

Date: 9 November 2015

From: AMSSD-PP Scott, IL 62225

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

Subject: Recalculation of Customer Satisfaction Survey (CSS) Scores for the 1 January - 14 May 2016 and the 15 May - 31 July 2016 Performance Periods.

1. In an effort to better support annual rate filing, SDDC is initiating a modified performance period appeals effort which will apply to both the next performance period (1 January - 14 May 2016) as well as a large portion of the following performance period (15 May - 31 July 2016). These appeal periods will be held simultaneously utilizing delivered shipments and completed surveys that have taken place between 1 November 2014 - 31 October 2015 (see attached supporting slide briefed at the Personal Property Forum and IAM Conference).

To finalize the appeals process for the 15 May – 31 July 2016 Performance Period, SDDC will have two separate, minor modified ‘mini’ appeal periods for delivered shipments/surveys that only take place in November and December 2015. The two separate appeals opportunities will take place in December and January and will only be for delivered/surveys that took place in the preceding months (November and December). SDDC will send an appeals message immediately after the Interim Customer Satisfaction Survey (ICSS) has been updated with the November/December data. This will allow the TSPs to meet the short appeals window.

2. TSPs should review DTR Part IV Chapter 403 on what constitutes a valid CSS appeal.

3. The data pulls associated with this appeals effort are from 1 November 2014 - 31 October 2015 and will be effective starting with the 1 January 2016 Performance Period. Appeals for a large portion of this data pull, from 1 January 2015-31 October 2015, will count towards the 1 January - 31 December 2015 data pull with an effective period coinciding with the 15 May - 31 July 2016 Performance period as referenced in #1 above.

4. In accordance with the DTR Part IV, Chapter 403, Paragraph 8, 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 the 1 January - 14 May 2016 period are: dHHG 85.66; iHHG 84.00; iUB 86.72; OTO 78.43. Means scores for the 15 May - 31 July 2016, will not be available until after the mini appeals effort in January.

5. TSPs should review their CSS scores for accuracy using the 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. The request must come from the companies Vice-President or above and must contain the Standard Carrier Alpha Codes (SCAC), TSP name, employee name, position, phone number, and email address.

6. TSPs should continue to submit non-temporary storage (NTS) and CSS appeals for all 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. 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
------------	-----------	-------------	------	-------	--------------------------	-------------------

7. 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 an appeal reflects a date reason, put “Dates” as a reason. If an 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. Appeals should NOT include shipments out of SIT or a self storage unit.

8. To facilitate prompt processing, include the words “NTS/CSS Appeal” in the email subject line.

9. The email address to submit appeal requests is usarmy.scott.sddc.mbx.icss@mail.mil. The window to submit CSS appeals is 9 – 14 November 2015. Any appeals received after 2359 CST on 14 November 2015 will not be considered.

10. This message is approved for release by Mr. Daniel Martinez, Chief, Business Processes Division, HQ SDDC



2016 CSS Appeals



- In order to establish an earlier TDL through an earlier rate filing, TSPs desire their “Performance Score” before filing rates
- Minor modified “mini appeal periods” indicated below will allow SDDC to provide Performance Scores prior to Rate Filing Round 1

TABLE 403-7 DPS DATA PULL PERIODS / PERFORMANCE PERIODS

DATA PULL TIMEFRAME	APPEALS/BVS/TDL BUILD PERIOD	PERFORMANCE PERIOD
A. 1 November – 31 October	Nov – Dec	1 January – 14 May
B. 1 January – 31 December		
1 Jan – 31 Oct	Nov - Dec	
Mini appeal 1 Nov – 31 Nov	Dec	15 May – 31 July
Mini appeal 1 Dec – 31 Dec	Jan	
C. 1 Jun – 31 May	June – July	1 August – 30 September
D. 1 Aug – 31 July	Aug – Sept	1 October– 31 December