

TSP Evaluations... The Cornerstone of DP3

The **Customer Satisfaction Survey (CSS)** is a web-based evaluation that allows a service member/DOD employee or spouse to score the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you score a TSP on the CSS determines whether they receive more or less DOD household goods business in the future.

The CSS embraces a "Best Value Score" methodology. The CSS holds an integral and significant weight in the Best Value Score and provides SDDC with direct feedback about each service member's move experience.



**Military Surface Deployment
& Distribution Command**
*Committed * Dependable * Relentless*

YOUR PARTICIPATION MATTERS!

HIGHER SCORES

mean **MORE** business for the moving company.

LOWER SCORES

mean **LESS** business for the moving company.

HOW SOON SHOULD THE CSS BE COMPLETED?

Note: You will only be able to access your survey when your shipment is in delivered status

Reminder e-mails will be sent to the member/employee 7, 14, and 21 days after the shipment is marked as delivered.

For DPS, CSS questions

sddc.safb.css@us.army.mil

For TOPS, iCSS questions

sddc.safb.icss@us.army.mil

Need Customer Satisfaction Survey Help?

If your shipment did **not** move via DPS...
and/or to complete your CSS over the phone call
1-800-462-2176
or
DSN 770-7332 option 7

Your Feedback Matters

Customer Satisfaction Survey

12 Questions
and a
Few Minutes
of Your Time

How you score
your mover on the
**Customer
Satisfaction
Survey**
determines
whether they
receive
more or less
Department
of
Defense
household
goods
business
in the future

