



# CUSTOMER SATISFACTION SURVEYS

MAY 2026

Visit the Personal Property Activity website at [ppa.mil](https://ppa.mil) for more information.

Your Customer Satisfaction Surveys (CSS) are crucial for informing the Department of War (DoW) about the quality of service provided by your moving company. Your feedback helps identify which moving companies are meeting service standards, as well as those that are not. This information is used to ensure accountability and may lead to the removal of moving companies failing to provide quality service.

## What is the Customer Satisfaction Survey?

The Customer Satisfaction Survey link will be sent to you at specific events in the life cycle of your personal property move. At each stage, you will receive a multi-question survey that allows you, or your representative, to rate the moving company's service as it happens. Completing each survey is very important! Your timely responses provide actionable feedback that will directly impact that moving company's future business with the Department of War.

## When do I complete the CSS?

You may receive up to five Household Goods (HHG) surveys throughout your PCS:

- Survey #1 **Counseling**: sent after counseling (in-person or self-counsel) is complete.
- Survey #2 **Origin Services**: sent after pick-up day when your move status changes to "in-transit" in the Defense Personal Property System (DPS).\*
- Survey #3 **Destination Services**: sent after delivery when your move status changes to "delivery complete" in DPS. \*Moving company makes status change.
- Survey #4 **Claims**: sent when a claim is closed out or 75 days after claim is submitted.
- Survey #5 **Military Claims Office (MCO)**: sent approximately 75 days after your claim is transferred to the MCO.

## How can I complete the CSS?

You will receive a link via email (domestic moves will also receive the link via text message) that can be completed on a computer or mobile device. Each survey will expire 120 days from receipt and periodic reminders will be sent until the survey is completed or the link expires.

## What type of questions will I be asked?

The surveys will ask you to rate your experience with DoW staff and your moving company. Your satisfaction is rated on a 5-point Likert scale. (Example to the right) with the opportunity to provide additional comments at the end.

The results of the CSS help the DoW:

1. Award more service to high quality movers.
2. Motivate moving companies to improve their performance.

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



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

DoW representatives and your moving company will analyze your responses to track trends, evaluate issues, and improve service.

## Should I expect an additional survey from my moving company?

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

### IMPORTANT: PLEASE NOTE

1. Keep your primary and secondary telephone numbers and email addresses updated in DPS to ensure receipt of the surveys.
2. Survey links will expire 120 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. If you have not received the survey in the time frame mentioned above, check your spam folder.
5. Complete all surveys to ensure your feedback is documented, helping to improve services for everyone.



## WHO TO CALL FOR HELP

### 1. Local transportation office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

### 2. Personal Property Activity Call Center:

833-MIL-MOVE (833-645-6683)

PPA Customer Call Center: [PCSCallCenter@mail.mil](mailto:PCSCallCenter@mail.mil)

DPS or MilMove Technical Help: [transcom-ppa-dtsc@mail.mil](mailto:transcom-ppa-dtsc@mail.mil)



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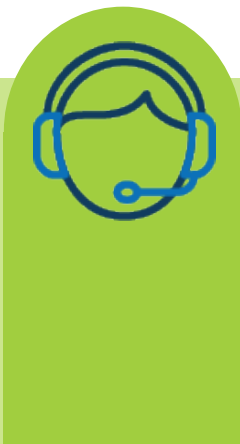
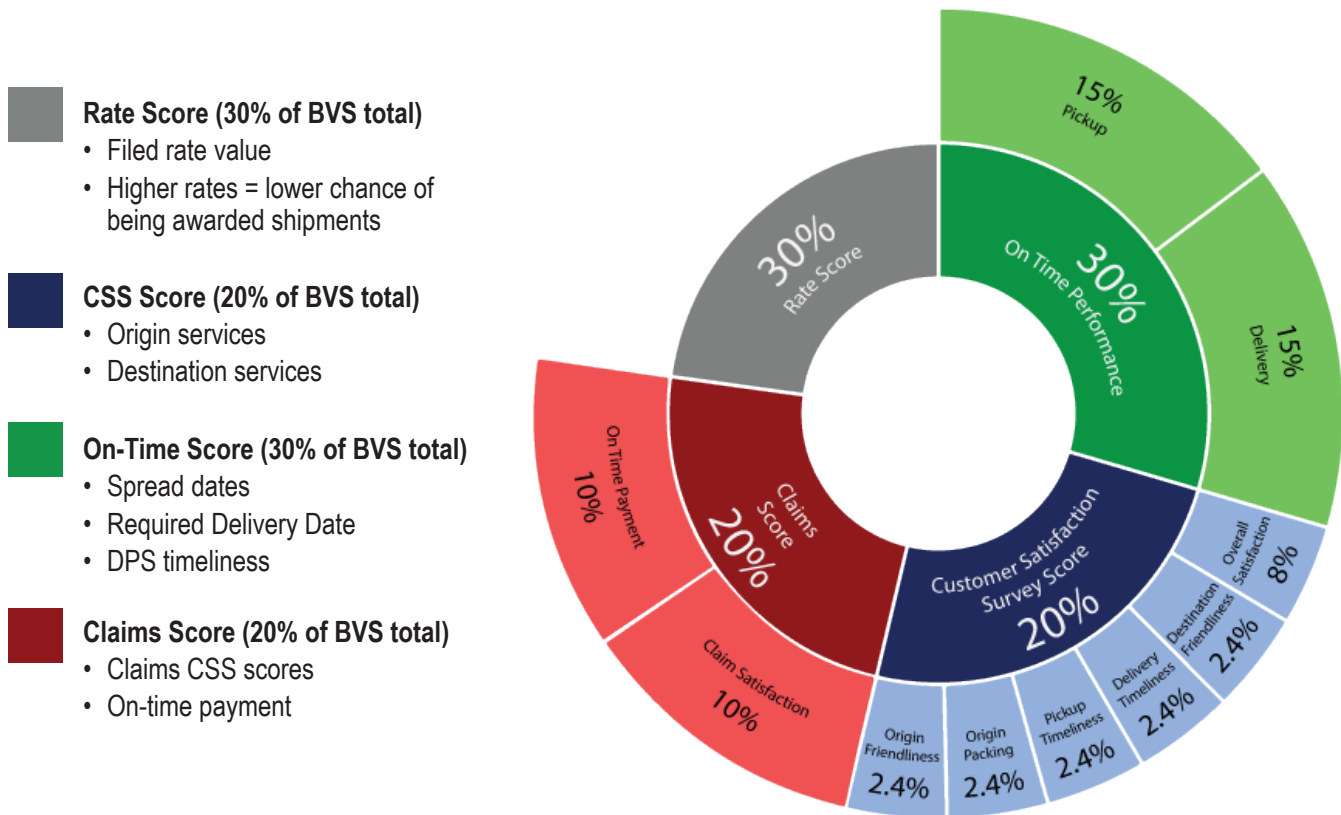
MARCH 2026

When you take the Customer Satisfaction Survey (CSS), your input helps calculate the overall Best Value Score (BVS) of the moving company who serviced your move. The BVS is how the DoW ranks moving companies on quality service and overall performance.

The BVS is the quality rating that determines the volume of shipments a moving company is awarded. Calculated directly from customer survey feedback, the BVS ensures that companies with higher scores earn more business. While this score doesn't determine the specific moving company for your individual shipment, it increases the likelihood that you and others will be served by a top-performing company. It is therefore very important that you complete each survey, as your feedback directly influences a moving company's BVS and incentivizes them to provide excellent customer service.

There are four components that make up a moving company's total BVS.

1. Rate Score: Rating based on how much the moving company charges the DOW for their services and value relative to their competitors.
2. CSS Score: Rating based on customer satisfaction and CSS responses for origin and destination services.
3. On-Time Score: Rating based on the overall timeliness and ability to meet the customer's spread dates and Required Delivery Date (RDD).
4. Claims Score: Rating based on the company's amount of claims and their ability to settle claims in a timely manner.



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Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil