

Families First, is designed to improve the quality of life for all Service Members and DOD Employees involved in military mobilization and relocation

“Best Value” Score Methodology (BVS)

Families First uses the “Best Value” system by ranking Moving Companies on the performance and quality provided to the service member. This ranking is broken down into two sets of scores: Performance Score and Rates Score. The Performance Score consists of the Customer Satisfaction Survey (50%) and the Claims Score (20%). The Rates Score accounts for the remaining 30%. The survey is the primary source of data that will determine which moving companies are used to move shipments.

BEST VALUE SCORE (BVS) BREAKDOWN



Need Customer Satisfaction Survey Help?

To complete your CSS over the phone 1-800-253-2755 or DSN 328-3255 (please have your email password available, if you do not have an email password, please email the address listed below to request one)

General CSS Questions:
Contact icss@eta.sddc.army.mil

Families First: Customer Satisfaction Survey (CSS)





Families First: A New DoD Program focused on the Quality of Life for our Service Members, civilians, and their families through improved household goods moves by providing:

- Full replacement Value for damaged/lost household goods
- On-line claims filing and direct claims settlement between member/employees and moving companies
- Best value acquisition of transportation services by awarding shipments to quality service providers based on member/employee feedback
- Electronic web-based customer satisfaction surveys



Customer Satisfaction Survey is the Cornerstone of Families First

Customer Satisfaction Survey (CSS) is a web-based survey that allows a Service Member/DOD Employee or Spouse to rate the service and performance provided from a moving company during their personal property move. The goal of the survey is to help improve the overall move experience and ensure that only quality moving companies are used to move personal property.

Customer Satisfaction Survey embraces “Best Value Score” methodology based on a defined ratio of a moving company’s performance and cost. The survey holds a 50% weight in the Best Value Score and provides SDDC with direct feedback about each Service Member’s move experience.

IS THE CSS JUST ANOTHER SURVEY?

Completion of the CSS may eventually be required to qualify for Full Replacement Value. Therefore, it is important for the Service Members/DOD Employees to complete the survey to help improve performance and provide maximum customer benefit. Survey results help determine which moving companies are used to move your personal property in the future. Your feedback is used to select the best carriers and get rid of poor performers.

METHODS TO COMPLETE THE CSS

Service Members/DOD Employees are encouraged to complete their Surveys within 7 days after receiving shipment of their personal property. Prior to receiving shipment, the Member/Employee will be sent an email containing a website link and password with detailed instructions on completing their survey. If the survey is not completed within 7 days of shipment delivery, then reminder emails will be sent to the Member/Employee 7, 14, and 21 days after the shipment is marked as delivered. If there are problems with accessing the CSS please see the column on the far right or email your issue to: icss@eta.sddc.army.mil

Solutions for problems with accessing the CSS

- Check in with your Destination Transportation Office to ensure shipment is marked as delivered
- Update your contact information, ie. Email address, at Origin and Destination Transportation Office
- If your spouse wants to complete the survey make sure his/her email address is on file and they have the password
- If you would like to complete your CSS over the phone please dial 1-800-253-2755 or DSN 328-3255 (email password is required). If you do not have a password, or have general questions regarding CSS please send an email to icss@eta.sddc.army.mil

THE FUTURE OF THE FAMILIES FIRST PROGRAM

The goal of Families First is to make the Service Member’s and DOD Employee’s personal property move as smooth as possible. Success will only be accomplished if there is constant feedback on the program’s performance. Participation in the survey is the driving force behind the success of the Families First Program.

