

Date: 11 August 2015

From: AMSSD-PP Scott, IL 62254

To: Department of Defense Approved Transportation Service Providers (TSPs)

Subject: Recalculation of Customer Satisfaction Survey (CSS) Scores for the 1 October 2015 to 31 December 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 is 1 August 2014 - 31 July 2015 and is effective starting with the 1 October 2015 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 mean scores for this period are: dHHG 86.27; iHHG 84.07; iUB 86.83; OTO 77.44
4. TSPs should review their CSS scores for accuracy 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 correct performance period. If you do not have access to the ICSS tool you may request via email at [safb.etaadminhd@us.army.mil](mailto:safb.etaadminhd@us.army.mil). The request must come from the companies Vice-President or above and must contain the SCAC, TSP name, employee name, position, phone number, and email address.
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. Please send appeals in a Microsoft Excel workbook, and include data for each of the following columns:
 

| TSP | TSP Email | TSP Company | SCAC | GBL # | Appeal Type (CSS or NTS) | CSS Appeal Reason |
|-----|-----------|-------------|------|-------|--------------------------|-------------------|
| PoC |           |             |      |       |                          |                   |
6. Appeals should only be based on what is identified in ICSS, as this is the source document for calculating final CSS Scores. If you appeal a CSS because it is a NTS shipment, yet you do not see it in ICSS we have already removed it and it is not necessary to appeal it. This applies to those for "Date" reasons as well. CSS must be completed within 12 months of the delivery date, and within 24 months of pickup date. If appeal reflects a date reason, put "Dates" as a reason. If appeal is due to a "conversion to member's expense", put "Conversion" as reason. SDDC will verify these appeals. NTS appeals are only for those shipments delivered out of NTS, and visible within ICSS and should NOT include shipments out of SIT or a self storage unit.
7. As previously announced effective 1 January 2015, only "Submitted" surveys are used for each monthly upload into ICSS. This began with monthly uploads into ICSS beginning in January 2015, all past surveys are grandfathered in. This will alleviate the problem of using incomplete surveys when customers are "timed out" while attempting to complete survey. To facilitate prompt processing, include the words "NTS/CSS Appeal" in the email subject line.
8. NEW EMAIL: The email address to submit appeal requests is [usarmy.scott.sddc.mbx.icss@mail.mil](mailto:usarmy.scott.sddc.mbx.icss@mail.mil). The window to submit CSS appeals is 12 – 18 August 2015. Any appeals received after 2359 CST on 17 August 2015 will not be considered.

9. This message is approved for release by Mr. Danny Martinez, Chief, Business Process Division, HQ  
SDDC