

Surface Deployment and Distribution Command

Families First

Personal Property Program

**Personal Property Processing Office (PPPO)/
Personal Property Shipping Office (PPSO)
Interim Customer Satisfaction Survey (ICSS) Instructions**

1 November 2006

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1. Background.

The Surface Deployment and Distribution Command's (SDDC) "Families First" program will significantly change the way the Department of Defense (DoD) purchases personal property movement services. The program embraces "Best Value" based on a defined ratio of Transportation Service Provider (TSP) performance and cost, rather than the old method of strictly using the currently available lowest cost provider. In order to measure customer satisfaction, which is incorporated in a TSP's Best Value Score (BVS), an Interim Customer Satisfaction Survey (ICSS) will be completed by customers moving under the DoD personal property program. While Initial Operating Capability (Phase 2) of Families First program is not scheduled to start until March 2007, TSP performance data is required in advance to facilitate the program start.

2. Scope.

The ICSS is the primary source of data that will be used in determining the performance portion of each TSP's BVS. Customers moving under the DoD program will be counseled during the shipment application process on the importance of completing a survey within 7 days of delivery of their personal property to residence. Customers may access the survey via the World Wide Web in 2 different ways. They can log in proactively using a computer-generated password sent to their email account(s) when the shipment is booked, or they can access the survey through a direct hyperlink emailed after delivery is complete. The survey questions appear in Appendix A. This document outlines instructions for the PPPO/PPSO Outbound Counselor on counseling the customer on the survey process and collecting the necessary customer contact information. The document also provides instructions for the PPSO Inbound Clerk on collecting or updating customer contact information.

3. Survey Categories.

Surveys will be conducted on the following categories of personal property shipments: Domestic Household Goods (dHHG), International Household Goods (iHHG), and International Unaccompanied Baggage (iUB). Direct Procurement Method (DPM) moves, Non-Temporary Storage (NTS) moves, and Local moves will also be included in the survey process; however, the surveys collected from these types of personal property moves will not be used in calculating a TSP's BVS. The instructions in this document apply only to the above categories. Table 1 below provides a list of the codes of service that apply to each shipment category. There are 2 categories of shipments that will not be surveyed at this time. These categories are: Personally Procured Moves (PPM) (formerly known as Do-IT-Yourself [DITY] moves) and Privately Owned Vehicle (POV) moves. **Personal Property moves identified as Bluebark are also excluded from this survey.**

Table 1 – Applicable Shipment Categories

Applicable Shipment Survey Categories	Applicable Codes of Service
Domestic Household Goods (dHHG)	Any Interstate or Intrastate Shipment
International Household Goods (iHHG)	3, 4, 5, 6, and T
International Unaccompanied Baggage (iUB)	7, 8, and J

4. Outbound PPPO/PPSO Counseling Instructions.

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

“The Surface Deployment and Distribution Command, SDDC, is responsible for approving and monitoring the performance of Transportation Service Providers in the DoD Personal Property Program with the assistance of the Services. In our 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 will affect how the government distributes traffic to the Transportation Service Provider used in your personal property move and will provide the Services with valuable information regarding the service you receive at the local Transportation Office.

Within a day after counseling, if you provide an email address, you will be sent an email with important information about your customer satisfaction survey, including a computer generated password that will allow you to access your survey after delivery. Your social security number (or Employee ID for Coast Guard) is your ICSS login ID number. If your email address changes during your move, please call our office so that we may update it in our system.

It is critical your completed survey is received within 7 calendar days of the delivery of your shipment. A survey needs to be completed for each personal property shipment; so, if your personal property move includes one or more household goods shipments and an unaccompanied baggage shipment, you will complete a survey for each. The survey Web address, <https://icss.eta.sddc.army.mil>, will be printed in the remarks section of your DD Form 1299, Application for Shipment and/or Storage of Personal Property. To access the survey on the World Wide Web, use a computer with internet access (e.g., work, home, base library computers) or ask the PPSO at destination where a computer facility with internet access is located.

During the appropriate time, collect and input the following customer contact information in the TOPS counseling module in the “Collect Member Orders Data” screen (Figure 1):

Origin Contact Data: Phone and Email

Intransit Contact Data: Phone and Email

Destination Contact Data: Phone and Email

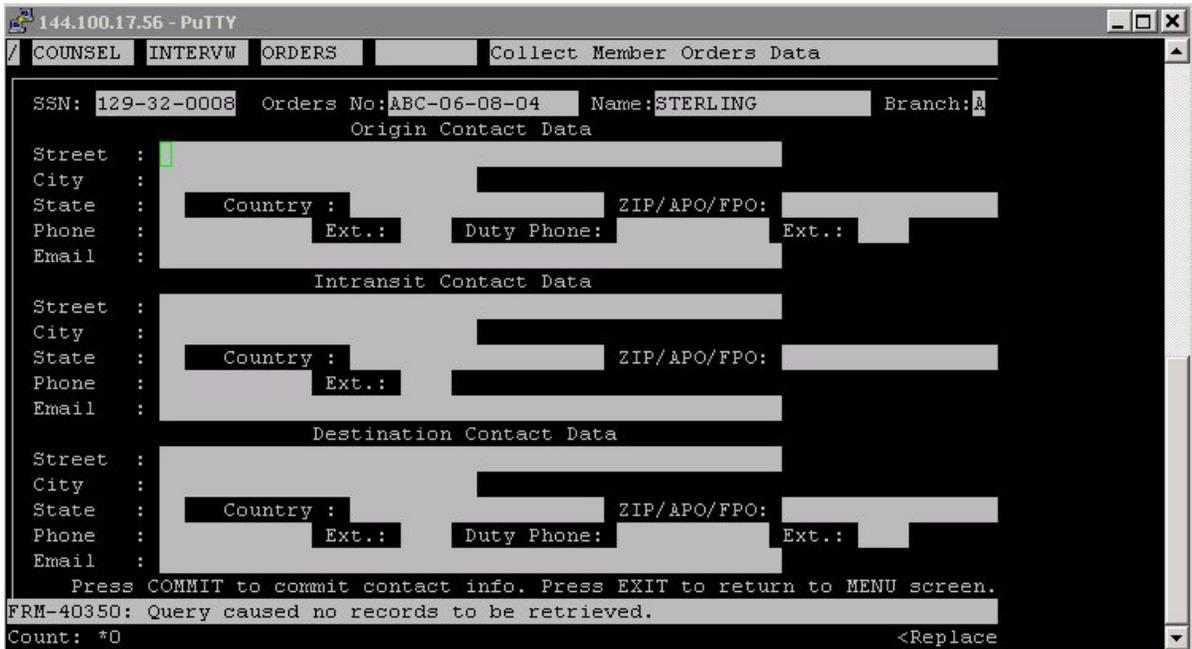


Figure 1. TOPS Counsel Module Screen – Collect Member Orders Data

Note: For Army customers, an Army Knowledge Online (AKO) email address can be entered. An AKO email address can be in any one of the following formats. Please ensure the customer's AKO email address is correct.

- firstname.lastname@us.army.mil
- firstname.mi.lastname@us.army.mil (mi = middle initial)
- firstname.middlename.lastname@us.army.mil
- firstname.lastname#@us.army.mil (# = number)
- firstname-lastname@us.army.mil
- firstname.lastnamejr@us.army.mil

For Navy and Marine Corps customers, a NMCI email address can be entered.

5. DD Form 1299 (Application for Shipment and/or Storage of Personal Property).

Type the following in the remarks section (Block 13) of the customer's DD Form 1299, so the customer will be reminded to complete their survey upon delivery of their shipment:

Go to <https://icss.eta.sddc.army.mil/> to complete your Personal Property Survey within 7 days of delivery. Questions can be submitted to icss@eta.sddc.army.mil.

This statement can also be hand written on the back of the customer's DD Form 1797 (Personal Property Counseling Checklist) if one is used during the counseling session.

6. Outbound Counselor Updating a Customer's Email Address before Delivery.

If the customer's email address or phone number should change before delivery and the customer calls to have the information updated, the Outbound Counselor will update the information in the TOPS Counseling Module in the "Collect Member Contact Data" screen (see Figure 2). If the customer's Intransit email address or phone number has changed, update the information in the Intransit Contact Data area of the screen. If the customer's Destination email address or phone number has changed, update the information in the Destination Contact Data area of the screen. Customers may provide a commercial email account (e.g. AOL).

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144.100.17.56 - PuTTY
/ COUNSEL INTERVW ORDERS Collect Member Contact Data
SSN: 129-00-0004 Orders No: A-06-04-04 Name: BERLING Branch: N
Origin Contact Data
Street : 50 BOULDER ROAD
City : COS
State : CO Country : UNITED STATES ZIP/APO/FPO: 34567
Phone : 712-456-7890 Ext.: Duty Phone: 721-567-1234 Ext.:
Email : berlingj@aol.com
Intransit Contact Data
Street : 1024 BIG TREE ROAD
City : BUFFALO
State : NY Country : UNITED STATES ZIP/APO/FPO: 12340
Phone : 716-662-4122 Ext.:
Email : berlingj@aol.com
Destination Contact Data
Street : ANY STREET
City : ALEXANDRIA
State : VA Country : UNITED STATES ZIP/APO/FPO: 22309
Phone : 703-345-1234 Ext.: Duty Phone: Ext.:
Email : berlingj@sddc.army.mil
Press COMMIT to commit contact info. Press EXIT to return to MENU screen.
Count: *1 <Replace>
```

Figure 2. TOPS Counsel Module Screen – Collect Member Contact Data

7. Destination PPSO (Inbound) Instructions.

When the customer contacts the Destination PPSO (Inbound) to schedule delivery of their personal property shipment, update the customer's contact information in the TOPS Inbound module, Access/Enter Member Contact Data screen (see Figure 3). Make sure the following information is updated:

1. Mbr Cnt Phone (Member Contact Phone Number)
2. Mbr Email Addr (Member Email Address)

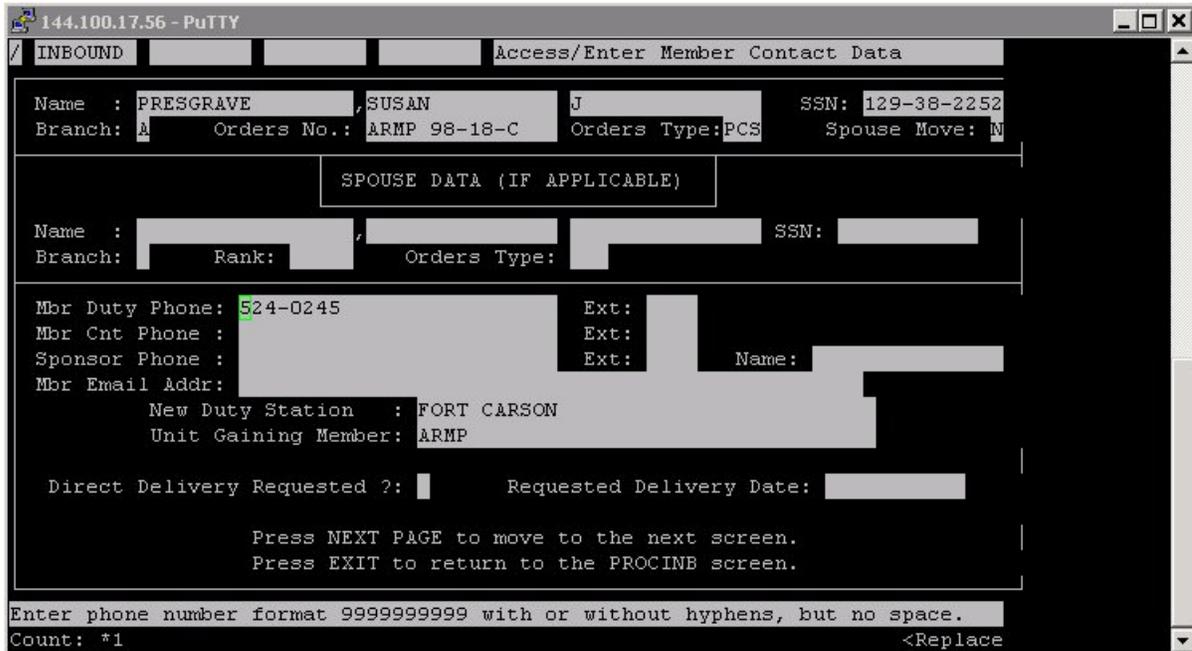


Figure 3. TOPS Inbound Module Screen – Access/Enter Member Contact Data

It is also very important for the Inbound Clerk to remind the customer to complete the survey once the shipment has been delivered. Use the script below to remind the customer to complete the survey:

“I’d like to remind you to complete the customer satisfaction survey on your personal property move once your shipment has been delivered. The Surface Deployment and Distribution Command, SDDC, is responsible for approving and monitoring the performance of Transportation Service Providers in the DoD Personal Property Program with the assistance of the Services. In our 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 will affect how the government distributes traffic to the Transportation Service Provider used in your personal property move and will provide the Services with valuable information regarding the service you received at the local transportation office.

To access the survey over the World Wide Web, use a computer with internet access, go to <https://icss.eta.sddc.army.mil/> and follow the directions provided on the screen. This web address is located in the remarks block of your DD form 1299, Application for Shipment and/or Storage of Personal Property. The password used to access the survey has been sent to the email address you provided during your counseling session. If you just provided a more current email address, your password will be sent to that email address as well. Your social security number (or Employee ID for Coast Guard) is your ICSS login ID number. If you have not completed your survey within 7 days of delivery of your personal property, an email with a link to your survey will be sent to you. If you haven’t completed your survey within one month of delivery, you may be called to complete the survey by phone.”

Be familiar with locations in your area (e.g., base libraries) where customers can use a computer with Internet access to complete their survey. If a customer asks for this information please provide it to them.

Appendix A – Customer Survey

The survey questions are outlined below:

(Note: Before the customer is presented with the survey, they are asked to confirm their shipment information.)

Section I: The Origin Personal Property Office (i.e. PPPO or PPSO)	
1. Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.).	<input type="radio"/> Excellent (60 pts) <input type="radio"/> Good (45 pts) <input type="radio"/> Satisfactory (30 pts) <input type="radio"/> Poor (15 pts) <input type="radio"/> Unsatisfactory (0 pts)
2. Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your requirements.	<input type="radio"/> Excellent (20 pts) <input type="radio"/> Good (15 pts) <input type="radio"/> Satisfactory (10 pts) <input type="radio"/> Poor (5 pts) <input type="radio"/> Unsatisfactory (0 pts)
3. Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your requirements.	<input type="radio"/> Excellent (20 pts) <input type="radio"/> Good (15 pts) <input type="radio"/> Satisfactory (10 pts) <input type="radio"/> Poor (5 pts) <input type="radio"/> Unsatisfactory (0 pts)
Section II: The Transportation Service Provider (i.e. the movers)	
4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
5. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
6. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Service Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)

<p>7. Evaluate services provided at <u>destination</u> such as the care, courtesy, attitude of the crew, unloading, and unpacking.</p>	<ul style="list-style-type: none"> <input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<p>8. Evaluate how satisfied you were with the timeliness of the <u>delivery</u> of your personal property by the Transportation Service Provider (mover).</p>	<ul style="list-style-type: none"> <input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<p>9. Evaluate your <u>overall satisfaction</u> with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up</p>	<ul style="list-style-type: none"> <input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)
<p>Section III: The Destination Personal Property Office (i.e. PPPO or PPSO)</p>	
<p>10. Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.). If you were not in contact with, or did not use the destination Personal Property Office, please answer “Not Applicable”</p>	<ul style="list-style-type: none"> <input type="radio"/> Excellent (100 pts) <input type="radio"/> Good (75 pts) <input type="radio"/> Satisfactory (50 pts) <input type="radio"/> Poor (25 pts) <input type="radio"/> Unsatisfactory (0 pts) <input type="radio"/> Not Applicable
<p>Section IV: Quality of Life</p>	
<p>11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No
<p>12. Do you plan to file a claim for loss or damage?</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No