

Military Surface Deployment and Distribution Command

Customer and Carrier Advisory

March 17, 2023

CA 23-03-17/0027

Subject: DoD Government Cargo Recovery Effort (GOCARE) Program

Purpose: To reiterate the importance of the GOCARE Program and Loss and Damage Prevention.

Be Advised: The GOCARE program provides the DoD with a method to recover lost and astray freight located at a Transportation Service Provider (TSP) terminal/warehouse or DoD installation.

GOCARE Committee Members serve as the primary POC between the TSP representative and the DoD for all astray and frustrated cargo issues. Committee Members are required to perform quarterly visits to assigned TSP terminals/warehouses to identify the existence of DoD cargo. If DoD astray and/or frustrated cargo is located, the Committee Member will resolve the issue IAW the Defense Transportation Regulation (DTR), 4500.9-R, Part II, Chapter 209 Paragraph F.

DoD shipping and receiving activities play a vital role in the DoD GOCARE program. Astray freight causes delays in receipt of supplies to the men and women serving in the Armed Forces and financially impacts the DoD and TSP. DoD shipping and receiving activities are required to implement effective shipping and receiving procedures to minimize cargo loss and damage. Such practices will have a profound positive influence on the Defense Transportation System.

As a reminder, IAW the DTR Part II, Chapter 209, Paragraph D.1.a., the Transportation Officers (TO) **will not** refuse delivery of DoD freight at their facility. The TO is required to accept the cargo and place the freight in a designated area until disposition instructions are provided from the shipper/consignee or area GOCARE representative. Compliance with this requirement is mandated to prevent DoD cargo from becoming frustrated at the TSP terminal/warehouse. There may be receiving exceptions for express TSP and United States Postal Service shipments.

Loss and Damage Prevention is the responsibility of all DoD shipping and receiving activities.

A list of GOCARE Installation Locations is contained on SDDC website at: <https://www.sddc.army.mil/gocare/Pages/gocare.aspx>. GOCARE Committee Member contact information is contained under the GOCARE tab in the Transportation Facility Guide at <https://eta-teams.transport.mil>.

Reference: Defense Transportation Regulation, DTR Part II, Chapter 209

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Expiration: N/A

Category: General Information