



## What is the Customer Satisfaction Survey?

The **Customer Satisfaction Survey (CSS)** is the Department of Defense's (DoD) cornerstone of moving company evaluations. It is a multiple question evaluation that allows DoD and U.S. Coast Guard customers, or their representative, to score their moving company's service throughout all stages of a PCS move. **Completing the CSS is very important! Your responses provide the DoD with actionable feedback regarding your moving experience that will directly impact the moving company's future business with the DoD.**

## When can I expect to fill out the CSS?

You may receive up to five surveys throughout your PCS move, based on the following events in the life cycle of your move:

1. Survey #1 Counseling - survey sent after counseling (in-person or self-counsel) is complete.
2. Survey #2 Origin Services - survey sent after moving company changes status to "in-transit."
3. Survey #3 Destination Services - survey sent approximately 30 days after delivery.
4. Survey #4 Transportation Service Provider (TSP) Claim - survey sent approximately **75 days** after claim is submitted.
5. Survey #5 Military Claims Office (MCO) - survey sent approximately **75 days** after all or part of a claim is transferred to the MCO.



## How can I complete the CSS?

You will no longer have to log into DPS or call a phone operator to share your thoughts. You will receive a link via email and text message. The online survey can be completed using a personal computer or a portable device (smartphone, tablet, Mac or PC). **Your timely feedback is important, the link you receive for each survey expires 90 days from receipt.** You will receive reminders for each survey until completion and up to expiration.

## What types of questions will I be asked?

The brief surveys will ask you to rate your experience with both DOD staff as well as your moving company, and include optional open-ended comment boxes. The questions use happy to sad face icons to rate your satisfaction and are quick to complete.

4. How satisfied were you with the professionalism of the counselor(s)?



Regarding your moving experience with the Transportation Provider (mover), what went well and how can we improve?

Comments:

## What happens with my comments after submitting the survey?

Members of the DoD review comments (along with the moving company if you agree to share) and DoD will use that info to track trends and evaluate issues. Your survey feedback is key in keeping the DoD informed of whether moving companies are doing a good job or not. Your feedback assists the DoD to identify companies that are not providing quality service which could result in their removal from the program.

**A few minutes of your time helps keep the best movers moving service members and their families!**

**Happy Faces =**  
*More business for the  
moving company*

**The results of the CSS help the DoD achieve the dual goal of:**

1. More frequently selecting moving companies providing quality service.
2. Motivating moving companies to improve their performance.

**Sad Faces = Less**  
*business for the  
moving company*

## Should I expect a survey from my moving company?

No, your moving company should not ask you to fill out any other survey, including verbal, printed/electronic material, or social media. However, they can remind you to fill out the DoD Customer Satisfaction Survey.

### **IMPORTANT: PLEASE NOTE**

1. Keep your primary and secondary telephone numbers and email addresses updated at all times to ensure receipt of the surveys.
2. Survey links will expire **90 days** from the date of initial receipt.
3. Please complete the survey in a timely manner as multiple reminders will be sent until the link expires.
4. Please complete all surveys sent to you to ensure your satisfaction and feedback are documented to provide improved services for your fellow DoD members in the future!



## **WHO TO CALL FOR HELP**

1. **Local Transportation Office:**  
<https://installations.militaryonesource.mil>
2. **Technical Help Desk (website navigation help, account issues):**  
Toll Free: (800) 462-2176 Commercial: (618) 577-0969, Option 2  
Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil)
3. **USTRANSCOM Customer Support Center**  
Toll Free: (833) MIL-MOVE (645-6683)