

APPENDIX I

TRANSPORTATION DISCREPANCY REPORT (TDR) INSTRUCTIONS

A. INFORMATION NEEDED FOR AN ADVISORY OR REQUEST FOR INFORMATION (RFI) MESSAGE (FROM SF 361, TDR)

<u>Line/ Block</u>	<u>Element</u>
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- | | |
|----|--|
| 1 | Date. Enter Julian Date of the day message is written, e.g., 30 September 2004 would be entered as 4274. |
| 2 | Report Number. This number is made up of the reporting activity's Department of Defense Activity Address Code (DODAAC) followed by four-digit serial number, e.g., W45QRE-0001. This same number will be used on the TDR if the discrepancy is not resolved within the required time frame. See Paragraph B for instructions. |
| 4 | Reporting Activity. Enter name, address (including Zone Improvement Plan (ZIP) code), and DODAAC of the activity. |
| 5 | Consignor. Enter name, address (including ZIP code), and DODAAC of the activity that directed the shipment. If shipped by a contractor, use DODAAC of the activity that administered the contract. |
| 6 | Consignee. Enter name, address (including ZIP code), and DODAAC of the activity shown as consignee on the transportation document. If the consignee is the same as the reporting activity, enter "Same as line 4." |
| 7 | Shipper. Enter name and address (including ZIP code) of the activity making the shipment for the consignor. If the shipper is the consignor, enter "Same as line 5." If the shipment is containerized, include the name of the activity that stuffed the container. If the shipper is a contractor, enter the Contractor and Government Entity (CAGE) Code from the accompanying bill of lading (BL) or other shipping document. For location of CAGE codes on shipping documents, see paragraph B, Block 7. |
| 8 | Carrier Routing and Identification. Show the carrier's complete name and Standard Carrier Alpha Code (SCAC) and the identification number of the car, truck, or trailer, or the name of the vessel. For containers, show the trailer or container number; for a commercial SEAVAN, also show the name of the owner. Furnish the seal number and condition. For containers, also show the Transportation Control Number (TCN), and, when known, the voyage number. Copy the routing information from the transportation document. |
| 10 | Carrier's Pro/Freight Bill No. Enter number from carrier's delivery receipt. |
| 12 | Bill of Lading No./Type. Enter number and indicated type of BL, e.g., Government BL (GBL) or Commercial BL (CBL). |
| 16 | Date Discrepancy Discovered. Enter Julian date on which discrepancy was discovered. |
| 17 | Date Carrier Notified. Enter Julian date on which the commercial carrier was first notified of the discrepancy. |

**Line/
Block**

Element

- 20 Acquisition Document and/or Transportation Control No. Show both numbers, if available, and any other control number assigned by the shipper to identify the material.
- 21 Commodity Description and/or National Stock Number (NSN). Show the item name and NSN or part number (if known) and the SECURITY CLASSIFICATION of the commodity.
- 22 Type of Pack. Enter the correct code as shown in Paragraph G.
- 23 Quantity Discrepant (Pieces). Show the number of pieces reported as discrepant for each line entry.
- 24 Type and Cause Code. Enter correct codes as shown in Paragraph D.
- 28 Discrepant Weight. Show the total weight for each discrepant line entry shown in 23 above.
- 30 Remarks. Use this space to add details or supporting information that will help in identification or investigation. Also use this space to request special information or action.
- 31A Name of Preparer. Self-explanatory.
- 31B Title. Self-explanatory.
- 31C Telephone No. Show both the commercial and Defense Switched Network (DSN) or Federal Telecommunications System (FTS) telephone numbers of the person signing the form.

B. INSTRUCTIONS FOR PREPARING SF 361

(See Figures 210-1, 210-3, 210-7, 210-8, and 210-14 for samples of completed SF 361.)

Block **Element**

- 1 Date. Enter Julian date TDR is prepared, e.g., 30 January 2004 would be entered as 4030.
- 2 Report Number. This number is made up of the reporting activity's DODAAC followed by a four-digit number. This four-digit number will start with 0001 and go to 9999, e.g., W15QLL-0001, or to the end of the calendar year. The first TDR of each calendar year will always be 0001. Units giving subsistence stockage support to a Defense Subsistence Region (DSR) will use the DODAAC of that DSR. The last four digits will come from a block of numbers assigned by the Defense Logistics Agency (DLA).
- 3 TO. Enter name and address (including ZIP Code) of the office(s) to which the RFI or miscellaneous TDR will be mailed. Leave blank for an initial notification.
- 4 Reporting Activity. Enter name and address (including ZIP Code) of the reporting activity. Government Cargo Recovery Effort (GOCARE) committee members enter identification code. Enter the DODAAC in the box within Block 4. If the unit gives subsistence stockage support to a DSR, use the DSR DODAAC and ZIP Code.

Block **Element**

- 5 Consignor. Enter name and address (including ZIP Code) of the activity that directed the shipment. Enter the DODAAC in the box within Block 5. If shipped by a contractor, use DODAAC of the activity that administered the contract. If a sealift carrier is suspected or known to be at fault, enter the Port of Embarkation (POE) code.
- 6 Consignee. Enter name and address (including ZIP Code) of the activity that is receiving the shipment. Enter the DODAAC in the box within Block 6. If the reporting activity is the consignee enter "Same as 4."
- 7 Shipper. Enter the name and address (including ZIP Code) of the activity making the shipment for the consignor. If the shipper is the consignor, enter "Same as 5." If the shipment is containerized, include the name of activity that stuffed the container. If the shipper is a contractor, enter the CAGE code from the BL or other shipping document. Location of the CAGE codes is as follows: on DD Form 250, Material Inspection and Receiving Report, (Figure 210-15) in "SHIPPED FROM" block; on DD Form 1348-1A, Issue Release/Receipt Document, (Figure 202-10) in "SHIPPED FROM" block; on BL, Block 11; and on CBL in "FROM" or "SHIPPER" block.
- 8 Carrier Routing and Identification. Enter the SCAC from transportation documents in the proper sequence in the boxes in Block 8. Enter the complete name of the origin carrier. On other than less than truckload, enter the identification number of car, truck, trailer, or the name of the vessel. For containers, show the trailer or container number. If it is a SEAVAN, show the owner. For containers, also show the TCN and when known, the voyage number. When a sealift carrier is suspected or known to be at fault, the voyage number is required.
- 9 Point of Origin. Enter from the BL if different from Blocks 5 and 7.
- 10 Carrier's Pro/Freight Bill No. Enter the number from the carrier's delivery receipt.
- 11 Destination. Enter the destination from the BL if different from Blocks 4 and 6.
- 12 Bill of Lading No./Type. Enter the number and indicate the type; i.e., BL or CBL.
- 13 Mode Code. Choose the correct code from Paragraph E.
- 14 Date Carrier Signed for Shipment. Enter the Julian date the carrier signed for the shipment.
- 15 Date Consignee Received Shipment. Enter the Julian date on which the consignee signed for the shipment.
- 16 Date Discrepancy Discovered. Enter the Julian date on which the discrepancy was discovered.
- 17 Date Carrier Notified. Enter the Julian date on which the commercial carrier was first notified (as in case of pilferage, theft, vandalism, partial loss, or damage) and method, e.g., 3133, phone.
- 18 Name of Person Contacted. Show the name and telephone number of the carrier's agent contacted.
- 19 Seal Numbers and Condition. Place an "X" in the proper block and show the seal number and condition.

Block **Element**

- 20 Acquisition Document and/or Transportation Control No. Show both the numbers or the one on hand; and any other control number assigned by the shipper to identify the material.
- 21 Commodity Description and/or National Stock No. (NSN). Enter item name and NSN or part number. Include the member's/employee's name and grade on personal property shipments.
- 22 Type of Pack. Choose the correct code from Paragraph G.
- 23 Quantity Discrepant (Pieces). Show the number of pieces reported as discrepant for each line entry.
- 24 Type and Cause Code. Show the correct codes from Paragraph D.
- 25 Unit of Issue. Show the two-letter abbreviation of the type of unit under which the material was issued. See the shipping document.
- 26 Units Billed/Shipped. Show the total number of units that were shown on the billing or shipping document.
- 27 Discrepant Units. Enter the number of units of issue that were found to have discrepancies.
- 28 Discrepant Weight. Show the total weight for each discrepant line entry in Block 23.
- 29 Value or Cost of Repairs. For shortages, enter the replacement value. For over or astray cargo, enter the value of material when available. For reparable damage, enter the total of the cost to repair plus the transportation costs to and from the repair shop. For non-reparable damage, use the total of the preshipment value plus any other costs incurred to salvage the materials, minus the amount recovered through salvage.
- 30 Remarks. This block is to request information needed in the investigation of the discrepancies. Include photographs or any document the shipper may not have that will aid his/her reply. Use this space to confirm notification to the carrier. For miscellaneous discrepancies explain the circumstances and responsibility.
- 31A Name of Preparer. Self-explanatory.
- 31B Title of Preparer. Self-explanatory.
- 31C Telephone Number. Show both the commercial and DSN or FTS telephone numbers of the person signing the form.
- 31D Signature. Self-explanatory.
- 32 Reply. This block is to reply to any questions asked in Block 30 or to furnish any information to aid in the resolution of the discrepancy.
- 33A Name of Respondent. Self-explanatory.
- 33B Telephone Number. Show both the commercial and DSN or FTS telephone of the person who will sign the reply.
- 33C Address. Show the official address.
- 33D Signature. Self-explanatory.

Block **Element**

- 33E Date. Julian date.
- 34 This Is A Survey Document. Place an “X” in the proper block. A TDR is a survey document when the reported loss or damage requires an adjustment to inventory in accordance with Service or Agency property accountability regulations.
- 35 Date. Enter the current Julian date of the TDR.
- 36 TO. Enter the name and address (including ZIP Code) of the finance center or claim office or contract administration office to which the TDR package is to be mailed.
- 37 Responsibility. The transportation officer will decide how to check this Block based on evidence gathered during the investigation.
- 38 Exception Noted on Carrier’s Delivery Receipt? Place an “X” in the proper Block and complete required remarks.
- 39 Documents Attached? Place an “X” in the proper Block and list the documents in Block 43.
- 40 Photographs Attached? Place an “X” in the proper Block.
- 41 Inspection Data. Place an “X” in the proper Block and complete the required remarks.
- 42 Disposition Data. Place an “X” in the proper Block and complete the required remarks.
- 43 Remarks. Add any details that will help explain the discrepancy to the finance center or claims office, or that will aid them in filing a claim. List the documents attached.
- 44 Distribution of Copies. Unit name and office symbol of each activity that will get a copy, e.g., Military Surface Deployment and Distribution Command (SDDC) Operations Center or SDG3-GD-C.
- 45(a) Name of Preparer. Self-explanatory.
- 45(b) Title. Self-explanatory.
- 45(c) Telephone Number. Show both the commercial and DSN or FTS telephone numbers of the person who will sign Block 45d.
- 45(d) Signature. Self-explanatory.
- 46 Action by Reviewing Officials. Blocks A, B, C, and D are for Inventory and Financial Adjustments. This section will not be used if the approving official signature is the same as the signature in Block 45D. When filling in Block 46D for the DLA Stock Fund, always use 26.0 in positions 14, 15, and 16 in appropriation of the property. Service components will complete Block 46D and 46E in accordance with individual Service instructions. Block 46F is to be completed by the approving official at the reporting activity.
- 47 Action by Claims Office. To be used by finance center or claim office only.

C. FIRST POSITION OF MATERIAL

<u>RIC (Note 1)</u>	<u>Category Structure Code</u>	<u>Mailing Address</u>
B14	D, M	PR W4GG TACOM Rock Island Bldg 110 Rodman Avenue 1 Rock Island Arsenal Rock Island, IL 61299-6000
B17	H	Director Material Management US AMCOM – Aviation Redstone Arsenal, AL 35898-5239
B16	G, P, U	US Army Communications and Electronics Command Attn: Director of Material Management Ft. Monmouth, NJ 07703-5000
B64	L, X	Commander, US Army Aviation and Missile Command Redstone Arsenal, AL 35898-5239
B69	C	Commander, US Army Medical Material Agency Bldg 1423 Fort Detrick Frederick, MD 21701-5000
AKZ	K	Commander, US Army Tank-Automotive Command Adjustment and Inventory Warren, MI 48090-5000
A12	B, E, J, Q, R, S	XR W038 USA Soldier Systems Center Bldg 20 Kansas St Natick, MA 01760-5000

NOTE 1: Routing identifier codes (RIC) are located in record positions 67 through 69 of the DD Form 1348-1A, which accompanies, is attached to, or is within the shipment.

D. DISCREPANCY CODES

<u>Discrepancy Type</u>	<u>1st Position Code</u>	<u>Cause</u>	<u>2nd Position Code</u>
Astray	A	Incomplete, illegible, or missing marking, labels, or tags	3
		Hot line call initiated visit	H
		Carrier call initiated visit	C
		Routine visit	R
		Bill of lading missing (result of visit to carrier terminal)	4
		Bill of lading missing (Carrier released cargo to activity other than GOCARE Committee)	8

<u>Discrepancy Type</u>	<u>1st Position Code</u>	<u>Cause</u>	<u>2nd Position Code</u>
		Customs Bond Rooms or Freight Storage Warehouses	9
Overage	O	Not specified above (describe in remarks)	A
		Improper documentation	5
		Incomplete markings or missing labels	3
		Defaced/illegal marking	4
		Improper loading or stowage	K
Shortage	S	Not specified above (describe in remarks)	O
		Leakage, spoilage, or evaporation	L
		Improper documentation	5
		Theft	T
		Pilferage	P
		Status "W" cargo (SDDC terminal use only)	I
		Improper loading or stowing	K
		Not specified above (describe in remarks)	S
Damage	D	Fire	F
		Improper loading, stowing, or blocking and bracing	K
		Material handling equipment	6
		Marine	1
		Spoilage	G
		Rough handling	Q
		Stevedoring	2
		Water damage	E
		Wreck	W
		Vandalism	V
		Concealed damage	Z
		Not specified above (describe in remarks)	D
		Other	X
Incomplete marking/missing label/tag	3		
Defaced/illegible marking	4		

<u>Discrepancy Type</u>	<u>1st Position Code</u>	<u>Cause</u>	<u>2nd Position Code</u>
		Improper loading, stowing, blocking or bracing (if no actual damage)	K
		Missing certification of hazardous material or incorrect Shipper's Declaration for Dangerous Goods	L
		Violations in the movement of hazardous material (other than certification or declaration)	M
		Misconsignment	N
		Special contract or carrier services not provided on classified protected cargo for:	
		PS 5	
		DD 6	
		CS 7	
		MS 8	
		RS 9	
		TS 1	
		GS 2	
		SE F	
		Report of Shipment message not received within 24 hrs prior to arrival of shipment	E
		Copy of BL not received by consignee prior to arrival of shipment (Continental United States (CONUS) only)	G
		CONUS carrier did not provide DD Form 836, Special Instructions for Motor Vehicles	P
		CONUS carrier did not provide DD Form 626, Motor Vehicle Inspection when transporting hazardous material	Q
		BL not annotated within requirements of the TFG	D
		DD Form 1387 Military Shipment Label or 2D barcode military shipping label not affixed to cargo	U
		Not specified above (describe in remarks)	X

E. MODE OF SHIPMENT CODES

<u>Code</u>	<u>Description</u>
A	Motor, truckload
B	Motor, less truckload
C	Van (unpacked, uncrated personal or government property)
D	Drive-away/truck-away/tow-away
E	Bus
F	Air Mobility Command (AMC) Channel and Special Assignment Airlift Mission (SAAM)
G	Surface parcel post
H	Air parcel post
I	Government trucks, for shipment outside local delivery area
J	Air-small package carrier
K	Rail, carload (Note 1)
L	Reserved
M	Surface-Freight forwarder
O	Organic military air (including aircraft of foreign governments)
P	Through Government Bill of Lading (TGBL)
Q	Commercial air freight including regular and expedited service (provided by major airlines) air charter, and air taxi
S	Scheduled Truck Service (applies to contract carriage, Federal Acquisition Regulation-based contracts routings and/or scheduled service)
T	Air freight forwarder
V	SEAVAN
W	Water, river, lake, coastal (commercial)
X	Bearer, walk-through (customer pickup of material)
Y	Military intratheater airlift service (other than AMC airlift)
Z	Military Sealift Command (MSC); controlled contract, or arranged
2	Government watercraft, barge, or lighter
3	Roll on/roll off (RORO) service
4	Defense Courier Service
5	Surface--Small package carrier
6	Military Official Mail (MOM)

<u>Code</u>	<u>Description</u>
7	Express mail
8	Pipeline
9	Local delivery by government or commercial truck including on-base transfers and deliveries between air, water, or motor terminals and adjacent activities. Local delivery areas are identified in commercial carriers' tariffs, which are filed and approved by regulatory authorities.

NOTE 1: Includes TOFC and COFC (excluding SEAVAN).

F. SDDCVAN, MILVAN, AND SEAVAN SHIPMENTS

1st Position

<u>Code</u>	<u>Description</u>
<u>A</u>	SDDC leased/controlled SEAVAN or MILVAN (SDDCVAN)
<u>Y</u>	MILVAN
<u>Z</u>	SEAVAN

2nd Position

<u>Code</u>	<u>Description</u>
A	Loaded to capacity by ocean carrier
B	Loaded to capacity by military terminal
C	Loaded to capacity by military shipping activity
D	Loaded to capacity by vendor
E	Loaded to capacity by contract shipment consolidation facility
F	Loaded to less than capacity by military shipping activity with loading to capacity completed by contract shipment consolidation facility
L	Loaded to less than capacity by military shipping activity, loading completed by military terminal
M	Loaded to less than capacity by vendor loading completed by military terminal
N	Loaded to less than capacity by contract shipment consolidation facility, loading completed by military terminal
P	Loaded to less than capacity with military cargo by ocean carrier, commingled with commercial cargo in accordance with the SDDC Container Agreement and Rate Guide
T	Loaded to less than capacity by military shipping activity, loading completed by ocean carrier
U	Loaded to less than capacity by vendor, loading completed by ocean carrier
V	Loaded to less than capacity by contract shipment consolidation facility, loading completed by ocean carrier

2nd
Position
Code

<u>Code</u>	<u>Description</u>
W	Loaded to less than capacity by vendor, loading completed by contract shipment consolidation facility
Z	Empty MILVAN or SEAVAN
3	Loaded to less than capacity by military shipping activity
4	Loaded to less than capacity by vendor
5	Loaded to less than capacity by contract shipment consolidation facility

G. TYPE OF PACK

<u>Code</u>	<u>Description</u>
BD	Bundle
BE	Bale
BG	Bag, burlap or cloth
BL	Barrel
BS	Basket
BX	Box
CA	Cabinet
CB	Carboy
CC	Household goods containers, wood (federal specification PPP-B-580)
CL	Coil
CM	Container, AMC-International Standards Organization, lightweight 8' x 8' x 20' air container
CN	Can
CO	Container, other than CU, CW, CC, MW, CR, MX
CR	Crate
CD	Case
CT	Carton
CU	Container, Navy cargo transporter
CW	Container, commercial highway lift
CY	Cylinder
DB	Duffle bag
DR	Drum
EC	Engine container
ED	Engine cradle or dolly

<u>Code</u>	<u>Description</u>
EN	Envelope (Note 1)
FK	Foot locker
HA	Hamper
KE	Keg
LS	Loose, not packaged
MW	Multi-wall container (formerly referred to as triple-wall or tri-wall secured or attached to a warehouse pallet)
MX	Mixed (more than one type of shipping container)
PC	Piece
PL	Pail
PT	Palletized unit load, other than code MW
RL	Reel
RO	Roll
RT	Roll On/Roll Off (RO/RO)
SA	Sack, paper
SB	Skid, box
SD	Skid
SH	Sheet
SL	Spool
SW	Suitcase
TB	Tub
TC	Tank car
TK	Trunk
TU	Tube
UX	Unitized (use code RT for unitized cargo on RO/RO)
VC	Van chassis
VE	Vehicle
VO	Vehicle in operating condition
VS	SEAVAN
WR	Wrapped

NOTE 1: The term “envelope” applies to shipments of material packaged in envelopes larger than a Military Shipping Label. The Military Shipping Label when applied to the envelope, all entries, including the bar codes, must be scanable/readable from a single surface.

H. INSTRUCTIONS FOR PREPARING DD FORM 470

- Block 1. Voyage Document No. Enter the voyage document number from the manifest.
- Block 2. Preparing Activity. Enter the full name, mailing address, and DODAAC of the Port of Debarkation (POD) or POE preparing the report.
- Block 3. Name of Ship. Enter the name or number of the ship shown on the manifest. If the vessel that delivered the cargo was not identified on the manifest, list both vessels.
- Block 4. Ship Status. Check the proper Block. If the status is not listed, type “other” and show the vessel status mode listed on the manifest.
- Block 5. Loading Port. Enter the name, geographic location (city, state, country) and water port identifier code of POE indicated on the manifest. Also enter the loading site, if known.
- Block 6. Loading Activity. Enter the full name, address, and DODAAC of activity responsible for loading. If the same as the loading port, indicate “Same as Block 5”.
- Block 7. Discharging Port. Enter the name, geographic location (city, state, country), water port identifier code of POD indicated on the manifest, and the name of the military or commercial berth used. If the cargo was diverted to another port from the one on the manifest, show the original destination in parentheses.
- Block 8. Discharging Activity. Enter the full name and DODAAC of the activity responsible for unloading. If the same as the preparing activity, state “Same as Block 2”. If the unloading was done by a representative or agent of the responsible activity, add the representative’s or agent’s name. If the receiving government unloaded Security Assistance Program cargo, name the government.
- Block 9a. Date/Time Discharge Started. Enter the ordinal date and hour that unloading began.
- Block 9b. Date/Time Discharge Completed. Enter the ordinal date and hour that unloading was finished.
- Block 10. Unloading Cost Chargeable. Check the proper Block.
- Block 11. Cargo Discharged By. Check the proper Block.
- Block 12. List of Enclosures. State the number of SFs 361 and DD Forms 788, Private Vehicle Shipping Document for Automobile, attached. List and attach all documentary evidence and supporting data that will show the nature and cause of the discrepancies reported, and the amount of monetary loss when known.
- Block 13. Discrepancy. If a vessel incident occurred that might have caused or had an effect on the reported discrepancies, show place, time, and details. Add “SEE ATTACHED”. (This refers to the SFs 361, DD Forms 788, and other evidence pertaining to the discrepancies.)

I. INSTRUCTIONS FOR PREPARING SF 361 BY USING THE WEB-BASED ELECTRONIC TRANSPORTATION ACQUISITION TDR SYSTEM

1. The procedures described herein apply to use of the web-based Electronic Transportation Acquisition (ETA) TDR system. All DOD freight shipping and receiving activities, to include the Services and the Defense Logistics Agency (DLA), are required to use this system to generate TDRs. The ETA TDR system is available for use worldwide. Previously used mailing and facsimile (fax) transmissions of locally generated TDRs to the SDDC Operations Center for subsequent entry into the TDR database is no longer acceptable. The ETA web-based TDR

system will be used for direct entry into the TDR database instead. Commercial carriers are also included as system users to reply to TDRs. Each user must first obtain a password to use the web-based ETA TDR system.

2. Password Requests and Issuance.

The user must have a personal computer and an Internet browser to obtain a password and access the ETA TDR system. The following procedures apply to ETA password requests and issuance:

- a. Access your web browser and enter either <https://eta.sddc.army.mil/> or <http://www.sddc.army.mil/>.
- b. When the SDDC screen appears, click on “Access ETA Systems”.
- c. When the ETA screen appears, click on the “Register for the First Time” tab located at the top of the screen.
- d. When the next ETA screen appears, click on the “GFM” button and then select your role (TFG/TDR Updates Only, or ITO, or Carrier).
- e. Click on the “Generate Request Form” button at the bottom of the screen.
- f. Fill out the Request form when it appears.
- g. Click on the “Submit Request” bar.
- h. Receive your User ID instantly.
- i. Receive your password by e-mail several days later.

3. Using the ETA TDR System.

Once the user receives a password, the following procedures apply to accessing and using the system:

- a. Access your web browser and enter either <https://eta.sddc.army.mil/> or <http://www.sddc.army.mil/>.
- b. When the MTMC screen appears, click on the “ETA” button.
- c. When the ETA screen appears, click on the “Freight/Cargo” button.
- d. When the next screen appears, click on the “Transportation Discrepancy Reports (SF 361)” option.
- e. When the next screen appears, enter your User ID and password to log-on.
- f. In addition to a password, all system users must download the JInitiator (Java Applet) one time, and then exit and re-enter the system. This must be done prior to using the system the first time. This action needs to be accomplished only one time, and is valid for all ETA component application software systems. Instructions for the downloading are displayed on ETA TDR screens.

- g. Begin to use the ETA TDR system.
- h. Provisions exist in the ETA TDR system for manual overrides of data populated on the SF 361 and for manual entries of data into blank fields on the SF 361.

4. Accessing the ETA TDR Tutorial.

An on-line TDR Tutorial is available on the web for viewing by actual and potential TDR system users. The Tutorial describes in detail what data goes in each block on the SF 361 form, and the wide variety of system options available to the user. The following procedures apply to accessing and viewing the Tutorial (note that no password is needed to view the ETA TDR system Tutorial):

- a. Access your web browser and enter <http://cfm.eta.sddc.army.mil:8080/tdrtut/index.htm>.
- b. Scroll to the bottom of the page (screen) and click on "Site Map".
- c. When the next screen appears, scroll down to "Tutorials".
- d. Click on "TDR Forms Tutorial".
- e. Review the Tutorial.

5. User Support.

The SDDC Freight Systems Office (FSO) provides TDR system user support through its GFM system office, as follows:

- a. Training diskettes. FSO provides training diskettes for ETA application systems under its jurisdiction. The diskettes include training on the ETA TDR system.
- b. ETA TDR on-line system Tutorial. This is described in paragraph I.4. All users and potential users are encouraged to familiarize themselves with the contents of the Tutorial in advance of using the system.
- c. Help Desk support. The GFM Help Desk is available to respond to TDR questions and problems encountered. Hours of operation are Monday through Friday from 0630 to 1830 hours Eastern Standard Time. Telephone numbers are as follows:

800 336-4906 (calls from CONUS only)
Commercial: 703 428-3324
DSN: 328-3218
FAX Commercial: 703 428-3481
FAX DSN: 428-3481

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