

**United States Transportation Command**  
**Customer Advisory**  
**18 July 2023**  
**USTC-CA-00070**

**Subject:** Potential Interruption in NGDS Services

**Purpose:** To provide information regarding a potential imminent labor strike at UPS and impact to users of NGDS services.

**Be Advised:** According to news sources, UPS union workers have voted to authorize a strike if no labor agreement is reached on a labor contract before the current contract expires July 31.

**General Information:** NGDS program is supported by three IDIQ contracts, small parcel delivery services executed by three commercial carriers (FedEx and UPS for Domestic, and Polar/DHL, FedEx, and UPS for International). As such, if your agency/organization/customers utilize the service of UPS you may want to consider alternative mitigating measures to lessen any potential service interruptions, to include checking that you have current account information on file with the other two service providers. As a general reminder, a NGDS is a mandatory use, Best-in-Class contract. In order to take advantage of the rates, users should ensure they have established active accounts with all carriers as follows.

**FedEx New Account Process:** Customers must call the FedEx Government Billing Hotline at (800)645-9424 or email a request to [govtsupport@fedex.com](mailto:govtsupport@fedex.com). FedEx requests that customers do not open an account via fedex.com.

**Polar Air Cargo (Serviced by DHL) New Account Process:** Customers are asked to contact the DHL Global Public Sector Support office at (888)345-9363 option 1 or by emailing [GlobalPublicSector@dhl.com](mailto:GlobalPublicSector@dhl.com).

**UPS New Account Process:** UPS prefers the Enterprise Accounts Managers enable new accounts that way they are aware of the accounts and ensure the right set-up is accomplished by parent/sub-parent as many of the agencies have different requirements. Customers should send an email of introduction including agency name, address, and POC information to ([rwegner@ups.com](mailto:rwegner@ups.com)). UPS will put you in contact with appropriate Enterprise Accounts Manager and initiate account set-up.

Additionally, utilization of other transportation solutions such as Global Heavyweight Service (GHS) contracts, GSA's Standard Tender of Service (STOS), United States Postal Service (USPS) services, Spot Bid process, Less Than Truckload (LTL), Military Channel Airlift, and Organic moves should be taken into consideration if and when NGDS services are unavailable.

**POCs:** USTRANSCOM Commercial Services Branch, TCJ4-LC, DSN (322) 817-5773, CML (618) 817-5773, or e-mail at [transcom.scott.tcj5j4.mbx.lc@mail.mil](mailto:transcom.scott.tcj5j4.mbx.lc@mail.mil).

**Expiration:** N/A

**Category:** U.S. TRANSCOM