

Military Surface Deployment and Distribution Command

Customer and Carrier Advisory

April 4, 2023

CA-23-04-04/0030

Subject: DoD Government Cargo Recovery Effort (GOCARE) Program Participation for Transportation Service Providers (TSPs)

Purpose: To remind TSPs of the requirement to participate GOCARE.

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

When DoD astray or frustrated cargo is discovered, the TSP is required to contact the designated area GOCARE Committee Member to assist. GOCARE Committee Members serve as the primary POC between the TSP representative and the DoD for all astray and frustrated cargo issues.

A list of GOCARE installation locations is contained on SDDC website at <https://www.sddc.army.mil/gocare/Pages/gocare.aspx>. The TSP will select the GOCARE installation location closest to the terminal or warehouse where the DoD freight was discovered.

Once the installation location is determined, the GOCARE Committee Member contact information may be obtained from the Transportation Facility Guide (TFG) application of the Global Freight Management (GFM) system at <https://eta-eams.transport.mil>. Once logged into the TFG, GOCARE Committee Member contact information can be found on GOCARE tab of the installation's page. If the TSP is unable to determine or contact the Committee Member, please contact SDDC GOCARE at usarmy.scott.sddc.mbx.go-carriers@army.mil for assistance.

GOCARE TSP requirements and procedures for reporting DoD astray freight findings are contained in the Military Freight Traffic Unified Rules Publication-1, (MFTURP-1), Section A, Part VI., Paragraph J.

The GOCARE Program is a joint collaborative effort between DoD and the TSP community. 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. Working together to ensure the timely recovery of DoD assets is beneficial to all.

Reference: Military Freight Traffic Unified Rules Publication-1, (MFTURP-1), Section A, Part VI., Paragraph J.

POC: SDDC G3 Outreach and Engagement Branch, GOCARE Team,
usarmy.scott.sddc.mbx.go-carriers@army.mil

Expiration: N/A

Category: General Information