

USTRANSCOM Personal Property Advisory #22-0053

Date: 29 April 2022

From: USTRANSCOM Defense Personal Property Management Office (DPMO), 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 Contract (CSS-C) to include Defense Personal Property System (DPS) CSS Questions

1. Effective 30 April 2022, the DPMO will expand the current government survey process to include the six (6) questions grading TSP performance used by the DPS to determine the TSP's Best Value Score (BVS).

2. This change will only affect customers with shipments picking up 30 April 2022 or later.

3. For Shipments picking up prior to 30 April 2022, customers can continue to use DPS or the System Response Center (SRC) helpdesk, for survey completion.

4. The short surveys (up to six (6) questions per survey) will be sent via text and e-mail to DPS customers at various stages of their move process (i.e., Counseling, Pickup, Delivery, Claims). Surveys will be sent to the customers' primary and secondary phone numbers and e-mail addresses entered in DPS.

- a. The survey notification measuring TSP performance will be sent two (2) to five (5) days after the customer's shipment picks up in DPS and 30 to 35 days after the customer's shipment delivers in DPS.
- b. Customers conducting a full Personally Procured Move (PPM) will only receive a Counseling Satisfaction Survey.

5. The customer will also receive several reminders, up to 72 days after the initial notification if the survey has not been completed.

7. TSPs will continue to see their survey results in DPS. Existing rules regarding CSS appeals, BVS calculation, partial scores (not counted), and survey question wording will not change with this rollout.

8. PPPOs/PPSOs should advise customers:

- a. Shipments picking up 30 April 2022 or later, the DPS six (6) question survey will now be sent via text message and e-mail in two (2) separate surveys
- b. Both surveys must be completed to impact the TSP CSS Score

- c. For Shipments picking up 29 April 2022 or earlier, surveys can still be accomplished through DPS or through the SCR helpdesk
- d. All phone numbers should only contain numerical digits, no DSN numbers, special characters, upper-case or lower-case letters
- e. Update DPS immediately with changes to phone numbers and/or e-mail addresses to ensure proper receipt of surveys

9. PPSOs should not update customer contact info over the phone.

10. Any questions/concerns regarding this message can be e-mailed to the Operational and Quality Assurance Team: transcom.scott.tcj9.mbx.pp-css@mail.mil.

11. This message is approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).