

Complete your survey  
over the phone



Contact the Help Desk at

**1-800-462-2176**

or Commercial

**1-618-589-9445**

Select Option 5, then option 1

Have your Bill of Lading # handy

Example: BGAC000001



See a list of frequently asked  
questions at:

**<https://move.mil>**

## SURVEY SCORING



★  
**LOWER SCORES**  
*Less business for  
the mover*

or

★ ★ ★ ★  
**HIGHER SCORES**  
*More business for  
the mover*

## When should the survey be completed?

You will only be able to access your survey when your shipment is in "delivery complete" status.

Reminder emails will be sent to you 7, 14, and 21 days after the shipment is marked as delivered.

You may choose to complete your claims with the mover, if applicable, prior to submitting your survey.

You have one year from the day your shipment is delivered to complete a survey to that impacts the mover.

## NEED MORE INFORMATION?

Contact your local Transportation Office if you have questions about the survey or read tips online at:

**<https://move.mil>**



## CUSTOMER SATISFACTION SURVEY



**8** Questions and a few minutes of your time helps keep the best movers moving the Department of Defense!



## The Customer Satisfaction Survey is the cornerstone of moving company evaluations.

The **Customer Satisfaction Survey (CSS)** is a short, 8 question web-based evaluation accessible within the **Defense Personal Property System (DPS)**, the DoD's moving system you already use to submit your PCS move, track status changes and file a claim directly with your transportation service provider (TSP) – (your mover.)

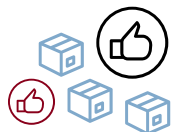
The survey allows DoD customers or their representative to score their mover and directly impact that mover's future business with the DoD.

The survey comprises 70% of the mover's Best Value Score.

The survey can be quickly completed in DPS or over the phone.

It provides the DoD with direct and, in many cases, actionable feedback about each customer's moving experience.

CSS comments are submitted to the mover and/or local transportation office for review.



## Complete your survey online in DPS



### Create a DPS Account

- Access the DPS Home Page at <https://www.move.mil>
- Ensure Pop-Up Blockers are turned off
- Select "Customer Service"
- Select "Create a New Account"
- Fill in and answer all questions.
- Select "Submit"
- Confirm Email "Cancel or OK"
- You will receive a User ID by email
- Once you receive your User ID and password, follow the instructions in the next section "Already have a DPS Account."

*NOTE: Your email is how the mover & DPS communicate with you.*



### EXPIRED OR FORGOTTEN PASSWORD?

- Select "Forgot Password"
- Enter "Enter User ID below"
- Type the code from the image
- Answer the security questions

## Already have a DPS Account?

### Go to the Customer Satisfaction Survey tab in DPS

- Access the DPS Home Page at <https://www.move.mil>
- Ensure Pop-Up Blockers are turned off
- Select "Customer Service"
- Select "Sign in to DPS" at the top of the screen
- The ETA login page will appear. Login using your Common Access Card electronic certificate, or use your user ID and password
- Select "Login"
- Select the "Customer Satisfaction Survey" tab in DPS
- Complete the 8-question survey
- Select "Submit"
- If you agree with the score provided "Select OK." Score can range from 0 to 100.
- Enter comments on the performance of your mover. Comments are limited to 2,600 characters. Once comments have been added, select "Submit."

