

USTRANSCOM Personal Property Advisory #19-0016

Date: 4 Jan 2019

From: USTRANSCOM, Personal Property Division (J4-H), Scott AFB, IL 62225

To: DoD Approved Personal Property Transportation Service Providers (TSPs)

Subject: Recalculation of Customer Satisfaction Survey (CSS) Scores for the 15 May to 31 July 2019 Performance Period

1. The data pull for this recalculation period is 1 January – 31 to December 2018 and effective 15 May 2019 Performance Period. The window to submit CSS appeals will run through 2359 CST on 7 January 2019 and appeals received after this date will not be considered. TSPs should continuously identify shipments eligible for appeals in advance of the appeals window; however, it is expected that TSPs compare the surveyed and delivered shipments from DPS with what is shown in CSS and only appeal what is identified in CSS. TSPs should review DTR Part IV Chapter 403 on what constitutes a valid CSS appeal.

2. TSPs that are not statistically valid will receive supplemental survey scores equivalent to the mean (average) value of the market (calculated each performance period) as needed to achieve statistical validity. The mean scores for 15 May to 31 July 2019 performance period are: dHHG **87.58**; iHHG **84.91**; iUB **88.84**; OTO **81.51**.

3. TSPs can review their individual CSS scores in DPS by clicking on the CSS tab. Enter the appropriate performance period, click on search and the CSS score will be displayed.

4. TSPs submitting appeals should do so for all Standard Carrier Alpha Codes (SCACs) represented in a single email message. All appeals MUST be sent from an individual who is on that TSP's Electronic Tender of Service Signature Sheet (ETOSSS). Appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program, and include the following columns and data.

| TSP POC  | TSP Email                                    | TSP Company   | SCAC | GBL #      | COS     | Appeal Type (CSS or NTS        | CSS Appeal Reason  |
|----------|--|---------------|------|------------|---------|--------------------------------|--------------------|
| Jane Doe | <a href="mailto:xoxo@xo.com">xoxo@xo.com</a> | XO Move & STG | XOXO | XXXX000000 | D/2/4/J | CSS / Dates / NTS / Conversion | Dates / NTS / etcS |

Reminder: TSPs who compare their surveyed and delivered shipments in DPS with what is shown in DPS under CSS will note most surveys eligible for appeal have already been removed. TSPs should only appeal what is identified in DPS under CSS. For example, if CSS shows a CSS score for a NTS shipment, then appeal to have it removed; however, if DPS shows a CSS score for a NTS shipment and that survey does not show in DPS under CSS, then there is no appeal as the CSS score has already been removed. NTS appeals should only be submitted for those shipments with the primary pickup address as NTS/NTSR and not as an extra pickup. Shipments appealed for "Date" reasons should only be submitted when the CSS is submitted more than 12 months from delivery date or more than 24 months from the pickup date. CSS appeals for "Conversion to Member's Expense" reason only apply when the delivery date is after the conversion date. Appeals for reasons related to dates or conversion to member's expense should indicate "Date" or "Conversion" on the subject as the reason for the appeal.

5. Submit appeal requests to the email address: [transcom.scott.tcj5j4.mbx.pp-css@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-css@mail.mil). For prompt processing, include the words “NTS/CSS/Date/Conversion Appeal” in the email subject line. TSPs should use email delivery and/or read receipt when emailing the appeal. USTRANSCOM will use all facts to verify if the appeal meets the deadline date. TSPs must have evidence that the e-mail was sent and received during the appeal window.
6. It is recommended contacting 618-220-6965, if an email verifying receipt of your appeal is not received within two (2) business days.
7. This message is approved for release by Chief, Business Processes Branch, Defense Personal Property Program, TCJ4-HB.