

Military Surface Deployment and Distribution Command

Customer and Carrier Advisory

August 19, 2025

CA-25-08-19/0049

Subject: Use of the Override Feature and Associated Metrics

Purpose: To remind traffic managers and shipping activities of requirements and available metrics related to the use of the Override feature when awarding domestic freight.

Be Advised: SDDC G3 continues to monitor the use of override feature within the Cargo Movement Operations System (CMOS) and the Global Freight Management (GFM) System to award domestic tender shipments.

Per DTR Part II, Chapter 201, Paragraph M.4, "Traffic managers and shipping activities will seek full and open competition to the maximum extent possible from qualified carriers. "

Additionally, traffic managers and shipping activities with automated capabilities are reminded they must obtain route orders using the automated system routing request formats (GFM). The appointed TO may authorize the use of the automated system's override feature in accordance with applicable Service-level guidance and policies. If conducting an override, the TO must maintain written justification for each shipment conducted using the override feature for a minimum of three years from the shipment pickup date for post payment audit purposes (DTR Part II, Chapter 202, Paragraph B.1.a).

Service transportation personnel and Transportation Officers are strongly encouraged to regularly review shipment award data to ensure award decisions made by transportation personnel are in compliance with the Defense Transportation Regulation (DTR) and applicable Service-level guidance and policies.

Detailed metrics summarizing the use of overrides, broken out by Military Service and by individual GBLOC, are available through SDDC's Shipper Process Metrics (SPM) Program. In addition to override data, the SPM Program gathers and consolidates information related to shipper system bypasses, incidents of delayed carrier freight payment, and rejection rates for Transportation Protective Service (TPS) shipments. Government personnel may request to be added to the monthly distribution listing for these reports by contracting the SPM Program Manager at usarmy.scott.sddc.mbx.g3-shipper-performance@army.mil.

For additional information on the use of the override feature to award domestic freight, please see Customer Advisory CA-24-10-25/0064.

POC: SDDC G3 Freight Management Team, usarmy.scott.sddc.mxbx.g3-domestic-freight-services-branch@army.mil

Expiration: N/A

Category: General Information