

DEFENSE TRANSPORTATION COORDINATION (DTC) USER'S GUIDE



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Version 2.1

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NOTE: Although officially referred to as the Defense Transportation Coordination Initiative (DTCI) and contractually recognized as DTCI, the program has matured to the point where we informally refer to it as Defense Transportation Coordination, supported by the Defense Transportation Coordination Division within SDDC G9.

1.0 DTC Quick Reference Contact List

DTC Coordinator (Menlo Worldwide Government Services LLC) Customer Service Contact Numbers:

Voice: 1-800-301-8175/8176; Fax: 1-866-651-7455

Transportation Management System (TMS) Website: <https://www.dtc.mil>; E-mail: dod.mwgs@menloworldwide.com

SCAC: MWWG

Load Planning phone: 1-800-301-8175/8176 (Air/LTL tenderer team Option 7)

Specialized Team: mwwdod_unitmoves@menloworldwide.com

Northeast Team: DTCINortheastregion@menloworldwide.com

West Team: DTCIWestregion@menloworldwide.com

Central Team: DTCICentralregion@menloworldwide.com

NOTE: Follow voice instructions to connect to the appropriate team.

DTC Division

DTC Website home page (<http://www.transcom.mil/dtci/>)

(Includes Performance Work Statement (PWS); User's Guide; Fuel Surcharge)

DTC Contact number

Voice: Navy Team 1-618-220-6522/6521

Army Team 1-618-220-6505/6509

AF/USMC Team 1-618-220-6508/6318

DLA Team 1-618-220-6529/6794

IT Team 1-618-220-6501

Fax: 1-618-220-7992 E-mail: usarmy.scott.sddc.mbx.dtci-pmo@mail.mil

After normal duty hours:

SDDC Command Operations Center: DSN 770-5505 or 618-220-5505

Service/Agency CORs contact numbers:

United States Air Force

Ms Catherine Perron

Catherine.Perron@wpafb.af.mil

937-257-8881

United States Navy

Ms Kim Southall

kim.southall@navy.mil

Commercial: 757-443-5451

United States Marine Corps

Mr Ed Suckfiel

ed.suckfiel@usmc.mil

Commercial: 703-695-7930

United States Army

Mr Alex Moreno

alexander.b.moreno@us.army.mil

Commercial: 703-614-0373

Defense Logistics Agency (DLA)/Defense Distribution Center

Ms Jan James

jan.james@dla.mil

717-770-7286

Military Surface Deployment & Distribution Command

DTC

Mr René Guionnaud (Primary)

rene.a.guionnaud.civ@mail.mil

Commercial: 618-220-6318

Ms Carole Dowling (Alternate)

carole.a.dowling.civ@mail.mil

Commercial: 618-220-6529

2.0 DTC Purpose

The purpose of the DTC Users Guide is to describe the DTC program, key agencies involved in the program, key operational processes and activities, and to provide users of DTC services a reference tool for day-to-day operations. This guide contains information relating to Coordinator, Shipper, Transportation Service Provider (carrier) and Consignee procedures and actions required in accordance with provisions of the DTC Contract and specifically the PWS.

3.0 Key DTC Governmental Offices/Functional Representatives Roles and Responsibilities

3.1 DTC Division/USTRANSCOM Program Manager

DTC is a transportation initiative that consolidates traditional transportation theories with a 21st century logistics transformation. The DTC Division, assigned to the Surface Deployment and Distribution Command (SDDC), Scott AFB IL (effective 1 Oct 10) is organized across functional specialties. The office includes a Division Chief, as well as specialists in Finance, Transportation, and Information Management. The Division will partner with the Coordinator to achieve full transportation consolidation potential through focused changes to information systems, reengineered processes, innovation in organizational structures, and advances in transportation technologies. In addition, there is a USTRANSCOM DTC Program Manager (PM) who works with the DTC Division Chief, as well as with USTRANSCOM, SDDC and DTC stakeholders. The PM resides in TCAQ along with the DTC Contracting Officer and a team of acquisition specialists who are responsible for contract administration.

3.2 DTC Operational Support Team

The DTC Division Operational Support Team (OST) monitors day-to-day activities associated with contract performance. The team is organized into an Army team, Navy team, Air Force/Marine team, Defense Logistics Agency team, and an Info Technology representative. OST also evaluates existing regulations to ensure DTC best practices do not violate current policy. In the event of conflicting guidance, OST will champion required changes to DOD, Service, and Agency regulations that will enhance overall program execution.

OST will evaluate, validate, and report Coordinator performance as required by the PWS, Metrics Plan, and the Quality Assurance Surveillance Plan (QASP). The Service/Agency representatives have collaborated on these documents and have approved the participation of Ordering Officers (OO) and Contracting Officer Representatives (COR). More information concerning support in these areas will be discussed later in this document.

OST will provide Coordinator performance reports to all DTC customers, DOD, USTRANSCOM, Service/Agency Senior Leadership, and others as directed. The OST team can be reached at 1-618-220-6529/6522/6521/6505/6508/6509/6534/6318/6794 (IT team extension 6501) during normal business hours (0630-1630 CST).

3.3 ITO/TO/OO

A critical component to the success of the DTC program is the men and women of the ITO/TO/Freight/Distribution Offices as these individuals arrange and load freight moved under the DTC program. Some of their duties and responsibilities are listed below:

- a. Distributes and administers orders for services placed.
- b. Oversees, manages, and controls the distribution and administration of orders for services placed by traffic management or freight personnel.
- c. Establishes controls necessary to ensure that all contract terms and conditions are met and that transportation services ordered conform to contract requirements before acceptance is made or payment authorized.
- d. Submits Customer Feedback Reports to the DTC division, COR, and Coordinator through Coordinator's web-based tool to report deficiencies in Coordinator and/or its carrier's performance.
- e. Identify, report, and file loss and damage claims IAW provisions contained within this chapter.
- f. Determine the destinations ability to handle/accept the shipment by checking the TFG. Prior to release of cargo to the carrier, the origin shipper should validate the destinations hours of operation, loading and unloading capabilities, ability to handle overweight/oversize cargo, HAZMAT, crane operations, etc. If the origin shipper doesn't check the TFG (or call the destination) in advance of releasing the shipment and upon arrival at the destination the carrier cannot make delivery (based on the origin shipper not complying with guidance in the TFG), the origin shipper will be held responsible for paying any additional handling/delivery charges.
- g. Distribute CBLs by mail, electronically, or by other means to ensure arrival with or prior to the arrival of the shipment at the destination, as listed below. Continuation sheets for stop-offs must contain all pertinent information, as in the original CBL.
 1. Original, shipping order, freight waybill to the carrier at the place of pickup.

NOTE 1: The OO may not make any changes to the terms or conditions contained in the DTC contract when placing transportation orders.

NOTE 2: Prior to site implementation, OO's will be issued an appointment letter designating them as the OO for their particular site. If an OO changes, notify the Service/Agency COR and USTRANSCOM AQ (DTC Contracting Officer or designated DTC AQ personnel) so that termination and appointment letters can be issued.

3.4 COR

The Service/Agency COR is a vital part of the DTC program as these individuals perform key program functions to include the following:

- a. Monitors and verifies that Coordinator performance is meeting minimum standards.
- b. Notifies the Coordinator and DTC team (as required) of deficiencies with the Coordinator and directs action to subordinate units.
- c. Maintains liaison and coordinates communications with DTC division and DTC CO and shippers/receivers.
- d. Investigates Coordinator complaints concerning Government performance.
- e. Monitors compliance of government activities with the terms and conditions of the contract and initiates corrective action.
- f. Adjudicates exception code usage between service/agency site and the Coordinator.
- g. Reviews, approves, or denies DTC loss and damage/claim settlement offers if the proposed settlement is less than the claimed amount.
- h. Reports recurring/unresolved failures to the Contracting Officer.

NOTE: CORs may not direct changes to the terms or conditions contained in the DTC contract. In addition, the Defense Logistics Agency (DLA) COR will not perform g. above as DLA claims are worked through DFAS.

4.0 DTC Coordinator Support to the Customer

The DTC Coordinator is dedicated to supporting the DOD customer. The Coordinator's customer support (CS) team is available 24/7 to handle DTC customers' transportation needs such as arranging expedited shipments, tracking important packages (in-transit visibility (ITV)), and assisting with lost freight. When contacting the Coordinator's CS team, the DTC customer will be asked to provide their contact information, nature of the issue and specific, detailed information (e.g. offer number, BoL, TCN, etc) to better serve the customer.

DTC Customers will also utilize the Coordinator's 24/7 customer support center to arrange (i.e., when EDI transactions are unavailable) pick-up of DTC eligible freight, address issues concerning carrier performance, report other transportation issues such as surge requirements and/or submit lost/damaged freight claims.

In the unlikely event that the Coordinator is unable to satisfy the customer's issues, the customer will contact their respective Service/Agency COR representative. The Service/Agency COR will contact the DTC Team if further assistance is needed.

For widespread communication needs, the DTC Division will utilize SDDC's Customer Advisory system to disseminate pertinent information affecting DTC shipping and receiving activities.

4.1 Specific Coordinator Support

The Coordinator is required to support the DOD transportation customer with a myriad of transportation services as listed below:

a. Arrange, coordinate, monitor and control outbound freight shipments from receipt/pickup of shipment through final delivery. Eligible cargo includes Freight of all Kinds (FAK) over 150 pounds to include hazardous and overweight/overdimensional. Cargo specifically excluded from the program is as follows:

- 1) Outside the Continental United States (OCONUS) freight movements beyond Port of Embarkation.
- 2) Vendor shipments except when requested under provisions specified in the DTC PWS Para 1.1.4.
- 3) OCONUS unit moves.
- 4) Universal Services Contract and Regional Domestic Contract ocean carrier contracts.
- 5) Household goods to include Direct Procurement Method (DPM).
- 6) Movements using DOD organic equipment (except where otherwise identified in the Performance Work Statement (PWS)).
- 7) Shipments under on-site local delivery (drayage) contracts and/or agreements.
- 8) Bulk and missile fuels.
- 9) Shipments moved under existing Small Package contracts (less than 150 pounds and within allowable dimensional limits, e.g. less than 108" in length and 130" in length and girth combined). Items greater than 150 pounds and/or 108" in length and/or 130" in length and girth combined shall move under DTC.
- 10) Privately owned vehicles moved via any conveyance.
- 11) Sensitive and/or classified shipments.
- 12) Arms, ammunition and explosives (AA&E).
- 13) Cash/collect on Delivery (C.O.D) Shipments.

The shipment of CONUS unit move cargo and vendor shipments are identified in the Performance Work Statement (PWS) as optional services that may be ordered by DOD shippers under the contract. The Coordinator will be required to provide the service if ordered.

TOs will refer to the DTC PWS (<http://www.transcom.mil/dtci/>) (under the heading "Current PWS") to ensure they have the current list of exclusions.

b. Determine appropriate mode of transportation based on shipper requirements, i.e., equipment type, and mandatory delivery date (MDD) (the date the Coordinator must deliver the freight to destination).

- 1) MDD is defined as the date and/or time the material is required to be delivered to the CONUS consignee. MDD differs from Required Delivery Date (RDD) as RDD

closes out the supply requisition or unit movement at the final destination and MDD closes out the CONUS portion of the transportation function. In some cases where the freight is not traveling OCONUS, MDD and RDD may be the same. In the case of surface transportation to an aerial port for onward movement, the MDD is the date and time required for the shipment to arrive at the Aerial Port of Embarkation (APOE) to facilitate onward air movement planning. The RDD in this case would show the required delivery at the final destination.

NOTE: The shorter the MDD, the more likely the shipment will be routed via a more expensive mode (e.g. Air). If a shipper does not want the shipment to go by the higher cost mode, they must allow for a greater transit time (MDD).

- 2) DTC is considered a Mode Neutral Program, since the shipper will no longer identify the transportation mode, but rather the Coordinator will select the mode based on the MDD. Careful consideration should be taken to ensure that the MDD is accurate to avoid the diversion to premium transportation when this service level it is not warranted. With the MDD to determine when the freight must arrive at its next destination and other requirements, e.g., accessorials, submitted by the shipper, the Coordinator will determine the best method (e.g., consolidation/aggregation/mode shift) and mode (e.g., Air, LTL, TL, Rail, etc) to move DOD freight to lower DOD cost and/or meet the MDD. The Coordinator will utilize their expertise, tool(s), and best commercial business practices to determine the proper transportation solution to meet government shipper requirements. The Coordinator will relay the transportation solution and/or instructions via EDI transactions back to the Government shipper system(s). Government shipper systems will make appropriate software/hardware changes and/or enhancements to receive specific shipment instructions (e.g. mode shifts, etc) from the Coordinator's system and execute those instructions as appropriate. Such efforts shall result in a more cost effective and efficient means of moving government freight while meeting MDD requirements. In the event the MDD/shipment must be delivered the same day or next day by 1200, or by a specific time prior to site's close of business, expedited service will be used. It is important to note that expedited service does not always mean the shipment must travel by air. In many cases, surface transportation can be used to meet the delivery requirement at a much-reduced cost to the Government.
- c. Perform shipment optimization, consolidation, and routing services as applicable.
 - d. Perform pre-audits, processing and making payments to sub-Coordinators and carriers for services provided.
 - e. Accept, process, and facilitate claims resulting from loss or damage.
 - f. Manage carrier quality and performance.
 - g. Assist in the identification, delivery, and resolution of astray freight.
 - h. Interface with appropriate Government systems for information exchange.

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- i. Provide in-transit visibility (ITV) to Government systems and real-time access to shipment information, providing final delivery receipt notification back to shipper.
- j. Provide management information reports and access with download capability to customer data for all shipment information.
- k. Provide continuous process improvement recommendations and implementation of approved process changes as directed by the Government.
- l. Partner with diverse stakeholders to enhance the readiness of DOD's Strategic Distribution System.
- m. Protect the operational capability of critical transportation infrastructure for essential DOD requirements.
- n. Provide access to performance reports and metrics.

As addressed earlier, the DTC Coordinator will make available to DOD customers a 24/7 point of contact to handle routine and emergency transportation requirements or address issues affecting scheduled transportation, e.g., diversions, re-consignment. Every authorized DOD customer (shipper, consignee, transportation officer, and stakeholder) will have access to the Coordinator's customer service center via toll-free phone support, e-mail, facsimile, or via the Coordinator's web-based system.

DTC Coordinator Customer Service Contact Numbers are as follows:

Voice: 1-800-301-8175/8176
Fax: 1-866-651-7455
Website: <https://www.dtc.mil>
E-mail: dod.mwgs@menlowworldwide.com
Load Planning phone: 800-301-8175/8176
E-mail: dod.mwgs@menlowworldwide.com
Specialized Team: mwwdod_unitmoves@menlowworldwide.com
Northeast Region Team: DTCINortheastregion@menlowworldwide.com
West Region Team: DTCIWestregion@menlowworldwide.com
Central Region Team: DTCICentralregion@menlowworldwide.com

NOTE: Follow voice instructions to connect to the appropriate team.

INCLEMENT WEATHER OR OTHER CLOSURE SITUATIONS – In the event of inclement weather or closure at the coordinators site where coordinator personnel are unable to work at their customer service center, coordinator load planners will still be available via phone or email as they have secure remote email/VPN connections and phone connectivity with the 1-800 numbers above. The coordinators TMS system will also be on line, therefore, continue to submit 219's as normal via the appropriate shipper system. In addition, any DTC installation/site shipping activity that is closing or closed due to any reason, such as weather, should notify the Coordinator's customer service center as well.

5.0 DTC Basic Transportation Processes – At a Glance

The purpose of this section is to briefly provide a summary of the various transportation-related processes involved in moving DTC customer freight.

DTC is a requirements-based contract with both Cost-Reimbursement and Fixed Price provisions. DTC complies with the Federal Acquisition Regulation (FAR) and the Defense supplement to the FAR, e.g., DFARS. Under a FAR-based contract, only those individuals identified by the Contracting Officer can direct the Coordinator to perform. Certified Ordering Officers (most TOs), and CORs can direct the Coordinator to perform within the limits of the existing contract. However, only the DTC CO can obligate the Government for performance outside the limits of the contract. Performance directed outside the limits of the existing contract normally requires a contract modification along with monetary adjustments agreed to by both the Government and the Coordinator.

DTC-eligible freight will either be identified electronically or manually depending on the existing Government Shipping Systems, e.g. Distribution Standard System (DSS), Global Freight Management (GFM), Cargo Movement Operation System (CMOS), in use at a shipper site. In addition, billing and payment will be made electronically through the Syncada/US Bank TPPS. Transportation, e.g. consignee/consignor, processes will not be drastically changed, as TO/OOs will continue to input movement requirements into the shipping systems and verify/authorize payment within the Syncada system.

The most significant change to consignee/consignor duties will be a reduction in manual processes to order transportation services with carriers. Under DTC, the shipper system (with the exception of CMOS where users must manually determine cargo eligibility) is programmed to identify DTC freight and will electronically tender the freight to the DTC Coordinator, thus reducing phone calls made to order carrier services (“one stop shopping”). Once the DTC shipment is identified for movement, the customer transmits an Electronic Data interchange (EDI) 219 to the DTC Coordinator who in turn will then send an EDI 220 message/response within four (4) operational (site’s) hours from the initial EDI movement request. This EDI 220 will acknowledge the acceptance of the freight and provide the name of the carrier selected to meet the requirement and the estimated shipment charge (estimated shipment charge includes the expected line haul rate or not to exceed (NTE) rate, any known accessorial costs, and fuel surcharge cost). Normally, responses are returned within 1 hour; however, for GFM and CMOS users, if a response is not received in 59 minutes, open TMS to check on your shipment’s status to ensure the system received your request. You may also call your coordinator load planner as a backup. For TL type loads the carrier will normally pick up the load within eight (8) operational (business) hours from the initial EDI movement request (or at a specific time designated by the shipper). For scheduled Air/LTL or pre-arranged shipments (e.g. Dedicated), the Coordinator’s carrier will pick-up freight at the pre-arranged time which is normally established during implementation planning at each shipping location. The TO can also designate other pickup times earlier than the 8 hour criteria (Expedite shipments) or outside the 8 hour window (i.e., TL pickup 3 days from initial 219 submission).

Once the shipment is picked up, TO’s draft and release the CBL (EDI 858) initiating the billing and payment process.

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NOTE: TO's must ensure delivery within an installations operating hours. Receiving hours are identified under each site's data in the Transportation Facilities Guide (TFG).

There are other electronic transmissions in the DTC program which require DOD shipper systems, e.g., DSS, GFM, CMOS, to generate, receive, and process several Accredited Standards Committee (ASC) X12 EDI transaction sets to support DTC operations. These include an X12 219 (Transportation Service Request), 220 (Transportation Service Response), and 858 (Shipment Information) as discussed above, as well as several other transaction sets which are described in the tables below. Services and Agencies utilizing DTC for their freight movements must ensure their systems comply with the DTC IT implementation plan and EDI implementation conventions. The EDI implementation conventions are available via the DTC link on the Defense Transportation Electronic Business Committee web site (<https://dteb.lmi.org>).

DTC uses multiple transportation mode codes to support the processing and movement of freight. The following mode codes are applicable to the DTC program and must be supported by DOD shipper systems to identify the proper mode and associated cost of the movement. The X12 code in the EDI sets appears first, followed by the mode DTC will use with the X12 code, and the DOD mode code to which the X12 code corresponds.

X12 Code	DTC Definition	DOD Mode Code
A	Commercial Air Freight	Q
AE	Air, Parcel Post, First class and Priority	H
AF	Air, small parcel carrier	J
DW	Drive-away / truck-away – tow-away	D
LT	Less than truckload	B
L	Dedicated / scheduled truck	S
J	Truckload	A

Table 5.0 X12/DOD Mode Codes

Figure 5.0 and table 5.0a illustrate the electronic data interchange/DTC process/flow:

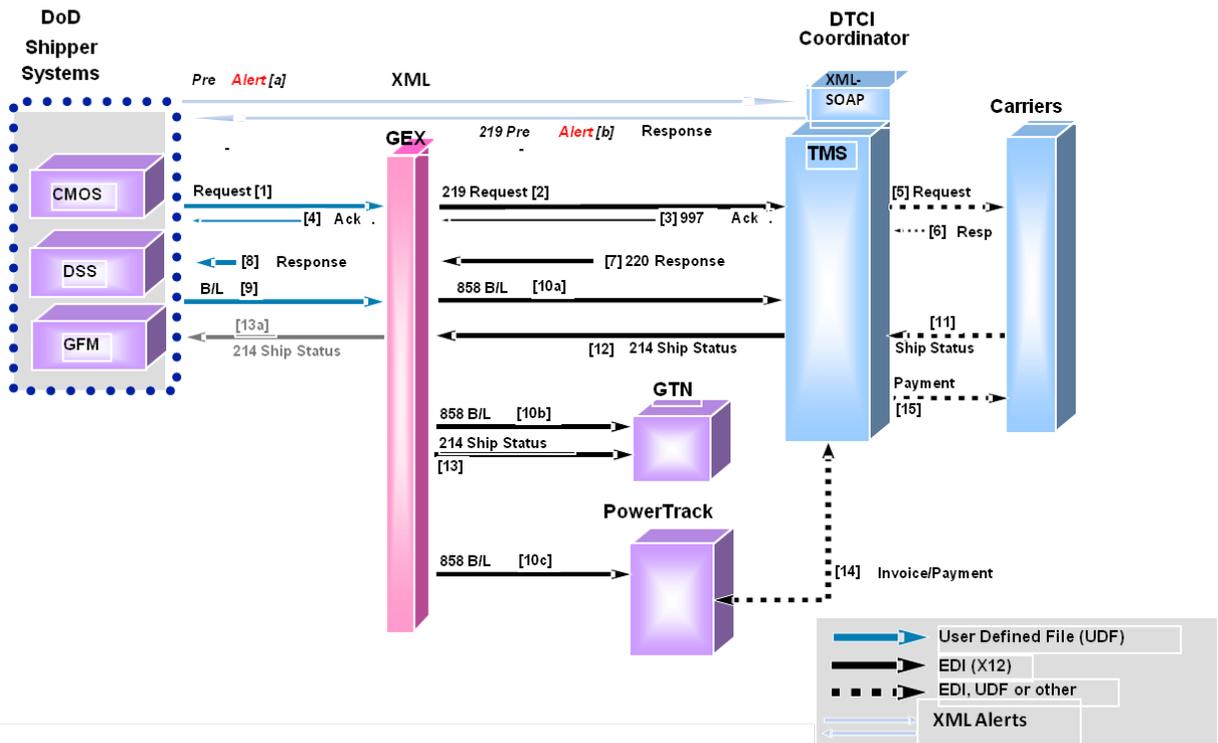


Figure 5.0 IT Processes

Note: Pre-offers are a feature of the DSS system only

Step	Sending Party	Receiving Party	Data Format	Description
A	DDC Shipper System (DSS)	GEX	UDF pre-alert	A DDC shipper generates a pre-alert, and forwards it to GEX. Note: does not apply to Service shippers..
B	GEX	DTC Coordinator	ASC X12 219	GEX receives the pre-alert, converts it to an ASC X12 219 EDI set and forwards it to the coordinator. The coordinator, if able, conducts early shipment optimization planning while awaiting the formal request for transportation.
1	DOD Shipper System	GEX	UDF transportation request	A DOD shipper system generates a request for transportation for the Coordinator and forwards it to GEX.
2	GEX	DTC	ASC X12 219	GEX converts the request into

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Step	Sending Party	Receiving Party	Data Format	Description
		Coordinator		an ASC X12 219 EDI set and forwards it to the Coordinator.
3	DTC Coordinator	GEX	ASC X12 997	Upon receipt of the 219 transportation request from GEX, the coordinator shall respond with an ASC X12 997 functional acknowledgment.
4	GEX	DOD Shipper System	UDF acknowledgment	GEX receives the 997 acknowledgment from the coordinator, converts it into the appropriate UDF, and forwards it to the shipper system instance that generated the request. (GEX also may forward the untranslated 997 directly to the shipper system if desired.)
5	DTC Coordinator	Carriers	UDF transportation response	After receiving the 219 transportation request, the coordinator engages its network of carriers to secure transportation arrangements in accordance with the shipper's request. Where possible, the coordinator conducts shipment optimization and consolidation among several requests it receives from shippers.
6	Carriers	DTC Coordinator	UDF transportation arrangement acceptance	The carrier confirms its arrangements with the coordinator, including any special equipment requests.
7	DTC Coordinator	GEX	ASC X12 220	Within 4 hours of receiving the 219 transportation request from GEX (with the exception of EXPEDITE requests), the coordinator shall respond with an ASC X12 220 transportation response, containing the carrier and equipment details, and a estimated shipment cost.
8	GEX	DOD Shipper System	UDF transportation response	GEX receives the 220 response from the coordinator, converts it into the shipper system's UDF, and passes it to the requesting shipper location.

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Step	Sending Party	Receiving Party	Data Format	Description
9	DOD Shipper System	GEX	UDF BOL	When freight is picked up at the shipper location, the shipper closes out the shipment record, generating a BOL UDF, which it forwards to GEX.
10a, b, c	GEX	DTC Coordinator, GTN, Commercial Bank (Currently US Bank's Syncada)	ASC X12 858	GEX receives the BOL UDF, converts it into an ASC X12 EDI BOL, and forwards copies to a) the coordinator, b) USTRANSCOM's Global Transportation Network, and c) Commercial Bank system.
11	Carrier	DTC Coordinator	UDF status message	The carrier shall provide the coordinator with the following In-Transit Visibility event information: <ul style="list-style-type: none"> ➤ Shipment pickup ➤ Shipment delivery ➤ Any event which will cause the carrier to miss its scheduled/required delivery
12	DTC Coordinator	GEX	ASC X12 214	The coordinator shall convert this notification into an ASC X12 EDI 214 shipment status message and shall forward it to GEX within 2 hours of the shipment status event.
13	GEX	GTN	ASC X12 214	GEX forwards the 214 status message to GTN, which it appends to the 858 BOL it received from the DOD shipper system.
13a	GEX	DOD Shipper System	UDF status message	If desired by the shipper, GEX will convert the 214 into a UDF and forward it to the appropriate shipper system location.

Step	Sending Party	Receiving Party	Data Format	Description
14	DTC Coordinator	Commercial Bank	EDI invoice, EFT payment	The coordinator shall bundle shipment movement data, at the BOL and TCN level of detail, and shall invoice the Commercial Bank for the transportation costs. Upon web-based validation by the shipper, Commercial Bank pays the coordinator via electronic funds transfer (EFT).

Table 5.0a. Data Exchanges for DTC

Another change you will notice with DTC is an increased emphasis on contract performance monitoring and reporting from the TO/OOs and the on-site team (if applicable). Currently, there is no across the board performance monitoring process for all DOD surface movements. The former Tailored Transportation Contract (TTC) was one program that utilized consignor and consignee support to report issues concerning the transportation services they receive. DTC builds on the good work of the TTC through an enhanced performance data collection and analysis process. The DTC division will continue to seek support in this area as those on site are in the best position to monitor and report discrepancies with the transportation movement.

The remainder of this section will cover specific processes and actions a user will utilize under DTC.

5.1 Customer Registration – Coordinator’s System

Both the DTC Coordinator and the ITO/TO staff will utilize the coordinators web based transportation management system (TMS) to perform numerous functions under the DTC program to include shipment tracking, claims management, and customer feedback. In order to gain access to TMS, DTC customers must register for and request access to this system to include obtaining a valid username and password to gain access to the DTC Coordinator’s web site (<https://www.dtc.mil>). Subsequently, users can log in using their CAC/PKI card. Prior/during site implementation, the following process is used to obtain access to the coordinators transportation management system:

DTC Division’s Operational Support team will obtain new user information and process new account requests as part of the new site start up process. These accounts will be ready upon initial site training approximately 7 days prior to go live.

Each active DTC site will designate a “Super User” (normally the TO or freight supervisor) who will be able to submit account requests for any employee requiring access after implementation. The specific process for super user procedures is listed in section 9 of this guide. All others requesting accounts must submit their request to their service CORs listed on the quick reference sheet earlier in this document or directly with the DTC division at the phone numbers detailed in section 1.0 of this document.

5.2 Ordering of Transportation Services (EDI 219)

As briefly explained in an earlier paragraph, the TO's method for submitting freight movement requests from their sites through Government shipper systems to the DTC Coordinator is via DSS, CMOS, and GFM. If freight movement is DTC-eligible, the shipper system will format the DTC EDI 219 to begin ordering carrier services on behalf of the TOs with the exception of CMOS, where users will determine eligibility based on the shipments characteristics as listed in 4.1 above. If freight movement is not DTC-eligible, TOs will continue ordering as required under previously established practices, e.g., small package express. The shipper will also enter the Mandatory Delivery Date (MDD), or the date the shipment is required to be delivered to the consignee. Use information listed in section 4.1b1) & 2) above and section 6.1 below to develop an appropriate MDD.

The 219 will include such fields as requested pickup date/time, mandatory delivery date, requested equipment types, requested accessorials, if any, and shipment characteristics.

The Coordinator is required to accept government transportation service requests by electronic (EDI, web submission using the Coordinator's web tool, e-mail requests) and manual methods (phone and/or FAX). Government locations that do not have ready access to a DOD shipper system, e.g., DSS, CMOS, GFM, or if the DOD shipper system is down for an extended period, will order transportation services using the following methods:

- a. Coordinator's E-mail: dod.mwgs@menloworldwide.com.
- b. Coordinator's 24/7 customer service center and load planning team:
 - 1) Voice: Toll-Free number (800) 301-8175/8176
 - 2) FAX: (866) 651-7455

Please note that the use of the above methods is a back-up to the DOD shipper system or for those units without access to a DOD shipper system. The Coordinator's response to manually submitted data is similar to that of electronically entered transportation requests and includes creating an EDI 220A that is sent back from the Coordinator to the Government shipper system.

TOs will not coordinate individual carrier services with carriers as the DTC Coordinator performs all necessary coordination based on the submitted freight movement request as requested in the 219. All accessorial requirements will be communicated during the requirement building process (219 submission) within the shipper system.

Low volume shipping locations, e.g., base level transportation offices, or any authorized shipping location that loses connectivity with their government shipper system or connectivity with the Coordinator's web based portal, may order transportation services directly through the Coordinator via a toll-free number, fax, or e-mail. The Coordinator will be required to meet the time requirements stated in the above table to confirm receipt of the order, confirm the scheduled carriers, and to pick-up the freight in the time required in the contract.

For specialty services such as expedited freight, diversion, re-consignment, or special equipment requirements, the shipper must notify the Coordinator's customer service center preferably via telephone, but also by fax, or email if telephone is not available, to ensure the Coordinator understands the urgency.

NOTE: Current GFM/CMOS Workarounds as of fall 2011 (modifications in discussion/work based on funding/prioritization). These workarounds must be understood to ensure all shipping requirements are passed to the coordinator and bills paid accordingly. Current GFM/CMOS workarounds:

a. GFM: Will not pass notes via the EDI 219. Therefore, if the site has special instructions to pass to the Coordinator (e.g., special shipment characteristics, contact information or delivery instructions), the site needs to send an email or contact their regional load planner team for their action/information.

b. GFM: Will not pass item detail (dimensions) for more than one item on a single offer. If TO's have more than one item, input the dimensions of the largest item in the shipment and subsequently send an email to the coordinator outlining the remainder of what is planned for the specific shipment.

c. GFM/CMOS: If a 220 has not been received by the shipper and the carrier is waiting to pick up the shipment, the TO can open the Coordinators TMS to see if the shipment was received by the coordinator. If it has, and the carrier has been assigned (and the EDI 220 is held up due to a IT transmission challenge), the shipper can use information from TMS or from the Coordinator's load planner verbally to populate CMOS data fields in order to print a "draft" BOL to provide the carrier and release the truck to deliver the shipment. The shipper will ensure they provide the final BOL to the carrier once the 220 arrives. If the 220 does not return within 2 days after carrier pickup, the site will have to show that the shipment picked up on the date they are trying to close out the shipment.

For further information on specific CMOS processes refer to the CMOS DTC Users guide at <https://www.gunter.af.mil/il/ilr/ilrc/documents.aspx>. For further information on DTC changes in GFM, refer to the DTC website at <http://www.transcom.mil/dtci/>.

5.3 Carrier Management/Carrier Response to Shipment Request (EDI 220)

The DTC contract is a FAR based contract and is not subject to all guidance outlined in DOD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement, e.g., provisions concerning carrier qualifications and carrier performance do not apply to DTC. Under the DTC Program, TO's/ITO's will not contract directly with freight carriers. Instead, the DTC Coordinator manages DOD freight shipments, contracts directly with freight carriers, and manages freight carrier performance to ensure program goals are met or exceeded. The DTC Coordinator is not required to utilize SDDC qualified/approved carriers or report carrier performance using the Carrier Performance Program (CPP). However, carriers must meet U.S. Department of Transportation (DOT) and individual State's DOT requirements to operate as a motor carrier, e.g., licensing, insurance, and safety requirements.

Upon receipt of the EDI 219 from the ITO/TO/OO, the DTC Coordinator arranges for the movement of freight from their network of carriers to include ordering accessorial services requested in the shipping request. The DTC Coordinator may employ multi-brokering of freight to achieve required efficiencies of the program and is responsible for notifying the shipping activity concerning carriers' load schedules, e.g., which carrier gets loaded based on a unique offer number that is associated with each shipment. The Coordinator will respond to the ITO/TO/OO's EDI 219 request with an EDI 220 DTC Transportation Service Response. Specifically, the EDI 220 will provide the following information to the TO:

- a. Date of Pick-Up.
- b. Time of Pick-Up.
- c. Carrier selected (Carrier identified using its SCAC code).
- d. Estimated Shipment Charge to include Not-To-Exceed (NTE) line haul rate (Government approved rates contained in the DTC contract), known accessorial costs, and fuel surcharge. The estimated shipment charge including NTE rate will not be visible on the final BoL documents.
- e. Any other information as required.

The Coordinators dialogue with the carrier and the actual carrier selected to support the shipment will be transparent to the TOs and requires no additional action from TOs. Other functions the Coordinator performs are:

- a. Optimize and consolidate freight movement requests where possible to achieve efficiencies and cost savings.
- b. Coordinate and confirm all requested carrier services to include any special equipment requests.
- c. Complete all coordination actions within four hours from original receipt of the freight movement request.

Within eight (8) operational (shipping) hours of the initial EDI movement request, the Coordinator's carrier will pick-up the scheduled freight, unless a specific time is established during the implementation planning at each shipping location, i.e. dedicated/scheduled trucks. The TO can also designate other pickup times earlier than the 8 hour criteria (Expedite shipments) or outside the 8 hour window (i.e., TL pickup 3 days from initial 219 submission).

Overweight and outsize dimensional loads will be picked up within six operational hours after the receipt of proper permits (NOTE: IAW DTR II, carriers are required to obtain all necessary permits. Shipping activities must not release DOD oversize/overweight cargo shipments until the carrier has presented the shipping activity with the permit for the origin state prior to shipment release. The Coordinator certifies that the carrier will obtain the required state road use permits for the entire route of travel to meet delivery requirements). TO's will report late pick-ups (after six hours) using the CFT on the coordinator's website.

If the shipper uses a loaded pool trailer, the equipment identifier on the 220 will match the original 219 DTC Transportation Service Request. If there are any questions, the shipper will

contact the Coordinator's 24/7 customer service center. Additionally, the Coordinator documents and tracks freight movement history through their TMS and can identify how the freight moved by specific carrier throughout its enterprise. This may be especially helpful in determining carrier liability in the event of lost or damaged freight and to determine if a shipment has been picked up, is enroute, delayed, or delivered. It should be noted that the ITO/TO can also track DTC shipments via the TMS. An excellent interactive training presentation on TMS usage is located at the following Coordinator website:

http://www.brainshark.com/conway/DTC_Training_Navigation

5.4 Closing Out A Shipment (EDI 858) and Other ITO/TO Functions

TOs will electronically close out the shipment record in the shipper system upon freight pick-up, which will generate EDI 858R Freight BoL transactions for the following entities:

- a. GFM.
- b. DTC Coordinator.
- c. GTN.
- d. Third party payment system (TPPS).

NOTE: Closing out shipments earlier than freight pickup (e.g., days, weeks prior to actual pickup) indicates to the system that the shipment has picked up and is highly discouraged. Untimely release of shipments prevents the government from capturing correct performance numbers regardless if the carrier was actually late and sets in motion the ITV process where the systems show the shipment in transit when in fact it is still at origin.

NOTE: To ensure mission requirements are met, modifications to shipment information must be made via an updated 219 and receive a corrected 220 back prior to shipment closeout.

TOs will have access to the following minimum ITV provided by the carrier to the DTC Coordinator via the Coordinator's website or GTN:

- a. Shipment Pick-Up.
- b. Shipment Delivery.
- c. Delays enroute or any event that will cause the carrier to miss its MDD. See PWS Appendix D or section 6.18 of this guide for Exception Code information used for shipment delays.

The DTC Coordinator will ensure that carriers deliver cargo by the requested MDD.

Since the shipper at the site will normally be the first person to notice that a pickup has been missed, it is the shippers responsibility to immediately notify the Coordinator's 24/7 customer service center to report the missed pickup so the coordinator can begin working to correct the situation. However, if the Coordinator has knowledge of an issue that would prevent on-time pickup, then the coordinator shall telephonically, electronically or by the timeliest means available, notify the shipper of the situation. In either case, the coordinator's customer service representative will arrange for another carrier to pick up the shipment or in the case of a late pickup, inform the installation of projected carrier show time. Original MDD times will still apply in this situation. The BoL must be changed if carrier and rates are different. The

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Coordinator will send a modified EDI 220 response. For those government shipper systems incapable of accepting a modified EDI 220 (e.g. GFM), the estimated cost may be exceeded on the final invoice submitted in TPPS/Syncada. In this case, the TO should confirm with the Coordinator that a modified 220 was sent and then approve the TPPS/Syncada transaction upon verification.

To assist with evaluating the DTC Coordinator's overall performance, DTC shipping and receiving activities will monitor performance of both the DTC Coordinator and its carriers picking up from and/or delivering to their respective activities. Service failures are applicable, but are not limited, to the following:

- a. On-Time Pick-Up.
- b. On-Time Delivery, determined by MDD.
- c. Loss and/or Damaged shipments.
- d. Website Availability and Accessibility.
- e. Correct Equipment provided .
- f. Timely Claims Recovery Process.
- g. Any other services or deliverables specified or requested under the DTC PWS.

On a daily basis, DTC shipping and receiving activities will report (as applicable) service failures such as those identified directly above utilizing a DTC-provided automated Customer Feedback Tool (CFT) which is resident in the Coordinator's Transportation Management System. The automated tool will assist both the DTC Coordinator and DTC division in analyzing performance, identifying trends, and initiating performance improvement actions. Further discussion on the use of the CFT and actual screen shots of the tool are shown/described in the next paragraph of this document.

TOs, OOs, or designated personnel appointed by the TOs at shipping and receiving activities must have a valid username and password to gain access to the web-based automated TMS tool at: <https://www.dtc.mil> (CAC/PKI cards will be utilized effective 31 Dec 11)/. Designated individuals may be Government, Contractor and/or DOD Coordinator personnel. Site TOs retain overall responsibility for ensuring their designated personnel submit timely and accurate feedback reports.

TOs will be trained on this customer feedback tool during site implementation training or by completing the customer feedback tool web-based training program or other feedback training tools located on the Coordinator-managed training website listed earlier in this section. Questions concerning the web-based training should be directed to the Coordinator's 24/7 customer service center (Para 5.2 above).

TOs will monitor and report DTC Coordinator performance using the CFT tool. Both positive and negative performance must be captured. TOs are strongly encouraged to provide as much detail as possible for the DTC division to conduct a thorough analysis and investigation of the situation. The Coordinator or DTC division or DTC CO/staff may contact the TO for additional details in the event that insufficient information was provided. Any report lacking sufficient detail may result in a call from the Coordinator's customer service team or the DTC division

requesting additional information. Service/Agency CORs will have access to the Coordinator's system to review CFT submissions. DTC division will provide a monthly report indicating the number of performance reports submitted by Service/Agency.

5.5 Customer Feedback Tool

As mentioned above, the Coordinator will provide users with a web-based tool to report and track both negative and positive feedback. This tool allows the Coordinator and DOD the ability to communicate and address issues in a productive and controlled manner for quick resolution and continued process improvement. This tool can also be used to request a Proof of Delivery or POD.

The customer feedback tool is the best avenue to formally identify and report user's transportation related issues to the Coordinator and the DTC team. The DTC team will be unable to engage the coordinator to improve performance or correct user issues without having a record of the problem.

Reports are created from this tool and are used to measure the coordinators response time to a customer feedback and to track comments through to resolution. The coordinator will respond to a customer feedback within 24 hours of receipt of the feedback. The site will be given an opportunity to respond to the coordinator's feedback response once it is posted in the feedback tool. If no feedback is received back from the customer (site) within 48 hours of the coordinators feedback response, the individual feedback will be automatically closed. Feedback for shipments that occur after 10 days of delivery should be submitted by the customer as information only; however, these later feedbacks will be counted towards the quarterly quality assurance evaluation calculation.

NOTE 1: Comments/customer feedback in bimonthly OO reports back to the DTC Division should be supported by corresponding feedback in the customer feedback tool.

NOTE 2: DTC captures late pickup and delivery events as normal practice of data collection. Sites are not required to submit all instances of late shipments, however, they are encouraged to submit feedbacks for critical shipments or where negative trends are identified (e.g. carrier was late everyday for the past week).

If an urgent issue arises, the Coordinator will be available by phone or email at 800-301-8175/8176, email dod.mwgs@menloworldwide.com.

Customer Feedback

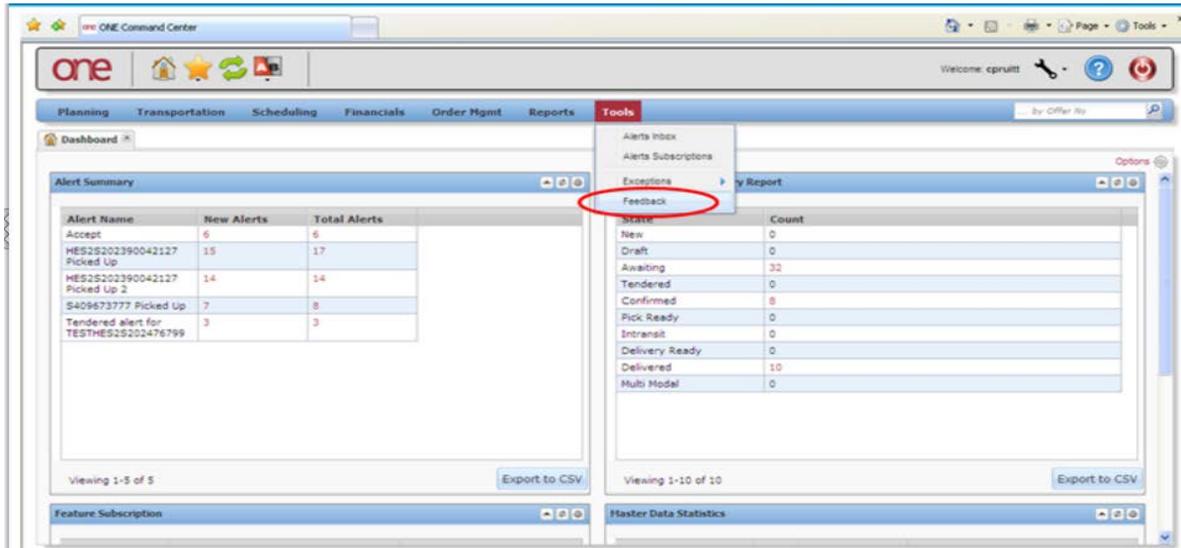


Figure 5.5 – Customer Feedback

- To enter a customer service issue, navigate to **Tools | Feedback** (see above).
- User may also request a Proof of Delivery (POD) from this menu as well.

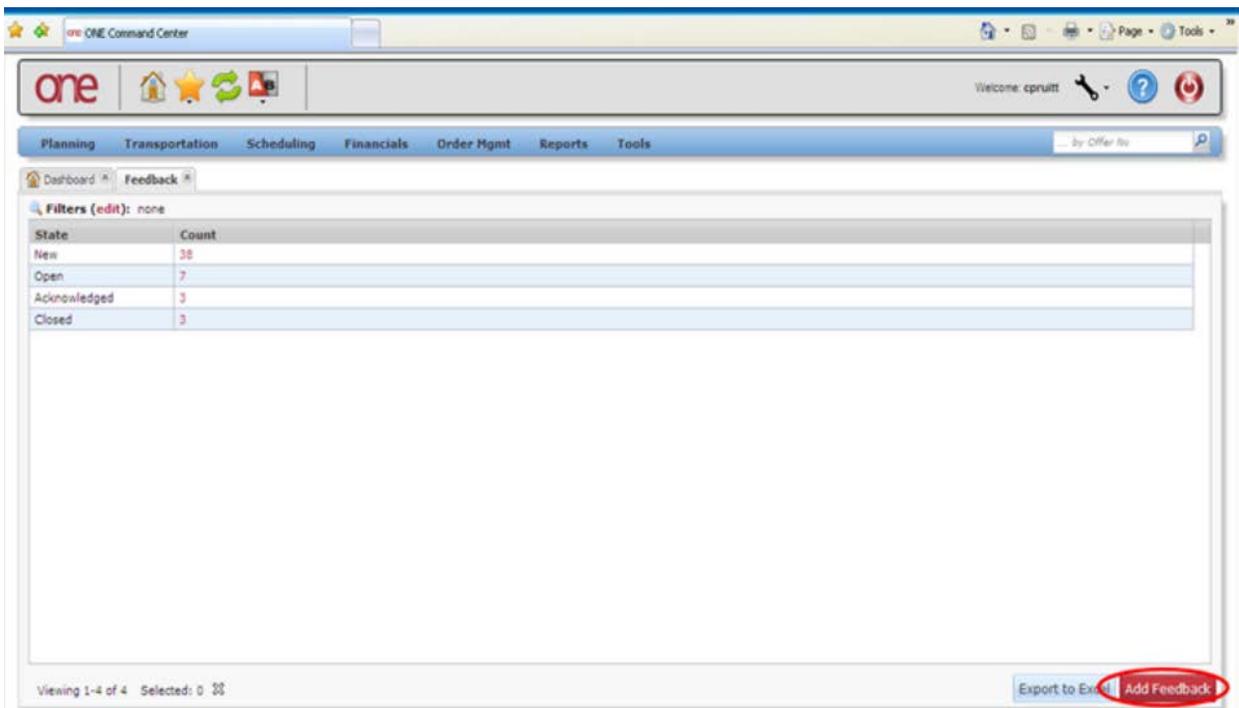


Figure 5.5a – Customer Feedback Screen

- To add a new feedback, select “Add Feedback”

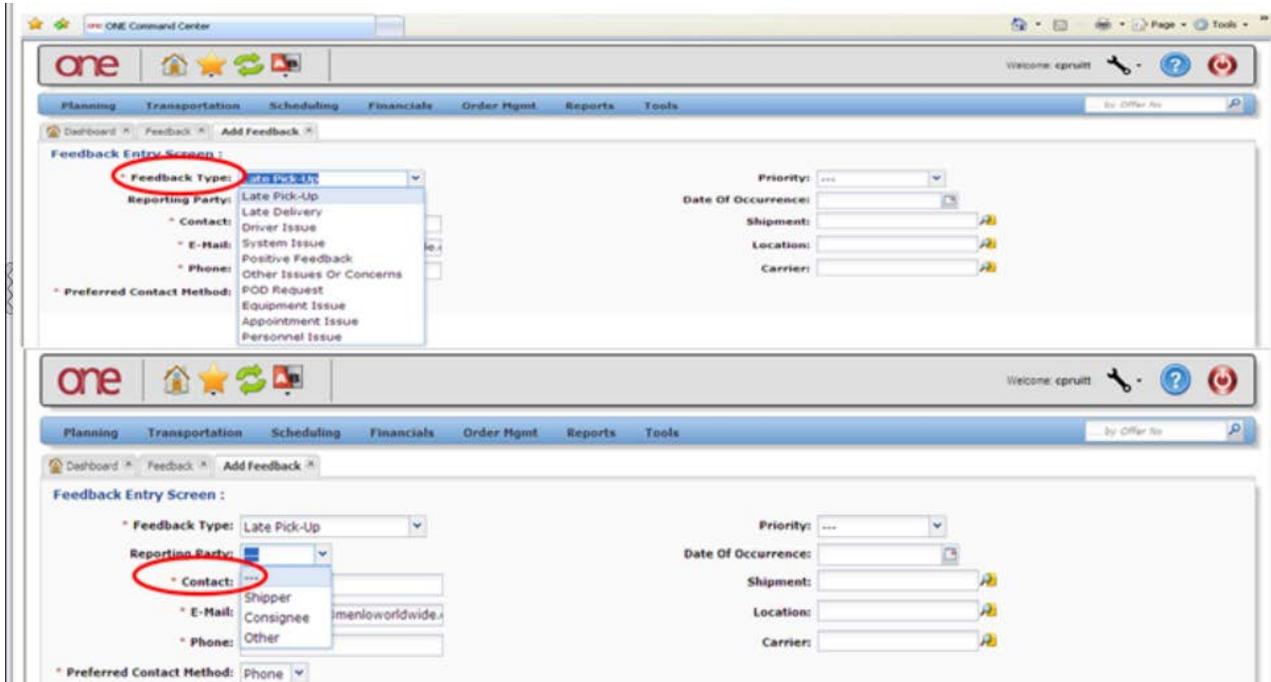


Figure 5.5b – Customer Feedback Screen

- Select the appropriate feedback type. Note that gold asterisks indicate a mandatory field.
- Then select the appropriate contact information, reporting party, priority and other information as indicated above.

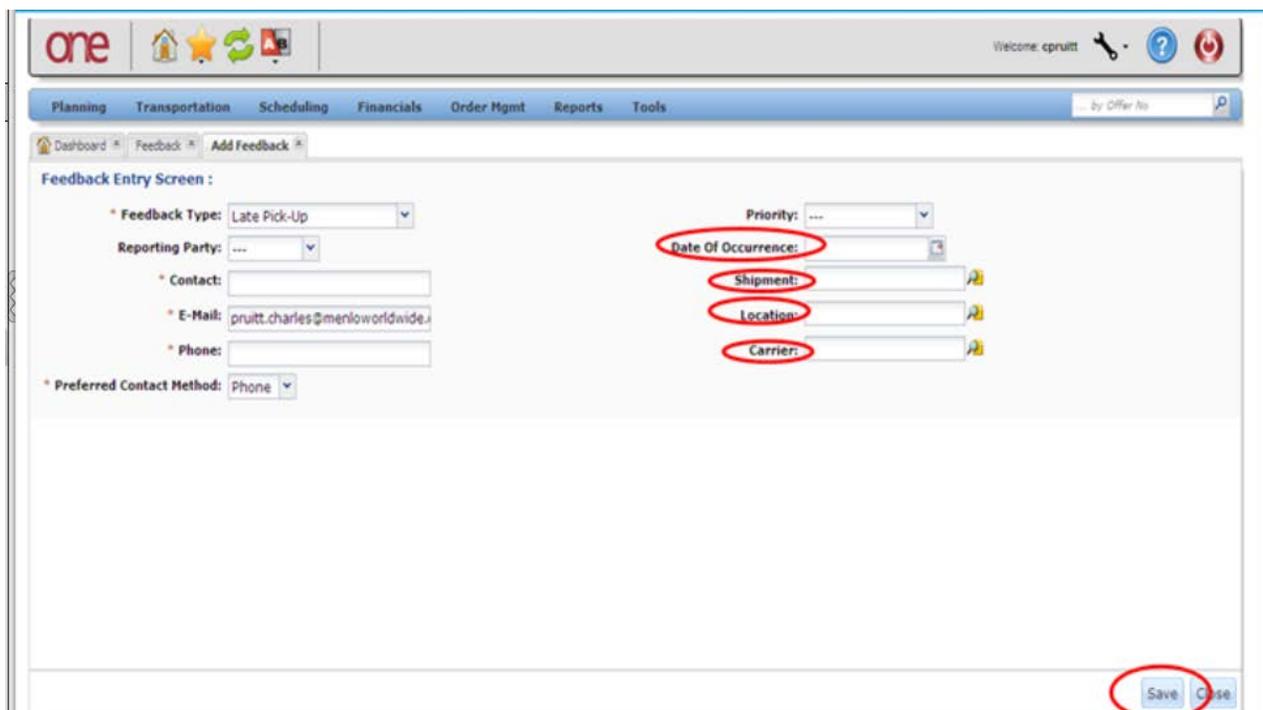


Figure 5.5c – Customer Feedback Screen

- Once all the mandatory fields are annotated, the user is requested to enter the date of occurrence and other information annotated in red above, select Save and the customer feedback request information will be successfully created in a record.

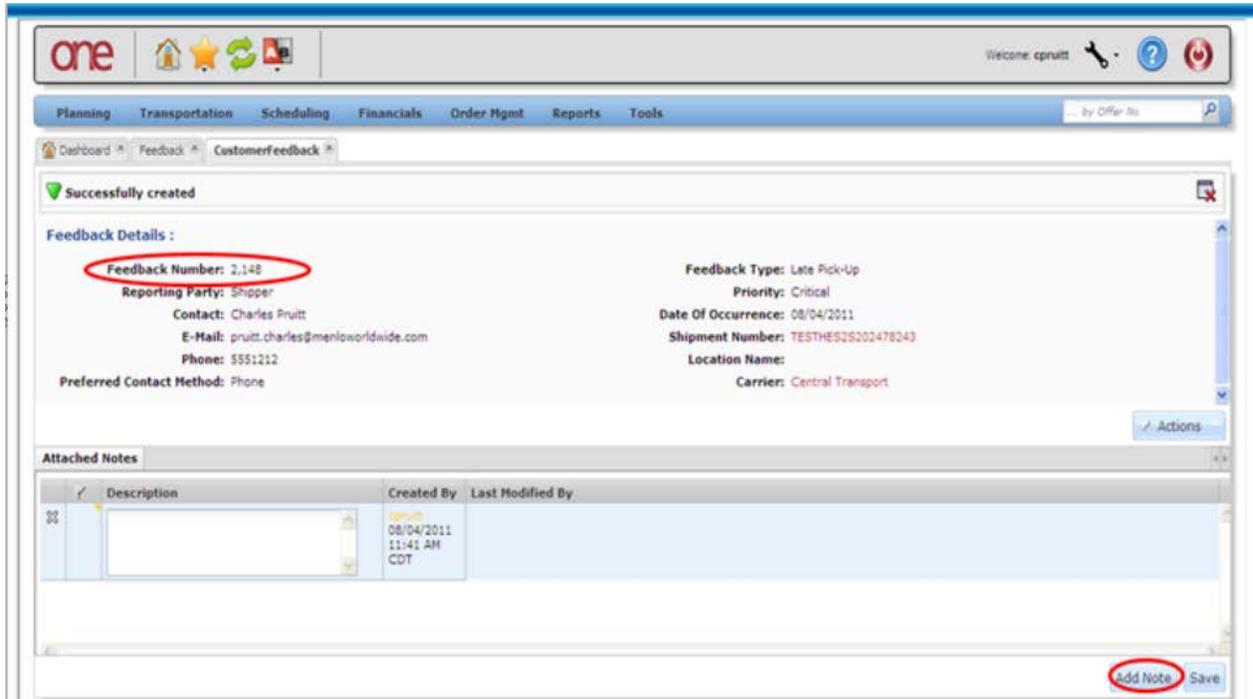


Figure 5.5d – Customer Feedback Screen

- Once Save is selected, a feedback number is assigned. Annotate the feedback number so that you can search on the feedback number at a later time.
- User can also enter notes on the event by using the “Add Note” button on the bottom right section of the tile. Notes should document the actual specifics of the event.
- Select Save. Notes are now “read only”.

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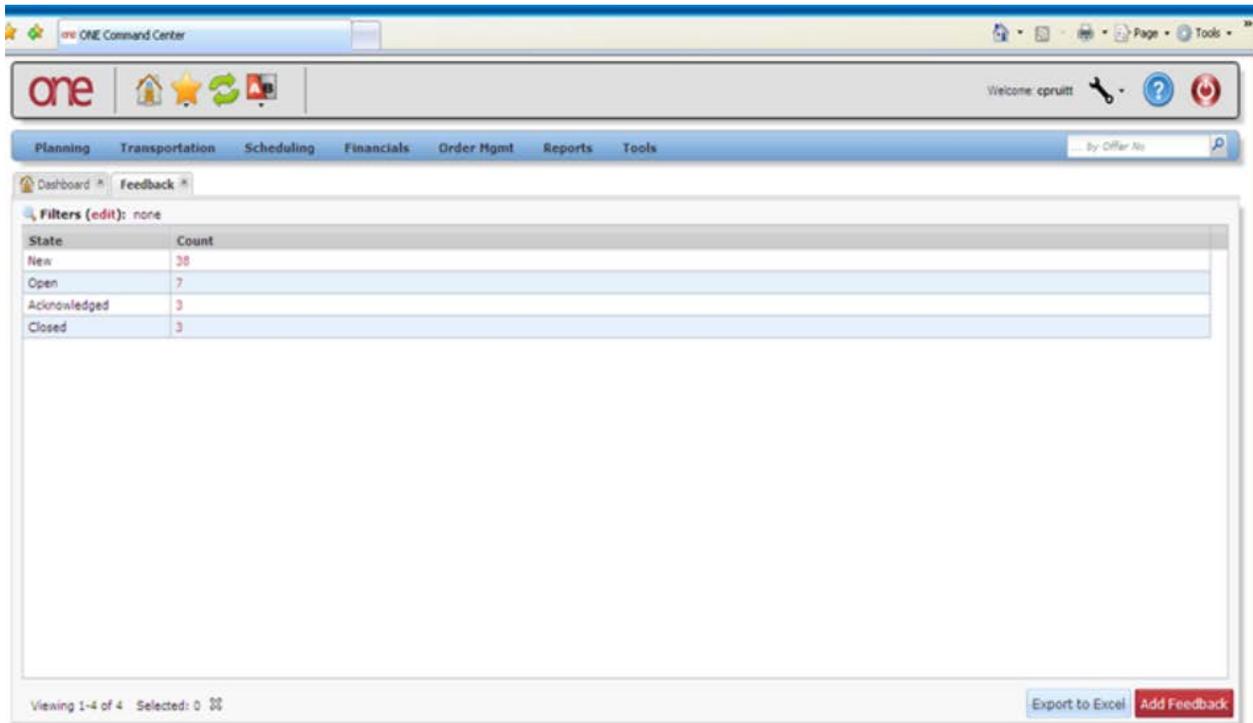


Figure 5.5e – Customer Feedback Screen

- To view all feedbacks in TMS, navigate to Customer Feedback summary tool.

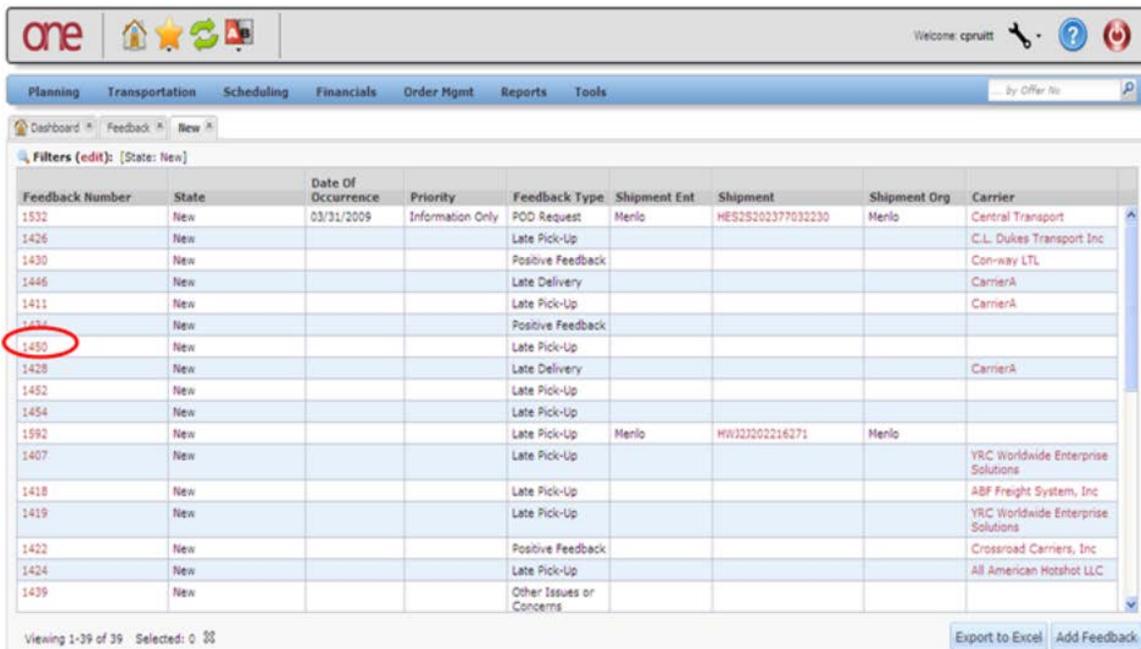


Figure 5.5f – Customer Feedback Screen

- To view all submitted feedbacks and their current status, select the number under the “Feedback number”. Any information in yellow or orange means the information will be hyperlinked.

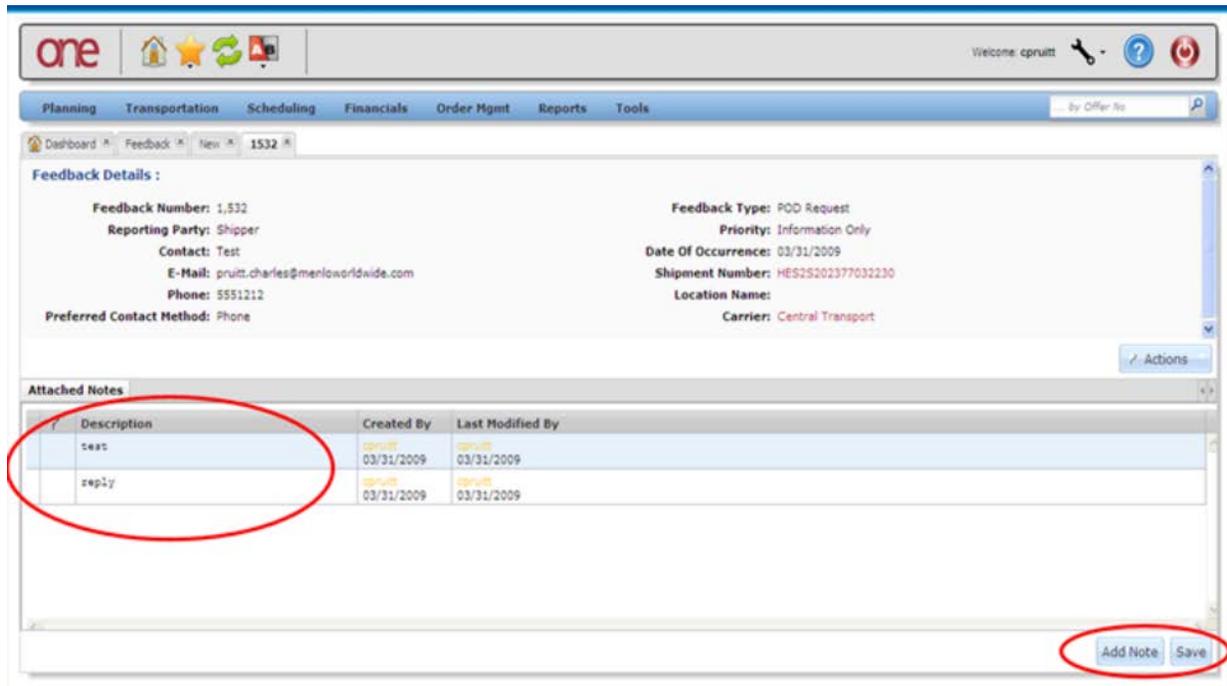


Figure 5.5g – Customer Feedback Screen

- After the feedback number is selected the user will see the feedback created and any notes that may have been added.
- A user may also add additional notes by selecting the “Add Note” button again and selecting “Save”.

5.6 Identification of DTC-Eligible Freight

DTC is a requirements contract, meaning all DTC eligible freight originating from identified DTC shipping activities will be offered to the DTC Coordinator for movement. DTC eligible freight includes Freight of all kinds not specifically excluded in Para 4.1 of this chapter. Examples of eligible freight include hazardous materials shipments and over and outsized shipments. The DTC coordinator must move all DTC eligible freight. In the event the carrier refuses DTC eligible freight, the TO will contact the Coordinator’s customer service center and report the instance. The DTC coordinator customer service representative will immediately arrange for another carrier to pick up the freight. In the unlikely event the Coordinator refuses DTC eligible freight, the following should be accomplished:

- a. The TO should verify the reason for refusal and document and report the incident to the DTC Contracting Officer (CO) and appropriate COR as soon as possible. The DTC CO can be reached at 1-618-220-7038/7097/7129/7034/7017 (after hours, contact 618-210-2534).
- b. If necessary to meet customer requirements, the TO may have to utilize an alternate source for transportation. However, documentation of the incident shall include the alternate source Bill of Lading No. and carrier name/SCAC. Shippers must ensure the DTC Contracting Officer approves any movement outside of DTC prior to offering freight outside of the DTC program.

Note: Late (more than 4 operational hours from offer receipt) acceptance of shipment(s) by the coordinator does not automatically indicate a refusal by the coordinator. It could mean that the coordinator is having difficulty in obtaining confirmation from carriers due to a host of issues (e.g. capacity, weather, excessive deadheading, etc). The coordinator should contact the site as soon as possible to relay the difficulty and work with the site to ensure the requirement is reasonably covered to meet the MDD.

DTC-eligible freight moved outside the DTC contract may be subject to a non-performance claim against the Government by the Coordinator and may be settled through additional payments paid by the shipping activity responsible for the original movement requirement.

For TO information purposes, DTC freight movements are identified on the BoL using the DTC Coordinator's unique SCAC of MWWG. Additionally, a carrier's SCAC (different from the Coordinator's SCAC) will be annotated in the "VIA" block (CMOS, GFM) and the ownership SCAC (DSS) field of the BoL indicating the actual carrier assigned to move the freight.

DTC accessorial codes are located in appendix B of the Performance Work Statement (PWS). Current versions of the Appendix B and allowable accessorial costs are available on the DTC website. In instances where services not covered by an accessorial service listed in appendix B is requested or required, the shipper shall notify the Coordinator who will inform the Contracting Officer of the circumstances and settle upon a pre-negotiated and agreed upon rate or fee for providing the services prior to the commencement of action.

5.7 Billing, Payment, and Audit

Refer to the DTC Billing, Payment & Audit Plan (BPAP) for guidance on processing DTC transportation payments. BPAP is located on the DTC website at: <http://www.transcom.mil/dtci/> under the heading "Tech Library." Billing and payment will be made electronically through the third party payment system.

TOs will verify and authorize payments using the Government-approved third party payment system, Syncada (formerly known as PowerTrack), IAW DTR Part II. Essentially, the ITO/TO/OO should review the DTC carrier cost in Syncada to determine if the actual line haul and accessorial costs ("total billed" in Syncada) exceeds the original Estimated shipment charge ("Order amount" in Syncada) as specified in the Coordinators initial 220 response. If the order amount is not exceeded, ITOs/TOs/OOs are encouraged to promptly pay the cost, subject to a spot check validation of various charges. If the order amount is exceeded (which may be due to

additional accessorials since initial 220 response, fuel surcharge change, etc.), ITOs/TOs/OOs should determine why it was exceeded and if justified, pay the bill. If not justified, ITOs/TOs/OOs should put the payment in “hold” status within Syncada, which requires a response from the Coordinator on why the order amount was exceeded. Higher volume shippers with the auto approval pay feature incorporated into Syncada will follow this same process if the auto approval tolerance is exceeded. Note that under the DTC program, there will be times where the Coordinator provides a service after the EDI 220 is received, i.e., permits, reweighs, etc. If this occurs, TO's/freight personnel will receive an e-bill through Syncada along with a copy of the permit, reweigh document, etc. posted in the Coordinators TMS, under DTCI documents and the site's name.

Due to the unique nature of the DTC shipment rating process and related FAR-based cost reimbursement provisions incorporated into the DTC contract, line-haul and other shipment costs will be provisionally paid, i.e., contingent liabilities, and subject to post-payment contract audit for allowable cost determination. Consequently, the Contracting Officer's responsibility remains to ensure that the payment is proper and correct per the terms of the contract to include recognition that payment is provisional and subject to post-payment contract audit by the Defense Contract Audit Agency and final determination for allowable cost by the DTC Contracting Officer. The DTC Contracting Officer is responsible for determining the final allowable DTC transportation costs to include the actual line-haul shipment costs invoiced against the contract.

5.8 Customer Service

The Coordinator provides customer support to TOs at shipping and receiving sites through a dedicated customer service team that will be available 24 hours a day, 7 days a week. The Coordinator customer service team can be reached at:

Voice: 800-301-8175/8176
FAX: 866-651-7455
E-mail: dod.mwgs@menlowworldwide.com
Web: <https://www.dtc.mil>

The Coordinator's help desk is staffed with regional teams of transportation experts that are trained to handle virtually any DOD issue under the provisions of the DTC contract. The Coordinator will make every effort to seek resolution to DTC transportation issues.

TOs/OOs will contact the Coordinator's customer service team for all transportation issues/inquiries related to the DTC program.

Customer Service phone: 800-301-8175/8176
FAX: 866-651-7455
Load Planning phone: 800-301-8175/8176 (Air/LTL tenderer team option 7)
E-mail: dod.mwgs@menlowworldwide.com
Specialized Team: mwwdod_unitmoves@menlowworldwide.com
Northeast Region Team: DTCINortheastregion@menlowworldwide.com
West Region Team: DTCIWestregion@menlowworldwide.com
Central Region Team: DTCICentralregion@menlowworldwide.com

NOTE: Follow voice instructions to connect to the appropriate team.

TOs/OOs will provide shipment information via BoL, Offer Number or TCN for all inquiries. The DTC Coordinator customer service team will respond to the following types of inquiries, although this is not an all inclusive list:

- a. Expedited shipments.
- b. In Transit Visibility (ITV).
- c. Astray (lost or missing) freight (DTC shipments only).
- d. Pick-up of DTC-eligible freight.
- e. Carrier-specific performance issues.
- f. Surge requirements.
- g. Loss and/or Damage claims.

Only authorized individuals such as the CO or the OO can order freight services, although they must first ensure funds are valid and available. If a TO is not an OO, they will contact their local OO or the DTC Contracting Officer before ordering freight service orders with the Coordinator. CORs are delegated responsibility for monitoring Coordinator performance and inspecting and accepting services for the Government. Neither the OO or COR can make changes or modify the DTC Contract.

TOs/OOs who do not receive satisfactory resolution from the DTC Coordinator customer service team will contact their Service/Agency COR who will work with the Coordinator, and subsequently the DTC division, if required, to achieve resolution (see section 1.0 for a listing of all CORs, plus their email addresses and phone numbers. These Service/Agency representatives will participate in bi-monthly program management reviews with direct access to Coordinator representatives/COR and DTC division/DTC PMO and CO team.

In the unlikely event the Coordinator's customer service help desk is unable to resolve a DTC operational customer issue, the DTC Division's Operational Support Team (OST) is the Coordinator's next level of support. Inquiries to the OST Team will typically be originated by the Coordinator's customer service help desk or by the authorized Service/Agency representative/COR. Shippers/consignees may also contact the DTC Division/OST at:

Voice: Army Team 1-618-220-6509/6505 / Navy Team: 1-618-220-6522/6521;
AF/USMC Team 1-618-220-6318/6508 / DLA Team: 1-618-220-6529/6537
IT Team 1-618-220-6501
Fax: 1-618-220-7992
E-mail: usarmy.scott.sddc.mbx.dtc-pmo@mail.mil

The OST team office will be manned during normal duty hours (0630 – 1630 hours CST). In the event of an emergency outside of duty hours, a member can be reached through the coordinator's Customer Service Center, SDDC Command Operations Center (COC) phone number 1-618-220-5505.

6.0 Other Transportation Requirements/Information

DOD transportation requirements may demand special handling or entail the need to follow certain processes to meet mission requirements. Some DTC processes are unique and are explained below while other processes remain consistent with current transportation policy and procedures. Refer to each topic below to find out further information on various facets of the program.

6.1 Mandatory Delivery Date/Time (MDD)

As explained in section 4.1 above, an MDD is defined under DTC as the date or date/time, e.g., 17 Nov 10 or 17/0800 Mar 10, the Coordinator must deliver the freight to the destination. MDDs will be calculated systematically (e.g. DSS) or manually (e.g. GFM, CMOS) using the following guidance:

IAW the DTR, Part II Cargo Movement, FAR based contracts (e.g. DTC) are exempt from the standard DTR Transit Time Requirements. TOs may continue to use the DTR Transit Time Guide to plan/calculate their MDDs with the understanding that it may be necessary for the contractor to shift the freight to a higher cost transportation mode (e.g. air) in order to meet the requested MDD. Shippers are encouraged to only request MDD's which are applicable to the transportation priority assigned and mission requirements.

Note: The coordinator may challenge a TO's MDD if it appears to be unrealistic. The government is required to pay for the actual mode used (e.g. air) or specific accessorial (e.g. Extra Driver) to meet the MDD regardless of the requested mode.

Additional guidance on determining MDD's is below:

- a. Weekends and Federal Holidays will not be counted as a transit day.
- b. Transit time begins the 1st business day following pickup.
- c. Shipment should be delivered NLT COB on the last day of transit.
- d. Department of Transportation hours of service rules dictate the number of hours a driver is available behind the wheel. Based on this, it is reasonable to expect a single driver can travel approximately 500 miles per day without stopping. For example, coast to coast mileage is approximately 3000 miles. Using the 500 miles per day rule of thumb, it would take approximately 6 days to travel coast to coast. Anything less could require a mode shift (e.g. air) or an extra driver. Sites should plan accordingly.

6.2 Dimensional Data

Enter Dimensional data for EACH piece of cargo that you process through CMOS, DSS and GFM. Entering this data in during the Shipment Planning process prevents errors later in the event your shipment needs to be mode-shifted and allows more efficient load planning for the carriers. GFM will not pass item detail (dimensions) for more than one item on a single offer. If TO's have more than one item, input the dimensions of the largest item in the shipment and subsequently send an email to the coordinator outlining the remainder of what is planned for the

specific shipment. The coordinator's TMS will automatically calculate the dimensions provided to determine if the shipment is over-dimensional based upon the mode used to move the shipment.

6.3 Re-consignment or Diversion

The TO/OO will directly communicate to the DTC Coordinator any re-consignment or diversion requests through the DTC Coordinator's 24/7 Customer Service Center.

Consignees desiring a diversion/re-consignment must make their request through the original OO. Consignees must provide a valid fund citation to pay for any additional charges incurred or submit an E-Bill through Syncada/Power Track. Coordinator's customer service will request confirmation of funding before submitting the e-bill to the site.

Requests should be submitted via the following:

E-mail: dod.mwgs@menlowworldwide.com

Fax: 1- 866-651-7455

Verbal requests will be accepted but must be followed by a written confirmation from the TO/OO within 24 hours.

The DTC Coordinator will provide designated services upon written or verbal request.

In the event higher HQ, i.e., SDDC COC, requests diversion of a specific shipment, they will coordinate with the shipping activity TO/OO, to facilitate the diversion.

The specific guidance outlined below applies to re-consignment and diversion requests.

- a. Only entire shipments may be re-consigned. Portions of shipments will not be re-consigned.
- b. Re-consignment or diversion requests that do not involve a change in the original destination will entitle the carrier to an additional charge on a per shipment basis as outlined in the accessorial charge table provided in the DTC PWS found on the DTC web site. Example: Same installation with different DODAACs and/or bldg numbers or split shipments.
- c. Re-consignment or diversion requests that do involve a change in the original destination will entitle the carrier to an additional charge, a reasonable rate from origin to the interception point, and a reasonable rate from the interception point to final destination as provided in the DTC PWS.
- d. Shipments requested to be returned to the consignor will entitle the carrier to additional charges from the interception point to origin as provided in the DTC PWS.
- e. A reasonable rate for DTC-eligible shipments will be defined as not-to-exceed the pro-rated amount of anticipated line haul charges for the original origin to destination movement.
- f. Payment of all charges for re-consignment or diversion is the responsibility of the consignee/consignor requesting the service. Consignees must collaborate with the OO to help facilitate re-consignment or diversion requests prior to shipment execution.

6.4 Expedited Shipments (EXP Accessorial)

The coordinator is required to meet all expedited shipping requirements. An Expedited (EXP) Service shipment; e.g., counter-to-counter, next flight out, Casualty Report (CASREP), Aircraft on Ground (AOG), Partially Mission Capable-Supply (PMCS), Non-Mission Capable-Supply (NMCS) or Mission Impaired Capability Awaiting Parts (MICAP) support requirements, is defined as any shipment that requires delivery with a same day MDD/time, a next day MDD/time before 12:00L (noon), or a next day MDD/time specified before the site's close of business as identified in the TFG. It is also defined as a shipment (air or surface) requiring a same day pickup or in less than the contractual requirement for pick-up within a site's 8 operational hours (or 6 hours after permit receipt for OD/OW).

Notes:

1. Pickups required same day or in less than the site's 8 operational hours will be supported in a reasonable period of time following initial notification of the requirement but pickup will be no earlier than 2 hours from notification unless coordinator can reasonably accommodate on a case by case basis.
2. Expedited shipment requirements are a premium cost service provided by the coordinator. The site is expected to validate the requirement IAW applicable Service/Agency instructions prior to offering the shipment to the coordinator. The site will identify, authorize, and agree to approve payment for this premium service by selecting EXP on the shipment request which is transmitted via EDI 219 to the coordinator for action. EXP will also be annotated on the Bill of Lading provided to the carrier. EXP may require extraordinary measures on the part of the coordinator to meet the requirement (e.g. chartered aircraft, after hour's pickup, dual drivers, couriers, etc) at an increased cost to the government. It is imperative upon the shipper to ensure this level of service is required before executing the request with the coordinator.
3. When submitting the EDI 219 Transportation Request for an EXPEDITE pickup, GFM users must enter only mode code B in FAST and add the EXP accessorial code. If the shipment requires an EXP delivery (same day, next day by 1200 or next day at a designated time prior to close of business), then enter mode code B, add the EXP accessorial and send to coordinator.

NOTE: Due to the criticality and normally short suspense of EXP shipments, sites must call the coordinator (load planner) to ensure they know of the requirement as soon as possible and to explain specific information surrounding the requirement.

Requests for expedited pickup and/or delivery outlined above, or delivery after normal business hours require manual action, e.g. telephonic notification to the coordinator's toll free contact number, to coordinate shipper requirements with the coordinator. An electronic data interchange request will follow normal process after manual notification within 2 hours following telephonic notification.

Note: Oversized air freight shipments will normally allow for an additional (1) day of transit time unless otherwise agreed to by the shipper and the coordinator (IAW AFTRP-5). In the event of an OD/OW EXP shipment, the coordinator is required to provide an

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estimate in order for the shipper to make determination as to whether or not to proceed or to adjust the MDD.

The DTC coordinator will utilize the Transportation Facilities Guide (TFG) to determine a destination's normal receiving business hours. Next business day delivery by close of business is not considered an expedited shipment. A required next day MDD (non-EXP) is defined as shipment delivery by 5:00 p.m. or by the end of the Site's Delivery window IAW the TFG on the following business day after shipment pickup.

Dedicated truck lanes under DTC PWS, Appendix A. Shipper Unique Requirement, which exceed the contractual capacity shall be considered additional truckloads and are subject to the normal MDD process.

Additional truckload shipments requiring pick-up in less than the initial eight (8) hour notification is subject to the EXP accessorial. The shipper will communicate the EXP accessorial when submitting these types of EDI requests. Verbal notification must be given to the coordinator.

Integrated Distribution Lanes (IDLs); e.g. rollerbeds lanes, identified by the DTC division which require time definite delivery service are not to be considered an expedited requirement for premium rates as these are established contracted delivery requirements. An example of an IDL is DDSP to Dover AFB with a 4-hour delivery expectation from actual pickup.

GSA small package express and other small parcel contracts (generally less than 150 pounds) are exempt from DTC and therefore would not fall under the EXP criteria as explained above.

Although an expedited shipment may appear to require a more urgent response from both Government and Coordinator personnel, it is the responsibility of the Coordinator to meet or exceed the performance requirements of the contract. Expedited shipment delivery is based on meeting the MDD as identified in the shipment request.

If the Coordinator believes an EXP MDD cannot be met, the Coordinator will notify the shipping site TO for resolution. If the Coordinator and the TO are unable to resolve the matter, the shipment will still be moved as requested by the TO. The Coordinator will immediately notify the DTC division of the issue and may be entitled to file an exception request (see Section 6.18 below) in the event the shipment fails to meet the identified MDD. The matter will be referred to the DTC CO for final resolution.

The Coordinator may not refuse eligible freight under the terms of this contract.

Expedited shipments will be delivered on or before the MDD even if the MDD is at night, on a weekend, or a holiday. Shippers will ensure consignee locations are in operation during the requested MDD date/time prior to requesting expedited service to avoid the additional costs such as storage, detention, or re-delivery.

6.5 Accident Notification

IAW the PWS, the Coordinator is responsible for notifying the appropriate authorities, e.g., shipping/receiving site, DTC division, DTC CO, SDDC COC, and the Service/Agency COR to report in-transit accidents and incidents as soon as possible but no later than 24 hours after accident/incident. Injuries/loss of life will be reported immediately. Logbook will be programmed to send these notifications to the above recipients via the Coordinator's 24/7 customer service center. The URL is <https://logbook.transcom.mil/elbnet/logbook.aspx>.

NOTE: The coordinator will notify shipper/consignee of the accident via telephone or email separate from the logbook application.

Emergency notification will be made as follows:

Logbook submission:

- a. Coordinator will complete a standardized notification form.
- b. Open Logbook.
- c. Use subject: "Accident/incident Notification" (non fatal).
- d. Use subject: "Accident/incident Notification – Fatality."
- e. Attach Coordinator's report form to Logbook entry (see Figure 5.4 below).
- f. Submit.

Logbook will transmit the initial notification plus one update notification only. Logbook account holders can review additional updates by logging into the Logbook system using their assigned account. Authorized individuals (CORs) desiring a Logbook account should contact the USTRANSCOM Help desk at 618-256-2666 option 2 for instructions.

In the event Logbook is unavailable, the Coordinator will make appropriate notification as follows: Accidents, incidents, delays, or other emergencies **1- 618-220-5505** (SDDC Command Ops Center).

As is current practice, transportation officers (consignor/consignee) should inspect freight shipments to ensure there is no loss or damage because of the accident/incident. If there is loss or damage, TOs must collect the evidence and submit a claim against the carrier to recover DOD funds. DTC claims process is covered later in this document.

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<p>Transportation: Procedure Documentation DTC Network Transportation</p>	
<p>Accident / Incident Report</p>	
Date/Time of Accident: _____	Carrier: _____
Shipper Location: _____ _____	Receiving Location: _____ _____
Location of Accident: _____ _____	
Police Report Filed: Yes / No	Police Report #: _____
Associated B/L's: _____ _____	Damage to Government Property: _____ _____
Hazardous Material: Yes / No	<i>Carrier to follow instructions on B/L for Hazardous Material</i>
Estimated Value of Loss: _____	Pictures Available: Yes / No
Loss of Life/Limb (explanation): _____	

Figure 6.5 Accident/Incident Report

6.6 Astray Freight

Astray freight shipments are costly to both the government and the carrier industry. Millions of dollars are wasted searching for lost freight that goes unreported. Astray freight includes any shipment that cannot be delivered due to inadequate or missing identification of the consignor or consignee. TOs can help reduce the amount of astray cargo simply by complying with GOCARE guidelines.

Consignors and consignees will follow guidance contained in Chapter 209, GOCARE and GOCARE responsibilities, and this paragraph.

DOD shippers, consignees and the DTC Coordinator are responsible for identifying, reporting, and recovering astray (lost) freight originally assigned to DTC carriers. A specific duty of the Coordinator is to assist in the identification and delivery of Astray freight.

When the coordinator's subcontracted carrier discovers astray freight in its terminal or warehouse the carrier should do the following:

- a. Seek assistance from local GOCARE representatives as indicated in the SDDC GOCARE Guidelines
- b. Report astray freight to SDDC at usarmy.scott.sddc.mbx.omb-for-go-carriers@mail.mil and receive specific instructions on how to handle the recovered freight. SDDC will furnish the forwarding/disposition instructions to the coordinator. If instructions are not provided, the coordinator/carrier may turn the astray shipment over to the nearest military transportation office.
 - 1) When astray freight is transferred from the carrier to a local TO, the TO will provide a written receipt (any format available) back to the carrier.
 - 2) Freight that is subsequently returned to the carrier for further disposition will result in the previously provided receipt to be cancelled.

Containers/trailers without identifying marks or those bearing conflicting marks shall be opened by a government service or agency transportation officer in the presence of the carrier authorized representative.

Responsible government personnel shall initiate the claims process for all lost or damaged freight. For lost freight, the consignor is the responsible agent to initiate the claims process as outlined later in this chapter. For freight that was damaged in transit and delivered to the consignee, the consignee is the responsible agent. If there is a question regarding the responsible agent for any claims action, the transportation entity should contact their Service/Agent representative for instructions.

NOTE: GOCARE. The Coordinator shall participate in the SDDC GOCARE program in an effort to help resolve astray government shipments. As a participant in the GOCARE program, the Coordinator and/or its sub-contracted carriers shall allow government GOCARE POCs access to freight terminals/yards to inspect for potential astray government freight. As a rule, visits to carrier facilities should be coordinated in advance and scheduled for a mutually agreed-upon time.

Carriers will be provided the GOCARE HOTLINE number, 800-526-1465 to report suspected astray government freight.

6.7 Surge Support

In accordance with PWS 1.4.5.27, the Coordinator shall support (to include planning) any surge requirement, e.g., mobilization, wartime, natural disaster, humanitarian assistance support, or other contingency, and respond with required resources to meet the time frames of surge/contingency requirements. This support shall include partnering with the Government to provide the necessary transportation services to meet mission requirements.

To manage potential surge requirements, the Coordinator will utilize its 24/7 (including holidays) customer service capability to manage surge requirements when notified by the DTC division.

TOs will contact their Service/Agency CORs with potential or known surge requirements. The Service/Agency COR will then contact the DTC division with the requirement who will in turn provide notification to the CO and Coordinator to validate the requirement and to begin the planning and execution process.

6.8 Large-Scale Planning

IAW PWS 1.4.5.28, the Coordinator shall participate in the unclassified planning of all identified training events (to include Joint Chiefs of Staff (JCS) and Combatant Command directed exercises) by assisting the Government with forecasting and sourcing freight transportation resources. Assistance may include, but not limited to, the following:

- a. Development of freight transportation plans
- b. Selection of the appropriate mode of transportation
- c. Plan and develop detailed routing to accurately estimate freight arrival times at the Tactical Assembly Area or training location
- d. Consolidate freight when possible, both geographically and within the MDD timeframes given
- e. Recommend freight transportation process improvements to the DTC division

Transportation Officers may request Coordinator support for large-scale planned events such as cargo in support of unit moves from home station to ports of embarkation (POE), ports of debarkation (POD) to home station (CONUS portion of the movement requirement only), or movement of cargo in support of CONUS unit moves to/from CONUS exercise or training locations. Transportation Officers requesting DTC division/Coordinator support for unit movements or other large-scale planned event must provide a 15-day advance notice.

For unit movements via rail, see verbiage later in this guide for further instructions.

Note: Unit Move - For the purposes of DTC, a unit move is the movement of unit assigned equipment and accompanying supplies, moving under an assigned ULN as identified in a JOPES Time Phased Force Deployment Data (TPFDD). Sites shall provide the coordinator with as much advanced notice as possible regarding the movement requirement via email to allow for proper planning/coordination. Notification should include the number and types of equipment required, date/time/location, POC and other special requirements. Additionally, when possible to assist the coordinator in procuring carriers, shippers should consider sending the EDI 219 transaction as early as possible (recommend 48 hours) prior. The coordinator will begin the process of supporting the requirement based upon the initial email notification; however, the coordinator will not commit assets until the EDI 219s are transmitted.

If Service/DLA Headquarters does not direct movement via the DTC program, then movement of the CONUS-portion of unit moves via DTC is at the discretion of the Installation Transportation Office (ITO). The ITO, in coordination with contingency planners, exercise planners, or unit transportation officers, may direct the use of DTC as the primary provider of transportation services for CONUS portions of the movement only. The DTC Coordinator may not refuse unit moves offered for movement and will provide planning support to any

organization desiring this capability, along with a cost estimate. Reference the DTC PWS, 1.4.5.27 Surge Support, and 1.4.5.28 Large Scale Planned events, for more detailed information.

Note: The supported unit may request on-site coordinator support provided the site will fund the requirement.

6.9 OSD RFID Policy

The Office of the Secretary of Defense Policy memorandum dated 30 Jul 04 established a universal policy outlining Radio Frequency Identification (RFID) requirements for DOD freight. The policy applies to all consolidated sustainment, or retrograde freight being shipped in containers or on 463L pallets going to or coming from OCONUS locations. Each shipping activity is responsible for ensuring RFID tags are properly fitted on eligible shipments.

In some cases, the Coordinator's carrier fleet may be moving RFID-eligible freight in Integrated Distribution Lanes (IDL) or over other various routes. This RFID-eligible freight will be transparent to DTC operations as the requirement to utilize RFID rests with the shipping and port activities. The Coordinator and transportation service provider will not be liable to the Government for loss of or damage to any RFID tag. In addition, the DTC division will not utilize data derived from RFID tags to measure the Contractor's on-time delivery performance. However our stakeholders may utilize this data to adjust delivery schedules, determine problem areas, etc.

6.10 Permits

DOD policy is to comply with state and local laws, regulations, ordinances, and toll authority regulations in relation to vehicle size and weight limitations. No vehicular movement exceeding legal size and weight limitations or any other special movement requiring highway permits will be made over public highways unless prior permission is obtained from the state or local authority.

Under DTC, carriers are required to obtain all necessary permits for each individual shipment and must charge the actual permit cost for each individual shipment (annual permits cannot be utilized under the DTC program due to the fact that an actual pro-rated cost for each shipment moving under an annual permit is unknown until the end of the year). When requesting movement of an oversize/overweight item, the shipper must select the 520 accessorial. Shipping activities must not release DOD oversize / overweight cargo shipments until the carrier has presented the shipping activity with at least the permit for the origin state prior to shipment release. The Coordinator certifies that the carrier will obtain the required state road use permits for the entire route of travel to meet delivery requirements. Note that permit costs will normally not be known when the EDI 220 is initially transmitted back to the shipper. These costs often are identified after the fact in Syncada via the linked e-bill process. The coordinator is required to provide actual invoices of the permit costs in the "Project Office" folder on the coordinator's web portal.

Note: Permit requirements are a State(s) Department of Transportation requirement and DOD has no control over how long it takes for a State to issue a carrier permits. Letters

of Essentiality (LOE) may be used to help speed up the process. Site's must request LOEs through SDDC and if approved, must be passed to the actual carrier assigned to the load for further processing.

6.11 Equipment Requirements

- a. The Coordinator provides all required types of equipment to include a mix of general/van equipment and specialized equipment (i.e., lowboys, roller beds, air ride, open equipment) to meet the shipper's requirements.
- b. The DTC Coordinator may offer equipment substitutions which must be approved and documented by the shipping site TO. Substitutions at the convenience of the Coordinator will be at no additional cost to the government. The coordinator will not charge for tarping 463L pallets when flatbed equipment is utilized in lieu of rollerbed equipment.
- c. The Coordinator will ensure all equipment arrives operable, clean, safe, and odor-free for freight pickup. In the event equipment arrives in an inoperable condition as indicated, the TO/OO will accomplish the following:
 - 1) Refuse to load the equipment.
 - 2) Notify the Coordinator's 24 hours a day, 7 days a week customer service center of the issue. The customer service center will arrange for immediate replacement equipment.
 - 3) Complete and submit a customer feedback reporting the issue.
 - 4) Notify your Service/Agency COR as directed.
- d. Equipment Pools

Equipment pools are often required at large DLA/DDC shipping locations. Specific requirements are discussed in Appendix A of the PWS, Shipper Unique Requirements.

6.11.1 Rail Movements

The Coordinator may require the use of specialized transportation equipment such as rail cars for the movement of military-unique items. The success of DTC's rail program is dependent on the Coordinators ability to leverage commercial best practices to gain efficiencies and garner savings. Therefore, the Coordinator shall negotiate and establish carrier rates for each DTC rail move. SDDC must maintain visibility of DoD rail moves in order to manage capacity and de-conflict competing priorities. Therefore, the Coordinator shall notify SDDC of all rail moves requested by DTC shippers.

For all DTC rail movements, the Coordinator shall submit rail car requests received from the shipper to SDDC's Defense Freight Railway Interchange Fleet (DFRIF) car distributor at (804) 385-3739 or via e-mail to jamaltese@qts.com. The DFRIF car distributor will determine the availability of DODX cars to support the entire requirement. If there are insufficient DODX cars to support the requirement, DFRIF will provide the Coordinator with the number of available DODX cars and the number of commercial cars the Coordinator must source from its resources.

DFRIF will ensure the requested DODX cars are made available at the onload location in time to support the requirement.

Once the Coordinator receives DODX confirmation from DFRIF, the Coordinator shall make arrangement for the entire rail requirement with applicable carriers. The Coordinator will ensure its carriers pay the applicable mileage allowance to SDDC for the loaded use mile on the DODX cars IAW the appropriate rate table.

6.11.2 Rail Movement Process

The Shipper shall contact the Coordinator via e-mail and/or phone as early as possible (recommended 15 business days prior to the planned origin departure date) with the anticipated requirement for rail. Shipper shall provide the Coordinator with as much details as possible to include the number and type of cars requested, estimated weight per car, origin/destination locations, and accessorials required, Hazmat, etc.

The Coordinator will review the requirement and make an initial determination of its ability to support ensuring it has contracts in place with carriers and if Government approved rates are on file. If Government approved rates are not on file, the Coordinator must follow established process to obtain rate approval through the DTC contracting officer. This process may take several days.

The Coordinator will contact the shipper within 3 business days following the initial email/phone inquiry to either accept the shipment or to provide an update on their efforts to obtain approved rates with the Government/carrier. Final determination of support must be completed NLT 5 business days following the initial inquiry.

NOTE: DTC is a requirements contract; therefore, the Coordinator may not refuse any shipment on the program. The coordinator must accept all rail shipments and if the Coordinator is unable to support the requirement, the Coordinator shall provide non-support justification and request a waiver from the Contracting Officer. If the Contracting Officer approves the waiver request, the Contracting Officer will notify the Coordinator and copy the shipper so the shipper may seek support via SDDC's rail process.

When the Shipper receives confirmation of support from the Coordinator, the Shipper submits EDI 219 request for movement IAW current practices.

For GFM users, request will be for AV1 equipment. Shipper will send email to Coordinator requesting rail support indicating the total rail car requirement and other special requirements (e.g. carrier load/unload, etc).

Shippers should communicate with their load planner to ensure requirements are understood by all parties.

The Coordinator shall contact DFRIF via telephone (804)385-3739 or via e-mail jamaltese@qts.com to relay rail requirement.

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DFRIF will determine if the requirement can be supported entirely with DODX cars or will require a combination of DODX and Commercial cars. DFRIF will transmit the results back to the Coordinator (e.g. Offer # zxc1234; 75 DODX, 25 Comm cars).

NOTE: DFRIF is responsible for positioning all DODX cars to meet shipment timing.

If the entire requirement cannot be supported by DODX cars, the Coordinator will source the remaining commercial cars required and determine the total cost of the entire requirement (combined DODX/Commercial cars and applicable accessories) IAW its carrier agreements. EDI 220 will be returned to shipper with NTE costs within 6 hours of SDDC's confirmation of DODX car availability.

The manager of the Defense Freight Railway Interchange Fleet (DFRIF) can be reached at (618)220-6870; via email at George.g.gounley.civ@mail.mil; or via regular mail to: SDDC, ATTN: AMSSD-SBI-R, 1 Soldier Way, Scott AFB, IL 62225.

6.12 Fuel Surcharge

The Coordinator will use SDDC Fuel-related Rate Adjustment Policy No. TR-12, updated 5 Oct 05, incorporating a fuel baseline of \$1.30 per gallon. This will serve as the basis for all fuel surcharges within DTC for the Coordinator's carriers working with surface transportation. TOs can find SDDC's motor fuel surcharge on the SDDC website at:

<http://www.sddc.army.mil/Public/Global%20Cargo%20Distribution/Domestic/Fuel/Domestic%20Freight%20Fuel%20Surcharge%20Table?summary=fullcontent>

NOTE: SDDC currently publishes two fuel rates based on different fuel baseline costs. DTC's rate is based on the \$1.30 per gallon baseline while all other SDDC programs use the \$2.50 per gallon rate.

Pursuant to the DTC PWS paragraph 1.4.5.15, the Contracting Officer has established a fuel rate adjustment for air shipments. The DTC fuel adjustment procedure is located at <http://www.transcom.mil/dtci/>.

DTC's Jet Fuel Baseline is \$.82 cents per gallon which equals a 0% adjustment. DTC division obtains national jet fuel costs from the US Energy Information Administration (EIA) using the available data points provided by EIA (e.g. Gulf Coast, see table 6-12a). DTC division then calculates the average (if more than one data point provided) fuel cost and enters the data into the rate adjustment table (see table 6-12) to obtain the correct percentage. If only one data point provided, the rate will be based on that cost only. As shown in table 6-12a, the average price for jet fuel for Sep 10 was \$2.1033 per gallon and that equates to a 17% fuel adjustment surcharge authorized for carrier invoices during the month of Oct 10 for air shipments. This rate will normally change on the 1st Monday of every month (Sep data valid for the month of Oct).

DTC Fuel Adjustment Rate Table		
Cost Per Gallon		Rate Adjustment %
82.0 and below		0
82.1	90.0	1
90.1	98.0	2
266.1	274.0	24
274.1	282.0	25
282.1	290.0	26
290.1	298.0	27
298.1	306.0	28
306.1	314.0	29
314.1	322.0	30

Table 6.12 Fuel Adjustment Rate Table

DTC Fuel Adjustment Rates - Air Freight Shipments					
Month	New York Harbor Price	US Gulf Coast Price	Los Angeles Price	US Monthly Average Price	DTC Rate adjustment Percentage
Aug-10	210.87	208.33	213.33	210.84	16% based on July 10 data
Sep 10	210	208	213	210.33	17% based on August 10 data)
Oct 10	224.8	224.6	224.8	224.8	18% based on Sep 10 data

Table 6.12a Fuel Adjustment Rates – Air Freight Shipments

6.13 Vehicle Registration (Coordinator/Carrier)

All vehicles operated in support of this contract will be registered, insured, licensed, and safety-inspected in accordance with all Federal, State, and local requirements. The Coordinator and its sub-contracted carriers must abide by installation requirements when operating on government-owned facilities. This may require that each vehicle be furnished a government decal or the driver may be required to obtain a vehicle pass prior to entry.

Installation entry procedures vary by site and may include the following requirements:

- a. Dedicated entry gate.
- b. Proper manifest indicating shipment, origin, destination and delivery POC, including local commercial phone number.
- c. Government issued identification credentials (driver's license).

- d. Credential check with State Law Enforcement Database.
- e. Valid vehicle registration.
- f. Proof of insurance.
- g. Vehicle inspection (to include military working dog search) will be conducted prior to entering the gate.

Shipping/receiving activities should notify the DTC Coordinator of specific installation entry procedures in sufficient time for the Coordinator to obtain necessary clearances (e.g. Rapid Gate). This information should also be provided by the shipper to the Coordinator and DTC division during the site unique requirements visit which occurs approximately 60 days prior to implementing the DTC program at a particular site. Shipping/receiving activities should also update the Transportation Facilities Guide to ensure current information is available to the Coordinator and its carriers. Shipping/Receiving activities may be required to validate carrier EXP exception codes used for lateness due to excessive delays at installation entry points and should consider approving detention requests on a case by case basis.

6.14 Safety and Security

The Coordinator shall comply with all Federal and State laws and regulations having jurisdiction. They must also comply with safety and fire regulations promulgated by the Department of Labor Office of Safety and Health Administration (OSHA) under Title 29, Section 1910 of the Code of Federal Regulations (CFR). The Coordinator is solely responsible for compliance and cost of compliance with Federal, State, and local laws and regulations pertaining to environmental protection; occupational health and safety; and the transportation, storage, and disposal of hazardous materials and hazardous waste.

Currently, SDDC monitors carrier safety performance via the Department of Transportation's (DOT) IT system. SDDC conducts an annual review on each carrier doing business with the DOD or upon notification of potential safety violations. When a violation is documented within the DOT system, SDDC will evaluate the violation and remove the carrier from performing on DOD missions until recertified.

The DTC Coordinator is responsible for managing DTC participating carriers. If the DTC division receives notice of any carrier violations, the DTC division will bring the incident to the attention of the Coordinator for action. Individual shipping/receiving activities should not levy punitive actions upon DTC carriers without the approval of the DTC CO.

NOTE: Shippers cannot place participating carriers in a non-use status when they are moving freight under the DTC program. Issues that would normally place carriers in a non-use status should be addressed in the CFT, directly with the Coordinator, with your COR and/or with the SDDC DTC Division's Operations Support Team.

6.15 Accessorial Services

Freight movement requests, to include accessorial or specialized services that were ordered at origin, will be paid under the DTC contract against the funding line of the shipping activity as

indicated on the BoL. The BoL acts as the contract vehicle for DTC freight movements. Trucks cancelled by the government four hours or more prior to scheduled pickup will not be charged a Vehicle Furnished Not Used accessorial fee.

Accessorial services are used to order specialized services or equipment from the carrier at an additional cost to the government. Diversions of freight, requesting tarps, or carrier loading/unloading services are examples of allowable accessorial services.

Accessorial Services required for the safe movement of the shipment shall be ordered by the shipper and/or authorized by the designated site representative, i.e., TO, Ordering Officer. The list of approved accessorial services is included in Appendix B – “Accessorial Codes” of the PWS which can be found in <http://www.transcom.mil/dtci/> under the heading “Current PWS.”

The shipping activity (Ordering Officer) will ensure required accessorial equipment/services are ordered electronically through the shipper system via the EDI 219 prior to shipment pickup or telephonically to the Coordinator's customer service team if the order was already processed, followed up by correction notices as required. This includes equipment/services required at the destination to support the planned shipment. Shippers should coordinate with consignees to ensure shipment can be supported at destination. Accessorials required at destination may require funding transfers between organizations depending upon the circumstances. Normally, the shipping activity is responsible for accessorials required to support the complete movement. If a requirement for additional services not initially ordered is identified, the following provisions apply:

- a. At Origin: Additional services shall be added by amending the initial order for service.
- b. At Destination: Any changes in services ordered and incurred by the consignee or receiving activity are the consignee's responsibility and will not be paid for under this contract. The exception is those items/services that were initially ordered at the Origin will be paid. Consignees desiring additional services (re-consignment or diversion, unloading support, detention, re-delivery, etc) upon arrival at the destination must be paid from consignee funds through the E-Bill process IAW the DTR. Coordinator may require written authorization prior to executing requested services.

DTC division's Operational Support Team will work with the Service CORs, shippers, consignees and the Coordinator to help mitigate any accessorial discrepancies, identify requirements for new accessorial services, and to validate proper usage of existing services.

6.16 Claims Management

The DTC program did not change transportation officer's responsibilities for determining liability and filing claims against carriers for loss and damage. DTR requirements are still in effect up to the point of filing the actual claim against a DTC carrier. The following will apply to DTC loss and damage claims:

Freight moved under the DTC program will utilize a commercial claims process to leverage the full capabilities of the Coordinator. DTC freight is identified through the Coordinator's unique SCAC (MWWG) on the BoL (as the primary carrier). If there is a question whether or not the

shipment falls under DTC, contact the DTC coordinator's customer service team and provide them with the BoL number or TCN.

For transportation discrepancies not attributable to a carrier, e.g., poor blocking and bracing, and improper packaging, a TDR will be used to capture this data as outlined in DOD 4500.9, Part 2, Chapter 210.

The DTC Coordinator uses a web-based claims reporting tool at <https://www.dtc.mil> to file loss and damage claims (to include allowable transportation cost reimbursements) against its carriers and to track the progress of the claim. Specific training on the commercial process will be provided during site implementation. Training will also be available using the Coordinator's web-based training program associated with the reporting tool. Questions concerning the web-based training program should be directed to the Coordinator's 24/7 customer service center.

The DTC Coordinator will facilitate the resolution of all DTC-related claims filed on the Coordinator's reporting tool. Claims filed with the Coordinator must be resolved within 120 days from the submission of a completed package. The TO (normally the consignee) will prepare claims packages for all DTC-related claims IAW the requirements of the Coordinator and this regulation.

The claims management process is described below.

6.16.1 TO Process

TOs will inspect freight upon delivery and annotate on all copies of the BoL suspected loss or damaged materiel IAW provisions contained in DTR. It is imperative that the carrier's copy is properly annotated to indicate loss/damage prior to driver's departure. To help substantiate the claim, TOs will also capture visible damage with digital photographs. TOs will determine liability based on evidence captured.

Chapter 211 paragraphs not applicable to DTC include C, 2 (partial), V, and X.

TOs will contact the DTC Coordinator using the Coordinator's Customer Feedback Tool on their website, via e-mail, or phone call to their customer service team to notify them of the potential loss or damage as soon as possible. This contact must be made immediately for damage noticed upon delivery, and not later than 14 days from date of delivery for concealed damage.

The coordinator will notify the carrier and offer them an opportunity to inspect the damage. The TO must hold damaged freight in a secure location pending carrier inspection. The carrier's inspector shall be provided access to the damaged freight upon request.

If the Government is determined liable, complete TDR IAW Chapter 210. If the carrier is determined liable, the TO will log onto the Coordinator's Transportation Management System (TMS) website (<https://www.dtc.mil>) and complete the online claim form provided.

NOTE: TDRs are not required when submitting a claim under DTC (where the carrier is at fault), however, the TO may use TDRs to request RFIs and to capture other supporting evidence to prepare a claims package.

Creating a New Claim

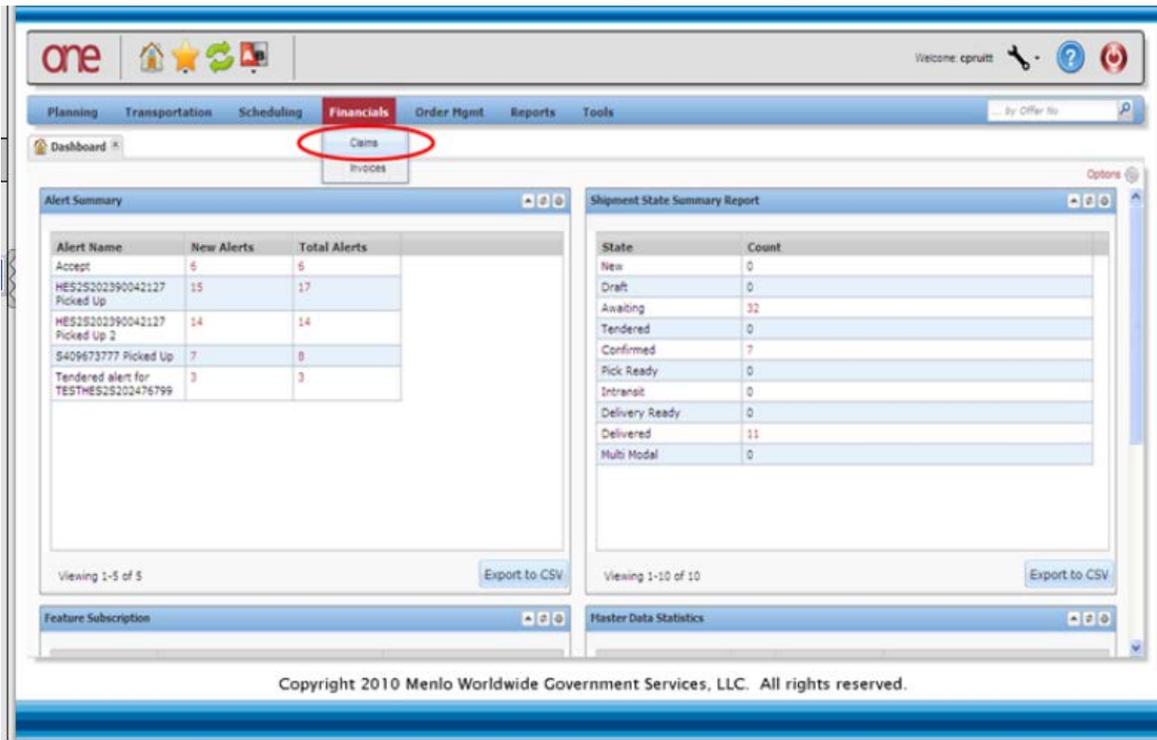


Figure 6.16 New Claim

- Navigate to Financials | Claims to open up a new claim (see above).

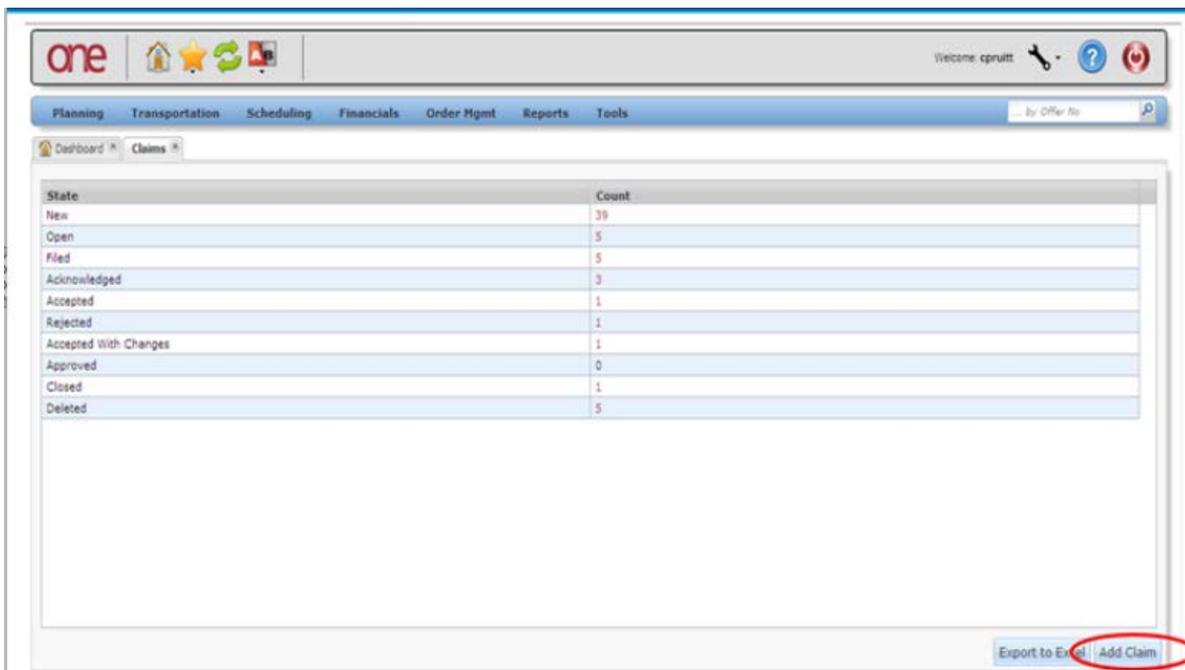


Figure 6.16a – New Line Entry Screen

- This screen shows the claim tab summary and the status of each claim submitted under the program.

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- To add a new claim, select the “Add Claim” button.

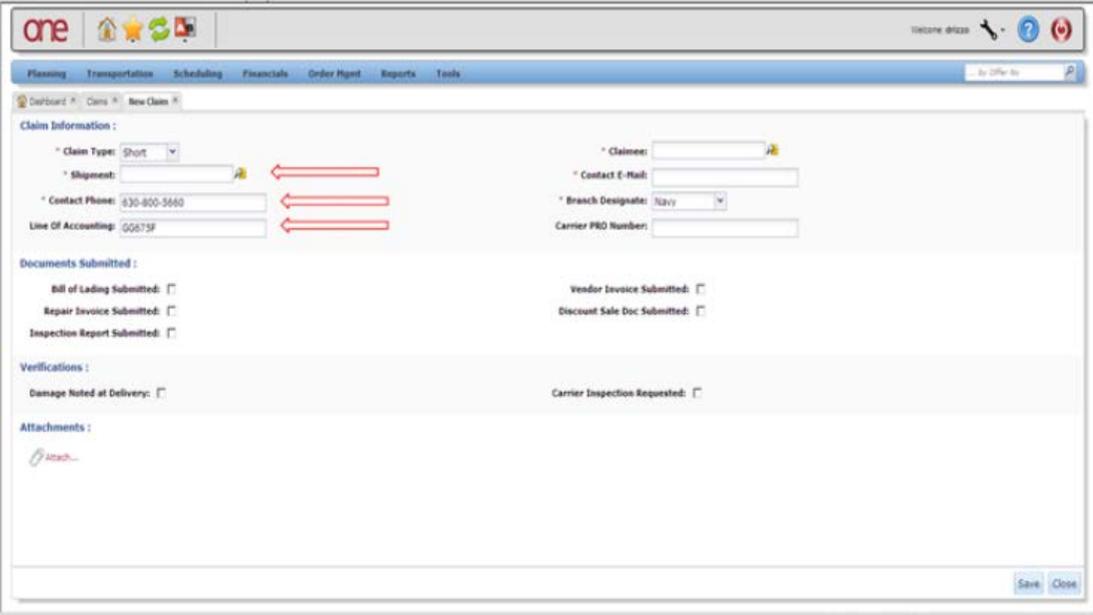


Figure 6.16b – Claims Screen Shot

- Enter information in the appropriate fields in the upper portion of this screen under the heading “Claim Information”. All areas of the workspace tile marked with gold asterisks are required fields.

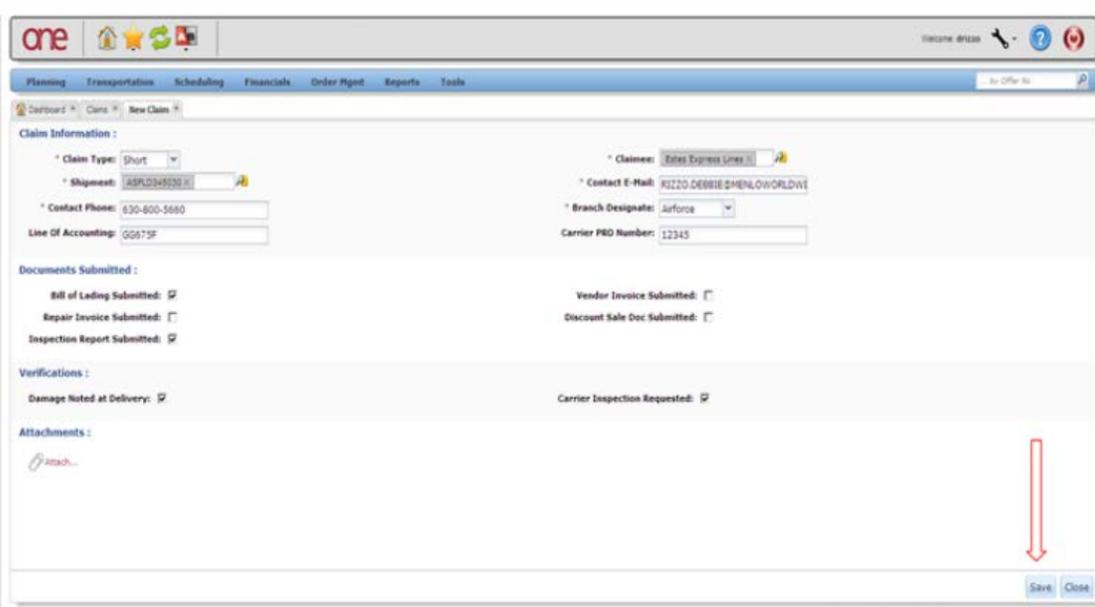


Figure 6.16c – Claims Screen Shot

- After completing the claim information section the user has the ability to choose the documents that will be submitted in the claims package.
- To select the documents being submitted, select the check box to the right of the title.

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- The user also can attach documents to support the claim by selecting the word “Attach” under the attachments section
- Once all data has been entered and all documents selected and attached, select save.

NOTE: TOs can also submit supporting documents as listed below via e-mail or FAX to the Coordinator’s claims office. E-mail: mlgclaims@con-way.com or FAX: 503 450-2388.

- a. Copy of the BoL or noted delivery receipt.
- b. Repair Invoice (cost of repairing item(s)).
- c. Inspection report.
- d. Digital photos.
- e. Item cost (invoice).
- f. Line of Accounting (lost or destroyed item and/or transportation claim). Required by DFAS in order to complete the claim action and to return the funds to the proper account.
- g. Others as indicated/desired/requested.

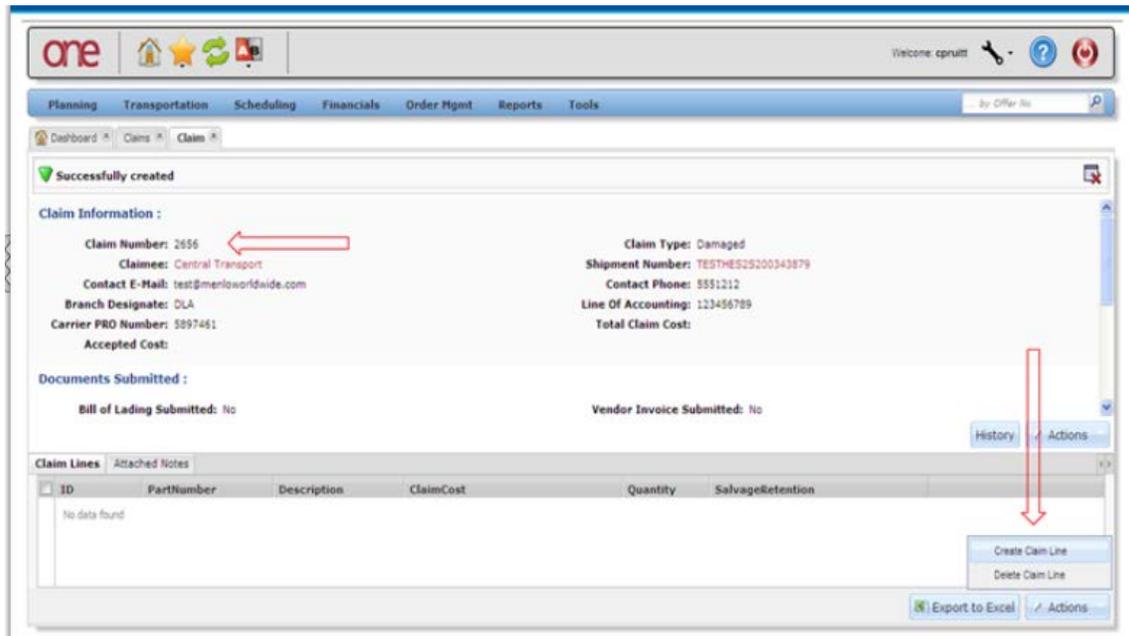


Figure 6.16d – Claims Screen Shot

- Once save has been selected, the system generates a claim number as shown in upper left corner of the workspace tile. The user can document a claim line (used to list the individual items lost/damaged & their value) by using the actions button at the bottom right section of the tile. To create a claims line, go to the “Actions” button and select “Create Claim”.

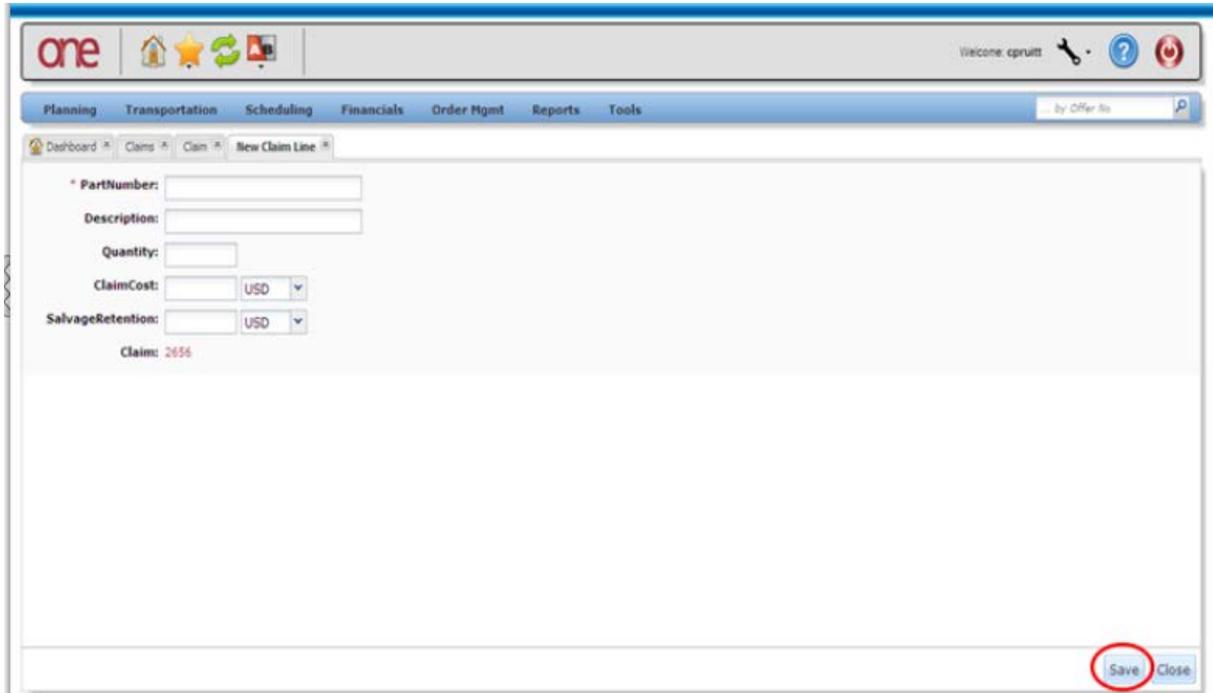


Figure 6.16e – Claims Screen Shot

- Once Create Claims line has been selected, the user will see an alternative work tab and should enter as many fields as possible as the more information provided, the easier it is for the coordinator to facilitate the claim. Next select Save.

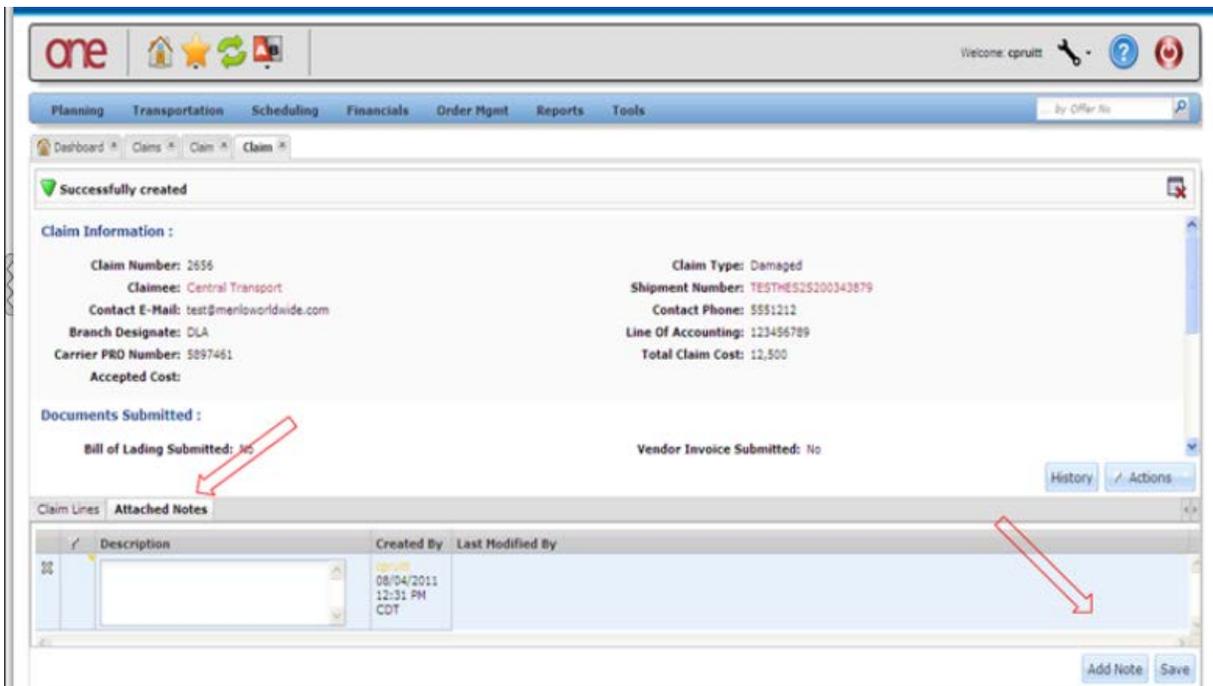


Figure 6.16f – Claims Screen Shot

To add notes for assisting the Coordinator with the claim, select “Attached Notes” at lower left of workspace tile, then Select “Add Note” in lower right section of title. Select Save (once Save

button selected, these notes cannot be changed & are read only)

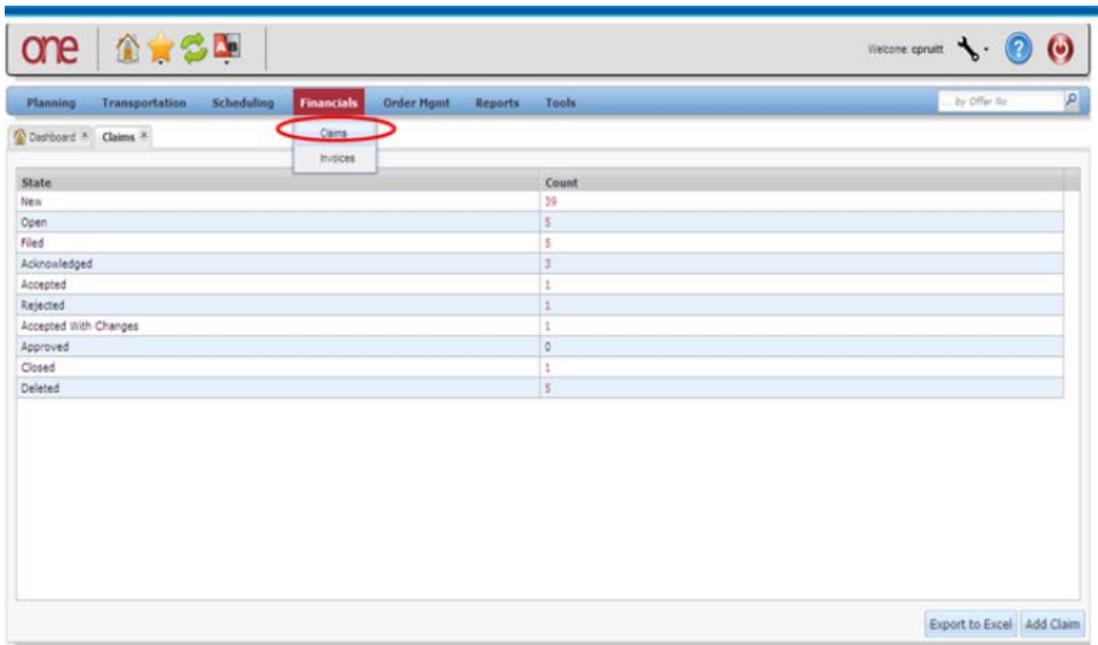


Figure 6.16g – Claims Screen Shot

- To view all claims currently in TMS, navigate to the Financials menu again and select claims. To view all submitted claims in their current status, select the number under the “Count” column to the right of the status.

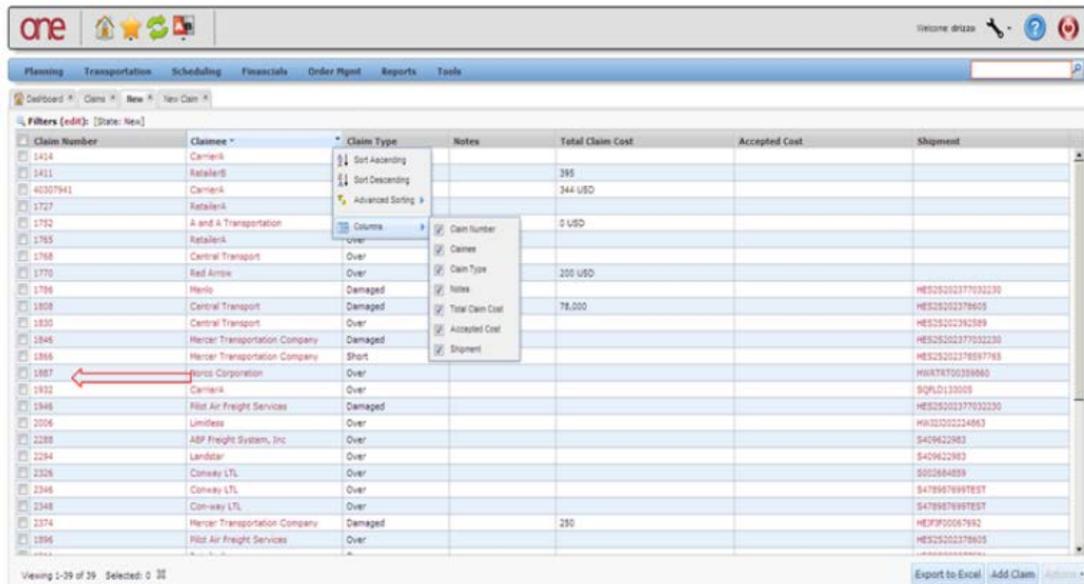


Figure 6.16h – Claims Screen Shot

- This view shows the Claims Tab which shows the status of the individual claims. Note the hyperlinks and the capability to sort on various fields.

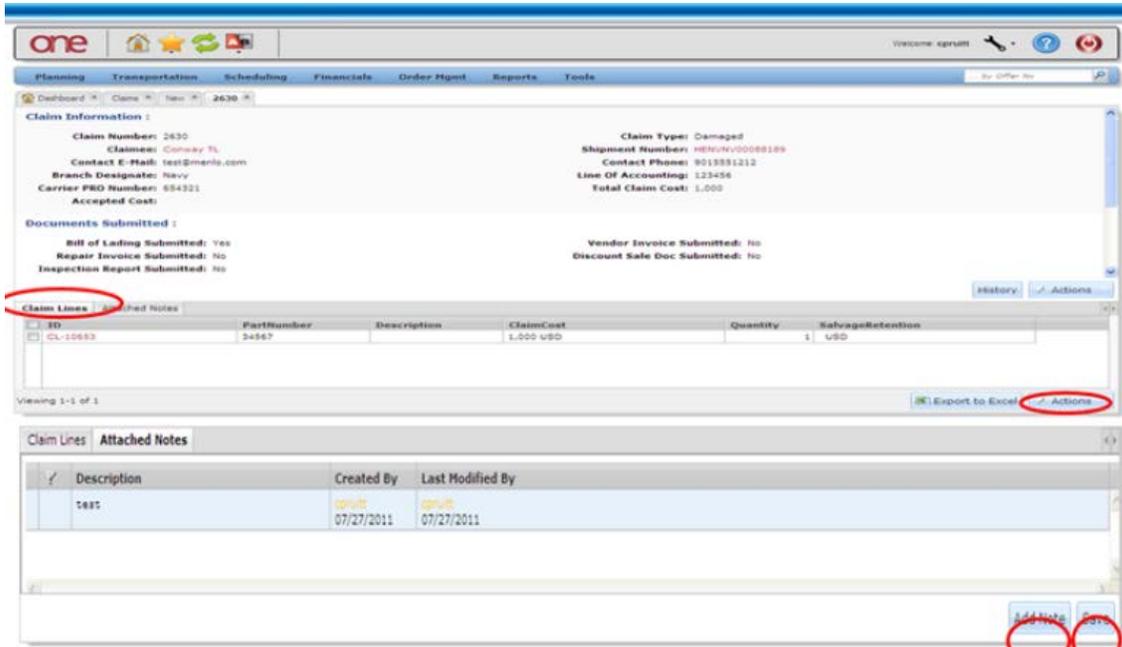


Figure 6.16i – Claims Screen Shot

- After the claim is selected, the user will see the claim created.
- A user may also add additional claim lines or notes by selecting the “Actions” button, then Create Claim lines or selecting “Attached Notes” and then click “Add Note” button, followed by Save.

If the TO or claims submitter does not have access to the Coordinator’s website (for example, if the DTC shipment was delivered to a non-DTC location), they should contact the Coordinator’s customer service (Toll-Free 800 301-8175/8176) or by e-mail (dod.mwgs@menloworldwide.com) to facilitate the filing of the claim. The TO/submitter is still responsible for preparing and submitting supporting documentation as indicated above. Once the Coordinator has the minimum required documentation, they will proceed with the claim action.

The Coordinator’s claims office may contact the submitting TO for additional information as required to capture additional supporting evidence and/or to finalize the claims package. Please provide this information as quickly as possible because the Coordinator is the government’s advocate for obtaining funds from the carrier.

6.16.2 Coordinator Process:

Following notification from the TO (submitter), the Coordinator will do the following:

- a. Contact the carrier to arrange a damage inspection (if desired by the carrier). If inspection is declined, the Coordinator will annotate the declination and include this as part of the claims package.
- b. Evaluate submitted claim and associated documentation for completeness and accuracy. If additional information is required to support the claim, the Coordinator will contact the submitting TO for assistance.

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- c. Facilitate claim resolution with carriers IAW PWS provisions.
- d. Upon reaching a settlement offer with the carrier, the Coordinator will present the settlement to a Government representative, (Service COR, USMC Claims Office, or DFAS (only for DLA)). If offer is equal to 100 percent of the claim value, Coordinator accepts the offer, collects the funds, and forwards the check, claim paperwork and the DFAS Check Collection form to the following address:

Defense Finance and Accounting Service (DFAS)
Indianapolis Center (USN, USAF, USA, DLA)
ATTN: DFAS-IN-JFNCC
8899 East 56th Street
Indianapolis, IN 46249-0630

Or for USMC only:
Transportation Voucher Certification Branch (TCVB)
Attn: 470
814 Radford Blvd, Suite 20318
Albany GA 31704-0318
Email address: mooretc@matcom.usmc.mil

If offer is less than 100 percent of the claim value, Coordinator presents the offer to the Service Agency COR listed previously or DFAS for DLA sites for approval/declination.

If COR approves; Coordinator documents the approval, accepts the offer with its carrier, collects the funds, and forwards the check and claim form to DFAS – Indianapolis, IN, or TCVB (USMC) (listed above).

If COR disapproves; Coordinator continues to facilitate with the carrier until an acceptable offer is achieved. If after 120 days an acceptable offer is not achieved, the Coordinator will contact the DTC division and DTC CO for guidance. By statute (49 U.S.C. 13301, Powers, and 14706; 49 CFR 1.48, Delegations to Federal Highway Administrator), the carrier has up to 120 days to pay, decline, or make a firm compromise settlement offer in writing or electronically to the claimant after receipt of the claim by the carrier.

The DTC division and DTC CO may direct the Coordinator to continue working with its carrier, or terminate the claim action. Upon termination of the claim action, the Coordinator will package the claim and supporting documentation and forward to DFAS Indianapolis, IN, for further Government action. Note that when DFAS assumes responsibility for continuing negotiations for the claim, the Service COR and consignee will have no further voice/decision in accepting or rejecting the final claim amount provided by the carrier.

The Coordinator will manage, track, and report the status on all claims submitted against DTC freight movements. TOs and other DTC stakeholders may review status of claims through the Coordinator's web-site, or through monthly reports issued by the Coordinator/DTC division.

6.16.3 COR Process:

The Service COR will perform the following tasks:

- a. View claim settlement offer (if less than 100 percent of the claim value) by logging onto the Coordinator's web-based TMS claims tool (<https://www.dtc.mil>) and entering the claims module. Supporting documentation will be available to the COR from the Coordinator's claims office. These documents will be e-mailed to the COR upon request.
- b. Advise if the settlement offer is acceptable / unacceptable and notify the Coordinator of the decision. CORs will use their best judgment based on the information provided by the TO and the Coordinator's claims professionals. CORs will also understand and consider the limits of liability guidance contained in the DTC PWS when making their decision. For example, an item destroyed with a value at \$200,000, may only have a claim value of \$50,000 depending on the transportation mode (e.g.; LTL) unless the TO declared and paid for increased valuation.

As per DFAS, there are no statutes or other guidance available to determine acceptability of offers on settlements. The government acceptor will use available resources, e.g., item value, liability determination, and best judgment, to make a determination. Claims involving DLA-owned items go directly to DFAS for the approval process.

The process continues until an impasse occurs between the Coordinator and the COR. The Coordinator will notify the DTC division and DTC CO on the impasse. The DTC division and DTC CO may request the package be forwarded to DFAS/TCVB for additional consideration.

If the offer is rejected, the COR will provide a statement explaining the reason for rejection to the DTC CO.

6.16.4 DFAS/TCVB (USMC) Process:

DFAS/TCVB will review COR-rejected settlement offers.

The Coordinator will make available the claim and supporting documentation to DFAS Indianapolis, IN, or TCVB as applicable for review and further Government action.

DFAS/TCVB will have access to the online claims tool and will perform the following functions:

- a. Will notify the Coordinator when they have reached a settlement with the carrier or terminated any further action on the claim (closed the claim). Notification is accomplished using the Coordinator's web-based claims tool.
- b. Will confirm the settlement amount is the proper amount based on the claim settlement offer and COR settlement recommendation. DFAS acceptance and deposit of the claim settlement check is the Government's final acceptance of the claim settlement and carrier release. DFAS will, upon request of the affected carrier, sign a carrier release form upon final acceptance of the settlement.
- c. Will provide assistance with disputed claims IAW DFAS procedures.

6.17 Seizure of Cargo

DTC PWS prohibits the Coordinator, or any of its sub-contracted carriers moving DOD freight from asserting any type of lien on any property shipped under the contract. This includes any action to seize, arrest, hold, or otherwise detain shipments through any judicial process in the United States or through any other means whatsoever.

If it is determined that DOD property was seized or otherwise held without permission, the Government or its designated agents reserves the right to retrieve/seize DOD freight from the Coordinator, the Coordinator's facilities, or sub-Coordinator's conveyances when such freight has been frustrated, or otherwise delayed due to labor unrest, work stoppages, bankruptcy, disasters, and other abnormal events beyond the Coordinator's operational control.

6.18 Exception Codes/Reporting Process

The DTC program requires the Coordinator to meet or exceed performance thresholds as outlined in the PWS during the life of the contract. These performance thresholds were developed through market research, customer interaction, and one-on-one consultations with industry. They provide the government with an expectation of superior performance. Although these performance thresholds are realistic and achievable, there are cases when circumstances prevent the Coordinator from meeting the requirement.

The DTC division has developed a standard set of fourteen exception codes for instances of non-performance that the Coordinator identifies as beyond its control. Examples of exceptions that can be used on the DTC program are weather along the route, unscheduled gate closure at pick-up or delivery site, or when an appointment was not granted by a military site. The complete list of authorized codes is listed in figure 6.18 below.

Exception Codes Matrix - EDI 1651 Status

DTCI / EDI	Description	Usage Reasons
01 = HB	Appointment required at delivery site	When refused by site
02 = P1	Appointment required at pick-up site	When refused by site
03 = B1	Installation closed when delivery was attempted during normal business hours	Gate issue, special function, etc. *
04 = AM	Installation closed when pick-up was attempted during normal business hours	Gate issue, special function, etc.*
05 = AN	Holiday – installation was closed	Scheduled or unscheduled
06 = AU	Local Emergency	Riots, Strikes
07 = AD	Customer will not accept delivery until Mandatory Delivery Date (MDD)	Refused by Site
08 = AO	Weather conditions prohibited pick-up or delivery	Blizzard, Tornado
09 = BK	Prearranged appointment	To correct origin pick-up times when the eight (8)-hour pick-up rule does not fit the situation
10 = AW	Offer past cut-off time	Offer is made after scheduled cut-off time for origin pick-up
11 = BH	Insufficient Time to Complete Delivery	MDD was inaccurately calculated by the shipper syst.
12 = BQ	Overweight/Over-dimensional	EXP cargo that is over-dimensional and not prepared by 1000 day prior to MDD
13 = BN	Freight Shipped Without Bills (Delivery)	Cargo without proper BOL
14 = C2	Bills Provided to Carrier Without Freight	BOL without associated cargo

Table 6.18 Exception Codes Matrix

The DTC PWS directs the Coordinator to make notification to the DOD shipper and DTC division (or designee) on a daily basis of any premium (e.g. EXP) delivery exception codes requested. This notification will be sent via an electronic message (report on website or via e-mail) so that the government can take the necessary actions to confirm/validate the circumstances surrounding the code's usage.

Note: The Coordinator will transmit non-premium exception requests to the DTC division metrics team for adjudication. TO's will only receive exception requests for EXP shipments, which will continue to be transmitted to the origin TO for adjudication.

During site implementation, shipping/receiving activities will provide the Coordinator with a point(s) of contact, and that POC's pertinent information to include e-mail address and phone/fax numbers, who is authorized to approve/deny Coordinator EXP exception code submissions. It is recommended that the individual(s) selected for this purpose be the assigned performance monitor(s)/QA (for Coordinator operated TO functions) located at each site to minimize training requirements.

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The Coordinator will transmit the EXP exception code to the appropriate TO POC within 2 business days of the occurrence requesting approval of the code for that shipment. The Coordinator will provide information concerning the event IAW requirements of the PWS Appendix D. Exception code requests submitted beyond the 2 business days will be handled on a case-by-case basis. The Coordinator may utilize a time stamp for each submission to ensure the 2 business day requirement is not exceeded.

Upon notification of the Coordinator's EXP exception code approval request, the affected site representative or performance monitor will evaluate the circumstances surrounding the situation and either approve or deny the Coordinator's exception request. This process should be accomplished within 5 business days from receipt of the Coordinator's request. Site POC must understand the implications of their actions concerning this process. Inaction or rubber-stamping will misrepresent the overall performance of the Coordinator and could have a positive or negative financial impact on the Coordinator.

Site representative action upon approval: Check the approved block or state approval status (approved) in a return email and submit/send the email/spreadsheet back to the Coordinator. The Coordinator will send an electronic message (email) to its customer service or metrics team and to the DTC division indicating an exception code approval was granted by the affected government site POC.

If the exception request is denied by the TO, the site representative's action will be as follows: Check the denied block or create a return email indicating denial of the exception request to include an explanation or reason for the denial. Subsequently, submit the form/send the email back to the coordinator. The Coordinator will send an electronic message (email) to its customer service or metrics team and to the DTC division indicating an exception code denial was submitted by the affected government site POC. The Coordinator will have an opportunity to appeal the denied exception code directly with the site's Service/Agency COR. Therefore, it is imperative that the site POC properly evaluates and documents the circumstances surrounding the denial.

Coordinator action upon approval: Coordinator will align approved exception codes with their associated BOLs. Approved exception code shipments should be treated as meeting established performance requirements and will be reported accordingly.

Coordinator action upon denial: Coordinator may request relief from the Service/Agency COR by submitting its reasons for reconsideration. Justification should include all necessary evidence that should be considered by the COR to make final determination. The COR may also request additional information/supporting documentation from the affected site to include contacting the supervisor of the denying authority for their responses. Once all necessary information/supporting documentation is collected, the COR will evaluate the event and either approve or deny the use of the exception code. Once the decision is levied, the COR will notify the Coordinator, DTC division, and the affected site of the result. The COR will have 7 days to return an approved or denied exception request back to the Coordinator.

If approved by the COR, the DTC division's action will be as follows: DTC OST will ensure approved exception codes (to include those resulting from DTC CO action) are counted as

meeting performance standards. These will be calculated during the performance reporting process.

If denied by the COR, the DTC division's action will be as follows: OST and potentially the DTC CO will be engaged and will make the final determination on whether to overturn a denied exception after consulting with COR. OST will monitor exception code usage and review Coordinator monthly reports to ensure denied exception requests were not inadvertently used during the monthly reporting process.

DTC OST team will include exception code usage as part of its reporting process.

6.19 Process Improvement Request (PIR) Program

The DTC program values the knowledge and experience of everyone affected by and participating in the program - especially those working the day-to-day issues.

Therefore, DTC customers, Coordinators, Service/Agency leadership and the DTC team are encouraged to participate in the Process Improvement Team's (PIT) suggestion program. The PIT serves as the forum to gather, review, and approve proposed process improvement requests (PIR), authorize rollout of process improvement plans, and act as an advocate within DOD initiatives.

PIRs can be submitted via the on-line PIT database repository. If you don't have immediate access to the on-line repository, you may submit your suggestions by calling the DTC division at one of the telephone numbers indicated in section 1.0 above. When submitting suggestions, include the following:

- a. Subject.
- b. Detailed description of the proposed process change.
- c. Reason for the suggestion (Justification).
- d. Anticipated benefits of implementation.
- e. Implementation suggestions -- if any.
- f. Author name and full contact information (Organization and Location and Phone).

The following steps must be taken to gain access to the PIR repository:

Step	Action
1	To request account access to the DTC PIR database repository, please contact the USTRANSCOM Help Desk at 618-256-2666, option 2. You will be sent a DTC PIR access account form to fill out via email. Click the reply button in the email, fill out the access information, and send it to the Help Desk at ustchelp@ustranscom.mil
2	Your request will be sent to the DTC division for access approval. The DTC division will notify USTRANSCOM Help desk with approval/disapproval. The DTC division

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	will notify requestor's of disapproved requests.
3	The USTRANSCOM database team will then build your account and send notification to the Help Desk that the account was built.
4	Once the Help Desk receives notification of the new account, they will contact you via email with your user id. This will be followed by a separate, NON-DESCRIPTIVE email to you containing a temporary password.
5	To complete the validation process for your account, log in to the DTC PIR repository using your temporary password and immediately change your password to one of your choice. NOTE: Passwords must be a minimum of nine (9) characters and must contain 2 small letters, 2 numbers, 2 special characters, and 2 capital letters. Once this is accomplished, you have successfully completed the account request process. Call the DTC division if you have questions about navigating/using the DTC PIT repository.
NOTE	Please understand that your password will be required to be changed every 60 days . Also, your account will become disabled if not used within 60 days , and your account will be deleted if not used within 90 days . Should your account become disabled, please contact the USTRANSCOM Help Desk to get it reset. In the event that your account is deleted, refer to step 1 and repeat the process.

Table 6.19 PIR Repository Access Procedures

The PIT will meet in conjunction with quarterly Award Fee Review Boards. The sponsor/author of selected process improvement requests may be asked to present their suggestion (either in person at a PIT meeting or by teleconference) to facilitate detailed discussion of the submission. The team will evaluate, approve, disapprove, defer, or return the submission to the author for further analysis or clarification. In all cases, disposition detail will be available for review on the PIR website or by calling the DTC division.

6.20 Federal Holidays

Some DoD shipping activities will not observe a Federal Holiday due to mission requirements and will operate on a normal work schedule. In these cases, the Coordinator will be expected to provide normal pickup service (to include EXP shipments) to these sites.

Sites must ensure they provide their COR or the coordinator prior notice of if the site will be operating under normal work hours NLT 10 business days prior to the holiday, except in emergencies or other situations (Presidential Executive Order) where 10 days is not feasible. SDDC's customer advisory program will normally be used to report holiday schedules.

With the exception of expedited shipments, the Coordinator shall deliver freight with MDDs that fall on a federal holiday on the next normal business day and request a holiday exception with the DTC division for late delivery using the Exception Reporting process outlined in this document. Therefore it is important that TO's not assign an MDD that falls on a federal holiday

unless the installation/consignee is open for business on that particular holiday. Normal business days and operating hours for DOD facilities can be found in the Transportation Facilities Guide (TFG). Expedited shipments shall be delivered on time regardless of the holiday period. An example is: If delivery is required on Christmas Day, the holiday accessorial would apply. Coordinator must meet the Christmas Day delivery.

The coordinator also provides normal pickup Service and Expedited Service (Pickup and Delivery) on declared or published industry down days (e.g. Carrier tariff down days during Good Friday, day after Thanksgiving, Christmas Eve, and New Years Eve). With the exception of expedited shipments, the Coordinator is granted additional transit days in direct correlation with the declared industry down days. If the MDD falls on a declared down day (ex. day after thanksgiving), the shipment will be delivered on the next business day (Monday following Thanksgiving) and the Coordinator shall request an exception for late delivery using the exception reporting process. The Coordinator will notify the DTC division and affected shipper sites at least 10 business days prior to the first industry down day. The Government expects the Coordinator to meet all expedited MDDs regardless of the holiday period.

On designated Federal Holidays, accessorial rates will apply to accommodate pickup and delivery requirements. Specific holiday charges are depicted in the Performance Work Statement, Attachment 1 - Accessorial Rates. For further clarification on Federal Holidays, the DTC Coordinator should review the Office of Personnel Management (OPM) website at: http://www.opm.gov/Operating_Staus_Schedules (under the holiday tab), and other holidays listed in the Transportation Facilities Guide (TFG) or through notification of a SDDC Customer Advisory.

7.0 Metrics Collection / Performance Monitoring

7.1 Background

It is standard practice to establish and monitor performance objectives for DOD transportation contracts.

DTC is using a unique approach for obtaining carriers as the Government does not contract with individual carriers. Instead, DTC's Coordinator will contract for and manage individual carriers under its control. DTC will hold the Coordinator accountable for meeting all the performance objectives outlined in the PWS and listed in this document. The DTC Coordinator must monitor, track and manage carrier performance and will report monthly on the overall performance of the contract.

The DTC Coordinator employs a carrier evaluation program to ensure it only contracts with quality carriers. After passing a rigorous evaluation, a carrier may be invited to join the Coordinator's carrier base. As the carrier performs, the Coordinator monitors performance and compliance with applicable Federal and State laws. A carrier failing in any area may be given an opportunity to improve performance. If failing to improve within a stated timeline, the carrier may be removed from the Coordinator's carrier team. This could have a significant impact on the carrier as it will not only be removed from DOD freight but it may also be banned from the

Coordinator's commercial freight. This streamlined approach should improve DOD's customer confidence in the program by ensuring only quality carriers remain on the program.

DTC division utilizes several methods to verify and validate Coordinator-reported metrics to the DOD community. OST has employed personnel to lead the data collection, metrics analysis, and validation of Coordinator reports. In addition, DTC solicits TO input on the overall performance of the program by reporting instances of poor performance through the customer feedback tool, bimonthly feedback surveys and other feedback tools. The remainder of this chapter will outline the metrics program.

7.2 Performance Thresholds

The performance thresholds for on-time pickup and delivery identified in Table 8 of the DTC PWS apply to each individual shipping location, the remainder of the performance thresholds apply to the entire DTC-wide effort. Table 1 of the QASP includes the Performance Objective Percentage (POP) with the performance thresholds:

Performance Thresholds		
Performance Objective	PWS Para	Performance Threshold
On-Time Pickup	1.3.9	97% for Years 3 through 7 for on-time pickup.
On-Time Delivery	1.3.16	97% for Years 3 through 7 for on-time delivery.
Loss and Damage Free Shipments	1.3.11	98% of shipments damage free
Process Loss and Damage Claims in a timely manner	1.4.5.23.7	99% of all claims closed within 120 days. Remaining 1% shall be closed within 180 days.
IT Systems Available for use	1.4.6	99% system availability (minus approved scheduled downtime)
Meet or exceed Small Business subcontracting goals	1.4.7.1	20% - 25% of all subcontract dollars awarded went to small business in Year 1 of the Base Period...(see PWS for details)

Table 7.2 Performance Thresholds

7.3 Data Collection

DTC shipping information will be collected and stored on the Coordinator's Transportation Management System (TMS), the Government Shipping Systems (DSS, GFM, CMOS), 3rd party bill payment system (currently Syncada), and within IGC. Information residing in the Coordinator's TMS may be compared by individual shipping locations with its Government system to ensure accuracy of on-time pick-up and delivery. This comparison may be accomplished using a statistical sampling approach on a monthly basis and reported to the DTC division through the shipping activity's Service/Agency CORs.

Another data collection tool previously discussed is the Customer Feedback Tool. Shippers/consignees will use this web-based reporting tool to bring specific performance discrepancies, e.g., late pick-up/delivery, improper equipment, IT system availability, etc., to the attention of the Coordinator and OST. Additionally, these customer feedback inputs should be used to report positive feedback of the DTC program, the Coordinator, or carriers supporting the program. Shippers and Consignees should submit inputs daily if necessary as part of their regular duties. The information provided will be used to validate the overall performance level of the Coordinator and could potentially be used to reduce or enhance its monetary compensation.

Training will be conducted during site implementation, during teleconference training sessions, or available via a DTC division and Coordinator-provided web-based tutorial. Questions can also be addressed with the customer service team.

The Coordinator will submit Coordinator exception reports (if used) on a daily basis using service delivery codes to report authorized reasons for non-performance. IAW the PWS, there are fourteen exception codes that can be used by carriers to report specific inability to meet established milestones, i.e., on-time pick-up/delivery. Affected site TOs will validate the Coordinator's use of these exception codes on any EXP shipments before adjusting the Coordinator's performance score.

7.4 DTC Analysis Process

	Report Name	Report Description
1	Trailer pool availability	Manual yard management report. Distribution center location specific. (Only pertains to those sites with a permanent on-site DTC contractor representative.) Reports will be provided directly to the affected site TO daily or as required by local requirements. Ad hoc capability should be available upon request.
2	Carrier on-time performance Summary (per site)	Summary of on-time loads for each carrier. Report format based on a 12 month rolling schedule.
3	Contractor score card	Measures contractor performance freight pay vs. contract standards and business rules. Monthly report based on a rolling 12 month schedule. Freight payment performance should consider both payment to the contracted carrier and closing out invoices with the government. Track and trace need not be reported monthly; however, ad hoc capability should be available upon request.
4	Percentage of premium (expedited) freight	Monitors the percentage of premium (expedited) Air and Ground services in comparison to the total freight expenditure. Monitor opportunities for policy modification and over-use of expedited services. Report submitted using a rolling 12 month schedule.
5	Loss and damage claims performance	Monitors freight claims by customer based on performance (e.g. claims submitted/closed, average days to close, and recovered amount). Measure each carrier's performance relative to the mode of transportation. Part of the overall carrier performance management program. The contractor shall conduct analysis to identify trends and procedures to eliminate claims. Monthly report shall show rolling 12 month schedule. Loss/damage percentage will be reported during the PMR/AFRB venues or as requested by DTC division and/or DTC CO.

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6	Percent of order consolidation	Monitors order consolidations as a percent of total transportation expense. A benchmark for continuous operational improvement.
7	Delivery summary – enterprise level	Measures enterprise-wide delivery performance by mode and contractual definition. Delivery summary should only report completed shipments (to include all known exceptions). Pending exceptions should not be reported. Report format using a 12 month rolling scheduled.
8	Freight costs	Measures average and total freight cost by mode and customer. Rolls up the client total freight cost for the most current 12 months against the previous 12 months. Report should be viewed by mode and cost per mile; cost per hundred weight; or cost per pound where appropriate. Report format using a 24 month rolling schedule.
9	Accessorials and exceptions reports	These separate reports shall measure the number and amount of accessorials and exceptions. The contractor shall track accessorials and exceptions by type and location. A list of exception codes can be found in Appendix D – Exception Codes. A list of approved accessorial codes can be found in Appendix B – Accessorial Codes. Report format using a 12 month rolling schedule for accessorial usage and a 24 month rolling schedule for exceptions usage.

Table 7.4 Monthly Reports

DTC OST will analyze the reports provided by the Coordinator in an effort to validate the stated performance level. Using the customer feedback submissions from shipper/consignee locations, Service/Agency COR observations and reports, and DTC division internal analysis of available data from a variety of sources (CMOS, DSS, GFM, GTN, Syncada/Power Track, etc), the OST team will be able to report accurate performance information to DTC Stakeholders. It is imperative that any experience of poor performance be reported using the Customer Feedback Tool provided by the Coordinator. Without input, the DTC division and DTC CO will not be able to gauge the state of performance on the program.

8.0 Training

The DTC program changes the way DOD does business in the transportation environment. DTC was implemented under a safe-start concept which means minimizing the number of process changes to only those essential to implement the program. During implementation, the DTC division and the Coordinator conducted on-site training at service sites utilizing a combination of lecture and hands on/computer-based/teleconference training.

After implementation is complete, and in the event an organization requires individualized training, you can request support through your DTC Service/Agency representatives as listed in section 1.0. In addition, there are several websites that provide an excellent source of training for new site personnel or for refresher training as required. Listed below are the sites and the specific training topic:

New TMS version 10.0 - Summary of Changes:

http://www.brainshark.com/conway/TMS_Changes

Navigation:

http://www.brainshark.com/conway/DTC_Training_Navigation

Customer Feedback:

http://www.brainshark.com/conway/DTC_Training_Customer_Feedback

Claims:

http://www.brainshark.com/conway/DTC_Training_Claims

Alerts:

http://www.brainshark.com/conway/DTC_Training_Alerts

Favorites:

http://www.brainshark.com/conway/DTC_Training_Favorites

Government unique training is also available on the following website:

www.transcom.mil/dtci/training.cfm

9.0 Information Technology

9.1 DTC User Account Management

DTC Division will control government user access to the third-party logistics (3PL) provider's website. This action is necessary to protect the integrity of government transportation information and systems. The 3PL Coordinator provides registration for system user access through the Coordinator's website and works with the DTC division for validation and approval.

ITOs/TOs/OOs at DTC shipping and receiving activities must obtain a valid user name and password to gain access to the DTC Coordinators website.

- a. DTC's OST/IT team will obtain new user information and process new account requests as part of the new site start up process. These accounts will be ready upon initial site training approximately 7 days prior to go live.
- b. Each active DTC site will have a "Super User" (normally the site Transportation Officer) who will be able to submit account requests for any employee(s) requiring access after site implementation. Should you need to change the Super User Roles within your group or delete a user who is no longer employed with your organization, you must notify the DTC division OST IT representative at Barbara.d.gilstrap.ctr@mail.mil
- c. All others requesting accounts must submit their request to their service CORs listed in Paragraph 1.0 of this document or directly with the DTC OST IT rep at barbara.d.gilstrap.ctr@mail.mil

For new applications for TMS access (after site implementation is complete), the super user designated at each site will navigate to the following website: <https://www-gas.dtci.mil> (Note that this is not the day to day production module site for TMS, this is the training and super user website only). Once at this website, follow the below steps:

- a. Log in
- b. Select "Project Office"
- c. Select "UAM"

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- d. Select "Minors"
- e. Any depot/shipping site for which you are designated a Super User will be displayed. Select "Open"
- f. A list of current users will be displayed. Click "Add"
- g. You may now enter the user's information. Please disregard the "User ID" field and "CN Field." These fields are used by the Coordinator's account creator. After entering all the information requested, select "Save" (**DO NOT select "save and return"**)
- h. You may now add suggested roles to the user. Select "add" under the "Requested Role" column. You may choose multiple roles but only one at a time. The roles are defined as:
 - (1) DOD Transportation Officer (Reporting, Tracking, Claims, Carrier issues, shipment entry)
 - (2) DOD Ordering Officer (Ordering Officer/Shipment entry, tracking)
 - (3) DOD Claims Approver (Claims Settlement)
 - (4) DOD Report User (Report Viewing)
 - (5) DOD Report Writer (Report Viewing, Report Creation)
- i. Select a desired Role and select "Save and Return"
- j. The role is now added. To add additional Roles, repeat the process above
- k. Once complete, select "Save and Return"

The user account request process is now complete. The Coordinator's administrator will be notified to create the account.

The Coordinator collects all requests on a daily basis, reviews for completeness, and forwards them to the DTC division for validation and approval. If necessary, the DTC division IT reps may contact the individual or the individual's supervisor to validate information or verify the need for access to the system. The DTC IT rep will notify the supervisor of any disapproved accounts with the reason for the rejection. Questions concerning status of an account request should be directed to the DTC division at (618) 220-6501.

Once approved, the Coordinator transmits an email containing the username and temporary password to the new user. The user ID will be constructed of the 1st initial, middle initial and last name. Duplicate names will be appended with consecutive numbers to create a unique User ID. Accounts will normally process within 3-5 business days.

Once the email with login information is received, Users will go to <https://www.dtc.mil>, click login, then click accept, and the system will attempt to read their CAC. If it finds the CAC, the system will allow the user to register their CAC to tie it to their user id. User will then be able to log in with their CAC going forward.

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Accounts will be flagged as inactive if not used for 60 days. Accounts will be deleted after 90 days. A user may request reactivation by contacting the Coordinator's Customer support team and the Coordinator will reactivate the account. Accounts that have been deleted require a complete application and processing as outlined above.

DoD shippers and other activities will notify the Coordinator of the user accounts that will require deactivation due to retirement, transfer, termination, etc and the date to close the account.

Super Users may edit the following personal profile information by logging into the system.

- a. User first name
- b. User last name
- c. User commercial phone number
- d. User e-mail address
- e. Option to delete the user account

The Coordinator will pass the changes to the DTC division/OST team for informational purposes.

When needed, the DTC division security officer will have permission to query the Coordinator system for a list of current account holders.