

The Most Common Factors which Contribute to Frustrated Freight (FF) - Guidance for Correct TCN Construction, Definitions of Commonly Used Terms, and Guidance to Prevent FF

Below are a few of the primary causes which contribute to frustrated freight (FF):

1. Multi-line requisitions with the wrong Transportation Control Number (TCN) on partial shipments and split shipments
2. Marking and labeling errors which include shipments that do not have a lead TCN listed
3. Commingling Issues
4. CCP Ineligible Shipments

KEY TIPS: The “Lead TCN” should always be either the first TCN or the earliest Required Delivery Date (RDD). We have not seen any logic in our current system which “flips” the order of TCNs.

For multi-line requisitions, although the GSA System automatically assigns TCNs which have the 15th, 16th, and 17th characters as “XXX”, whenever the shipment is a partial shipment or a split shipment (same consignee), vendors must contact the GSA Regional Transportation Office to get the correct TCN construction **or** vendors must determine the correct TCN construction; otherwise, the shipments will become frustrated. The correct incremental TCN assignments should follow the TCN construction requirements as per Defense Transportation Regulation (DTR) Part II, Appendix L. Paragraph M.1.a. (4) (http://www.ustranscom.mil/dtr/part-ii/dtr_part_ii_app_l.pdf). This is the section of the DTR which explains the rules re: the incremental assignments of “XAX”, “XBX”, “XCX” and so forth.

DETAILS TO HELP AVOID THE MOST COMMON ERRORS WHICH CREATE FRUSTRATED FREIGHT

GSA SMEs met to examine the key causes of FF, validate the correct processes which should be used to prevent problems, and to document guidance which is supported by policy and operational procedures.

Their guidance is shown on the following charts:

Chart I (pages 2 – 4) - Common FF terms with corresponding definitions, guidance for correct TCN construction, responsible parties and business drivers.

Chart II (pages 5-7) - Frustrated Freight Causes Reported on Monthly Reports - Name of Cause, Definitions, Sub-Causes, and Drivers.

If in doubt and for unique situations, please contact the appropriate FF Action Officer, Regional Transportation Office, or Contracting Officer.

Chart I - Frustrated Freight Term	Definition & Guidance for Correct TCN Construction	Responsible Parties & Business Drivers
SINGLE LINE REQUISITION	A one line order, under one purchase order, which is shipped from one warehouse as a single complete order using the same carrier.	Caused by Industry Partners. Incorrect TCNs will likely cause FF.
MULTI-LINE REQUISITIONS	<p>This is defined as consolidated shipments containing multiple requisition lines assigned to same consignee. Each requisition number is assigned its' own TCN by assigning "XXX" to the requisition. A TCN is unique and should only be used once.</p> <p>For multi-line requisitions, we have seen an incorrect construction for TCNs. In some cases, the 15th, 16th, and 17th characters of the TCNs have reflected numbers such as "1 of 3", "2 of 3", "3 of 3" etc.</p> <p>To prevent creating multi-line requisitions with the wrong TCN, it is critical that the rules for TCN construction (i.e. last 3 positions / 15th, 16th and 17th positions of the TCN) accurately reflect the type of shipments (i.e.: full, complete shipments TCNs = "XXX") for each requisition number under the same purchase order number.</p> <p>Note - the only three characters that are not allowed are "X", "I", and "O" (alpha). Construction should never = ""XIX" or "XOX" or "XXX" (would have indicated a complete shipment).</p> <p>For multi-line requisitions, because the system automatically generates TCNs which end in XXX, if being split or as partial, vendor staff must contact the GSA shipping office to get TCNs which have the correct 15th, 16th & 17th positions for multi-line shipments or vendors must determine the correct construction internally, in accordance with the DTR.</p>	Caused by Industry Partners. Understanding TCN construction rules will prevent FF.

Chart I - Frustrated Freight Term	Definition & Guidance for Correct TCN Construction	Responsible Parties & Business Drivers
MULTI-PACKS	This is defined as consolidated shipments containing multiple requisition lines packed in the same container or pallet and assigned to same consignee. Each requisition number is assigned its' own TCN by assigning "XXX" to the requisition.	Caused by Industry Partners. Understanding TCN construction rules will prevent FF.
SPLIT SHIPMENTS	For split shipments (defined as splitting quantity due to either one of the following three scenarios: (1) One requisition fulfilled by multiple warehouses; or (2) One shipment by one warehouse but it is fulfilled by more than one carrier; or (3) Same carrier shipping the order requisition on different days, vendor staff must contact the GSA shipping office and also coordinate and share that information throughout their Supply Chain (workshops, warehouses, Distribution Centers) to ensure the TCNs will have the correct 15th, 16th & 17th positions for multi-line shipments. For example, "Workshop #1 may issue "XAX", "XBX", and "XCX". Then, vendors must coordinate with workshop #2 so they'll know which TCN to start with i.e. "XDX", "XEX", "XFX" etc.	Caused by Industry Partners. Caused by Industry Partners. Understanding TCN construction rules will prevent FF.
PARTIAL SHIPMENTS	Defined as same requisition / same consignee order but shipment doesn't ship together as an entire shipment in whole or is not delivered in one whole order from one single carrier because the full quantity of requisition is unavailable to ship). Not shipped all together. For partial shipments, the correct incremental TCN assignments should follow the TCN construction requirements as per Defense Transportation Regulation (DTR) Part II, Appendix L. Paragraph M.1.a. (4) (http://www.ustranscom.mil/dtr/part-ii/dtr_part_ii_app_l.pdf). This is the section of the DTR which explains the rules re: the incremental assignments of	Caused by Industry Partners. Understanding applicability determines TCN rules. Incorrect TCNs will likely cause FF.

Chart I - Frustrated Freight Term	Definition & Guidance for Correct TCN Construction	Responsible Parties & Business Drivers
PARTIAL SHIPMENTS (continued)	<p>“XAX”, “XBX”, “XCX” and so forth.</p> <p>If more than one carrier is used or items are not being shipped at the same time, then the vendor must contact the regional center for Advanced Transportation Control Movement Document (ATCMD).</p> <p>If in doubt, vendors must contact the appropriate Regional Transportation Office.</p>	<p>Caused by Industry Partners. Understanding applicability determines TCN rules. Incorrect TCNs will likely cause FF.</p>
PACKING LISTS / INVOICES	<p>Packing Slips also known as Packing Lists / Invoices on the outer package / pallet / shipping container must include critical information which customers and DLA / GSA need to identify contents.</p> <p>All packing lists / invoices must contain the properly constructed TCNs for each item in the container and must be placed on the outside and the inside of the pallet / shipping container.</p> <p>If in doubt, vendors must contact the appropriate Regional Transportation Office.</p>	<p>Caused by Industry Partners. Noncompliance will cause FF.</p>

II. Frustrated Freight Causes Reported on Monthly Reports - Name of Cause, Definitions, Sub-Causes, and Drivers

Chart II - Frustrated Freight Cause	Definition and Related Sub Causes	Caused By:
MISSHIPMENT	Should not have shipped to CCP based on the information on the P.O. (i.e. APO Address, POE MARKED FOR WRI, etc.).	Typically caused by Industry Partners
BAD MARK FOR ADDRESS	The Mark For Address on the PO is not valid or is not correct. Could be a subset of CCP Ineligible.	Typically not caused Industry Partners
NO PACK LANE	May not be the vendor's fault, but there is no record found. Could be a subset of the CCP Ineligible.	Never caused by Industry Partners
NOT CCP ELIGIBLE	Some examples of sub causes are: DOD Schools; HAZMAT; Liquids; Weight and Cube restrictions; Commodity codes; Encrypted secret document, etc.	Can be caused by either Industry Partners or GSA / DLA
SHOULD NOT HAVE FRUSTRATED	There was no problem with the shipment or packaging. Should not have frustrated.	Never caused by Industry Partners
NOT MARKED AND LABELED PROPERLY	Occurs because of improper marking and labeling. Includes No TCN, Missing Data, No PO#, Missing Invoice, Missing Data, Vendor Calls, etc.	Typically caused by Industry Partners

II. Frustrated Freight Causes Reported on Monthly Reports-Name of Cause, Definitions, Detailed Guidance, and Drivers (Continued)

Frustrated Freight Cause	Definition and Related Sub Causes	Caused By:
<p>NO TCN / SHIPMENTS WHICH DO NOT HAVE A TRANSPORTATION CONTROL NUMBER (TCN) LISTED</p>	<p>This is a subset of the "Not Marked and Labeled Properly" category. Shipments are received at Containerization Consolidation Points (CCP) but no Transportation Control Number (TCN) is on the Military Shipping Label (MSL). This means the label was affixed but the label did not reflect a TCN.</p> <p>Vendors should ensure the TCN is on all MSLs. It can be found on Block 10 of the Purchase Order (PO). Affixed to the outside of the pallet / shipping container, vendors must place MSLs and packing lists/invoices which reflect every TCN inside a package. A packing list / invoice with all TCNs should also be placed inside of the pallet / shipping container.</p> <p>If in doubt, vendors should contact the appropriate Regional Transportation Office.</p>	<p>Caused by Industry Partners</p>
<p>Wrong Lead TCN / How to select the lead TCN</p>	<p>This is a subset of the "Not Marked and Labeled Properly" Category. For multi-line requisitions, the correct construction for the 15th, 16th, and 17th characters of the Lead TCN should end with XXX. Any other characters (i.e. "000" or "1 of X") are not valid.</p>	<p>Caused by Industry Partners. For multi-line requisitions, the TCN found on the first line or the earliest Required Delivery Date (RDD) is to be treated as the "lead" TCN. With EDI transactions as well as in the OMS environment, the logic will be the same. If in doubt, vendors should contact the appropriate Regional Transportation Office.</p>

II. Frustrated Freight Causes Reported on Monthly Reports-Name of Cause, Definitions, Detailed Guidance, and Drivers (continued)

Frustrated Freight Causes - Definitions	Definition, Sub Causes	Caused By:
BPA COMMINGLING (ALSO KNOWN AS IMPROPER COMMINGLING)	When freight leaves a vendor facility with a multi-line requisition or in a multi-pack container with only one TCN assigned, the entire shipment will frustrate due to commingling incorrectly occurring. Shipments must be for the same requisitioner and each requisition will be assigned their own TCN "XXX". Also , labels for each TCN must be produced and affixed to outside container, not just a packing list / invoice but also labels for each TCN in the multi-pack container or pallet . Multiple pallets should be assigned incrementally according to number of pallets or containers to this. Example is 3 pallets or 3 containers must come through the doors as 1 of 3; 2 or 3; and 3 of 3.	Caused by Industry Partners.
UNKNOWN CAUSE / OTHER	Includes causes not categorized above; Unusual random, infrequent events.	Can be caused by either Industry Partners or GSA / DLA
WRONG LEAD TCN / HOW TO SELECT THE LEAD TCN	For multi-line requisitions, the correct construction for the 15th, 16th, and 17th characters of the Lead TCN should end with XXX. Any other characters (i.e. "000" or "1 of X") are not valid. For multi-line requisitions, the TCN found on the first line or the earliest Required Delivery Date (RDD) is to be treated as the "lead" TCN. With EDI transactions as well as in the OMS environment, the logic is be the same. If in doubt, vendors should contact the appropriate Regional Transportation Office.	Caused by Industry Partners.