

## Screenshots of TMSS 2.0 Popover Replacement (7/2022) Question 1

0% Survey Completion 100%



### Welcome to the TMSS 2.0 Survey!

This short survey is designed to collect stakeholder feedback to ensure continued success of GSA's Transportation Management Services Solution (TMSS) 2.0. Please take five minutes to answer the short questions below. Your feedback is important to us and will help us plan for future site updates and feature additions. Thank you!

1. How satisfied are you with TMSS 2.0 overall? *(Response required)*

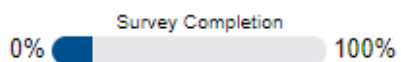
- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

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## Question 2



2. Please rate your overall satisfaction with the following: *(Response required)*

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	N/A
TMSS 2.0 Site Layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TMSS 2.0 Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TMSS 2.0 Help Desk Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to Complete Task	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

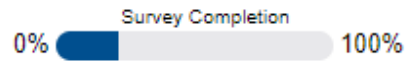
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### Question 3



3. Select the role that best describes you today. *(Response required)*

- Household Goods (HHG) Customer Agency
- Household Goods (HHG) Transportation Service Provider (TSP)
- Freight Customer Agency
- Freight Transportation Service Provider (TSP)

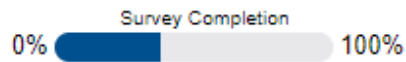
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If the first option Household Goods (HHG) Customer Agency is selected in Question 3:  
Question 4-1



4. What did you login to TMSS 2.0 to accomplish today? Select all that apply. *(Response required)*

- Run a HHG query
- Review GSA 3080s
- Book a HHG shipment
- Account administration
- Find help or report an issue
- Other

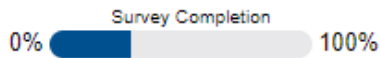
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If the second option Household Goods (HHG Transportation Service Provider (TSP) is selected in Question 3:  
Question 4-2



4. What did you login to TMSS 2.0 to accomplish today? Select all that apply. *(Response required)*

- Run a HHG query
- Initiate/Upload/Review GSA 3080s
- Upload a Shipment/SIT report
- Review/Accept a HHG shipment
- Generate a report (rate/scope reports)
- Upload/create rate offers
- Account Administration
- Find help or report an issue
- Other

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If the third option Freight Customer Agency is selected in Question 3:  
Question 4-3

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Survey Completion  
0%  100%



4. What did you login to TMSS 2.0 to accomplish today? Select all that apply. *(Response required)*

- Execute Bill of Ladings
- Search for TSP contact info
- Run a rate query
- Find help or report an issue
- Administration of my account
- Other

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If the fourth option Freight Transportation Service Provider (TSP) is selected in Question 3:  
Question 4-4



4. What did you login to TMSS 2.0 to accomplish today? Select all that apply. *(Response required)*

- Switch user accounts
- Accept freight shipments
- Freight rate download
- Customer list and contacts
- Run a rate query
- Find help or report an issue
- Administration of my account
- Other

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## Question 5



5. Were you able to accomplish what you came here to do today? *(Response required)*

- Yes, I accomplished what I needed to do.
- No, I was unable to accomplish what I needed to do.

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Question 6, 7, 8



6. How can we improve TMSS 2.0? *(Optional)*

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7. Do you have any additional comments or suggestions? *(Optional)*

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8. Do you have something else you'd like to tell us? Please provide your phone number and/or email address, and we'll contact you. *(Optional)*

Phone Number

Email Address

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[Submit](#)

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## Survey Completion

0%  100%

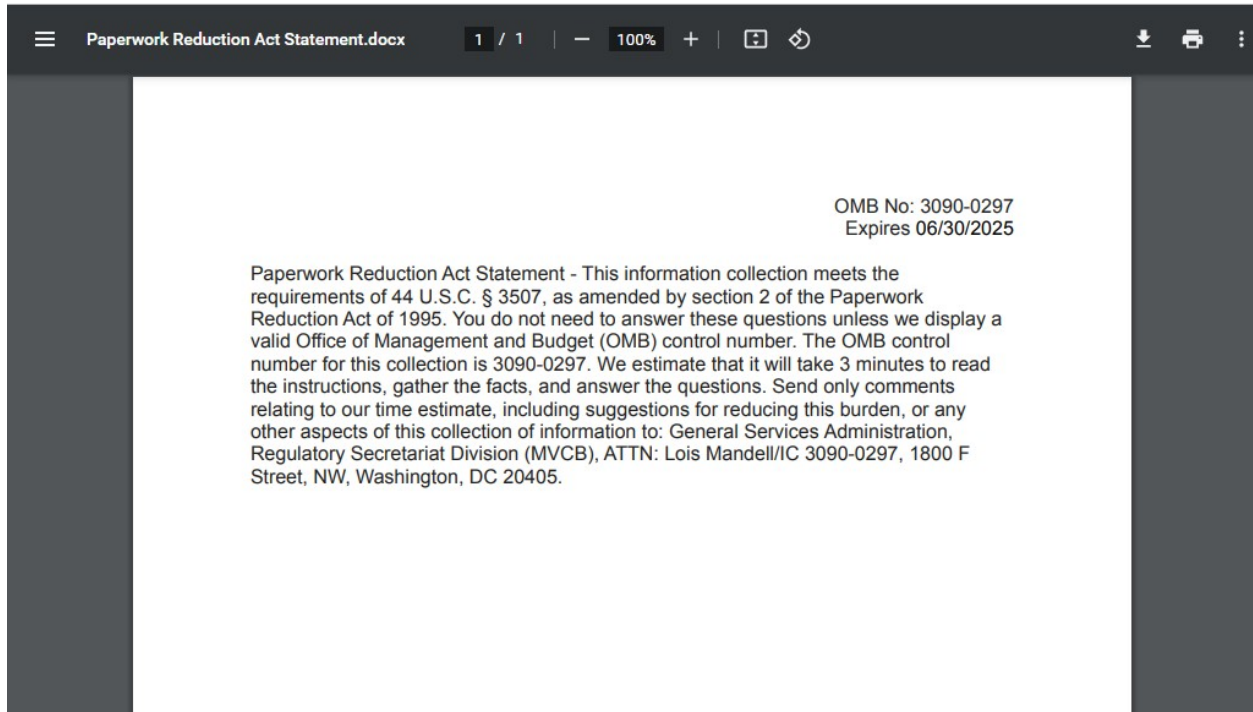


We thank you for your time spent taking this survey.  
Your response has been recorded.

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PRA Statement shown when the link in the Footer is clicked:



The screenshot shows a document viewer interface. At the top, there is a dark header bar with a hamburger menu icon on the left, the text "Paperwork Reduction Act Statement.docx", a page indicator "1 / 1", a zoom level of "100%", and icons for zooming in (+), zooming out (-), and a refresh icon. On the right side of the header bar are icons for download, print, and a vertical ellipsis menu. The main content area is white and contains the following text:

OMB No: 3090-0297  
Expires 06/30/2025

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