

## CHAPTER 210

### TRANSPORTATION DISCREPANCY REPORT (TDR)

#### A. GENERAL

1. This chapter prescribes responsibilities and procedures for reporting transportation discrepancies within the DTS).
2. Non-transportation discrepancies (see [Paragraph. C.3.b](#)) may be reported under SDR procedures.
3. The purpose of a TDR is to:
  - a. Document the loss of or damage to Government material to support the filing of claims against TSPs for Government reimbursement. If a claim is not filed, the Government is not compensated for loss/damage, which leaves the Government, and thereby the taxpayer, to pay the bill.
  - b. Document the loss of or damage to FMS or other SCP shipments to support the filing of claims against TSPs for reimbursement to the foreign customer.
  - c. Document shipper-related discrepancies (see Appendix I for Shipment Type and Cause Codes).
  - d. Document other discrepancies such as improper cargo blocking and bracing; shipping paper irregularities; seals broken/missing; REPSHIP not sent or received post delivery; failure to provide transport equipment that complies with applicable MIL-STD and/or state and federal transportation safety regulations; and HAZMAT marking, labeling, placarding, and documentation errors.
4. This chapter provides the consignee with guidance to:
  - a. Document facts and evidence for finance centers and or claims offices to support loss and damage claims against the TSP to ensure recovery of Government funds.
  - b. Provide information to SDDC Strategic Business Office, AMSSD-SB and other responsible activities for use in loss and damage prevention.
  - c. Provide proof of transportation discrepancies so adjustments can be made to financial records, property, inventory files, and dependent on Service and Agency's policies, to the IM who can re-issue in replacement of the lost or damaged material.
5. Report transportation discrepancies involving motor, air, water, rail, and small package commercial TSPs. Use the procedures in this chapter for discrepancies involving:
  - a. A stray freight (see DTR Chapter 209)
  - b. Shortage (TSP related)
  - c. Pilferage
  - d. Theft
  - e. Damage
  - f. Vandalism
  - g. Material overage (TSP related)
  - h. Contract and/or accessorial services ordered but not provided
  - i. Non-conformance with HAZMAT shipping requirements.

6. For miscellaneous transportation discrepancies, (see [Paragraph K](#)).

## **B. RESPONSIBILITIES**

1. SDDC Strategic Business Office, AMSSD-SBI-CB will:
  - a. Serve as the DOD TDR Program Manager.
  - b. Establish and maintain procedures for transportation discrepancies involving DTS shipments.
  - c. Develop, maintain, and administer the GFM Discrepancy Identification System (DIS).
  - d. Take necessary measures to determine the effectiveness of and weaknesses in the 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 US Government agencies in resolving transportation discrepancies.
  - g. Assure that published regulatory guidance meets the needs of the military and federal agencies involved with the TDR program.
  - h. Provide TOs 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 (AMOs); review and comment on all 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.
2. Theater CDRs will establish an AMO that:
  - a. Monitors TDR actions for theater managed transportation tenders/contracts or other supporting contracts within its AOR.
  - b. Monitor systemic problems with transportation contracts and work with respective CORs to rectify problems.
  - c. Monitor the performance of field activities that fail to answer RFIs to ensure prompt and accurate replies.
  - d. Provide theater unique procedures for TDRs as required. Provide training, assistance, and advice.
  - e. Assist finance centers and claims offices in obtaining shipment and discrepancy information to resolve transportation discrepancies.
3. 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; 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.
4. 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. Respond to RFIs and any other requests within established timeframes. (See [Table 210-1](#))
  - c. 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. Provide an information copy to:
    - HQ, Air Mobility Command
    - ATTN: A4TC
    - 402 Scott Drive. Unit 2A2
    - Scott AFB, IL 62225-5302
    - Commercial: (618) 229-4434, DSN: 779-4434
    - E-mail address: [amc.a4tcp@us.af.mil](mailto:amc.a4tcp@us.af.mil)
  - d. Provide procedures for discrepancy reporting on shipments received by off-site and tenant activities.
  - e. Ensure procedures for obtaining actual repair cost statements/estimates are followed as they apply to the activity. (See Chapter 211)
  - f. 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, suspected forgery or if loss, pilferage, theft, or vandalism is readily apparent.
  - g. Notify the Defense Investigative Service cognizant security office of classified material security violations according to DOD 5220.22-M.
  - h. Furnish documentation to support a contractor's claim against a TSP for FOB destination shipments; use the Web-Based GFM DIS or DD Form 361, [Transportation Discrepancy Report](#), [Figure 210-1](#), for this purpose.
  - i. Review each TDR before forwarding to the finance center or claims office to ensure that:
    - (1) TSP responsibility is established and supported with documented evidence.
    - (2) Amount of loss/damage is supported with documented evidence citing the actual expense of repairing or replacing the lost or damaged material. Use estimated repair costs only when repairs will not be made, repairs will be delayed due to 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.

- j. Ensure that transportation discrepancies of less than \$500.00 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 210-9](#), Local Claim Filing Guidelines.
  - k. For SCP deliveries, US Military Representatives such as Security Cooperation Officers (SCOs) perform TDR functions of a Receiving Officer. (See Appendix E and [Table 210-5](#)).
5. CMOs will:
- a. Take proactive steps to identify potential lost, damaged, or astray freight. 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.
6. Finance Centers/Claims Offices will:
- a. Make final determination of liability and measure of damage.
  - b. File an SF 362, U.S. Government Freight Lost/Damage Claim, [Figure 210-2](#), to complete formal claim actions.
  - c. Investigate and respond to all TSP protests, declinations, and compromise offers pertaining to claims filed by their office.
  - d. Take collection action.
  - e. Handle claims to conclusion, to include furnishing administrative reports to the US General Accountability Office and litigation reports to the US Department of Justice, when required, because of uncollectible debts, TSP bankruptcy debts, or compromise offers of \$20,000 or more.
  - f. Provide settlement notification to reporting activities when claims are adjudicated.
  - g. Act in an advisory capacity for locally filed claims.
7. 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, ICP, or the IM.
8. Security Assistance IA centers or commands will advise and assist in-country SCO's regarding TDR submission for DTS-delivered SCP shipments.

### C. EXCEPTIONS

This chapter does not apply to:

1. Reporting TSP performance, IAW Chapter 207 (e.g., TSP equipment that cannot meet the safety requirements for moving HAZMAT).
2. Reporting, adjusting, and accounting for supply (item) discrepancies; preservation, packaging, packing, and supply item identification marking; lost or damaged parcel post shipments; or Presidential Determination shipments under the International Logistics Program. Report these

discrepancies on WEB-based SF 364 or SF 364, Report of Discrepancy, (Supply Discrepancy Report), [Figure 210-3](#).

3. SF 364, [Figure 210-3](#), 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 to provide responses and resolution.
  - a. The following types of shipments may be reported on a SF 364:
    - (1) Improper preservation.
    - (2) Improper/excessive packaging.
    - (3) Improper packing.
    - (4) Improper supply item identification and marking.
    - (5) Lost/damaged parcel post (USPS) shipments.
    - (6) Wrong/incorrect item received.
    - (7) Presidential Determination shipments under the Security Cooperation Program.
    - (8) Overage/Shortage (not carrier-related).
    - (9) Missing parts.
    - (10) Misdirected (not carrier-related).
    - (11) Expired shelf life.
    - (12) Total non-receipt of material (not carrier-related).
    - (13) Damaged material (not carrier-related).
    - (14) Improper markings.
    - (15) Missing/unreadable AIT.
    - (16) Non-compliant wood packing material.
  - b. Reporting shipping or packaging discrepancies under official SDR guidance contained in DLM 4000.25-M, Defense Logistics Management System, Volume 2, at [http://www2.dla.mil/j-6/dlms/e\\_library/manuals/dlms/default.asp](http://www2.dla.mil/j-6/dlms/e_library/manuals/dlms/default.asp) or DLAI 4140.55, SECNAVINST 4355.18A/AR 735-11-2, AFJMAN 23-215, Reporting of Supply Discrepancies, on a SF 364, [Figure 210-3](#). See <http://www.apd.army.mil/>.
4. Reporting discrepancies under the GSA GPC or the GSA SmartPay Purchase Card.
  - a. GSA 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 IAW GSA procedures. If billing adjustments do not show up in next month's bill, a dispute form (Form CSQICPPUR, 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 888 994-6722.
  - b. 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.
  - c. GPC purchases are highly discouraged from entering the DTS at an Aerial Port or a CCP. Improper marking, packaging and funding requirements will result in frustrated cargo.

5. 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 AMC or by MSC.
6. Shipments of bulk petroleum via all modes (e.g., tanker, pipeline). (See DODM 4140.25-M, DOD Management of Bulk Petroleum Products, Natural Gas, and Coal, Volume II, Chapter 5, at: <http://www.dtic.mil/whs/directives/corres/publ.html> for DD Form 361 requirements.)
7. Overages and shortages on single consignee SEAVANs or containers that were loaded at the supply source and were unstuffed by the cargo consignee with original seals intact. Report these overages and shortages on a SF 364. Transshipment points (CCP, ports, and BB points) are not supply sources for purposes of this exception.
8. Dunnage and lashing gear (e.g., lumber and wood products, wire, wire rope, turnbuckles, clips, 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.
9. 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.

#### **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 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 CONUS (e.g., FMS freight forwarders, Customer Country embassies, or facilities identified in 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 shipping activity will use these reports to initiate tracers or damage claims with the inland CONUS TSP.
4. The proceeds from claims will be forwarded to the Customer Country's account held at DFAS.
5. The FMS case identifier must be entered on the TDR.
6. Contact the FMS Case Manager for guidance on responsibility for obtaining and paying for damage estimates.
7. Non-transportation discrepancies will be reported under Supply Discrepancy Report procedures. Customer Countries report these discrepancies on a SF 364. See DLAI 4140.55, AR 735.11-2, SECNAVINST 4355.18A, AFJMAN 23-215, for SDR procedures at: <http://www.apd.army.mil/>.

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

1. 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.

2. Password Requests and Issuance.

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

- a. From the SDDC website, <http://www.sddc.army.mil>, click the Access ETA link.

**NOTE:** The ETA website is also accessible directly at <https://eta.sddc.army.mil>.

- b. Click the GFM checkbox and select a role (TFG/TDR Updates Only, ITO/TO USA/Canada, ITO/TO Other, Carrier, Claims, SDG9).

3. User Support.

Support is available for DIS users, as follows:

- a. [DIS Online Tutorial](#) and webinar training are available at [https://dragon.eta.sddc.army.mil/TRAINING\\_tutorial1.html](https://dragon.eta.sddc.army.mil/TRAINING_tutorial1.html). All users are encouraged to familiarize themselves with the contents of the tutorial prior to using the system.

- b. [Help Desk Support](#). Live support is provided by the SDDC System Response Center 24 hours per day. They may be contacted as follows:

800 462-2176 (calls from CONUS only)

Commercial: 618 220-7332

DSN: 770-7332

E-mail: [SDDC.SAFB.DPSHD@usarmy.mil](mailto:SDDC.SAFB.DPSHD@usarmy.mil)

- c. Prepare and submit supporting hard copy documents such as photographs, material receipt inspection reports, and manually prepared DD Form 361, etc, to supplement the Web-based TDR action.

## 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 three business days from the date the discrepancy was discovered.
- (2) Prepare an Advisory Action RFI message (e-mail) IAW [Figure 210-5](#) for classified or protected shipments within 24 hours from the date the discrepancy was discovered.
- (3) Provide a copy of an RFI to the TSP within seven 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.
- (5) Report astray freight recoveries using guidelines in Chapter 209.

- (6) Obtain a billing adjustment/credit. A copy of the DD Form 361 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 nine months of receipt or expected receipt of the materiel. The RIC, which identifies the Defense Supply Center where the materiel originated, is found at positions 67-69 of the DD 1348-1A, [Figure 210-10](#). 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 subpar do not apply to SCP shipments because of title/ownership transfer.
- b. Transshipment activities or activities other than the consignee will:
    - (1) Prepare an initial notification DD Form 361 by completing Block 1 and Blocks 4 through 31. (Appendix I provides instructions for completion of the DD Form 361) Block 30 will contain the probable responsible party for the discrepancy (e.g., TSP, transshipment activity).
    - (2) Distribute the DD Form 361. Forward original, with enclosed supporting documents, to the consignee within five calendar days of identifying the discrepancy.
    - (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.
    - (5) Send a copy to the designated AMO.
  2. Timeframes 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 US as a result of discrepancies in delivery, IAW time limitations established by the 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 if there is a reduced time line 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.
    - b. Report all classified, protected, HAZMAT, and SCP shipment discrepancies regardless of value.
    - c. Shipments valued at under \$100.00 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 par. 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. 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 210-4](#).
  - (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 canceling a manually prepared TDR. Use the original copy of the DD Form 361 as follows:
- a. To change a 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.
  - b. To cancel a 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 to the original addressees.

#### **G. USE THE DD FORM 361 TO**

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 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 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 210-5](#), 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 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 DCMA, send requests to DCMA Transportation Group Mailbox: [Transportation.Division@dcma.mil](mailto:Transportation.Division@dcma.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.
      - (b) Consignee. If the discrepancy is discovered in transit.
      - (c) Designated AMO.
    - (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 three business days of the date the RFI was received on a classified or protected shipment. 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 of the consignee. The consignee does not wait for a reply to the late notice, but continues with actions as required.
  - (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 canceling the TDR to each addressee that received the original message reporting the discrepancy.
  - (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.
  - (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.
  - (13) Guidance for completing the DD Form 361. The consignee will complete Blocks 1 through 31 of the DD Form 361. 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 OCONUS, forward one copy of the DD Form 361 to the AMO.
    - (b) Distribute other copies as required by Service or Agency identified in [Par. 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 three business days of discovery. TSP has the right to inspect the shipment within seven 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 a TSP waives inspection, the Government must perform an inspection to determine the extent and cause of the damage.
- (1) Describe the specific information requested in Block 28. 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.
  - (3) If the consignee receives an Initial Notification DD Form 361 from another activity, the shipment will be checked for additional discrepancies.
    - (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.
    - (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.
    - (c) Send the RFI to any parties that may have information to help resolve the discrepancy.
      - 1 Always notify the TSP in writing (TSP copy of the RFI) of any discrepancy. Do this within three 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 request to the DCMA Transportation Group Mailbox: [Transportation.Division@dcma.mil](mailto:Transportation.Division@dcma.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.
- 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 major command of the consignee and non-respondent.

- 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 canceled 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.
  - (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 appropriate claims office. For claims valued at less than \$500, locally established claims procedures will be used.
- 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) Check the “Miscellaneous Problems” block when the DD Form 361 is being used exclusively for discrepancies pertaining to [Paragraph K](#).
  - (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.
- 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.
  - (2) Maintain one copy with attachments for consignee file.
- 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. Consignees will:
  - a. Prepare the TDR package.
  - b. Send the Advisory TDR and supporting documentation to SDDC Transportation Brigade, 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) GFM/ETA database, where capability exists;
    - (2) To the responsible AMO.
  - e. Send an information copy, without attachments as required by the sponsoring Service or Agency (see [Paragraph L.](#))
  - f. If the discrepancy is resolved, follow the procedures outlined in Paragraph [F.5.b.](#) to cancel the TDR.
2. SDDC Transportation Brigade, OCCA, QA will:
  - a. Serve as AMO as appointed.
  - b. Serve as COR for all SDDC/USTRANSCOM managed ocean contracts when the final disposition point is within their AOR.
  - c. Request additional documentation for any incomplete TDR packages.
  - d. Monitor the performance of field activities that fail to answer requests for information.
  - e. Process discrepancies IAW this section and applicable guidance and directives.
  - f. Monitor TDR actions within its scope of responsibilities.

- g. Provide training assistance and advice, as needed.
- h. Assist USTRANSCOM/AQ and HQ SDDC 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 if 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.

- 3. SDDC Strategic Business Office or AMO will:
  - a. Review all report packages received.
  - b. Process completed packages for claim action.
  - c. Provide claim closure notification when appropriate.
- 4. Additional Information Regarding Ocean Movement Claims
  - a. For ocean cargo, the consignee should notify the TSP of the discrepancy within three business days of discovery. The carrier representative has seven calendar days after notification to inspect the cargo. If the carrier waives their right to inspect, this information should be annotated on the DD Form 361.
  - b. Request tracer action on shipments that have not arrived within 14 days of the 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 appropriate military investigative authorities. Provide the military authority POC 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 AQ 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.
  - g. To check on the status of a TDR contact SDDC Strategic Business Office at:  
[usarmy.scott.sddc.mbx.hq-loss-damage-reporting@mail.mil](mailto:usarmy.scott.sddc.mbx.hq-loss-damage-reporting@mail.mil)

## J. SHIPMENTS MOVING VIA AIR

- 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 CSB/ACA, or equivalent authority. The AMC aerial port will initiate a DD 361 within five duty days advising the degree of damage and requesting disposition instructions from the shipper.

- (3) In addition to distribution for transshipment points, a copy will be sent to last AMC aerial port that handled the freight, and HQ AMC A4TC.
  - 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”. The TDR will be sent to the shipper, consignor, HQ AMC A4TC and consignee.
  - c. Agencies reporting damaged shipments moved via AMC airlift will not send a copy of the TDR to a financial center. A copy will be sent to AMC at:

HQ, Air Mobility Command  
ATTN: A4TC  
402 Scott Drive. Unit 2A2  
Scott AFB, IL 62225-5308

Commercial: 618 229-4434; DSN: 779-4434  
E-mail address: [amc.a4tcp@us.af.mil](mailto:amc.a4tcp@us.af.mil)
2. Commercial Contracted Air Shipments: DESPS, WWX, Category A, and CENTCOM Theater Express contracts.
  - 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. The contractor’s liability is limited to the lower dollar amount of \$50,000.00 or \$9.07 per pound or the actual cost of the cargo. In addition, for lost shipments, include reimbursement for the unearned transportation charges.

**NOTE:** WWX and DESPS 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 shall either not bill or shall 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.
    - (1) These forms and completion instructions can be obtained from either the local carrier’s representative or on the carrier’s web page.
    - (2) The time limits to file a claim:
      - (a) Visible damage – within 14 days of delivery
      - (b) Concealed damage – within 14 days of discovery
      - (c) Non-delivery of goods – 120 days from the date the airway bill was issued.

- (3) The contractor's liability is limited to the lower dollar amount of \$50,000.00 or \$9.07 per pound or the actual cost of the cargo. In addition, for lost shipments, include the reimbursement for the unearned transportation charges.
4. Domestic Air Tender
  - a. Prepare the TDR IAW [Paragraph H](#).

#### **K. MISCELLANEOUS TRANSPORTATION DISCREPANCIES**

1. These 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 discrepancies will be reported under the TDR 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. TFG/related publications not followed.
  - f. Improper marking or missing label(s)/AIT (e.g. active RFID).
  - g. REPSHIP message not received prior to receipt of shipment.
  - h. Underutilization of shipping containers.
  - i. Other discrepancies as appropriate.
2. Reporting and Distribution of DD Form 361 for miscellaneous discrepancies. Prepare the DD Form 361 by completing Blocks 1 through 26, and 28 through 29d with all available information. Appendix I, Paragraph A, provides completion instructions for DD Form 361. In Block 28, indicate the probable parties responsible for the discrepancy, (e.g., shipper, packer, TSP). Make the following distribution:
  - a. Send one copy of the DD Form 361 to the consignor.
  - b. Send a copy to the Government Agency that sponsored the shipment if the shipper was a non-DOD Agency.
  - c. Send a copy to the TO at the CMO (except GSA), if the shipper was a contractor. For DCMA administered shipments, send request to the DCMA Transportation Group Mailbox: [Transportation.Division@dcma.mil](mailto:Transportation.Division@dcma.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.
  - d. For overseas activities, send a copy to the consignor's AMO.
  - e. For manually prepared TDRs, in addition to the above, maintain a file copy.

## L. TDR DISTRIBUTION AND ADDRESSES

The following Pars. contain addresses and distribution information for the SDDC Operations Center, AMOs, Services, Agencies, IMs, Finance Centers, and Claims Offices:

1. SDDC Operations:

SDDC Strategic Business Office  
ATTN: AMSSD-SBI-CB  
1 Soldier Way  
Scott AFB, IL 62225-5006

Commercial: 618 220-6789; DSN: 770-6789

FAX: Commercial: 618-220-6056; DSN: 770-6056

e-mail address: [usarmy.scott.sddc.mbx.hq-loss-damage-reporting@mail.mil](mailto:usarmy.scott.sddc.mbx.hq-loss-damage-reporting@mail.mil)

2. AMOs.

a. US Southern Command.

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

Paul Loch: [paul.lochl@hq.southcom.mil](mailto:paul.lochl@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 SDDC 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  
SDDC 598th US 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@mail.mil](mailto:usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@mail.mil)

Commercial: 0031 10 4592384

DSN: 314-362-2384

c. United States Africa Command.

- (1) ACJ4-ADDOC, HQ AFRICOM  
ATTN: UNIT 29951  
J4 ADDOC  
APO AE 09751

Email: [Hans.Garcia@africom.mil](mailto:Hans.Garcia@africom.mil)

- (2) For Ocean Movement

SDDC 598th US 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@mail.mil](mailto:usarmy.rotterdam.598-trans-bde.mbx.598th-quality-assura@mail.mil)  
Commercial: 0031 10 4592384  
DSN: 314-362-2384

d. United States Pacific Command.

- (1) Army:

Commander, US 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, US Pacific Fleet  
ATTN: Code 414  
Pearl Harbor, HI 96860

Commercial: 808-471-9876; DSN: 471-9876

E-mail address: [veningf@cpf.navy.mil](mailto:veningf@cpf.navy.mil)

Message address: COMPACFLT PEARL HARBOR HI//CODE 414//

- (4) Air Force:

HQ, Pacific Air Force  
ATTN: A4RD  
25 E Street, Suite J304  
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

SDDC 599th US 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

SDDC 595th US Army Transportation Brigade  
OCCA SWA CDR 831st Trans Bn  
NSA-SWA, Juffair PSC 451, Box  
650 FPO AE 09834-2800

Email Address: [OCCASWAQA@kuwait.swa.army.mil](mailto:OCCASWAQA@kuwait.swa.army.mil)

DSN: 318-439-6638  
COMM: 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 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: 317 212-2510; DSN: 699-2510  
FAX: Commercial: 317 275-0244; DSN: 699-7829  
For OCONUS claims, contact the AMO for information.

- (2) Additional Army Distribution Requirements. Include NICP/ICP for reporting purposes. Use installation supply officer or MILSTRIP document data to assist in determining correct IM.
  - (a) Commander  
US Army Joint Munitions Command (JMC)  
ATTN: AMSJM-TT  
Rock Island, IL 61299-6000  
  
(All Army Ammunition Plants and Arsenals under this Command)
  - (b) Commander  
US Army Communications and Electronics Command (CECOM)  
ATTN: AMSEL-LC-MMD-DT  
Ft. Monmouth, NJ 07703-5000
  - (c) Commander  
US Army Aviation and Missile Command (AMCOM)  
ATTN: AMSMI-LC-MM-D  
Redstone Arsenal, AL 35809  
  
(Redstone Arsenal under this Command)
  - (d) Commander  
US Army Tank-Automotive and Armaments Command (TACOM)  
ATTN: AMSTA-LC-CIAT  
Warren, MI 48397-5000
  - (e) Commander  
US 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  
US Army Medical Material Agency  
ATTN: TRANS  
Ft. Detrick, MD 21701  
  
(All medical material units under this Command)
  - (g) Commander  
US 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. (See Appendix I, Paragraph B)
  - (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 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 an 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: 317-212-2510; DSN: 699-2510  
FAX: Commercial: 317-275-0244; DSN: 699-7829  
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:

Commander  
Naval Ordnance Safety and Security Activity  
Farragut Hall, Building D-323  
23 Strauss Avenue  
ATTN: N714  
Indian Head, MD 20640-5555

Commercial: 301-744-6043, ext.190; DSN: 354-6043, ext.190  
Commercial: 301-744-6055/56, ext.110; DSN: 354-6055/56, ext.110  
FAX: Commercial: 301-744-6093; DSN: 354-6093

E-mail address: [Theitzmannta@navsea.navy.mil](mailto:Theitzmannta@navsea.navy.mil)

E-mail address: [belloj@navsea.navy.mil](mailto:belloj@navsea.navy.mil)

- (b) For all shipments with shortages, partial loss, damage, theft, or pilferage, assure 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: 317 212-2510; DSN: 699-2510  
FAX: Commercial: 317 275-7829; DSN: 699-7829 Additional Air Force  
Distribution Requirements.

- (a) For any TDR involving ammunition, explosives, and other HAZMAT, forward TDRs to:

75 MUNS  
7530 Eleventh Street  
Hill AFB, UT 84056-5707

- (b) For any Air Force sponsored SCP shipment, (first position of the TCN = D), including FMS or the SCP, forward TDRs to:

AFSAC/IARGC  
1920 Allbrook Drive  
Wright-Patterson AFB, OH 45433

Commercial: 937-522-6564/6565/6570/6571; DSN: 672-6564/6565/6570/6571

Fax: Commercial: 937-257-3371; DSN: 672-6564/6565/6570/6571

E-mail address: [AFSAC.Transportation@wpafb.af.mil](mailto:AFSAC.Transportation@wpafb.af.mil)

- (c) 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 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: 215-697-5002; DSN: 442-5002

FAX: Commercial: 215-697-0766; DSN: 442-0766

E-mail address: [george\\_verghis@fmso.navy.mil](mailto:george_verghis@fmso.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. US Coast Guard (USCG).

Commanding Officer (OGC)  
USCG Finance Center  
1430 Kristina Way  
Chesapeake, VA 23326

a. Commercial: 757-523-6763  
FAX: Commercial: 757-366-6541  
E-mail address: [fin-smb-freightrans@uscg.mil](mailto:fin-smb-freightrans@uscg.mil)

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

f. DLA.

- (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 “S”, forward TDRs to:

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

Commercial: 317 212-2510; DSN: 699-2510  
FAX: Commercial: 317 275-0244; DSN: 699-7829

- (2) Additional DLA Distribution Requirements. Forward a copy of the DD Form 361 to the Defense Supply Center when requesting credit, repair, or disposition instructions. (Do not send Centers “status of shipment” or “requests for proof of delivery” requests. For lost, short-shipped or over-shipped shipments, submit a SF 364.) (See [Figure 210-3](#))

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 210-7](#) and Block 6 of the DD Form 1155, Order for Supplies or Services, [Figure 210-8](#). 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, assure 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 (6FRT)  
1500 East Bannister Road, Building 4  
Kansas City, MO 64131-3087

Commercial: 800-488-3111; DSN: 465-1416

- (2) The NCSC will also accept discrepancies sent via e-mail at [rodsn.ncsc@gsa.gov](mailto:rodsn.ncsc@gsa.gov), or through GSA ADVANTAGE. See [https://www.gsaadvantage.gov/advgsa/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advgsa/advantage/main/start_page.do) for more information on GSA ADVANTAGE.
- (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), Denver  
Directorate for Security Assistance  
ATTN: DFAS-AW/DE  
6760 E. Irvington Place  
Denver, CO 80279-2000  
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. 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 US 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 US Army, US Navy, US Air Force and the DRMS 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. Director DFAS Denver Center SAAC  
ATTN: DFAS-D  
6760 East Irvington Place  
Denver, CO 80279-2000

#### **M. TDR POLICY OFFICE ADDRESSES**

1. The following activities are responsible for TDR policy issues:
  - a. Air Force  
  
Commander  
Air Force Material Command  
ATTN: LSO/LOT  
5215 Thurlow Street, Suite 5, Building 70  
Wright-Patterson AFB, OH 45433-5540  
  
Commercial: 937-257-4814; DSN: 787-4814  
FAX: Commercial: 937-257-4403; DSN: 787-4403  
E-mail address: [Margaret.proctor@wpafb.af.mil](mailto:Margaret.proctor@wpafb.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-1  
3000 Marine Corps Pentagon  
Washington, DC 20350-3000  
  
Commercial: 703-695-7998; DSN: 225-7998  
FAX: Commercial: 703-695-8160  
E-mail address: [kevin.ashley1@usmc.mil](mailto:kevin.ashley1@usmc.mil)

d. Navy

NAVSUP Global Logistics Center (GLS)  
ATTN: Code N48.2  
1837 Morris Street  
Norfolk, VA 23511-3492

Commercial: 757-443-5406; DSN: 646-5406  
FAX: Commercial: 757-443-5411; DSN: 646-5411  
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: J-332  
8725 John J. Kingman Road, Suite 4235  
Ft. Belvoir, VA 22060-6220  
Commercial: 703-767-3638; DSN: 427-3638  
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: Jim Stroup, Transportation Management Specialist  
Customer Service Branch II (6FRB)  
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)

## **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 ATCMDs, the mode will indicate the initial movement from the origin shipping activity.
3. SDDC VAN, SEAVAN Shipments. The first position of the code is always “A” for SDDC 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, identifies the type of packing used for container and Break Bulk shipments.



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 <i>(Report attached)</i>  <input type="checkbox"/> ORAL WAIVER (Provide name, title, and date in Remarks)	35. DISPOSITION DATA <input type="checkbox"/> INSPECTION WAIVED <i>(Waiver attached)</i>  <input type="checkbox"/> REJECTED <i>(Receipt attached)</i>  <input type="checkbox"/> REPAIRED AT GOVERNMENT EXPENSE <i>(Bill attached)</i>  <input type="checkbox"/> GOVERNMENT INSPECTED <i>(Report attached)</i>  <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),  
(Source Document for Claims) (Cont'd)**

<b>U.S. GOVERNMENT FREIGHT LOST/DAMAGE CLAIM</b>					1. DEPARTMENT/AGENCY	2. FILE REFERENCE OR CLAIMANT NO.
5. TO: (Carrier)					3. TCN NO.	4. CARRIER CLAIM NO.
a. NAME					6. BILL OF LADING	
b. STREET ADDRESS					a. TYPE <input type="checkbox"/> GOVERNMENT <input type="checkbox"/> COMMERCIAL <input type="checkbox"/> OCEAN	
c. CITY			d. STATE		e. ZIP CODE	
7. CONSIGNEE					c. DATE ISSUED	
a. NAME					8. CONSIGNOR	
b. STREET ADDRESS					a. NAME	
c. CITY			d. STATE		e. ZIP CODE	
9. MODE OF TRANSPORTATION CODE:					10. BASIS FOR CLAIM CODE:	
11. CARRIER'S PRO/FREIGHT BILL NO.		12. CARRIER'S STATEMENT OR VOUCHER NO.		12a. CHARGES (\$)	12b. DATE PAID	13. DATE CARRIER SIGNED FOR SHIPMENT
14. CONVEYANCE (Car, truck, vessel, etc.) (Specify type and No.)					15 D.O.V. NUMBER	
17. ACQUISITION DOCUMENT					16. BUREAU VOUCHER NUMBER	
a. TYPE					18. DOCK RECEIPT NUMBER	
REQUISITION   CONTRACT   OTHER (Specify)					b. NUMBER	
PURCHASE ORDER   INVOICE					19. ACCOUNTING FUND CLASSIFICATION	
20. CARRIER INSPECTIONS					a. INSPECTION	
a. UNEARNED FREIGHT					<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> WAIVED	
b. PROPERTY					b. NAME OF INSPECTOR	
21. DESCRIPTION AND VALUE OF ARTICLES LOST AND/OR DAMAGED						
COMMODITY DESCRIPTION AND NATIONAL STOCK NO. (If any)				ARTICLES WERE (Check one)		QUANTITY
a.				b.		c.
				LOST   DAMAGED		UNIT   NO. OF UNITS
						d.
						e.
				f. TOTAL		▶
g. UNEARNED FREIGHT RATE				X		
h. AMOUNT OF CLAIM (Line f plus Line g)						
i. AMOUNT DUE FROM CARRIER (Enter amt. shown on Line h unless reduced because of released or declared value. Explain difference in Item 23)						
22. SUPPORTING DOCUMENTS (Check as appropriate)		GBL MEMO COPY		INSPECTION CERTIFICATE		OTHER (Specify):
		PIER CLERK DELIVERY RECEIPT		CARRIER OS&D REPORT		23. REMARKS (Continue on reverse)
		UNLOADING WEIGHT CERTIFICATE		INVOICE OR CERTIFIED COPY		
		CARRIER'S PRO/FREIGHT BILL NO.		REPAIR STATEMENT		
		EAM LISTING		LOADING WEIGHT CERTIFICATE		
24. PAYING INSTRUCTIONS <i>(Return copy of this document with remittance. When remittance or documentary evidence of refutation is not received within one hundred twenty (120) days from the DATE OF CLAIM, the claimed amount will be deducted from current bills. NOT APPLICABLE WITH RESPECT TO CLAIMS AGAINST INTERNATIONAL AIR CARRIERS.)</i>					a. MAKE REMITTANCE PAYABLE TO	
					b. MAIL TO	
					NAME	
					STREET ADDRESS	
			c. CITY		STATE   ZIP CODE	
25. CLAIM PREPARED BY						
a. NAME OF ACTIVITY			b. SIGNATURE			d. DATE PREPARED
			c. TITLE			e. DATE OF CLAIM
AUTHORIZED FOR LOCAL REPRODUCTION Previous edition is not usable						
STANDARD FORM 362 (REV. 5-97) Prescribed by GSA - FPMR (41 CFR)						

**Figure 210-2. SF 362, U.S. Government Freight Lost/Damage Claim**

23. REMARKS	
<b>INSTRUCTIONS FOR PREPARATION</b>	
This form shall be prepared in a sufficient number of copies so that the original and one copy can be mailed to the carrier, and additional distribution made in accordance with agency requirements. Detailed instructions are provided below for those items which are not considered self-explanatory.	
<p><b>Items 1, 3, 9, and 10</b> - For optional use by civilian agencies - primarily for use by military activities.</p> <p><b>Item 2</b> - Enter file reference or agency number, as appropriate.</p> <p><b>Item 4</b> - Leave blank unless carrier has assigned a claim number and requested its use.</p> <p><b>Item 11</b> - Enter applicable carrier transportation reference number (e.g., waybill, lading, delivery receipt, etc.).</p> <p><b>Item 18</b> - Enter dock receipt number for ocean shipments.</p> <p><b>Item 19</b> - Enter accounting fund classifications to be credited with collections from carrier for unearned freight and property. (If same for both, enter classification in Item 19a and use ditto marks in Item 19b.).</p>	<p><b>Item 21d</b> - Enter weight of units short; weight of units or components rejected to carrier account of damage beyond economical repair.</p> <p><b>Item 21e</b> - Enter actual value of units (not released or declared value).</p> <p><b>Item 21g</b> - Enter freight rate, total weight, and amount of unearned freight for which carrier has been paid and which must be refunded. (When different rates apply to different units, enter "See Item 23" in spaces for rate and weight and show computations in Item 23.).</p> <p><b>Item 25a</b> - Enter name of activity preparing claim; also enter address if different from address shown in Item 7.</p> <p><b>Item 25d</b> - Enter date claim is prepared.</p> <p><b>Item 25e</b> - Enter date on which claim is mailed to the carrier.</p>
<b>STANDARD FORM 362 (REV. 5-97) BACK</b>	

**Figure 210-2. SF 362, U.S. Government Freight Lost/Damage Claim (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)								
<sup>1</sup> DISCREPANCY CODES					<sup>2</sup> 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 utilization				<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 210-3. 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 (\$ _____ postage advanced herewith. NOTE: Please enclose postage. Material cannot be returned Parcel Post collect.)			
(3) <input type="checkbox"/> PARCEL POST LABEL ATTACHED (4) <input type="checkbox"/> FREIGHT PREPAID			
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:	
		DATE	
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 210-3. 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 (Name and Location) (Include ZIP Code)				
b. RECEIVED AND FORWARDED BY (Printed Name, Title and Signature)			d. DATE (YYYYMMDD)	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____				
<b>4. DISBURSING OFFICE</b>				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
b. DISBURSING OFFICER (Printed Name, Title and Signature)			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____			e. DATE (YYYYMMDD)	
5. PERIOD: a. FROM: _____ b. TO: _____				
<b>6. DATE RECEIVED</b>	<b>7. NAME OF REMITTER DESCRIPTION OF REMITTANCE</b>	<b>8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED</b>	<b>9. AMOUNT</b>	<b>10. ACCOUNTING CLASSIFICATION</b>
<b>11. TOTAL</b>			0.00	

DD FORM 1131, DEC 2003

PREVIOUS EDITION IS OBSOLETE.

**Figure 210-4. 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 210-5. Sample E-Mail**

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000		<b>PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL</b>				VOUCHER NO.
U. S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION			DATE VOUCHER PREPARED		SCHEDULE NO.	
			CONTRACT NUMBER AND DATE		PAID BY	
PAYEE'S NAME AND ADDRESS			REQUISITION NUMBER AND DATE			DATE INVOICE RECEIVED
					DISCOUNT TERMS	
					PAYEE'S ACCOUNT NUMBER	
					GOVERNMENT B/L NUMBER	
SHIPPED FROM		TO	WEIGHT			
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <i>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</i>	QUAN-TITY	UNIT PRICE		AMOUNT <small>(1)</small>
				COST	PER	
(Use continuation sheet(s) if necessary) <b>(Payee must NOT use the space below)</b>						<b>TOTAL</b>
PAYMENT:		APPROVED FOR = \$	EXCHANGE RATE = \$1.00	DIFFERENCES		
<input type="checkbox"/> PROVISIONAL <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE		BY 2		Amount verified; correct for		
		TITLE	<i>(Signature or initials)</i>			
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
(Date)		(Authorized Certifying Officer) 2		(Title)		
ACCOUNTING CLASSIFICATION						
PAID BY	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY		CHECK NUMBER	ON <i>(Name of bank)</i>	
	CASH \$	DATE		PAYEE 3		
1 When stated in foreign currency, insert name of currency.				PER		
2 If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.				TITLE		
3 When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John						

Previous edition usable.

NSN 7540-00-900-2234

**PRIVACY ACT STATEMENT**

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

**Figure 210-6. SF 1034, Public Voucher for Purchases and Services other than Personal**

MATERIAL INSPECTION AND RECEIVING REPORT						Form Approved OMB No. 0704-0248
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.						
<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>						
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. <i>(Indicate number of shipping containers - type of container - container number.)</i>	DESCRIPTION	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: _____  <i>* 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.</i>				<b>23. CONTRACTOR USE ONLY</b>   		

DD FORM 250, AUG 2000

PREVIOUS EDITION IS OBSOLETE.

**Figure 210-7. DD Form 250, Material Inspection and Receiving Report**

ORDER FOR SUPPLIES OR SERVICES					PAGE 1 OF				
1. CONTRACT/PURCH ORDER/AGREEMENT NO.		2. DELIVERY ORDER/CALL NO.		3. DATE OF ORDER/CALL (YYYYMMDD)	4. REQUISITION/PURCH REQUEST NO.	5. PRIORITY			
6. ISSUED BY			CODE	7. ADMINISTERED BY (If other than 6)		CODE	8. DELIVERY FOB <input type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER <i>(See Schedule if other)</i>		
9. CONTRACTOR			CODE	FACILITY		10. DELIVER TO FOB POINT BY (Date) (YYYYMMDD)	11. X IF BUSINESS IS <input type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input type="checkbox"/> WOMEN-OWNED		
NAME AND ADDRESS					12. DISCOUNT TERMS		13. MAIL INVOICES TO THE ADDRESS IN BLOCK		
14. SHIP TO			CODE	15. PAYMENT WILL BE MADE BY		CODE	MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.		
16. TYPE OF ORDER	<input type="checkbox"/> DELIVERY/ CALL <input type="checkbox"/> PURCHASE	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract.					Reference your _____ furnish the following on terms specified herein.		
ACCEPTANCE. THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.									
NAME OF CONTRACTOR		SIGNATURE		TYPED NAME AND TITLE		DATE SIGNED (YYYYMMDD)			
<input type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies:									
17. ACCOUNTING AND APPROPRIATION DATA/LOCAL USE									
18. ITEM NO.	19. SCHEDULE OF SUPPLIES/SERVICES				20. QUANTITY ORDERED/ACCEPTED*	21. UNIT	22. UNIT PRICE	23. AMOUNT	
								\$0.00	
								\$0.00	
								\$0.00	
*If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.					24. UNITED STATES OF AMERICA		25. TOTAL	\$0.00	
					BY: _____		26. DIFFERENCES		
27a. QUANTITY IN COLUMN 20 HAS BEEN									
<input type="checkbox"/> INSPECTED	<input type="checkbox"/> RECEIVED	<input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED:							
b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE				c. DATE (YYYYMMDD)		d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE				28. SHIP. NO.	29. D.O. VOUCHER NO.		30. INITIALS		
f. TELEPHONE NUMBER	g. E-MAIL ADDRESS			<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	32. PAID BY		33. AMOUNT VERIFIED CORRECT FOR		
				31. PAYMENT			34. CHECK NUMBER		
36. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT.				<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			35. BILL OF LADING NO.		
a. DATE (YYYYMMDD)	b. SIGNATURE AND TITLE OF CERTIFYING OFFICER			37. RECEIVED AT	38. RECEIVED BY (Print)	39. DATE RECEIVED (YYYYMMDD)	40. TOTAL CONTAINERS	41. S/R ACCOUNT NUMBER	42. S/R VOUCHER NO.

DD FORM 1155, DEC 2001

PREVIOUS EDITION IS OBSOLETE.

Figure 210-8. DD Form 1155, Order for Supplies or Services

### 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 H, 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 the chart in 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. Prepare a SF 362. (See Figure 210-2) This form can be accessed at <http://www.gsa.gov/portal/forms/download/116278> (\*) **Non-DOD Website**. This website has a fill-in on the screen (FormNet Fill) version of the SF 362 along with blank version (PDF view) that can be printed and completed with a typewriter.
  - c. 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 210-9. Local Claim Filing Guidelines**



**Table 210-1. Timeframes for Submitting 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 seven calendar days of discovery
Advisory/RFI Response	Within three business days	Within seven calendar days
Tracer Message, if required	Send a tracer message eighth calendar day after loss is discovered	Send message within eight 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	Nine months from date of delivery or expected date of delivery
Domestic rail	Nine months from date of delivery or expected date of delivery
Domestic air	Limits are set forth on the individual TSP's air waybill
Ocean	One 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 airway bill issue
Small package TSP	Limits are set forth in the TSP's individual service guide
Barge	Nine months from date of delivery or expected date of delivery

**NOTE:** Time Limitations for Filing Claims will be IAW limitations established by the bill of lading 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
Advisory TDR	1-2, 4-8, 10, 12, 16-17, 20-24, 28, 30-31
Initial Notification TDR	1, 4-31
Loss or Damage TDR	1-28, 30-33
Astray Freight TDR	1-31
TDR Claim for Action	1-46
Miscellaneous TDR	1-28, 30-31; Block 30 - Indicate the probable party who is responsible for the discrepancy (e.g., the shipper, packer, TSP) within seven calendar days after the discrepancy was discovered.
Ocean Cargo TDR	1-45 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.

**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 i.e. DD Form 1348-1, DD Form 250, DD Form 1149, DD Form 1155, packing list etc. 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. <b>The TSP will not honor claims failing to cite this number.</b>	<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, Weather and Sea State Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information for replacement costs and depreciation amounts e.g. FEDLOG, WEBFLIS, etc.	<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	Security Cooperation Officer (SCO)	Ocean: SDDC	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: SDDC	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, US 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.