

## TSP Evaluations... The Cornerstone of DP3

The **Customer Satisfaction Survey (CSS)** is a web-based evaluation that allows a service member/DOD employee or spouse to score the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you score a TSP on the CSS determines whether they receive more or less DOD household goods business in the future.

The CSS embraces a "Best Value Score" methodology. The CSS holds an integral and significant weight in the Best Value Score and provides SDDC with direct feedback about each service member's move experience.



**Military Surface Deployment  
& Distribution Command**  
*Committed \* Dependable \* Relentless*

## YOUR PARTICIPATION MATTERS!

### HIGHER SCORES

mean **MORE** business for the moving company.

### LOWER SCORES

mean **LESS** business for the moving company.

## HOW SOON SHOULD THE CSS BE COMPLETED?

*Note: You will only be able to access your survey when your shipment is in delivered status*

Reminder e-mails will be sent to the member/employee 7, 14, and 21 days after the shipment is marked as delivered.

### For DPS, CSS questions

[sddc.safb.css@us.army.mil](mailto:sddc.safb.css@us.army.mil)

### For TOPS, iCSS questions

[sddc.safb.icss@us.army.mil](mailto:sddc.safb.icss@us.army.mil)

## Need Customer Satisfaction Survey Help?

If your shipment did **not** move via DPS...  
and/or to complete your CSS over the phone call

1-800-462-2176

or

DSN 770-7332 option 7

## Your Feedback Matters

# Customer Satisfaction Survey

12 Questions  
and a  
Few Minutes  
of Your Time

How you score  
your mover on the  
**Customer  
Satisfaction  
Survey**  
determines  
whether they  
receive  
more or less  
Department  
of  
Defense  
household  
goods  
business  
in the future



## COMPLETING THE EVALUATION FOR DPS SHIPMENTS

If your shipment was moved via DPS, your Bill of Lading # looks similar to **BGAC0000912**:

### 1. If you have a current ETA/DPS password, skip to step #2.

If you do not:

- Access the DPS Home Page at <http://www.move.mil/>
- Select "DOD Customer" (top of the screen).
- Select "To Register for a DPS account" (right side of the screen under "DPS Passwords/Registration").
- Fill in the requested information, and hit "Submit".  
Note: when providing an e-mail address, please ensure that you use an e-mail address that you will have 24/7 access to AT DESTINATION.
- Your user credentials will be sent to you automatically at the e-mail address you filled in above.
- Once you have received your password, go to step #2.

### 2. If you currently have an ETA/DPS password:

- Access the DPS Home Page at <http://www.move.mil/>
- Ensure Pop-Up Blockers are turned off.
- Select "Login to DPS" (highlighted top right of the screen).
- The Minimum System Requirements will appear which should be reviewed to ensure system compatibility.
- Select "Login to DPS" (highlighted at the bottom of the screen).
- The ETA login page will appear. Enter your User ID and Password. Ensure you check the box consenting to enter a DOD site. Select "Log in".
- Select the "Customer Satisfaction Survey" tab (top of the screen).
- Complete the 12-question survey and select "Submit".



## COMPLETING THE EVALUATION FOR TOPS SHIPMENTS

If your shipment was moved via TOPS, your Bill of Lading # looks similar to **JQ-895667**:

Visit <https://icss.eta.sddc.army.mil>

### 1. If you have already received your password proceed to step 2.

If not:

- To request a password to login click the Forgot Password hyperlink.
- Upon entering your social security number, a password will be sent to the e-mail that is listed on file.
- NOTE:** To update your e-mail address please send a request to [sddc.safb.icss@us.army.mil](mailto:sddc.safb.icss@us.army.mil) with your GBL number.

### 2. Enter your social security number and password.

- The password will not work unless it is entered character for character.
- You should receive your password via the e-mail address you provided at origin counseling and/or at destination counseling.

### 3. Click "Submit".

### 4. If you receive a message stating that "No surveys are on file", the delivery date for your shipment has not yet been entered into the system.

### 5. Please e-mail [sddc.safb.icss@us.army.mil](mailto:sddc.safb.icss@us.army.mil) with your GBL number and the date your shipment was delivered.

- Reminders will be sent on the 7th, 14th, and 21st day after the shipment was delivered.
- Within the e-mail reminder there is an encrypted link to the survey. If you receive a warning message stating that the site is not secure, this is because you do not have a PKI root certificate on your system. Instructions will be posted on the Reminder E-mail on how to download the certificate.