

MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND



Department of Defense (DoD) CARGO Recovery Effort Program (GOCARE) Guidelines

September 13, 2017

This publication establishes policy, prescribes rules and describes responsibilities for shippers, committee members and Transportation Service Providers (TSP). These rules will assist in providing support and disposition of DoD astray freight.

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I. GENERAL ADMINISTRATIVE INFORMATION:

A. Purpose

This publication prescribes the procedures and requirements applicable to shippers, committee members and Transportation Service Providers (TSP) providing commercial transportation and related services to the Department of Defense (DoD) and other authorized users of the Defense Transportation System (DTS).

Astray freight shipments are costly to both the DoD and the Transportation Service Provider industry. The following guideline outlines procedures for resolving astray freight issues under the GOCARE program for all shippers and provides TSPs with a point of contact, i.e., SDDC G3 GOCARE or local GOCARE Committee Members (CM).

B. Application

Where reference is made to the DoD Cargo Recovery Effort (GOCARE) Guidelines in Defense Transportation Regulation (DTR) Part II Chapter 209 at: <https://www.ustranscom.mil/> utilization of the following guidelines applies.

C. Supersedes and Replaces

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D. Purpose

The purpose of these guidelines is to:

1. Emphasize policy for the success of the DoD Cargo Recovery Effort (GOCARE);
2. Define the responsibilities and regulatory obligations for all participants;
3. Establish procedures for correspondence between GOCARE committee members (CM) and Transportation Service Providers (TSP);
4. Specify the procedures for handling astray freight;
5. Convey general information concerning Contracts, TSP and property Key identification numbers, foreign military sales and legal considerations.

GUIDELINES SECTION A

E. Publication Updates

1. This publication will be updated if needed and will be available on SDDC's website.

The publication can be downloaded and printed from the GOCARE website at: <https://www.sddc.army.mil/domTrans/Pages/default.aspx>. The sponsor and official copy of this publication will be kept on file with SDDC, G35, Transportation Policy/Process and systems Branch (TPPS).

2. For additional information on this regulation, direct inquiries to:

SDDC, G35, Transportation Policy/Process and systems Branch
(TPPS) AMSSD-OPT-P
1 Soldier Way
Bldg. 1900W
Scott AFB, IL 62225

Email Org Box: usarmy.scott.sddc.mbx.go-carriers@mail.mil

GUIDELINES SECTION B

II. POLICY:

The success of the GOCARE program depends upon maintaining a strong, cooperative link between DoD and the TSP industry. The GOCARE Program is intended to be non-adversarial. While the government has the obligation and right to independently verify the existence of astray freight, it also recognizes that the TSP industry is law-abiding, ethical, and conscientious.

Everyone involved with GOCARE should ensure the program receives the highest visibility throughout the supply and transportation arenas. Awareness of the program's positive results provides a basis for the much needed support from the top leadership of the transportation and supply personnel throughout the DoD.

III. RESPONSIBILITIES:

A. Military Surface Deployment and Distribution Command (SDDC)

SDDC is the program manager for the DOD GOCARE program. GOCARE is administered in accordance with Chapter 209; paragraph C, of DoD 4500.9-R, Defense Transportation Regulation (DTR) Part II, Cargo Movement. The GOCARE PMs are the primary link between the government and the TSP industry.

SDDC OPERATIONS will:

1. Develop and administer the GOCARE Program;
2. Evaluate the effectiveness of the GOCARE Committees;
3. Coordinate changes to the directory portion of the GOCARE Committee Handbook and Directory;
4. Provide training to GOCARE Committee Members (CM);
5. Provide DTC Division, Service HQ and USTRANSCOM J5/4P with a consolidated quarterly Astray Freight Report listing all findings.
6. Recommend changes to the GOCARE Program, and provide Chairperson (CP) with timely correspondence detailing changes to the program;
7. Review and analyze all GOCARE reports, identify trends or weaknesses and recommend corrective actions as necessary;
8. Scheduled site visits to GOCARE locations (DoD installations and TSP terminals) to ensure continued success and advancement of the program. Prepare and retain reports of each visit as part of the GOCARE historical documents;
9. Host annual meetings with the CPs or their representatives. Prepare minutes or a summary of each meeting, post minutes and distribute to CPs, and retain as part of the SDDC historical documents;
10. Assist TSPs in locating a CM in their geographical area.

B. Service/Agency Representatives

1. The continued success and improvement of the program depends upon the mutual cooperation between TSP and the DoD. Participation as a chairperson or committee member is an additional duty. Supervisors should be made aware of this and ensure the GOCARE participants are allowed the necessary time and means to perform these duties in a manner beneficial to DoD.

2. GOCARE CM and CP should receive appropriate recognition for their accomplishments. The requirements are suggested to be included in the CM and CP Position Descriptions (PD).

C. Chairpersons (CP)

AGENCY CHAIRPERSONS (CP) will:

1. Provide an updated listing of all CMs to SDDC quarterly;
2. Provide all CMs information on training opportunities related to the GOCARE Program;
3. Supervise and coordinate actions of assigned GOCARE CMs based on geographical & operational efficiency;
4. Provide reporting procedure guidance to CMs. Monitor CM reporting and provide assistance and training as necessary;
5. Provide a quarterly report to AMSSD-OPT-P at: usarmy.scott.sddc.mbx.g35-advisory-team@mail.mil no later than the 21st day of the preceding month of each quarter (see reporting period chart below). A negative reply is mandatory;

Astray freight quarterly reporting period and report due dates are:

Quarter	Reporting Period	Report Due Date
1st	October 1 thru December 31	21 January
2nd	January 1 thru March 31	21 April
3rd	April 1 thru June 30	21 July
4th	July 1 thru September 30	21 October

Reports will include:

- a. Number of TSP facilities visited/called by each CM;
 - b. Specific TSP name and location visited/called;
 - c. Number of astray shipments located and number of shipments known to be DTC;
 - d. Actual or estimated value of shipments located;
 - e. Manpower hours spent;
 - f. Action taken to resolve issue.
6. Ensure all CM incorporate POC information in the Transportation Facilities Guide (TFG) for SDDC and TSPs to utilize with astray freight issues;

7. Attend or insure representation at the annual CP meeting held by SDDC;
8. Conduct periodic meetings with all assigned CMs, either in person or via telecom (meetings should be held at least semiannually). Prepare minutes or a summary of each meeting and retain as part of the committee's historical documents;
9. Encourage CMs to attend loss and damage mini-freight workshops hosted by TSPs held in their geographical area;
10. Recommend the inclusion of adequate funding in the annual installation/activity budget planning process to permit holding semiannual committee meetings;
11. Address problems and requests for assistance from SDDC as necessary.

D. Committee Members (CM)

GOCARE COMMITTEE MEMBERS (CM) will:

1. Serve as part of a GOCARE committee, responsible for covering a specific geographical area;
2. Serve as a point of contact between TSP representatives and the Department of Defense for all astray/frustrated cargo problems or questions. Establish a rapport with all local air, bus, motor, rail, and water TSP terminal managers to encourage each TSP's full participation in GOCARE;
3. Incorporate CM contact information into the TFG for use by TSPs and SDDC to contact the CM with astray freight issues;
4. Ensure the delivery and posting of an approved GOCARE poster in each assigned TSP terminal or warehouse and request additional posters from SDDC;
5. Contact assigned/designated locations on at least a quarterly basis. Per TSP procedures, part IV, page 11, as a rule, visits to TSP facilities should be coordinated in advance and scheduled for a mutually convenient time;
6. Upon notification that a TSP has frustrated or astray DoD property, CMs will verify the ownership, provide a receipt to the terminal manager and make arrangements to forward the shipment to a government approved location. Ensure TSPs obtain the appropriate documentation to secure payment for all services rendered;

NOTE: Utilizing Lines of Accounting (LOA) for astray freight will vary. Many TSPs will deliver as part of the original cost. Some will utilize LOA provided by the Service/Agency. Payment will be dealt with on a case by case basis.

7. CMs will document all calls and visits for record, and report to the CP;
8. Identify astray freight and contact the appropriate TSP, consignee, consignor, item manager, or other personnel to obtain documentation and disposition instructions for freight shipments;
9. Arrange with TSP or local Installation Transportation Office (ITO)/Transportation Management Office (TMO) for delivery of any recovered property;
10. Develop appropriate freight forwarding procedures in accordance with the GOCARE guidelines;
11. Complete a DoD Form 361, Transportation Discrepancy Report (TDR) using the web-based GFM Discrepancy Identification System, in accordance with DoD 4500.9-R, Defense Transportation Regulation(DTR), Part II, Cargo Movement Chapter 209 and Chapter 210 to record all available information for the astray freight. Send information copies to the committee chairperson and appropriate TSP. Keep one copy in CM file
12. Attend CM meetings hosted by CP as well as attending other transportation and traffic management meetings, seminars and training classes;
13. Submit local travel funding requests for inclusion in the annual installation/activity budget planning process to permit performance of required duties.

E. Defense Transportation Coordination (DTC)

DTC COORDINATOR, XP Logistic (formerly known as Menlo) POC will:

1. Assist in identifying astray freight and when found will report astray freight to SDDC Operations (the Office of Principal Responsibility (OPR) of this Guideline) and the DTC Division;
2. Work with DoD personnel and the sub-contracted carrier/TSP to resolve astray freight issues;
3. When a sub-contracted carrier discovers astray freight in its terminal or warehouse the carrier shall do the following:
 - a. Report astray freight to the local GOCARE CM and to XP Logistics POC.
 - b. If the local representative is unavailable or not known, the carrier should call the SDDC HOTLINE at 800-526-1465 for assistance.

- c. Pending final disposition a carrier may turn the astray shipment over to the nearest military transportation office (TO).

COMMITTEE MEMBERS (CM) at DTC sites will:

1. Follow all requirements outlined in this guideline;
2. Coordinate and with TSP and the DTC Coordinator's Astray Freight POC to resolve astray freight issues;
3. Annotate on the quarterly reports the number of known DTC shipments that were located during the reporting period;
4. If necessary, submit claim through XP Logistic.

F. Transportation Service Providers (TSP)

TSPs participating in the DOD Freight Carrier Registration Program (FCRP) as a registered carrier are required to adhere to the GOCARE guidelines. In order to expedite the processing of astray freight, SDDC requires all TSPs to submit terminal information for all locations to include address, POC name, telephone number and Email. Terminal information should also be added to the Transportation Facilities Guide (TFG) within the Global Freight Management (GFM) System.

1. TSPs have 48 hours after locating astray freight to contact the local CM, the DTC Coordinator and/or SDDC with all information to properly investigate the shipment(s).
2. A TSP who is unable to obtain delivery instructions shall follow these procedures set forth;
 - a. Freight without identifying marks or those bearing conflicting marks will be opened by TSP to ensure contents are DOD owned.
 - b. TSP will contact SDDC GOCARE or the local committee member. In instances of DTC, TSP will also contact XP Logistic and the local committee member.

IV. PROCEDURES FOR CONTACTING TSPs

A. Visits to TSP Terminals and Warehouses

Although the government has a contractual right to conduct unannounced visits of TSP facilities, or to unilaterally insist upon a visit at a given time, such visits are inconsistent with the general spirit of the GOCARE program.

1. As a rule, visits to TSP facilities should be coordinated in advance and scheduled for a mutually convenient time;
2. CM should ask to view terminals, warehouses or buildings where TSPs stores or transitions freight. Only OS&D freight is to be inspected in association with GOCARE visits;
3. If freight is found, annotate all information to include description, identifying marks or numbers and any shipping/tracking information. It is best to take the freight back to a government approved destination or arrange shipment while at the TSP facility. If shipping arrangements cannot be make during the visit, take pictures for record.

B. Telephone Contacts

When visits are impractical, CM shall initiate telephone contact with a TSP to ascertain the existence of astray freight.

1. The Service or Agency Chairperson (CP) should set minimum guidance; SDDC requests at least a monthly call to terminals. However, telephone contacts may be made as frequently as the CM deems appropriate, consistent with the cooperative spirit of the GOCARE program;
2. If a TSP telephonically indicates the possession of astray DoD cargo, they should provide sufficient information from the outside markings to facilitate the disposition of the freight. Pictures should be requested from the TSP to aid in disposition. A written copy of the forwarding instructions should be provided to the TSP;

C. Coordination with DTC

1. CM will utilize the same above procedures when working under DTC for visits and telephone contacts. All found freight must also be reported to SDDC DTC Division, SDDC GOCARE and the DTC Coordinator (XP Logistic).
2. As a participant in the GOCARE program, the contractor and/or its sub-contracted carriers shall allow government GOCARE POCs access to freight terminals/yards to inspect for potential astray government freight. The Contractor and/or its sub-contracted carriers shall allow DoD GOCARE POCs access to freight terminals/yards to inspect for potential astray DoD freight with prior approval.

GUIDELINES SECTION E

V. PROCEDURES FOR HANDLING ASTRAY FREIGHT

A. Disposition of Identifiable Freight

If astray freight is identified clearly as belonging to the government, and shipper markings are available, the CM should contact the shipper to determine the identity of the consignee, the destination, and the applicable Bill of Lading (BL) reference.

1. The CM may contact the shipper from the TSPs facility or may wait until returning to their office;
2. The freight may be left with the TSP until the CM can provide forwarding instructions.

B. Disposition of Unidentifiable Freight

If the freight is identified as belonging to the government but there are no markings, or the markings are conflicting:

1. The freight may be opened and inspected in the presence of an authorized TSP representative to determine the existence of any packing lists or other evidence of property identification. If neither the shipper nor consignee can be identified, contact the item manager for disposition instructions. If the item manager cannot be identified contact SDDC for assistance;
2. The TSP should be instructed to deliver the freight to the CM's facility or an approved government destination, pending disposition;
3. Until it is determined that the freight belongs to the government, it will remain in the TSP's possession.

GUIDELINES SECTION F

VI. TSP INITIATIVES

A. Astray Freight Discovery

When astray freight has been identified in a TSPs terminal or warehouse the TSP should do the following:

1. Seek assistance from local CM as indicated in these guidelines;
2. If the local CM is unavailable, or not known, call the toll-free "Hotline Number" 1-618-220-6894, SDDC, Scott AFB, IL;
3. If the freight contains DTC shipments, contact the local CM and the DTC Coordinator;
4. Pending final disposition a TSP may contact the GOCARE CP or CM for assistance. TSPs should receive a receipt for the shipment, receipt will be cancelled if the freight is later returned to the TSP for onward movement. Initiative for promptly notifying DoD of possible astray government cargo will be considered a positive factor in any TSP evaluation. If the government freight became astray due to TSP error or negligence, prompt notification of its location will be considered a mitigating factor in any ensuing service failure.

B. Program Information

1. TSPs should be provided with GOCARE posters and guidelines, which are available from the following SDDC address:

Military Surface Deployment and Distribution Command
Attn: AMSSD-OPT-P
1 Soldier Way, Scott AFB, IL 62265

SDDC Customer Service Helpdesk: 1-618-22-6894

Website: <https://www.sddc.army.mil/domTrans/Pages/default.aspx>

Email: usarmy.scott.sddc.mbx.g35-advisory-team@mail.mil

VII. PROPERTY IDENTIFICATION NUMBERS

A. Types of Numbers on Freight or Bills of Lading

1. Transportation Control Number (TCN)

This 17-digit number (FB4420-2112-0200XXX) appears on the address label or is stenciled on the freight. This is the number most frequently used to identify freight. It also appears on the Commercial Bill of Lading (CBL) and provides the best means of matching freight to a CBL number. It normally appears on the CBL just above the freight description.

2. National Stock Number (NSN)

This number, (6750-00-958-8681), formerly called the Federal Stock Number, appears on the freight. It is usually stenciled on the side of the carton, but is sometimes typed on a label separate from the address. This number is useful in tracing astray or frustrated freight when used in connection with the TCN or shipment unit number for identification of the material being shipped. This number is not usually on the CBL, but may appear in certain instances.

3. Website to provide the RIC for the item manager.

Routing Identifier Codes (RIC) are assigned by Service/Agencies (S/A) for processing inter-S/A, and intra-S/A logistical transactions. The codes serve multiple purposes in that they are supply source codes, intersystem routing codes, intrasystem routing codes and consignor (shipper) codes. DLA Transaction Services maintains an electronic database of these codes; users with accounts¹ can access the database from the DLA Transaction Services portal: <https://www2.transactionservices.dla.mil/portal/portal.asp>. Those without accounts can access the database, with limited functionality at <https://www.transactionservices.dla.mil/DAASINQ/>.

4. Contract Number

The purchase instrument identification contract number (DAAA09-82-C-7042) appears on the procurement document and identifies the contract.

B. Types of Numbers on Household Goods (HHG) and Unaccompanied Baggage (UB)

Freight TSP warehouse and terminal facilities should be checked for Department of Defense household goods (HHG) and unaccompanied baggage (UB) shipments that may have gone astray. These are shipments belonging to DOD military and civilian personnel. There are several numbers and markings that can help identify these shipments:

1. Personal Property Government Bill of Lading (PPGBL)
2. Transportation Control Number (TCN)
This 17-digit number appears on the address label or is stenciled on the container of each household goods or unaccompanied baggage shipment entering the DTS.
3. Code of Service
Code J, T, DPM, 4, 5, 7, and 8. Each HHG or UB shipment is assigned a code of service. The code of service will appear on the address label or is stenciled on the container. [Code J, T, DPM, 4, 5, 7, and 8]
4. Direct Procurement Method (DPM) shipments. The phrase "DPM Expedite" will appear at the top of each container in the shipment.
5. Frustrated HHG or UB shipments should be reported to SDDC, 1 Soldier Way, Bldg 1900W, Attn: PPP, Scott AFB, IL 62225. Point of contact is: Operations Team; 618-220-5484; DSN 770-5484; Email pppops@sddc.army.mil

VIII. FOREIGN MILITARY SALES (FMS) / SECURITY ASSISTANCE MATERIAL

A. Points of Contact:

1. DLA:

DLA Headquarters
Attn: J332 Transportation Policy
8725 John J. Kingman Road, Room 4325
Fort Belvoir, VA 22060

Telephone: Comm.: (703)-767-2623, DSN: 427-2623
(703)-767-7941, DSN: 427-7941

2. ARMY:

U.S Army Security Assistance Command
Attn: AMSAC-PO-PA, Bldg. 54
M Avenue, Suite # 1 New Cumberland PA 17070-5096

Telephone Comm.: (717)770-6843/7398/4832; DSN 771-6843/7398/4832;

3. NAVY OR MARINE CORPS:

U.S. Navy Inventory Control Point (NAVICP)
CODE N5234 Robbins Avenue, (Bldg. 4B)
Philadelphia PA 19111-5095,

Telephone Comm.: (215) 697-1340, DSN
442-1340; (215) 697-3060, DSN 442-3060,
(215) 697-1155, DSN 442-1155
Fax (215) 697-0766, Attn: NAVICP, Code N5234

4. AIR FORCE:

Headquarters AFMC/LGRD
FMS Transportation Policy Office
Wright- Patterson Air Force Base, OH 45433-5999

Telephone commercial (937) 522-6564/6571; DSN 672-6564/6571
Fax (937) 257-1207

GUIDELINES SECTION I

IX. LEGAL CONSIDERATIONS

A. Right of Access TSP Facilities

Freight forwarders within the CONUS who handle foreign government Security Assistance Shipments should be visited to provide assistance when these shipments may have gone astray. These shipments contain Foreign Military Sales (FMS) Security Assistance Material. The sponsoring service is readily identifiable by the first position of the Requisition Number, Document Number, or Transportation Control Number (TCN).

The first position will be one the following:

1. B - for Army; Example: BNE09599109X002XXX;
2. D - for Air Force; Example: DKSH4V90904932XXX;
3. K - for Marine Corps; Example: KATP9490337600XXX;
4. P - for Navy; Example: PKS10091525004XAX;
5. T- for DLA; Example: TKS34901599104XXX.

B. FMS Astray Freight

When astray FMS freight is found at a freight forwarders facility, CMs should contact the appropriate DOD sponsoring service's FMS International Logistics Control Office (ILCO).

1. SDDC has a contractual right of access to TSP facilities. This includes the right to insist upon a given time and date to conduct a visit or even to make a visit unannounced. Such a right of access may, however, result in a serious imposition on the TSP and is generally inconsistent with the cooperative spirit of the GOCARE program. This right of access should be used sparingly, for good cause only, and only after coordination with a GOCARE CP.
2. This right of access is normally contractual only. A refusal of the TSP to permit this access may give rise to a breach of contract, but does not entitle the CM to employ force to enter the terminal or warehouse.

C. Title to Government Cargo

1. Title to government property is not lost through unauthorized, negligent, or even criminal activity on the part of a government employee;

2. Title to government property remains with the government even after the TSP pays a claim for the [full] value of the property. Only an authorized representative of the government can transfer title to the property;
3. If astray freight is discovered after the TSP has paid a claim for the property, the cargo should be delivered to the original consignee, if applicable, or to the CM's facility. The TSP may be entitled to a refund of its claim payment.

D. Freight in Procession by another TSP

If astray government freight is located in a TSP's warehouse, but is contractually the responsibility of another TSP, the proper TSP shall be notified of the location of the freight and its responsibility for that freight. Any compensation for services performed by the TSP in whose warehouse the freight is located shall be the responsibility of the original TSP.

E. Commercial Warehouses and Non-TSP Facilities

Astray government freight may end up in the possession of a business other than a DoD- approved TSP. Such a non-TSP entity may be a commercial warehouse, a surplus store, a salvage operation, a "frustrated freight consignor", DoD Prime Contractor Facility or some similar business. Such freight is subject to different procedures and legal constraints.

1. A CM who is told or otherwise discovers astray government freight in a non-TSP facility should take steps to recover the freight, with the cooperation of the non-TSP, if possible. The CM should not routinely inspect or visit such non-TSP businesses.
2. There is normally no contractual right of access to a non-TSP facility on the part of a CM; however, a non-TSP may consent to such an inspection or search. A CM must never try to force his or her way into a non-TSP facility against the wishes of the non-TSP.
3. When property is clearly identifiable as [classified] government property, its immediate return to government possession may be demanded under the Espionage Act (18 U.S. Code sec. 793). No other property shall be demanded without the prior approval of SDJA.
4. A non-TSP who legitimately comes into possession of government property may be entitled to some measure of compensation; however, no promises of such compensation shall be made without prior coordination with SDJA.