

TSP Evaluations... The Cornerstone of DP3

“The Customer Satisfaction Survey (CSS) is a short **8** question web based evaluation accessible within the Defense Personal Property System (DPS), the DoD’s moving system you already use to submit and track your PCS move, as well as file a claim directly with your transportation service provider (TSP). The CSS allows DoD customers or their spouses to score their TSP and directly impact their future business with the DoD as it comprises 70% of the TSPs Best Value Score. The CSS can be quickly completed in DPS and provides the DoD with direct and in many cases actionable feedback about each service member’s move experience, with the ability to submit CSS comments to the TSP and/or local transportation office.”



**MILITARY SURFACE DEPLOYMENT
& DISTRIBUTION COMMAND**

TRUSTED PROFESSIONALS...DELIVERING READINESS!

YOUR PARTICIPATION MATTERS!

HIGHER SCORES

means MORE business for the moving company.

LOWER SCORES

means 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 complete status.

Reminder emails will be sent to the customer 7, 14, and 21 days after the shipment is marked as delivered. “You have one year from the day your shipment is delivered to complete a CSS that will count towards the TSPs ranking. You may choose to complete any property claims with the TSP, if applicable, prior to submitting your CSS.

TO COMPLETE YOUR CSS OVER THE PHONE

Contact the SDDC Help Desk 800-462-2176 or 618-589-9445 option 5, then option 1

**Have your Bill of Lading (BL)
AGFM##### or JQ-#####**

**NOTE: Only the customer or their spouse can call the Help Desk to complete a CSS over the phone.

Contact your local Transportation Office if you have any questions about your CSS.



SDDC

MILITARY SURFACE DEPLOYMENT
AND DISTRIBUTION COMMAND



Customer Satisfaction Survey

**YOUR FEEDBACK
MATTERS**

8 Questions and a Few Minutes of Your Time

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



COMPLETING THE EVALUATION FOR DPS SHIPMENTS

If your bill of Lading number looks similar to **BGAC#####**:

STEP 1: If you currently have an ETA/DPS password:

- a. Access the DPS Home Page at <https://www.move.mil>
- b. Ensure Pop-Up Blockers are turned off
- c. Select "Customer" (top of screen)
- d. Select "Login to DPS" under "Returning DPS Users"
- e. The ETA login page will appear. Login using your Common Access Card electronic certificate, or use your user ID and password. Select "Login"
- f. Select the "Customer Satisfaction Survey" tab in DPS
- g. Complete the 8-question survey and select "Submit"
- h. Enter comments on the performance of your TSP and/or the Survey Administrator. Comments limited to 2,600 characters. Once comment(s) have been added, select "Submit"
- i. If you or your spouse wish to complete the CSS by phone, see Step 3



STEP 2: If you currently **DO NOT** have an **ETA/DPS** password:

- a. Access the DPS Home Page at <https://www.move.mil>
- b. Ensure Pop-Up Blockers are turned off
- c. Select "Customer" (top of screen)
- d. Select "First Time DPS Users Click Here!" under "New to move.mil"
- e. Select "3. Obtain User ID and Password"
- f. Select the box "DOD Service Member and Civilian Registration"
- g. Fill in all information and select "Submit"

NOTE: Provide an email address that you will have access to 24/7. This email address is how DPS and the TSP communicate with you.

- h. Your user credentials will be sent to you automatically at the email address that you provided
- i. Once you receive your User ID and password, go to Step 1

STEP 3: If you wish to Complete survey by phone:

- a. Contact the SDDC Help Desk at 1-800-462-2176 or COMM: 1-618-589-9445. Select Option 5, then option 1
- b. Have your BL (BGAC##### or JQ-#####)