

SDDC-PP ADVISORY 16-0128

DATE: 10 August 2016

FROM: SDDC-PP SCOTT AFB, IL

TO: DOD APPROVED PERSONAL PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSP)

SUBJ: Recalculation of Customer Satisfaction Survey (CSS) Scores for the 1 October to 31 December 2016 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 2015 - 31 July 2016 and is effective starting with the 1 October Performance Period (PP). The window to submit appeals is 10 – 17 Aug 2016, 2359 CST.
3. TSPs that are not statistically valid will receive the number of supplemental survey scores needed 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 1 October - 31 December 2016 period are: dHHG 85.85; iHHG 84.41; iUB 86.40; OTO 78.87.
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 ICSS, the Company’s Vice-President or above must submit request via ETA.
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). Please send appeals in a Microsoft Excel workbook or similar spreadsheet program, and include data for each of the following columns.

TSP POC	TSP Email	TSP Company	SCAC	GBL #	COS	Appeal Type Only CSS or NTS	CSS Appeal Reason
Example: Jane Smith	xoxo@soso.com	XO M & S	XOXO	XXXX000000	D	CSS	Dates

Reminder: Appeals should only be based on what is identified in ICSS, as this is the source document for calculating the final CSS Scores and Performance Score. If ICSS shows a CSS score for a NTS shipment then you may appeal the CSS score. If ICSS does not show a CSS score for an NTS shipment then there is “no” need to submit an appeal as we have already removed it. NTS appeals are only for those shipments releasing out of NTS and not as an extra pickup, a pick up out of SIT or a pickup at a self-storage. Shipments appealed for “Date” reasons should only be submitted if the CSS was completed more than 12 months from the delivery date, or more than 24 months from the pickup date. If the CSS was submitted within 12 months of the delivery and within 24 months of pickup they are not eligible for appeal. Appeals for reasons related to dates or conversion to member expense should indicate “Date” or “Conversion” on the subject as the reason for the appeal. SDDC will verify these appeals.

6. Submit appeal request to usarmy.scott.sddc.mbx.icss@mail.mil. For prompt processing, include the words “NTS/CSS Appeal” in the email subject line. TSPs should use email delivery and/or read receipt when emailing appeal. SDDC will use all facts to verify if the appeal meets the deadline date. TSPs must have evidence, the e-mail was sent and received during the appeal window. Within two (2) business days (BD) you will receive an email verifying your appeal. If an email is not received after 2 BDs contact 618-220-6965. Any appeals received after 2359 CST 17 August 2016 will not be considered for this performance period.

7. This message is approved for release by Chief, Business Processes Division, HQ SDDC