

USTRANSCOM Personal Property Advisory #21-0054

Date: 16 April 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: Small Scale Roll-Out Schedule for the Customer Satisfaction Survey (CSS) Contract (ECHO)

- 1.** The Department of Defense has initiated customer satisfaction surveys through a 90-day small scale roll-out which started 7 Apr 2021 and will go thru 30 Jun 2021 to customers who have processed their move using DPS. The Navy/Marines and Air Force have agreed to serve as test sites at San Diego, CA., Camp Lejeune, NC., and Tinker AFB, OK for the small scale roll-out.
- 2.** The short survey (up to 5 questions) will be sent via text and email to DPS customers at various stages of their move process (i.e. Counseling, Quality Assurance and Claims). Surveys will be sent to primary customer phone numbers and emails; therefore, these numbers must be accurate.
- 3.** Counseling surveys began on 7 Apr, Claims surveys began on 8 Apr and Quality Assurance began on 14 Apr 2021. If customers are only conducting a Personally Procured Move (PPM), only the counseling survey will be triggered. Once the initial testing is complete, surveys will be triggered for all customers in the upcoming summer months.
- 4.** PPSOs should advise customers these surveys are in addition to the CSS questions from the Defense Personal Property System 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
- 6.** This message is approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).