

SDDC-PP Advisory 16-0023

Date: 4 December 2015

From: AMSSD-PPQ Scott AFB, IL 62225

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

Subject: 1st Mini Appeals Period - Recalculation of Customer Satisfaction Survey (CSS) Scores for the 15 May - 31 July 2016 Performance Periods.

1. This message provides notice of the first of two modified 'mini' appeal periods as outlined in the previous SDDC-PP Advisory 16-0014 dated 9 November 2015.
2. SDDC will only review appeals for shipments where the survey was completed between 1- 30 November 2015. Any appeals that do not meet this criteria will be rejected.
3. TSPs should review DTR Part IV Chapter 403 on what constitutes a valid CSS appeal.
4. The window to submit CSS appeals is 3 – 5 December 2015. Any appeals received after 2359 CST on 5 December 2015 will not be considered. The email address to submit appeal requests is usarmy.scott.sddc.mbx.icss@mail.mil.
5. Reference Advisory 16-0014 for additional information
6. This message is approved for release by Chief, Business Processes Division, HQ SDDC