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!

<u>TETTAR SEORAS</u>

mean MORE business for the moving

company.

<u>OWAR SEORAS</u>

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

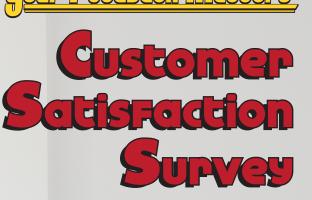
For TOPS, iCSS questions

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



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12 Questions and a Few Minutes of Your Time

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