

SDDC OPERATIONS CENTER

CUSTOMER ADVISORY

November 27, 2006

CA-06-11/27-0239

Subject: Transportation Guidance and Procedures for Processing a Transportation Discrepancy Report (TDR)/Loss and Damage Claims

Purpose: Update shippers and receivers on guidelines for preparing Transportation Discrepancy Report (TDR) and processing CONUS and OCONUS loss and damage claims and miscellaneous shipping discrepancy.

The Transportation Discrepancy Report (TDR) (Standard Form 361) is used by the Department of Defense (DOD) to document discrepancies involving the delivery of cargo by motor, air, water, rail and small package commercial carriers. Unless TDRs are generated to document shipping failures, the U.S. Government is unable to identify and submit claims against commercial carriers for these discrepancies. TDRs should be used to document all shipping discrepancies, to include: astray cargo, pilferage, theft, damage, vandalism, improper packaging, documentation, and non-conformance with hazardous material shipping requirements.

The procedures and requirements for preparing, completing and distributing TDRs are set forth in Chapters 209, 210 and 211 of Part II, Defense Transportation Regulation DTR 4500.9-R. At the current time, TDRs should be entered and distributed through the Global Freight Management (GFM)/Electronic Transportation Acquisition System (ETA) database. If you are unable to access the ETA system, please contact SDDC Fort Eustis, VA for assistance. Contact information is provided in paragraph A.9. below. If a carrier does not respond to an ETA notification, the consignee should call the carrier and provide the TDR by email or regular mail.

The DTR, Part II, Chapters 209, 210 and 211 are under revision, with a projected date for publication of February 2007. This update includes a new TDR form, the DD Form 361, which will replace Standard Form (SF) 361. The form update is May 2007; additional

guidance will be released prior to that date. Until that time, consignees and shippers will continue to use the SF 361.

For a miscellaneous TDR, which involves a discrepancy created by the shipper, follow the instructions in the DTR, Part II, Chapter 210 H.1. The checklist at paragraph H.1. provides a summary of procedures when the receiver notes a problem with the consignor (shipper), and when no claim is made against a carrier.

The distribution provided in the DTR, Part II, Chapter 210 H.2. provides the minimum distribution of TDR forms which is necessary to process a damage loss claim against a commercial carrier.

DTR Chapter 210. I. provides additional addressees that should receive TDRs based on the specific DOD agency/military service or command responsible for shipping lost cargo. The timelines for TDR submission is provided at paragraph B. below.

#### A. TDR PROCEDURES FOR LOSS AND DAMAGE CLAIMS

1. Inspect cargo upon arrival.
2. If cargo is damaged; e.g., pilfered, vandalized, shipped short, tampered with, etc., annotate the damage on the carrier's receipt (if possible).
3. Once the damage is detected, the consignee initiates a discrepancy investigation to determine responsibility for loss or damage, and the actual loss to the Government.
4. As the first step in the investigation, within seven (7) days of the discovery of the damage or loss, the consignee sends a "Request for Information" TDR to the carrier, the shipper, and any other party that may have relevant information. This TDR must be

entered and distributed on the ETA system at <https://eta.sddc.army.mil/>. Instructions for obtaining an ETA password are provided at C. 2. below.

Note: The “Request for Information” or “RFI” TDR requires the consignee to complete Part I of the TDR, consisting of blocks 1 through 33 with the exception of Block 29. Information from Block 29 should not be provided to the carrier. Block 30 should contain information on the specific discrepancy noted by the consignee.

5. All action addressees must respond to a “Request for Information” TDR. If a response is not received, a “non-response” TDR is sent to remind all action addressees that a reply is mandatory.

Note: The subject line of a “Non-response” TDR should be: “RFI Follow-up”; Box 30 shall state: “Answer not received by required deadline.” If the action addressee is a CONUS activity, a copy of the TDR is sent to SDDC. If the discrepancy is from OCONUS, a copy is sent to the applicable Area Monitoring Office (AMO) identified in DTR, Part II, Chapter 210 I on page II-210-18-20.

6. The consignee should confirm receipt of notification with the carrier if such carrier has not responded in a reasonable amount of time. The carrier has a right to inspect the damage within 30 days of notification. If the carrier waives its right of inspection, or does not respond, this should be annotated on the TDR.

7. Once the investigation is complete, the consignee will update the TDR in GFM by completing the TDR Part II information (Blocks 34- 45).

Note: In order to complete Part II of the original TDR, the consignee must use the version of the form received in a reply from the shipper or other addressee on the ETA system. If the consignee does not reply to the TDR, the consignee must “self reply” to the original TDR in the ETA system in order to update the form with the Part II information.

8. If the consignee establishes that the carrier is liable, and damage to the cargo is less than \$500, the consignee may settle the claim with the carrier. (See DTR, Part II, Chapter 211, Loss and Damage Claims Procedures).

9. If the consignee is unable to settle the claim directly with the carrier, or the damages exceed \$500, the consignee will send the TDR and claim package (to include all documentary evidence supporting the claim) to:

(a) For CONUS claims (domestic carriers):

(i) TDR and claim package:

Army, Air Force, DLA and Navy

(Effective immediately Navy claims will be processed at DFAS Indianapolis, IN)

Defense Finance and Accounting Service (DFAS) Indianapolis ATTN: DFAS-IN-BVAYC

8899 East 56th Street

Indianapolis, IN 46249-0650

Commercial: 317 510-2650; DSN: 699-2650 FAX: Commercial: 317 510-7829; DSN: 699-7829;

E-mail address : [Julia.flower@dfas.mil](mailto:Julia.flower@dfas.mil) <<mailto:Julia.flower@dfas.mil>>

Marine Corps

Transportation Voucher Certification Branch (TVCB)

CERT CODE: 470

814 Radford Boulevard, Suite 20318

Albany, GA 31704-0318

E-mail address: [tammy.c.moore@usmc.mil](mailto:tammy.c.moore@usmc.mil) <<mailto:tammy.c.moore@usmc.mil>>

US Coast Guard (USCG)

Commanding Officer (OGC)

USCG Finance Center

1430 Kristina Way

Chesapeake, VA 23326

Commercial: 757 523-6763

FAX: 757 366-6451

E-mail address: cgibbs@fincen.uscg.mil <mailto:cgibbs@fincen.uscg.mil>

(ii) Forward the TDR (via ETA) to the shipper, DFAS and SDDC. All supporting documents along with TDR should be sent to DFAS

(b) For OCONUS claims (international carriers):

(i) TDR and claim package:

SDDC Operations Center ATTN: SDDC-OPM-CA

661 Sheppard Place, Second Floor

Fort Eustis, VA 23604-1644

Commercial: 757 878-8622; DSN: 826-8622

FAX: Commercial: 757 878-7994; DSN: 826-7994

E-mail address: mainorp@sddc.army.mil

(ii) Send a copy of the TDR (via ETA) to the shipper and to the applicable AMO (See Para. I, Chapter 210 of the DTR).

B. TIMELINE

EVENT

TIME (from discovery)

STEP NO. (above)

Request for Information TDR

within 7 days

4

Send "No-Response" TDR

8 days

5

Send TDR Package to Addressees (with completed SF 361)

30 days

9

\* The actual time limit for filing claims against a carrier varies by mode of transportation and contract of carriage. For additional information consult DTR, Part II, Chapter 210 (Table 210-2)) and the SDDC, Fort Eustis, VA at 1-757-878-8622.

\* For TDR procedures for lost/discrepant classified or protected shipments, notify the nearest TO by telephone, who will contact the local security office. Record all names and phone numbers of persons contacted. Consult DTR Part II, Chapter 210.F. 2. for additional requirements.

C. ADDITIONAL NOTES

To obtain an ETA password (the system requires the DOD Address Activity Code (DODAAC) and the Bill of Lading Office Code (BLOC), follow these procedures:

- (a) Go to the following URL: <https://eta.sddc.army.mil> <<https://eta.sddc.army.mil/>>
- (b) Click on “Register for the First Time” at the top of the page
- (c) Scroll down to the listing of roles under “Freight/Cargo”
- (d) At the left side of the screen put a check in the “GFM” role box
- (e) On the right side of the screen in the “Select GFM Role” box click the drop down arrow
- (f) Select the TFG/TDR Updates Only role
- (g) Scroll down the page and click generate request form.
- (h) Complete form and click on submit request (you must know your BLOC and DODAAC)

D. If a consignee is unable to access the ETA system, they will be required to contact the applicable AMO and/or contact SDDC, Fort Eustis, VA, Attn: SDDC-OPM-CA, (see paragraph A.9.(b).(i)).

POC: Pamela Mainor, CML (757) 878-8622, DSN 826.

Expiration: N/A