

## USTRANSCOM CUSTOMER FACING DASHBOARD

On 22 Oct 2021, USTRANSCOM released a customer facing dashboard that will allow you, as the customer, to see shipment volumes, lost and damage claims, Customer Satisfaction Survey (CSS) scores, timeliness, and punitive actions for individual moving companies as compared to the entire program. The purpose of the dashboard is to allow customers to realize when shipment volumes are at their highest levels and see the corresponding reduction in CSS scores as well as provide a complete picture of how their assigned Transportation Service Provider (TSP, aka the moving company) has performed in the past.

If you're not happy with your assigned TSP can you make changes? Yes, but there could be delays in assigning a new company which could result in shifting the requested date of your move. This will be even more critical during the Summer Peak Moving Season when TSPs often experience anywhere from a 6-8 week lead time in getting a shipment booked. Additionally, there could be limits on the number of times you can change your assigned TSP based on workload management at the shipping companies.

The option of executing a Personally Procured Move (PPM) in CONUS (and to and from Hawaii and other non-foreign locations) is always available and requires an additional understanding of operating within the Government Constructed Cost (GCC) associated with your move and the potential for out-of-pocket expense. More information on the PPM process is available on the PCS Move Resources and USMC PCS Advocacy Council webpages via the links provided below.

Additional guidance and information on the dashboard are forthcoming from both HQMC and USTRANSCOM. The link to the dashboard is below.

- Dashboard:

<https://www.ustranscom.mil/dp3/index.cfm?tsp=17243B5C915F42C1A8C22F06CAE7DE0E#tspdetai>

- The **new** link to the PCS Move Resources webpage is:

<https://www.iandl.marines.mil/Divisions/Logistics-Plans-Policies-Strategic-Mobility-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/>

- The **new** link to the USMC PCS Advocacy Council webpage is:

<https://www.iandl.marines.mil/Divisions/Logistics-Plans-Policies-Strategic-Mobility-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/USMC-PCS-Advocacy-Council/>