



436 Aerial Port Squadron  
 Customer Service Branch  
 550 Atlantic Street  
 Dover AFB De 19902

# How Did We Do?

If you recently contacted us for shipment movement we would like to hear from you! Please tell us about our service, and ways we can improve service to you, our customer.

Please e-mail response to [436apscsb@us.af.mil](mailto:436apscsb@us.af.mil).

We thank you in advance for taking time to complete this survey.

To mark appropriate block double click on the desired block. Another square will appear; ensure “check block enabled” is check marked and then click “OK.” To erase the marking do the same but click “cancel.”

## Contact

Do you contact us by  Email? Phone?	Are you stationed state-side or overseas? Overseas Europe Overseas-South West Asia State-side east coast State-side central State-side west coast
How often do you contact Dover AFB Customer Service?  One time or more per week Bi-weekly Monthly Rarely, or this is my first time	Are you requesting: Tracing of cargo (code J, T, or baggage)? Status of shipment at Dover? Worldwide tracing? Assistance in fixing a frustrated shipment at Dover? General information on using the Defense a Transportation System?
Have you contacted other AMC Customer Service Branches such as Charleston, McGuire, Norfolk, or Travis? Yes No	If yes, how would you rate Dover Customer Service Branch to other AMC CSB's? The same Slightly better Exceptionally better
Have you ever contacted Dover CSB because you could not get resolution with another base?  Yes No	Overall, would you say your experience with Dover Customer service was: Outstanding Good Satisfactory Poor

## Quality of Service

What segment of Customer Service did you contact? Tracing Special Handling/Hazmat Ammo General Frustrated Freight	Were you given courteous service?  Yes No
If documents were faxed/mailed to you was it done in a satisfactory and timely manner? Yes No	Were AMC/DTR regulations cited to help explain why the cargo was frustrated and how to fix it? Yes No
Would you contact us again in the future? Yes No	

## Additional Comments

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## About You (optional)

Name \_\_\_\_\_ E-mail \_\_\_\_\_

Base or Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Unit Address (optional) \_\_\_\_\_

### Customer Service Branch

E-mail: [436apscsb@us.af.mil](mailto:436apscsb@us.af.mil)

DSN: 445-4264/ 4265/ 4273

Commercial: 302-677-4264/ 4265/ 4273

Duty Hours: 7:00 a.m. - 3:30 p.m. Monday - Friday

Thank you for your participation!

Your responses will be used to better our service to the greatest Air Force in the world!