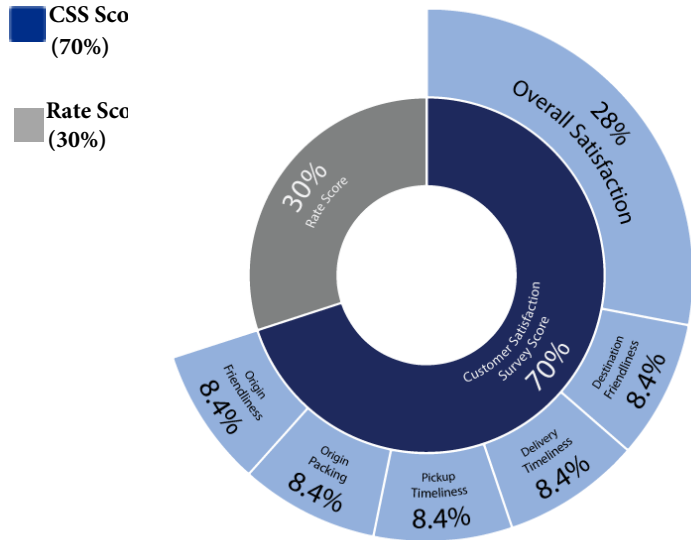




Best Value Score (BVS) 2.0

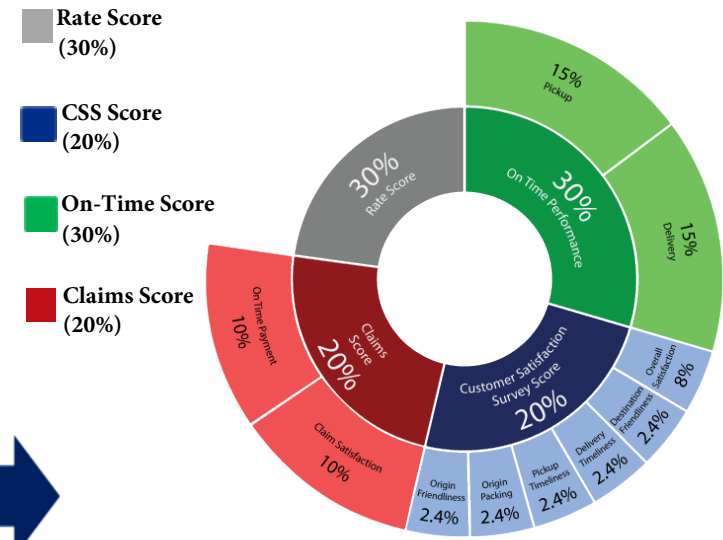
- Your voice is critical to the BVS score and the Customer Satisfaction Survey (CSS) adds your critical input to the overall BVS.
 - It is very important that you complete each survey to ensure that moving companies incorporate quality customer service, and are awarded more personal property shipments when they do!

Current BVS Components



- BVS is the determining factor in the booking and selection of a moving company to move your personal property shipment.
- Moving companies are awarded personal property shipments based on their performance during your move.

2023 BVS Components



Status	BVS Component	% of BVS
Existing	Rate Score	30%
Updated	Customer Satisfaction Survey	20%
New	Claims Score	20%
New	On Time Delivery	15%
New	On Time Pickup	15%

- The 2023 BVS component changes increase the accountability of our industry partners and places more focus on service throughout your move.
 - The addition of on-time performance measure amplifies the questions of the CSS.
 - The addition of the claims score measure addresses a key gap missing in the current program!
 - The changes focus more attention on all aspects of your end to end move, from On-Time Performance (pickup and delivery), Customer Satisfaction, and Claims.

2023 BVS Components

Rate Score (30%)

- Moving companies will earn points relative to their competitors based on the rates they file.

On-Time Score (30%)

Pickups Performance:

- Accommodate customers' spread dates.
- Pickup on time; on the planned pickup date.
- Update your shipment record in the Defense Personal Property System (DPS) in a timely manner.

Delivery Performance:

- Deliver on or before the Required Delivery Date (RDD).
- Update DPS in a timely manner.

Claims Score (20%)

Care for shipments to minimize claims and work with customers to settle claims in a timely manner.

- Claims CSS scores
- On-time payment

CSS Score (20%)

BVS 2.0 will hold moving companies/move managers/claims managers accountable for customer satisfaction with:

- Origin services
- Destination services, and
- Claims services

