

# Completing the Customer Satisfaction Survey (CSS)

*The Customer's Guide to DPS*

DEFENSE PERSONAL PROPERTY PROGRAM

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# Completing the CSS

The Customer Satisfaction Survey (CSS), is not only your way to rate the service you received during your personal property move, but it will also determine the future DOD business the TSP, responsible for the packing, pick-up, transportation, and delivery of the customer's household goods, receives.



The CSS will provide you the opportunity to rate the origin transportation office, destination transportation office, TSP, and even the quality of life provided by using DPS.

Your responses, and comments, make up 50% of the TSP's score towards future government business. If you enjoyed your move experience, DPS wants to know, and we want to reward the TSP with more moves and customers.

If your moving experience was less than pleasant, we want to prevent this from happening to you again, or any other future customers, by using your feedback to properly rate the TSP, and if needed, suspend or disqualify them.

# Completing the CSS

To complete the Customer Satisfaction Survey (CSS), log into the DPS system, then click the Shipment Management tab at the top of the page.

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https://training.dps.mtmc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=UHPI0YWGsk0LrCxf6bXUpwIz5FbVzEoMW8cvARet

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Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies Home | Site Map | Log Out

Home Self Counseling **Shipment Management** Customer Satisfaction Survey [CSS] Claims Training DPS User Satisfaction

Show: Friday, June 26, 2009 1:32:59 PM Reports Queries: HELP

**General Information**

- JTR Definitions
- JFTR Definitions
- DPS Glossary/Acronyms
- Find a Counseling Office

**Quick Reference**

- Moving Tips
- Personally Procured Moves
- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide

**Online Brochures**

- It's your Move
- Shipping your POV
- Storing your POV
- Moving your Mobile Home
- USDA Don't Move Gypsy Moths

Welcome John Doe, of Air Force.

The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.

**Note:** Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

**United States Air Force Information**

**What you will need to Get Started**

If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the **Self Counseling** Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

- Your Contact information
- Pick-up and Delivery information
- Proof of Dependents (if applicable)
- Power of Attorney (if person completing application is not the member)

**Process to Complete your Shipments from Start to Finish**

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims

**To Begin Self Counseling Click Here**

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# Completing the CSS

**Customer Shipments Main Page**

Current Status	View/Edit	Enter	Request	Temporary Storage (SIT)							Shipment Net Weight	BL Number	Orders Number		
Delivered Complete	view	Shipments Info	Delivery Request	Request Extension	Temporary Storage Days Remaining	SIT Type	SIT Control Number	SIT Facility Contractor	SIT Date In	SIT Date Out	Days Authorized	SIT Portions	7981	AGFM0000184	AB-test 02
					74	D	091760001	CENTRAL ILLINOIS TRANSFER & STORAGE	2009-06-25		90				

Total Weight (All HHG Shipments):  
Total Weight (All UB Shipments)  
**WARNING: Excess weight exists for this set of orders (across all shipments).**  
[Click Here to view Excess Cost details](#)

> Click: **[+] Main**  
> Then click: **[+] Manage Shipments**  
> Finally click: **Shipment(s) and Status**

Return to your Shipment Status List. You will need to come to this screen first, to determine if your shipment is in a 'Delivered Complete' status in the Current Status column.

If your shipment has any other status, you will not be able to complete the CSS.

If your shipment is 'Delivered Complete', and you're ready to complete the CSS, click the Customer Satisfaction Survey (CSS) tab at the top of the page.

# Completing the CSS

If you have more than one shipment, you will need to select the correct shipment. The selected shipment will be highlighted in blue with a blue arrow on the left side of the row (see below example). After selecting the correct shipment click the Survey button.

The screenshot shows the Defense Personal Property System (DPS) interface. The browser title is "DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF". The URL is "https://training.dps.mtmc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=18\_sn=-SlgmzybF-1Lij5N142fG77JhgOmRcb57XibumCJtbs\_". The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Training", and "DPS User Satisfaction". The "Customer Satisfaction Survey [CSS]" menu item is selected. The page shows "Show: DPS Surveys" and "Friday, July 10, 2009 12:45:37 PM". The "Shipments" section has a "SURVEY" button highlighted with a red circle. Below the button is a table of shipments.

GBL	Pickup Date	Delivery Date	Pickup Address	Destination Address	Complete Shipment Status	Status	Type of Shipment	Survey Status	Survey Id
>	AGFM0000184	08/25/2009	07/10/2009	CHELMSFORD, MA 01824 UNITED STATES	O FALLON, IL 62269 UNITED STATES	Delivered	Delivered	dHHG	Not Started

# Completing the CSS

The shipment confirmation screen is to verify you have the correct shipment, if not click the Customer Satisfaction Survey tab at the top of the page and reselect your shipment.

Otherwise, from the drop down box on the lower left side (1), select “My Completed Shipment” then click the “OK” button on the lower right (2).

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https://training.dps.mtmc.gov/finsechannel\_enujstart.swe?SWECmd=Login&SWEPL=1&\_sn=-Sigmzybf-1Lj5N142FG77JhgOmRcb57XlumCjbs\_1

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Defense Personal Property System (DPS)

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Training | DPS User Satisfaction

Show: DPS Shipment Confirmation View | Friday, July 10, 2009 12:46:11 PM | Reports | Queries: | HELP

**Personal Property Shipment Survey**

Confirm Shipment Information

Last Name: Doe

Email Address: john.doe@hanscom.af.mil

Carrier Name: AALCOTRANS, Inc.

\*GBL: AGFM0000184

Origin Pickup Point: CHELMSFORD MA UNITED STATES

Destination Delivery Point: O FALLON IL UNITED STATES

Pickup Date: 6/25/2009 12:00:00 AM

Delivery Date: 7/10/2009 12:00:00 AM

Type of Shipment: dHHG

Please choose the selection that most accurately describes this shipment information:

This is

My Completed Shipment

My Uncompleted Shipment

Not My Shipment

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Done | Internet | 100%

# Completing the CSS

The Survey consist of 12 questions which you will answer from a drop down list provided. Each selection has a point value for the service provided, or how you felt the overall move experience went.

The questions are broken into sections for each portion of your move (origin PPSO, TSP, destination PPSO, and even Quality of life).

Select the answer from the drop down that best describes **your** move experience.

Upon completion, click the **Calculate Scores** button on the lower right of the page.

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https://training.dps.mtmcc.gov/finsechannel\_enus/start.swe?SWECmd=Login&SWEPL=1&\_srn=SgnzytF-1Uj5N42G773hgOmRcb577bumC3bs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:47:32 PM

Customer Satisfaction Survey

Survey Id: 1-GXNMM | Date: 7/10/2009 12:46:25 PM | GBL #: AGFM0000184

Transportation Service Provider: AALCOTRANS, Inc. | SCAC: AAEK | Customer Name: John Doe

Section I : The Origin Personal Property Office (i.e., PPSO or PPSO)

- \*1: Evaluate the service provided by the Government (e.g., initial contact, ease in contact, appointment, etc.)
- \*2: Evaluate how well the personal property shipment was handled at origin such as (e.g., initial contact, ease in contact, appointment, etc.)
- \*3: Evaluate how well the personal property shipment was handled at origin such as (e.g., initial contact, ease in contact, appointment, etc.)
- \*4: Evaluate how well the personal property shipment was handled at origin such as (e.g., initial contact, ease in contact, appointment, etc.)
- \*5: Evaluate services provided at origin such as (e.g., initial contact, ease in contact, appointment, etc.)
- \*6: Evaluate how satisfied you were with the transportation service provider (TSP) at origin such as (e.g., initial contact, ease in contact, appointment, etc.)
- \*7: Evaluate services provided at destination such as (e.g., initial contact, ease in contact, appointment, etc.)

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https://training.dps.mtmcc.gov/finsechannel\_enus/start.swe?SWECmd=Login&SWEPL=1&\_srn=SgnzytF-1Uj5N42G773hgOmRcb577bumC3bs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:50:06 PM

Section II : The Destination Personal Property Office (i.e., PPSO or PPSO)

\*9: Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact to delivery, including any follow-up.

Section III : The Destination Personal Property Office (i.e., PPSO or PPSO)

\*10: Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (e.g., ease in contact, customer service, and answering questions). If you were not in contact with, or did not use the destination Personal Property Office, please answer "Not Applicable"

Section IV : Quality of Life

\*11: Did your command allow you enough time at origin and destination to schedule and coordinate your move?

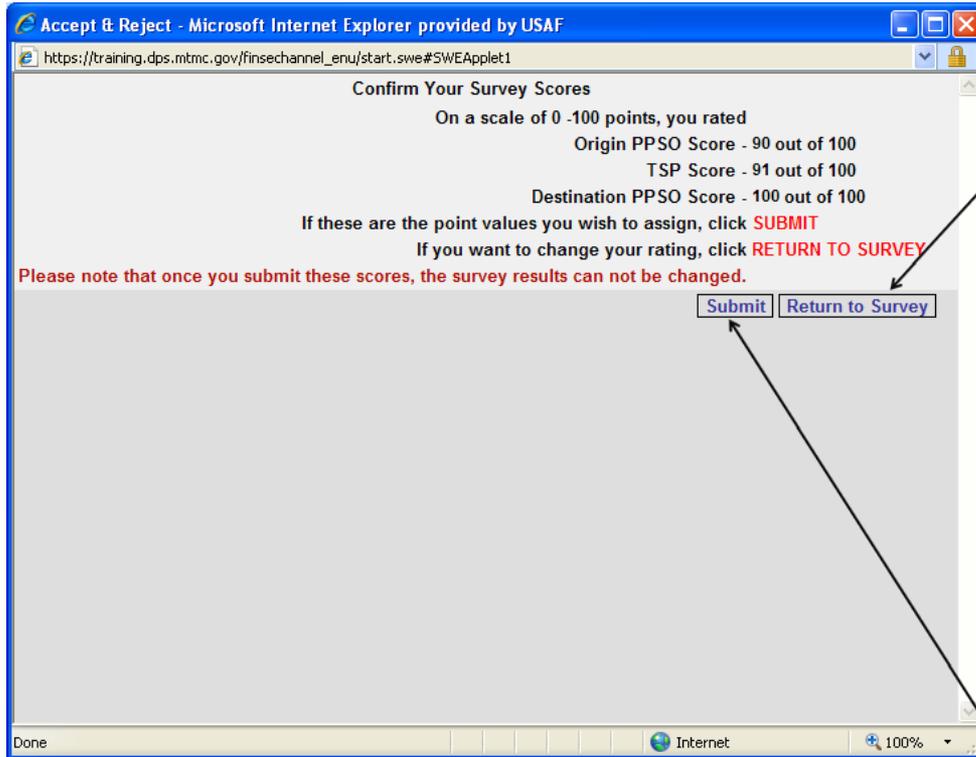
\*12: Do you plan to file a claim for loss or damage? (Your answer to this question will not affect your ability to file a claim later against your shipment)

Do you authorize the Transportation Service Provider, i.e., the mover, to contact you regarding your survey ?

Do you authorize the Personal Property Office to contact you regarding the survey?

Calculate Scores | Cancel

# Completing the CSS



After completing the CSS, DPS will request a confirmation before submitting your scores. On this confirmation screen you will be able to see how you've scored each section for your shipment.

If you feel this is incorrect, click the **Return to Survey** button to change any of your answers.

If you are satisfied with the final scores, then click the **Submit** button.

# Completing the CSS

Congratulations! You've completed your CSS and DPS move. From this "Thank You" screen you'll have the option to provide additional feedback (free text for your comments) by clicking the **Complete Feedback** button.

