

15 November 2011

**Recalculation of Customer Satisfaction Survey (CSS) Scores**  
**for the**  
**1 January 2012 to 14 May 2012 Performance Period**

The Military Surface Deployment and Distribution Command (SDDC) updated the CSS portion of the Best Value Score (BVS) with current data.

**DATA PULL TIME PERIOD** (note changes)

The data pull for completed surveys was extended until 9 November 2011. Data pull for delivered shipments will remain 31 Oct 2011 and both are effective starting with the 1 January 2012 performance period.

TSPs that are not statistically valid receive supplemental survey scores which are added only to the remaining needed surveys to achieve statistical validity as outlined in the DTR IV: U.Q. Table 2. The value attributed to supplemental survey scores is equivalent to the mean (average) value of the market and happens each performance period.

For example if a TSP moved 15 shipments, they require 13 completed surveys to achieve statistical validity. Currently, the TSP only has 10 surveys completed meaning the TSP requires an additional three surveys. The values attributed to the remaining three surveys are equivalent to the mean (average) market score.

The mean scores for this period are listed below:

dHHG:	77.03
iHHG:	77.56
iUB:	82.94

**CSS Appeal Dates**

SDDC asks each TSP to review their CSS scores for accuracy. The email address to submit appeal requests is [sddc.safb.icss@us.army.mil](mailto:sddc.safb.icss@us.army.mil). The window to submit CSS appeals is 16 – 25 November 2011, seven (7) business days. Any appeals received after 2359 CST on 25 November 2011 will not be considered.

**CSS Appeal Process**

Please submit requests once, multiple submissions clog the inbox. All appeals MUST be sent from an individual that is on that TSPs ETOSSS and include the SCAC, GBL number, reason for appeal (i.e. NTS Shipment) and any documentation that supports your request. For prompt processing, the subject line must include the words “NTS Appeal”, or “CSS Appeal” as appropriate. All NTS appeals must include a copy of the GBL. TSP’s can re-submit any appeals that miss the cutoff during the **NEXT** recalculation of the CSS.

Scores can be viewed using the Interim Customer Satisfaction Survey (ICSS) tool located on the ETA website (<https://eta.sddc.army.mil>, Personal Property, ICSS. Please use the report titled ‘TSP CSS Score’ and run the report for the dates listed above. If you do not have access to the ICSS tool you may request via email at [safb.etaadminhd@us.army.mil](mailto:safb.etaadminhd@us.army.mil) the request must come from the Vice-President or above of the company and must contain the SCAC, TSP name, employee name, position, phone number, and email address.

This message is approved for release by Lt Col Derek Oliver, DCS, Personal Property, HQ SDDC.