

ATTACHMENT V.E.2

DIRECT PROCUREMENT METHOD (DPM) CUSTOMER SATISFACTION SURVEY (CSS)

A. INTRODUCTION

1. The Department of Defense (DoD) Defense Personal Property Program (DP3) incorporates the use of a CSS for the Personal Property Shipping Office (PPSO) Quality Assurance (QA) Program. The CSS provides the DoD direct feedback regarding the quality of each personal property shipment. CSS results will be used to evaluate a DPM contractor's performance, which will affect their continued performance recommendations by the PPSO to the installation contracting office.
2. The CSS is a critical element of input from the customer in rating the contractor's performance. For DPM shipments, the Best Value Score (BVS) methodology does not apply. Therefore, the CSS for DPM shipments will not be scored.
3. The survey objectives are to obtain customer input on the DPM contractor's performance. Use the most economical method of obtaining customer input to lessen the budget impact on the Services.

B. SURVEY METHODS

1. An online survey is the primary method in which customers provide feedback on their shipments. Customers will be counseled at origin on the importance of completing a customer survey for each shipment. Customers should be counseled on various locations where computers can be used to complete the online survey in the event they do not have ready access to a computer (such as base library, local Personal Property Processing Office (PPPO)/PPSO, cell phone with Web access, etc. Counselors should urge each customer to complete the survey for service provided within 7 calendar days. Customers are provided secure access to complete a survey on each shipment.
2. The Defense Personal Property System (DPS) identifies each DPM shipment indicating completion of pickup or delivery from/to residence. As a result, DPS sends a survey to the customer to rate the contractor's performance in packing and picking up the shipment or delivery and unpacking at the residence.
3. Once the shipment is identified as picked up or delivered in DPS, the survey notification is sent to the customer, including instructions to the survey. Customers must obtain a login and password to DPS through the Electronic Transportation Acquisition (ETA) in order to access the survey.
4. The survey contains validation messages to ensure customers:
 - a. Have reviewed their responses
 - b. Understand they will not be able to change their survey responses once the survey is submitted.
5. The secondary method used to encourage customer survey completion is an e-mail reminder. A customer who has a shipment identified as "picked up" or "delivered" in DPS and has not completed a survey within 7 calendar days, will be e-mailed a reminder. DPS will forward the survey to the customer's e-mail addresses obtained during counseling at origin, and also any recent e-mail address provided by the customer, while in transit, and upon arrival at destination. The customer will be reminded of the importance of completing the survey. DPS will

automatically indicate the shipment on which the survey is to be completed by identifying shipment unique indicators. These indicators include the shipment origin/destination, date of pack/pickup/delivery, contractor's name, and weight and type of shipment (e.g., unaccompanied baggage or household goods). Additional e-mail reminders will be sent on the 14th and 21st calendar days after shipment pickup or delivery if the customer has not completed the online survey.

C. SURVEY PARAMETERS

1. Surveys must be sent out for each shipment picked up or delivered to ensure fairness based on actual pickup and deliveries.
2. Surveys will be used by the PPSOs to monitor contractors' performance on shipments within the preceding 12 months.
3. DPS will not send surveys for Bluebark shipments.

D. CUSTOMER SATISFACTION SURVEYS

1. The CSS provides the DoD with direct feedback about the customer's personal property move. The following are the different types of surveys for specific DPM shipments.
 - a. **DPM Origin Shipment CSS:** A customer will receive the following survey question upon completion of pack and pickup of their DPM shipment:

Customer Satisfaction Survey Response	t
How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness from first contact through pickup, and any follow-up? (Excellent = 100, Good = 75, Satisfactory = 50, Poor = 25, Unsatisfactory = 0)	

- b. **DPM Destination Shipment CSS and Local Move:** A customer will receive the following survey question upon the delivery of the DPM shipment:

Customer Satisfaction Survey Response	t
How would you rate your overall satisfaction with the services provided by the storage company, such as timeliness, courtesy, professionalism, attitude of delivery crew, and responsiveness? (Excellent = 100, Good = 75, Satisfactory = 50, Poor = 25, Unsatisfactory = 0)	

E. SURVEY DATA VISIBILITY AND RETENTION

1. DPS provides contractors with secure access to view their survey data, including performance comments. Contractors are not able to see information on other contractors, nor will they be able to see information on customers who have/have not completed surveys. DPS provides the Services and PPSOs with secure access to view survey data.
2. Survey data is collected and maintained in DPS for at least 13 months. DPS provides contractors access to surveys for their picked up or delivered shipments in order to identify areas of weakness or superior service. Contractors can use this data to improve their business processes where necessary.

3. Customers may provide additional comments on their survey for PPSOs, contractors, and/or the Military Surface Deployment and Distribution Command survey administrator. Customers completing surveys will also have the following contact options:
 - a. Option 1: The customer authorizes the contractor to contact them regarding their comments. The recipient receives the customer's comments via e-mail. Additionally, contractors receive the Confirmation Order Number and the customer's e-mail addresses and phone numbers on file.
 - b. Option 2: The customer does not authorize the contractor to contact them regarding their comments. The recipient receives the customer's comments via e-mail. Additionally, the PPSO receives the customer's name, and Confirmation Order Number. The contractor only receives the customer's comments and Confirmation Order Number. DPS notifies the contractor that they cannot contact the customer regarding their comments.

F. PPPO/PPSO INSTRUCTION

1. Outbound Counselor (Origin) Instructions:

- a. During the counseling session with the customer(s), use the script below to explain the purpose of the customer survey and impress upon the customer the importance of completing the survey within 7 days of pickup or delivery.

The PPSO and Contracting Officer are responsible for monitoring the performance of the moving contractor performing services in the DoD Personal Property Program with the assistance of the Services. In the combined efforts to provide better customer service, we are asking you to evaluate the customer service provided to you during your personal property move through a customer satisfaction survey. The results of your survey may affect how the government selects contractors used for personal property moves.

If your e-mail address changes during your move, you must update it in DPS or call your PPSO office so that we may update it in DPS for you.

It is critical that you complete your survey within 7 calendar days of the delivery of your shipment. A survey must be completed for each personal property shipment. If your personal property move includes one or more household goods and/or unaccompanied baggage shipments, you are required to complete a survey for each. After counseling, you may obtain a login and password to DPS in order to access your customer survey after your shipment has been completed. You may access the survey in DPS via the Internet. If you do not have a computer with Internet access (e.g., work, home, base library computers), you should contact the servicing PPSO for assistance in completing your survey.

- b. During counseling customers should enter the following contact information in the DPS counseling module to receive the CSS:
 - (1) Origin Contact Data: Phone and non-work e-mail
 - (2) In-Transit Contact Data: Phone and non-work e-mail
 - (3) Destination Contact Data: Phone and e-mail.

NOTE: For Army customers, an Army Knowledge Online (AKO) e-mail address can be entered. For Navy and Marine Corps customers, a Navy/Marine Corps Intranet e-mail address can be entered.

2. Updating a Customer's E-Mail Address Before Delivery:

- a. If the customer's in-transit e-mail address or phone number has changed, the customer is required to update the information in the In-Transit Contact Data area in DPS. If the customer's destination e-mail address or phone number has changed, the customer is required to update the information in the Destination Contact Data area in DPS. Customers are encouraged to also provide a commercial e-mail account (e.g., Gmail).
- b. Customers can also call the PPSO/PPPO to make the In-Transit Contact Data and the Destination Contact Data updates if they are not able to perform the updates themselves.

3. Inbound PPSO (Destination) Instructions

- a. When the customer arrives at a new duty station and makes contact with the destination PPSO (inbound) to schedule delivery of his or her shipment, the Inbound Counselor will verify and update the following customer's contact information in the DPS if necessary:
 - (1) Member e-mail address
 - (2) Member contact phone number.
- b. It is also very important for the Inbound Counselor to remind the customer to complete the survey when the shipment has been delivered.