CHAPTER 213
DEFENSE TRANSPORTATION COORDINATION INITIATIVE (DTCI)

A. GENERAL

1. This chapter prescribes responsibilities and procedures involving movements under the Defense Transportation Coordination Initiative (DTCI) program. This chapter is applicable to DTCI-eligible freight movements originating from selected shipping activities to all destinations within the Continental United States (CONUS).

2. DTCI is a Department of Defense (DoD) program that is based on a commercial partnership with a world-class Third Party Logistics (3PL) provider who is contracted by the government to manage a portion of the DoD’s CONUS freight. The 3PL provider can leverage current commercial capabilities and proven best transportation practices of commercial shippers with a large volume of DoD freight to achieve efficiencies in distribution and associated cost savings. Goals include, but are not limited to, the following:
   a. Improve operational effectiveness.
   b. Support robust small business participation.
   c. Improve customer confidence.
   d. Reduce cycle times (defined as time from request for movement to delivery).
   e. Increase efficiencies.
   f. Develop a partnership to integrate commercial best practices.
   g. Enable process improvements.
   h. Achieve cost savings.
   i. Integrate seamlessly with the DoD Strategic Distribution System.
   j. Protect operational capability, like a DoD-critical infrastructure asset.

3. Transportation Officers (TO) at DoD shipping and receiving activities adhere to DTR guidance provided in DTR Chapter 213, the DTCI Users Guide, and the DTCI Performance Work Statement (PWS) when identifying, preparing, shipping, receiving, and reporting discrepancies (e.g., loss or damage) with the movement of DTCI-eligible freight within the CONUS.

4. DTCI is a Federal Acquisition Regulation (FAR)-based contract with both Cost-Reimbursement and Fixed Price provisions. Under a FAR-based contract, only those individuals identified by the DTCI Certifying Officer (CO) can direct the Coordinator to perform. Certified Ordering Officers (OO) (most TOs), the Defense Logistics Agency (DLA) Contracting Officer Representative (COR), the DTCI COR, and the DoD Freight Transportation System (DFTS) Program Manager (PM) can direct the Coordinator to perform within the limits of the existing contract; however, only the CO can obligate the Government for performance outside the limits of the contract. Performance directed outside the limits of the existing contract normally requires a contract modification agreed to by both the Government and the DTCI Coordinator.

5. TOs and OOs are strongly encouraged to review the complete DTCI PWS for a better understanding of program requirements.

6. TOs and OOs will direct questions regarding any portion of the DTCI program and/or this chapter to the DLA COR, who will consolidate and present TO issues/questions to the DTCI COR, DFTS PM, or DTCI CO.
B. DTCI CONTRACT SERVICES

1. The following is a synopsis of the services that are provided by the DTCI Coordinator. Refer to the DTCI PWS for a complete description of the PWS services.
   a. Arranging, coordinating, monitoring, and controlling surface freight shipments from receipt of shipment request through final delivery.
   b. Determining mode based on the stated shipper requirements and the mandatory delivery date (MDD). DTCI’s PWS directs the Coordinator to select the mode based on the MDD; therefore, the shipper will no longer direct a transportation mode prior to offering the shipment for movement. DTCI is considered a Mode Neutral Program since the shipper only determines when the freight must arrive at its next destination using only an MDD. Based on the MDD and other requirements (e.g., accessorial) submitted by the shipper through the shipper system, the Coordinator will select the most efficient transportation mode to meet the shipper’s requirement. In the event the shipment must be delivered the same day or next day by noon or a designated time prior to close of business, accessorial expedited service (EXP) will be used.
      
      **NOTE:** Actual surface freight transportation from pickup to delivery (if the MDD cannot be met using surface transportation, the shipper will adjust the pickup date and/or MDD or move the freight not using this contract).
   c. Determining the appropriate mode of surface transportation based on shipper requirements (e.g., freight characteristics, equipment type) and MDD.
   d. Performing shipment optimization, consolidation, and routing services as applicable.
   e. Performing pre-audits and processing and making payments to subcontracts and carriers for services provided.
   f. Accepting, processing, and facilitating the resolution of claims resulting from loss or damage.
   g. Managing carriers, carrier quality, and performance.
   h. Assisting in identification and delivery of astray freight.
   i. Interfacing with the appropriate Government systems for information exchange.
   j. Provide in-transit visibility (ITV) and real-time access to shipment information.
   k. Providing management information reports and access with download capability of customer data for all shipment information.
   l. Providing continuous process improvement recommendations and implementation of approved process changes as directed by the Government.
   m. Partnering with diverse stakeholders to enhance the readiness of the DoD’s Strategic Distribution System.
   n. Protecting the operational capability of critical transportation infrastructure for essential DoD requirements.

2. The DTCI is a requirements contract; therefore, the DTCI Coordinator may not refuse to move any shipment on the program. The DTCI Coordinator must accept all rail shipments, and if the DTCI Coordinator is unable to support the requirement, the DTCI Coordinator shall provide supporting justification and request a waiver from the DTCI CO. If the DTCI CO approves the waiver request, the DTCI CO will notify the DTCI Coordinator and copy the shipper so the shipper may seek support via the Military Surface Deployment and Distribution Command (SDDC).
C. DTCI EXCLUSIONS

1. The following shipment types are currently excluded from the DTCI contract:
   a. OCONUS freight movements beyond Port of Embarkation
   b. Vendor shipments (rail shipments only)
   c. OCONUS unit moves
   d. Universal Services Contract and Regional Domestic Contract and ocean carrier contracts
   e. Household goods, to include Direct Procurement Method (DPM) shipments
   f. Movements using DoD organic equipment (unless otherwise identified in the DTCI PWS)
   g. Shipments under on-site local drayage contracts and/or agreements
   h. Bulk and missile fuels
   i. Shipments moved under existing Small Package contracts
   j. Privately owned vehicles (POV) moved via any conveyance
   k. Sensitive and/or classified shipments
   l. Arms, Ammunition and Explosives (AA&E)
   m. Cash/Collect on Delivery (C.O.D.) shipments.
   n. Specialized/Flatbed Equipment (with the exception of flatbeds substituted for rollerbed equipment and Scheduled/Dedicated routes)
   o. Air shipments for any portion of freight movement

2. TOs will refer to the DTCI PWS to ensure they have the current list of exclusions.

D. ROLES AND RESPONSIBILITIES

1. The following organizations have the responsibilities for supporting the DTCI program. This list is specific to the DTCI program and does not include other regulatory responsibilities inherent to other roles associated with an individual’s job description.
   a. SDDC, DTCI COR.
   b. DFTS PM. Functional responsibility for the execution of the DTCI program.
   c. USTRANSCOM, Acquisition Directorate. Functional responsibility for DTCI contracting issues.

2. TO/OO:
   a. Distributes and administers orders for services placed.
   b. Oversees, manages, and controls distribution and administration of orders for services placed by staff personnel.
   c. Establishes controls necessary to ensure that all contract terms and conditions are met and that transportation services ordered conform to contract requirements before acceptance is made or payment authorized.
   d. IAW DTR Part II, Chapter 203, determines the destinations ability to handle/accept the shipment by checking the Transportation Facilities Guide (TFG). Prior to release of cargo to the carrier, the origin shipper should validate the destinations hours of operation, loading and
unloading capabilities, ability to handle overweight/oversize cargo, HAZMAT, crane operations, etc. If the origin shipper does not check the TFG (or call the destination) in advance of releasing the shipment and upon arrival at the destination, the carrier cannot make delivery (based on the origin shipper not complying with guidance in the TFG), the origin shipper will be held responsible for paying any additional handling/delivery charges.

e. IAW DTR, Chapter 206, distribute bills of lading (BL) by mail, electronically, or by other means to ensure arrival with or prior to the arrival of the shipment at the destination. Continuation sheets for stop-offs must contain all pertinent information, as in the original BL.

(1) Original, shipping order freight waybill to the carrier at the place of pickup.

f. Submits Customer Feedback Reports to the DT
ci COR, DT
ci CO, and DT
ci Coordinator through the DT
ci Coordinator’s web-based tool to report deficiencies in DT
ci Coordinator and/or its carrier performance.

g. Identifies, reports, and files loss/or damage claims IAW provisions contained within this chapter.

NOTE: TOs/OOs may not make any changes in the terms or conditions contained in the DT
ci contract against which they place transportation orders.

3. DLA COR:

a. Monitors and verifies that DT
ci Coordinator performance is meeting minimum standards.

b. Notifies the DT
ci COR of deficiencies in the Coordinator’s performance and requests action.

c. Maintains liaison and directs communications with shippers/receivers.

d. Investigates DT
ci Coordinator complaints concerning Government performance.

e. Monitors compliance of government activities to the terms and conditions of the contract and initiates corrective action.

f. Adjudicates exception code usage between the shipper site and the DT
ci Coordinator.

g. Reports recurring/unresolved failures to the DT
ci CO.

E. PROCEDURES

1. The following outlines the procedures and business rules to DT
ci-eligible freight shipments under surface transportation modes defined in the DT
ci PWS.

a. TO and individuals designated as OOs:

NOTE: The DT
ci CO will appoint, in writing, the OOs for the program.

(1) TOs/OOs are required to maintain site shipping and receiving hours, appointment requirements, and address changes in the TFG. The DT
ci Coordinator uses the data contained in the TFG for planning, scheduling, and identifying contact information for each site. Temporary changes to site operational requirements (e.g., safety down day) that would not normally be updated in the TFG will be communicated using the SDDC Customer Advisory process. The DT
ci Coordinator has access to SDDC advisories and will adhere to the temporary guidance.

(2) DT
ci’s Attachment 2 – PWS Appendix A – Shipper Unique Requirements contains information regarding the use of the TFG that the DT
ci Coordinator must adhere to throughout the contract period. TOs/OOs will review Appendix A of the DT
ci PWS to ensure compliance with key contractual specifications. Due to contractual requirements, TOs/OOs are not authorized to adjust any unique site requirements that impact the DT
ci
contract without obtaining approval from the DTCI CO. TOs/OOs requiring changes to their site unique requirements must coordinate these changes through the DLA COR. The DLA COR will notify the DTCI CO (Copy SDDC G-3) of the request for modification actions.

**NOTE:** DLA may establish an internal process for TOs/OOs to request changes to individual shipping site unique requirements. In all cases, the DTCI CO must approve any changes as these changes affect the terms of the existing contract with the DTCI Coordinator. This process may take up to 5 business days to execute minor changes (do not require cost adjustments) to 30 days for major change (requiring program cost changes) from the time the DTCI CO receives the requirement.

(3) TOs/OOs at DTCI shipping and receiving activities must obtain a valid username and password to gain access to the DTCI Coordinator’s web site [https://www.dtci.mil](https://www.dtci.mil). After a username and password has been obtained and the user has successfully logged in, the user will be able to gain future access via a Common Access Card.

(a) The DLA COR is a “Super User” who is able to submit account requests for any new DLA employee(s) requiring access to ONE Network. All others requesting accounts must submit their request via e-mail to SDDC G3.

(4) Account requests will follow an established approval process through site supervisors to the “Super User” or SDDC G3 for final approval. The DTCI Coordinator will issue the username and password following SDDC G3 approval. DLA accounts are managed by the DLA Super User and all others by SDDC G3.

**NOTE:** The required information is located in DTCI Attachment 8 – PWS Appendix G.

2. **Carrier Management:**

   a. The DTCI Coordinator shall manage all facets of carrier management, to include carrier selection, and ensure all carriers operating under the DTCI contract meet all the requirements of Title 49 of the CFR.

   (1) The DTCI contract is a FAR-based contract and is not subject to guidance outlined in other portions of the DTR (e.g., provisions of Chapter 201, Paragraph M and Chapter 207 concerning TSP qualifications and TSP performance do not apply to DTCI).

   (2) Under the DTCI Program, the DoD will not contract directly with freight carriers. Instead, the DTCI Coordinator manages DoD freight shipments, contracts directly with freight carriers, and manages freight carrier performance to ensure program goals are met or exceeded. The DTCI Coordinator is not required to utilize SDDC qualified carriers or report carrier performance using the Carrier Performance and Evaluation Program (CPEP). The Government cannot dictate which carriers should or should not be used by the DTCI Coordinator based on specific performance received by individual sites. The Government will report failures via the Customer Feedback Tool (CFT) and based on these inputs, the DTCI COR or DTCI CO can address carriers’ issues directly with the DTCI Coordinator.

   (a) The DTCI Coordinator may employ multi-brokering of freight to achieve required efficiencies of the program. The DTCI Coordinator is responsible for notifying the shipping activity concerning the contract carrier selected. This is accomplished using Electronic Data Interchange (EDI) 220 DTCI Transportation Service Responses from the DTCI Coordinator. The 220 returned to the shipper will show the actual carrier’s Standard Carrier Alpha Code (SCAC) and any equipment identifiers. If the shipper uses a pooled trailer, the equipment identifier on the 220 will match the original 219 DTCI Transportation Service Request. If there are any
questions, the shipper will contact the DTCI Coordinator. Additionally, the DTCI Coordinator tracks freight movement history and can identify how the freight moved by specific carrier throughout its enterprise. This may be especially helpful in determining TSP liability in the event of lost or damaged freight.

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

(a) On-Time Pickup
(b) On-Time Delivery, determined by customer defined MDD
(c) Loss and/or Damaged shipments
(d) Process Loss and Damage Claims in a timely manner
(e) IT Systems Available for use
(f) Meet or exceed Small Business subcontracting goals

**NOTE:** In order to assist in validating contractual key performance indicators, DTCI consignors and consignees must annotate the date and time of carrier pickup and delivery on the station file copy of the BL. Provide copies of these BL’s upon request of the DTCI COR.

(4) DTCI shipping and receiving activities will report trends in poor performance, i.e., service failures (e.g., late pickup/delivery, loss/damage shipments, carrier equipment issues), utilizing the DTCI automated CFT housed on the DTCI Coordinator’s Transportation Management System (TMS). The automated CFT will assist DTCI Coordinator, the DTCI COR, the DFTS PM, and the DTCI CO in analyzing performance and initiating performance improvement actions.

(a) TOs will be trained on the CFT during site implementation training or by completing the web-based training program located on the DTCI Coordinator managed website ([https://www.dtcimil](https://www.dtcimil)). Questions concerning the web-based training will be directed to the DTCI Coordinator.

(b) Both positive and negative performance must be captured. TOs are strongly encouraged to provide as much detail as possible for the DTCI Coordinator, DTCI COR, and DTCI CO to conduct a thorough analysis and investigation of the situation. The DTCI Coordinator and DTCI COR may contact the TO for additional details in the event that insufficient information was provided. Any report lacking sufficient detail may not be processed. The DLA COR will have access to the DTCI Coordinator’s system to review TO CFT submissions. The DTCI Coordinator will provide a monthly report indicating the number of performance reports submitted by DLA.
b. DTCI Coordinator Customer Support:

(1) The DTCI Coordinator shall staff, manage, and provide resources for customer support Monday–Friday, 0500–2400 CST; Saturday, 0500–1730 CST; and Sunday, 0900–1730 CST. In the rare circumstance that a mission-critical shipment requires immediate action after these customer support hours, the shipment shall be moved outside the DTCI contract.

   (a) Customer Service telephone number: (800) 301-8175/6
       Fax: 866-651-7455
   (b) Load Planning telephone number: (800) 301-8175/6
       E-mail: DOD.mwgs@menloworldwide.com

       NOTE: Follow voice instructions to connect to the appropriate team; refer to the DTCI Users Guide for additional information on the Coordinators load planning team structure.

(2) The DTCI Coordinator customer service team will respond to the following inquiries:

   (a) Expedited shipments
   (b) ITV
   (c) Astray (lost or missing) freight (DTCI shipments only)
   (d) Pickup/Delivery of DTCI-eligible freight
   (e) TSP-specific performance issues
   (f) Surge requirements
   (g) Loss and/or damage claims
   (h) Syncada (only billing issues; not how-to issues)
   (i) Other Operational issues related to the movement of DTCI cargo.

       NOTE: Only authorized individuals (e.g., CO, OO) can order/modify freight services although they must first ensure funds are available and certified. If a TO is not an OO, they will contact their local OO or the DTCI CO before ordering/modifying freight service orders with the Coordinator. The DLA COR is delegated responsibility for monitoring DTCI Coordinator performance and inspecting and accepting services for the Government. Neither the OO nor the DLA COR can make changes or modify the DTCI Contract.

c. When unsatisfactory or unresolved issues are received from the DTCI Coordinator customer service team, Service/Agency Representatives will work with the DTCI Division to achieve resolution. Service/Agency Representatives can be reached as follows:

(1) DLA COR
    Mr. James McHale
    james.mchale@dla.mil
    Commercial: (717) 770-2703

(2) DTCI COR
    Mr. Douglas Deck
    douglas.l.deck4.civ@mail.mil
    Commercial: (618) 220-6837
Identification of DTCI-Eligible Freight:

(1) DTCI is a mandatory use contract, meaning all DTCI-eligible freight originating from identified DTCI shipping activities, will be offered to the DTCI Coordinator for movement. DTCI-eligible freight includes all available freight not specifically excluded.

NOTE: In the event the TSP refuses DTCI-eligible freight, the TO will contact the Coordinator’s customer service center and report the instance (refer to Paragraph E.1.c for contact information). The customer service representative will immediately arrange for another TSP to pick up the freight. In the unlikely event the Coordinator refuses DTCI-eligible freight, the TO will verify the reason for refusal, document and report the incident to the DTCI CO and appropriate Service/Agency Representatives as soon as possible. The DTCI CO can be reached at 618-220-7038 (after hours, contact SDDC COC at DSN 770-5505 or 618-220-5505). If necessary to meet customer requirements, the TO may receive authorization from the CO to utilize an alternate source for transportation. The TO will provide documentation of the incident to include the alternate source BL No. and TSP name/SCAC and forward to the CO and Service/Agency Representatives as soon as possible.

e. DTCI-eligible freight moved outside the DTCI contract without prior permission from the CO may be subject to a non-performance claim against the Government by the DTCI Coordinator and may be settled through additional payments paid by the shipping activity responsible for the original movement requirement.

f. TOs must use government shipping systems at their respective sites to order transportation services for DTCI-eligible freight.

g. Government shipper systems will automatically determine freight as DTCI-eligible.

(1) DTCI freight movements are identified on the BL using the DTCI Coordinator’s unique SCAC of XPO Logistics Government Worldwide Services (MWWG). Additionally, a carrier’s SCAC (different from the DTCI Coordinator’s SCAC) will be annotated in the “ownership SCAC” field of the BL indicating the carrier assigned to move the freight.

h. DTCI Transit Times. IAW DTR Part II, Chapter 202, Paragraph N and Tables 202-3 and 202-4, FAR-based contracts (e.g., DTCI) are exempt from the standard DTR Transit Time Requirements. TOs may continue to use the DTR Transit Time Guide to calculate their MDDs with the understanding that it may be necessary for the shipper to adjust the MDD or the pickup date. Shippers are encouraged to only request MDDs that are applicable to the transportation priority assigned and mission requirements. The Coordinator may challenge a TO’s transit time (based on pickup date and MDD) if it appears to be unrealistically short or long. If the Coordinator determines the transit time to be unrealistically short or long, the Coordinator shall notify the shipper site for resolution. If the Coordinator and the shipping site TO are unable to resolve the matter, the matter shall be referred to the DLA COR for the next level resolution and the DTCI CO for final resolution.

NOTE: Reference the DTCI PWS for details on transit times.

i. Ordering Services for DTCI-Eligible freight:

(1) A TO’s primary method to submit freight movement requests is through Government shipper systems used at their respective sites.

(a) TOs are notified that the shipment is DTCI-eligible electronically and instantly through the Government Shipping System used in the initial submission.

(b) If freight movement is DTCI-eligible, the shipper system will format the DTCI EDI 219A to begin ordering TSP services on behalf of the TOs.
If freight movement is not DTCI-eligible, TOs will continue ordering as required under previously established practices (e.g., voluntary tenders, existing small package contracts).

(2) The DTCI Coordinator is required to accept government Transportation Service Requests by electronic by EDI. If the Government shipper system is down for an extended period, the TO will notify the DTCI Coordinator.

The DTCI Coordinator provides notification to the submitting TO with data similar to the electronic transportation service response of manually entered transportation requests.

**NOTE:** EDI transactions between the DoD shipper systems and the DTCI Coordinator's TMS may experience a delay due to “Batching” requirements of the DoD systems. Delays could add 30-45 minutes to the transaction time and is not counted against the Coordinator's processing time.

(3) TOs will submit freight TSP movement service request through the DTCI coordinator.

(4) The DTCI Coordinator orders all carrier services, including accessorial services requested in the shipping request. The following process will be transparent to the TOs and requires no additional action from TOs.

   (a) The DTCI Coordinator optimizes and consolidates freight movement requests where possible to achieve efficiencies and cost savings.

   (b) The DTCI Coordinator coordinates and confirms all requested carrier services.

   (c) The DTCI Coordinator completes all coordination actions for pickup within 4 hours from original receipt of the freight movement request except for First Destination Transportation (FDT) and DLA Disposition Service shipments.

(5) TOs will receive EDI 220 notifications within the government shipper system with the following information within 4 hours from original submission of the freight movement request except for FDT and DLA Disposition Service shipments.

   (a) Date of Pickup.

   (b) Time of Pickup.

   (c) Carrier selected (TSP identified using its SCAC code).

   (d) Estimated shipment charge to include not-to-exceed (NTE) line-haul rate (government approved rates contained in the DTCI contract), known accessorial costs, and fuel surcharge. The estimated shipment charge including NTE rate will not be visible on the final BL documents.

   (e) Any other information as required.

**NOTES:** If the TO has not received an EDI 220 response in 4 hours, the TO will log on to TMS to confirm the DTCI Coordinator has received the original shipment request by searching on the offer number provided by the government shipper system. If the shipment is not located within the TMS, there may be a problem with the shipper system – in this case, the TO will immediately utilize the published escalation procedures located in the appropriate systems user’s manuals and contact the government shipper system help desk and/or the DTCI Coordinator for assistance.

E-mail: j6npcsupport@dla.mil
(6) The selected TSP will pick up the DTCI-eligible freight within 8 operational hours of receipt of the original submission of the freight movement request, with the exception of pickup times previously established during initial implementation (e.g., dedicated, scheduled trucks, or scheduled appointments) or FDT or DLA Disposition Service shipments.

(7) TOs will electronically close out the shipment record in the shipper system upon freight pick-up, which will generate EDI 858R Freight Bill of Lading transactions for the following entities.

(a) Shipper System

(b) DTCl Coordinator

(c) IGC

(d) Syncada

**NOTE:** Closing out shipments earlier than freight pickup (e.g., days, weeks prior to actual pickup) indicates to the system that the shipment has picked up and is highly discouraged as this will prevent the Government Shipper Systems from receiving Coordinator changes (e.g., TSP, Fuel Service Charge [FSC]); prevents the government from capturing correct performance numbers regardless if the TSP was actually late; prevents TPPS/Syncada from receiving corrections/updates which could cause the transaction to exceed the expected costs (i.e., final surcharge); and sets in motion the ITV process (systems showing in transit when in fact it is still at origin).

(8) TOs will have access to the following minimum shipment status provided by the TSP to the DTCl Coordinator via the DTCl Coordinator’s website.

(a) Shipment Pickup.

(b) Shipment Delivery.

(c) Delays en route or any event that will cause the TSP to miss its MDD.

(9) The DTCl Coordinator will ensure that TSPs deliver cargo on or before the requested MDD. If the DTCl Coordinator physically cannot deliver by the requested MDD or the MDD requested forces the DTCl Coordinator to select a more expensive mode, the DTCl Coordinator will notify the shipping site TO for resolution. If the DTCl Coordinator and the TO are unable to resolve the matter, the shipment will still be moved as requested by the TO. The DTCl Coordinator will immediately notify the DLA COR of the issue and may be entitled to file an exception request in the event the shipment fails to meet the MDD. The matter will be referred to the DTCl CO for final resolution.

**NOTE:** The DTCl Coordinator may not refuse eligible freight under the terms of this contract.

(10) In the event of a late or missed pickup, the installation will notify the DTCl Coordinator’s 24/7 customer service center. The DTCl Coordinator’s customer service representative will arrange for another carrier to pick up the shipment or in the case of a late pickup, inform the installation of projected carrier show time. However, if the DTCl Coordinator has knowledge of an issue that would prevent on-time pickup, then the DTCl Coordinator will telephonically, electronically, or by the timeliest means available, notify the shipper of the situation. Original MDD times will still apply in this situation. The BL must be changed if carrier and rates are different. The DTCl Coordinator will send a modified EDI 220 response. For those government shipper
systems incapable of accepting a modified EDI 220 (e.g., GFM), the estimated cost may be exceeded on the final invoice submitted in Syncada. In this case, the TO will confirm with the DTCI Coordinator that a modified 220 was sent and then approve the Syncada transaction upon verification.

(11) Pickup and Delivery requirements differ between First Destination Freight and Second Destination Freight.

(12) Rail services only: The railcar (boxcar/flatcar) pickup will be coordinated with the shipper (reference the DTCI PWS).

j. EDI:

(1) DoD shipper systems will have to generate, receive, and process several Accredited Standards Committee (ASC) X12 EDI transaction sets to support DTCI operations. These include an X12 219 (Transportation Service Request), 220 (Transportation Service Response), 220 (Transportation Service Response), and 858 (Shipment Information).

(2) DTCI uses multiple transportation mode codes to support the processing and movement of freight. The following mode codes are applicable to the DTCI program and must be supported by DoD shipper systems to identify the proper mode and associated cost of the movement. The X12 code that will appear in the EDI sets appear first, followed by the mode for which DTCI will use that code, and the DoD mode code to which the X12 code corresponds.

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<tr>
<th>X12 Code</th>
<th>DTCI Definition</th>
<th>DoD Mode Code (App GG)</th>
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<tr>
<td>LT</td>
<td>Less than truckload</td>
<td>B</td>
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<td>L</td>
<td>Dedicated/scheduled truck</td>
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<td>J</td>
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<td>A</td>
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<tr>
<td>X</td>
<td>Rollerbed</td>
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k. Billing, Payment and Audit of DTCI-Eligible Freight:

(1) The DTCI Coordinator shall pay its subcontract carriers in a timely manner comparable to current DoD payment standards as established in the current DoD-approved Third Party Payment System (TPPS) contract (usually within 3 to 5 days of confirmation of delivery and proper invoice receipt; however payment times vary), and as otherwise required by the terms of the contract. If the invoice does not meet the pre-set business rules, the Transportation Office has 3 government business days to manually approve the invoice, have the DTCI Coordinator adjust the price and then approve, place the invoice on “hold” and request additional information from the DTCI Coordinator, or deny payment and record the reason in a Syncada note.

(a) TOs will verify and authorize payments using Syncada.

(b) Due to the unique nature of the DTCI shipment rating process and related FAR-based cost reimbursement provisions incorporated into the DTCI contract, actual direct carrier costs (excluding accessorials) of the invoice will be considered contingent liabilities subject to final audit by the Defense Contract Audit Agency and final determination of allowability by the DTCI CO.

l. Expedited Freight Shipments:

(1) The DTCI Coordinator is required to meet all expedited shipping requirements. The DTCI Coordinator will utilize the TFG to determine a destination’s normal receiving business hours. An EXP shipment is defined as a shipment requiring a pickup in less
than the contractual requirement for pickup within 8 operational hours. EXP accessorial shall be used to identify all expedited requirements.

**NOTE:** Pickups required in less than the 8 operational hours will be supported in a reasonable period of time following initial notification of the requirement, but pickup will be no earlier than 2 hours from notification unless the DTCI Coordinator can reasonably accommodate on a case-by-case basis.

(2) Requests for expedited pickup after normal business hours require manual action (e.g., telephonic notification to the DTCI Coordinator’s toll-free contact number) to meet shipper requirements. An electronic data interchange request will follow normal process after manual notification within 2 hours following telephonic notification.

(a) The shipper must authorize the EXP requirement by selecting the EXP accessorial code when creating and transmitting the EDI 219 offer. Expedited service (EXP) will be communicated by the shipper in the EDI 219 offer to the DTCI Coordinator to define the level of service required. The BL will be annotated with the accessorial “EXP” for the expedited service to be performed.

(b) Dedicated truck lanes under DTCI PWS, Appendix A, Shipper Unique Requirement, which exceed the contractual capacity shall be considered additional truckloads and are subject to the normal freight ordering process outlined in this contract. An additional truckload shipment requiring pickup in less than the initial 8-hour notification is subject to the EXP accessorial. The shipper will communicate the EXP accessorial when submitting the EDI request. Verbal notification must be given to the DTCI Coordinator.

(c) Integrated Distribution Lanes (IDL) (e.g., rollerbed lanes) identified by DLA that require time-definite delivery service are not to be considered an expedited requirement for premium rates as these are established contracted delivery requirements. An example of an IDL is Defense Distribution Depot, Susquehanna, Pennsylvania (DDSP) to Dover AFB with a 4-hour delivery expectation from actual pickup.

(d) FDT and DLA Disposition Service Shipments. The DTCI Coordinator is required to meet all expedited shipping requirements. The DTCI Coordinator will utilize the TFG to determine a destination’s normal receiving business hours. For any shipment requiring pickup in less time than stated in the DTCI PWS Paragraphs 1.3.9.1 and 1.3.9.2, the shipper must request EXP.

(3) Expedited Service consists of the immediate dispatch of a shipment in continuous line-haul service within legal parameters, to meet the delivery schedule required by the consignor or consignee.

(4) To request EXP, the shipper must annotate the BL accordingly. Notations such as “MDD” or “DDD” (Desired Delivery Date) will not be interpreted as a request for expedited service. The use of Dual Driver (Continuous Line Haul Service) (EXD) shall not be requested in conjunction with EXP to meet an MDD.

(5) The charge for Expedited Service will be as annotated on the NTE Rate Schedule.
m. Reconsignment and Diversion of DTCl-Eligible Freight:

(1) The TO, or OO will directly communicate to the DTCl Coordinator any reconsignment or diversion requests through the DTCl Coordinator. Consignees desiring a diversion/reconsignment must make their request through the original OO.

(a) Requests will be submitted via e-mail: DoD.mwgs@menloworldwide.com or faxed to (866) 651-7455.

(b) Verbal requests will be accepted from the shipper, but must be followed by a written confirmation from the TO/00 within 24 hours.

(c) The DTCl Coordinator will provide requested services upon written or verbal request.

(2) Upon direction from the shipper or DLA COR, the DTCl Coordinator shall perform a reconsignment or diversion. During transport, if the shipper or DLA COR requests to accelerate the MDD which cannot be met via surface modes, the DTCl Coordinator will notify the shipper or DLA COR, who will instruct the DTCl Coordinator where to deliver the freight. Also, during transport, if an excusable delay occurs and the MDD cannot be made by surface transportation, the DTCl Coordinator will notify the shipper or DLA COR, who can adjust the MDD or instruct the DTCl Coordinator where to deliver the freight.

(3) The specific guidance outlined below applies to reconsignment and diversion requests.

(a) Only entire shipments may be reconsigned. Portions of shipments will not be reconsigned.

(b) Requests that do not involve a change in the original destination will entitle the carrier to an additional charge on a per shipment basis as outlined in the accessorial charge table provided in the DTCl PWS found on the DTCl website. Example: Same installation with different DoDAACs and/or building numbers or split shipments.

(c) Requests that do involve a change in the original destination will entitle the carrier to an additional charge, a rate from origin to the interception point, and a rate from the interception point to final destination, as provided in the DTCl PWS.

(d) Shipments requested to be returned to the consignor will entitle the carrier to additional charges from the interception point to origin, as provided in the DTCl PWS.

(e) A rate for DTCl-eligible shipments will be defined as NTE the pro-rated amount of anticipated line-haul charges for the original origin to destination movement.

n. Re-delivery:

(1) The DTCl Coordinator will notify the consignee that the shipment is on hand not later than the next business day after the day delivery was attempted and arrange for a mutually-agreeable re-delivery date. Notification to the consignee will be made by telephone, where practicable, or otherwise by e-mail, fax, telegraph or mail. If re-delivery is not accomplished or if forwarding instructions are not furnished to the carrier by the consignee, the origin TO/00, or the DLA COR within 24 hours of notification that the shipment is on hand, the shipment will be subject to storage charges.

(2) The TO/00, DLA COR, or consignee may authorize return of the shipment back to the original consignor. The DTCl Coordinator will assess the line-haul rate applicable to the
original inbound movement or at a rate agreed upon, whichever is lower. The carrier shall obtain a properly executed shipping document from the party ordering the return movement.

(3) When a TO/OO is advised that a shipment is undeliverable (e.g., due to natural disaster, labor dispute), the TO/OO will coordinate with the consignee and DTCP Coordinator for shipment disposition.

o. Accident Notification:

(1) The DTCP Coordinator is responsible for all accident notifications.

(2) In addition to notifying the appropriate authorities, the DTCP Coordinator shall notify the shipper, SDDC, and others as directed to report in-transit accidents and incidents as soon as possible, but no later than 24 hours after accident/incident.

p. Emergency Notification:

(1) The DTCP Coordinator shall report emergencies (e.g., accidents, incidents, significant delays) to the SDDC Command Operations Center (COC) at (618) 220-4262.

(2) The number for non-explosive hazardous cargo emergency response guidance is (800) 851-8061. Assistance with any of the above problems can also be obtained from the nearest Department of Defense Transportation Office.

q. Astray Freight (GOCARE):

(1) The DTCP Coordinator shall participate in the SDDC GOCARE program in an effort to help resolve astray Government shipments. As a participant in the GOCARE program, the DTCP Coordinator and/or its subcontracted carriers shall allow Government GOCARE points of contact (POC) access to freight terminals/yards to inspect for potential astray Government freight.

(2) Carriers will be provided the GOCARE HOTLINE number, (800) 526-1465, to report suspected astray Government freight. The DTCP Coordinator and/or its subcontracted carriers shall allow Government GOCARE POCs access to freight terminals/yards to inspect for potential astray Government freight with prior approval. All visits to carrier facilities should be coordinated with the DTCP Coordinator in advance and scheduled for a mutually convenient time.

(3) The DTCP Coordinator will report astray freight to SDDC at (618) 220-6886/6791 and receive specific instructions on how to handle recovered freight. SDDC will furnish the forwarding/disposition instructions to the DTCP Coordinator. If instructions are not provided, the DTCP Coordinator will notify the TO closest to the location where astray freight is held for instructions.

r. Loss or Damaged Claims Process:

(1) Loss and damage claims procedures ensure the recovery of money to DoD from commercial carriers who lose or damage freight. DTR Chapter 211 is applicable and prescribes the policies, procedures, and requirements to develop factual evidence to support loss and damage claims against commercial carriers for in-transit loss or damage to DoD property.

(2) Government personnel will determine the final resolution of Government claims. The DTCP Coordinator will transmit the Government claim and supporting documentation to the appropriate carrier to facilitate resolution of the Government’s claim. The DTCP Coordinator will facilitate the resolution of all Government claims within 120 days from
the time the DTCI Coordinator receives the claim and supporting documentation from the Government. The time standards are important because, by statute, the Government may be limited to the period of time within which it can file a claim against the carrier and within which it can file a civil action regarding an unsatisfied claim. The DTCI Coordinator agrees to cooperate with Government efforts to resolve claims for loss or damage to cargo in accordance with DTR Chapter 211, including assisting the Government with the development of Transportation Discrepancy Reports in accordance with DTR Chapter 210, providing documents/correspondence, producing personnel with knowledge of the claim, and advising on industry practices. The DTCI Coordinator shall work with the DTCI CO to ensure compliance with DTR claims procedure.

(3) The DTCI Coordinator or the carrier shall not be liable to the Government for special, incidental, or consequential damages that relate to the loss or damage or delay of Government cargo transported under this contract, unless the DTCI Coordinator and the DTCI CO have entered into a bilateral agreement to that effect. Procedurally, the DTCI CO would initiate this special liability by notice to the DTCI Coordinator that such liability was required for a specific shipment or shipments. If the DTCI Coordinator and DTCI CO agree to the terms and conditions of such special shipments, the terms will be documented by contract modification and the special shipments shall be governed by the negotiated terms regarding special, incidental or consequential damages.

s. Surge Support:

(1) The DTCI Coordinator shall support (to include planning) any surge requirement (i.e., mobilization, wartime, natural disaster, humanitarian assistance support, or other contingency) and respond with the required resources to meet the time frames of surge/contingency requirements. This support shall be through partnering with the Government to provide the necessary transportation services. Surge requirements may not be distributed evenly throughout the performance period. Rather, they are focused, sporadic events that can last a few weeks (in the case of disaster relief) to months (in the case of supporting a global conflict). The DTCI Coordinator shall provide 24-hour-a-day service 7 days a week, including holidays, during the surge period.

t. Large-Scale Planning:

(1) The DTCI Coordinator shall participate in the unclassified planning for all identified training events (to include Joint Chiefs of Staff [JCS]- and Combatant Command-directed exercises) by assisting the Government with forecasting and sourcing freight transportation resources to support requirements for material movement. The participants in the planning process will require a favorable National Agency Check. The DTCI Coordinator shall assist with the development of the freight transportation plans and selection of the appropriate mode of surface transportation based on the training event and shipper requirements (i.e., equipment type) and MDD. The DTCI Coordinator shall assist with the planning and development of detailed routing to accurately estimate freight arrival times at the Tactical Assembly Area or training location. The DTCI Coordinator shall utilize their optimization expertise and tool(s) to consolidate freight when possible, both geographically and within the MDD time frames given. The DTCI Coordinator shall identify and recommend opportunities for training event freight transportation process improvements and shall work collaboratively with the training exercise shipper organization to identify these opportunities. The DTCI Coordinator shall submit recommendations for the Training Event freight transportation process improvements to the SDDC G3 and DTCI CO. At a minimum, any recommendation shall include a description of the change, the affected locations, the
expected outcome, and resulting benefits. When requested, the DTCE Coordinator shall also support large-scale planned events, such as cargo in support of unit moves within CONUS. The Government will provide 15 days advance notice from the local transportation office to the DTCE Coordinator. Government-owned equipment may be made available to support specific large-scale planned events as approved by the event sponsor. If less than 15 days advance notice is given, the DTCE CO may negotiate an equitable adjustment with the DTCE Coordinator for any additional cost of the transportation and/or management services to support these large-scale events.

u. Fuel Surcharge:

(1) Shipments moving under the DTCE program will be subject to a fuel surcharge (FSC). The following provisions apply to DTCE:

(a) The DTCE Coordinator shall use the TR-12 SDDC Fuel Related Rate Adjustment Policy, as updated 25 June 2013, incorporating a fuel baseline of $1.30 per gallon. This will serve as the basis for all fuel surcharges within DTCE for the DTCE Coordinator’s carriers for surface transportation.


(c) TOs will see fuel surcharges on the electronic response (EDI 220A) from the DTCE Coordinator. TOs will notify the DTCE COR through the DLA COR if there are discrepancies with invoiced surcharges.

v. Out-of-Route Miles:

(1) When out-of-route miles apply, the carrier will annotate these miles on business letterhead signed and posted to Syncada by the DTCE Coordinator for future audit. Charges associated with out-of-route mileage are billable separately, via an eBill to the origin shipping site, from charges based upon applicable Defense Table of Official Distances (DTOD) mileages.

w. Accessorial Services:

(1) Accessorial services required for the safe movement of the shipment shall be ordered by the shipper or authorized by the DLA COR. The list of approved accessorial services is included in DTCE Attachment 3 – PWS Appendix B – Accessorial Codes. If a requirement for additional services not initially ordered is identified, the following provisions apply.

(a) At Origin: Additional accessorial services shall be added by amending the initial order for service.

(b) During Transit: Additional accessorial services incurred during transit can be identified by the origin or DTCE Coordinator. The DTCE Coordinator will post documentation in Syncada and bill the Government accordingly via eBill.

(c) At Destination: Additional accessorial services incurred at destination can be identified by the consignee, receiving activity, or DTCE Coordinator. The DTCE Coordinator will post documentation in Syncada and bill the Government accordingly via eBill.

(2) Trucks cancelled by the Government 4 hours or more prior to scheduled pickup will not be charged an accessorial fee. However, if the Government does not cancel the truck within these 4 hours, the DTCE Coordinator is authorized the accessorial fee Vehicle Furnished Not Used (VFN).
x. Exception Codes: a standard set of fourteen EDI exception codes will be used for instances where the DTCI Coordinator cannot perform because of factors beyond its control.

NOTE: See Attachment 5 – PWS Appendix D for full description of exception codes.

(1) The authorized list of EDI exception codes are as follows:
   (a) HB: Appointment required at delivery site
   (b) P1: Appointment required at pickup site
   (c) B1: Installation closed when delivery was attempted during normal business hours
   (d) AM: Installation closed when pick-up was attempted during normal business hours
   (e) AN: Holiday – Installation was closed or transit time impacted by Holiday
   (f) AU: Local emergency/Act of God
   (g) AD: Customer would not accept delivery until after MDD
   (h) AO: Weather conditions prohibited pick-up or delivery
   (i) BK: Prearranged Appointment
   (j) AW: Past cutoff time.
   (k) BH: Insufficient Time to Complete Delivery
   (l) BQ: Overweight/Overdimensional
   (m) BN: Freight Shipped Without Bills (Delivery)
   (n) C2: Bills Provided to the Carrier Without Freight

NOTE: TOs at shipping and receiving sites will provide the DTCI Coordinator a POC and/or assigned site representative that will be authorized to approve or deny exception codes for EXP shipments.

y. Equipment Requirement:

(1) The DTCI Coordinator provides all the types of equipment required to satisfy the requirements of the DTCI PWS. The DTCI Coordinator shall ensure van equipment is available to meet the shipper’s requirements. For DLA shipments, the DTCI Coordinator shall ensure a mix of general equipment, rollerbeds, and flatbeds to support scheduled/dedicated routes. The DTCI Coordinator may offer equipment substitutions. Substitutions must be approved and documented by the shipper. There shall be no additional charge for the tarping of 463L pallets when flatbed equipment is utilized in lieu of rollerbed equipment. Equipment pools shall be required at several DLA shipper sites.

(2) The DTCI Coordinator will ensure all equipment arrives operable, clean, odor-free, and with all the equipment necessary to safely load, unload, or transport the freight for which the shipper has requested transportation. In the event equipment arrives in an inoperable condition as indicated, the TO/OO will accomplish the following:
   (a) Refuse to load the equipment.
   (b) Notify the Coordinator’s 24 hours a day, 7 days a week, customer service center of the issue. The customer service center will arrange for immediate replacement equipment.
(c) Complete and submit a CFT reporting the issue.

(d) Notify the DLA COR.

(3) Equipment pools may be required at several DLA Distribution Centers/Defense Distribution Service and other shipper locations throughout the program.

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

(5) Rail movements (reference DTCI PWS).

z. Hazardous Material Handling:

(1) Shippers are responsible for certifying hazardous material shipments prior to pickup IAW 49 CFR for the mode of shipment anticipated based on the MDD. The DTCI Coordinator shall ensure that all carriers picking up HAZMAT freight, regardless of quantity of regulated material, provide an appropriately equipped, inspected vehicle and possess current HAZMAT endorsements annotated on the Commercial Driver’s License. Upon request, the driver will be required to provide proof of hazardous materials endorsement and/or license at time of pickup to shipper personnel. If the DTCI Coordinator or their subcontract or repacks any shipment containing hazardous materials or selects a mode other than that for which the shipper prepared the shipment, then the DTCI Coordinator shall be responsible for any over-packing required and for recertifying the shipment IAW Part 49 CFR 171–175 and 176–178. The DTCI Coordinator shall notify the shipper of the repack action within 24 hours. The DTCI Coordinator shall ensure that all carriers receive emergency response instructions. The Emergency Response Guidebook or its successor can be used for this purpose (see https://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg). Refer to Paragraph F.3.h of the Emergency Response Guide for emergency response telephone number information, and proper reporting procedures for accidents, incidents, or delays en route.

(2) The DTCI Coordinator must refuse to ship hazardous materials which do not conform in all aspects to all applicable Federal, state, and local codes, ordinances, and regulations for the mode of shipment anticipated based on the MDD. If the DTCI Coordinator refuses a hazardous material shipment because it has not been certified properly in accordance with Part 49 CFR for the mode of shipment anticipated based on the MDD, the DTCI Coordinator shall immediately notify the shipping site TO for resolution. If the DTCI Coordinator and the shipping site TO are unable to resolve the matter, the matter shall be referred to the DTCI CO for final resolution. No act or failure to act by the Government shall relieve the DTCI Coordinator of any responsibility or liability for the safety of Government, DTCI Coordinator, subcontractor personnel, or any other party. The DTCI Coordinator shall comply with all applicable Federal, state, and local codes, ordinances, and regulations in connection with the transportation of hazardous material. The Government shall not be liable to the DTCI Coordinator, subcontractor, or any other party for special, incidental, or consequential damages, costs, or expenses, that
are incurred by DTCI Coordinator as a result of any improperly classified, packed or handled hazardous materials.

aa. Reweighs Freight:

(1) If the carrier believes the shipping weight, dimension or cube varies more than 10% from the shipping activity's weight, they must notify the DTCI Coordinator of the discrepancy. The DTCI Coordinator will then notify the shipper of the revised measurement and request approval for the additional charges.

**NOTE:** When scales for weight verification are available and furnished from a consignor or consignee assets, the carrier should reweigh at these facilities at no charge.

(2) The shipper, if desired, may request a reweigh of the shipment by the destination TO to confirm the new weight. The destination TO will provide reweighs information back to the origin TO.

**NOTE:** If the reweigh process takes longer than allowable carrier free time, any detention charges incurred due to the reweigh process will be paid by the shipping TO. No detention costs will be paid if the reweigh variance is less than 10%.

(3) A copy of the carrier’s certified weight ticket annotated with the revised weight taken at the first stop-off point must be provided by the DTCI Coordinator within 10 business days of the occurrence. The DTCI Coordinator will identify valid carrier reweighs and enter this information in Syncada through the “Notes” feature (regardless of whether NTE is exceeded or not).

**NOTE:** In Syncada, the reweigh amount is presented as the billed amount.

(4) The TO and DTCI Coordinator must agree upon the billed amount before approval.

(5) The DTCI Coordinator will post a copy of each certified reweigh certificate, with bill of lading number indicated on the certificate into Syncada.

(6) TOs will validate the original characteristics/weight of the shipment by noting the bill of lading number on the reweigh certificate and subsequently search on the characteristics of the shipment in the query mode of the TMS system. Additionally, the TO will use any reweigh information obtained from the destination TO, as required to validate the revised weight.

(7) Disputes between the carrier’s revised weight and the shipper’s reweigh will follow the current contractual dispute process. TOs will request the DLA COR review the documents and facts. The DLA COR will consider all facts and make a decision to accept or reject the reweigh claim. The DTCI Coordinator may request further consideration from the DTCI CO, who is the final appellate authority (similar to exception and detention processes).

(8) In those cases where the shipment has already been invoiced with the original weight and it requires modification, the DTCI Coordinator will submit a linked eBill to the origin shipper for validation/payment of the modified weight. If the bill of lading number is not annotated on the certified weight ticket, TOs will not approve the reweigh. The DTCI Coordinator will ensure the BL number is on each reweigh certificate.