

SDDC-PP Advisory 16-0028

Date: 10 December 2015

From: AMSSD-PP Scott AFB, IL 62225

To: DoD Approved Transportation Service Providers (TSPs)

Subject: Customer Satisfaction Survey review

1. It was brought to HQ SDDC's attention on 4 December 2015 that responses to Questions 2 and 6 on Customer Satisfaction Surveys completed by Telephone Surveyors were switched as a result of a system problem introduced in DPS v2.3, which deployed on 31 July 2015. This affected some TSP survey scores. Surveys completed directly by DoD customers were unaffected.
2. These scores have now been corrected in DPS, and will be reflected in iCSS next week. Surveys completed by Telephone surveyors will still calculate incorrect scores for Question 2 and Question 6 until system patch is implemented.
3. The correction of these scores has caused a delay in the posting of the new Traffic Distribution Lists (TDLs). TDLs will be posted by 23 December 2015.
4. The survey scores for the current performance period are unaffected, as the data pull period ended 31 July 2015.
5. Email functional questions and concerns regarding this advisory to usarmy.scott.sddc.mbx.icss@mail.mil or contact 618-220-5404 or 220-6244.
6. This message was approved for release by Chief, Business Processes Division, HQ SDDC.