

## **USTRANSCOM Personal Property Advisory #22-0018**

**Date:** 30 December 2021

**From:** USTRANSCOM Defense Personal Property Management Office (DPMO), TCJ9, Scott AFB, IL 62225

**To:** All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

**Subject:** Program Wide Roll-Out Scheduled for the Customer Satisfaction Survey (CSS) Contract

- 1.** The DPMO will expand the current pilot survey process for government services worldwide beginning 4 January 2022.
- 2.** The short surveys (up to 5 questions each) are sent via text and email to Defense Personal Property System (DPS) customers at various stages of their move process (i.e. Counseling, Quality Assurance and Claims Support). Surveys will be sent to primary customer phone numbers and emails in DPS; therefore, these numbers must be accurate.
- 3.** If customers are only conducting a Personally Procured Move (PPM), only the counseling survey will be triggered.
- 4.** PPPOs/PPSOs should advise customers these surveys are in addition to the CSS questions from DPS regarding the services provided by the TSP for the customer's shipment.
- 5.** Any questions/concerns with this message can be e-mailed to the Operational and Quality Assurance Team: [transcom.scott.tcj9.mbx.pp-css@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-css@mail.mil)
- 6.** This message is approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).