

Customer Satisfaction Survey Completion Challenges

A recent issue with DPS caused some CSS's to be scored as "0". This error was corrected with a DPS patch on 21 October. All "0" scored CSS's were reset and an email with the direct CSS link was resent to all those customers affected. Due to this error we are extending the date to collect CSS scores until 9 November 2011. The delivery dates cutoff remains 31 October. The "Recalculation of CSS scores" message will be sent approximately 16 November. Questions may be sent to sddc.safb.icss@us.army.mil. This message is approved for release by John Johnson, Chief, Personal Property, HQ SDDC