

## CHAPTER 210

### TRANSPORTATION DISCREPANCY REPORT (TDR)

#### A. GENERAL

1. This chapter prescribes responsibilities and procedures for documenting and reporting transportation discrepancies within the Defense Transportation System (DTS).
2. This chapter also provides guidance on how to submit information for use in loss and damage prevention and reporting, adjustments to financial and inventory controls, and reissuance and replacement of lost or damaged materials.
3. A transportation discrepancy occurs when United States (U.S.) Government (USG)-owned material shipped via any mode of transportation (highway, rail, air, or water) by a Army Transportation Command (ARTRANS)-approved Transportation Service Provider (TSP) in accordance with DTS policy and procedure is damaged, lost, or improperly shipped:
  - a. Astray Freight (see Defense Travel Regulation [DTR] Chapter 209).
  - b. Shortage.
  - c. Pilferage.
  - d. Theft.
  - e. Damage (including consumable materials that arrive expired or unfit for consumption).
  - f. Vandalism.
  - g. Material overage.
  - h. Contract and/or accessorial services ordered but not provided.
  - i. Non-conformance with hazardous materials (HAZMAT) shipping requirements.
  - j. Non-delivery of material.
  - k. Report of Shipment (REPSHIP) message not received prior to receipt of shipment.
4. Important – Once a transportation discrepancy is identified, it should immediately be investigated pursuant to local policies to document the facts surrounding the discrepancy. Receiving entities must also determine which contract, whether Federal Acquisition Regulation (FAR)-based or tender, was used to book the TSP that transported the USG material. Once the contract is identified, and the exceptions listed in [Paragraph A.5](#) below are reviewed, locate the applicable subsection and follow the guidance:
  - a. Strategic Lift Contracts – If the transportation discrepancy occurred while moving material under any of the following three Strategic Lift contracts, proceed directly to [Paragraph O](#). No other portion of Section 210, other than Paragraph O, is relevant to Strategic Lift transportation discrepancies. Strategic Lift contracts include:
    - (1) Universal Services Contracts
    - (2) Multi-Modal Contracts
    - (3) Guantanamo Bay Contracts
  - b. Tenders – If the transportation discrepancy occurred while the material was in the possession of or during transfer of possession to or from a TSP for cargo booked using the tender process, follow only the procedures in [Paragraph B](#) through [Paragraph N](#) of this chapter.

5. Exceptions:

- a. HAZMAT, classified material, and small package transportation discrepancies – Regardless of what contract was used to book the TSP, follow only the procedures outlined in [Paragraph B](#) through [Paragraph N](#) of this chapter.
- b. Supply Discrepancies – If a discrepancy is entirely attributable to, or entirely caused by, the shipper or consignor, the discrepancy should be filed as a Supply discrepancy. Supply discrepancies include item, packaging, and documentation discrepancies. Report these type discrepancies under official Supply Discrepancy Report (SDR) guidance contained in Defense Logistics Manual (DLM) 4000.25-M, [Defense Logistics Management System \(DLMS\)](#), Volume 2, Chapter 17, “Supply Discrepancy Reporting,” at <https://www.dla.mil/HQ/InformationOperations/DLMS/elibrary/manuals/v2/>.
  - (1) Reporting, adjusting, and accounting for supply (item) discrepancies; preservation, packaging packing, and supply item identification marking; or lost or damaged parcel post shipments, including shipments under International Logistics Programs. Report these discrepancies as an SDR using the Defense Logistics Agency (DLA) Transaction Services Department of Defense (DoD) Web Supply Discrepancy Reporting (WebSDR) program or the Service/Agency-sponsored SDR application for automated interface with DoD WebSDR. The hard copy SF 364, Report of Discrepancy (ROD), [Figure 210-2](#), is available for exception use only and is strongly discouraged.
  - (2) The SDR is a tool used to report shipping and packaging discrepancies attributable to the responsibility of the supply activity (including Government sources, contractors/manufacturers, or vendors) and shippers, and to provide responses and resolution.
    - (a) The following types of discrepancies will be reported on a SDR:
      1. Improper preservation.
      2. Improper/excessive packaging.
      3. Improper packing.
      4. Mismatches between unique item identification on the item or packaging marks/labels and the associated shipping notice or shipping document.
      5. Lost/damaged parcel post (United States Postal Service) shipments.
      6. Wrong/incorrect item received.
      7. Supply or product quality deficiencies under the Security Cooperation Program.
      8. Overage/shortage (not TSP-related).
      9. Missing parts.
      10. Misdirected (not TSP-related).
      11. Expired shelf life.
      12. Total non-receipt of material (not TSP-related).
      13. Damaged material (not TSP-related).
      14. Improper markings/labeling.
      15. Missing/unreadable Automated Identification Technology (AIT).
      16. Non-compliant wood packing material.

17. HAZMAT documentation discrepancies.

**NOTE:** Transshippers may report other types of missing or improper shipment documentation to include Special handling Data/Certification [DD Form 1387-2], Transportation Control and Movement Document [TCMD] [DD Form 1384], and the Shipper's Declaration for Dangerous Goods per DLM 4000.25, Volume 2, C17.3.2.5.1)

18. Underutilization of shipping containers

19. Other shipper-related discrepancies as appropriate

- c. General Services Administration (GSA) SmartPay, GSA Purchase Card, and GSA Impact Card – Discrepancies stemming from shipments paid for by a GSA GPC, GSA SmartPay Purchase Card, or GSA Impact Card.
- (1) GSA Government Purchase Card (GPC): If a discrepancy occurs on a shipment paid for under the GSA GPC program, cardholders must contact the material vendor to resolve the discrepancy in accordance with (IAW) GSA procedures. If billing adjustments do not show up in the next month's bill, a dispute form (Form CSQICPPPUR, Cardholder Statement of Questioned Item) will be completed and mailed to the bank representing the GSA GPC. Obtain the form from the bank by calling toll free at 888-994-6722.
  - (2) GSA SmartPay Purchase Card: If a discrepancy occurs on an order and/or shipment paid for under the purchase card program, the cardholder must contact the responsible vendor/transportation service provider to resolve the discrepancy.
  - (3) GPC purchases are highly discouraged from entering the DTS at an aerial port or a Consolidation and Containerization Point (CCP). Improper marking, packaging, and funding requirements will result in frustrated cargo.
  - (4) GPC Impact Card purchases: Ensure transportation discrepancies, regardless of value, are documented, reported, and settled at the local level.
- d. Loss and damage to personal property unless that loss and damage is property consigned to transshipment activities for movement overseas or the discrepancies resulted from movements by the Air Mobility Command (AMC) or the Military Sealift Command (MSC).
- e. Shipments of bulk petroleum via all modes (e.g., tanker, pipeline) – See DoD Manual (DoDM) 4140.25, Volume 11, DoD Management of Energy Commodities: Defense Fuel Support Point (DFSP) Inventory Accounting Investigations, at <https://www.esd.whs.mil/Directives/issuances/dodm/> for DD Form 361 requirements.
- f. Overages and shortages on single consignee SEAVANs or containers, except those booked under a Strategic Lift contract, that were loaded at the supply source and were unstuffed by the cargo consignee with original seals intact. Report these overages and shortages on an SDR. Transshipment points (CCPs, ports, and breakbulk [BB] points) are not supply sources for the purposes of this exception.
- g. Dunnage and lashing gear (e.g., lumber and wood products, wire, wire rope, turnbuckles, clips, and/or chains) other than those items identified as recoverable according to current individual Service policy and procedures, used to fasten cargo to prevent shifting during transportation.
- h. Discrepancies that occur in the movement of material to or from on-station sites or satellite activities using equipment assigned to a Government activity, vendor, or contractor operation.

- i. Miscellaneous Transportation Discrepancies – For miscellaneous transportation discrepancies, see [Paragraph K](#).

## **B. THE TRANSPORTATION DISCREPANCY REPORT AND RESPONSIBILITIES**

1. If a transportation discrepancy of USG material can be attributed to a TSP and the cargo was booked using the tender process (e.g., Global Freight Management [GFM] Rate Quote, Automation Transportation Requests, ARTRANS Negotiations, etc.), it must be documented in a TDR consistent with the instructions outlined in [Paragraph B](#) through [Paragraph N](#) of this chapter and submitted to the appropriate activities to ensure prompt resolution.
2. The purpose of a TDR is to:
  - a. Document loss, shortage, and damage discrepancies attributable to a TSP
  - b. Document the loss, shortage, or damage to Government material to support the filing of claims against TSPs for reimbursement.
  - c. Document the loss, shortage, or damage to Foreign Military Sales (FMS) or other Security Cooperation Program (SCP) shipments to support filing claims against TSPs for reimbursement.
  - d. Document other TSP-related discrepancies, such as improper cargo blocking and bracing; shipping paper irregularities; broken/missing seals; failure to provide transport equipment that complies with Military Standard (MIL-STD) and/or state and federal transportation safety regulations; and TSP-related HAZMAT marking, labeling, placarding, and documentation errors.
  - e. Provide proof of transportation discrepancies to facilitate necessary adjustments to affected financial records, property, and item inventory records, and initiate item reissue and replacement orders as required.
3. The ARTRANS Domestic Movement Support Branch, AMSSD-OPM-MC, will:
  - a. Serve as the DoD TDR program manager.
  - b. Establish and maintain procedures for transportation discrepancies involving DTS shipments.
  - c. Assist ARTRANS G6 in the development, maintenance, and administration of the Discrepancy Identification System (DIS)
  - d. Take necessary measures to determine the effectiveness of and weaknesses in the TDR process and provide recommendations to DoD Components for improvement or corrective action(s)
  - e. Provide data, analysis, reports, and information to DTS users to determine trends and procedures to reduce loss and damage.
  - f. Assist Government agencies in the TDR resolution process.
  - g. Ensure published regulatory guidance meets the needs of the military and federal agencies involved with the TDR program.
  - h. Provide Transportation Officers (TO) and Receiving Officers with timely, adequate training and assistance in the preparation and submission of TDRs.
  - i. Provide assistance to theater CDR Area Monitoring Offices (AMO), and review and comment on AMO implementing instructions.
  - j. Monitor TDR actions and initiate investigative or corrective actions as required.

- k. Monitor the TDR performance of field activities that fail to respond to Requests for Information (RFI).
  - l. Assist finance centers and claims offices in obtaining shipment and discrepancy information to resolve transportation discrepancies.
  - m. Coordinate with claims offices, TDR preparing offices, and Service/Agency headquarters as needed to facilitate efficient adjudication of claims.
4. Theater CDRs will establish an AMO that:
- a. Monitors TDR actions for theater-managed transportation tenders/contracts or other supporting contracts within its Area of Responsibility (AOR)
  - b. Monitors systemic problems with transportation contracts and work with respective Contracting Officers' Representatives to rectify problems.
  - c. Monitors the performance of field activities that fail to answer RFIs to ensure prompt and accurate replies.
  - d. Provides theater-unique procedures for TDRs as required.
  - e. Provides training, assistance, and advice.
  - f. Assists finance centers and claims offices in obtaining shipment and discrepancy information to resolve transportation discrepancies.
5. DoD Components (Services/Agencies) will:
- a. Monitor subordinate activities' compliance with the TDR program and take corrective action as necessary to maximize program effectiveness.
  - b. Provide Service/Agency-related policy guidance to TOs who are responsible for preparing discrepancy reports.
  - c. Monitor the performance of field activities that fail to respond to RFI and take action to ensure prompt and accurate replies in the future.
  - d. Assist finance centers and claims offices in obtaining shipment and discrepancy information to resolve transportation discrepancies.
6. TOs and Receiving Officers will:
- a. Take proactive steps to identify potential lost, damaged, or astray freight. Document and submit TDRs on all transportation discrepancies in shipments received at their activity, including TDRs on military mobilizations and exercises, IAW TDR reporting standards.
  - b. Assist commercial shipping and/or receiving facilities in the filing of TDRs for DoD cargo that was shipped from or directed by a DoD facility to a commercial facility, IAW TDR reporting standards. If the cargo was shipped by a non-DoD agency, the Government activity that directed the shipment should be included as a TDR addressee. If the cargo was shipped by a contractor, the Contract Management Office (CMO) cognizant Transportation Office should be included as a TDR addressee.
  - c. Respond to RFIs and any other requests within established time frames (see Table 210-1).

- d. Report discrepancies for cargo handled within the AMC airlift system by sending the original TDR to the last AMC aerial port that handled the freight; do not send the TDR to a finance center.
  - e. Provide procedures for discrepancy reporting on shipments received by off-site and tenant activities.
  - f. Ensure procedures for obtaining actual repair cost statements/estimates are followed as they apply to the activity (see Chapter 211).
  - g. Investigate and gather facts relating to each shipment discrepancy to support Government claims against the responsible TSP. Notify the security and law enforcement elements upon loss of classified/protected material or suspected forgery, or if loss, pilferage, theft, or vandalism is readily apparent.
  - h. Notify the Defense Investigative Service cognizant security office of classified material security violations according to DoD 5220.22-M.
  - i. Furnish documentation to support a contractor's claim against a TSP for Free on Board (FOB) destination shipments; use the Web-Based GFM DIS or DD Form 361, Transportation Discrepancy Report, [Figure 210-1](#), for this purpose.
  - j. Review each TDR before forwarding it to the finance center or claims office to ensure:
    - (1) TSP responsibility is established and supported with documented evidence (see Table 210-4 for examples of documented evidence).
    - (2) The amount of loss/damage is supported with documented evidence citing the actual expense of repairing or replacing the lost or damaged material. They will use estimated repair costs only when repairs will not be made, repairs will be delayed because of lack of parts or backlog in the repair facility, or the damaged property must be shipped to another facility for repair.
    - (3) Items shipped to the repair facility are adequately marked so the repair facility can identify them and maintain separate repair cost records for claim action.
    - (4) Controls are in place to ensure action is taken on correspondence from the finance center or claims office IAW established TDR reporting standards.
  - k. Ensure transportation discrepancies of less than \$500 in value are documented and reported and further settled at the local level. When the loss or damage is less than \$500, file a claim against the carrier following the procedures outlined in [Figure 210-7, Local Claim Filing Guidelines](#). For tracking purposes, report all classified, protected, HAZMAT, and SCP/FMS shipment discrepancies regardless of value. Only forward claims valued at \$500 or more to the respective claims office shown in [Paragraph L](#).
  - l. For SCP deliveries, U.S. Military Representatives, such as Security Assistance Officers (SAO), perform the TDR functions of a Receiving Officer (see Appendix E and Table 210-5).
7. CMOs will:
- a. Take proactive steps to identify potential lost, damaged, or astray freight and ensure prompt, accurate reporting of discrepancies for inbound shipments at contractor plants.
  - b. Respond to TDR RFIs
  - c. Take corrective action to prevent further discrepancies.
  - d. Investigate each discrepancy and gather facts to support claim actions.

8. Finance Centers/Claims Offices will:
  - a. Make final determination of liability and measure of damage.
  - b. Investigate and respond to all TSP protests, declinations, and compromise offers pertaining to claims filed by their office.
  - c. Take collection action.
  - d. Handle claims to conclusion, to include furnishing administrative reports to the U.S. General Accountability Office and litigation reports to the U.S. Department of Justice, when required, because of uncollectible debts, TSP bankruptcy debts, or compromise offers of \$20,000 or more.
  - e. Provide settlement notification to reporting activities when claims are adjudicated.
  - f. Act in an advisory capacity for locally filed claims.
9. Transshipment Activities, Terminal Operations, and CCPs will prepare and distribute initial notifications to the reporting activity, transshipment point, consignor, shipper, consignee, and final destination (if known). If discrepancies cannot be corrected within 90 days and the reporting activity has exhausted all “good faith” efforts to locate the owners, the report is considered closed. The activity will then request disposition instructions from the shipper, Inventory Control Point (ICP), or Item Manager (IM).
10. Security Assistance Implementing Agency (IA) centers or commands will advise and assist in-country Security Cooperation Officers (SCO) regarding TDR submission for DTS-delivered SCP shipments.

### **C. EXCEPTIONS**

The contents of this chapter do not supersede or replace any provision found within any USG contract. Where the provisions of this chapter conflict with any provision of any USG contract, the provisions of the contract will apply.

### **D. FMS SHIPMENTS**

1. TDR procedures apply to any SCP shipment made within the DTS. TDRs will be submitted IAW [Table 210-5](#) guidance. For any Delivery Term Code (DTC) not identified on the table, the TDR will be worked by exception by the IA. DTC 4 and E shipments do not involve the DTS, so TDR procedures do not apply.
2. TDR procedures apply to FMS materiel shipped to non-DoD consignees within the Continental United States (CONUS) (e.g., FMS freight forwarders, Customer Country embassies, or facilities identified in Notice of Availability [NOA] responses). Prepaid shipments to these destinations, regardless of the funding source, involve a contractual relationship between a DoD/USG shipping activity and the inland CONUS transportation service provider.
3. The consignee cannot submit claims or tracing requests directly to the TSP. As non-DoD/USG entities, they cannot submit TDRs. For these reasons, the freight forwarder or the Country Representative will report these discrepancies to the DoD shipping activity with a letter or memorandum. The following information is required on the SCP/FMS TDR letter or memorandum:
  - a. FMS Case ID
  - b. Bill of lading or air waybill number (provide a copy if available).
  - c. Date received.

- d. Name of carrier.
  - e. Description of damage (attach pictures if available).
4. The shipping activity will use these SCP/FMS TDR memorandums to initiate tracers or damage claims with the inland CONUS TSP. It is strongly recommended that the freight forwarder or Country Representative provide a copy of the SCP/FMS TDR memorandums to the IA. Addressing information for the U.S. Military Services IAs can be found in Appendix E, Table E-1 of this regulation. Freight forwarders or Country Representatives should contact the U.S. Military Services IAs for guidance on the responsibility for obtaining and paying for damage.
  5. All proceeds from TDR claims will be forwarded to the Customer Country's account held at the Defense Finance and Accounting Service (DFAS).
  6. Non-transportation discrepancies will be reported under Supply Discrepancy Report procedures. Customer countries report these discrepancies on an SDR. See 4000.25-M, Volume 2, Chapter 17, at <https://www.dla.mil/HQ/InformationOperations/DLMS/elibrary/manuals/v2/>.
  7. The ARTRANS G33D Domestic Movement Support Branch will coordinate with USTRANSCOM Acquisitions on the resolution of any FMS TDRs where the material was transported by a TSP and booked under one of the Strategic Lift contracts outlined in [Paragraph A.4.a](#) above.

#### **E. INSTRUCTIONS FOR PREPARING DD FORM 361 USING THE WEB-BASED GFM DISCREPANCY IDENTIFICATION SYSTEM**

The procedures described herein apply to the use of the Web-based GFM DIS. All DoD freight shipping and receiving activities, to include the Services and DLA, are required to use this system, or a system that exchanges data electronically with this system, to generate TDRs. TSPs are also included as system users in order to reply to TDRs. Manual TDR preparation guidance is provided here in Chapter 210 in the event that DIS is inaccessible due to a contested environment or transportation systems and/or installation network failure. Manually prepared TDR packages must be entered into DIS by the TDR Preparer or supporting Transportation Office representatives as soon as the system is back online.

1. To access GFM, users must request a TEAMS login ID and password.

To access GFM, users must request an Electronic Transportation Acquisition (ETA) login ID and password.

- a. From the ARTRANS website, <https://www.army.mil/artrans>, click the “Electronic Transportation Acquisition (ETA) TEAMS” link under the “System and Program Access” title on the bottom of the home page.

**NOTE:** The ETA TEAMS website is also accessible directly at <https://eta-teams.transport.mil/teams/login>

- b. Select the GFM checkbox and select Applications or Training.
- c. Select Training for DIS Online Tutorial and webinar training. All users are encouraged to familiarize themselves with the contents of the tutorial prior to using the system.
- d. [Help Desk Support](#). Live support is provided by the ARTRANS System Response Center 24 hours a day. They may be contacted as follows:

800-462-2176 (calls from CONUS only)

Commercial: 618 220-7332

DSN: 770-7332

E-mail: [usarmy.scott.artrans.mbx.g6-src-gfm-hd@army.mil](mailto:usarmy.scott.artrans.mbx.g6-src-gfm-hd@army.mil)

- e. Prepare and upload supporting documents (such as photographs, material receipt inspection reports, repair estimates, Financial Liability Investigations of Property Loss [FLIPL], and copies of any manually prepared DD Form 361) to supplement the Web-based TDR action. Table 210-4 describes the minimum supporting documentation required to file a claim against a TSP. Ensure supporting documentation (such as a sworn statement) does not include unnecessary Personally Identifiable Information (PII), such as Social Security Numbers.
- f. The DIS User Manual is located on the GFM Home Page. Mouse over the “Online User Manuals/Help Files” link under the blue “Training” header and click on “Discrepancy Identification System (DIS) User Manual” to open.

## F. REPORTING PROCEDURES

1. To report a transportation discrepancy:
  - a. The consignee will:
    - (1) Notify the TSP in writing (i.e., fax or e-mail), within 3 business days from the date the discrepancy was discovered.
    - (2) Prepare an Advisory Action RFI message (e-mail) IAW [Figure 210-4](#) for classified or protected shipments within 24 hours from the date the discrepancy was discovered.
    - (3) Provide a copy of a RFI to the TSP within 7 calendar days from the date the discrepancy was discovered for a non-classified/non-protected shipment.
    - (4) Prepare, document, and submit a TDR for loss and/or damage claim action to the finance center/claims office IAW instruction provided in [Paragraph H](#), [Table 210-1](#), [Table 210-2](#), and [Table 210-3](#) of this chapter.
    - (5) Report astray freight recoveries using guidelines in Chapter 209.
    - (6) Obtain a billing adjustment/credit. A copy of the DD Form 361, [Figure 210-1](#), will be sent to the ICP (e.g., Defense Supply Center). The completed TDR must be provided to the ICP to receive repair and disposition instructions. Customers must request credit within 9 months of receipt or expected receipt of the materiel. The Routing Identifier Code (RIC), which identifies the Defense Supply Center where the materiel originated, is found at positions 67 to 69 of the DD 1348-1A, [Figure 210-8](#). Make the request for credit in the “REMARKS” section, Block 28 of the DD Form 361. Deposit credit in the account of the requisition originator. Provisions of this subparagraph do not apply to SCP shipments because of title/ownership transfer.
  - b. Transshipment activities or activities other than the consignee will:
    - (1) Prepare a RFI by completing Block 1 and Blocks 4 through 31. (When using DIS, the system automatically enters the preparation date for Block 1 and the TDR number for Block 2. Blocks 4 through 17 and Blocks 28, 29, and 31 are populated on the DD Form 361 when the TDR Preparer completes the information in the Report Identifier tab. Blocks 18 through 27 are populated on the DD Form 361 when the TDR Preparer completes the information in the Line Items tab. Appendix I provides instructions for manual completion of the DD Form 361). Block 30 will contain the probable responsible party for the discrepancy (e.g., TSP, transshipment activity) and will populate with replies received in DIS.
    - (2) Distribute the DD Form 361. Forward original, with enclosed supporting documents, to the consignee within 5 calendar days of identifying the discrepancy. For distribution

when using DIS, include the Consignee's Commercial and Government Entity (CAGE) Code, DoD Activity Address Code (DoDAAC), or Military Assistance Program Address Code (MAPAC) or another identifying code as a TDR Addressee and annotate remarks that adequately describe the discrepancy in the Report Identifier tab; documents uploaded into DIS under the Supporting Documents tab will be viewable according to User Role permissions.

- (3) Maintain a file copy.
  - (4) Forward one copy to the TSP explaining that the TSP's response must be sent to the consignee identified in Block 6 of the TDR (when using DIS, be sure to include the carrier-Standard Carrier Alpha Code [SCAC] as a TDR Addressee).
  - (5) Send a copy to the designated AMO (when using DIS, include the AMO as a TDR Addressee).
2. Time frames for submitting TDRs are as indicated in [Table 210-1](#).
  3. Time Limitations for Filing Claims. Government agencies will take prompt action to recover amounts due to the United States as a result of discrepancies in delivery, IAW time limitations established by the bill of lading (BL) or other contracts of carriage or by statute. The time limit is based on the mode of transportation used and, therefore, TOs may find it necessary to step up reporting and investigation of discrepancies in shipment. TOs will use [Table 210-2](#), Time Limit to File TDR for Claims Action, to determine whether there is a reduced timeline for submission of a TDR for claim action.
  4. TDR reporting requirements for claim action:
    - a. Report all discrepancies in DoD shipments valued at \$500 or more. For ocean movement, report all discrepancies valued at \$1,000 or more (see [Paragraph I](#)). For air shipments, see [Paragraph J](#).
    - b. For tracking purposes, report all classified, protected, HAZMAT, and SCP shipment discrepancies regardless of value. Only forward claims valued at \$500 or more to the respective Claims Office shown in [Paragraph L](#).
    - c. Shipments valued at under \$100 do not require claims action, except classified, protected, and SCP shipments of any value. For reporting miscellaneous transportation discrepancies that do not result in a claim, refer to [Paragraph H](#).
    - d. When a response to an RFI or other investigation indicates the actual value of the discrepancy is less than \$500, TDRs may be processed at the local level and locally established claims procedures will be used. (See Chapter 211 on how to determine the cost of a transportation discrepancy.) If the TSP declines the claim at the local level, forward the claim with the DD Form 361, and all supporting documentation for assistance by the finance center or claims office. Provisions of this paragraph do not apply to SCP shipments.
    - e. Forward all TDRs valued at \$500 or more to the finance center or claims office for claim action. If the property value is less than \$500 and the claim cannot be settled at the local level, or there is a question of proper law or disposition, forward the claim to the finance center or claims office for action and contact them via email or telephone for follow-up action. Proceeds obtained for SCP shipment discrepancies will be forwarded to the Customer Country's account at DFAS.
      - (1) Claims settlement: Upon receipt of settlement from the TSP, submit the settlement (claims) check to the finance office or Service or Agency designated location using the DD Form 1131, [Cash Collection Voucher](#), [Figure 210-3](#).

- (2) Funds credit: Pursuant to 10 USC §2636, for deductions from TSPs because of loss or damage to material in transit, all monies collected from TSPs for loss and damage claims must be credited to the fund or appropriation from which the same or similar material will be purchased. For damages, funds may be returned to the account from which repair costs are paid. If the original purchase was made using industrial operating funds/stock funds, any monies recovered can be credited to that fund at any time. If the original purchase was made using appropriated funds, recovered monies can only be returned to that appropriation as long as it is still active; after the appropriation has expired, recovered funds must be returned to the General Treasury.
- f. GSA does not require reporting of discrepancies of a certain value, nor does GSA impose a minimum amount for processing discrepancies. GSA bills at the time of shipment and leaves it to the discretion of the Agencies to determine when recovery of their funds warrants the effort of processing a discrepancy report and claim.
5. Changing or cancelling a manually prepared TDR. Use the original copy of the DD Form 361 or DIS as follows:
  - a. To change a manually prepared TDR, write the word “REVISED” on the front, top, and bottom of the form; draw a line through the old information and legibly print the corrected information. In Block 28, state the reason for the TDR change. Sign and date the change notation, and forward to the original addressees. For a TDR prepared in DIS, follow DIS User Manual instructions for Recalling a Discrepancy Report, and then make your changes and resend it.
  - b. To cancel a manually prepared TDR, write the word “CANCELLED” on the top and bottom of the form. In Block 28 or Block 36, type the reason for cancellation. Sign and date the cancelled notation and forward it to the original addressees. For a TDR prepared in DIS, follow DIS User Manual instructions for Cancelling a Discrepancy Report.

**G. USE THE DD FORM 361 (WHICH WILL BE POPULATED AUTOMATICALLY THROUGH THE USE OF DIS)**

1. Issue an RFI to the TSP for every documented transportation discrepancy.
2. Request information (from any source) to resolve a discrepancy (e.g., request pricing data from shipping activity or ICP).
3. Reply to an RFI.
4. Change or cancel a previously issued TDR.
5. Request disposition instructions from the IM and request credit.
6. Support claims against TSPs and contractors.
7. Support recovery of unearned transportation charges for services ordered but not provided; send one copy to claims/finance center.
8. When an international ocean TSP is suspected or known to be responsible for a loss, shortage, or damage, follow the procedures in [Paragraph I](#).

## H. REPORTING REQUIREMENTS

1. When a shipment discrepancy is identified, the actions taken differ depending on the type of discrepancy, value of the material discrepancy, mode of transportation, and the activity finding the discrepancy. Discrepancies in classified or protected material, as well as Arms, Ammunition, and Explosives (AA&E) shipments (regardless of classification), require reporting procedures that are slightly different from other cargo shipments. TDRs are important for SCP shipments because they provide needed documentation for Customer Countries to submit insurance claims. This is over and above proceeds obtained from TSPs. Not all countries, however, purchase insurance.
2. Advisory Action and RFI.
  - a. If a discrepancy is found in a classified, protected, or AA&E shipment, notify the nearest TO by telephone upon discovery.
    - (1) The TO or designated agent notifies the TSP or contractor, DTTS and the local security office and records the name(s) and position(s) of all individuals contacted.
    - (2) Regardless of the value of the shipment, within 24 hours after the discovery of a discrepancy, the TO must notify the appropriate addressees listed in [Paragraph L](#) by e-mail. When a theft or loss of narcotics or controlled substances is involved, notify local law enforcement.
    - (3) The sample e-mail, [Figure 210-4](#), is prepared with line numbers corresponding to Blocks 1 through 31 of the DD Form 361. Block 28 is used if more information is needed or if a particular addressee is to take action.
    - (4) Distribution of the RFI Advisory Message:
      - (a) Consignor. If shipped by a non-DoD agency, send it to the Government activity that directed the shipment. If shipped by a contractor, send to the CMO cognizant Transportation Office. For shipments administered only by Defense Contract Management Agency (DCMA), send requests to the DCMA Transportation Group Mailbox, [Transportation.Division@dcma.mil](mailto:Transportation.Division@dcma.mil), or the in-the-clear address per [Paragraph M.1.g](#). All other TDRs will be sent to the DoD agency who issued the shipping documentation/instructions to the vendor. For TDRs prepared in DIS, add the Consignor DoDAAC as a TDR Addressee while in the Report Identifier tab.
      - (b) Consignee. If the discrepancy is discovered in transit. For TDRs prepared in DIS, add the Consignee CAGE Code, DoDAAC, or MAPAC or another identifying code as a TDR Addressee while in the Report Identifier tab.
      - (c) Designated AMO. For TDRs prepared in DIS, add the AMO in accordance with [Paragraph L.2](#) and the DIS User Manual instructions for TDR Addressee.
    - (5) If an activity other than the consignee discovers the discrepancy, the consignee remains ultimately responsible for final TDR preparation. The activity that discovers the discrepancy must prepare an Initial Notification TDR and include a statement in the Remarks section (Block 28) of the Advisory or RFI message requesting all action responses will be sent to the consignee listed in Block 6. Ensure the statement “Initial Notification” is included in Block 28.
    - (6) Classified or protected cargo will not be released to the TSP or any unauthorized personnel for repair or salvage. Property that is designated SECRET or CONFIDENTIAL and narcotics will not be released to the TSP regardless of the extent of damage.

- (7) Responding to the Advisory or RFI Message. All action addressees must answer the Advisory or RFI Message within 3 business days of the date the RFI was received on a classified or protected shipment or 7 calendar days for unclassified/unprotected shipments. Even if an action addressee has no information concerning the discrepancy, a negative reply is required. After all answers are received, the consignee attempts to resolve the discrepancy. If the discrepancy cannot be resolved, complete the TDR and forward as appropriate.
- (8) Unanswered Advisory or RFI TDR. If a response is not received by the close of business on the seventh day, the TO sends a “Non-response” TDR to remind action addressees that a reply is mandatory. The subject of the TDR will be “RFI Follow-up” and the body of the message states: “Answer not received by required deadline.” The consignee sends a copy of this tracer to the AMO of the action addressee. For Air Force RFIs, send a copy to the Major Command (Air Force) (MAJCOM) of the consignee. The consignee does not wait for a reply to the late notice, but continues with actions as required. When using DIS, the TDR Preparer will reply to their own TDR by following instructions in the DIS User Manual for Replying to a Discrepancy Report and ensuring they select the appropriate TDR Addressee from the drop-down and annotate “Answer not received by required deadline” in the Reply field.
- (9) Resolved Advisory or RFI TDR. If the discrepancy is resolved within 30 calendar days from the date it was discovered, cancel the Advisory and RFI message. Send the message cancelling the TDR to each addressee that received the original message reporting the discrepancy. When using DIS, follow instructions in the DIS User Manual to cancel the TDR.
- (10) Unresolved Advisory and RFI TDR. If the discrepancy is not resolved, the consignee will issue a DD Form 361, regardless of the cost of the discrepancy, no later than 30 calendar days after the discrepancy was discovered for claim action against the TSP. When using DIS, follow instructions in the DIS User Manual for Reviewing Replies and Sending to Claims.
- (11) Assembling the TDR Package. The DD Form 361 is the source document for claim action against the TSP and, depending on the Service or Agency policy, for the IM to reissue material, issue credits, or provide disposition and repair instructions. These actions will likely be successful if the TDR is supported with documented facts and firm evidence that establish TSP liability and the actual amount of the Government’s loss. Table 210-4 lists the documents required to support the TDR for claim action.
- (12) Forwarding the TDR Package. The procedures for forwarding a TDR package depend on which party is at fault and whether claim action is necessary. Distribution follows:
  - (a) Forward one copy, without attachments, to the consignor.  
**NOTE:** SAOs submitting TDR packages for SCP shipments will usually not send this copy.
  - (b) Maintain one copy of the TDR package.
  - (c) For SCP TDRs, send one copy of the TDR, without attachments, to the Security Assistance Agency that administers the SCP for the DoD IA that generated the affected shipment.
  - (d) When using DIS, the system automatically determines which documents are visible to the recipient based on user role permissions. TDR Preparers must ensure they follow Table 210-4 for guidance on which documents and/or media to upload into

DIS and ensure the proper recipients have been added as TDR Addressees. DIS stores the DD Form 361 and all supporting documentation.

- (13) Guidance for completing the DD Form 361. The consignee will complete Blocks 1 through 31 of the DD Form 361. When using DIS, the system will automatically date and assign a report number to the TDR; the Preparer must have already completed all the fields under the Report Identifier and Line Items tabs and follow instructions for reviewing replies and forwarding the TDR to a claims office (found in the DIS User Manual). Most of the information needed to fill out the DD Form 361 is available from the Advisory or RFI TDR. In addition, complete Blocks 32 through 38 (Part II of the DD Form 361) for claim action against the TSP. TSP claims will be filed by the finance center or claim office whose fund citation is annotated on the Appropriation Chargeable (Block 24) of the BL. Contractor claims will be filed by the Government activity that administers the contract. Information contained in Part II of the DD Form 361 will not be disclosed to the TSP or contractor. (See [Figure 210-1](#).)
  - (a) If Outside CONUS (OCONUS), forward one copy of the DD Form 361 to the AMO.
  - (b) Distribute other copies as required by Service or Agency identified in [Paragraph L](#).
- b. Non-Classified or Non-Protected Shipments. When a TSP delivers a shipment and pilferage, theft, damage, or vandalism is apparent, the consignee must notify the TSP in writing by the most expedient means possible (i.e., fax, e-mail) within 3 business days of discovery. TSP has the right to inspect the shipment within 7 calendar days from the date of notification. If the TSP waives inspection, record the person's full name, title, and date of the waiver. (When using DIS, check the appropriate block under the Part II tab and annotate POC information in the Remarks field). When a TSP waives inspection, the Government must perform an inspection to determine the extent and cause of the damage. (When using DIS, check the appropriate block under the Part II tab and annotate inspection information in the Remarks field).
  - (1) Describe the specific details of the inspection (to include what was checked; what, if anything, was found; and to what extent the cargo was discrepant) in Block 36 (or in the Remarks field under the Attachments header in the Part II tab when using DIS). The information gathered will aid in the resolution of the discrepancy or provide the necessary data for the completion of a TDR package, which will be the basis for a claim.
  - (2) Do not enter pre-shipment value of the item or the cost of repairs (Block 27) of the DD Form 361 on the copy of the RFI that is provided to the TSP.

**NOTE:** When using DIS, this information is entered under the Line Items tab and will be viewable but not editable according to Carrier User Role permissions.
  - (3) If the consignee receives an Initial Notification DD Form 361 from another activity, the shipment will be checked for additional discrepancies. Consignees must monitor their dashboards in DIS on a regular basis to check for TDRs received in that manner.
    - (a) The consignee will file any Initial Notification DD Form 361 received from another activity with a copy of the consignee-prepared RFI, to be retained as evidence in the event that the discrepancy is not resolved. When using DIS, the system automatically stores all TDRs (and associated supporting documents that have been uploaded) that have not been cancelled.
    - (b) The consignee must initiate a DD Form 361, checking the RFI Block, listing the addresses in Blocks 3 and 4 and copying the rest of the information from the Initial

Notification DD Form 361. When using DIS, the consignee will reply to TDRs that are showing in their DIS Dashboard in Awaiting Reply status according to DIS User Manual instructions and ensure any additional discrepancies discovered are annotated in the Reply field.

- (c) Send the RFI to any parties that may have information to help resolve the discrepancy. When using DIS, TDR Preparers must include the CAGE Code, DoDAAC, MAPAC, or SCAC or another identifying code for those parties as TDR Addressees in order for them to be able to view and reply to the TDR.
  - 1. Always notify the TSP in writing (TSP copy of the RFI) of any discrepancy. Do this within 3 business days after the discrepancy is found, or when a reasonable delivery time has passed and none of the shipment has been delivered.
  - 2. Send the RFI to the consignor for pricing information for the discrepancy when it is not available.
  - 3. Forward a copy of the RFI to any other activity from which information is being requested.
  - 4. Send the RFI to the TO at the CMO if the shipper is a DoD contractor. For DCMA administered shipments, send the request to the DCMA Transportation Group Mailbox: [Transportation.Division@dema.mil](mailto:Transportation.Division@dema.mil) or in the clear address per [Paragraph M.1.g](#). All other TDRs will be sent to the DoD agency who issued the shipping documentation/instructions to the vendor.
  - 5. Send a copy to the AMO for OCONUS shipments.
  - 6. File the original DD Form 361 RFI in a suspense file for 30 calendar days to give the TSP and other action offices time to investigate and resolve the discrepancy. Do not send a copy of the DD Form 361 RFI to the finance center or claims office. During this time, the reporting activity will be collecting supporting documentation for the TDR package. The 30 calendar days are counted from the date the discrepancy was discovered.
  - 7. When using DIS, record, save, and upload any correspondence related to the TDR that is not already annotated in any replies or remarks.
- c. Unanswered DD Form 361 RFI. If no response is received by the close of business on the seventh day for a non-classified/non-protected shipment, the TO sends a “Non-Response” TDR to remind action addressees that a reply is mandatory. The subject of the TDR will be “RFI Follow-up” and in Box 28 of the TDR, insert: “Answer not received by required deadline.” The consignee sends a copy of this tracer to the responsible AMO. For Air Force RFIs, send a copy to the MAJCOM of the consignee and non-respondent. When using DIS, the TDR Preparer or preparing office replies to their own TDR by going to the Reply tab and selecting the TDR Addressee that failed to respond from the drop-down. They must annotate “Answer not received by required deadline.” in the Reply field. The Preparer must then send an additional copy of the TDR to the parties that failed to respond (and the responsible AMO for Air Force RFIs) IAW DIS User Manual instructions.
- d. Actions for Resolved and Unresolved Discrepancies.
  - (1) Resolved discrepancies. If the discrepancy is resolved within 30 calendar days from the date it is discovered, the TDR DD Form 361 is cancelled as indicated in [Paragraph F.5.b](#). Send a copy of the TDR DD Form 361 to the TSP and all activities that received

a copy of the RFI. When using DIS, there is no further action required after canceling the TDR.

- (2) Unresolved discrepancies. If the discrepancy is not resolved within 30 days from the date the discrepancy was discovered, initiate claim action. For claims valued at \$500 or more, send the DD Form 361 with supporting documentation to the claims office. For claims valued at less than \$500, locally established claims procedures will be used. When using DIS, follow instructions in the DIS User Manual for reviewing replies and sending to the Claims Office. If necessary, the TDR Preparer or preparing office may need to reply to their own TDR by going to the Reply tab and selecting the TDR Addressee that failed to respond from the drop-down and then annotating “Answer not received by required deadline” in the Reply field prior to forwarding it to the Claims Office.
- e. Guidance for Completing the TDR (DD Form 361):
- (1) The consignee will check the “RFI” block only when the DD Form 361 is being used exclusively to request additional information to resolve the discrepancy or support the freight claim.
  - (2) Refer to [Paragraph K](#) for “Miscellaneous Problems” type TDRs.
  - (3) Check the “Astray Freight” block when the DD Form 361 is being used exclusively for resolution of astray freight discrepancies.
  - (4) If evidence indicates that AMC is responsible for the discrepancy, complete only Blocks 1 through 28, and 30 through 31. Data for Blocks 10, 15, 16, 19 and 27 may not be available.
  - (5) Most of the information needed to fill out the DD Form 361 is available from the Initial Notification or the RFI. Part II of the DD Form 361 (Blocks 34 through 38) will be completed by the consignee and will be used as supporting documentation for formal claims filed against the TSP or contractor. Information contained in this part will not be disclosed to the TSP or contractor. Do not disclose the information contained in Part II of the DD Form 361 to the TSP or contractor. When using DIS, the Part II tab will not be visible to the TSP or contractor.
- f. Instructions for Completing a TDR Document are shown in Table 210-3.
- g. Assembling the TDR Package. The DD Form 361 is the source document for claim action against the TSP and, dependent on Service or Agency policy, for the IM to reissue material, issue credit, or provide disposition instructions for astray freight and repair of damaged DoD shipments. These actions will be successful if the TDR is supported with documented facts and firm evidence that establish TSP liability and the actual amount of the Government loss. If evidence indicates that AMC is responsible for the discrepancy, supporting documents are not required.
- h. Supporting Documents. Table 210-4 lists supporting documents that are required for development of the TDR package.
- i. Forwarding the TDR Package.
- (1) The procedures for forwarding a TDR package depend on which party is at fault and whether claim action is necessary.
    - (a) If an ocean carrier is known or suspected to be at fault, the TDR package is forwarded according to procedures in [Paragraph I](#).

- (b) If shipment was moved under FOB Destination terms, forward the TDR package for claim action to the responsible CMO.
  - (c) If a non-DoD Agency made the shipment, send the TDR package to the Government activity that directed or arranged for the shipment (except GSA). (See [Paragraph L.3.h.](#))
  - (d) If the shipment contains personal property and is being transported by AMC and/or MSC, send a copy to the final consignee marked “For member/employee to give to the proper claims office when filing their claim.”
  - (e) If evidence indicates that the Government is responsible for the discrepancy, do not send the TDR to the finance center or claims office since funds will not be recovered. However, it is important to file these TDRs to enable monitoring and evaluation of performance.
  - (f) If a claim against the TSP is intended, forward the TDR package to the finance center or claims office. (See [Paragraph L.3.](#))
- j. The following distribution applies to all conditions listed above:
- (1) Forward one copy, without attachments, to the consignor. When using DIS, include the consignor as a TDR Addressee under the Report Identifier tab.
  - (2) Maintain one copy with attachments for consignee file. When using DIS, the system automatically retains TDRs and supporting documentation.
- k. Distribute copies, as required, to the Service or Agency listing in [Paragraph L.3.](#)

#### **I. WHEN AN OCEAN CARRIER (OR AGENT) IS KNOWN OR SUSPECTED TO BE AT FAULT**

1. If the transportation discrepancy occurs while the material was shipped by a TSP booked under a Strategic Lift contract, follow only the procedures outlined in [Paragraph O](#) below.
2. Consignees will:
  - a. Prepare the TDR package.
  - b. Send the Advisory TDR and supporting documentation to the ARTRANS Transportation Brigade, Ocean Cargo Clearance Authority (OCCA), Quality Assurance Office (QA) immediately for classified or protected shipments, or within 7 calendar days for non-classified or non-protected shipments.
  - c. Maintain one complete copy of the TDR package for the official file.
  - d. Send one copy of each DD Form 361 without attachments to:
    - (1) The GFM/ETA database, where the capability exists (this is automatic when using DIS).
    - (2) The responsible AMO.
  - e. Send an information copy, without attachments as required by the sponsoring Service or Agency (see [Paragraph L](#); when using DIS, include the AMO by using the TDR Addressee Search function).
  - f. If the discrepancy is resolved, follow the procedures outlined in [Paragraph F.5.b](#) to cancel the TDR.
3. ARTRANS Transportation Brigade, OCCA, QA will:
  - a. Monitor TDR actions within its scope of responsibilities.

- b. Provide training assistance and advice, as needed.
- c. Assist the USTRANSCOM Acquisition Directorate (TCAQ) and HQ ARTRANS in obtaining shipment and discrepancy information to resolve transportation discrepancies.

**NOTE:** If shipments have significant damage, the cargo must be assessed and evaluated by an expert to determine whether the equipment is worth the cost of onward movement to the ultimate consignee or is beyond economical repair and should be salvaged or disposed of IAW DoD guidelines.

- 4. The ARTRANS Domestic Movement Support Branch or AMO will:
  - a. Monitor TDR actions within its scope of responsibilities.
  - b. Provide training assistance and advice, as necessary.
- 5. Additional Information Regarding Ocean Movement Claims:
  - a. For ocean cargo, the consignee should notify the TSP of the discrepancy within 3 business days of discovery. The carrier representative has 7 calendar days after notification to inspect the cargo. If the carrier waives their right to inspect, this information will be annotated on the DD Form 361.
  - b. Request tracer action on shipments that have not arrived within 14 days of the required delivery date (RDD). If the carrier is unable to locate the shipment, submit the carrier response as supporting documentation for the TDR.
  - c. Ensure Blocks 15 and 16 are annotated with the carrier contact information.
  - d. If a unit suspects a fraudulent proof of delivery, contact the military investigative authorities. Provide the military authority point of contact information so the claims office can get a copy of the report.  
**NOTE:** Do not release military investigative reports to the carrier, as they may contain sensitive information.
  - e. Only USTRANSCOM TCAQ can negotiate contract sealift claims.
  - f. For ocean movement, TDRs valued at less than \$1000.00 per shipment are documented, reported, and further settled at the local level. (See [Figure 210-7](#).)
  - g. To check on the status of a TDR, log in to your DIS Home Page or contact the ARTRANS Domestic Freight Services Branch at [usarmy.scott.artrans.mbx.hq-loss-damagereporting@army.mil](mailto:usarmy.scott.artrans.mbx.hq-loss-damagereporting@army.mil).

## J. SHIPMENTS MOVING VIA AIR

**NOTE:** If the transportation discrepancy occurs while the material was shipped by a TSP booked under a Strategic Lift contract, follow only the procedures outlined in [Paragraph O](#) below.

- 1. AMC Shipments.
  - a. In the event a shipment is damaged within the AMC airlift system, the following actions will take place:
    - (1) When only the package/container is damaged, the operations officer will arrange with the appropriate activity to have the shipment repacked, marked, and labeled, as required.
    - (2) If the contents are damaged, AMC aerial port personnel will frustrate the shipment to the Customer Service Branch (CSB)/Air Clearance Authority (ACA), or equivalent

authority. The AMC aerial port will initiate a DD 361 within 5 duty days advising the degree of damage and requesting disposition instructions from the shipper.

- b. In the event a shipment is lost within the AMC airlift system, the following action will take place:
  - (1) AMC will initiate tracer action, which includes a message to the consignee requesting acknowledgment of receipt or non-receipt of cargo. If the shipment is not located in the AMC airlift system within 15 workdays, it is considered to be a lost shipment.
  - (2) The station originating the tracer initiates a DD 361 regardless of dollar value. Include these statements in the remarks block: “Shipment could not be located in the AMC airlift system and has been declared lost” and “consignee confirms that shipment was not received”.
2. Commercial Contracted Air Shipments: Next Generation Delivery Services (NGDS) international contracts, and Global Heavyweight Service (GHS).
  - a. Prepare the TDR IAW [Paragraph H](#) above. In addition, the consignee must file a claim against the carrier using the carrier’s claims forms in order to be compensated.
  - b. Claims forms and completion instructions can be obtained from either the local carrier’s representative or on the carrier’s web page. It is imperative the carrier receive the claim on their form(s) within 30 calendar days of the contractually required delivery date. Unless the shipper declares a higher value for carriage liability on the shipment documentation and pays a commensurate surcharge, the contractor's liability will be limited to the lesser of the actual value of the cargo, or the amount determined IAW the Montreal Convention of 1999. In addition, for lost shipments, include reimbursement for the unearned transportation charges.

**NOTE:** NGDS shipper-initiated credits for unearned transportation charges. When an initiated credit is requested by the shipper within 30 days of the contractually required delivery date, the contractor either will not bill or will credit the agency or organization finance offices for those shipments that do not meet the delivery guarantee.
3. International Air Tenders.
  - a. Prepare the TDR IAW [Paragraph H](#). In addition, the consignee must file a claim against the carrier using the carrier’s claims forms in order to receive compensation.
  - b. Claims forms and completion instructions can be obtained from either the local carrier's representative or on the carrier's web page. It is imperative the carrier receive the claim on their form(s) within 30 calendar days of the contractually required delivery date. Unless the shipper declares a higher value for carriage liability on the shipment documentation and pays a commensurate surcharge, the contractor's liability will be limited to the lesser of the actual value of the cargo, or the amount determined IAW the Montreal Convention of 1999.
4. Domestic Air Tender.
  - a. Prepare the TDR IAW [Paragraph H](#).

## **K. MISCELLANEOUS TRANSPORTATION DISCREPANCIES**

1. Do not select “Miscellaneous Problems” as a TDR type. These TSP-related discrepancies cause problems for the TO, in-checker, inspector, and others involved in timely, proper movement of cargo. However, because they do not show a direct cost to the Government, they usually will not result in a claim against a TSP or contractor. Reporting these discrepancies on a TDR provides data for the loss and damage prevention program. The following TSP-related discrepancies will be reported under the GFM Carrier Performance Module (CPM) (Chapter 207) process:

- a. Broken, missing, or improper seals used on a shipment.
- b. Improper loading, stowing, handling, blocking, or bracing of shipment.
- c. Improper blocking, bracing, placarding, or labeling of HAZMAT shipment.
- d. Improper, incomplete, or missing documentation of HAZMAT shipments
- e. Transportation Facilities Guide (TFG)/related instructions not followed.
- f. Improper marking or missing label(s)/AIT (e.g., active Radio Frequency Identification [RFID])
- g. Other TSP-related discrepancies as appropriate.

#### L. TDR DISTRIBUTION AND ADDRESSES

The following paragraphs contain addresses and distribution information for the ARTRANS Operations Center, AMOs, Services, Agencies, IMs, Finance Centers, and Claims Offices (**NOTE:** When in DIS, use the TDR Address Search function to add TDR addressees):

##### 1. ARTRANS Operations:

ARTRANS Domestic Movement Support Branch  
ATTN: AMSSD-OPM-MF  
1 Soldier Way  
Scott AFB, IL 62225-5006

E-mail address: [usarmy.scott.artrans.mbx.hq-loss-damage-reporting@army.mil](mailto:usarmy.scott.artrans.mbx.hq-loss-damage-reporting@army.mil)

##### 2. AMOs.

###### a. United States Southern Command.

(1) USSOUTHCOM J4  
9301 NW 33rd Street  
Doral, FL 33172

Paul Loch: [paul.loch1@hq.southcom.mil](mailto:paul.loch1@hq.southcom.mil)

###### b. United States European Command.

(1) HQ USEUCOM  
ECJ4-EDDOC-ICTB, UNIT 30400  
P. O. Box 1000  
APO AE 09128

Message address: DIR ITTD ARTRANS EUROPE VAIHINGEN GE//MTEEU-ITT-I//

(2) Headquarters, United States Air Force Europe (USAFE)  
USAFE/A4RT  
Unit 3050, Box 10  
APO AE 09094-5010

E-mail address: [USAFE.A4RD2@ramstein.af.mil](mailto:USAFE.A4RD2@ramstein.af.mil)

Commercial: 011-49-6371-47-6327

DSN: 314 480-6327

Message address: HQ USAFE RAMSTEIN AB GE//A4RT//

- (3) For Ocean Movement  
ARTRANS 598th U.S. Army Transportation Brigade  
ATTN: Quality Assurance  
Unit 6713, Box 168  
APO AE 09709  
  
E-mail address: [usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@army.mil](mailto:usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@army.mil)  
Commercial: +49 (0) 6111435525336  
DSN: 314-552-5336
- c. United States Africa Command.
  - (1) ACJ4-ADDOC, HQ AFRICOM  
ATTN: UNIT 29951  
J4 ADDOC  
APO AE 09751  
  
E-mail address: [africom.stuttgart.acj43.mbx.j4352-addoc-sustainment@army.mil](mailto:africom.stuttgart.acj43.mbx.j4352-addoc-sustainment@army.mil)
  - (2) For Ocean Movement  
ARTRANS 598th U.S. Army Transportation Brigade  
ATTN: Quality Assurance  
Unit 6713, Box 168  
APO AE 09709  
  
E-mail address: [usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@army.mil](mailto:usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@army.mil)  
Commercial: 0031 10 4592384  
DSN: 314-362-2384
- d. United States Pacific Command.
  - (1) Army:  
Commander, U.S. Army Pacific  
ATTN: APLG  
Ft. Shafter, HI 96858  
  
Message address: CDRUSARPAC FT SHAFTER HI//APLG//
  - (2) Army Alaska:  
Commander, 6th Infantry Division (L)  
ATTN: AFVR-DL-TF  
Fort Richardson, AK 99505-5700  
  
Message address: CDR6THINFDIV L FORT RICHARDSON AK//AFVR-DL-TF//
  - (3) Navy:  
Commander, U.S. Pacific Fleet (N40T)  
Makalapa Drive, Pearl Harbor, HI 96860  
  
Commercial: 808-471-9876; DSN: 471-9876  
E-mail address: [frank.veninger@navy.mil](mailto:frank.veninger@navy.mil)  
Message address: COMPACFLT PEARL HARBOR HI//N40T//

(4) Air Force:

HQ, Pacific Air Force  
ATTN: A4RD  
25 E Street, Suite J304  
Joint Base Pearl Harbor-Hickam AFB, HI 96853  
  
DSN: 315 449-4192  
Fax: 315 449-3686  
E-mail address: [pacaf.a4rd@us.af.mil](mailto:pacaf.a4rd@us.af.mil)  
Message address: HQ PACAF HICKHAM AFB HI//A4RD//

(5) Marine Corps:

Commanding General, FMFPAC Hawaii  
ATTN: Chief of Staff, G-4/SMO/DMO  
Box 64118  
Camp H. M. Smith, HI 96861-4118  
  
Message address: COMMARFORPAC//G-4/SMO/DMO//

(6) For Ocean Movement

ARTRANS 599th U.S. Army Transportation Brigade  
352 Santos Dumont Avenue Building 204  
Wheeler AAF,  
Schofield Barracks, HI 96857  
  
Commercial: 808-656-6920  
DSN: 315-456-6920

e. United States Central Command.

(1) For Ocean Movement

ARTRANS 595th U.S. Army Transportation Brigade  
OCCA SWA CDR 831st Trans Bn  
NSA-SWA, Juffair PSC 451, Box  
650 FPO AE 09834-2800  
  
E-mail address: [OCCASWAQA@kuwait.swa.army.mil](mailto:OCCASWAQA@kuwait.swa.army.mil)  
DSN: 318-439-6638  
Commercial: 00973-17-85-6638  
Fax: 318-439-6443

3. Service and Agency Distribution.

a. Army.

- (1) Finance Center or Claims Office (CONUS commercial shipments only). When the appropriation shown on the BL begins with “21” or if the Transportation Account Code (TAC) begins with an “A”, forward TDRs to:

Defense Finance and Accounting Service (DFAS)  
Indianapolis Center  
ATTN: DFAS-IN-JFNCC  
8899 East 56th Street  
Indianapolis, IN 46249-0650

Commercial: 317 212-3035; DSN: 699-3035  
For OCONUS claims, contact the AMO for information.

- (2) Additional Army Distribution Requirements. Include National Inventory Control Point (NICP)/ICP for reporting purposes. Use installation supply officer or Military Standard Requisitioning and Issue Procedures (MILSTRIP) document data to assist in determining correct IM.
  - (a) Commander  
U.S. Army Joint Munitions Command (JMC)  
ATTN: AMSJM-TT  
Rock Island, IL 61299-6000  
  
(All Army Ammunition Plants and Arsenals under this Command)
  - (b) Commander  
U.S. Army Communications and Electronics Command (CECOM)  
ATTN: AMSEL-LC-MMD-DT  
Fort Monmouth, NJ 07703-5000
  - (c) Commander  
U.S. Army Aviation and Missile Life Cycle Management Command (AMCOM)  
ATTN: AMSMI-LC-MM-D  
Redstone Arsenal, AL 35809  
  
(Redstone Arsenal under this Command)
  - (d) Commander  
U.S. Army Tank-Automotive and Armaments Life Cycle Management Command (TACOM-LCMC)  
ATTN: AMSTA-LC-CIAT  
Warren, MI 48397-5000
  - (e) Commander  
U.S. Army Test and Evaluation Command (ATEC)  
ATTN: AMSTE-LG-S  
Aberdeen Proving Ground, MD 21005-5055  
  
(TECOM is not an NICP but requires copies of TDRs its subordinate TOs prepare)
  - (f) Commander  
U.S. Army Medical Material Agency  
ATTN: TRANS  
Fort Detrick, MD 21701  
  
(All medical material units under this Command)
  - (g) Commander  
U.S. Army Soldier Biological Chemical Command  
ATTN: AMSSB-RIM-L (N)  
Kansas St., Bldg 3 Room 129  
Natick, MA 01760
- (3) Additional required distribution to Army primary sources of supply:
  - (a) Army Sources of Supply and NICP for Army-managed items. RICs are located in record positions 67 through 69 of the DD Form 1348-1A, which accompanies, is attached to, or is within the shipment.

- (b) Army Secondary Item Control Activities for non-Army-managed items.
  - (4) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the DD Form 361, Figure 210-1, is furnished to the consignee's stock control activity or requisitioner (copy to both the activity and requisitioner, when different offices).
- b. Navy.
- (1) For CONUS commercial shipments only, when the TAC begins with "N" or in cases where a Line of Accounting (LOA) is used, the gaining agency is 17 and the appropriation chargeable is not 1105, 1106, 1107, 1108, or 1109, or the gaining agency is "97" and the sub-head starts with an "N", forward TDRs to:  
  
Defense Finance and Accounting Service (DFAS)  
Indianapolis Center  
ATTN: DFAS-IN-JFNJA  
8899 East 56th Street  
Indianapolis, IN 46249-0650  
  
Commercial: 317-212-3035; DSN: 699-3035  
For OCONUS claims, contact the AMO for information.
  - (2) For OCONUS commercial shipments, forward TDRs to servicing finance center.
  - (3) Additional Navy Distribution requirements:
    - (a) For TDR involving ammunition and explosives, forward TDRs to:  
  
Commanding Officer  
Naval Ordnance Safety and Security Activity  
3817 Strauss Avenue, Indian Head, MD 20640-5151  
Commercial: (301) 744-6066; DSN: 354-6066  
E-mail: [Mario.Harley@navy.mil](mailto:Mario.Harley@navy.mil)
    - (b) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the DD Form 361 is furnished to the consignee's stock control activity or requisitioner (copy to both when different).
- c. Air Force.
- (1) Finance Center and Claims Office (CONUS commercial TSP shipments only). When the appropriation shown on the BL begins with "57" or if the TAC begins with an "F", forward TDRs to:  
  
Commander  
Defense Finance and Accounting Service (DFAS)  
Indianapolis Center  
ATTN: DFAS-IN-JFNCC  
8899 East 56th Street  
Indianapolis, IN 46249-0650  
  
Commercial: 317-212-3035; DSN: 699-3035  
Distribution Requirements.

- (2) Additional Air Force Distribution requirements:
- (a) For any TDR involving ammunition and explosives, forward TDRs to:
- Munitions Operations/EBHM  
Global Ammunition Control Point  
6043 Elm Lane  
Bldg 1246  
Hill AFB, UT 84056-5819
- E-mail address: [afldmc.ebhm.workflow@hill.af.mil](mailto:afldmc.ebhm.workflow@hill.af.mil)
- (b) For any Air Force-sponsored SCP shipment (first position of the TCN = D), including FMS or the SCP, forward TDRs to:
- Air Force Security Assistance and Cooperation Directorate (AFSAC-D),  
International Division International Logistics Branch (AFLCMC/WFAL)  
Distribution Section (AFLCMC/WFALC)  
1940 Allbrook Drive, Bldg 1  
Wright-Patterson AFB, OH 45433
- Commercial: 937-522-6564/6565/6570/6571; DSN: 672-6564/6565/6570/6571  
Fax: Commercial: 937-257-1207 and DSN: 787-1207  
E-mail address: [AFSAC.Transportation@us.af.mil](mailto:AFSAC.Transportation@us.af.mil)
- (c) For any Air Force shipment involving sensitive, classified, and HAZMAT material, forward TDRs to:
- AF/A4LM  
1500 West Perimeter Rd, Suite 4330  
Joint Base Andrews  
Washington, MD 20762  
[afcargo.policy@pentagon.af.mil](mailto:afcargo.policy@pentagon.af.mil)
- HQ AFMC/A4RT  
4375 Chidlaw Rd., Bldg 262A  
Wright-Patterson AFB, Ohio 45433-5750  
DSN: 312-787-2880, Commercial: 937-257-2880  
[afmc.a4rt.Workflow@wpafb.mil](mailto:afmc.a4rt.Workflow@wpafb.mil)
- (d) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the TDR is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

d. Marine Corps.

- (1) Finance Center and Claims Office (CONUS commercial TSP shipments only). When the TAC on the BL begins with "M", or in cases where an LOA is used, the gaining agency is "17" and the appropriation chargeable is 1105, 1106, 1107, 1108, or 1109, forward TDRs to:

Commanding General  
TVCB Bldg 3700 Rm 315  
814 Radford Boulevard, Suite 20262  
Albany, GA 31704-0262

E-mail address: [mooretc@matcom.usmc.mil](mailto:mooretc@matcom.usmc.mil)

- (2) Additional Marine Corps distribution requirements:
- (a) Any Marine Corps International Logistics shipments, including FMS and SCP shipment(s), (first position of the TCN = K), forward TDRs to:

Navy Inventory Control Point (NAVICP)  
International Program  
ATTN: Code PP764, Transportation Branch  
700 Robbins Ave., Building 4B  
Philadelphia, PA 19111-5095

Commercial: 215-697-1340; DSN: 442-1340  
Fax: Commercial: 215-697-0766; DSN: 442-0766  
E-mail address: [mohan.verghis@navy.mil](mailto:mohan.verghis@navy.mil)

- (b) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure a copy of the DD Form 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

e. United States Coast Guard (USCG).

USCG Finance Center  
1430A Kristina Way  
Chesapeake, VA 23326  
Commercial: 757-523-6763  
Fax: Commercial: 757-366-6541  
E-mail address: [christopher.t.gibbs@uscg.mil](mailto:christopher.t.gibbs@uscg.mil)

**NOTE:** Coast Guard personnel must follow Agency transportation discrepancy reporting guidelines contained in Commandant Instruction (COMDTINST) M4610.5A, Transportation of Freight and COMDTINST M4610.6, U.S. Coast Guard Freight Loss and Damage Claim System.

f. DLA.

- (1) Finance Center and Claims Office (CONUS commercial TSP shipments, only). When the TAC begins with an "S", forward TDRs to:

Indianapolis Center  
ATTN: DFAS-IN-JANJB  
8899 East 56th Street  
Indianapolis, IN 46249-0650

Commercial: 317 212-2510/2943; DSN: 699-2510  
Fax: Commercial: 317 275-0244; DSN: 699-7829

(2) Additional DLA Requirements:

- (a) For misdirected and damaged cargo, to include SCP/FMS shipments, contact the Transportation Officer/Office as specified on the BL or air waybill.
- (b) For HAZMAT-related cargo, to include SCP/FMS shipments, contact the Transportation Officer/Office as specified on the BL or air waybill. For additional HAZMAT information refer to Appendix E, Paragraph H.6, Special Considerations, HAZMAT Certifications for instructions; i.e., FMS freight forwarders. For unresolved HAZMAT issues, contact DLA Distribution HQs J3/J4-TPP, 717-770-6046, DSN 771-6046.

- (c) Forward a copy of the DD Form 361 or Memorandum for Freight Forwarder and all supporting documents (see Table 210-4) to the Transportation Officer/Office as specified on the BL or air waybill.
- (d) For unresolved TDR issues (i.e., lost or missing shipments, claims credit, damage repairs, or disposition instructions) contact the DLA Distribution Center (DDC) at [distribution.transops@dla.mil](mailto:distribution.transops@dla.mil). For DDC- and DLA Depot-related processes and policies, contact DLA Distribution HQs J3/J4-TPP at 717-770-6046, DSN 771-6046, or [ddc.transpolicy@dla.mil](mailto:ddc.transpolicy@dla.mil). Do not send DDCs “status of shipment” or proof of delivery” requests.
- (e) For TDR issues involving written policies and procedures outlined in the DTR and/or Security Assistance Management Manual (SAMM) for FMS and Freight All Kind (FAK) shipments contact DLA HQs: Headquarters Defense Logistics Agency, ATTN: J345 Transportation Policy, 8725 John J. Kingman Road, Suite 4235, Fort Belvoir, VA 22060-6220; 703-767-7941 or DSN 427-7941; fax 703-3628 or DSN 427-3628; or e-mail [james.morgan@dla.mil](mailto:james.morgan@dla.mil).

g. DCMA.

- (1) Finance Center and Claims Office (CONUS commercial TSP shipments only). When the appropriation shown on the BL begins with “97” or if the TAC begins with an “H”, forward TDRs to:

Defense Finance and Accounting Service (DFAS)  
Indianapolis Center  
ATTN: DFAS-IN-JFNCC  
8899 East 56th Street  
Indianapolis, IN 46249-0650

Commercial: 317-212-2510; DSN: 699-2510  
Fax: Commercial: 317-275-7829; DSN: 699-7829

- (2) Additional distribution requirements:

- (a) Forward a copy of the DD Form 361 to the CMO and the TO on any shipment made by a contractor. The CMOs are located in Block 10 of the DD Form 250, Material Inspection and Receiving Report, [Figure 210-5](#), and Block 6 of the DD Form 1155, Order for Supplies or Services, [Figure 210-6](#). For DCMA shipments, forward DD Form 361 to DCMA Transportation Group Mailbox: [Transportation.Division@dcma.mil](mailto:Transportation.Division@dcma.mil) or in-the-clear address:

DCMA Transportation Group  
1222 Spruce Street  
St. Louis, MO 63103

- (b) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the DD Form 361 is furnished to the consignee’s local stock control activity or requisitioner (copy to both the activity and requisitioner, when different offices).

h. GSA.

- (1) Direct all DD Form 361s on shipments made from or directed by GSA to the National Customer Service Center (NCSC). This includes direct delivery shipments from a vendor or contractor, but excludes shipments of commercial vehicles. The NCSC address is:

GSA National Customer Service Center  
(6Q1QCB) Two Pershing Square  
2300 Main St, Floor 4SW  
Kansas City, MO 64108

Commercial: 800-488-3111

E-mail address: [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov)

- (2) The NCSC will also accept discrepancies sent via e-mail at [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov), or through the AskGSA website at <https://ask.gsa.gov/eresolveLogin>.

- (3) Additional distribution requirements:

Submit TDRs for shortage, damage, theft, or pilferage on shipments of commercial vehicles purchased through GSA to the following address:

General Services Administration  
Federal Supply Service  
Automotive Division (FFA)  
1941 Jefferson Davis Highway, Room 600  
Arlington, VA 22202

i. International Logistics Shipments.

- (1) For FMS, SCP, and Presidential Determination, forward TDRs to:

Defense Finance and Accounting Service (DFAS),  
Security Assistance Accounting  
Indianapolis, IN 46249-6300

Commercial: 303-676-6391

E-mail address: [greg.keiling@dfas.mil](mailto:greg.keiling@dfas.mil)

Also, forward a copy to the responsible in-country military assistance advisory group.

- (2) Sponsoring Service International Logistics Coordinating Office listed under the Service section. The sponsoring service determines the first position of the TCN, for example:

B = Army  
D = Air Force  
P = Navy  
K = Marine Corps

j. Army and Air Force Exchange Service (AAFES).

- (1) Finance Center and Claim Office:

Headquarters  
Army and Air Force Exchange Service (AAFES)  
ATTN: CM-1, P.O. Box 222305  
Dallas, TX 75222

- (2) For any AAFES consignor, provide a copy to:

HQ AAFES  
ATTN: LG-T, Box 660320  
Dallas, TX 75266-0320

Exchange Customer Contact Center: 877-891-7827

- k. Headquarters, Defense Commissary Agency (DeCA).

- (1) Finance Center and Claim Office:

Headquarters, Defense Commissary Agency (DeCA)  
Transportation Division  
1300 E Avenue, ATTN: Ms. Arlene Ripp, Manager  
Building 11200  
Fort Lee, VA 23801-1800

Commercial: 804-734-8878; DSN: 687-8878

Fax: Commercial 804-734-8666

E-mail address: [arlene.ripp@deca.mil](mailto:arlene.ripp@deca.mil)

Message address: DECA FT LEE VA//CC/TR//

4. SCP Addresses.

- a. Sponsoring U.S. Military Services/IA. A copy of any submission related to the SCP will go to the Security Assistance Agency that generated the shipment involved. The U.S. Army, U.S. Navy, U.S. Air Force, and DLA Disposition Services are the major IAs involved in the SCP. The addresses to use for furnishing SCP Agency copies are found in Table E-1 of Appendix E of this regulation.
- b. Defense Finance and Accounting Service (DFAS)  
Security Assistance Accounting  
Indianapolis, IN 46249-6300

**M. TDR POLICY OFFICE ADDRESSES**

1. The following activities are responsible for TDR policy issues:

- a. Air Force:

Commander  
Air Force Material Command  
ATTN: AFMC/A4RT  
4375 Chidlaw Rd., Bldg 262A  
Wright-Patterson AFB, Ohio 45433-5750

Commercial: 937-257-2880; DSN: 787-2880

Fax: Commercial: 937-257-3371; DSN: 787-3371

E-mail address: [AFMC.A4RT.Workflow@us.af.mil](mailto:AFMC.A4RT.Workflow@us.af.mil)

b. Army:

HQDA, ODCSLOG  
Distribution Division  
ATTN: DALO-FPD  
500 Army Pentagon  
Washington, DC 20310-0500

Commercial: 703-614-0373; DSN: 224-0373  
E-mail address: [alexander.b.moreno@us.army.mil](mailto:alexander.b.moreno@us.army.mil)

c. Marine Corps:

Headquarters Marine Corps  
ATTN: Code LPD  
3000 Marine Corps Pentagon  
Washington, DC 20350-3000

Commercial: 703-695-7998; DSN: 225-7998  
Fax: Commercial: 703-695-8160  
E-mail address: [james.hatcher@usmc.mil](mailto:james.hatcher@usmc.mil)

d. Navy:

Naval Supply Weapon Systems Support  
ATTN: Code N32  
1837 Morris St, Suite 600  
Norfolk, VA 23511-3492

Commercial: 757-443-5406; DSN: 646-5406  
Fax: Commercial: 757-443-5438; DSN: 646-5438  
E-mail address: [keith.boylan@navy.mil](mailto:keith.boylan@navy.mil)

e. USCG:

Commandant  
United States Coast Guard  
ATTN: CG-441  
2100 Second Street, SW  
Washington, DC 20593-0001

Commercial: 202-475-5654  
Fax: Commercial: 202-475-5958  
E-mail address: [brenda.b.barry@uscg.mil](mailto:brenda.b.barry@uscg.mil)

f. DLA:

Defense Logistics Agency  
ATTN: J345 Transportation Policy Branch  
8725 John J. Kingman Road, Suite 4235  
Fort Belvoir, VA 22060-6220

Commercial: 703-767-7941; DSN: 427-7941  
Fax: Commercial 703-767-3628; DSN 427-3628  
E-mail address: [trans@hq.dla.mil](mailto:trans@hq.dla.mil)

g. DCMA:

Defense Contract Management Agency  
ATTN: DCMA-QAA  
1222 Spruce Street  
St. Louis, MO, 63103-2812

Commercial: 703-428-0754; DSN: 328-0754  
Fax: Commercial: 703-428-1897; DSN: 328-1897  
E-mail address: [valli.barnes@dcma.mil](mailto:valli.barnes@dcma.mil)

h. GSA:

General Services Administration  
ATTN: Josephine Carullo, Transportation Management Specialist

National Customer Service Center  
1500 East Bannister Road, Building 4  
Kansas City, MO 64131-3088

Commercial: 816-823-3060 EXT 66015  
E-mail address: [carey.deforest@gsa.gov](mailto:carey.deforest@gsa.gov), [Josephine.carullo@gsa.gov](mailto:Josephine.carullo@gsa.gov)

## N. TDR CODE USAGE

1. Discrepancy Type and Cause Codes. Appendix I, Paragraph C, lists possible discrepancy codes. The first position indicates type of discrepancy, and second position indicates cause of discrepancy (e.g., astray freight attributed to incomplete marking would be coded “A3”, and damage attributed to spoilage would be coded “DG”).
2. Mode of Shipment—Container and Breakbulk. Appendix I, Paragraph D, identifies the mode of shipment. For Advance Transportation Control and Movement Documents (ATCMDs), the mode will indicate the initial movement from the origin shipping activity.
3. ARTRANS VAN, SEAVAN Shipments. The first position of the code is always “A” for ARTRANS VANS and “Z” for SEAVANS. The second position of the code in Appendix I, Paragraph E, identifies who loaded the vans and to what capacity the vans were loaded.
4. Type Pack Codes. The type pack codes in Appendix I, Paragraph F, identify the type of packing used for container and breakbulk shipments.

## O. STRATEGIC LIFT CONTRACT CLAIMS

1. General
  - a. The procedures in this section apply to transportation discrepancies that occur when material was shipped by a TSP booked under one of the Strategic Lift contracts (Universal Services Contracts, Multi-Modal contracts, or Guantanamo Bay contracts).
  - b. The objective of the strategic lift claims process is to facilitate rapid escalation of transportation discrepancies to USTRANSCOM Acquisitions for prompt review and resolution.
  - c. USTRANSCOM Acquisitions personnel are available to assist in properly documenting a transportation discrepancy, to provide help in submitting strategic lift transportation

discrepancies, and to provide information about the strategic lift claims process. To contact USTRANSCOM Acquisitions with questions:

Email USTRANSCOM Acquisitions at [transcom.scott.tcaq.mbx.i-tdr@mail.mil](mailto:transcom.scott.tcaq.mbx.i-tdr@mail.mil)

Call USTRANSCOM Acquisitions at 618-220-7033 or DSN 770-7033

2. All HAZMAT and classified transportation discrepancies, even those that occur while USG material is being transported by a TSP booked under a Strategic Lift contract, must be reported in a TDR as outlined in Paragraphs [B](#) through [N](#) above.
3. Documenting a Strategic Lift transportation discrepancy.
  - a. Once a transportation discrepancy is identified, an investigation should occur immediately to document and collect evidence. Procedures for completing the initial investigation should follow standard local policies and procedures.
  - b. In addition to local policies, the following information is critical to the successful resolution of a Strategic Lift claim:
    - (1) Packing lists, manifests, or other documents that establish what was booked and shipped.
    - (2) Determine the condition of the cargo provided to the shipper (was it in new, used, serviceable, or other condition, and anything documenting the condition?)
    - (3) Determine the value of the transportation discrepancy (how much will it cost to repair or replace the damaged or lost cargo?)
    - (4) A narrative explanation of the transportation discrepancy provided by personnel familiar with the facts, ideally, the individual investigating the transportation discrepancy. The person completing the narrative should include contact information (name, phone, email, location) in the narrative.
    - (5) Statements from individuals that observed or have knowledge of the transportation discrepancy. If unable to obtain statements, attempt to gather the name, phone, email, and location of these individuals.
    - (6) Photographs and/or videos of the transportation discrepancy, if applicable.
    - (7) The inability to obtain any of the above information should not prevent filing a Strategic Lift claim.
  - c. If you are unable to provide all of the information outlined in [Paragraph O.3\(b\)](#) above, please submit the transportation discrepancy with the information that is available, along with a brief explanation of what is missing, so that USTRANSCOM Acquisitions personnel can better assess whether a claim may be asserted and resolved.
  - d. USTRANSCOM Acquisitions can provide fast-reaction claims support to ensure proper documentation is generated and to assist in fully developing the Strategic Lift transportation discrepancy. To maximize USTRANSCOM Acquisitions' ability to help, it is important that the transportation discrepancy be reported as soon as it is discovered so that proper guidance can be provided. To contact USTRANSCOM Acquisitions:

Email USTRANSCOM Acquisitions at: [transcom.scott.tcaq.mbx.i-tdr@mail.mil](mailto:transcom.scott.tcaq.mbx.i-tdr@mail.mil).

Call USTRANSCOM Acquisitions at COM 618-220-7033 or DSN 770-7033.

4. How to submit a Strategic Lift transportation discrepancy:

- a. For users with access to GFM or who can obtain access to GFM, housed within ARTRANS TEAMS, the easiest way to submit a claim is to go to the TEAMS System (<https://eta-teams.transport.mil/teams/login>). Once in TEAMS, proceed to BSCM (Business Support and Container Management) and, from there, select the Claims Portal under the PAT (Pipeline Asset Tool) menu. This will take you to a welcome screen in the Claims Portal that has options and instructions to guide you through the submission.

For technical assistance with ETA/GFM/PAT, please contact the PAT Help Desk ([usarmy.scott.artrans.mbx.pat-helpdesk@army.mil](mailto:usarmy.scott.artrans.mbx.pat-helpdesk@army.mil)).

- b. Email the transportation discrepancy information, and supporting documentation, to USTRANSCOM Acquisitions at [transcom.scott.tcaq.mbx.i-tdr@mail.mil](mailto:transcom.scott.tcaq.mbx.i-tdr@mail.mil).
  - c. If unable to utilize either the electronic submission portal or the email org box, call USTRANSCOM Acquisitions at commercial 618-220-7033 or DSN 770-7033.
5. Transportation Discrepancies that involve forged or false documentation, or any other indications of criminal activity, should be reported to the appropriate law enforcement. In addition to law enforcement notification, an initial report should be sent to USTRANSCOM Acquisitions at [transcom.scott.tcaq.mbx.i-tdr@mail.mil](mailto:transcom.scott.tcaq.mbx.i-tdr@mail.mil).



PART II - (FOR CLAIMS PURPOSES)			
32. TO:			
33. EXCEPTION NOTED ON CARRIER'S DELIVERY RECEIPT? (If "NO," explain in Remarks)			
<input type="checkbox"/> YES <input type="checkbox"/> NO			
34. INSPECTION DATA <input type="checkbox"/> CARRIER INSPECTED (Report attached) <input type="checkbox"/> ORAL WAIVER (Provide name, title, and date in Remarks)	35. DISPOSITION DATA <input type="checkbox"/> INSPECTION WAIVED (Waiver attached) <input type="checkbox"/> REJECTED (Receipt attached) <input type="checkbox"/> REPAIRED AT GOVERNMENT EXPENSE (Bill attached) <input type="checkbox"/> GOVERNMENT INSPECTED (Report attached) <input type="checkbox"/> OTHER (Explain in Remarks)		
36. REMARKS (See preparation instructions of covering regulation for suggested information)			
37. ATTACHMENTS			
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> CY BOL  <input type="checkbox"/> CY CARRIER'S TENDER  <input type="checkbox"/> CY CARRIER'S DELIVERY RECEIPT  <input type="checkbox"/> PHOTOGRAPH  <input type="checkbox"/> CARRIER'S INSPECTION REPORT               </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> DD FORM 1348-1  <input type="checkbox"/> CY DD FORM 250  <input type="checkbox"/> ACTUAL REPAIR COST COMMODITY  <input type="checkbox"/> OTHER _____  <input type="checkbox"/> OTHER _____               </td> </tr> </table>		<input type="checkbox"/> CY BOL <input type="checkbox"/> CY CARRIER'S TENDER <input type="checkbox"/> CY CARRIER'S DELIVERY RECEIPT <input type="checkbox"/> PHOTOGRAPH <input type="checkbox"/> CARRIER'S INSPECTION REPORT	<input type="checkbox"/> DD FORM 1348-1 <input type="checkbox"/> CY DD FORM 250 <input type="checkbox"/> ACTUAL REPAIR COST COMMODITY <input type="checkbox"/> OTHER _____ <input type="checkbox"/> OTHER _____
<input type="checkbox"/> CY BOL <input type="checkbox"/> CY CARRIER'S TENDER <input type="checkbox"/> CY CARRIER'S DELIVERY RECEIPT <input type="checkbox"/> PHOTOGRAPH <input type="checkbox"/> CARRIER'S INSPECTION REPORT	<input type="checkbox"/> DD FORM 1348-1 <input type="checkbox"/> CY DD FORM 250 <input type="checkbox"/> ACTUAL REPAIR COST COMMODITY <input type="checkbox"/> OTHER _____ <input type="checkbox"/> OTHER _____		
38. ACCOUNTING CLASSIFICATION			
DD FORM 361 (BACK), JUN 2006			

**Figure 210-1. DD Form 361, Transportation Discrepancy Report (TDR) (Cont'd)**

REPORT OF DISCREPANCY (ROD)				1. DATE OF PREPARATION		2. REPORT NUMBER		
<input type="checkbox"/> SHIPPING <input type="checkbox"/> PACKAGING								
3. TO (Name and address, include ZIP Code)				4. FROM (Name and address, include ZIP Code)				
5a. SHIPPER'S NAME				5b. NUMBER AND DATE OF INVOICE		6. TRANSPORTATION DOCUMENT NUMBER (GBL, Waybill; TCN, etc.)		
7a. SHIPPER'S NUMBER (Purchase Order/Shipment, Contract, etc.)		7b. OFFICE ADMINISTERING CONTRACT		8. REQUISITIONER'S NUMBER (Requisition, Purchase Request, etc.)				
9. SHIPMENT, BILLING, AND RECEIPT DATA				10. DISCREPANCY DATA				11. AC <sup>2</sup> TION CODE
NSN/PART NUMBER AND NOMENCLATURE (a)	UNIT OF ISSUE (b)	QUANTITY SHIPPED/ BILLED (c)	QUANTITY RECEIVED (d)	QUAN- TITY (a)	UNIT PRICE (b)	TOTAL COST (c)	CODE <sup>1</sup> (d)	
12. REMARKS (Continue on separate sheet of paper if necessary)								
1 DISCREPANCY CODES				2 ACTION CODES				
<b>CONDITION OF MATERIAL</b> C1 — In condition other than that indicated on release/receipt document C2 — Expired shelf life C3 — Damaged parcel post shipment <b>SUPPLY DOCUMENTATION</b> D1 — Not received D2 — Illegible or mutilated D3 — Incomplete improper or without authority (Only when receipt cannot be properly processed) <b>MISDIRECTED MATERIAL</b> M1 — Addressed to wrong activity <b>OVERAGE/DUPLICATE SHIPMENTS</b> O1 — Quantity in excess of that on receipt document O2 — Quantity in excess of that requested (Other than unit of issue pack) O3 — Quantity duplicates shipment <b>PACKING DISCREPANCY</b> P1 — Improper preservation P2 — Improper packing P3 — Improper marking P4 — Improper unitization				<b>PRODUCT QUALITY DEFICIENCIES</b> Q1 — Deficient material (Applicable to Grant Aid and FMS shipments only) <b>SHORTAGE OF MATERIAL</b> S1 — Quantity less than that on receipt document S2 — Quantity less than that requested (Other than unit of issue pack) S3 — Non-receipt of parcel post shipments <b>ITEM TECHNICAL DATA MARKINGS (i.e., Name Plates, Log Books, Operating Handbooks, Special Instructions, etc.)</b> T1 — Missing T2 — Illegible or mutilated T3 — Precautionary operational markings missing T4 — Inspection data missing or incomplete T5 — Serviceability operating data missing or incomplete T6 — Warranty data missing <b>WRONG ITEM (Identify requested item as a separate copy in Item 9 above)</b> W1 — Incorrect item received W2 — Unacceptable substitute <b>OTHER DISCREPANCIES</b> Z1 — See remarks				1A — Disposition instructions requested (Reply on reverse) 1B — Material being retained (See remarks) 1C — Supporting supply documentation requested 1D — Material still required expedite shipment (Not applicable to FMS) 1E — Local purchase material to be returned at supplier's expense unless disposition instructions to the contrary are received within 15 days (Reply on reverse) (Not applicable to FMS) 1F — Replacement shipment requested (Not applicable to FMS) 1G — Reshipment not required. Item to be re-requisitioned. 1H — No action required. Information only 1Z — Other action requested (See remarks)
13. FUNDING AND ACCOUNTING DATA								
14a. TYPED OR PRINTED NAME, TITLE, AND PHONE NUMBER OF PREPARING OFFICIAL				14b. SIGNATURE				
15. DISTRIBUTION ADDRESSEES FOR COPIES								
364-103		7540-00-159-4442		(Previous edition is obsolete.)			STANDARD FORM 364 (REV. 2-80) Prescribed by GSA FPMR 101-26.8	

Figure 210-2. SF 364, Report of Discrepancy (ROD)

16. FROM:		17. DISTRIBUTION ADDRESSEES FOR COPIES	
18. TO:		<p>Use window envelope to mail this document. Insert name and address, including ZIP Code, starting one typing space below the left dot. Each address line must NOT extend beyond right dot. Address must not exceed four single space typing lines.</p>	
19. IN ACCORDANCE WITH NOTICE OF DISCREPANCY ON FACE OF THIS FORM:			
a. MATERIAL <input type="checkbox"/> HAS BEEN SHIPPED <input type="checkbox"/> WILL BE SHIPPED		DOCUMENT NUMBER	
		b. <input type="checkbox"/> NO RECORD OF SHIPMENT. RESUBMIT REPORT TO PROPER OFFICE UNDER APPROPRIATE REGULATION.	
c. <input type="checkbox"/> AN ADJUSTMENT IN BILLING HAS BEEN/WILL BE PROCESSED AS A:		<input type="checkbox"/> CREDIT <input type="checkbox"/> DEBIT	d. <input type="checkbox"/> INVOICE/BILL ATTACHED
		e. <input type="checkbox"/> PROOF OF DELIVERY (Parcel Post Shipments) OR EVIDENCE OF SHIPMENT ENCLOSED.	
f. <input type="checkbox"/> AN ADJUSTMENT IN BILLING FOR THE REPORTED DISCREPANCY WILL NOT BE PROCESSED FOR THE FOLLOWING REASON WHICH IS CITED IN THE INDICATED REGULATION.			
(1) REASON FOR NOT PROCESSING		(2) PRESCRIBING REGULATION	
(a) DISCREPANCY WAS NOT REPORTED WITHIN THE TIME FRAMES ALLOWED AND/OR		(a) CHAPTER 5 OF THE GSA HANDBOOK. DISCREPANCIES OR DEFICIENCIES IN GSA OR DOD SHIPMENTS, MATERIAL, OR BILLINGS (FPMR 101-26.8)	
(b) DOLLAR VALUE DOES NOT MEET THE CRITERIA PRESCRIBED IN THE REGULATION OR AGREEMENT INDICATED IN 19f(2)		(b) CHAP. 2 AND/OR 7 OF DOD 4000.25-7-M, MILITARY STANDARD BILLING SYSTEM (MILSBILLS) AND/OR DD 1513, U.S. DOD OFFER AND ACCEPTANCE, AS APPLICABLE.	
20. THE FOLLOWING DISPOSITION IS TO BE MADE OF THE REFERENCED MATERIAL:			
a. <input type="checkbox"/> PROCESS FOR DISPOSAL IN ACCORDANCE WITH SERVICE/AGENCY DIRECTIVES.		b. <input type="checkbox"/> REPRESENTATIVE WILL CALL FOR DISCUSSION CONCERNING DISPOSITION IN:	
c. <input type="checkbox"/> RETAIN MATERIAL AT NO CHARGE.		d. <input type="checkbox"/> MATERIAL WILL BE PICKED UP IN:	
e. <input type="checkbox"/> SHIP MATERIAL (Specify location):			
(1) <input type="checkbox"/> GBL APPROPRIATION CHARGEABLE:			
(2) <input type="checkbox"/> CHARGES COLLECT-VIA: <input type="checkbox"/> FREIGHT <input type="checkbox"/> EXPRESS <input type="checkbox"/> PARCEL POST			
(3) <input type="checkbox"/> PARCEL POST LABEL ATTACHED    (4) <input type="checkbox"/> FREIGHT PREPAID			
(\$ _____ postage advanced herewith. NOTE: Please enclose postage. Material cannot be returned Parcel Post collect.)			
f. <input type="checkbox"/> OTHER (Specify)			
21. <input type="checkbox"/> IF MATERIAL IS STILL REQUIRED, SUBMIT NEW REQUISITION		22. <input type="checkbox"/> REPLACEMENT WITH SATISFACTORY MATERIAL WILL BE MADE ON OR BEFORE:	
23. REMARKS (Continue on separate sheet of paper if necessary)			
24a. TYPED OR PRINTED NAME AND PHONE NUMBER OF PREPARING OFFICIAL		24b. SIGNATURE	
		24c. DATE	

STANDARD FORM 364 BACK (REV. 2-80)

Figure 210-2. SF 364, Report of Discrepancy (ROD) (Cont'd)

<b>CASH COLLECTION VOUCHER</b>		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
<b>3. RECEIVING OFFICE</b>				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. RECEIVED AND FORWARDED BY <i>(Printed Name, Title and Signature)</i>				d. DATE <i>(YYYYMMDD)</i>
c. TELEPHONE NUMBER <i>(Include Area Code)</i> : COMMERCIAL: _____ DSN: _____				
<b>4. DISBURSING OFFICE</b>				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. DISBURSING OFFICER <i>(Printed Name, Title and Signature)</i>				d. DISBURSING STATION SYMBOL NUMBER
c. TELEPHONE NUMBER <i>(Include Area Code)</i> : COMMERCIAL: _____ DSN: _____				
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL			0.00	

DD FORM 1131, DEC 2003

PREVIOUS EDITION IS OBSOLETE.

**Figure 210-3. DD Form 1131, Cash Collection Voucher**

**From:** Gazdagh William 436 APS/TRTW [mailto:W.Gazdagh@dover.af.mil]  
**Sent:** Wednesday, July 13, 2006 4:45 PM  
**To:** Dull, Kimberly; K.Dull@dla.mil  
**Subject:** TDR ADVISORY/RFI FOR CLASSIFIED OR PROTECTED SHIPMENT  
**Importance:** High  
UNCLAS

SUBJECT: TDR ADVISORY/RFI CLASSIFIED OR PROTECTED SHIPMENT

1. 6194
2. FB4497-06-0167
4. TRAFFIC MANAGEMENT OFFICE, DOVER AFB, DE 19902 (FB4497)
5. DDJC, DEFENSE DISTRIBUTION CENTER, STOCKTON, CA 95296 (SW3224)
6. SAME AS LINE 4
7. SAME AS LINE 5
8. RINDERER TRANS, TRK 9310, TRL 48112 SEAL NO. 01709 INTACT
10. TSP'S PRO N/A
12. CBL 494356J2
16. 6193
17. 6193
20. W81XDG42260011LXX - 1 PC OVER AND W9103951370006LXX - 1 PC SHORT
21. RECEIVER, TRANSMITTER SET, RADIO 5820 01 234 8093 AND IMAGE INTENSIFIER, NIGHT VISION 5855 01 504 4590 UNCLAS
22. PC AND CT
23. 2 PCS
24. OO AND SS
28. 21LBS AND 1 LB (total wt 22 lbs)
30. 1 PC OVER PLEASE APPLY TO APPLICABLE CBL, 1 PC SHORT, PLEASE TRACE. WAS SL&C? WAS SEAL APPLIED BY SHIPPER? WAS SHIPMENT SHIPPED AS BILLED? REQUEST INFO ON LOADING CONDITIONS. NEGATIVE REPLY REQUIRED.
31. WILLIAM GAZDAGH (W.Gazdagh@Dover.af.mil) Commercial: 302-677-4394, DSN: 445, Fax 6594

**Figure 210-4. Sample E-Mail**

MATERIAL INSPECTION AND RECEIVING REPORT						Form Approved OMB No. 0704-0248	
<p>The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0248), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> <p style="text-align: center;"><b>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ADDRESS. SEND THIS FORM IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE DFARS, APPENDIX F-401.</b></p>							
1. PROCUREMENT INSTRUMENT IDENTIFICATION (CONTRACT) NO.		ORDER NO.		6. INVOICE NO./DATE		7. PAGE OF	8. ACCEPTANCE POINT
2. SHIPMENT NO.	3. DATE SHIPPED	4. B/L  TCN		5. DISCOUNT TERMS			
9. PRIME CONTRACTOR CODE			10. ADMINISTERED BY CODE				
11. SHIPPED FROM (If other than 9) CODE		FOB:		12. PAYMENT WILL BE MADE BY CODE			
13. SHIPPED TO CODE			14. MARKED FOR CODE				
15. ITEM NO.	16. STOCK/PART NO. DESCRIPTION <i>(Indicate number of shipping containers - type of container - container number.)</i>			17. QUANTITY SHIP/REC'D*	18. UNIT	19. UNIT PRICE	20. AMOUNT
<b>21. CONTRACT QUALITY ASSURANCE</b> a. ORIGIN <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.  DATE _____ SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE TYPED NAME: TITLE: MAILING ADDRESS:  COMMERCIAL TELEPHONE NUMBER:						b. DESTINATION <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.  DATE _____ SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE TYPED NAME: TITLE: MAILING ADDRESS:  COMMERCIAL TELEPHONE NUMBER:	
<b>22. RECEIVER'S USE</b> Quantities shown in column 17 were received in apparent good condition except as noted.  DATE RECEIVED _____ SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE TYPED NAME: TITLE: MAILING ADDRESS:  COMMERCIAL TELEPHONE NUMBER:						* If quantity received by the Government is the same as quantity shipped, indicate by (X) mark; if different, enter actual quantity received below quantity shipped and encircle.	
<b>23. CONTRACTOR USE ONLY</b>							

DD FORM 250, AUG 2000

PREVIOUS EDITION IS OBSOLETE.

**Figure 210-5. DD Form 250, Material Inspection and Receiving Report**



### **Local Claim Filing Guidelines**

1. These are the minimum basic requirements for filing a loss or damage claim against a commercial carrier. These procedures supplement the procedures in Chapter 210 for completing and submitting a TDR package to the finance center/claims office. These local claim-filing procedures must be followed after the TDR investigation is complete. Refer to Paragraphs 5 and 6 below for guidance.
2. By law, the claim must be proven with documented evidence that proves all three points below:
  - a. Shipment was given to the carrier in good condition.
  - b. Shipment was delivered in lesser condition or quantity than when tendered to the carrier.
  - c. The amount of the loss.
3. The carrier can relieve itself of liability by showing evidence that one of the following exceptions apply and that the carrier was not negligent. The exceptions are a natural disaster, act of the public enemy, act or mandate of public authority, act or fault of the shipper, and/or defects in or inherent vice of property. See [Paragraph C](#) for a more detailed explanation of these exceptions.
4. To properly file a shortage or damage claim against a carrier, refer to Chapter 210, [Table 210-4](#), for the minimum supporting documentation needed. To determine the actual value of the Government's loss, refer to Paragraphs M through X. These paragraphs discuss the measure of damage, replacement or repair issues, and salvage. Become familiar with these basic concepts to effectively file a valid freight loss and damage claim against a carrier.
5. Claims for loss or damage must be filed within a certain amount of time. The time limitation is based on the mode of transportation used. Consult Chapter 210, [Table 210-2](#), for the basic claim filing time limits. The time limit is greatly reduced when an air or small package carrier moved the shipment.
6. Once the investigation is complete and all evidence has been gathered, reviewed and documented, file a formal claim against the carrier. The TO may:
  - a. Use the carrier's own claim form(s). To obtain the form(s), contact the carrier's local terminal. Inform the carrier of the need to file a freight loss and/or damage claim and request they mail or fax their form(s).
  - b. Regardless of the form used, prepare a cover letter to the carrier advising that a freight loss and/or damage claim is being submitted. This letter will instruct the carrier where to send the claim payment check. (Note: Small package carriers generally send the claim check to the shipper only.) Provide the carrier with a copy of all supporting documentation, including photographs and the DD Form 361 (front side only), in the claim package. Submit the claim package by a traceable means to the carrier's home office, not its local terminal.
7. Some carriers permit filing claims online. If this option is available, comply with all instructions provided by the carrier for supporting documentation. Consult with the carrier's local terminal if problems are encountered.
8. The carrier must acknowledge the claim within 30 days. Follow up with the carrier after 60 days. The carrier has 120 days to pay, protest, or deny the claim. If there are any problems or concerns, or no response is received from the carrier, then forward the TDR and supporting documents along with a copy of the claim package to the service or agency finance center/claims office. Advice or assistance may be requested at any time from claims office personnel to resolve the claim.

**Figure 210-7. Local Claim Filing Guidelines**

**DD FORM 1348-1A, JUL 91 (EG) ISSUE RELEASE/RECEIPT DOCUMENT**

27. ADDITIONAL DATA	26. RIC (4-6) UI (23-24) QTY (25-29) CON CODE (71) DIST (55-56) UP (74-80)	25. NATIONAL STOCK NO. & ADD (8-22)	24. DOCUMENT NUMBER & SUFFIX (30-44)	1	2	3	4	5	6	7	QUANTITY	SUPPL. ADDRESS	S. C. F. Z. D.	DIS. PR. TION	PROJ. JECT	R. E. D. A. V.	RI	O. C. M. P. N. D.	1. TOTAL PRICE	2. SHIP FROM	3. SHIP TO																																																																																										
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FormFlow (DLA) PREVIOUS EDITION MAY BE USED

**Figure 210-8. DD Form 1348-1A, Issue Release/Receipt Document**

**Table 210-1. Time Frames for Submitting/Responding to TDRs**

Type of Discrepancy Message/Document (DD 361)	Classified/Protected Shipments and All Shipments of AA&E	Unclassified/Unprotected
RFI Advisory Message	Immediately, via telephone	Not required
Follow-up Notification Message	Within 24 hours via e-mail	Not required
Advisory/RFI TDR	Within 24 hours	Within 7 calendar days of discovery
Advisory/RFI Response	Within 3 business days	Within 7 calendar days
Tracer Message, if required	Send a tracer message eighth calendar day after loss is discovered	Send message within 8 calendar days after loss is discovered
Cancellation Message	Within 30 calendar days of local resolution	Within 30 calendar days
DD 361, if not resolved	NLT 30 calendar days after discovery, either issue cancellation message or take claim action	NLT 30 calendar days after discovery, either issue cancellation message or take claim action

**Table 210-2. Time Limit to File TDR for Claims Action**

Mode of Shipment	Time Limit to File TDR for Claims Action
Domestic motor	9 months from date of delivery or expected date of delivery
Domestic rail	9 months from date of delivery or expected date of delivery
Domestic air	Limits are set forth on the individual TSP's air waybill
Ocean	1 year from date of delivery
International air	Visible damage – within 14 days of delivery; other damage – within 14 days of discovery; non-delivery of goods – 120 days from the date of the air waybill issue
Small package TSP	Limits are set forth in the TSP's individual service guide
Barge	9 months from date of delivery or expected date of delivery

**NOTE:** Time Limitations for Filing Claims will be IAW limitations established by the BL or other contracts of carriage or by statute.

**Table 210-3. Completing a TDR**

Transportation Discrepancy Document (DD 361)	Complete These Block Numbers on the TDR	Complete These Fields in DIS
Advisory TDR	1-2, 4-8, 10, 12, 16-17, 20-24, 28, 30-31	RFI TDR Type is selected and fields are completed according to whether or not claim action will be taken.
Initial Notification TDR	1, 4-31	RFI TDR is selected and fields are completed according to whether or not claim action will be taken.
RFI TDR (not for Claim Action)	1-28, 30-33	All fields under the Report Identifier and Line Items tabs. Ensure replies have been annotated under the Reply tab by each Addressee IAW Paragraph H.2.c and H.2.b. Do NOT forward to Claims Office.
RFI TDR Claim for Action	1-38	All fields under Report Identifier and Line Items tabs. Upload supporting documentation IAW Table 210-4 to the Supporting Documents tab. Ensure replies have been annotated under the Reply tab by each Addressee IAW Paragraph H.2.c and H.2.b. When forwarding to a Claims Office, complete all fields in the Part II tab.
Miscellaneous Problems TDR	1-28, 30-31; Block 30 – Indicate the probable party who is responsible for the discrepancy (e.g., shipper, packer, TSP) within 7 calendar days after the discrepancy was discovered.	All fields under the Report Identifier and Line Items tabs. Ensure replies have been annotated under the Reply tab by each Addressee IAW Paragraph H.2.c and H.2.b.
Astray Freight TDR	1-31	All fields under the Report Identifier and Line Items tabs. Ensure replies have been annotated under the Reply tab by each Addressee IAW Paragraph H.2.c and H.2.b.
Ocean Cargo TDR	1-38 Block 29, unless noted elsewhere on the TDR, will be the person that is contacted for additional information. Blocks 28 or 36 should include the details of the survey by the carrier or the Government inspection.	All fields under Report Identifier and Line Items tabs. Upload supporting documentation IAW Table 210-4 to the Supporting Documents tab. Ensure replies have been annotated under the Reply tab by each Addressee IAW Paragraph H.2.c and H.2.b. When forwarding to a Claims Office, complete all fields in the Part II tab. Include the DoDAAC “HTC711” as a TDR Addressee.

**Table 210-4. Supporting Documentation for TDR Development**

Supporting Document	Shortage Discrepancy	Damage Discrepancy
<b>Minimum Documentation Needed To Support a TDR for a Claim</b>		
Copy of the BL or TCMD. For commercial air shipments, a copy of both the front and back of the airbill is required.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Copy of the TSPs delivery/interchange receipt with discrepancy noted, signed and dated by the TSPs driver and the consignee.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Copy of the completed shipping document (e.g., DD Form 1348-1, DD Form 250, DD Form 1149, DD Form 1155, packing list) with associated cost.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Additional Documentation, as Needed/Applicable</b>		
When there is a consolidation of requisitions in a carton covered by one TCN, a completed copy of each document in the consolidation is required to establish the actual loss.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When property is shipped in reparable (F) condition, a reparable value statement is required, citing the actual preshipment value.		<input checked="" type="checkbox"/>
For prepaid FOB origin shipments, a copy of the contractor's paid invoice is required.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation from the consignee that the item was not received (i.e., email, fax)	<input checked="" type="checkbox"/>	
A copy of the shipper's reply to the Request for Information confirming whether or not shipment was shipped as billed and condition of property when tendered to the TSP.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipper must show if packing, loading, blocking, bracing were properly performed		<input checked="" type="checkbox"/>
Copy of tally-out and tally-in records when TSP is determined responsible for the shortage.	<input checked="" type="checkbox"/>	
For concealed loss and damage, a signed statement(s) by person(s) who first discovered the discrepancy, showing time, place, circumstances of delivery, and explanation as to why shortage or damage was not noted at time of delivery. If the property was moved from the original delivery point, also include signed and dated statement(s) or affidavit(s) by person(s) who moved the property, showing distance, method of movement, time, and circumstances of movement.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Copy of the TSP's inspection/survey report signed by the TSP's representative and consignee. If TSP declined inspection of damaged property, then provide a copy of the Government's inspection, signed and dated by a technically qualified person.		<input checked="" type="checkbox"/>
Photographs of the damaged property. If pilferage/theft has occurred photograph possible ways of entry or damage to the container or cargo, photograph seals if they are still intact, and photograph the inside of the container and its contents or lack thereof. Additional photographic examples: MSL, data plates, packaging, Vehicle Identification Number, container number, conveyance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Itemized actual or estimated repair cost statement, signed and dated by a technically qualified person. For commercial repair, a copy of the contractor's paid invoice. (Include labor separate from parts)		<input checked="" type="checkbox"/>
Copy of the TSP's receipt for release of salvaged property, showing the preshipment value as the amount of the Government's loss. The TSP or its authorized agent must sign the receipt.		<input checked="" type="checkbox"/>
Copy of the official accident report initiated by law enforcement personnel for loss or damage due to aircraft, rail, or highway accidents.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security and law enforcement reports for loss , pilferage, theft, suspected forgery or vandalism	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Supporting Document	Shortage Discrepancy	Damage Discrepancy
If damaged property was sent to a repair facility, a copy of the BL or freight bill for transportation costs to and from the repair facility.		<input checked="" type="checkbox"/>
For small package express shipments, a copy of the pickup record (e.g., manifest, bar code number, or BL). Include the documentation to support transportation charges paid on shipment.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
For small package express shipments, a copy of the tracer or loss and damage investigation report/number. The TSP will not honor claims failing to cite this number.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Appropriation to be credited for replacement or repair costs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Statements from eye witnesses and/or other involved parties (signed and dated).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Any Certificate of Destruction, Veterinary Inspection Report, or Temperature Readings for temperature controlled shipments that are applicable to the TDR file.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cargo Declarations, Tracking Reports, Shipping Documents, Inspection Reports, and Weather and Sea State Reports.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information for replacement costs and depreciation amounts (e.g., FEDLOG, WEBFLIS).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email correspondence relevant to TDR/claim (e.g., initial notification to TSP).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Table 210-5. FMS TDR Guidance**

Delivery Term Code (Ref Appendix E)	Identify Discrepancy	Initiate TDR	Submit TDR/supporting documents to	Remit Funds to
2	Consolidation Point	Receiving USG representative	TDR in DIS Supporting docs to DFAS	FMS Purchasers' account at DFAS
2	Contractor receiving Government Furnished Equipment (GFE)	Contractor (if capable); if not, notify shipping Transportation Office (TO) to initiate	TDR in DIS Supporting docs to DFAS	FMS Purchasers' account at DFAS
2	Unit deployed to U.S.	Installation TO	TDR in DIS Supporting docs to DFAS	FMS Purchasers' account at DFAS
4	N/A	N/A	N/A	N/A
5	Freight Forwarder (see notes if SAAM is used on DTC 5)	Shipping TO	TDR in DIS Supporting docs to DFAS	FMS Purchasers' account at DFAS
7	Customer Country	SCO	Ocean: Use the Claims Portal located within Pipeline Asset Tool (PAT) <a href="https://eta-teams.transport.mil/teams/login">https://eta-teams.transport.mil/teams/login</a>	FMS Purchasers' account at DFAS N/A for MSC Movement
			Military Air: AMC	N/A
			Commercial Air: Shipping TO	FMS Purchasers' account at DFAS
8	Freight Forwarder or Customer Country Rep (at port)	Shipping TO	TDR in DIS Supporting docs to DFAS	FMS Purchasers' account at DFAS
9	Customer Country	SCO	Ocean: Use the Claims Portal located within PAT <a href="https://eta-teams.transport.mil/teams/login">https://eta-teams.transport.mil/teams/login</a>	FMS Purchasers' account at DFAS N/A for MSC Movement
			Military Air: AMC	N/A
			Commercial Air: Shipping TO	FMS Purchasers' account at DFAS
All others	Managed by Service Implementing Agency by exception			

**NOTES:**

- Different scenarios for DTC 2 are shown (delivery to consolidation point, GFE to contractor's facility, or unit deployed to CONUS base)
- Military Air includes organic military aircraft and commercial contracted aircraft
- If SAAM is used on DTC 5 shipment, responsibilities for TDR are same as DTC 7
- For CCBL/collect shipments, DoD only has to prove shipment. The FMS Purchaser or freight forwarder is then responsible for all tracer or claim actions
- The USG will never be held responsible for damage or loss that may occur in transit (include shipments lost or damaged by AMC or MSC)
- For SCP (FMS or Grant Aid) deliveries to overseas destinations, U.S. Military Representatives such as Security Assistance Officers (SAOs) perform the TDR functions of a Receiving Officer
- For DTC 4, since customer takes custody of shipment at origin, no TDR is applicable.