

## Customer Satisfaction Survey (CSS) FAQs

[I'm getting an error accessing the Customer Satisfaction Survey \(CSS\) page, can you assist?](#)

[Can you complete a Customer Satisfaction Survey \(CSS\) for a Direct Procurement Move \(DPM\)?](#)

[Can Member's differentiate agent's From Transportation Service Provider \(TSP\) on Customer Satisfaction Survey \(CSS\)?](#)

### **1. I'm getting an error accessing the Customer Satisfaction Survey (CSS) page, can you assist?**

We do recognize there can be challenges to completing the survey. Please note you can only use Internet Explore to access the survey. Here are two options to consider.

1. The link is very long; if you are copying and pasting the link ensure you are capturing the entire URL.
2. You can contact our Telephone Surveyors by calling SDDC Help Desk at 1-800-462-2176 Press Option 7 or DSN: 770-7332 Press Option 7

NOTE: Be prepared to know which shipment you are calling about, i.e. did you have a baggage shipment and an international shipment, and answer the questions according to that specific shipment and its circumstances.

### **2. Can you complete a Customer Satisfaction Survey (CSS) for a Direct Procurement Move (DPM)?**

No, during this phase of the program we are not collecting surveys on the DPM program.

### **3. Can Member's differentiate agent's From Transportation Service Provider (TSP) on Customer Satisfaction Survey (CSS)?**

The Agent/TSP relationship is viewed as being the same entity when providing customer service. The customer often does not know the difference between the two parties. Therefore, the TSP must carefully choose the agents who will provide the best customer service, because this is ultimately a reflection upon their company when the customer completes the survey.