Customer Satisfaction Survey (CSS) FAQ's

Q. A warning message stating "There is a problem with this website's security certificate" popped up when I tried to open the password link. Is this site secure?

A: The computer you are utilizing does not have the Department of Defense PKI Root Certificate installed. This certificate is recommended to access the site; however the site is still secure if you choose select "continue to website". If you would like to download the PKI Root Certificate you can go to https://eta.sddc.army.mil/ETASSOPortal/default.aspx. Click "Support" and "DoD Root Certificates".

Q. The password entered from the reminder email does not work.

A: Manually type in the password from the email rather than cutting and pasting.

Q. My survey doesn't appear.

A: In order to complete the survey, your shipment MUST be marked "Delivered Complete"
If your shipment moved in TOPS, the Personal Property Office must enter the delivery date to unlock your survey. If your shipment moved in DPS, your Transportation Service Provider (TSP otherwise known as your moving company) must enter the delivery as complete.

Q. How do I know which method to utilize to complete my CSS?

A. The distinction is made based on your Bill of Lading (BL) number. Locate the BL number on the top right hand corner of your BL which should have been provided by your moving company.

If the format is similar to BGAC0000912, your shipment was moved in the Defense Personal Property System (DPS). To access the survey, please enter via www.move.mil

If the format is similar to JQ-895667, your shipment was moved in the Transportation Operational Personal Property Standard System. To access the survey, please enter via https://icss.eta.sddc.army.mil

Q. I get an error message when I attempt to leave feedback.

A. For Defense Personal Property System (DPS) shipments the feedback boxes are limited to no more than 250 characters. DPS does not have a character count, nor denote this limitation. However, if you attempt to leave feedback in excess of this character count you will receive an error message and your feedback will be removed. While we work to increase the character count in the feedback section, please ensure your feedback is as succinct as possible, as the feedback you provide is essential to ensure an improvement in quality service.

Q. The system doesn't recognize my CAC when I attempt to log in.

A. The Defense Personal Property System (DPS) is not currently enabled for a CAC log in for members/employees with shipments. Members must utilize their User ID and Password for entry into ETA/DPS.

Q. How do I know what my User Id is?

A. Your User Id is your Social Security Number (SSN), or if you are Coast Guard it is your EIN.

Q. My system doesn't allow me to get to into the Defense Personal Property System (DPS).

A. Please ensure that you have turned off your Pop Up Blockers and that you have reviewed all the Minimum System Requirements (located on www.move.mil), as not all systems are readily compatible with DPS.

Q. I am trying to click on the CSS link included in my email reminder (for a TOPS shipment) but nothing comes up.

A. Please copy and paste the link into your web browser. If you are using AKO, you must copy and paste the link into the web browser as AKO does not permit links to be directly accessed.

Q. I have forgotten my password for access to the CSS within DPS. Where can I request a new password?

A. Please go to www.move.mil, and under the header 'DPS Registration', select "Forgot Password". You may then follow the instructions and fill out the requested information for a new password to be emailed to you.

Q. I have forgotten my password for access to the CSS for my TOPS shipment. Where can I request a new password?

A. Please go to https://icss.eta.sddc.army.mil/, and click the "Forgot Password" button. You will be prompted for your SSN. Your password will be sent to the email address currently on file.