



CUSTOMER FACING DASHBOARD

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

Moving metrics available at your fingertips!

Visit www.ustranscom.mil/dp3/tspinformation.cfm to check the timeliness of deliveries, review satisfaction scores, assess a moving company's performance trends, and much more.



The Customer Dashboard is a tool that offers program trends and statistics, as well as the ability to review current metrics on the Transportation Service Provider (TSP) shipping your belongings.

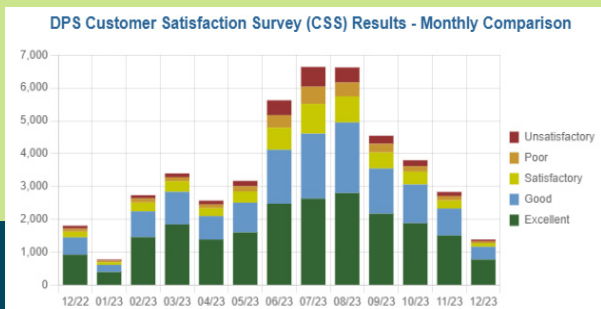
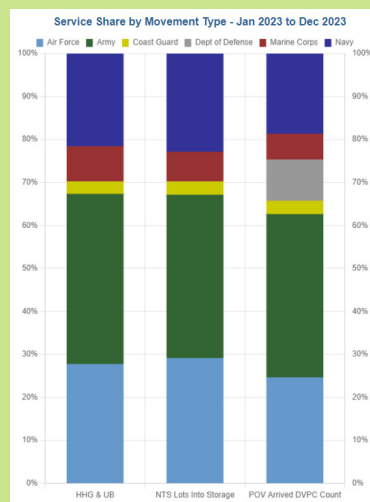
From the drop down at the top of the page:

1. See Program Overview Data for:

- Total number of household goods and unaccompanied baggage shipments
- Volume of moves per service branch
- Percent of on-time deliveries
- Customer Satisfaction Survey (CSS) ratings

2. See TSP Metrics for:

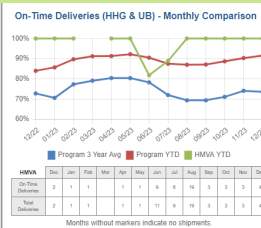
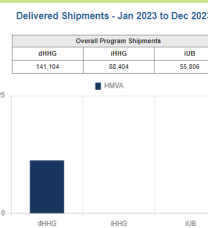
- Total number of shipments delivered this year
- Total number of Letters of Warning and/or Suspensions
- CSS ratings
- Percent of filed loss or damage claims
- Average amount paid per loss or damage claim
- Percent of on-time deliveries



Select a TSP to view metrics

Sort by: TSP Name SCAC

TSP Name	SCAC
HMVA - H MOVING STORAGE, INC.	
HMOI - H MOVING STORAGE, INC.	
OPRT - 1-800-PACK-RAT, LLC.	
TNPI - 29 PALMS VAN STORAGE, INC.	
AWTJ - A W TRANSPORTATION SER...	
ABTO - A & B TRANSFER & STG CO...	
AMMI - A & M MOVING & STORAGE I...	
AMGI - A & M MOVING & STORAGE I...	
ANPS - A & P SHIPPING CORP	
AAFD - A ADVANTAGE FORWARDER...	
AAHA - ALPHA TRANSPORTATION ...	
ABTV - A BEST MOVERS, INC.	
ACUF - A COLUMBIA FORWARDERS...	
AFSD - A FIVE STAR FORWARDING...	
ARSM - A RELOCATION SOLUTIONS ...	
RAFW - A ROBERTS FORWARDING...	
ATEW - A THREE RIVERS FORWARD...	
AVLW - A VAN & STORAGE OF LAWT...	
AVSH - A VAN & STORAGE, INC.	
AWDV - A WORLD WIDE MOVING, I...	



Punitive Actions Jan 2023 to Dec 2023

Letters of Warning	5
Letters of Suspension	0

Customer Satisfaction & Claims (HHG & UB) Jan 2023 to Dec 2023

TSP	HMVA			Overall Program		
	CSS % Satisfied	Claim Rate	Average Claim Amount Paid	CSS % Satisfied	Claim Rate	Average Claim Amount Paid
dHHG	83.4%	33.9%	\$635	85.7%	18.5%	\$1,156
iHHG	-%	-%	\$-	90.9%	13.4%	\$1,080
iUB	-%	-%	\$-	93.4%	4.3%	\$503

For questions or assistance, contact your local Transportation Office.

While the dashboard is available to view at any time, you may find the data most useful when planning your move. Your local Transportation Office is available to answer questions regarding the availability of the TSP, discuss how the metrics might impact your move, and share various options. Remember to identify your preferred TSP in the Defense Personal Property System (DPS) when creating your shipment request.