

# NEXT GENERATION DELIVERY SERVICE (NGDS)

## NEXT GENERATION DELIVERY SERVICE (NGDS) SHIPPER'S GUIDE



*Note: Please provide questions, feedback, input etc. at any time to the NGDS PMO at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil). We will update this document on an as needed basis.*

**1 Aug 2017**

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# NEXT GENERATION DELIVERY SERVICE (NGDS)

**1. Purpose.** The purpose of the Next Generation Delivery Service (NGDS) Shipper’s Guide is to provide information on the services provided in the contract such as contract scope, content within the Performance Work Statement (PWS), shipper responsibilities, profiles, rates, invoicing, online support tools, and other information applicable to the NGDS program. Additional information can also be found within each carriers Customer Service Guide, and the PWS. When these documents conflict or information is not clear contact the Program Management Office for clarification/assistance.

**NOTE: Throughout this document the term “carrier” refers to the vendor or contractor providing the transportation services provided under the NGDS program.**

**2. Contract Scope.** The NGDS contract provides for domestic and international package delivery services for the Department of Defense, Civilian Federal Agencies and authorized entities. Package delivery services includes domestic express and ground delivery for shipments up to and including 150 lbs. within CONUS; domestic express delivery for shipments up to and including 300 lbs. between CONUS and Alaska, Hawaii, and Puerto Rico, and within Alaska, Hawaii, and Puerto Rico up to 300 lbs.; and international express delivery for shipments up to and including 300 lbs. It does not include use of couriers and general freight carriers within these weight limits. Services include time-definite, door-to-door pickup and delivery; transportation; timely and accurate In-Transit Visibility (ITV); and customs clearance processing (if applicable). Specific weight and dimensional data limitations are provided in paragraphs 6, 7 and 8. Performance requirements identified below may vary based on shipper characteristics as defined in the PWS, Appendix 6.3, Shipper Profiles.

**2.1.** The NGDS contract period of performance will consist of a five year base period, effective 1 October 2017 through 30 September 2022, and will include one six-month option to extend services (1 October 2022 through 31 March 2023), if necessary.

**3. Contract Use.** The contract may be used by the United States (U.S.) Federal Government (hereafter referred to as U.S. Government), authorized entities, and contractors who have a cost-reimbursable contract line item number under another Government contract which includes transportation of small packages, and all activities eligible to use GSA Sources of Supply and Services as identified in the GSA ORDER OGP 4800.21 (or the most recent version), Eligibility to Use GSA Sources of Supply and Services.

**3.1.** The NGDS contract is an Office of Budget and Management (OMB) designated Best-In-Class mandatory use solution for Executive Federal Agencies. The mandatory use memorandum is posted in the GSA acquisition hallway. It includes information regarding exceptions to the mandatory use policy, and information regarding required agency transition plans. DoD shippers are required to use the NGDS contract based on the OMB mandatory use memorandum and in accordance with Defense Transportation Regulation (DTR) Part II, Chapter 202 This contract is a mandatory source for transportation and movement of small package materiel initiated or

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sponsored by DoD activities, unless otherwise exempt (DTR Part II, Chapter 201.) In addition to each military services' instructions and publications, all DoD shippers are required to follow guidance within the DTR, located at <http://www.ustranscom.mil/dtr/index.cfm>. Country specific guidance can be found in the Electronic Foreign Clearance Guide (eFCG), located at <https://www.fcg.pentagon.mil/fcg.cfm>.

**3.2.** Cost Reimbursable Contractors are authorized to use this contract upon U.S. Transportation Command (USTRANSCOM), Acquisition and PMO approval as described below. These are cases when the contractor has a contract with the U.S. Government and there is a line item on that contract where shipping is cost reimbursable. The contractor uses NGDS and directly passes that shipping charge onto the U.S. Government. Cost-reimbursable contractors are required to complete the Commercial Contractor Procedures Approval Form. The PMO will provide these forms.

**3.2.1.** Cost Reimbursable Contractors who ship on behalf of the U.S. Government for multiple organizations/agencies will have one account number for each organization they ship on behalf of. That account number should be aligned against the profile of the supported organization.

**4. Program Management Office (PMO).** USTRANSCOM/J4 has PMO responsibilities for the NGDS program. NGDS related questions and concerns that cannot be resolved through the appropriate APOC should be addressed to the PMO. The PMO may be reached at (618) 220-6660/6058 or 7398, or DSN 312-770-6660/6058 or 7398, or email at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil). The PMO will provide customer service, host required community of practice meetings, provide account management assistance, publish advisories, provide reporting analysis and metrics services, etc. Shippers who do not possess a Common Access Card, may contact the PMO for profile and rate information.

**5. Agency Points of Contact (APOC) Responsibilities.** The APOC serves as the agency focal point for all NGDS program issues within their agency. The APOC acts as a liaison between the PMO and the APOC's agency/organization's contract users. It is the APOC's responsibility to be objective, fair and consistent in assessing the vendor's performance against contract standards. At contract award, each agency shall identify an APOC who will be responsible for assisting in resolving problems between the vendor and organization/contract users, referring those matters that cannot be resolved at the APOC level to the PMO. An agency not represented by an APOC may request APOC representation from the PMO.

**5.1.** The APOC will relay performance issues to the PMO and will refer questions/problems which cannot be resolved and/or answered to the PMO.

**5.2.** The APOC disseminates and distributes guidance and direction to the organization's users concerning the contract, and the proper procedures to follow in establishing agency accounts and service requirements.

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**5.3.** The APOC provides the vendors with a list of shippers located in buildings requiring access clearance. APOC will also provide points of contact for obtaining building access.

**5.4.** The APOC is responsible for providing the PMO with cost reimbursable commercial contractors who are authorized to use the NGDS contract. The PMO and CO will approve those requests.

**5.5.** The APOC is NOT authorized to make changes to this contract. Neither agencies nor shippers may negotiate changes to rates, terms or conditions of this contract.

**5.6.** The APOC must attend vendor/Government meetings as needed.

**6. Individual Shipping Location/shipper responsibilities.** Transportation Officers, Contracting Officers, Government Charge Card holders, and cost-reimbursable contractors are the primary users/shippers executing shipments Task Orders etc. through the NGDS contract. Shippers have primary responsibility for shipment execution to include documentation and packaging. Shippers must ensure use of a best value approach when selecting carriers for shipments and task orders. See par 12.2. for additional details regarding best value.

**6.1.** The shipper at the origin must ensure each package is prepared in compliance with applicable Department of Transportation (DOT), federal and state regulations as well as any service/agency policies. The shipper is responsible for properly packaging, marking and labeling all packages, to include properly certifying and declaring any HAZMAT. To mitigate astray freight, place a copy of the shipping documentation inside of the package.

**6.2.** Individual shipping/receiving locations will be the primary means by which surveillance, inspection and acceptance occur.

**6.3.** The shipper must arrange for authorization for commercial contractors to use services under the contract, if applicable.

**6.4.** The shipper must establish accounts with NGDS vendors as appropriate. Shippers with accounts under the TDS, DDS3 and SSP programs will not need to establish new accounts, as these accounts will automatically transition to NGDS.

**6.5.** The shipper must determine the number and location of lock/drop boxes needed for their organization or location.

**6.6.** The shipper must, assist the vendor in obtaining necessary building access clearances for contractor employees involved in picking up and delivering packages under the contract, when requested.

**6.7.** The shipper must ensure each authorized shipping location maintains file documentation

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sufficient with their agency procedures to compare to the monthly On-Time Performance Report.

**6.8.** The shipper must ensure that obligating documents have sufficient funds and that offices to which invoices are to be submitted are clearly identified.

**6.9.** The shipper must authorize payment of invoices in accordance with local operating procedures.

**6.10.** The shipper must relay carrier performance issues to their organizational APOC.

**6.11.** The shipper must attempt to resolve questions/problems directly with the carrier; referring unresolved matters to the attention of the APOC, or if there isn't one, the PMO

**6.12.** Shippers are responsible for ordering only the service level required. For example, ordering an overnight service when two day service will suffice is a less efficient use of resources.

**6.13.** Shippers should track shipments to delivery at final destination. Additionally, it is the receiver's responsibility to track inbound shipments. Recommend use of carrier's online shipment tracking capabilities as described in paragraph 26. When delivery does not occur IAW service level ordered, or shipment is damaged the shipper or receiver must promptly submit a claim or Transportation Discrepancy Report (TDR) as appropriate. See paragraph 21 for additional details.

**7. Profiles and Rates.** Rates and pricing information will be available after the NGDS contracts are awarded. Each agency/organization's profile contains separate rates. Be sure to refer to the rate(s) applicable to your respective profile defined in the PWS, Appendix 6.3, Shipper Profiles. The transportation rates are all inclusive, with the exception of those accessorial contractually authorized and called out in Attachment 2b of the NGDS contracts.

**7.1.** Each agency/organization shall have the option of disabling or otherwise eliminating an individual shipper's ability to use upfront accessorial or service levels if this ability is offered commercially.

**7.2.** Under no circumstance shall a shipper attempt to renegotiate rates, terms and conditions of the NGDS contract; all rates within are a fixed and firm price. Only the NGDS Contracting Officer is authorized to negotiate further rate reductions in accordance with the Annual Rate and Price Adjustment language in the contract. If a shipper has issues with the terms of the contract and would like to add or potentially change the terms and conditions, please contact the PMO for further guidance.

**8. Domestic Express Transportation Service.** Domestic Express Transportation Services are priced within Attachment 2c through Attachment 2g of the contracts. The carrier shall provide

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domestic commercial/residential express package door-to-door delivery service. The carrier is required to provide time-definite, door-to-door pickup and delivery, transportation, and timely and accurate ITV.

**8.1. Domestic Service Levels.** Domestic express delivery service includes express next day first in the morning, express next day mid-morning, express next day afternoon, express second day in the morning, express second day afternoon, and express third day delivery service of extremely urgent letters and packages up to and including 150 lbs. within the Continental United States (CONUS) and for delivery of packages up to 300 lbs. between CONUS and Alaska, Hawaii, and Puerto Rico, and within Alaska, Hawaii, and Puerto Rico. Specific delivery times for each service level will be IAW the Carrier's Service Guide. For extremely urgent letters, the carrier shall provide express delivery in accordance with the Private Express Statutes and 39 CFR, Chapter 1, Parts 310 and 320. If the delivery requirement provisions of 39 CFR 320.6(b) do not apply to the shipment, the carrier shall deliver extremely urgent letters in accordance with the service requested.

**8.1.1.** Please note that each carrier may have different delivery times within their own network under their domestic express services, please check each of the Carrier's Service Guide for specific domestic express delivery times.

**8.1.2.** Each carrier has drop boxes in nearly 40,000 locations. Refer to each of the Carrier's Service Guide for locations and those restrictions which may apply.

**8.2. Domestic Express Accessorial Service.** Domestic express accessorial services are specifically identified and priced separately in Attachment 2b, Accessorial, Escalation, & Optional Service Pricing, Tab 2-Accessorials of the contracts. Any additional accessorial fees determined necessary to the contract but not expressly established in Attachment 2b of the contracts shall be negotiated and incorporated via contract modification by the Contracting Officer.

**8.3. Domestic Express Size/Weight Limitations.** For domestic express service, no single package shall exceed 150 lbs. in either actual or dimensional weight, and no single package shall exceed 108" in length and 165" in length and girth combined. For domestic shipments to Alaska, Hawaii, or Puerto Rico, and within Alaska, Hawaii, or Puerto Rico no single package shall exceed 300 lbs. in either actual or dimensional weight; no single package shall exceed 108" in length and 165" in length and girth combined.

**8.3.1.** The carrier will charge the actual weight or the dimensional weight, whichever is greater. Actual weight is the package weight rounded up to the next whole pound. Dimensional weight for domestic shipments commercially is calculated by using the following formula for shipments tendered in pounds and inches: Length x Width x Height divided by 166. (Note: Profile 1 has a dimensional weight divisor of 194 for domestic express). Each carrier has different rules on



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rounding fractions. Please refer to each Carrier's Service Guide for further guidance on rounding fractions regarding billable weight.

**8.3.2.** Under no circumstance shall any domestic shipment over 150 lbs. or any international shipment to include to/from and within Alaska, Hawaii, and Puerto Rico; over 300 lbs in actual or dimensional weight in the NGDS contract be offered to the carrier, even if that carrier is willing and able to tender that shipment. For ground shipments in excess of the weight limitations described above, shippers must identify the appropriate programs or shipping options available to them.

**9. Ground Transportation Service.** Ground Transportation Services are priced within attachment 2c through Attachment 2g of the contracts.

**9.1. Ground Accessorial Service.** Ground accessorial services are specifically identified and priced separately in Attachment 2b, Accessorial, Escalation, & Optional Service Pricing, Tab 2-Accessorials, of the contracts. Any additional accessorial fees determined necessary to the contract shall be negotiated and incorporated via contract modification by the Contracting Officer.

**9.2. Ground Size/Weight Limitations.** For ground service, no single package shall exceed 150 lbs. in either actual or dimensional weight; no single package shall exceed 108 inches in length or 165 inches in length and girth combined.

**9.2.1.** The carrier shall charge the actual weight or the dimensional weight, whichever is greater. Actual weight is the package weight rounded up to the next whole pound. Dimensional weight for domestic shipments shall be calculated using the following formula for shipments tendered in pounds and inches: Length x Width x Height divided by 166. (Note: Profile 1 has a dimensional weight divisor of 260 for ground shipments). Each carrier has different rules on rounding fractions. Please refer to each Carrier's Service Guide for further guidance on rounding fractions regarding billable weight.

**9.2.2.** Under no circumstance shall any ground shipment over 150 lbs. in actual or dimensional weight in the NGDS contract be offered to the carrier, even if that carrier is willing and able to tender that shipment. For ground shipments in excess of the weight limitations described above, shippers must identify the appropriate programs or shipping options available to them.

**9.3. Optional Standard Mail Shipping Services.** This contract may be used to presort, process, and comeingle flat mail and packages intended for induction into the United States Postal Service mail stream in accordance with the Carrier's Service Guide. This service is priced in Attachment 2b, Accessorial, Escalation, & Optional Service Pricing, Tab 4-Optional Standard Mail of the contracts.

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**10. International Express Transportation Service and Non-Basic Service.** International Transportation Services are those separately priced services included within Attachment 2a International Profile 6 and 7 pricing, within the contracts, and PWS Appendix 6.7, NGDS Theaters, lists those countries included in each region identified in Attachment 2a of the contracts.

**10.1. International Non-Basic Service.** Defined as transportation services associated with providing international express transportation service not separately in Attachment 2a of the contracts. The Non-Basic Service rates are the Carrier's Service Guide rate, minus the carrier's applicable Non-Basic Service discount (a percentage off the Service Guide rate).

**10.1.1.** Each carrier has drop boxes in nearly 40,000 locations. Refer to each of the carrier's service guide for locations and those restrictions which may apply.

**10.2. International Express Accessorial Service.** International express accessorial services are specifically identified and priced separately in Attachment 2b, Accessorial, Escalation, and Optional Service Pricing, Tab 2-Accessorials, of the contracts. Any additional accessorial fees determined necessary to the contract but not expressly established in Attachment 2b, Tab 2-Accessorials shall be negotiated and incorporated via contract modification only by the Contracting Officer.

**10.3. International Express Size/Weight Limitations.** For international service, no single package shall exceed 300 lbs. in either actual or dimensional weight, and no single package shall exceed 119 inches in length and 165 inches in length and girth combined.

**10.3.1.** The carrier shall charge the actual weight or the dimensional weight, whichever is greater. Dimensional weight for international shipments shall be calculated using the following formula for shipments tendered in pounds and inches: Length x Width x Height divided by 139.

**10.3.2.** Under no circumstance shall any international shipment over 300 lbs. in actual or dimensional weight in the NGDS contract be offered to the carrier, even if that carrier is willing and able to tender that shipment. For ground shipments in excess of the weight limitations described above, shippers must identify the appropriate programs or shipping options available to them.

**10.4. International Express Contractual Transit Times.** International transit times can be found in Tab 6 of Attachment 2a, of the contracts. The day of pickup does not count towards the number of days in transit. Additionally, weekends, federal holidays and/or those national holidays specific to countries of pickup and/or delivery do not count as days in transit. The date of delivery counts as a day in transit. When the transit time cannot be met due to an excusable delay, the shipment shall be delivered as soon as possible.

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**11. Account Setup.** If a shipper already ships under the Total Delivery Services (TDS) contract, the Surface Small Package (SSP) contract, the Domestic Delivery Service (DDS3) Blanket Purchase Agreement (BPA), or a surface ground tender account(s), these previously established accounts will be carried over to the NGDS contract(s). Prior to contacting a carrier to setup an account, please contact your Agency Leadership or Service Headquarters for account validation. Service Headquarters and Agency leads must ensure all service/agency policies are adhered to. The following carriers awarded under NGDS are as follows; Federal Express Corporation (FedEx), Polar Air Cargo Worldwide, Inc. (Agent DHL Express), United Parcel Service (UPS). The following provides carrier account set-up POCs:

PRIME CARRIER DESIGNATED AGENT	PHONE NUMBER
<b>Prime: Federal Express Corporation</b>	(800) 645-9424 Select "Set-up an Account" option
<b>Prime: Polar Air Cargo Worldwide, Inc.</b>  Agent: DHL Express	(888) 345-9363
<b>Prime: United Parcel Service</b>  <i>Federal Agencies not listed below should follow their agency guidelines for account setup with UPS.</i>  DLA / DCMA / DCAA / DFAS: Matt Bracken, <a href="mailto:mbracken@ups.com">mbracken@ups.com</a> ;	(240) 694-8282
Army: Ander Nylander, <a href="mailto:nylander.anders@ups.com">nylander.anders@ups.com</a> ;	(512) 657-6379
USAF / Navy / US Marine Corps: Ann Vest, <a href="mailto:Avest@ups.com">Avest@ups.com</a> ;	(757) 615-6305
AAFES: Tom Griffith	

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[ggriffith@ups.com](mailto:ggriffith@ups.com);

(678) 372-2537

VA / Red Cross / Dept of State / Dept of Health and Human Services:

Robert Brown

[brownrobert@ups.com](mailto:brownrobert@ups.com)

(470) 249-5162

Dept of Interior / Dept of Treasury / Dept of Homeland Security / Dept of Agriculture / Dept of Energy / Dept of Justice;

John Reen

[jreen@ups.com](mailto:jreen@ups.com)

(717) 756-2499

Dept of Labor / Dept of Transportation / Dept of Commerce / Tenn Valley

Authority

Mark Risch

[Risch.mark@ups.com](mailto:Risch.mark@ups.com)

(703) 332-6224

EPA / Govt printing / NIB / SSA / GSA and all other agencies

Eric Henderson

[ehenderson@ups.com](mailto:ehenderson@ups.com)

(202) 675-4238

*Federal Agencies should follow their agency guidelines for account setup with UPS.*

**IMPORTANT NOTES:** Under the NGDS multiple award process and in accordance with FAR 16.505, all multiple award carriers shall be provided a fair opportunity to be considered for each order in excess of \$3,500 pursuant to procedures established in this section. Shippers must use a best value approach when selecting carriers to support NGDS shipment requirements.

**12. Processing Shipments/Ordering.** For the purposes of this contract, a Commercial Bill of Lading (CBL), electronic Commercial Form (CF), U.S. Government Bill of Lading (GBL), U.S. Government Charge Card, Air Waybill, written task order or other ordering process as approved by the Contracting Officer shall constitute the task order for package delivery services. Personnel authorized to issue orders against this contract include Contracting Officers, Transportation Officers, Government Charge Card holders, and cost-reimbursable contractors. These personnel may issue orders with estimated quantities of services to be provided within a defined period of performance at the rates established in the contract. Although written task orders may be utilized to obtain services, they are not required to order under this contract.

**12.1.** All task orders under this contract shall be issued at the rates provided in Attachments 2a through 2g of the contracts. The period of performance of any order placed under this contract

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shall not extend beyond the contract expiration date, plus the number of days of the longest transit time. For example, a task order could not be placed where the period of performance would extend beyond contract expiration plus transit time. Claims being processed beyond the period of performance of the contract must be accomplished IAW the PWS or the Carriers Service Guide.

**12.2.** Selection of carriers to provide services will use a best value approach. Under the best value approach, cost is not the only factor in carrier selection. Best value will also be based on factors such as quality of service, past performance, shipment cost, claims experience, ability to perform services within stated requirements. To facilitate best value decision-making, carrier rates, transit times, and reliability information can be found on the Federal Strategic Sourcing Initiative (FSSI) dashboard. Traffic Manager/Ordering Office and end user shipment records should include sufficient documentation to support their best-value award decision regardless of shipping system. A cost comparison tool is being developed and will be available on the Transportation and Logistics Services Hallway at <https://hallways.cap.gsa.gov/login-information?url=https%3A%2F%2Fhallways.cap.gsa.gov%2Fapp%2F%23%2F> to provide the capability to compare carrier pricing.

**13. Ordering System.** Each service/organization/agency have different shipping systems applicable to their own organization. Customers are advised to follow their local/agency shipping Standard Operation Procedures (SOP) to tender shipments. Utilizing a carrier's website for ordering is acceptable.

**14. Invoicing and Payment.** For DoD: Syncada is the authorized Third Part Payment System (TPPS) via U.S. Bank. It is an automated online payment processing and transaction tracking system that supports logistical transactions. Written invoices will be sent to the shipper or an electronic invoice will be created in Syncada. The carriers are not authorized Collect on Delivery (COD) services within this contract. Shippers are advised to validate the charges billed on the invoice and match those against contractual rates for the requested service level for their specific profile. Additionally, shippers must ensure charged accessorial match those requested or required to execute the specific shipment. This TPPS is an automated online payment processing and transaction tracking system that supports logistical transactions and is used by U.S. Government shippers. It consists of five primary functions: (1) electronic data transmission, (2) payment approval process, (3) electronic payment and billing, (4) communication for dispute resolution, and (5) customized data analysis. A designated financial institution receives a transaction processing fee for every paid transaction. DoD shippers must follow their service/organization rules and processes required to set up a Syncada accounts. For Syncada customer support, call U.S. Bank at 1-800-417-1844 or email [customer.support@usbank.com](mailto:customer.support@usbank.com). When sending the initial request for account setup, ensure to include the contract number and carrier's Standard Carrier Alpha Code (SCAC) when requesting to establish an account.

**14.1.** For Federal agencies: The NGDS contract does not mandate or require any specific payment process. Agencies with batch invoicing automated or manual payment processes can

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continue to use those processes under the NGDS contract. Effective November 29th 2018, Task Order QPN-BQX-0061 issued to Citibank against the GSA SmartPay2 Master Contract to provide 3rd Party Payment Services (3PPS) for GSA's Transportation Management Programs will expire. Current options for federal agencies include the following:

- Execute an Agency Task Order under Tier 2 Transportation Services for SP3 (Pending Award) to compete for another participating 3rd party payment service provider.
- Contract direct with a 3rd party payment service provider of your choice.
- Transition to the U.S. Bank Freight Payment Syncada platform via DoD's TPPS Task Order. Agencies interested in this option should contact the NGDS PMO for assistance, as this requires coordination with Defense Finance and Accounting Service (DFAS).

**15. Aggregate Shipments.** Aggregate shipments is the combining of numerous single packages on the same air bill/manifest shipped from one shipping system (same location and account number), at the same time, using the same service level, destined to the same consignee address, in order to receive the lower price based on the aggregate weight of the shipment. Multiple package shipments may be shipped as long as no individual package exceeds 150 lbs. for domestic shipments, and does not exceed 300 lbs. to/from and within Alaska, Hawaii and Puerto Rico, and does not exceed 300 lbs. for international shipments in either actual or dimensional weight; provided the shipper has not excluded their account from aggregate billing. These shipments will be billed using the applicable aggregate weight rate per pound. The total weight of a multiple package shipment shall be unlimited. Shipment weights are inclusive of pallet/skid weights. Each carrier has minimum weights required in order to qualify for aggregated shipment prices. Refer to the Carriers' Service Guides for details.

**16. Transportation Protective Services (TPS).** The NGDS domestic carriers are approved to transport classified ((SECRET/CONFIDENTIAL/Nuclear Weapons-Related Material (NWRM)) packages using next-day-only service domestically up to 150 lbs. and up to 300 lbs. to/from and within Alaska and Hawaii (except Puerto Rico). For the DoD, only those materials outlined in the DTR, Part II, Chapter 205, Table 205-7 are acceptable for shipment. The NGDS domestic Contractors are also approved to move small quantities of arms and ammunition for DoD shippers, given the Contractor is willing to transport the material and the materials are approved IAW DTR, Part II, Chapter 205, Paragraph G. The DTR can be found at <http://www.ustranscom.mil/dtr/dtrp2.cfm>. Federal agencies must follow DoT and agency specific policies and procedures regarding shipments of this type.

**16.1.** Agency heads may, when a requirement exists for overnight delivery within the U.S. and its Territories, authorize the use of the current holder of the General Services Administration

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contract for overnight delivery of information for the Executive Branch [Ref. Section 2001.46 (c)(2) of 32 C.F.R. Part 2001].

**16.2. International TPS.** Currently, policy prohibits any NGDS carrier from moving any cargo that requires TPS to/from or within the international environment, otherwise known as OCONUS.

**17. Hazardous Materials (HAZMAT).** For the purpose of this shipper's guide, HAZMAT refers to shipments moving via ground service domestically. The shipper at the origin is responsible to ensure each hazardous material package is prepared in compliance with applicable DOT regulations. The shipper is responsible for packaging, marking, labeling, certifying and declaring hazardous materials. The carrier may accept hazardous materials with certain restrictions for the different products and services offered, and only under certain conditions. Transportation of hazardous material poses a risk, especially when they are not correctly handled, packed, marked, labeled, certified, inaccurately declared or not declared. These conditions can lead to health and safety compromises. The carriers adhere to the 49 CFR for domestic transportation. When transporting explosives, NWRM or transporting hazardous materials while using the same truck from one origin to the final destination, shippers are required to use DD Form 626 Motor Vehicle Inspection when using an exclusive service. If you are unsure about which regulations applies to you, please contact the carrier's hazardous materials representative. The carrier will not be held accountable for HAZMAT shipment delays due to shipper documentation or cargo preparation errors. Additionally, inaccurate documentation may result in additional fees, taxes and/or duties.

**17.1. 49 CFR.** All U.S. Government personnel (military, civilians, and contractors) participating in the movement of regulated HAZMAT must comply with the rules of regulatory bodies governing the safe transportation of regulated hazardous materials and or dangerous goods for all modes of transportation. For non-national security movements, the labeling, placarding, marking, compatibility, emergency response guidance, and other Hazardous Materials Regulations (HMR) requirements of 49 CFR are applicable to DoD-regulated HAZMAT cargo transported by military or commercially operated conveyances. Although exceptions are noted in 49 CFR 171, General Information, Regulations, and Definitions; 49 CFR 173, Shippers-General Requirements for Shipments and Packaging; and 49 CFR 173.7, Government Operations and Materials, it is DoD policy to acknowledge the exception from HMR requirements for U.S. Government material shipped for national security.

**17.1.1.** For further DoD guidance, refer to the DTR, Part II, Chapter 204. Each carrier's service guide includes a Hazardous Material and Dangerous Goods section that can found on each carrier's webpage. Additionally, the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) guidance must be followed. For any non-DoD agency, refer to the Carrier's Service Guide.

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**17.2. Dangerous Goods.** For the purpose of this shipper's guide, dangerous goods refers to hazardous, regulated shipments moving via air service internationally and domestically. The shipper at the origin is responsible for ensuring each hazardous material package is in compliance with applicable DOT regulations. The shipper at the origin is responsible for packaging, marking, labeling, certifying and declaring hazardous materials. The carrier may accept hazardous materials with certain restrictions for the different products and services offered, and only under certain conditions. Transportation of hazardous material poses a risk, especially when they are not correctly handled, packed, marked, labeled, certified, inaccurately declared or not declared. These conditions can lead to health and safety compromises.

**17.2.1.** The carriers adhere to the following regulations: IATA for international air transport, applicable within all countries which work under the ICAO regulations and any airline under the IATA regulations. ICAO is the law, approved to establish uniformity in regulations and standards for civil air aviation matters; IATA is an agreed upon method of certifying materials for air transport by the carriers that provide the air service. If you are unsure about which regulations apply to you, please contact the carrier's hazardous materials/dangerous goods representative. The carrier will not be held accountable for hazardous shipment delays due to shipper documentation or cargo preparation errors.

**18. Customs Requirements.** The rates and transit times are all-inclusive of all requirements, to include customs clearance for international shipments under this contract. Inaccurate paperwork may result in additional taxes/duties, which will be disputed IAW carrier procedures. Additionally, inaccurate paperwork can lead to shipments being held up at customs.

**18.1. Carrier Responsibilities.** The carrier is responsible for providing duty-free cargo clearance with host nation customs officials. Any additional customs fees arising during the contract performance period shall not relieve the carrier of its responsibility to meet the contracted transit times.

**18.2. Shipper Responsibilities.** The shipper is responsible for clearly annotating the contents within the package on the required documentation for each package, along with providing all applicable documentation required to tender and clear customs in a timely and accurate manner. Shippers/TOs must comply with the customs laws and agreements of the countries in which cargo is being either imported or exported. For DoD shippers, the DTR, Part II, Chapter 202 expands on Customs and Border Clearance Policies and Procedures. Additional country-specific customs guidance for U.S. Government shippers, prescribed by combatant commanders can be reviewed in the DTR, Part V, DoD Customs/Border Clearance Policies and Procedures, which is available on the public webpage at <http://www.ustranscom.mil/dtr/dtrp5.cfm>. For agencies that do not fall under DoD guidance, refer to the Carrier's Service Guide. As mentioned, additional guidance can be found in the eFCG, located at <https://www.fcg.pentagon.mil/fcg.cfm>.

**18.2.1.** Shippers should be advised that additional carrier or Government required paperwork (i.e. U.S. export documentation or air waybill) may be required to accompany the international



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shipment. Customers furnishing supporting documents, contract data, or other information to shippers are responsible for their accuracy.

**19. Exporting US Munitions List (USML) Items and International Traffic in Arms Regulations (ITAR).** This paragraph applies to DoD shipments to/from DoD activities and non-DoD activities (contractor or vendor). It applies to shipments of USML items regulated by the Department of State, Directorate of Defense Trade Controls (DDTC) under the Arms Export Control Act and non-USML items regulated by the Department of Commerce, Bureau of Industry and Security (BIS). It applies to DoD personnel transported aboard commercially. Export shipments of non-government owned material are subject to the federal export licensing/permit requirements.

**19.1.** Most DoD shipments are exempt from export license requirements. The key to exporting DoD property is to properly document the shipment so it is clearly identified as DoD property and not commercial or private sector owned.

**19.1.1.** It is DoD policy to comply with US Export laws as they relate to DoD shipments and to Security Cooperation Program (SCP) shipments that are exported via the DTS, in the most efficient manner possible without unnecessarily delaying the movement of DoD-sponsored shipments. US export requirements are generally outlined in 15 CFR, Commerce and Foreign Trade and 22 CFR, Foreign Relations. Sections of these regulations are referenced in the following paragraphs.

**19.1.2.** The Department of State, DDTC. The Arms Export Control Act (AECA), controls munitions items and is administered by the Department of State, DDTC. The AECA governs most aspects of defense trade and security assistance. The AECA establishes parameters for the export of defense articles and defense services and the corresponding regulations are included in 22 CFR, 120-130, International Traffic in Arms Regulations (ITAR). The DDTC controls export and temporary import of defense articles and defense services covered by the USML by taking final action on license applications and other requests for approval for defense trade exports and re-transfers. The DDTC also handles matters related to defense trade compliance, enforcement and reporting.

**19.1.3.** The Customs and Border Protection (CBP) is responsible for ensuring that all goods exiting the US do so IAW all US laws and regulations. The BIS and the DDTC are responsible for commodity licensing requirements. DoD Transportation Offices are responsible for ensuring proper documentation is provided for export shipments. This includes information on the BL or carrier AWB and completion of an Electronic Export Information (EEI) filing in the Automated Export System (AES).

**19.2.** EEIs are used for compiling official US Export Statistics and for export control purposes. Paper Shipper's Export Declarations (SED), are no longer accepted. Requirements for EEIs are found in 15 CFR, Part 30, Foreign Trade Statistics, and in the ITAR, 22 CFR Part 120-130. Some shipments may not need an EEI to be filed. Specific requirements can be found in the

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DTR, Part V, Chapter 508. For air or truck shipments, EEIs for USML shipments must be filed at least eight hours prior to departure.

The EEI submission must be made using one of the following methods:

- Electronically through a direct interface between the DoD shipper system and the AES excluding carrier originated shipments.
- Through *AESDirect*, the US Census Bureau's free, internet based system for filing EEI in AES. Instructions for using *AESDirect* can be found at the following website: <http://www.census.gov/foreign-trade/aes/transitiontoace/index.html>.

**19.2.1.** For further guidance regarding to ITAR, refer to US export requirements outlined in 15 CFR, Commerce and Foreign Trade, 22 CFR, Part 123- Licenses for the Export of Defense Articles and DTR, Part V, Chapter 508.

**20. Foreign Military Sales (FMS).** This contract may be used to ship U.S. Government-sponsored FMS cargo. The U.S. Government sponsor shipper will place orders for FMS shipments through DoD freight management systems (e.g. Cargo Movement Operation System (CMOS), Distribution Standard System (DSS), Financial and Air Clearance Transportation System (FACTS), Global Freight Management (GFM)), or the carrier's website. Customs requirements for these shipments are addressed in Paragraph 1.1.5 of the carrier's PWS.

**20.1.** U.S. Government-Sponsored FMS Repair and Return Shipments. The carrier awarded the initial leg of an FMS Repair and Return shipment (Country to the U.S.) shall also receive the award for the back-half of that FMS Repair and Return shipment (U.S. to Country). The return (back-half) of the items included in the initial leg of the FMS Repair and Return shipment may be accomplished in more than one shipment, dependent upon when the items are available for return. Occasionally, FMS Repair and Return shipments may originate in the U.S. In those instances, there will not be any associated back half shipment(s). Title to the cargo being shipped to the U.S. for repairs will remain with the foreign country the cargo is being shipped from/to, not the U.S. Government sponsor. FMS Repair and Return Services are those separately priced services included within Attachment 2a, Tab 4-Optional Rates, of the contracts.

**21. Shipping Personally Identifiable Information (PII).** This contract allows for the shipment of Personally Identifiable Information (PII) when properly packaged. Should a package be damaged in transit and a breach of PII occur, the carrier must take all necessary measures to safeguard the PII and notify the shipper of the breach immediately after becoming aware of the breach.

**21.1.** It is recommended when shipping PII to double wrap the package. Upon receiving PII shipments, if the package appears to be damaged or compromised, the consignee must contact the carrier to inquire if PII data was compromised.

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**22. Lost and Damaged.** When tendering shipments ensure all DTR and/or service/organization/agency packaging requirements are met to mitigate the risk of loss and damage. Shippers and receivers will take proactive steps to identify potential lost, damaged, or astray freight. Document and submit TDRs on all transportation discrepancies in shipments received at their activity, including TDRs on military mobilizations and exercises. TDR reporting standards can be found in DTR, Part II, Chapter 210. TDRs will be used to document loss, shortage, and damage discrepancies attributable to the carrier. It is the consignee's responsibility to file a TDR if a package is considered to be astray freight, shortage, pilferage, theft, damage, services ordered but not provided or is found to non-conform to HAZMAT shipping requirements. Being proactive in filing the TDR when appropriate will mitigate astray freight.

**22.1.** If shipment is lost or damaged during a shipment involving an international air transportation segment, Chapter III of the Convention for the Unification of Certain Rules for International Carriage by Air (referred to as the Montreal Convention of 1999) relating to liability for the damage to, or loss of, shipment applies, and the carrier's liability shall be limited to the lesser of the actual value of the shipment or the amount determined in accordance with the Montreal Convention of 1999, except when the shipper declares a higher value for carriage liability on the shipment documentation and pays a commensurate surcharge in accordance with the carrier's service guide, in which case the carrier's maximum liability shall be equal to the higher declared shipment value.

**22.2.** If the shipment does not involve an international air transportation segment, the Montreal Convention of 1999 does not apply, and the carrier shall be liable for damage to or loss of shipment in an amount equal to the lesser of the actual value of the shipment or the amount determined in accordance the carrier's service guide, except when the shipper declares a higher value for carriage liability on the shipment documentation and pays a commensurate surcharge in accordance with the Carrier's Service Guide, in which case the carrier's maximum liability shall be equal to the higher declared shipment value.

**23. Unresolved Disputes.** All disputes that cannot be resolved between shippers, agencies and carriers should be elevated to the PMO.

**24. Claims.** Shippers may file a claim with the carrier within 30 calendar days after delivery or anticipated delivery unless the carrier's commercial practice allows for a longer period for shippers to file claims, in which case, the carrier's commercial claim filing deadline will apply. Claims being processed beyond the period of performance of the contract must be accomplished IAW the PWS or the Carriers Service Guide.

**24.1.** Shippers have the ability to file a claim on the carrier's website, online for U.S. Government lost or damaged packages. For claims submitted, the shipper should expect the carrier to acknowledge, communicate or act upon that claim within 24 hours of filing the claim.

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**24.2.** Shippers who have generated a TDR within the web-based GFM Discrepancy Identification System (DIS) for DoD shipments valued at \$500 or more will receive updates from the carrier, to report, track, and resolve shipment discrepancies. The TDR process is outlined in the DTR, Part II, Chapter 210.

**25. Delivery Attempts.** Per the NGDS PWS, the carrier shall make three (3) delivery attempts. Upon the third unsuccessful delivery attempt, the carrier shall then either contact the shipper for disposition/return instructions, or the carrier shall provide online visibility and notification tools that allow for the monitoring, redirection, and return of packages. The carrier shall leave a notice of attempted delivery on each delivery attempt. If at any time the carrier does not follow these guidelines, please contact the PMO office to assist in resolution.

**25.1. Redirected Shipments.** The shipper will coordinate with the appropriate government office(s), agency, and carrier to ensure proper receipt and ultimate delivery of redirected shipments to the consignee.

**25.2. Change in Address.** Changes in address for delivery will be the responsibility of the shipper and billed in accordance with the contract rates identified in Attachments 2a through 2g, of the contracts. Shipments being returned to the shipper will be at the shipper's expense.

**25.3. Undeliverable Shipments.** If a shipment is undeliverable and the carrier is unable to obtain delivery instructions from the shipper, and no established return instructions have been identified, the cost of any disposition or additional deliveries requested by the shipper will be the responsibility of the shipper. The carrier may only charge the service type and rate applicable to the original shipment or less if a lower return service is more cost effective and meets the carrier's service capability and consignee return needs. For TPPS users, the carrier shall use a linked eBill and identify the shipment as a returned shipment in the TPPS notes block. For non-TPPS users, existing payment systems and procedures will apply.

**26. Delivery Guarantee.** The carrier shall meet the delivery guarantee, as identified in their Service Guide for domestic shipments and as identified in Attachment 2a of the contract, for international shipments, on each shipment or the shipper will be entitled to a 100% shipper-initiated credit.

**26.1. Shipper Initiated Credit.** If shipper-initiated credit is requested within 15 calendar days after the contractually required delivery date, the carrier shall credit the service/organization/agencies finance office for those shipments that do not meet the delivery guarantee. The carrier shall resolve a credit request within 30 days or the next billing cycle whichever is greater. There are at least three methods to initiate a shipper initiated credit:

- Use of the U.S. Government approved TPPS notes or eBill functions to request a credit for the late delivery.
- Use of the carrier's webpage to request a credit for the late delivery.
- Use of e-mail/phone or other means of contact to request a credit.

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**27. Carrier's Online Reporting and Tools.** Each of the carriers have online tools available to track shipments, both inbound and outbound, download worksheets (i.e. list of inbound shipments), reporting tools, to include filing claims. Shippers can sign up for electronic notifications on each of the carrier's web tools. Below are each of the carrier's online tools available to shippers. Please note this is not a federal endorsement of any particular tool or capability.

**27.1. UPS Quantum View.** Quantum View provides multiple perspectives in a single tool, so you can track all your inbound and outbound shipments--including those packages and pallets requiring customs clearance, and stay informed on shipment status and potential delays. Quantum View provides a suite of tools within Quantum View, such as Manage, Data, Custom and Notify, which provides status on shipments, provides custom reporting, along with a number of other capabilities regarding your shipments. UPS offers a complete online demo of their full suite of solutions under Quantum View. Quantum View is a free service available to customers with a UPS account. To sign up, go to UPS Quantum View located at [https://www.ups.com/content/us/en/bussol/browse/quantum\\_view.html](https://www.ups.com/content/us/en/bussol/browse/quantum_view.html).

**27.2. FedEx InSight.** FedEx InSight allows shippers to monitor shipment features, receive shipment notifications and provide current status on all shipments matched to your account number and/or address. It allows shippers to receive immediate notifications about clearance delays, attempted deliveries, proofs of delivery, and more- via email, internet, or wireless. A complete online demo is available for FedEx InSight. FedEx InSight is a free service and available to customers with a FedEx account. To sign up, go to FedEx InSight located at <http://www.fedex.com/aw/insight/>.

**27.2.1. FedEx Reporting Online (FRO).** FRO is a web-based application that enables shippers to request, view and download reports concerning all of their shipments. In FRO, shippers can check status of current report requests and schedule weekly and monthly reports. All data in FRO reflects shipments that have been invoiced. FRO allows shippers to request reports at any time as data is available 24/7. An online demo is available for FRO. To access FRO, go to <http://www.fedex.com/us/account/reports/>.

**27.3. DHL ProView.** DHL ProView is a web-based tracking service for DHL Express account holders that provides automatic notifications to the shipper and anyone else identified – via email or text message – when shipments are picked up and delivered. DHL ProView also lets you monitor shipments online by account number, status and more. DHL ProView features and benefits allows shippers to monitor shipments using your account number--in real-time. Sort and filter shipments by account, waybill number, status (picked up, delivered, etc.), shipment date and much more. Receive real-time notification via email or SMS text messaging. Create notifications by waybill, account, contact and events. Receive detailed per-shipment information or helpful summary digests. ProView also provides reports for account holders. A complete online demo is available for DHL ProView. DHL ProView is a free service available to

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customers with a DHL account. To sign up, go to DHL ProView located at [http://www.dhl.com/en/express/tracking/monitor\\_shipments.html](http://www.dhl.com/en/express/tracking/monitor_shipments.html).

**28. PMO Reports and Capabilities.** Reports for each service/organization/agency can be found on the FSSI Dashboard located at <https://fssidsreports.fas.gsa.gov/fssi/login.jsf>. Users will need to request a User ID and password from the PMO prior to accessing the FSSI Dashboard. Reports available on the FSSI Dashboard are broken down by carrier, service/organization/agency Summary Spend, Total Spend by Service Type, Surcharge Spend; both domestic and international reports are available. Ad Hoc reports are available on a case-by-case basis; all requests should be submitted to the PMO at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil). *As the FSSI Dashboard is built, instructions will be provided on how to use the Hallway and Dashboard.*

**28.1. GSA Hallway.** NGDS information, such as rates, transit times, performance percentages, Rate Estimator Tool, FAQs, along with Category Management's initiative can be found on the GSA's Hallway located at <https://login.max.gov/cas/login?securityLevel=securePlus2&service=https%3A%2F%2Fhallways.cap.gsa.gov%2Fcas#>.

**29. Greenhouse Gas (GHG) Report.** Shippers who wish to purchase a GHG report during a performance period may do so by including CLIN 0004 on their task order. The reports must be ordered prior to the start of the performance period so that carriers begin capturing data at the start of the performance period. Only Office of Management and Budget (OMB) Sustainability Scorecard Agencies may order the report. Reports are to be delivered from the carrier no later than 90 days after the end of the performance period identified in the task order.

### 30. Additional Carrier POC Information Outside of Account Setup Are:

#### **Federal Express Corporation (FDE)**

##### *Domestic and International Service*

*FedEx Government Billing Hotline*  
[govt@fedex.com](mailto:govt@fedex.com)  
(800) 645-9424

*Dangerous Goods Hotline*  
(800) 463-3339, press 81

*Automation Technical Support*  
(877) 339-2774

*Customer Service Representative*  
(800)-GoFedEx (463-3339)

*International Customer Support*  
(800) 247-4747

*Syncada Related*  
[Syncada@fedex.com](mailto:Syncada@fedex.com)  
(800) 645-9424 (ask for Syncada Agent)

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Website: [www.fedex.com](http://www.fedex.com)

FedEx Service Guide: <http://www.fedex.com/us/service-guide/>

### **Polar Air Cargo Worldwide, Inc./ DHL Express (PAZC)**

*International Service*

*Customer Support*

(888)-DHLX-DoD, (888-345-9363)

Website: <http://www.dhl-usa.com/en.html>

DoD Website: [http://www.dhl-usa.com/en/express/resource\\_center/government\\_and\\_defense.html](http://www.dhl-usa.com/en/express/resource_center/government_and_defense.html)

DoD Email: [warfighter.support@dhl.com](mailto:warfighter.support@dhl.com)

DHL Service Guide: [http://www.dhl-usa.com/en/express/shipping/rate\\_and\\_transit\\_guide.html](http://www.dhl-usa.com/en/express/shipping/rate_and_transit_guide.html)

### **United Parcel Service Co. (UPSN/ UPSQ)**

*Domestic and International Service*

*UPS Enterprise Support*

(please have your account number)

(800) 877-1497

*Contract Management*

Richard Wegner

(618) 406-3543

Website: [www.ups.com](http://www.ups.com)

UPS Service Guide: [https://www.ups.com/media/en/daily\\_rates.pdf](https://www.ups.com/media/en/daily_rates.pdf)

**NOTE:** Throughout this entire document we make reference to appendices and attachments which can be found either in the PWS or in the contracts which can be found on the GSA Acquisition Hallway. See para 28.1 for hallway access information.