacting the SRC at 1-800-462-2176, Option 5 (DPS), then Option 1 (Customer Satisfaction Survey). Note: Under no circumstances should TSPs ask survey-eligible customers to complete a satisfaction survey on federally recognized holidays.
5. Please email questions relating to this message to: army.sddc.safb.ppcf@mail.mil or Usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil.
6. Please report DPS technical issues to the SDDC Systems Response Center (SRC):
 - a. Email: Usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil
 - b. Telephone: Toll-free (800) 462-2176; COMM (618) 589-9445, Option 5
 - c. Internet: <https://www.sddc-srchelpme.com>
7. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.