

Military Surface Deployment and Distribution Command



**Department of Defense (DoD)
Government Cargo Recovery Effort Program (GOCARE)
Guidelines**

August 18, 2021

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GUIDELINES SECTION A

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.

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/gocare/Pages/gocare.aspx>. The sponsor and official copy of this publication will be kept on file with SDDC, G3, Outreach and Engagement Branch.

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

SDDC, G3, Outreach and Engagement Branch. AMSSD-OPM-MC
1 Soldier Way
Bldg. 1900W
Scott AFB, IL 62225

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

GUIDELINES SECTION C

III. RESPONSIBILITIES:

A. Military Surface Deployment and Distribution Command (SDDC)

SDDC is the Program Manager (PM) 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 Outreach and Engagement Branch 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.
4. Provide training to GOCARE Committee Members (CM).
5. Update and maintain DoD GOCARE publications, guidelines, and policy on the SDDC website at <https://www.sddc.army.mil/gocare/Pages/gocare.aspx>.
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. Provide program oversight through periodic visits to GOCARE CM locations and TSP terminals.
9. Host annual meetings with the CPs or their representatives.
10. Assist TSPs in locating a CM in their geographical area.

B. Chairpersons (CP)

The Agency CPs are responsible for monitoring the execution of the DoD GOCARE program within their respective agencies. The Agency 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. Monitor the Agency GOCARE program and ensure sufficient geographical coverage is maintained and committees are staffed.
4. Provide reporting procedure guidance to CMs. Monitor CM reporting and provide assistance and training as necessary.

5. Provide a quarterly report to AMSSD-OPM-MC at usarmy.scott.sddc.mbx.go-carriers@army.mil as follows:

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 use by TSPs and SDDC to contact the Committee Members 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).
 9. Address problems and requests for assistance from SDDC as necessary.

C. 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, 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.
5. Contact assigned/designated locations on at least a quarterly basis. Visits to TSP facilities should be coordinated in advance and scheduled for a mutually convenient time. Only

over, short, and damaged (OS&D) freight will be inspected in association with the GOCARE visit.

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.
7. Ensure TSPs obtain the appropriate documentation to secure payment for all services rendered.
8. CMs will document all calls and visits for record, and report to the CP.
9. Identify astray freight and contact the appropriate TSP, consignee, consignor, item manager, or other personnel to obtain documentation and disposition instructions for freight shipments.
10. Arrange with TSP or local TO for delivery of any recovered property.
11. Complete a DD Form 361, Transportation Discrepancy Report (TDR), IAW DoD 4500.9-R, Chapter 209 and 210 to record all available information for the astray freight. GFM Discrepancy Identification System (DIS) will be utilized to prepare astray freight TDRs. Ensure the TSP is included as an addressee when processing the TDR in DIS. Keep a copy in the 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.

D. DFTS Support of DOD GOCARE Program

DFTS Coordinator Astray Freight POC will:

1. Assist in identifying astray freight.
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 the DFTS Coordinator Astray Freight POC.
 - b. If the local representative is unknown, the TSP will contact the SDDC GOCARE PM at usarmy.scott.sddc.mbx.go-carriers@army.mil.

- c. Pending final disposition the TSP may turn the astray shipment over to the nearest DoD transportation office.

Committee Members (CM) at DFTS sites will:

1. Follow all requirements outlined in this guideline.
2. Coordinate with the TSP and DFTS Coordinator Astray Freight POC to resolve astray freight issues.
3. Annotate on the quarterly reports the number of known DFTS shipments that were located during the reporting period;
4. If necessary, submit claim through DFTS Coordinator's Web-based reporting tool located at <https://tms.crowley.com/web/login>

E. Transportation Service Providers (TSP)

1. The TSP will contact the DoD GOCARE representative for the assigned geographical area within 48 hours (excluding weekends/holidays) to report astray freight findings. If the DoD GOCARE representative is unknown, contact the SDDC GOCARE representative. For DFTS freight the TSP will contact the DFTS Coordinator.
2. TSPs are required to provide terminal information to SDDC for all locations. Terminal information should include; address, POC, telephone number and email address.
3. TSPs may not utilize salvage yards to store astray freight that is DoD owned.

GUIDELINES SECTION D

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, visits to TSP facilities will be coordinated and mutually agreed upon. Only over, short and damaged (OS&D) freight is to be inspected in association with GOCARE visits.

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 DFTS

1. CM will utilize the same above procedures when working under DFTS for visits and telephone contacts. Freight located will be reported to the DFTS Coordinator (Crowley). The number of known DFTS shipments that were located during the reporting period will be annotated on the quarterly report
2. As a participant in the GOCARE program, the Contractor and/or its sub-contracted carriers shall allow DoD GOCARE POCs access to freight terminals/yards to inspect for potential DoD astray freight.

GUIDELINES SECTION E

V. PROCEDURES FOR HANDLING ASTRAY FREIGHT

A. Disposition of Identifiable Freight

1. Freight that is clearly identified as DoD and shipper markings are available, the CM will contact the shipper to determine the identity of the consignee, destination, and the applicable Bill of Lading (BL) reference.
2. The CM may contact the shipper from the TSPs facility or may wait until returning to their office. The freight may be left with the TSP until the CM can provide forwarding instructions.

B. Disposition of Unidentifiable Freight

1. Freight without DoD identifying marks will remain in the TSPs possession until the DoD GOCARE representative determines the freight belongs to DoD and provides the TSP forwarding instructions. Until it is determined the freight belongs to the DoD, it will remain in the TSP's possession
2. Freight without DoD identifying marks or bearing conflicting marks that imply the freight may belong to DoD shall be opened by the TSP to ensure contents are DoD owned. The freight may be opened and inspected by a DoD GOCARE representative in the presence of an authorized TSP representative to determine the existence of any packing lists or other evidence of property identification. The TSP should be instructed to deliver the freight "Free Astray" to the CM's facility

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, contact the SDDC GOCARE PM at usarmy.scott.sddc.mbx.go-carriers@army.mil
3. If the freight contains DFTS shipments, contact the local CM and the DFTS Coordinator;

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-OPM-MC
1 Soldier Way, Scott AFB, IL 62225

Email: usarmy.scott.sddc.mbx.go-carriers@army.mil

GUIDELINES SECTION G

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. Routing Identifier Codes (RIC): 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 RIC's. Individuals may access the database at https://www.transactionservices.dla.mil/DAASINQ/captcha_form.asp.
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. Report astray cargo to USTRANSCOM TCJ9, transcom.scott.tcj9.mbx.pp-ops@mail.mil.

GUIDELINES SECTION H

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

a. Points of Contact:

i. ARMY:

U.S Army Security Assistance Command
ATTN: AMSAC-PO-PA-CS
54 M Avenue, Suite 1
New Cumberland PA 17070-5096
Telephone CML: (717) 770-6843, 7398 or 4832; DSN 771
Email: usarmy.belvoir.usasac.list.po-t@army.mil

ii. NAVY:

U.S. Navy Inventory Control Point
Philadelphia, PA 19111-5098
Telephone CML: (215) 697-5103, 1155, or 1340 DSN: 442
Email: transport.wssn52.fct@navy.mil

iii. AIR FORCE:

Air Force Security Assistance and Cooperation (AFSAC)
Directorate AFLCMC/WF ALD
1940 Allbrook Road, Bldg. 1, Dr. 19
Wright- Patterson Air Force Base, OH 45433-5999
Telephone CML: (937) 522-6564, 6565, 6570 or 6571; DSN 672
Email: AFSAC.Transportation@us.af.mil

iv. MARINES:

Commandant of the Marine Corps
CODE LFT-1
Washington, DC 20380-0001
Telephone CML: (703) 695-7930

U.S. Navy Inventory Control Point
Philadelphia, PA 19111-5098
Telephone CML: (215) 697-5103, 1155, or 1340 DSN: 442
Email: transport.wssn52.fct@navy.mil

v. DLA:

DLA Disposition Services (FMS)
74 Washington Avenue North
Battle Creek, MI 49037
Telephone CML (269) 961-5927, 5142 or 5668

vi. Missile Defense Agency

Missile Defense Agency
ATTN: Directorate of International Affairs
Building 5225 Martin Road
Redstone Arsenal, AL 35898
Telephone CML: (256) 450-1196 DSN: 320
Email: MDA.Transportation@mda.mil

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

2. Title to DoD 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 DoD astray freight is located in a TSP's warehouse, but is contractually tendered to another TSP, the TSP tendered the freight shall be notified of the location of the freight and their responsibility for that freight. Any compensation for services performed by the TSP warehousing the freight will be the responsibility of the tendered TSP.

E. Commercial Warehouses and Non-TSP Facilities

DoD astray 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 consignee", 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 DoD astray 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 DoD property may be entitled to some measure of compensation; however, no promises of such compensation shall be made without prior coordination with SDJA.