



CUSTOMER SATISFACTION SURVEY & BVS

APRIL 2024



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit [MilitaryOneSource.mil/GHC](https://militaryonesource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

A few minutes of your time helps keep the best movers moving customers and their families! Your survey feedback is key in keeping the DOD informed of whether moving companies are doing a good job or not. Your feedback assists the DOD to identify companies that are not providing quality service which may result in their removal from the program. Watch a short video about how to share your moving experience feedback at https://youtu.be/t_jtjS_5SSg.

What is the Customer Satisfaction Survey?

The Customer Satisfaction Survey (CSS) is the Department of Defense's (DOD) primary indicator of a moving company's performance on specific events in the life cycle of a personal property move. It is a multiple question evaluation that allows DOD and U.S. Coast Guard customers, or their representative, to rate their moving company's service throughout all stages of a PCS move. **Completing the CSS is very important! Your responses provide the DOD with actionable feedback regarding your moving experience that will directly impact the moving company's future business with the DOD.**

When can I expect to fill out the CSS?

You may receive up to five surveys throughout your PCS move, based on the following events in the life cycle of your move:

1. Survey #1 Counseling - survey sent after counseling (in-person or self-counsel) is complete.
2. Survey #2 Origin Services - survey sent after moving company changes the status of your personal property move in the Defense Personal Property System (DPS) to "in-transit."
3. Survey #3 Destination Services - survey sent after moving company changes status of your personal property move in DPS to "delivery complete."
4. Survey #4 Transportation Service Provider (TSP) Claim - survey sent approximately 75 days after claim is submitted.
5. Survey #5 Military Claims Office (MCO) - survey sent approximately 75 days after all or part of a claim is transferred to the MCO.

Note: The 75 days is a survey release point only and bears no correlation to the amount of time it will take the MCO to properly adjudicate your claim.

How can I complete the CSS?

You will receive a link via email (domestic moves will receive the link via text message as well). The online survey can be completed using a personal computer or a portable device (smartphone, tablet, laptop). Your timely feedback is important, the link you receive for each survey expires 120 days from receipt. You will receive reminders for each survey until completion and up to expiration.

What type of questions will I be asked?

The brief surveys will ask you to rate your experience with both DOD staff as well as your moving company, and include optional open-ended comment boxes. The questions use sad to happy face icons to rate your satisfaction and are quick to complete.

The results of the CSS help the DOD achieve the dual goal of:

1. More frequently selecting moving companies providing quality service
2. Motivating moving companies to improve their performance

How satisfied were you with the professionalism of the counselor(s)?



*Sad Faces = Less business
for the moving company*

*Happy Faces = More business
for the moving company*

What happens with my comments after submitting the survey?

DOD representatives and your Transportation Service Provider (if you agree to share with moving company) will review your comments and information to track trends, evaluate issues, and improve service.

Should I expect a survey from my moving company?

No, your moving company should not ask you to fill out any other survey, including verbal, printed/electronic material, or social media. However, they can remind you to fill out the DOD Customer Satisfaction Survey.

IMPORTANT: PLEASE NOTE

1. Keep your primary and secondary telephone numbers and email addresses updated in DPS to ensure receipt of the surveys.
2. Survey links will expire 120 days from the date of initial receipt.
3. Please complete the survey in a timely manner as multiple reminders will be sent until the link expires.
4. Please complete all surveys sent to you to ensure your satisfaction and feedback are documented to provide improved services for your fellow DOD members in the future!
5. If you have not received the survey in the time frame mentioned above, check your spam folder.



WHO TO CALL FOR HELP

1. Local Transportation Office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. Technical Help Desk (to report issues):

Toll Free: 800-462-2176 Commercial 618-577-0969, Option 2
Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil

3. USTRANSCOM Customer Service

Toll Free: 833-645-6683



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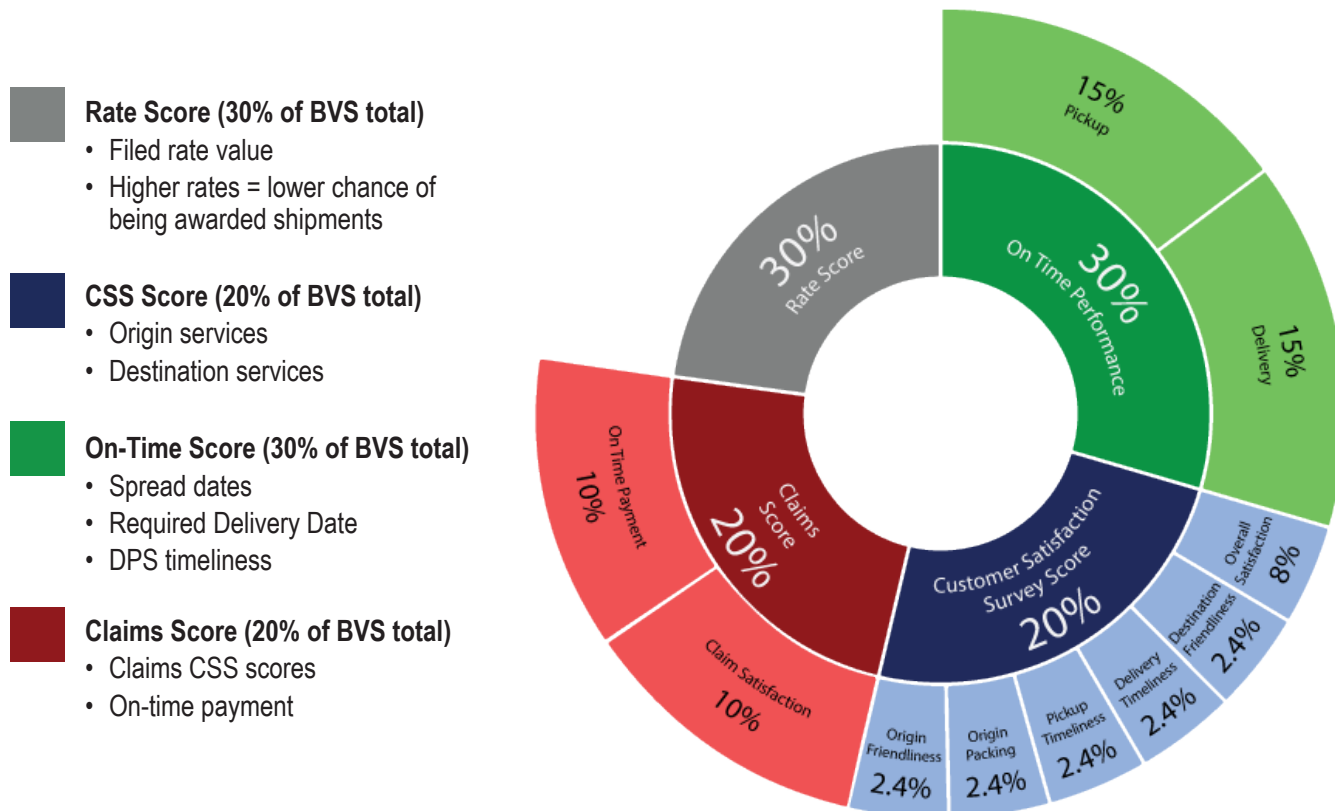
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When you take the Customer Satisfaction Survey, your input helps calculate the overall Best Value Score (BVS) of the moving company who serviced your move. The BVS of any given moving company is how the DOD ranks them on quality customer service and overall performance.

BVS is the determining factor in the booking and selection of a moving company to move your personal property shipment. Moving companies with higher BVS scores are awarded more shipments, thus providing more customers an experience with a quality moving company. It is very important that you complete each survey so that moving companies are further incentivised and rewarded for incorporating quality customer service.

There are four components that make up a moving company's total BVS.

1. Rate Score: Rating based on how much the moving company charges the DOD for their services and value relative to their competitors.
2. CSS Score: Rating based on customer satisfaction and CSS responses for origin and destination services.
3. On-Time Score: Rating based on the overall timeliness and ability to meet the customers' spread dates and Required Delivery Date (RDD).
4. Claims Score: Rating based on the company's amount of claims and their ability to settle claims in a timely manner.



Rate Score (30% of BVS total)

- Filed rate value
- Higher rates = lower chance of being awarded shipments

CSS Score (20% of BVS total)

- Origin services
- Destination services

On-Time Score (30% of BVS total)

- Spread dates
- Required Delivery Date
- DPS timeliness

Claims Score (20% of BVS total)

- Claims CSS scores
- On-time payment

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