

GOCARE

Program Purpose

- Provide Transportation Service Providers (TSP) with a point of contact and outline procedures for resolving astray freight issues
- Apply cost savings to both the U.S. government and the TSP
- Identify the responsibilities and regulatory obligations for government and industry participants
- The GOCARE program is dependent upon maintaining strong cooperation between the U.S. government and the TSP

GOCARE

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S D D C

Military Surface Deployment
and Distribution Command



Strategic Business Directorate (G9)

GOCARE
GOVERNMENT CARGO RECOVERY EFFORT



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"DELIVERING TRUST"

September 2012



QUICK RESPONSE CODE

Transportation Service Providers

- When Department of Defense (DOD) astray freight has been identified in a Transportation Service Providers (TSP) terminal or warehouse, the TSP should do the following:
- Seek assistance from local Committee Member (CM). If the local CM is not known or unavailable, call:

24-hr Customer Service Center
800-526-1465
- Pending final disposition, a TSP may turn the astray shipment over to the nearest military transportation office.
- TSPs should receive a receipt for the shipment. (This receipt will be cancelled if the freight is later returned to the TSP for onward movement.)
- Promptly notifying the government of possible astray government cargo will be considered a positive factor in any TSP evaluation. If the government freight became astray because of TSP error or negligence, prompt notification of its location will be considered a mitigating factor in any ensuing service failure.

Property Identification

Transportation Control Number (TCN)

This 17-digit number (ex. FB4420-2112- 0200XXX), appears on the address label or is stenciled on the freight. This is the number most frequently used to identify freight. It also appears on the Bill of Lading (BL) and provides the best means of matching freight to a BL number. The TCN normally appears on the BL just above the freight description.

National Stock Number (NSN)

This 13-digit number (ex. 6750-00-958-8681), formerly called the Federal Stock Number, appears on the freight. It is usually stenciled on the side of the carton, but is sometimes typed on a label separate from the address.

The NSN is useful in tracing astray or frustrated freight when used in connection with the TCN or shipment unit number for identification of the material being shipped. This number is not usually on the BL, but may appear in certain instances.

Astray Freight Procedures

CM's Responsibility Once Notified by the TSP

Disposition of Identifiable Freight

If astray freight is identified clearly as belonging to the government, and shipper markings are available, the Committee Member (CM) should notify the shipper to determine the identity of the consignee, the destination, and the applicable Bill of Lading reference.

- The CM may notify the shipper from the TSP's facility or wait until they return to their office.
- The freight may be left with the TSP until the CM can provide forwarding instructions.

Disposition of Unidentifiable Freight

If the freight is identified as belonging to the government but there are no markings, or the markings are conflicting:

- The freight may be opened and inspected in the presence of an authorized TSP representative to determine the existence of packing lists or other evidence of property identification. If neither the shipper nor the consignee can be identified, contact the item manager for disposition instructions. If the item manager cannot be identified, contact SDDC for assistance.
- The TSP should be instructed to deliver the freight to the CM's facility or to an approved government destination, pending disposition.
- Until it is determined that the freight belongs to the government, it will remain in the TSP's possession.