

SDDC-PP Advisory 16-0034

Date: 17 December 2015

From: AMSSD-PPQ Scott AFB, IL 62225

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

Subject: 2nd Mini Appeals Period - Recalculation of Customer Satisfaction Survey (CSS) Scores for the 15 May - 31 July 2016 Performance Periods.

1. This message is the second of the two modified "mini" appeal periods outlined in SDDC-PP Advisory 16-0014, dated 9 November 2015.
2. SDDC will only review appeals for shipments where the survey was completed between 1-31 December 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. December's monthly upload is scheduled to be completed on 4 January 2016 and the window to submit CSS appeals will run through 2359hrs Central Standard Time (CST) on 5 January 2016. Due to the short timeframe TSPs are encouraged to immediately begin identifying shipments eligible for appeal in preparation for the appeal window.
5. Any appeal received after 2359CST on 5 January 2016 will not be considered. The email address to submit appeal request is usarmy.scott.sddc.mbs.icss@mail.mil.
6. Reference SDDC PP Advisory 16-0014 and Advisory 16-0023 for additional information.
7. This message is approved for release by Chief, Business Processes Division, HQ SDDC