

CHAPTER 213

DEFENSE TRANSPORTATION COORDINATION INITIATIVE (DTCI)

A. GENERAL

1. This chapter prescribes responsibilities and procedures involving movements under the Defense Transportation Coordination Initiative (DTCI) program. This chapter is applicable to DTCI-eligible freight movements originating from selected shipping activities to all destinations within the CONUS. DTCI shipping locations can be found on the DTCI website (<http://www.transcom.mil/dtci/>) under the heading “Current PWS” (Performance Work Statement).
2. DTCI is a DOD program that is based on a commercial partnership with a world-class 3PL provider who is contracted by the government to manage a portion of DOD’s CONUS freight. The 3PL provider can leverage current commercial capabilities and proven best transportation practices of commercial shippers with a large volume of DOD freight to achieve efficiencies in distribution and associated cost savings. Goals include, but are not limited to, the following:
 - a. Improve operational effectiveness and efficiency.
 - b. Improve consignor and consignee confidence.
 - c. Reduce cycle times from movement request to delivery.
 - d. Develop a partnership to integrate commercial best practices.
 - e. Enable process improvements.
 - f. Achieve enterprise-wide cost savings.
 - g. Integrate seamlessly with the DOD Strategic Distribution System.
 - h. Protect operational capability, including DOD critical infrastructure and assets.
3. TOs at DOD shipping and receiving activities will follow guidance contained in the DTR, DTCI Users Guide, and the PWS when identifying, preparing, shipping, receiving, and reporting discrepancies (e.g., loss or damage) with the movement of DTCI eligible freight within the CONUS.
4. DTCI is a FAR-based contract with both Cost-Reimbursement and Fixed Price provisions. Under a FAR-based contract, only those individuals identified by the CO can direct the Coordinator to perform. Certified OOs (most TOs), and CORs can direct the Coordinator to perform within the limits of the existing contract, however, only the CO can obligate the Government for performance outside the limits of the contract. Performance directed outside the limits of the existing contract normally requires a contract modification agreed to by both the Government and the Coordinator.
5. TOs are strongly encouraged to review the complete DTCIPWS for a better understanding of program requirements available on the DTCI website at <http://www.transcom.mil/dtci/> under the “Current PWS” heading.
6. TOs will direct questions regarding any portion of the DTCI program and/or this chapter to their Agency/Service Representative (see [Paragraph E.1.d](#) for a listing of Agency/Service Representatives) who will consolidate and present TO issues/questions to the DTCI Division or DTCI CO.

B. DTCI CONTRACT SERVICES

1. The following is a synopsis of the services that are provided by the DTCI Coordinator. Refer to the DTCI PWS (<http://www.transcom.mil/dtci/>) under the heading “Current PWS” for a complete description of the PWS services.
 - a. Provide in-depth training to government personnel during implementation at each site for shippers, other government personnel, and government contractors on the DTCI coordinator’s systems, operations, and reports for initial implementation and contractor-system upgrades or modifications.
 - b. Arrange, coordinate, monitor, and control DOD freight shipments from receipt to final delivery.
 - c. Transportation from pickup to delivery.
 - d. Mode determination based on stated shipper requirements and the Mandatory Delivery Date (MDD).
 - (1) DTCI’s PWS directs the Coordinator to select the mode based on the MDD; therefore, the shipper will no longer direct a transportation mode (truck, rail, and air) prior to offering the shipment for movement. DTCI is considered a Mode Neutral Program since the shipper only determines when the freight must arrive at its next destination using only an MDD. Based on the MDD and other requirements (e.g., accessorial) submitted by the shipper through the shipper system, the Coordinator will select the most efficient transportation mode to meet the shipper’s requirement. In the event the shipment must be delivered the same day or next day by noon or a designated time prior to close of business, EXP will be used. EXP does not always mean the shipment must travel by air. In many cases, surface transportation can be used to meet the delivery requirement at a much-reduced cost to the Government.

NOTE: Shipper should request specialized equipment (e.g., Rail, 10-axle trailers) or exclusive use equipment in order to meet specific requirements for selected categories of cargo (i.e., aircraft engines) IAW regulations or other requirements.
 - (2) MDD is defined as the not later than date and or date/time the material is required to be delivered to the CONUS consignee. A specific definition of MDD is outlined in the DTCI PWS. Transit time for calculating the MDD begins the 1st business day following pickup with the exception of non-expedited air and LTL cargo that are picked up after site cutoff times on weekdays and on weekends (after cutoff on Friday, all day Saturday and all day Sunday). In this case, transit time will be calculated as if the shipment was picked up on the following business day (example: shipment picked up after site cutoff time on Friday evening would be the same as if the pickup occurred on Monday with the first day of transit being Tuesday). MDD differs from a RDD as RDD closes out the supply requisition or unit movement at the final destination and MDD closes out the CONUS portion of the transportation movement. In some cases, the MDD and RDD may be the same. In the case of surface transportation to an aerial port for onward movement, the MDD is the date and time required for the shipment to arrive at the APOE to facilitate onward air movement planning. The RDD in this case would show the required delivery at the final destination.
 - e. Optimize, consolidate, and route eligible freight.
 - f. Accept, process, and facilitate resolution of DTCI freight discrepancies/claims.
 - g. Manage sub-contracted TSPs to include managing TSP quality and performance.

- h. Assist shipping and receiving TOs with identifying and delivering astray freight.
 - i. Provide access to performance reports and metrics.
 2. The Coordinator may not refuse to move any DTCI eligible freight offered by the Government under the terms of the contract. If the Coordinator attempts to refuse eligible freight (see exclusions in Paragraph C), the shipper must immediately notify the DTCI CO at 618 220-7038 (DSN 770-7038) (after hours, contact SDDC COC at DSN 770-5505 or Commercial: 618 220-5505).

C. DTCI EXCLUSIONS

1. The following shipment types are currently excluded and not eligible under DTCI:
 - a. OCONUS freight movements beyond POE
 - b. Vendor shipments, except when requested under the provisions specified in the DTCI PWS
 - c. OCONUS Unit Moves, except when requested for CONUS portions under the provisions specified in the DTCI PWS
 - d. USC, Regional Domestic Contract and ocean TSP contracts
 - e. HHG, including DPM shipments
 - f. Movements using DOD organic equipment, unless otherwise identified in the DTCI PWS
 - g. Shipments under on-site local drayage contracts and/or agreements
 - h. Bulk and missile fuels
 - i. Shipments moved under existing Small Package contracts including HAZMAT shipments (cargo less than 150 pounds)
 - j. POVs moved via any conveyance
 - k. Sensitive and/or classified (SECRET and Confidential) shipments
 - l. AA&E
 - m. Cash/Collect on Delivery shipments.
2. TOs will refer to the DTCI PWS (<http://www.transcom.mil/dtci>) (under the heading “Current PWS”) to ensure they have the current list of exclusions.

D. ROLES AND RESPONSIBILITIES

1. The following organizations have the responsibilities for supporting the DTCI program. This list is specific to the DTCI program and does not include other regulatory responsibilities inherent to other roles associated with an individual’s job description.
 - a. SDDC, G9 DTCI Division. Functional responsibility for execution of the DTCI program.
 - b. USTRANSCOM, Acquisition Directorate. Functional responsibility for DTCI contracting issues.
2. TO/OO:
 - a. Distributes and administers orders for services placed.
 - b. Oversees, manages, and controls distribution and administration of orders for services placed by staff personnel.

- c. Establishes controls necessary to ensure that all contract terms and conditions are met and that transportation services ordered conform to contract requirements before acceptance is made or payment authorized.
- d. IAW DTR Part II Chapter 203, Paragraph B. 10, Mode/Method, determine the destinations ability to handle/accept the shipment by checking the TFG. Prior to release of cargo to the TSP, the origin shipper should validate the destinations hours of operation, loading and unloading capabilities, ability to handle overweight/oversize cargo, HAZMAT, crane operations, etc. If the origin shipper does not check the TFG (or call the destination) in advance of releasing the shipment and upon arrival at the destination, the TSP cannot make delivery (based on the origin shipper not complying with guidance in the TFG), the origin shipper will be held responsible for paying any additional handling/delivery charges.
- e. IAW DTR, Chapter 206, distribute CBLs by mail, electronically, or by other means to ensure arrival with or prior to the arrival of the shipment at the destination. Continuation sheets for stop-offs must contain all pertinent information, as in the original CBL.
 - (1) Original, shipping order freight waybill to the TSP at the place of pickup.
- f. Submits Customer Feedback Reports to the DTCI Division, DTCI CO, COR, and Coordinator through the Coordinator's web-based tool to report deficiencies in Coordinator and/or its TSP's performance.
- g. Identify, report, and file loss/or damage claims IAW provisions contained within this chapter.

NOTE: OO may not make any changes in the terms or conditions contained in the DTCI contract against which they place transportation orders.

3. Service/Agency Representative:

- a. Monitors and verifies that Coordinator performance is meeting minimum standards.
- b. Notifies the DTCI Division of deficiencies in the Coordinator's performance and requests action.
- c. Maintains liaison and directs communications with shippers/receivers.
- d. Investigates Coordinator complaints concerning Government performance.
- e. Monitors compliance of government activities to the terms and conditions of the contract and initiates corrective action.
- f. Adjudicates exception code usage between Service/Agency site and the Coordinator.
- g. Reviews and provides advice regarding DTCI loss/or damaged shipment claim settlement offers.
- h. Reports recurring/unresolved failures to the CO.

NOTE: DLA will perform each of these functions except g, as DLA claims will be performed by DFAS.

E. PROCEDURES

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

- a. TO and individuals designated as OOs:

NOTE: The DTCI CO will appoint, in writing, Service/Agency Representatives and OOs for the program.

- (1) TOs/OOs are required to maintain site shipping and receiving hours, appointment requirements, and address changes in the TFG. The DTCI Coordinator uses the data contained in the TFG for planning, scheduling, and identifying contact information for each site. Temporary changes to site operational requirements (e.g., safety down day) that would not normally be updated in the TFG will be communicated using the SDDC Customer Advisory process. The DTCI Coordinator has access to SDDC advisories and will adhere to the temporary guidance.
- (2) DTCI's PWS Appendix A contains information regarding the use of the TFG that the Coordinator must adhere to throughout the contract period. TOs/OOs will review Appendix A of the PWS to ensure compliance with key contractual specifications. Due to contractual requirements, TOs/OOs are not authorized to adjust any unique site requirements that impact the DTCI PWS/Contract without obtaining approval from the DTCI CO. TOs/OOs requiring changes to their site unique requirements must coordinate these changes through their Service/Agency Representative. The Service/Agency Representative will notify the DTCI CO (Copy SDDC G-9/DTCI Division) of the request for modification actions.

NOTE: Service/Agency Leads/Service/Agency Representatives (e.g., DLA Distribution, US Army G-4) may establish an internal process for TOs/OOs to request changes to individual shipping site unique requirements. In all cases, the DTCI CO must approve any changes as these changes affect the terms of the existing contract with the Coordinator. This process may take up to 5 business days to execute minor changes (do not require cost adjustments) to 30 days for major change (requiring program cost changes) from the time the DTCI CO receives the requirement.

- (3) TOs/OOs at DTCI shipping and receiving activities must obtain a valid username and password to gain access to the DTCI Coordinator's web site (<https://www.dtcimil>). After a username and password has been obtained and the user has successfully logged in, the user will be able to gain future access via a Common Access Card.
 - (a) DTCI Divisions IT representatives will obtain new user information and process new account requests as part of the new site start up process. These accounts will be ready upon initial site training approximately seven days prior to go live.
 - (b) Each active DTCI site will have a "Super User" (normally the site TO) who will be able to submit account requests for any employee(s) requiring access after implementation.
 - (c) All others requesting accounts must submit their request via e-mail to their Service/Agency Representatives or directly with the DTCI Division IT representative at sddc.safb.dtcit@us.army.mil.
- (4) Account requests will follow an established approval process through site supervisors and Service/Agency representatives to the DTCI IT representative for final approval. The Coordinator will issue the username and password following DTCI Division approval. All accounts are managed by the DTCI division through the Coordinator.

Refer to DTCI User's Guide (<http://www.transcom.mil/dtci/> select DTCI Policy and DTCI User's Guide) under Chapter 9.0 for additional information on this process.

b. TSP Management:

- (1) The DTCI contract is a FAR-based contract and is not subject to guidance outlined in other portions of the DTR (e.g., provisions of Chapter 201, Paragraph M and Chapter 207 concerning TSP qualifications and TSP performance do not apply to DTCI).
- (2) Under the DTCI Program, the DOD will not contract directly with freight TSPs. Instead, the DTCI Coordinator manages DOD freight shipments, contracts directly with freight TSPs, and manages freight TSP performance to ensure program goals are met or exceeded. The DTCI Coordinator is not required to utilize SDDC qualified TSPs or report TSP performance using the CPP. The Government cannot dictate which TSPs should or should not be used by the Coordinator based on specific performance received by individual sites. The Government will report failures via the Customer Feedback Tool (CFT) and based on these inputs, the DTCI Division or CO can address TSP issues directly with the Coordinator.
 - (a) The DTCI Coordinator may employ multi-brokering of freight to achieve required efficiencies of the program. The Coordinator is responsible for notifying the shipping activity concerning the contract TSP selected. This is accomplished using EDI 220 DTCI Transportation Service Responses from the Coordinator. The 220 returned to the shipper will show the actual TSP's SCAC and any equipment identifiers. If the shipper uses a pooled trailer, the equipment identifier on the 220 will match the original 219 DTCI Transportation Service Request. If there are any questions, the shipper will contact the Coordinators' 24 hours a day, 7 days a week customer service center (See Paragraph [E.1.c](#)). Additionally, the Coordinator tracks freight movement history and can identify how the freight moved by specific TSP throughout its enterprise. This may be especially helpful in determining TSP liability in the event of lost or damaged freight.
- (3) To assist with evaluating the DTCI Coordinator's overall performance, DTCI shipping and receiving activities will monitor performance of both the DTCI Coordinator and its TSPs picking up from and/or delivering to their respective activities. Service failures are applicable, but are not limited, to the following:
 - (a) On-Time Pickup
 - (b) On-Time Delivery, determined by customer defined MDD
 - (c) Loss and/or Damaged shipments
 - (d) Website Availability and Accessibility
 - (e) Correct Equipment available
 - (f) Timely Claims Recovery Process
 - (g) Any other services or deliverables specified or requested under the DTCI PWS.

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

- (4) DTCI shipping and receiving activities will report trends in poor performance, i.e., service failures (e.g., late pickup/delivery, loss/damage shipments, TSP equipment issues), utilizing the DTCI automated CFT housed on the Coordinator's Transportation Management System (TMS). The automated CFT will assist both the DTCI Coordinator, DTCI Division, and CO in analyzing performance and initiating performance improvement actions.
 - (a) TOs, OOs, or designated personnel appointed by the TOs at shipping and receiving activities must have a valid username and password to gain access to the web-based automated CFT at: <https://www.dtcimil>. Designated individuals may be Government and/or DOD Contractor personnel. Site TOs retain overall responsibility of ensuring their designated personnel submit timely and accurate feedback reports.
 - (b) TOs will be trained on the CFT during site implementation training, or by completing the web-based training program located on the Coordinator managed website (<https://www.dtcimil>). Questions concerning the web-based training will be directed to the Coordinator's 24 hours a day, 7 days a week customer service center (see Paragraph [E.1.c.](#) below for contact information).
 - (c) Both positive and negative performance must be captured. TOs are strongly encouraged to provide as much detail as possible for the DTCI Coordinator, DTCI division, and CO to conduct a thorough analysis and investigation of the situation. The Coordinator and DTCI staff may contact the TO for additional details in the event that insufficient information was provided. Any report lacking sufficient detail may not be processed. Service/Agency Representatives will have access to the Coordinator's system to review TO CFT submissions. The Coordinator will provide a monthly report indicating the number of performance reports submitted by Service/Agency.
- c. Coordinator Customer Support:
- (1) The Coordinator provides customer support to TOs at shipping and receiving sites through dedicated customer service teams that are available 24 hours a day, 7 days a week. Coordinator customer service teams can be reached at:
 - (a) Customer Service telephone number: 800 301-8175/6
FAX: 866-651-7455
 - (b) Load Planning telephone number: 800 301-8175/6
E-mail: DOD.mwgs@menloworldwide.com
NOTE: Follow voice instructions to connect to the appropriate team; refer to the DTCI Users Guide for additional information on the Coordinators load planning team structure.
 - (2) The DTCI Coordinator customer service team will respond to the following inquiries:
 - (a) Expedited shipments
 - (b) ITV
 - (c) Astray (lost or missing) freight (DTCI shipments only)
 - (d) Pickup/Delivery of DTCI-eligible freight
 - (e) TSP-specific performance issues
 - (f) Surge requirements

- (g) Loss and/or Damage claims
- (h) TPPS (Syncada)
- (i) Other Operational issues related to the movement of DTICI cargo.

NOTE: Only authorized individuals (e.g., CO, OO) can order/modify freight services although they must first ensure funds are available and certified. If a TO is not an OO, they will contact their local OO or the DTICI CO before ordering/modifying freight service orders with the Coordinator. CORs are delegated responsibility for monitoring Coordinator performance and inspecting and accepting services for the Government. Neither the OO or COR can make changes or modify the DTICI Contract.

- d. When unsatisfactory or unresolved issues are received from the DTICI Coordinator customer service team, Service/Agency Representatives will work with the DTICI Division to achieve resolution. Service/Agency Representatives can be reached as follows:
 - (1) United States Air Force
Ms. Catherine Perron
catherine.perron@wpafb.af.mil
Commercial: 937 257-8881 DSN 787
 - (2) United States Navy
Ms. Kim Southall
kim.southall@navy.mil
Commercial: 757 443-5451 DSN 646
 - (3) United States Marine Corps
Mr. Ed Suckfiel
ed.suckfiel@usmc.mil
Commercial: 703 695-7930 DSN 225
 - (4) United States Army
Mr. Alex Moreno
Alexander.b.moreno@us.army.mil
Commercial: 703 614-0373 DSN 224
 - (5) Defense Logistics Agency/DLA Distribution
Ms. Jan James
jan.james@dla.mil
Commercial: 717 770-7286 DSN 771
 - (6) Military Surface Deployment and Distribution Command
Defense Transportation Coordination Division
Mr. René Guionnaud (Primary)
rene.a.guionnaud.civ@mail.mil
Commercial: 618 220-6318 DSN 770
 - (7) Military Surface Deployment and Distribution Command
Defense Transportation Coordination Division
Ms. Carole Dowling (alternate)
carole.a.dowling.civ@mail.mil
Commercial: 618 220-6529 DSN 770

- e. Identification of DTICI-Eligible Freight:
- (1) DTICI is a mandatory use contract, meaning all DTICI eligible freight originating from identified DTICI shipping activities, will be offered to the DTICI Coordinator for movement. DTICI eligible freight includes all available freight not specifically excluded in [Paragraph C](#) of this chapter. Examples of eligible freight include FAK, over and outsized shipments, and some HAZMAT shipments.
- NOTE:** In the event the TSP refuses DTICI eligible freight, the TO will contact the Coordinator's customer service center and report the instance (refer to Paragraph [E.1.c](#) for contact information). The customer service representative will immediately arrange for another TSP to pick up the freight. In the unlikely event the Coordinator refuses DTICI eligible freight, the TO will verify the reason for refusal, document and report the incident to the DTICI CO and appropriate Service/Agency Representatives as soon as possible. The DTICI CO can be reached at 618-220-7038 (after hours, contact SDDC COC at DSN 770-5505 or 618-220-5505). If necessary to meet customer requirements, the TO may receive authorization from the CO to utilize an alternate source for transportation. The TO will provide documentation of the incident to include the alternate source BL No. and TSP name/SCAC and forward to the CO and Service/Agency Representatives as soon as possible.
- f. DTICI-eligible freight moved outside the DTICI contract without prior permission from the CO may be subject to a non-performance claim against the Government by the Coordinator and may be settled through additional payments paid by the shipping activity responsible for the original movement requirement.
- g. TOs must use government shipping systems (e.g., DSS, GFM, CMOS or in case of government system failures [emergencies], the Coordinators' web ordering tool) at their respective sites to order transportation services for DTICI eligible freight.
- h. Government shipper systems will automatically determine freight as DTICI-eligible with the exception of CMOS where shippers will determine DTICI-eligible shipments.
- (1) DTICI freight movements are identified on the BL using the DTICI Coordinator's unique SCAC of Menlo Government Worldwide Services. Additionally, a TSP's SCAC (different from the Coordinator's SCAC) will be annotated in the "VIA" block (CMOS, GFM) and the "ownership SCAC" field (DSS) of the BL indicating the TSP assigned to move the freight.
- i. DTICI Transit Times. IAW the DTR, Part II Cargo Movement, Chapter 202, Paragraph N and Tables 202-3 and 202-4, FAR- based contracts (e.g., DTICI) are exempt from the standard DTR Transit Time Requirements. TOs may continue to use the DTR Transit Time Guide to calculate their MDDs with the understanding that it may be necessary for the contractor to shift the freight to a higher cost transportation mode (e.g., air) in order to meet the requested MDD. Shippers are encouraged to only request MDDs which are applicable to the transportation priority assigned and mission requirements.

NOTE: The Coordinator may challenge a TO's MDD if it appears to be unrealistic. The Government is required to pay for the actual mode used (e.g., air) to meet the MDD regardless of the requested mode.

j. Ordering Services for DTCI-Eligible freight:

- (1) TO's primary method to submit freight movement requests is through Government shipper systems used at their respective sites (e.g., DSS, CMOS, and GFM).
 - (a) TOs are notified that the shipment is DTCI-eligible electronically and instantly through the Government Shipping System used in the initial submission (except CMOS; see [E.1.h.](#) above).
 - (b) If freight movement is DTCI-eligible, the shipper system will format the DTCI EDI 219A to begin ordering TSP services on behalf of the TOs.

If freight movement is not DTCI-eligible, TOs will continue ordering as required under previously established practices (e.g., voluntary tenders, existing small package contracts).

- (2) The Coordinator is required to accept government Transportation Service Requests by electronic (EDI, web submission using the Coordinator's web tool, e-mail requests) and manual methods (phone and/or FAX) except for DLA's DSS system. Government locations that do not have ready access to a DOD shipper system (e.g., DSS, CMOS, GFM) or if the DOD shipper system is down for an extended period will order transportation services using the following methods:
 - (a) Coordinator's E-mail: DOD.mwgs@menloworldwide.com
 - (b) Coordinator's 24 hours a day, 7 days a week customer service center:
 - 1 Voice: Toll-Free number 800 301-8175/6
 - 2 FAX: 866 651-7455.

The Coordinator provides notification to the submitting TO with data similar to the electronic transportation service response of manually entered transportation requests, and electronically creates an EDI 220A to be sent to the Government shipper system.

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

- (3) TOs will submit freight TSP movement service request through the coordinator.
 - (a) DTCI TSP liability limits are as follows:
 - 1 For shipments weighing less than 15,000 lbs, the transportation provider is liable to the government for the lower dollar amount of \$50,000 or the actual amount of the loss and/or damage to the property.
 - 2 For shipments weighing 15,000 lbs or more, the transportation provider is liable to the government for the lower dollar amount of \$150,000 or the actual amount of the loss and/or damage to the property.
 - NOTE:** TOs shipping high value items should consider requesting and paying for increased valuation coverage or requesting exclusive use (authorized accessorial) to protect the government from loss or damage.
 - (b) DTCI accessorial codes and allowable charges are located in Appendix B of the PWS found on the DTCI website at: http://www.transcom.mil/dtc_i/ under the heading "Current PWS". In instances where services that are not covered by an accessorial service listed in Appendix B is requested or required, the shipper will

notify the Coordinator who will contact the CO with the circumstances and settle upon a pre-negotiated and agreed upon rate or fee for providing the services prior to the commencement of action.

- (4) The DTCI Coordinator orders all TSP services, including accessorial services requested in the shipping request. The following process will be transparent to the TOs and requires no additional action from TOs.
 - (a) The DTCI Coordinator optimizes and consolidates freight movement requests where possible to achieve efficiencies and cost savings.
 - (b) The DTCI Coordinator coordinates and confirms all requested TSP services, including any special equipment requests.
 - (c) The DTCI Coordinator completes all coordination actions for pickup within four hours from original receipt of the freight movement request.
- (5) TOs will receive EDI 220 notifications within the government shipper system with the following information within four hours from original submission of the freight movement request. See Paragraph [E.1.m.](#) below for expedited shipment requirements.
 - (a) Date of Pickup.
 - (b) Time of Pickup.
 - (c) TSP selected (TSP identified using its SCAC code).
 - (d) Estimated shipment charge to include Not-To-Exceed (NTE) line-haul rate (government approved rates contained in the DTCI contract), known accessorial costs, and fuel surcharge. The estimated shipment charge including NTE rate will not be visible on the final BL documents.
 - (e) Any other information as required.

NOTES:

1. If the TO has not received an EDI 220 response in 59 minutes for GFM or CMOS (4 hours for DSS), the TO will log onto the TMS system to confirm the Coordinator has received the original shipment request by searching on the offer number provided by the government shipper system or as a backup, contact the 24/7 Menlo customer service team to ensure they have receipt of the offer. If the shipment is not located within the TMS, there may be a problem with the shipper system – in this case, the TO will immediately utilize the published escalation procedures located in the appropriate systems user's manuals and contact the government shipper system help desk and/or the Coordinator for assistance.
 - (a) CMOS: Help Desk 334 416-5771 Option 1, Option 3 (GDIT), Option 2
E-mail: <mailto:team3@gunter.afb.mil>
 - (b) GFM: 1 800 462-2176
E-mail: sddc.safb.gfmhd@us.army.mil
 - (c) DSS: 1 877 230-0134
E-mail: <mailto:j6npcsupport@dla.mil>
2. For Over Size Dimensional/Over Weight shipments, the EDI 220 may be returned without the total cost for permits since the Government requires actual invoices to verify permit costs. If this is the case, the permit costs will be billed separately using the eBill process and the actual invoices will be posted on the Coordinator's TMS under the tab "Project Office" and filed under the site name.

- (6) The selected TSP will pick up the DTICI-eligible freight within eight operational hours of receipt of the original submission of the freight movement request, with the exception of pickup times previously established during initial implementation (e.g., dedicated, scheduled trucks, or scheduled appointments). The TO can also designate other pickup times earlier than the eight hour criteria (i.e., Expedite shipments) or beyond the eight hour criteria (i.e., Truckload shipment requires pickup three days from now).

NOTE: Overweight and oversize dimensional loads will be picked up within six operational hours after the receipt of proper permits. IAW DTR II Chapter 202, Paragraph O. 3: TSPs are required to obtain all necessary permits. Shipping activities must not release DOD oversize/overweight cargo shipments until the TSP has presented the shipping activity with the permit for the origin state prior to shipment release. The Coordinator certifies that the TSP will obtain the required state road use permits for the entire route of travel to meet delivery requirements. TO's will report known late pickups (after six hours) using the CFT on the Coordinator's website.

- (7) TOs will electronically close out the shipment record in the shipper system upon freight pick-up, which will generate EDI 858R Freight Bill of Lading transactions for the following entities.
- (a) Shipper System.
 - (b) DTICI Coordinator.
 - (c) IGC.
 - (d) TPPS (currently Syncada).

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

- (8) TOs will have access to the following minimum shipment status provided by the TSP to the DTICI Coordinator via the Coordinator's website.
- (a) Shipment Pickup.
 - (b) Shipment Delivery.
 - (c) Delays enroute or any event that will cause the TSP to miss its MDD.
- (9) The DTICI Coordinator will ensure that TSP's deliver cargo on or before the requested MDD. If the coordinator physically cannot deliver by the requested MDD or the MDD requested forces the Coordinator to select a more expensive mode, the Coordinator will notify the shipping site TO for resolution. If the Coordinator and the TO are unable to resolve the matter, the shipment will still be moved as requested by the TO. The Coordinator will immediately notify the DTICI Division of the issue and may be entitled to file an exception request in the event the shipment fails to meet the MDD. The matter will be referred to the DTICI CO for final resolution.

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

- (10) In the event of a late or missed pickup, the installation will notify the Coordinator's 24/7 customer service center. The coordinator's customer service representative will arrange for another TSP to pick up the shipment or in the case of a late pickup, inform the

installation of projected TSP show time. However, if the coordinator has knowledge of an issue that would prevent on-time pickup, then the coordinator will telephonically, electronically, or by the timeliest means available, notify the shipper of the situation. Original MDD times will still apply in this situation. The BL must be changed if TSP and rates are different. The Coordinator will send a modified EDI 220 response. For those government shipper systems incapable of accepting a modified EDI 220 (e.g., GFM), the estimated cost may be exceeded on the final invoice submitted in TPPS/Syncada. In this case, the TO will confirm with DTCI Coordinator that a modified 220 was sent and then approve the TPPS/Syncada transaction upon verification.

k. EDI:

- (1) DOD shipper systems (e.g., DSS, GFM, CMOS) will have to generate, receive, and process several Accredited Standards Committee (ASC) X12 EDI transaction sets to support DTCI operations. These include an X12 219 (Transportation Service Request), 220 (Transportation Service Response), and 858 (Shipment Information). Services and Agencies utilizing DTCI for their freight movements must ensure their systems comply with the DTCI IT implementation plan and EDI implementation conventions.
- (2) DTCI uses multiple transportation mode codes to support the processing and movement of freight. The following mode codes are applicable to the DTCI program and must be supported by DOD shipper systems to identify the proper mode and associated cost of the movement. The X12 code that will appear in the EDI sets appear first, followed by the mode for which DTCI will use that code, and the DOD mode code to which the X12 code corresponds.

<u>X12 Code</u>	<u>DTCI Definition</u>	<u>DOD Mode Code (App GG)</u>
A	Commercial Air Freight	Q
DW	Driveaway/truckaway/towaway	D
LT	Less than truckload	B
L	Dedicated/scheduled truck	S
J	Truckload	A
AE	Air, Parcel Post, First Class and Priority	H
AF	Air, small parcel TSP	J
X	Rollerbed	F

l. Billing, Payment and Audit of DTCI-Eligible Freight:

- (1) Refer to the DTCI Billing, Payment & Audit Plan (BPAP) for guidance on processing DTCI transportation payments. BPAP is located on the DTCI website at: <http://www.transcom.mil/dtci/> under the heading "Tech Library". Billing and payment will be made electronically through the TPPS.
- (2) TOs will verify and authorize payments using the Government approved TPPS (e.g., Syncada), IAW Chapter 212.

NOTE: Consignees will create a Trading Partner Agreement with the DTCI Coordinator in the TPPS in order to process eBill transactions.

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

m. Expedited Freight Shipments (e.g., 999 freight):

- (1) The Coordinator is required to meet all expedited shipping requirements. Under DTCI, an expedited shipment is defined as a shipment that requires delivery the same day, next business day before 1200 hours (noon), or a specified time before the normal close of business of the receiving site. It is also defined as a shipment (air or surface) requiring pickup in less than the eight operational hours (six hours after permit receipt for OD/OW) allowed in the contract. EXP freight shipments may require manual action by the shipper and/or Coordinator (e.g., telephonic notification) to meet shipper requirements. Data interchanges will follow normal process after manual notification.
 - (a) For DLA Distribution shipping activities, expedited examples include counter-to-counter, same day delivery, or delivery before a normal delivery schedule (e.g., before 1030 hours).
 - (b) For the Services shipping activities, expedited examples include Casualty Report, Aircraft on Ground, or Mission Impaired Capability Awaiting Parts, Marine Air and Ground Task Force support requirements.
 - (c) TOs will telephonically contact the DTIC Coordinator directly to ensure proper coordination/identification of expedited shipments. In addition, TOs must select the accessorial “EXP” in the shipping system to send the expedited request via EDI 219 to ensure proper handling of the shipment from initial request to final delivery. However, when generating the CBL, remove the “EXP” verbiage from the CBL data window.

NOTE: The EXP accessorial is not authorized for air shipments.

- (d) GSA small package express and other small parcel contracts are exempt from DTIC and the EXP criteria described here.
- (2) It is the responsibility of the Coordinator to meet or exceed the performance requirements of the contract. EXP shipment delivery is based on meeting the MDD as identified in the shipment request.
- (3) Based on the requested MDD (date/time), the Coordinator determines the best transportation mode (air/surface), pickup time and TSP to meet requirements based on analysis of many factors to include time allotted, distance, available air/surface assets, etc.
- (4) EXP shipments will be delivered on or before the MDD even if the MDD is at night, on a weekend, or a holiday. To avoid additional EXP service costs (e.g., re-delivery), shippers will ensure consignee locations are in operation during the requested MDD date/time prior to requesting EXP service.
- (5) Oversized air freight shipments will normally allow for an additional one day of transit time unless otherwise agreed to by the shipper and the contractor.

NOTE: For EXP shipments, pickups required in less than the eight operational hours will be supported following initial notification of the requirement, but pickup will be no earlier than two hours from notification.

- n. Reconsignment and Diversion of DTCI-Eligible Freight:
- (1) The TO, or OO will directly communicate to the DTCI Coordinator any reconsignment or diversion requests through the DTCI Coordinator. Consignees desiring a diversion/reconsignment must make their request through the original OO. Consignees requesting diversion and/or reconsignment must provide a valid fund citation to pay for any additional charges incurred.
 - (a) Requests will be submitted via e-mail; DOD.mwgs@menloworldwide.com or faxed to 866 651-7455.
 - (b) Verbal requests will be accepted from the shipper, but must be followed by a written confirmation from the TO/OO within 24 hours.
 - (c) The DTCI Coordinator will provide requested services upon written or verbal request.
 - (2) The specific guidance outlined below applies to reconsignment and diversion requests.
 - (a) Only entire shipments may be reconsigned. Portions of shipments will not be reconsigned.
 - (b) Requests that do not involve a change in the original destination will entitle the TSP to an additional charge on a per shipment basis as outlined in the accessorial charge table provided in the DTCI PWS found on the DTCI web site. Example: Same installation with different DODAACs and /or building numbers or split shipments.
 - (c) Requests that do involve a change in the original destination will entitle the TSP to an additional charge, a rate from origin to the interception point, and a rate from the interception point to final destination, as provided in the DTCI PWS.
 - (d) Shipments requested to be returned to the consignor will entitle the TSP to additional charges from the interception point to origin, as provided in the DTCI PWS.
 - (e) A rate for DTCI-eligible shipments will be defined as NTE the pro-rated amount of anticipated line-haul charges for the original origin to destination movement.
 - (f) Payment of all charges for reconsignment or diversion is the responsibility of the OO requesting the service.
- o. Re-delivery:
- (1) The Coordinator will notify the consignee that the shipment is on hand the next business day following the attempted delivery day. The Coordinator will arrange for a mutually agreeable re-delivery date. If re-delivery is not accomplished or other instructions are not furnished to the Coordinator by the consignee or OO within 24 hours of the on hand notification, the shipment will be subject to a storage charge (see DTCI PWS Appendix B for accessorial codes <http://www.transcom.mil/dtc i/> under the heading “Current PWS”). Charges incurred for storage and re-delivery attempts are the responsibility of the consignee (unless otherwise agreed to by the shipping activity) and will be billed directly by the Coordinator (using the eBill process outlined in Chapter 212).
 - (2) The consignee will be subject to and will fund a re-delivery charge if it is determined the consignee was at fault (The consignee may elect to pick up the shipment at the TSP’s terminal to avoid a redelivery charge).

- (3) The TO/OO, or consignee may authorize return of the shipment back to the original consignor. The Coordinator will assess the line-haul rate applicable to the original inbound movement or at a rate agreed upon, whichever is lower. The organization requesting the return movement must provide the TSP with properly executed shipping documents and provide funding to support the return.
 - (4) When a TO/OO is advised that a shipment is undeliverable (e.g., due to natural disaster, labor dispute), the TO/OO will coordinate with the consignee and Coordinator for shipment disposition.
- p. Accident Notification:
- (1) The DTCI Coordinator is responsible for all accident notifications.
 - (2) Emergency notification will be made by the DTCI Coordinator to the following offices using the USTRANSCOM Logbook automated IT tool:
 - (a) SDDC COC
 - (b) TO at the shipping/receiving site
 - (c) DTCI Division
 - (d) Service/Agency Representatives
 - (e) DTCI CO.
 - (3) Accidents will be reported as soon as possible, but must be made no later than 24 hours after the accident (non-injury/loss of life). Injuries or loss of life accidents will be reported immediately. Logbook will transmit the initial notification plus one update notification only. Logbook account holders can review additional updates by logging into the Logbook system using their assigned account. Authorized individuals (Service/Agency Representatives) desiring a Logbook account will contact the USTRANSCOM helpdesk at DSN 576-2081 for instructions.
 - (4) TOs will inspect freight shipments involved in accidents to identify any loss or damage and follow the Loss and Damage Freight Claims process outlined in [Paragraph r](#) below.
- q. Astray Freight: Consignors and consignees will follow guidance contained in Chapter 209 Paragraph E (GOCARE Program) and F (GOCARE Responsibilities), and this Paragraph.
- (1) It is the responsibility of DOD shippers, consignees, and the DTCI Coordinator to identify, report, and recover astray freight. A specific duty of the DTCI Coordinator is to assist in the identification and delivery of astray freight.
 - (2) Astray freight includes any shipment that cannot be delivered due to inadequate identification of the consignor or consignee.
 - (3) For TO/OO information, the Coordinator is required to report astray freight. When a Coordinator's sub-contracted TSP discovers astray freight in its terminal or warehouse the TSP will do the following:
 - (a) Seek assistance from local GOCARE representatives as indicated in the SDDC GOCARE Guidelines
 - (b) Report astray freight to SDDC at mail to: usarmy.scott.sddc.mbx.omb-for-go-TSPs@mail.mil. SDDC will furnish the DTCI Coordinator with forwarding instructions.

- (c) Pending final disposition a TSP may turn the astray shipment over to the nearest military transportation office.
 - 1 When astray freight is transferred from the TSP to a local TO, the TO will provide a written receipt (any format available) back to the TSP.
 - 2 Freight that is subsequently returned to the TSP for further disposition will result in the previously provided receipt to be cancelled.
 - 3 For DTCI astray freight claims, the TO will follow the DTCI claims procedure in Paragraph r. of this chapter.
- (d) Containers and trailers that do not possess identifying marks or possess conflicting marks will be opened by the local TO with the approval of the TSP and in the presence of a TSP-authorized representative.

NOTE: DOD registered TSPs will be provided the GOCARE HOTLINE number, 800 526-1465 to report suspected astray government freight.

r. Loss or Damaged Freight Claims Process:

- (1) Freight moved under the DTCI program utilizes a commercial claims process to leverage the full capabilities of the Coordinator. DTCI freight is identified through the Coordinator's unique SCAC (MWWG) on the BL (as the primary TSP).
 - (a) For transportation discrepancies not attributable to a TSP, (e.g., poor blocking and bracing and improper packaging), a Miscellaneous TDR will be used to capture this data as outlined in Chapter 210.
- (2) The DTCI Coordinator utilizes a web-based claims reporting tool (<https://www.dtcimil>) to file loss and damage (to include allowable transportation cost reimbursements) claims against its TSPs and to track the progress of the claim. Specific training on the commercial process will be provided during site implementation. Training will also be available using the Coordinator's web based training program associated with the reporting tool. Questions concerning the web-based training program should be directed to the Coordinator's 24 hours a day, 7 days a week customer service center.
- (3) The DTCI Coordinator will facilitate the resolution of all DTCI related claims filed on the Coordinator's reporting tool. Claims filed with the Coordinator must be resolved within 120 days from the submission of a completed package. The TO (normally the consignee) will prepare claims packages for all DTCI related claims IAW the requirements of the Coordinator and this regulation.
- (4) DTCI Claims Process:
 - (a) TOs (shipper/consignee):
 - 1 TOs will inspect freight upon delivery and make annotations on all copies of the BL to document suspected loss or damaged materiel IAW provisions contained in Chapter 211.

NOTE: Chapter 211 Paragraphs not applicable to DTCI include C.2 (partial), V, and X. TDRs are not required when submitting a claim under DTCI, however, the TO may use TDRs to request RFIs and to capture other supporting evidence to prepare a claims package.
 - 2 TO will contact the DTCI Coordinator using the Coordinator's CFT on their website, via e-mail or via phone call to the DTCI Coordinator customer service team to notify them of the potential loss or damage as soon as possible.

NOTE: TOs will contact the Coordinator immediately when noticing obvious damage but not later than 14 days from date of delivery for concealed damage.

- 3 The TO will hold damaged freight in a secure location pending TSP inspection and provide the TSP's inspector access to the damaged freight upon request (if this is not feasible, the TO will take numerous, detailed photographs of the damaged cargo in order to pictorially document the damage).
- 4 TOs will capture evidence of loss and/or damage to DOD freight IAW Chapter 211 processes.
- 5 TOs will determine liability based on evidence captured.
 - a If the Government is determined liable, complete a Miscellaneous TDR IAW Chapter 210.
 - b If the TSP is determined liable, the TO will log onto the DTCI Coordinator's TMS website (<https://www.dtcimil>) to submit a claim by selecting the Financials/New Claim tab and complete the online claim form.
 - c TO will obtain supporting documents and submit them via e-mail, TMS, or FAX to the Coordinator's claims office. E-mail: mlgclaims@con-way.com FAX: 503 450-2388

NOTE: If the TO or claims submitter does not have access to the Menlo website, they should contact Menlo's customer service (Toll-Free 800-301-8175) or by e-mail (DOD.mwgs@menloworldwide.com) to facilitate the filing of the claim. The TO/submitter is still responsible for preparing and submitting supporting documentation as indicated above. Once Menlo has the minimum required documentation, they will proceed with the claim action.

(b) DTCI Coordinator:

- 1 Following notification from the TO/submitter, will contact the TSP to arrange a damage inspection (if desired by the TSP). If inspection is declined, the Coordinator will annotate the declination and include this as part of the claims package.
- 2 Will evaluate submitted claim and associated documentation for completeness and accuracy. If additional information is required to support the claim, the Coordinator will contact the submitting TO for assistance.
- 3 Will facilitate claim resolution with TSPs IAW PWS provisions.
 - a Upon obtaining a settlement offer with the TSP, the Coordinator will present the settlement offer to a Government representative (e.g., Service/Agency Representatives, DFAS, USMC Claims Office) as indicated below:
 - (1) Offer is equal to 100 percent of the claim value, Coordinator accepts the offer, collects the funds, and forwards the check and claim form to:

Defense Finance and Accounting Service (DFAS),
(USN, USAF, USA, and DLA) Indianapolis Center
ATTN: DFAS-IN-JFNCB

8899 East 56th Street
Indianapolis, IN 46249-0630

Or (USMC only)

Transportation Voucher Certification Branch (TVCB)
ATTN: 470
814 Radford Boulevard, Suite 20318
Albany, GA 31704-0318
E-mail address: mooretc@matcom.usmc.mil

- (2) Offer is less than 100 percent of the claim value; Coordinator presents the offer to the Service/Agency Representatives listed in Paragraph [E.1.c](#) for review and advice regarding claim settlement offer approval/declination.

NOTE: Offers less than 100 percent for DLA owned freight will be sent to DFAS for settlement.

- (a) If the Service/Agency Representative advises the claim settlement offer is approved, the Coordinator documents the recommended approval, accepts the offer with its TSP, collects the funds, and forwards the check and claim form to DFAS – Indianapolis, IN or USMC (address listed above) for final approval and acceptance.

- (b) If the Service/Agency Representative advises the claim settlement offer is disapproved, the Coordinator continues to facilitate with the TSP until an acceptable offer is achieved. If after 120 days, an acceptable offer is not achieved, the Coordinator will contact the DTICI CO for guidance.

NOTE: The CO may direct the Coordinator to continue working with its TSP, or terminate the claim action. Upon termination of the claim action, the Coordinator will package the claim and supporting documentation and forward to DFAS Indianapolis – IN/USMC Claims Office for further Government action.

- 4 Manage, track, and report status on all claims submitted against DTICI freight movements. TOs and other DTICI stakeholders may review status of claims through the Coordinator's web site or through monthly reports issued by the Coordinator/DTICI Division.

(c) Service/Agency Representatives:

- 1 Will view claim settlement offer (less than 100 percent of the claim value) by logging onto Coordinator's web site (<https://www.dtcimil>) and entering the claims module. Supporting documentation will be available to the Service/Agency Representatives from the Coordinator's claims office. These documents will be e-mailed to the Service/Agency Representatives upon request.
- 2 Will provide advice regarding claim settlement offer's acceptability and notify the Coordinator of the decision. The Service/Agency Representatives will use their best judgment based on the information provided by the TO and the Coordinator's claims professionals. The Service/Agency Representatives will also understand and consider the limits of liability guidance contained in the

DTCI PWS when making their decision. For example, an item destroyed with a value at \$200,000, may only have a claim value of \$50,000 (based on shipment weight) unless the TO declared and paid for increased valuation coverage.

a The Government acceptor will use all available resources and information (e.g., item value, liability determination, and best judgment) to make a determination regarding claim settlement.

b Process continues until an impasse occurs between the Coordinator and the Service/Agency Representative. The Coordinator will notify the DTCI CO on the impasse. The DTCI CO may request the package be forwarded to DFAS/USMC Claims Office for additional consideration.

3 If the Service/Agency Representative's recommendation is to reject the claim settlement offer, the Service/Agency Representative will provide a statement explaining the reason for rejecting offers to the DTCI CO. This can be accomplished on the Coordinator's website using the claims tool note section.

NOTE: Claims for shipments from a DLA facility up to the point of consignee receipt acceptance, or receipt at a DLA facility for stock or transshipment (that are identified during offload) will be directed to DFAS for adjudication.

(d) DFAS/USMC Claims Office:

1 Will review Service/Agency Representative's recommendations regarding acceptance or rejection of claim settlement offers.

2 The Coordinator will make available, upon request, the claim and its supporting documentation to DFAS Indianapolis – IN/USMC Claims Office for review and further Government action to include administrative collection action and civil litigation. DFAS/USMC Claims Office will have access to the online claims tool.

3 Will notify the Coordinator when DFAS/USMC Claims Office has reached a final claim settlement with the TSP or terminated any further action on the claim (closed the claim). Notification is accomplished using the Coordinator's web-based claims tool.

4 Will confirm the settlement amount is the proper amount based on the claim settlement offer and Service/Agency Representatives settlement recommendation. DFAS acceptance and deposit of the claim settlement check is the Government's final acceptance of the claim settlement and TSP release. DFAS will, upon request of the affected TSP, sign a TSP release form upon final acceptance of the settlement.

5 Will provide assistance with filing disputed claims with the TSP to the DOHA.

s. Surge Support:

(1) The DTCI Coordinator supports DOD surge requirements, including necessary planning activities through collaborating with the Government to provide the necessary transportation services required to meet mission requirements. Surge requirements include, but are not limited to, the following:

(a) Mobilization

(b) Wartime

- (c) Natural disaster
 - (d) Humanitarian assistance support
 - (e) Other designated exigency.
- (2) The DTCI Coordinator is available 24 hours a day, seven days a week for any surge support requirements.
- (3) TOs will contact their Service/Agency Representatives with potential or known surge requirements. The Service/Agency Representatives will then contact the DTCI Division with the requirement, who in turn will provide notification to the CO and Coordinator to validate the requirement and to begin the planning and execution process.
- t. Large Scale Planning:
- (1) The DTCI Coordinator supports identified training events, to include those directed by the JCS and/or COCOM.
- (2) The DTCI Coordinator participates in unclassified portions of the planning process by assisting Government planners. Assistance may include, but is not limited to, the following:
- (a) Consolidate freight when possible, both geographically and within the MDD timeframes given.
 - (b) Recommend freight transportation process improvements to the DTCI Division and Service/Agency Representatives.
 - (c) Develop freight transportation plans.
 - (d) Select mode of transportation based on training event, shipper requirements, specialized equipment utilized, and MDD.
 - (e) Plan and develop detailed routing to Tactical Assembly Areas and/or training locations for accurate estimates of freight arrival times.
- (3) The DTCI Coordinator may be requested by TOs to provide additional support to large scale planned events that include, but are not limited to, the following:
- (a) Movement of cargo in support of unit moves from home station to CONUS POE.
 - (b) Movement of cargo in support of unit moves from CONUS Port of Debarkation (POD) to home station.
 - (c) Movement of cargo in support of CONUS unit moves to/from CONUS exercise or training locations.

Requests for this additional support must be provided 15 days prior to the movement to the DTCI Coordinator. Limited rail movement may be requested of the DTCI Coordinator when DOD rail assets are unable to meet the requirement.

NOTE: Unit Move - For the purposes of DTCI, a unit move is the movement of unit assigned equipment and accompanying supplies, which normally move under an assigned ULN as identified in a JOPES TPFDD. Service-directed CONUS moves, such as the Joint Regional Training Center and the National Training Center moves, are considered Unit moves. (For Army - moves directed by an EXORD /OPORD are considered Unit moves). Sites will provide the coordinator with as much advance notice as possible regarding the movement requirement via e-mail to allow for proper planning/coordination. Notification will include the number and types of equipment required, date/time/location, POC and other special requirements. Additionally, when

possible to assist the coordinator in procuring TSPs, shippers will consider sending the EDI 219 transaction as early as possible (recommend 48 hours) prior. The coordinator will begin the process of supporting the requirement based upon the initial email notification; however, the coordinator will not commit assets until the EDI 219s are transmitted. If Service/DLA HQ does not direct movement via the DTCI program, then movement of the CONUS-portion of unit moves via DTCI is at the discretion of the TO. The TO, in coordination with contingency planners, exercise planners, or unit TOs, may direct the use of DTCI as the primary provider of transportation services for CONUS portions of the movement only. The DTCI contractor may not refuse unit moves offered for movement and will provide planning support to any organization desiring this capability, along with a cost estimate. Reference the DTCI PWS, 1.4.5.27 Surge Support, and 1.4.5.28 Large Scale Planned events, for more detailed information.

u. Fuel Surcharge:

- (1) Shipments moving under the DTCI program will be subject to a FSC. The following provisions apply to DTCI:
 - (a) Fuel surcharges regarding surface modes of transportation is based on the SDDC Fuel-Related Rate Adjustment Policy. DTCI will utilize this policy until further notice. Changes to the surface surcharge policy will be announced via the SDDC customer advisory system when applicable.
 - (b) Fuel surcharges regarding air modes of transportation are based on the USTRANSCOM-DTCI fuel adjustment procedure located on the DTCI web site (<http://www.transcom.mil/dtci>) under the “DTCI Fuel Surcharge” heading. Changes to the air surcharge policy will be announced via the SDDC customer advisory system.
 - (c) TOs will see fuel surcharges on the electronic response (EDI 220A) from the Coordinator. TOs will notify the DTCI Division through the Service/Agency Representatives if there are discrepancies with invoiced surcharges.

v. Accessorial services:

- (1) Accessorial services relate to specialized services or equipment required/desired for a movement. Appendix B of the DTCIPWS (<http://www.transcom.mil/dtci>) under the “Current PWS” heading, lists the approved accessorial services for DTCI. TOs should not expect the TSP to provide accessorial services (e.g., tarps) not requested. If additional accessorial services are required to support transportation requirements, the affected site POC will contact their Service/Agency Representative to request the additional service. The Service/Agency Representatives would then contact the DTCI CO to request support from the Coordinator. Once approved, Appendix B will be updated to reflect the new level of service.
- (2) Accessorial services may be ordered at the origin by the TO at the shipping site and subsequently approved by a designated site representative (e.g., OO).
- (3) Trucks cancelled by the government four hours or more prior to scheduled pickup will not be charged an accessorial fee (i.e., Vehicle Furnished Not Used).
- (4) Accessorial services requested and used by the Government but not initially ordered will be subject to the following provisions.
 - (a) Accessorial services added by the TO at the shipping site (consignor) will amend the initial order for service to reflect the additional services. Shipping and receiving sites will coordinate special requirements prior to ordering services and/or releasing freight to the Coordinator.

- (b) Accessorial services requested, added, and/or incurred (e.g. detention, re-delivery) by the TO at the receiving site (consignee) will be the responsibility of the receiving site. The TO (consignee) will arrange directly with the Coordinator or its TSP to pay for the authorized/incurred accessorial charges using the eBill process outlined in Chapter 212. The Coordinator will submit an eBill to the consignee for services not previously authorized by the shipper. The consignee will authorize payment of the eBill on the agreed upon services. The Coordinator will obtain consignee name, rank/grade, contact information, and a listing of services added for verification purposes.
- w. Exception Codes: a standard set of fourteen EDI exception codes will be used for instances where the DTCI Coordinator cannot perform because of factors beyond its control.
- (1) The authorized list of EDI exception codes are as follows:
 - (a) HB: Appointment required at delivery site – Refused by site.
 - (b) P1: Appointment required at pickup site – Refused by site.
 - (c) B1: Installation closed when delivery was attempted during normal business hours (e.g., Gate issues, special function).
 - (d) AM: Installation closed when pick-up was attempted during normal business hours (e.g., Gate issues, special function).
 - (e) AN: Holiday – Installation was closed – Scheduled or unscheduled.
 - (f) AU: Local emergency and/or Natural Disaster.
 - (g) AD: Customer would not accept delivery until after MDD – Refused by site.
 - (h) AO: Weather conditions prohibited pick-up or delivery.
 - (i) BK: A Prearranged Appointment prevented pickup within the 8 hour pickup window.
 - (j) AW: 8 hour pickup window was after cutoff time.
 - (k) BH: MDD was inaccurately calculated and did not allow the authorized amount of days for delivery IAW the DTR (DSS shipments only).
 - (l) BQ: Expedite shipment was overweight/over dimensional and was offered for movement without providing the additional transit day allowed IAW Unified Publication.
 - (m) BN: Freight was shipped from origin without delivery bills.
 - (n) C2: Bills were provided to the TSP without freight.
 - (2) TOs at shipping and receiving sites will provide the DTCI Coordinator a POC and/or assigned site representative that will be authorized to approve or deny exception codes for EXP shipments.
 - (3) The DTCI Coordinator will electronically notify (e.g., e-mail, web notification) the affected site(s), the Service/Agency Representative (associated with the site), and the DTCI Division that an EXP exception code(s) is used within two business days of the event providing specific details IAW the PWS on why the exception should be approved.

NOTE: Exceptions for routine shipments will be evaluated and confirmed by the DTCI Division.

- (4) The assigned site representative (TO, OO) at the affected site will evaluate the circumstances surrounding the situation, and either approve or deny the request for exception within five business days from the DTCI Coordinator's initial request.
- (5) Approval of the exception code(s) uses the following process:
 - (a) Check the approved block, electronically sign, and submit via the electronic form (web-based and/or e-mail) provided by the DTCI Coordinator.
 - (b) The DTCI Coordinator will electronically inform its customer service team, the DTCI metrics team, and the DTCI Division indicating an approval of the exception code(s) by the affected site.
- (6) Process for Denial of exception code(s):
 - (a) TOs will indicate denial of the exception code and electronically sign the electronic form (web-based and/or e-mail) provided by the DTCI Coordinator.
 - (b) The TO will provide the Coordinator (copy Service/Agency Representative) the reason for the denial (e.g., exception code used: AM – site closed for pickup at 1000L. Denied: Gate closed for 15 minutes due to security alarm. Gate re-opened at 1015L. Driver should have waited or called prior to departing).
 - (c) The DTCI Coordinator will electronically inform its customer service team, the DTCI metrics team, and the DTCI Division indicating a denial of the exception code(s) by the affected site.
 - (d) The DTCI Coordinator will have the opportunity to appeal the denied exception code directly with the Service/Agency Representative by submitting a weekly re-cap of their site's denied exception (if desired to appeal).
 - 1 Coordinator will provide specific justification why the exception code should be allowed.
 - 2 The Service/Agency Representative may contact affected site TO requesting its justification for denial (if not previously copied).
 - 3 The Service/Agency Representatives will accept or reject the exception within seven business days of the weekly submission.
 - 4 If exception code is accepted (meaning the Service/Agency Representative overrode the TO), the Coordinator will update the records indicating an allowable exception.
 - 5 If the exception code is rejected (meaning the Service/Agency Representative concurs with the TO denial), the Coordinator will not be allowed the use of the exception.
 - (e) Shipping and receiving sites will provide justification on denials by researching the situation occurring on their site. They will also be prepared to submit additional supporting documentation during the appeal process.
 - (f) If the exception is denied by the Service/Agency Representative, the DTCI coordinator can subsequently request approval of the exception from the DTCI Division NLT five business days following rejection from the Service/Agency Representative.
 - (g) The DTCI CO may become involved if the Coordinator submits a protest on the exception direct to the DTCI Division. In this case, the DTCI CO will make final

determination regarding the use of the exception code(s) based on findings obtained from the TO and COR.

x. Equipment Requirement:

- (1) The Coordinator provides all required types of equipment to include a mix of general/van equipment and specialized equipment (i.e., lowboys, roller beds, air ride, open equipment) to ensure availability to meet shipper's requirements as identified in the shipper unique requirements. The DTCI Coordinator may offer equipment substitutions, which must be approved and documented by the shipping site TO. Substitutions at the convenience of the Coordinator will be at no additional cost to the government.
- (2) The Coordinator will ensure all equipment arrives operable, clean, safe, and odor-free for freight pickup. In the event equipment arrives in an inoperable condition as indicated, the TO/OO will accomplish the following:
 - (a) Refuse to load the equipment.
 - (b) Notify the Coordinator's 24 hours a day, seven days a week customer service center of the issue. The customer service center will arrange for immediate replacement equipment.
 - (c) Complete and submit a CFT reporting the issue. (See Paragraph [E.1.b.\(4\)](#) of this chapter.)
 - (d) Notify your Service/Agency Representative as directed.
- (3) Equipment pools may be required at several DLA Distribution Centers/Defense Distribution Depots and other shipper locations throughout the program.
- (4) The Coordinator may require the use of specialized transportation equipment such as rail cars for the movement of military-unique items. The success of DTCI's rail program is dependent on the Coordinator's ability to leverage commercial best practices to gain efficiencies and garner savings. Therefore, the Coordinator will negotiate and establish TSP rates for each DTCI rail move. SDDC must maintain visibility of DOD rail moves in order to manage capacity and de-conflict competing priorities. Therefore, the Coordinator will notify SDDC of all rail moves requested by DTCI shippers.
- (5) For all DTCI rail movements, the Coordinator will submit rail car requests received from the shipper to SDDC's DFRIF car distributor at (804)385-3739 or via e-mail to jamaletese@qts.com. The DFRIF car distributor will determine the availability of Department of Defense Owned Railcars (DODX) cars to support the entire requirement. If there are insufficient DODX cars to support the requirement, DFRIF will provide the Coordinator with the number of available DODX cars and the number of commercial cars the Coordinator must source from its resources. DFRIF will ensure the requested DODX cars are made available at the onload location in time to support the requirement. Once the Coordinator receives DODX confirmation from DFRIF, the Coordinator will make arrangements for the entire rail requirement with applicable TSPs. The Coordinator will ensure its TSPs pay the applicable mileage allowance to SDDC for the loaded use mile on the DODX cars IAW the rate table.
 - (a) Process. The Shipper will contact the Coordinator via e-mail and/or phone as early as possible (recommended 15 business days prior to the planned origin departure date) with the anticipated requirement for rail. Shipper will provide the Coordinator with as much details as possible to include the number and type of cars requested, estimated weight per car, origin/destination locations, and accessories required, HAZMAT, etc.

- (b) The Coordinator will review the requirement and make an initial determination of its ability to support ensuring it has contracts in place with TSPs and if Government approved rates are on file. If Government approved rates are not on file, the Coordinator must follow established process to obtain rate approval. This process may take several days.
- (c) The Coordinator will contact the shipper within three business days following the initial e-mail/phone inquiry to either accept the shipment or to provide an update on their efforts to obtain approved rates with the Government/TSP. Final determination of support must be completed NLT five business days following the initial inquiry.

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

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

NOTES:

- 1. For GFM users, request will be for AV1 equipment. Shipper will send e-mail to Coordinator requesting rail support indicating the total rail car requirement and other special requirements (e.g. TSP load/unload).
 - 2. Shippers should communicate with their load planner to ensure requirements are understood by all parties.
- (e) The Coordinator will contact DFRIF via telephone (804) 385-3739 or via e-mail jamahtese@qts.com to relay rail requirement
 - (f) DFRIF will determine if the requirement can be supported entirely with DODX cars or will require a combination of DODX and Commercial cars. DFRIF will transmit the results back to the Coordinator (e.g. Offer # zxc1234; 75 DODX, 25 Comm cars).

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

- (g) If the entire requirement cannot be supported by DODX cars, the Coordinator will source the remaining commercial cars required and determine the total cost of the entire requirement (combined DODX/Commercial cars and applicable accessorial) IAW its TSP agreements. EDI 220 will be returned to shipper with NTE costs within six hours of SDDC's confirmation of DODX car availability.
- (h) DFRIF can be reached at (618) 220-6870; via email at George.g.gounley.civ@mail.mil; or via regular mail to: SDDC, ATTN: AMSSD-SBD-RF, 1 Soldier Way, Scott AFB, IL 62225-5006.

y. HAZMAT Shipments:

- (1) Shippers are responsible for certifying HAZMAT shipments prior to pickup IAW 49 CFR; instructions provided in Chapter 204; and applicable Service regulations (e.g., AFMAN 24-204_IP (Interservice), TM 38-250, MCO P4030.19I, NAVSUP Pub 505, DLAI 4145.3, and DCMAD 1, CH 3.4 (HM24) for the mode of shipment anticipated based on the MDD. The Coordinator will refuse to ship HAZMAT that does not conform to all Federal, state, and local codes, ordinances, and regulations. The

coordinator will ensure that all drivers picking up HAZMAT freight, regardless of quantity of regulated material, provide an appropriately equipped, inspected vehicle and possess current HAZMAT endorsements annotated on the CDL.

- (a) If a HAZMAT shipment is refused because it has not been certified properly IAW Part 49 CFR and/or AFMAN 24-204_IP (Interservice), TM 38-250, MCO P4030.19I, NAVSUP Pub 505, DLAI 4145.3, and DCMAD 1, CH 3.4 (HM24) for the mode of shipment anticipated based on the MDD, the Coordinator will immediately notify the shipping site TO for resolution (proper re-packaging). Generally, this situation would only occur when shipment was packaged for surface and the Coordinator re-directs to air.
- (b) If the Coordinator and the shipping site TO are unable to resolve the matter (TO fails to re-pack the shipment), the Coordinator will still accept the shipment but IAW the PWS, the Coordinator will repack the shipment and become responsible for recertifying the shipment.
- (c) The Coordinator will notify the DTCI Division who, in turn, will notify the Service Representative of the affected site to assist in any investigation required. The Coordinator may not be held liable for late delivery of the shipment and may be entitled to additional compensation caused by the repacking requirement. The DTCI CO will make the final determination in this matter.

(2) The Coordinator will:

- (a) Notify the TO of the mode of shipment to meet MDD so the packaging and documentation is prepared IAW regulations by the TO.
- (b) Comply with all applicable Federal, state, and local codes, ordinances, and regulations in connection with the transportation of HAZMAT.
 - 1 The Coordinator will assume complete responsibility for packaging and certifying HAZMAT shipments if it elects to change mode of transportation after accepting the load from the original shipper. Additional costs associated with the mode change will not be charged to the Government.
 - 2 The Coordinator will notify the shipper within 24 hours of any repackaging of HAZMAT shipments.
- (c) Ensure TSPs picking up HAZMAT freight, regardless of quantity of regulated material, provide an appropriately equipped, inspected vehicle.
- (d) Ensure drivers possess current HAZMAT endorsements annotated on the Commercial Drivers License.

NOTE: The driver will be required (upon request) to provide proof of HAZMAT endorsement and/or license to shipper personnel at time of pickup to shipper personnel.

z. Reweighs:

- (1) One objective of the DTCI program is to minimize reweighs for cargo moving under the DTCI program. The current, interim process is outlined in great detail in both the PWS and Users Guide.

F. KEY POINTS OF CONTACT

DTCI Division
Bldg 1900W
1 Soldier Way
Scott AFB, IL 62225-5006

Voice: Army Team: 618-220-6509/6505/; Navy Team: 618-220-6522/6521;
AF/USMC Team: 618-220-6318/6508; DLA Team: 618-220-6529

Fax: 618-220-7992

E-mail: usarmy.scott.sddc.mbx.dtc-pmo@mail.mil

Coordinator Customer Service Contact Numbers

Phone Number: (800) 301-8175/6

Fax Number: (866) 651-7455

DOD.mwgs@menloworldwide.com

<https://www.dtc.mil>