

**United States Transportation Command**  
**Customer Advisory**  
**July 1, 2021**  
**USTC-CA-00047**

**Subject:** Next Generation Delivery Service (NGDS) Delivery Guarantee

**Purpose:** To provide information regarding the delivery guarantee included in the Next Generation Delivery Service (NGDS) contract.

**Be Advised:** Our NGDS on-time performance reports have revealed a potential cost savings for contract users. As a reminder, all US Government shippers using the NGDS contract are protected by a delivery guarantee as outlined in paragraph 2.10 of the NGDS Performance Work Statement. The NGDS carriers shall meet the delivery guarantee, as identified in their service guide for domestic shipments, and as identified in Attachment 2a for international shipments, or the shipper will be entitled to a 100% shipper-initiated credit. If the credit is requested by the shipper within 15 calendar days after the contractually required delivery date, the carrier **shall credit** the account holder for those shipments that **do not** meet the delivery guarantee. The carrier shall resolve a credit request within 30 days or the next billing cycle whichever is greater. Please note that under the NGDS contract, carriers are authorized to apply delivery exception codes that may **negate** a late shipment claim as on-time.

It is each Agency Headquarters, Transportation Officer, and NGDS account holder's responsibility to be good stewards of tax-payer funds and implement the necessary steps to recover transportation costs for NGDS services requested, but not rendered. The NGDS Program Management Office will be modifying our quarterly reports distributed to NGDS Agency Points of Contact (APOC) to identify areas of opportunity to reduce transportation spend within the NGDS contract.

Documentation regarding this advisory may be accessed via the USTRANSCOM Commercial Services web page <https://ww2.ustranscom.mil/commair/ngds.cfm> and the Transportation and Logistics Services section of the GSA Acquisition Hallway <https://hallways.cap.gsa.gov/login-information>.

**POCs:** USTRANSCOM Commercial Services Branch, NGDS PMO, TCJ4-LC, at [transcom.scott.tcj5j4.mbx.lc@mail.mil](mailto:transcom.scott.tcj5j4.mbx.lc@mail.mil)

**Expiration:** September 30, 2022