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AIR MOBILITY COMMAND**

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MILITARY AIRLIFT PASSENGER SERVICE



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This instruction implements publications, AFI 24-101, *Passenger Movement* and AFI 24-114, *Air Transportation Operations (Non-Aerial Port)*. This instruction establishes policy and procedures for passenger processing and baggage handling and provides uniformity, standardization, and guidance for orderly and efficient passenger operations. Each form in this document is subject to provisions of AFI 33-332, *Air Force Privacy Act Program*, as required by this volume, and contains a Privacy Act statement either incorporated in the body of the document or in a separate statement accompanying each such document. This volume applies to all active duty, Air Force Reserve Command (AFRC) units, Air National Guard (ANG) units upon mobilization, and all other agencies operating Passenger Terminals on behalf of the Air Mobility Command (AMC). Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afirms/afirms>. Submit requests for waivers to the Publication OPR for non-tiered compliance items. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the requesting organization through Major Command (MAJCOM) publications/forms managers. This publication may be supplemented at any level, but all supplements must be routed to the OPR of this publication for coordination prior to certification and approval. This instruction requires collecting and maintaining information protected by the Privacy Act of 1974. System of Records

Notice (SORN) F024 AF USTRANSCOM DOD, Defense Transportation System Records, applies and is available at: <https://dpclo.dod.afpims.mil/Privacy/SORNsIndex/DODwideSORNArticleView/tabid/6797/Article/6874/fo24-af-ustranscom-d-dod.aspx> . Submit requests for waivers through the chain of command to the appropriate tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items.

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Section A—General Information

1. Preface. Air Mobility Command (AMC) will act as the single manager, on behalf of United States Transportation Command (USTRANSCOM), for airlift, intertheater, intratheater, and Continental US (CONUS) aeromedical evacuation, aerial refueling support, and support services to the Department of Defense (DOD) Components as required by USTRANSCOM. AMC operates peacetime aerial port operations for two primary reasons: (1) to continually exercise/train military and civilian personnel needed to ensure the United States is able to respond to contingencies and conflicts, (2) to provide economical air transportation to the DOD. Passenger Service Agents (PSAs) function as AMC ambassadors. The image of AMC is directly influenced by the customer service provided.

2. Passenger Operations.

2.1. AMC Passenger Terminal activities will provide a range of services to accommodate arriving/departing passengers and baggage. PSA's will afford all eligible passengers orderly and efficient processing. Depending on size, physical layout, and personnel assigned, functions may be realigned or combined for operational efficiency. All Space-Required

(Space-R) and/or Space-Available (Space-A) passengers will be provided prompt, courteous, and professional service.

2.2. Personnel assigned to Passenger Service must review and be familiar with this volume.

2.3. Customer Service Training:

2.3.1. The AMC PSA Customer Service course is a HQ AMC program designed to assist PSAs in providing exceptional customer service.

2.3.2. Customer Service Web Based Training (WBT) should be completed within 10 duty days (60 days for Guard/Reserve) of assignment to the Passenger Service Flight (after receiving computer access) and completed annually, pending computer access.

2.3.3. Customer Service Training. Each passenger terminal will designate a class facilitator to guide students through a one-day customer service course designed by HQ AMC/A4TP. This course uses a short video or slide presentation, and role playing using AMC passenger terminal specific scenarios. Success of this course is heavily reliant upon student participation, discussion, comment, and interaction.

2.3.4. Facilitator will:

2.3.4.1. Provide this course locally to all military and civilian passenger agents.

2.3.4.2. Provide initial training within 3-6 months of assignment to passenger service. Refresher training will be completed every 12 months. Local leadership may conduct refresher training sooner if needed.

2.3.4.3. Be an E-5, civilian equivalent, or above.

2.3.4.4. Determine size of the class at his/her discretion to meet scheduling needs.

2.3.4.5. Ensure the following classroom training materials (or equivalent) are in place prior to conducting training: HQ AMC/A4TP provided course materials, computer with MS PowerPoint and projector with screen, DVD capability, easel for flip charts, flip chart pad, markers (regular and dry erase) and masking tape.

2.3.4.6. Use established AMC course curriculum to ensure consistency. Facilitator will request guidance from HQ AMC/A4TP before deviating from approved lesson plan.

2.3.4.7. Maintain a roster with the completion date of each person assigned to the passenger terminal. For TSgt and below, completion will be annotated in G081, TBA or electronic equivalent.

2.3.4.8. Forward feedback/critique sheets to terminal leadership and forward changes to course curriculum to HQ AMC/A4TP.

2.4. AMC Passenger Terminal Feedback. All passenger terminals, with the exception of BWI and SEATAC, will use AMC Form 253, *Air Passenger Comments and Interactive Customer Evaluation (ICE)* to measure passenger satisfaction at their location. These methods will be used as a local tool to evaluate terminal effectiveness, assist with improving service, and recognize outstanding performance. **Note:** SEATAC and BWI Commercial Gateways will utilize ICE cards in lieu of the AMC Form 253, collection box and *Commander's Letter to the Passenger*.

2.4.1. Interactive Customer Evaluation (ICE) Program.

2.4.1.1. The ICE system is a web-based tool for collecting customer feedback about the services and goods provided by various organizations throughout the DOD. ICE allows passengers to submit online comment cards rating the quality of service provided by AMC Passenger Terminals.

2.4.1.2. All Passenger Terminals require at least two ICE managers appointed in writing by Passenger Service Flight Commander or Superintendent. Managers must inform HQ AMC/A4TP of any changes and provide updates as required.

2.4.1.3. ICE Manager Duties. ICE managers are required to collect passenger feedback in order to provide tactful responses (positive or negative) upon passengers request or as necessary. Required responses must be completed within 3 duty days and replied in ICE.

2.4.1.4. ICE card template is available on the Passenger Policy website (Ref: **Atch 8**).

2.4.2. AMC Form 253 and ICE cards will be available at the PSC counter and placed by the “*Commanders Letter to the Passenger*” display. A single collection box will be used for the AMC Form 253, and checked at the beginning of each shift.

2.5. Passenger Policy Update/Messages. Each AMC Passenger Terminal must ensure all agents review Passenger Policy Update messages. These messages are available on the AMC Port Dawg Read File website (Ref: **Atch 8**).

2.6. AMC Form 76 (AMC Form 76A at Navy operated AMC Passenger Terminals), *Passenger Travel Information (AMC-GRAM)*. All passenger terminals/operations will create a customized local AMC Form 76/76A using the template located on HQ/AMC A4TP website (Ref: **Atch 8**). Terminals may create their own format but information must be listed as stated on the template. This form contains standardized introductory information. Space is provided to allow each station to insert additional information most requested by their travelers. The form should contain a statement on the no-smoking/tobacco use policy and information regarding passengers with non-apparent disabilities (such as hearing impairment, asthma, or pacemakers) to advise PSAs of any disability at time of check-in; and the form's revision date. Maps of the base with major support facilities identified should also be available in the vicinity of the AMC GRAM. Additional information may be added at unit commander's discretion to increase customer service and convenience. AMC Form 76/76A will be updated annually or when significant changes occur.

2.7. Letter to the Passenger. Display locally produced and signed “Fellow Traveler” letter (Ref: **Atch 13**), on appropriate letterhead.

2.7.1. CONUS Aerial Port Squadron (APS) and Logistics Readiness Squadron (LRS): Display APS/CC or LRS/CC letter with photo.

2.7.2. Air Mobility Squadron (AMS): Display AMS/CC letter with photo.

2.7.3. Operating Locations (OLs), Contracted Air Terminal Operation (CATOs), and Dets: Display AMS/CC letter with photo.

2.7.4. CONUS and OCONUS AMC Navy operated terminals: Display Installation Commander letter with photo.

2.8. Passenger Processing Manual Procedures. Manual procedures are used during Global Air Transportation Execution System (GATES) outages and power or computer failures. **Note:** “Manual Procedures” does not necessarily mean handwritten.

2.8.1. Specific procedures are developed by local management, and will meet needs of individual terminals. Ensure GATES is updated; when unavailable contact the Remote Manifesting Resolution Center (RMRC-formerly DPC).

2.8.2. A Manual Procedure exercise will be conducted on a quarterly basis and documented IAW local instructions and/or procedures to include: Manual Passenger Manifesting (DD Form 2131), Space-A, Space-R sign-up, and passenger selection procedures.

2.8.3. IAW DOD 4500.9 Defense Transportation Regulation (DTR), DD Form 2131 must comply with requirements of the Aviation Disaster Family Assistance Act of 1996, part 243.

2.8.4. During GATES outages, Passenger Terminal or ATOC personnel will initiate Trouble Tickets with GATES Helpdesk and immediately proceed with manual operations. In the event of extended GATES outages, HQ AMC/A4TI Systems Data Management personnel will evaluate aerial port workload, priority, and severity of issue and make the determination to initiate the RMRC activation (Ref: AMCI 24-101 Vol 6, Transportation Documentation, Data Records, and Reports). **Note:** When activated, RMRC will provide post processing capability to passenger terminals or when directed by A4TI. RMRC may provide manifesting prior to aircraft departure.

2.8.4.1. Passenger Screening: *GATES Secure Flight/eSecure Flight* Alternate/Back-Up Procedures. Passenger terminals are responsible for ensuring all originating passengers are screened prior to boarding any aircraft at their location. HQ AMC has identified Joint Base McGuire-Dix-Lakehurst, 305th Aerial Port Squadron as the alternate passenger screening agency should there be a GATES outage. Ref: **Atch A35.4** for procedures.

2.8.4.2. Terminals will utilize the Manual Alternative Passenger Manifesting Tool (MAPM-T), a Microsoft Excel spreadsheet provided by AMC/A4TI which can be downloaded from the *AMC/A4TI EIS SharePoint* website (Ref: **Atch 8**). The spreadsheet will provide RMRC with ALL required GATES information for post processing. **Note:** RMRC activation does not relieve units from the responsibility of manual manifesting, sign-up, selection, etc. Activation is for manifesting and post processing only, unless otherwise directed by A4TI (Ref: AMCI 24-101 Vol 6).

2.9. Passenger Service Identification Badges. To easily identify a PSA, each passenger agent and supervisor, to include civilian employees, will wear a passenger service badge below the nametag; a badge may be attached to the pocket with a clip-on device. The badge will not be worn on the blue sweater. Passenger service badges are worn while on duty in or around the passenger terminal. Each badge is to be 3.5 inches wide, 2.5 inches high, and made of the standard nametag material. (Reference AFI 36-2903, Dress and Personal Appearance of Air Force Personnel, AMC supplement). Civilian personnel may elect to

have their name placed on the badge. If they elect to do so, the name will be placed directly above other lettering. When personnel transfer, badges will be turned in during out-processing. **Note:** Due to the number of security badges required by the airport authority, AMC gateway personnel are exempt from this requirement.

2.9.1. The PSA's Blue Badge reads: "AMC Passenger Service Agent,"

2.9.2. The Shift Supervisor's Red Badge will read: "AMC Passenger Service Supervisor." In addition to Shift Supervisor, the Passenger Service Officer, Superintendent, and NCOIC will also wear the red identification badges while on duty in or around the passenger terminal and may include appropriate titles.

2.10. Privacy Act Statements (PAS). IAW AFI 33-332, passenger terminals will display a PAS to notify passengers of the collection of personal information. Display on signs/monitors in areas where passengers routinely furnish personal information. PAS signs are locally developed and must include the authority, purpose, routine uses, and disclosure items. At OCONUS locations PAS signs should be in English and in the host nation's language.

2.10.1. For GATES locations the following information is provided and may be used verbatim to develop the PAS. For additional information refer to: <http://www.defenselink.mil/privacy/notices/usaf/F024AFAMCA.htm>, Defense Privacy and Civil Liberties Office and AFI 33-332.

2.10.2. Authority: 10 USC 8013, Secretary of the Air Force and E.O. 9397 (SSN).

2.10.3. Purpose: Passenger Name Records are used to prepare aircraft manifests for passenger identification processing and movement on military aircraft, commercial contract (charter) aircraft, and on seats reserved (blocked) on regularly scheduled commercial aircraft at military and civilian airports. Records in this system are also used to develop billing data to the using Military Service or other organization, determine passenger movement trends, forecast future travel requirements, and identify, research, and resolve transportation related problems.

2.10.4. Routine Uses: In addition to those disclosures generally permitted under 5 USC 552a (b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DOD as a routine use pursuant to 5 USC 552a (b) (3) as follows: to customs officials for the purpose of notifying foreign countries of personnel and equipment arrivals; records from the system are routinely disclosed to other federal agencies and offices providing transportation, and to civilian airlines and airports for transportation services, developing billing data, manifesting passengers, and for forecasting future requirements. The Blanket Routine Uses published at the beginning of the Air Force's compilation of systems of records notices, apply to this system.

2.10.5. Disclosure is Voluntary. Non-disclosure of information will prevent the processing and movement of the passenger.

2.11. Passenger Terminal Website. All passenger terminals will maintain a website meeting the following minimum criteria:

2.11.1. Accessible to customers inside the .mil/.gov domain.

2.11.2. Passenger Terminal contact information will include: Mailing address, DSN and commercial voice, fax telephone numbers (if applicable), organizational e-mail address, hours of operation, and remote Space-A sign-up e-mail address.

2.11.3. Provide available passenger terminal customer conveniences listed on your local AMC Gram.

2.11.4. Provide link to the AMC Travel Website (Ref: **Atch 8**).

2.12. Public Address Systems. Each passenger terminal must use a terminal announcement system to pass information to passengers (Ref: **Atch 20**). When it is not in use, conservative recorded music or a reasonable facsimile may be connected to the system. Commercial gateway managers must obtain the use of local airport public address system for announcements to our passengers.

2.12.1. If a PA system is impractical (e.g., small terminal, group briefings), alternative means of mass notification are acceptable.

Section B—Passenger Service Center (PSC)

3. General. The PSC is typically the first point of contact with our customer. It is imperative these individuals maintain a high level of customer service skills and a positive attitude in carrying out their duties. **Note:** At AMC Gateway and Operating Locations, the PSC and Customer Service Branch (CSB) are collocated.

4. PSC Responsibilities.

4.1. Passenger Eligibility. Passenger eligibility will be determined IAW DOD 4515.13R, *Air Transportation Eligibility* and the Foreign Clearance Guide (FCG). Maintain Space-A, Space-R passenger registers and determine order of movement. Ensure passengers have appropriate border clearance documentation, when required.

4.2. Passenger Seat Release. IAW AMCI 24-101, Vol 9, *Air Terminal Operations Center*, firm seat releases must be provided to the passenger terminal no later than 5 hours prior to mission departure or as soon as requirements are known. The dispatcher or PSC agent will contact ATOC if seat release is not received within 5 hours of scheduled mission departure. Missions with short flight times of 2 hours or less may not meet this 5 hour timeframe. In those cases every attempt must be made to determine a firm seat release as early as possible.

4.3. Seat Management. Matters relating to seat management control which occurs after a mission is released to the terminal such as walk-ins, no-shows, late arrivals, rotated passengers, administrative holds, passport holds, etc. Coordinate with the passenger check-in section to ensure information concerning available seats are promptly relayed to minimize workload surges and permit orderly processing of additional Space-A, Space-R passengers.

4.4. Reservations. Conduct reservations within the passenger terminal after the pre-manifest is locked out and immediately before flight check-in.

4.5. Coordination. Maintain contact with other terminal operation sections on matters relating to passenger reservation actions and pre-manifest listings. Coordinate directly with the contract representative and the passenger check-in section on all operational matters relating to the application and use of airlift capability.

4.6. Flight setup at GATES/Non-GATES Stations. Accomplish flight set up and review pre-manifest, check for special category passenger codes, and provide unique requirements to the shift supervisor. **Note:** May also be accomplished by flight control or dispatch.

4.7. Booking Control.

4.7.1. The PSC has reservation/booking control for all scheduled passenger missions upon execution of the pre-manifest lockout (24 to 72 hours prior to mission departure) until the mission departs. After coordinating with appropriate agencies (i.e. up/downline stations), the PSC can port book passengers, cancel reservations, accept late substitutions, increase/decrease group/family/troop seat blocks, and reduce/increase the allowable cabin load (ACL) as required. When adjusting the ACL, the actual ACL must be utilized. Entering an arbitrary number such as 999 is not acceptable. **Note:** Prior to pre-manifest lockout, 618 Air Operations Center (AOC) Tanker Airlift Control Center (TACC)/XOGC will manage all ACL and pet allocation adjustments on passenger bookable missions.

4.7.2. Port Booking Passengers. Passengers who arrive with orders and itineraries for a flight, but are not on the pre-manifest, will be traced and verified in GATES before being port booked.

4.7.2.1. When port booking passengers utilizing GATES, a Routing Indicator (RI) must be placed in the appropriate block. RIs are used to properly identify the location a passenger was booked (e.g. TERMRMS=Ramstein Passenger Terminal).

4.7.2.2. 618 AOC (TACC)/XOGC creates and maintains RI files. File information will include: Administrative Addresses, Organizational E-mail Addresses (not an individual e-mail address), and Defense Switch Network (DSN)/commercial telephone numbers. To update information attached to the RI file, please call DSN 312-779-4024, commercial (618) 229-4024, or e-mail tacc.xog-pax@us.af.mil.

4.8. Pre-manifest.

4.8.1. At GATES stations, PSC will lock and download the pre-manifest 24 hours prior to scheduled mission departure but no earlier than 72 hours prior. The PSC must prepare pre-manifests for Patriot Express (PE) missions and forward necessary copies to information control/dispatch no later than (NLT) 10 hours prior to scheduled aircraft departure.

4.8.2. At Non-GATES stations, the RMRC will forward the pre-manifest to PSC upon request or NLT 24 hours prior to scheduled mission departure. The PSC will forward necessary copies to information control/dispatch NLT 10 hours prior to scheduled aircraft departure.

4.9. Opportune Airlift. The PSC will initiate action to process passengers for seats that become available.

4.9.1. Manifesting Passengers. With coordination from downline stations, passengers may be manifested past stations where minor mission number changes occur. Minor mission number changes include a change in the basic mission number (i.e., outbound to inbound 0671 to 0672), mission suffix or Julian date.

- 4.9.1.1. Passengers may not be manifested past locations where the basic mission number (i.e., 06E1 to 06R5) changes. Reference the MAF Mission ID Encode/Decode Procedures to determine basic mission number.
- 4.9.1.2. Passengers will not be manifested for round trip travel.
- 4.9.1.3. Passengers are not manifested on positioning/depositioning legs past stations where the mission becomes active without approval from the downline station. For Special Assignment Airlift Mission (SAAM), Exercise, or Contingency missions, coordinate with the downline stations to ensure the requirements of [Para 4.9.2](#) are met.
- 4.9.2. Unused Seats on DOD-Owned or Controlled Airlift (includes SAAM, Aeromedical Evacuation, Exercise and Contingency). IAW DOD policy, all unused seats on DOD-owned or controlled airlift will be released for use by Space-R and Space-A passengers. On all mission types, senior AMC or terminal representative, in coordination with the aircraft commander and user as applicable, will determine if a defined need for security, or if overriding safety or legal concerns (including hazardous cargo, customs, agriculture or citizenship and immigration service consideration) prohibits Space-A travelers from flying on a specific mission. Aircraft commander has final authority for all matters affecting the operation of their aircraft. This authority is to be exercised judiciously within the context of DOD Space-A policy stated in DOD 4515.13R. Situations where above prohibitions restrict Space-A travelers from a particular mission should be rare.
- 4.9.3. The servicing air terminal or designated manifesting agency will manifest Space-A travelers on opportune traffic. If a location has no air terminal or AMC representative, the aircrew must ensure proper manifesting, border clearance, vetting, security, and passenger/baggage screening requirements are completed. Non-AMC locations are required to conduct vetting utilizing their command resources.
- 4.9.4. The AMC ATOC at the point of origin will coordinate with downline and destination stations of the following: Ensure passengers can be accepted, the user's operations are not impeded and availability of customs and border clearance requirements as needed. If the aircraft/mission is not landing at an AMC operated passenger terminal, the PSA must brief passengers of limited or no passenger support at destination (e.g., no terminal, easily available telephone, transportation, or billets). Passengers must understand the aircrew is not responsible/capable of providing these services and must deal with these limitations within their own capabilities. PSC dispatch will annotate AMC Form 129 (MICAP/AWP Checklist) and notify ATOC for annotation on AMC Form 77 (Aircraft Ground Handling Record) when passenger brief is complete.
- 4.9.5. Displacing Revenue Cargo and Passengers. Displacing cargo and/or mail for Space-R passengers on cargo or dual configured missions may be authorized by the Transportation Representative (TR), Aerial Port Operations Officer, or Air Terminal Manager (ATM) on a case-by-case basis when timely (within 72 hours) movement cannot be provided on passenger missions. Whenever cargo is displaced for passengers, ATOC will notify 618 AOC (TACC)/XOGX to ensure command visibility of excessive Space-R passenger backlog.

4.10. Rotating Passengers.

4.10.1. Space-R passengers are not rotated to accommodate other duty passengers except when necessary to move Priority 1 passengers whose movement cannot be guaranteed within 24 hours. All available airlift must be considered including government arranged commercial airlift before rotating passengers. If movement cannot be guaranteed, begin rotation procedures. Unless there are severe mitigating circumstances, do not remove any pre-manifested passengers who have already received boarding passes. Space-A passengers may be removed at any station for Space-R passengers, patients, or cargo. **Note:** Category I, Space-A passengers can be removed from a flight at originating station. Do not rotate Category I passengers at enroute stations.

4.10.1.1. Prior to rotating Space-R passengers, the PSC will ask for volunteers to remove themselves from a flight. If rotation of Space-R passengers is still needed, begin removing passengers in the following order:

4.10.1.1.1. Selected Space-R Duty Standby Passengers, (line numbers 700-799)

4.10.1.1.2. Port Booked Passengers, (line numbers 0600-0699)

4.10.1.1.3. Overbooked Passengers, (line numbers 0500-0599)

4.10.1.1.4. Pre-booked Passengers, (line numbers 0001-0499) that are unaccompanied military members in Permanent Change of Station (PCS) status, E-6 and below. The last passengers to check in will be the first to be removed.

4.10.1.1.5. Non-GATES stations will record the time of check-in on the pre-manifest to facilitate rotating passengers if necessary.

4.10.1.2. The following passengers will not be rotated: funded emergency leave, families, members separating, prisoners, prisoner escorts, passengers pending boarding actions, passengers on retirement orders, foreign nationals, and reservists. **Note:** In instances where available seats remain, but total aircraft ACL or available baggage stowage space has been reached, flight processing should be discontinued. Passenger Service Dispatch will advise ATOC, who in-turn advises 618 AOC (TACC)/XOGX of the situation. PSAs should monitor these conditions especially during mobility, exercises and contingencies when excess baggage is authorized for deployment.

5. Patriot Express (PE/Category B) or Organic Flights (Category M) Show/Check-in Times.

5.1. HQ AMC standard show time/roll call for Space-R passengers is NLT 2 hours and 20 minutes prior to aircraft scheduled departure. Space-A roll call standard is NET 2 hours and 20 minutes prior to aircraft scheduled departure.

5.1.1. If deemed necessary (i.e. peak travel periods, multiple departures within a short time period) the TR, Operations Officer, or ATM may adjust show/roll call times.

5.1.2. Waivers must be submitted to HQ AMC/A4TP for adjusting the standard show time/roll call for a period greater than 12 months.

5.2. Check-in for pre-manifested passengers must be available 6 hours prior to ETD but may begin as early as 24 hours prior to ETD at discretion of TR, Operations Officer, or ATM.

5.2.1. For Patriot Express missions; if an aircraft delays and is uncontrollable to the carrier, the government will determine what type of passenger care is required. The Administrative Contract Officer will determine if the delay is controllable to the carrier and what type of passenger care is required. Care will not be provided earlier than 6 hours prior to original scheduled departure.

6. Space-R Passengers without a reservation. Sign-up must be accomplished in person by the traveler or group leader. However, the PSC may port book passengers when excess seats are available in lieu of placing the passengers on the *Space Required Standby Register*. All Space-R standby passengers will be assigned a seat when available. **Note:** IAW DTR, Part I, Chapter 103, no cost travel orders are not authorized.

6.1. A travel order or a letter of authorization citing the authority for travel, billing instructions and/or fund cite and when applicable associated Customer Identification Code (CIC) is required to travel aboard AMC owned/controlled missions. Contractors require Letters of Authorization (LOA) for travel on AMC missions. LOA(s) must include contract number, commanding officer's name directing movement, phone number, unit mailing address, billing address with point of contact and phone number. If a contractor has a valid T-account, the CIC associated with the T-account may be used. LOAs must be signed by the contracting officer or their designated representative. All forms of travel documentation must identify where the authorized travel is from/to and the time period of authorized travel. In accordance with the DOD FMR Vol 11B Chap. 1 Para 010108 Customer Orders, advanced payments, contractors will be encouraged to pay for flights prior to boarding using cash and/or credit cards.

6.1.1. Space-R Standby/In-transit Passenger Processing. GATES stations must cancel any conflicting reservations to preclude duplicate bookings.

6.1.2. Collect two copies of travel orders and process passengers in GATES. Provide the information of next flight and showtime to passenger. Annotate date/time of arrival, travel priority, type travel code, and dependent information (when applicable) on both copies of orders. Return one travel order to the passenger for their record. File station copy according to travel priority and date/time of sign-up.

6.1.3. At Non-GATES stations, collect two copies of orders and record travel priority/type travel code, dependent information, and date/time of sign up in "remarks section" on both copies. Provide passenger information of next flight and showtime. Return one travel order to the passenger for their record. Enter the passenger information on the manual Space-R backlog. Manual backlog will contain names, rank, travel priority, destination and date/time of sign-up. File station copy according to travel priority and date/time of sign-up.

6.1.4. PSC will print or save an electronic copy of the *Space-Required Register* on a daily basis. PSC will ensure duty standby passengers are able to verify their date and time of sign-up on the register. When GATES is down for more than 24 hours, the *Space-Required Register* will be manually maintained. When there are no passengers on the register, saving/printing the register is not required.

6.2. Space-R Reimbursable Travel. IAW DOD 4515.13R, certain categories of eligible Space-A travelers may elect to pay for a seat at the applicable Department of Defense

Channel Passenger Tariffs or Other Non-DOD Channel Passenger Tariffs (Ref: **Atch 8**) to secure a reservation as a Space-R passenger. This decision and transaction must be made prior to the mission opening, passengers may not change their status for movement on a mission currently being processed. When passengers change their travel status from Space-A to Space-R, they keep their relative place in the respective category, that is, from Space-A emergency leave to Space-R emergency leave.

6.3. Transportation Working Capital Fund (TWCF)/non-TWCF Documentation. All Space-R and Space-A passengers transported via TWCF or non-TWCF aircraft over AMC or non-AMC channels must be documented and reported as TWCF. **Exception:** Navy operated AMC Terminals are required to separate TWCF and non-TWCF passengers. Passengers from the terminal back-log, airlifted on an AMC Special Airlift Mission (SAM) or Special Assignment Airlift Mission (SAAM) are shown as TWCF traffic.

6.3.1. Passenger CIC. CIC is the basis for billing DOD passenger travel and identifying the service responsible for payment. Travel authorization for reimbursable Space-R passenger transportation must cite the chargeable appropriation and CIC approved by the funds certifying official. If a CIC is not provided, the full billing address with point of contact and phone/fax numbers for reimbursement must be provided on a Special Account Handling (SAH) basis and forward one legible copy to HQ AMC/FMFN at SAH.suspense@us.af.mil IAW AMCI24-101, Vol 6, *Transportation Data Management*, otherwise provide payment by indicating cash collection.

6.3.2. CIC General Guidance. The aerial port/air terminal is not responsible for construction of the CIC. Instead, aerial port/air terminal personnel should follow special account handling procedures as outlined in AMCI 24-101, Vol 6. Refer to CIC guidance at https://www.amcfm.scott.af.mil/CIC_Generator.htm or contact HQ AMC/FM at DSN 779-2331 for CIC assistance.

6.4. Special Account Handling (SAH) Procedures.

6.4.1. In the event a passenger arrives at the Passenger Terminal with a memorandum signed by their commanding officer citing the authority for travel fund cite/CIC or billing address, and unit Point of Contact (POC) rather than published orders due to the urgent nature of travel, the memorandum must be included in the manifest package received from passenger processing. Forward one legible copy to HQ AMC/FMFN, 402 Scott Dr Unit 1K1, Scott AFB, IL 62225-5311. **Note:** This type of movement is only authorized for emergency situations and is not authorized or intended to replace valid orders.

6.4.2. In some circumstances, passengers will travel using non-billable CICs. A list of non-billable CIC's is available in **Atch 10**. Port commanders must ensure these codes are not misused. Non-billable CICs are specifically coded so that a bill is not produced and are as follows:

6.4.2.1. Thru-load/In-transit manifesting. If a passenger's travel is terminated enroute due to mission cancellation and the passenger was originally manifested to end destination, ensure that an "E" is entered in the second position of the CIC field in GATES for forward movement to original destination. Do not permit "E" to be used instead of "A" when CICs are not available, nor is it to be used if a passenger voluntarily changes transportation routing.

6.4.2.2. DOD CRAF Safety Observer (SO)/DOD Commercial Air Carrier Evaluator (HQ AMC/A3B). DOD CRAF Safety Observer (SO) is provided full access to the flight deck on passenger and cargo missions IAW 32 CFR Part 861, Section 861.4 and 10 USC Sec 2640 (5). The DOD CRAF SO is not required to process through the passenger terminal and is treated like aircrew members. They carry an identification badge and will be listed on carriers General Declaration (Agriculture, Customs, Public Health form) and not a passenger manifest. As part of the airworthiness inspection process, all DOD Commercial Air Carrier Evaluators/Safety Observers are granted unrestricted access to the flight deck and are required to show their identification badge upon request.

6.4.2.3. Reserve component forces authorized in DOD 4515.13R, to travel on DOD controlled aircraft for reserve inactive duty training may be eligible to use a non-billable CIC (Ref: **Atch 10**).

6.4.2.4. For information regarding Special Account Handling (SAH) Codes, refer to AMCI 24-101, Vol 6.

7. Operational Support Aircraft (OSA).

7.1. Passengers on OSA missions are manifested in GATES if they process through the passenger terminal. In these instances, use the CIC "OSA000000000000". For Space Required (duty stand-by) passengers taking advantage of an open seat on an OSA mission but are not associated with the mission, PSAs will enter the billable CIC from their orders. If passengers go directly to the aircraft, the aircrew is responsible for manually producing a manifest using DD Form 2131. This manifest must be submitted to Base Ops, ATOC or the passenger terminal and attached to the mission folder. There is no requirement to manifest OSA missions in GATES for the purpose of ITV.

7.2. Passengers on an advance list provided by an airlift validator must present their ID card and orders for verification of duty status (these orders are not retained by passenger service). Telephone reservations from an airlift validator must be accepted by the PSC.

7.3. Duty Stand-by Passengers selected for opportune movement are processed IAW **Para 6** above.

7.4. Passengers processed by the AMC Passenger Terminal will be manifested in GATES.

8. Passenger Screening Procedures.

8.1. To ensure all passengers traveling on DOD-owned and/or contracted aircraft are afforded the utmost aviation security safeguards, all AMC locations generating passenger manifests must ensure all Space-A and military/civilian Space-R passengers undergo mandatory identity screening prior to boarding aircraft via AMC terminals. **Note:** For detailed instructions on Passenger Screening procedures, Ref: **Atch 35**.

9. Questionable Travel/Erroneously Manifested Passengers.

9.1. Questionable Travel. DOD 4515.13R defines passenger travel eligibility requirements, when these requirements are not met, transportation will be denied. When a passenger's orders appear to be erroneously published or falsified, their travel documents (including orders, statements, and passenger's permanent duty address) will be forwarded to HQ AMC/A4TP for possible billing action. The station making determination will document the

case and forward it to HQ AMC/A4TP, at org.amca4-71@us.af.mil or mail to 402 Scott Dr. Unit 2A2, Scott AFB IL 62225-5308. Passenger Policy Branch will then work in conjunction with HQ AMC/FM and forward documents to the respective Service Headquarters for necessary action. The passenger's respective Service Headquarters will make the final determination.

9.2. Erroneously Manifested Passengers. These passengers are processed and have traveled on board AMC owned or controlled aircraft under the misunderstanding that they were eligible. If passengers are erroneously manifested enroute to their destination, a Passenger Terminal supervisor will contact HQ AMC/A4TP for movement consideration (**Ref:** DOD 4515.13R). When an error is discovered, onward transportation to the final destination is denied. They will be offered transportation as follows:

9.2.1. Passenger information is collected and held in a standby status. Passenger will be moved on first available flight with open seats after all other passengers have been processed as follows (waiver authority rests with HQ AMC/A4TP): CONUS-OCONUS, OCONUS-OCONUS, OCONUS-CONUS, return passenger to originating country; CONUS-CONUS, return passenger to originating station. If passenger declines first available seat(s), they forfeit the right for return travel. If passenger elects to continue to their erroneously manifested destination via commercial means, AMC is no longer responsible to return them to their originating station.

9.2.2. Terminal management will document all such instances and forward to HQ AMC/A4TP, at org.amca4-71@us.af.mil or mail 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5308, and provide copies to point of origin and all enroute stations.

10. Space-A Travel/Registration.

10.1. General. Surplus seats aboard DOD-owned or controlled aircraft must be offered to anyone meeting the provisions of DOD 4515.13R. Space-A passenger movement cannot be provided until provisions have been made for the movement of all revenue cargo, mail and/or passengers (reference AMCI 24-101, Vol 9, *Air Terminal Operations Center*).

10.2. Governing Regulations. DOD 4515.13R, establishes movement priorities for Space-A travel.

10.3. Space-A registration may be done in person at the passenger terminal or remote sign up procedures as listed in **Para 11**. Sponsors may register their family members. Those who do not have travel documents, such as passports or ID cards (ID cards are required for dependents 10 years of age and older) for family members, may register for travel; however, PSC personnel must brief the passenger that travel will be denied if documents are not available at time of check-in. Ref: **Para 12.8.1** and **12.8.2** for additional command/non-command sponsored dependent requirements. Passengers who use AMC Form 140 *Space-Available Travel Request* for travel registration should retain the passenger copy as proof of registration. **Note:** Destination "All" is not an option when signing up for Space-A travel.

10.4. Married Members (Military to Military). Married service members may register as a family group provided both active duty members are in a leave status at the time of sign-up. If they have differing leave expiration dates, sign them up under the earliest leave expiration date.

10.5. Groups. Only family members may travel as a group. All others must register for Space-A travel individually. Sport team/group leaders or coaches have no authority to act on behalf of other team members for Space-A registration.

10.6. Stamp the passenger's leave authorization/documentation with the Space-A sign-up stamp (Ref: **Atch 9**) or a GATES produced printout with passenger sign-up information.

10.7. Space-A Register. PSC will print or save an electronic copy of the *Space-A Register* on a daily basis. PSC will ensure all passengers are able to verify their date and time of sign-up on the register. When GATES is down for more than 24 hours, the *Space-A Register* will be manually maintained. When there are no passengers on the register, saving/printing the register is not required.

10.8. Ineligible Passengers. Individuals are placed on the ineligible list based on unacceptable conduct or behavior. Identified individuals, approved by their respective Service Headquarters, are barred from worldwide Space-A travel.

10.8.1. Instances of unacceptable passenger conduct or behavior that warrant consideration for removal of Space-A privileges will be forwarded to HQ AMC/A4TP. Include all supporting documentation (travel documents, PSA statements, police reports, etc.). HQ AMC/A4TP will review reports and forward to the appropriate Service Headquarters with recommendation. A decision on passenger ineligibility rests with the passenger's respective Service Headquarters.

10.8.2. Space-A Ineligible List/Local Hold List: When passengers are identified as "Ineligible" in GATES, the passenger agents must cross check name, DOD identification number (DOD ID)/SSN, and other pertinent information to validate ineligibility before denying travel. For local hold list, written requests will be provided to terminal management for inclusion and/or removal from the listing through various sources such as, local commanders, legal offices, or security forces. Both lists are considered FOUO and require appropriate handling. They must be safe guarded and secured when not under review. Agents should be thoroughly trained on their use and the appropriate procedures to take when an ineligible passenger attempts to travel.

10.8.2.1. When changes are made to the Ineligible List, HQ AMC/A4TP will provide the list through MAJCOM POC's. Units may also obtain a copy of the list by sending request in a digitally signed email to the HQ AMC/A4TP Org box.

10.8.3. Specific questions from passengers relating to their eligibility must be directed in writing to their service headquarters. Provide service headquarters address as follows:

10.8.3.1. Navy: NAVSUP Global Logistic Support, Code N48, 1837 Morris Street, Norfolk, VA 23511.

10.8.3.2. Army: HQ DALO-FPT-PP/PT, Room 1D343, 500 Army Pentagon, Washington DC, 20310-0500.

10.8.3.3. Air Force: HQ USAF/A4LE, 1030 Air Force Pentagon, Washington DC 20330-1030.

10.8.3.4. Marine Corps: HQ United States Marine Corps, I&L LPD-2, 3000, Marine Corps Pentagon, Pentagon Room 2E211, Washington DC 20350-3000

10.8.3.5. Coast Guard: CG-44, 2703 Martin Luther King Jr Ave S.E. Stop 7714, Washington DC 20953-7714

11. Remote Space-A Registration.

11.1. Remote Space-A sign-up may be accomplished in one of three ways: fax, e-mail or mail. All passenger terminals will accept remote sign-up via e-mail. However, this does not apply to Space-R standby duty passengers. Ref: [Para 12.8.1.2.2](#) and [12.8.2.3.2](#) for additional command/non-command sponsored dependent requirements.

11.1.1. When utilizing remote sign-up, the PSAs should attempt to verify actual duty assignment or local area where leave officially starts for military passengers on leave. This is to ensure PSAs do not sign up passengers before actual leave start in GMT date/time. If not possible, verify date/time accuracy when marking present.

11.1.2. Documentation for fax, mail and e-mail. At the Aerial Port of Embarkation (APOE) a copy of the applicable service leave form and AMC Form 140 is utilized. When an AMC Form 140 is not available, provide a request for Space-A travel to include name/s (sponsor and dependents), rank, number of seats required and up to five desired country destinations (Ref: [Atch 7](#)). Lack of a passenger's DOD ID number/SSN and/or DOB will not preclude remote sign-up.

11.1.3. Passenger Terminals are not authorized to recommend/advertise any third party Space-A sign-up service (**Example:** It is not authorized to place a link for a commercial/civilian Space-A website on a passenger terminals' website and/or AMC Gram, or to verbally recommend passenger sign-up via such a site).

11.1.4. Upon receipt of a request at GATES locations, PSAs must sign up passengers using either the Social Security number (if provided), DOD ID number or a pseudo ID consisting of the prefix RMT, first four letters of the passenger's last name, first and middle name initials. (**Example:** Smith, John, Andrew (RMTSMITJA). **Note:** If a person does not have four letters in their last name or a middle initial the number zero "0" will be substituted for the fourth character block (**Example:** Ray, Colin, Allen (RMTRAY0CA). If signing up additional dependents, utilize numbers in place of the middle initial for the last character for each dependent (**Example:** RMTRAY0C1).

11.1.5. When passengers physically present themselves at the PSC, PSAs must ensure entry of the actual DOD ID number/SSN or passport number through "Change Person ID" activity in the "Space-A/Space-R Sign Up windows."

11.1.6. For children under 10 years of age (without ID cards), passengers may use passports, or the child's DOD ID number which can be retrieved from the MilConnect website at https://www.dmdc.osd.mil/milconnect/faces/index.jspx?_afzLoop=1191198787452426&_afzWindowMode=0&_adf.ctrl-state=uughl0lyx_9.

11.1.7. If the passenger ID card does not show a DOD ID number or SSN the PSA must solicit it from the passenger.

11.2. Basis for date/time of sign-up:

11.2.1. ZULU time is used in GATES for date/time of sign up.

11.2.2. Fax; the fax header data establishes date/time of sign-up.

11.2.3. E-mail, the e-mail header data establishes date/time of sign-up.

11.2.4. Mail: Date and time received at the PSC counter establishes date/time of sign up.

11.3. Active duty members on pass may utilize remote sign-up by indicating desired destination, name, rank, and inclusive dates of pass.

11.4. Active members of Reserve Components (actively participating with a reserve unit) may only register for travel to/from eligible destinations IAW DOD 4515.13R.

11.4.1. DD Form 1853, *Travel Eligibility, Verification of Reserve Status*, is stamped with current date upon receipt.

11.4.2. Activated reservists must have appropriate service leave form.

12. Space-Available Travel.

12.1. Space-A Roll Call. Passengers are not required to meet Space-A Roll Calls for all flights to their desired destination. An Executive Officer or personal aid may represent a Flag Officer during Space-A Roll Call.

12.2. Duration on the *Space-A Register*. Prospective passengers are removed from the *Space-A Register* after remaining on the list for 60 days or when travel authorization expires, whichever occurs first. Passengers removed from the register can sign up again with a new date/time of sign-up. Once a passenger departs a station, their record is purged at that particular station. A new date/time of sign up prior to future travel from that location is required.

12.3. Pass. Active duty military may travel on a pass but may only remain on the *Space-A Register* for the duration of the pass. Dependents may accompany their sponsors.

12.3.1. Service members may travel using their military ID card and indicate their pass status. Passengers cannot combine Leave and Pass during duration of travel. When a passenger presents a leave authorization valid for the day of sign up, during or after the pass period, they will receive a new date and time of sign-up.

12.4. Seat Refusal. Prospective passengers may refuse a seat on any aircraft after receiving the "Unique Mission Briefing" (Ref: [Para 18](#)). They will not lose their place on the *Space-A Register* for refusing the seat.

12.5. Expired Leave Authorization. Military members will remain on the *Space-A Register* while attempting to extend their leave. Passengers will not be moved until their leave is extended. When extenuating circumstances exist, the Passenger Service Officer, Detachment Commander, or NCOIC may elect to authorize movement. Leave extensions will be accepted based on verbal confirmation of the passenger.

12.6. Sign-up Time. GMT/Zulu date of sign-up must be used at all passenger processing locations.

12.6.1. Passengers changing travel categories (i.e. Category III to Category II) will receive a new date/time of sign-up.

12.6.2. Passengers changing their destination prior to departure from point of origin, will maintain their current date/time of sign-up.

12.6.3. Passengers retain their original date/time of sign-up from the point of origin to the final destination, provided they are continuing travel towards their declared final destination. Ensure the passenger's final destination is annotated on the boarding pass.

12.7. Passenger terminals are highly encouraged to conduct quarterly briefings for the base populace to educate personnel on Space-A rules and guidelines for travel.

12.8. Space-A Travel Programs. The following provides clarification on travel eligibility as outlined in DOD 4515.13R. Contact HQ AMC/A4TP for any required assistance.

12.8.1. **Command Sponsored Dependent Travel Program.** The intent of this program is to afford command sponsored uniformed service member dependents relief from their OCONUS duty location (**Ref:** DOD 4515.13R).

12.8.1.1. Travel is authorized OCONUS-CONUS, CONUS-OCONUS and OCONUS-OCONUS. Once a dependent lands in the CONUS, their onward travel is complete unless they are manifested on an aircraft that is only transiting the enroute CONUS location or transiting a CONUS location is required, i.e. EDF-HIK with fuel stop at SUU (theater to theater travel is authorized).

12.8.1.2. The sponsor must obtain an official memorandum verifying command sponsorship from their commander, acting commander, and Navy and Marine Corps travelers with "By Direction" authority. Commanders may not sign the memorandum for their own command sponsored dependent family members. Each letter is valid for one round trip from the sponsor's OCONUS PCS duty location. As long as they are moving towards their declared destination they should be allowed to transit other OCONUS locations. Verification letter must state the sponsor's name, rank, and unit of assignment, unit contact phone number, and dependent name(s). There is no limit on the number of letters a commander may issue. Dependents must present a copy to the servicing air passenger terminal and retain a copy in their possession during travel. If passengers have not used their letter or completed their Space-A travel within ninety days from the date of issue, a new letter is required from the sponsor's commander.

12.8.1.2.1. When signing up in person, command sponsored dependents must have a CAC-enabled or written signature letter in addition to other required documents as listed throughout this instruction.

12.8.1.2.2. For remote sign-up, command sponsored and non-command sponsored dependents are not required to submit a valid letter. However, upon arrival at the terminal, PSAs must validate the date and time of sign up with the verification letters' signature date and adjust the passengers date and time as needed. **Example:** If a passenger submitted their travel request prior to the letter's signature date, adjust the date and time of sign-up to 0001 on the date of issuance.

12.8.2. Non-Command Sponsored Dependent Travel Program. The intent of this program is to visit the sponsor's unaccompanied OCONUS duty location, not to rendezvous at another location.

12.8.2.1. Travel is authorized to the sponsor's unaccompanied permanent PCS location. Travel under this program is not authorized when the sponsor is on TDY/TAD orders.

12.8.2.2. Travel is authorized OCONUS-CONUS, CONUS-OCONUS, and OCONUS-OCONUS. CONUS-CONUS travel is not authorized unless they are manifested on an aircraft that is only transiting the enroute CONUS location.

12.8.2.3. The sponsor must obtain documentation, in the form of a letter, verifying authorized travel from the installation or unit commander. Commanders may not sign the memorandum for their own dependent family members. The letter must state the sponsor's name/rank, DOD identification number, approved unaccompanied OCONUS PCS location, sponsor's contact information, dependents name(s) and current residence information, length of authorized stay, and time frame the approval letter is valid. Passengers are removed from the *Space-A Register* on expiration date of the approved time period stated in the letter or after 60 days, whichever comes first. If passengers have not completed their travel within 90 days from the date of issuance, a new letter is required. Each letter is valid for one round trip to the sponsor's OCONUS PCS duty location. However, as long as they are moving towards their declared destination, they should be allowed to transit other OCONUS locations. There is no limit on the number of letters a commander may issue. Dependents must present a copy of the letter to passenger terminal personnel and a copy of the letter must remain in their possession during travel.

12.8.2.3.1. When signing up in person, non-command sponsored dependents must have a CAC-enabled or written signature verification letter in addition to other required documents as listed throughout this instruction.

12.8.2.3.2. For remote sign-up, refer to Para 12.8.1.2.2.

12.8.2.4. Upon arrival at the members PCS location, Non-Command sponsored dependents are not eligible to travel unaccompanied beyond the members PCS location.

12.8.2.5. Active Guard and Reserve (AGR) personnel must be on PCS orders and assigned to an unaccompanied tour location for their dependents to qualify for this dependent travel program.

12.8.3. Space-A travel eligibility cannot be delegated or transferred except for dual Uniformed Services members. The source of eligibility is the sponsor. Powers of Attorney (POA) do not create legal guardianship, therefore, travel under a POA, non-court ordered adoptive guardianship, etc. is not authorized. POA may not be used to move sports teams, school children, boy/girl scouts, youth groups, friends, etc., under adult leaders/figures in a Space-A status. Unaccompanied minors will not be entered into the *Space-A Register*.

12.8.3.1. Certain dual Uniformed Services member parents/step-parents (active or retired) may present a notarized letter to the PSA to allow a non-sponsor military member to accompany their dependent children regardless of which parent is designated as the sponsor in the Defense Eligibility and Enrollment Reporting System (DEERS) IAW **Atch 33**.

12.8.4. Space-A Travel for Dependents of Deployed Active Duty Military Members to include Guard and Reserve personnel. Unaccompanied dependents of deployed uniformed service members, when the deployment orders indicate the deployment is between 30 and 364 consecutive days, are authorized to travel Space-A unaccompanied in Category IV. If the deployment period is for 365 consecutive days or more, the unaccompanied dependents are authorized Category III travel. Unaccompanied dependents traveling in this category will only be selected after all active duty service members and their accompanying family members are accommodated. This includes Navy personnel assigned to a deployed ship with Permanent Change of Station orders. This authorization is only valid for the duration of the deployed military member's deployment and may be used for multiple Space-A trips during this period.

12.8.4.1. Space-A travel for Dependents of Deployed Active Duty Military Members is authorized from CONUS-CONUS, CONUS-OCONUS, OCONUS-CONUS and OCONUS-OCONUS locations.

12.8.4.2. Eligible dependents may sign-up for Space-A travel no earlier than 10 days prior to sponsor's deployment and remain on the register for a maximum of 60 days. They may however, re-sign up with a new date and time. They are eligible to commence travel on the first day of sponsor's deployment and travel must be completed by the last day of the military member's deployment.

12.8.4.3. Dependents of deployed military members must present a CAC-enabled or written signature verification letter signed by the sponsor's commander, designated representative or "By Direction" authority (for Navy and Marine Corps), verifying the active duty member's deployment. It must contain the following information: Sponsor's name, effective start/end date of deployment, dependents names, DOD ID numbers and relationship to sponsor, and unit contact information. The documentation must be in the dependents' possession during travel and is valid for the duration of the member's deployment. **Note:** Dependents of deployed military members will not be denied travel based on incomplete (last four digits only) or missing DOD ID numbers/SSN on the deployment verification letter.

12.8.5. Post Deployment/Mobilization Respite Absence (PDMRA). A DOD program intended to compensate service members with administrative absence/non-chargeable leave. This type of administrative absence authorizes service members and their dependents to fly Space-Available (Cat V) on DOD owned and controlled aircraft after completion of a deployment. A leave form must be presented with Permissive TDY/TAD or PDMRA in applicable block and can be used in conjunction with Ordinary leave. If member decides at any time during their travel to change categories, they will receive a new date/time of sign-up. DODI 1327.06 *Leave and Liberty Policy*, Enclosure 4 outlines PDMRA guidance.

12.8.6. Foreign Exchange Service Members. Foreign military personnel and family members who are on permanent assignment with DOD can travel Space-A on DOD aircraft when in a leave status (Ref: **Para 62**). Members will have in their possession a DD Form 2765, *Uniformed Services Identification and Privilege Card or Common Access Card (CAC)*, as a valid form of identification for Space-A travel and a U.S. Armed Forces leave form.

12.8.7. Retirees. Possession of a DD Form 2, *United States Uniformed Services Identification Card (Retired)*, should be used as the means of determining travel eligibility.

12.8.7.1. Space-A privileges do not extend to Disabled Veterans who did not retire from military service and Widows or Widowers of active duty/retired military personnel; these individuals may possess a DOD identification card allowing access to other entitled privileges such as MWR, AAFES/NEX, Commissary or similar facilities, however they are not entitled to Space-A travel.

12.8.7.1.1. Exception is IAW Title 10 USC, Section 2641A American Samoa Veterans are eligible for Category VI Space-A travel between American Samoa and Hawaii and return, if such travel is required to provide medical care to the veteran. Eligibility includes those veterans who reside in and are located in American Samoa and as determined by an official of the Department of Veterans Affairs and must be transported to Hawaii in order to receive medical care entitlement.

12.8.7.2. The member must possess a letter from the Department of Veterans affairs indicating he/she resides in American Samoa and must be transported to Hawaii in order to receive medical care. The letter should also include the dates the medical care is to be given.

12.8.8. Retirees residing in the Commonwealth and U.S. Territories are eligible for Category IV Space-A travel for the purpose of obtaining certain health care services.

12.8.8.1. Member must be referred in writing by a military or civilian primary care provider located in that Commonwealth or U.S. Territory to a specialty care provider for services to be provided outside of that Commonwealth or U.S. Territory.

12.8.8.2. Member may be accompanied by a dependent, if required as determined by the primary care provider and stated in the referral for medical services. This applies to travel to/from the Commonwealth or U.S. Territory.

12.8.8.3. The Commonwealth and US Territories are American Samoa, Northern Marianas Islands, Guam, Puerto Rico, and US Virgin Islands.

13. Contractor Travel. A Letter of Authorization is used for travel on AMC organic or commercial charters. LOA(s) include contract number, commanding officer's name directing movement, phone number, unit mailing address, billing address with point of contact and phone number or a CIC from the contractors T-account. LOAs must be signed by the contracting officer or their designated representative. Travel documentation must identify authorized travel destinations/departure points.

14. Space-A Roll Call.

14.1. General. Space-A roll calls will be **IAW Para 5.1** (Ref: **Para 5.1.1** for exception). Roll Call is a phrase used to signify the beginning of the process in which eligible passengers in each category are selected by date and time of sign-up. This enables passengers to plan their activities and ensure equitable opportunities. All passengers must be assigned a seat (no in-lap passengers authorized, e.g. infants). Unit requests for deviation from the established roll call time will be submitted to HQ AMC/A4TP for consideration.

14.2. All Space-A passengers competing for a seat must be marked present at the beginning of roll call; passengers may be marked present for 24 hours. Those passengers not marked present must wait until all other Space-A passengers marked present at the beginning of the roll call have been afforded the opportunity to compete for open seats. If seats remain when the roll call is complete, begin a new roll call starting with Category I. **Note:** During the mark present process, prior to marking a passenger present, a PSA will ensure all travel documentation is verified and applicable/required information is populated in GATES (e.g., EPC, INS, etc.).

14.2.1. PSAs will make an announcement prior to each roll call, reminding passengers to mark themselves present and to ensure they are travel ready before attending roll call. (Ref: **Para A20.2.8**)

14.2.1.1. Travel Ready. All passengers are required to be travel ready at start of roll call. To be considered travel ready, passengers must have all required documentation, checked baggage and accompanying family members present. If a passenger is not ready to travel for any reason, refer traveler to the appropriate agency, provide directions and phone number if available.

14.3. PSAs will provide an introductory briefing to passengers at the beginning of the Space-A roll call. This briefing will provide name/rank of the PSA conducting the call, mission number and flight destination(s). Select passengers by category and date/time of sign-up. Perform a unique mission briefing, if applicable (Ref: **Para 18**).

14.4. Space-A passengers will not be removed for other Space-A passengers.

14.5. Category I (Emergency Leave). Regardless of the current category being selected, Cat I passengers must be considered at any time during the selection process.

14.6. Space-R walk-in travelers presenting themselves to the PSC when seats are available, must be given a seat ahead of any Space-A traveler. However, they are not processed before any duty passenger on the Space-R waiting list that is present for the flight.

14.7. If a mission changes destination(s) during the roll call, the roll call must start over.

14.8. When additional seats are released, the Space-A roll call will continue where it previously ended. Seats will be afforded to families that were passed over.

14.9. Upgrade. Space-A passengers may be upgraded IAW DOD 4515.13R to the bottom of Category I for travel under emergency conditions (unfunded) or extreme humanitarian reasons. Traveler's situation must be validated by a competent and formal authority such as American Red Cross notification, unit commander's memo, doctor's letter, or by some other similar means. Emergency upgrade period for initial departure should generally be limited to one week. Passengers will maintain the origin station upgrade until they reach their specified destination; however, this upgrade is not applicable for return transportation. Passengers will

return to original authorized category of travel for return trip. **Note:** Category I Upgrades should not be confused with Category I Space-A travel. Passengers traveling under Category I Space-A travel may be entitled to round trip travel as Category I. Refer to guidance in DOD 4515.13R for specific entitlement.

14.9.1. Upgrade Authority: Refer to DOD 4515.13R, to determine upgrade authority.

14.10. Virtual Roll Call (VRC). VRC is an optional program. A VRC guide is available on the A4TP website (Ref: **Atch 8**).

15. Space-A Passenger Removal. When removing Space-A passengers for Space-R passenger/cargo, removal begins with the lowest category passenger and latest date/time of sign-up on the manifest. Passengers at enroute stations electing to continue travel to their destination will be entered into the Space-A backlog using their original date/time of sign-up. **Exception:** Passengers who were selected on a subsequent roll call IAW **Para 14.8** must be removed first. **Note:** Do not remove thru-load Space-A passengers for other Space-A passengers.

15.1. The shift supervisor or assistant shift supervisor will verify the correct passengers are identified before removing any passengers

15.2. Rotate gate no-shows from the flight and reenter them on the *Space-A Register* with a new date/time of sign-up. **Note:** If the reason for missing the flight was beyond the passenger's control; e.g., sickness, automobile accident, etc., passenger will retain original date/time of sign-up.

16. Head Tax and Federal Inspection Service (FIS) Fees.

16.1. Head Tax. IAW public law, assess transportation tax (Head Tax) for Space-A passengers traveling on all commercial aircraft missions. Head Tax applies to all Space-A passenger's arriving/departing Customs Territories of the United States (CTUS) to/from OCONUS locations on these missions.

16.1.1. Segment Fees. Assess Head Tax for CONUS to CONUS travel for all Space-A passengers traveling on commercial contracted missions. Head Tax is assessed for each segment of travel.

16.2. FIS fee applies for Space-A passengers traveling to the CTUS from OCONUS locations on all commercial aircraft missions.

16.3. Deposit Head Tax and FIS fees to the applicable account as specified by HQ AMC/A4TP annual account citation message. A4TP will publish current Head Tax and FIS rates annually.

16.4. Boarding Pass. When a Space-A passenger is processed for a flight at originating station, annotate the AMC boarding pass to show total amount charged for Head Tax/FIS and specified destination of passenger.

16.5. Head Tax and FIS Fee definitions. Refer to **Atch 1** for definitions of Head Tax and FIS Fees.

17. Travel Aboard Foreign Aircraft.

17.1. US military personnel in a duty status may travel on Royal Air Force, Canadian Armed Forces, Royal Australian Air Force (RAAF) and Royal New Zealand Air Force (and any

other country when a new agreement with the US is established) when approved under the terms of the Cooperative Military Airlift Agreement (CMAA) (Ref: [Para 62](#)). Space-A travel is not authorized on foreign aircraft with the exception of Space-A travel IAW the US-UK Airlift Agreement (Ref: [Para 62.2.1](#)).

17.2. Space-R/A personnel may travel on NATO Heavy Airlift Wing (HAW) aircraft, as long as the mission is in Global Decision Support System (GDSS). Those HAW missions not in GDSS are not eligible for Space-R/A travel.

18. Unique Mission Briefing. PSAs must ensure passengers are aware of any operational circumstances that may cause discomfort or apprehension. Brief passengers prior to selection on the following: Low-level training, air refueling, unpressurized aircraft, in-cabin weapons, hazardous or dangerous cargo when a passenger deviation is required, human remains on board, prisoners with guard escort, etc. Travel aboard unpressurized aircraft may cause extreme ear pain and/or rupturing of the eardrum, particularly when suffering from head colds, congestion, asthma, etc. Brief passengers on the nature of these missions and afford them the opportunity to remove themselves from the flight. Passengers will retain their position in the backlog if they elect not to travel on specific missions. **Note:** A locally produced video/DVD may be used in lieu of a brief.

19. Non-AMC Destinations. Missions destined to a non-AMC location, brief passengers there may be limited support at the destination (e.g., no terminal, easily available telephone, transportation, or billets). If they do not wish to take these flights they will maintain their original date and time of sign-up.

20. Acceptance of Minors.

20.1. General. Non-spouse minors less than 18 years of age, as of the date of travel, will NOT be accepted for unaccompanied Space-A travel (Ref: [Para 20.3](#)). Non-spouse minors between the ages of 10 and 18 years of age, as of date of travel, may be accepted for unaccompanied Space-R travel if:

20.1.1. They are brought to the airport by a parent, legal guardian, or responsible adult who remains with the minor until aircraft departure. The adult must provide documentation bearing the name, address, and telephone number of the adult meeting the minor at the destination. The minor will be met at final destination airport by another parent, guardian, or responsible adult. This information should be given to the senior AMC representative. The parent or legal guardian will fill out AMC Form 1004, *Unaccompanied Minor Passenger*. This form should be produced in triplicate (one copy to the senior flight attendant, one copy to the minor, and one copy retained on station with the mission paperwork).

20.1.2. The minor must not be permitted to stop enroute.

20.1.3. Unaccompanied minors with a connecting commercial flight arriving from OCONUS will not be accepted for movement.

20.2. Notifications. Annotate the manifest with the name, address, and phone number of the individual meeting the minor at the terminating station. GATES stations enter "UNAC MINOR" in "Special Remarks For Closeout Status Report" field in the passenger check-in window and include the report in the mission flight package.

20.2.1. If a mission is delayed for 24 hours AMC personnel will contact the Commercial Travel Office (CTO) or utilize the contact information on the AMC Form 1004 for notification purposes.

20.3. Non-spouse dependent minors (less than 18 years) are not authorized to escort minor siblings. **Note:** Unaccompanied non-spouse minors are not authorized to travel Space-A. All family members must be in the same travel type category.

21. AMC Commercial Gateway Personnel.

21.1. AMC Commercial Gateways. PE missions operating to/from CONUS commercial airports may be handled by contracted personnel performing part of, or the entire operation. Air Transportation Contracting Officer Representative (COR) personnel oversee the contract, and provide technical assistance, as required. The contractor will process the movement of DOD passengers through each Gateway IAW the Terminal Services Contract.

21.1.1. The Detachment Chief ensures manual processing procedures and Customer Service Branch (CSB) surge procedures are established.

21.1.2. Uniform Policy. Unless otherwise directed, all military Gateway personnel will wear any combination of the Service Uniform with tie/tab and ribbons. The airlift services COR performing duties outside of the terminal may be authorized wear of the ABU as determined by the Detachment Chief.

21.2. Commercial Gateway Contractor responsibilities and duties are found in the appropriate AMC Terminal Services Contract.

21.3. Customer Service Branch (CSB) Responsibilities: Assist all DOD passengers stranded at AMC Gateways with onward transportation and, if required, overnight accommodations, reservations, and information. Use the CTO satellite ticketing operations for onward movement of passengers via commercial airlines

21.3.1. Provide referral services to appropriate agencies for those passengers requiring assistance in resolving problems beyond the control of the CSB, i.e. privately-owned vehicle pickup or delivery, medical, financial, or other administrative assistance.

21.3.2. Establish emergency surge operating procedures for onward movement of passengers by commercial means.

21.3.3. Provide assistance to all individuals attempting to travel utilizing the Space-A program.

22. Information Control/Release.

22.1. Releasing Flight Information. In order to balance between the needs of the customer for flight information and the need to safeguard information for OPSEC and force protection, the following applies:

22.1.1. At GATES locations, passenger terminals have the option to use GATES FIDS software. Any local conditions/information displayed will be at the discretion of the local unit commander, but must be displayed on a monitor separate from flight information monitor.

22.1.1.1. At Commercial Gateways, FIDS may be used IAW airport requirements.

22.1.2. When GATES FIDS is inoperable, a trouble ticket should be submitted to the GATES help desk. An HQ/AMC designed display and will be used in the interim and must display the same information as GATES FIDS.

22.1.3. During normal operations, using the FIDS, post flight schedules for the next 48 to 72 hours. Posting of flight schedules may be limited to the next 24 hours during times of increased security threat at the local installation. OPSEC may preclude some missions from being displayed at all. If the passenger terminal is located near a commercial Gateway, make PE information on these arrivals and departures available to passengers. This may be accomplished by handout or on the flight status board(s)/video display system.

22.2. Information displayed on FIDS, community/commander access channels, or in person with PSA. Verification is required to ensure the transmission of the information is not accessible from off base. Display information determined to be accessible from off base IAW **Para 22.3**

22.2.1. Ensure destination's name is completely spelled out. Do not use three or four letter codes. Indicate late arriving missions or flights as, "Delayed," and also indicate the new arrival time in the remarks section, if available.

22.2.2. When outbound missions are delayed, update the flight information to reflect new departure time and scheduled reporting time in the remarks section.

22.2.3. As a minimum, Dispatch reviews flight schedules and information at each shift change and update, as necessary.

22.2.4. At least one monitor should be available in the passenger lounge, baggage claim area, special category lounge, dependent lounge and terminal eatery.

22.2.5. Flight arrival/departure information will not be earlier/later than 72 hours.

22.2.5.1. Arrivals: Date, station arriving from and estimated passenger pick up time (i.e. "estimated passenger pick up time is between 1300-1400 hours"). Do not provide arrival time.

22.2.5.2. Departures: Date, passenger show time, destination(s) and tentative seat release.

22.3. Information disseminated via public internet, e-mail, mail, fax, telephone, and telephone recorder.

22.3.1. Information posted on the Internet must be posted IAW *AFI 33-129, Web Management and Internet Use and AFI 35-107, Public Web Communications*. Provide flight information in a user-friendly format.

22.3.2. Information/files provided to authorized individuals by any means (i.e. internet, mail, e-mail, fax, etc.) containing mission-related information, such as operational schedules, are intended solely for the use of determining Space-A and Space-R flight availability. Any attempts to retransmit, upload, pass to unauthorized persons, or change the information received for any other purpose is strictly prohibited. Any attempt/action circumventing the parameters specified and/or implied above is subject to investigation and/or prosecution by law enforcement and may result in the loss of Space-A privileges.

Note: Passenger Terminals, Base Operations, and other agencies that are responsible for flight information must include this disclosure notice on any mission-related information for release to authorized individuals. This statement only applies when adding flight information to the internet, and not to flight data recordings.

22.4. Social Media. AMC Passenger Terminals maintaining a Social Media website (i.e., Facebook or Google+), will follow guidance published in the latest Social Media Guide. The guide can be found on the A4TP Passenger & Fleet Policy Branch SharePoint or milBook pages. Contact AMC/A4TP, Passenger Policy for assistance.

22.4.1. Terminals will coordinate Social Media sites with their local Public Affairs office for guidance specific to the area, installation mission and OPSEC.

22.5. Release of Traffic Records to the Public. Release, access to, or recommendation to withhold traffic records requested under the Freedom of Information Act (FOIA) will be processed per DOD 5400.7-R/Air Force Supplement, DOD *Freedom of Information Act Program*.

22.5.1. The following information may be released by the transportation representatives:

22.5.1.1. Travel eligibility.

22.5.1.2. AMC schedules (Ref: [Para 22.3](#)).

22.5.1.3. Route operation as it pertains to scheduled operations.

22.6. Release of Passenger information:

22.6.1. Passenger manifest information may be released to government officials or employees for official purposes after identification of requester has been validated. Personal recognition, ID documents, correspondence from and/or requiring answer to a government address and phone confirmation at a known government office are all acceptable means of confirming identity.

22.6.2. Official Purposes. Passenger terminal management personnel apply individual discretion and judgment in defining official purposes:

22.6.2.1. Sponsors requesting information on a specific individual in order to arrange transportation, set a schedule or pass a message.

22.6.2.2. Protocol, billeting, or transportation representatives in the performance of their official duties needing to know the ranks and names of Very Important Persons (VIPs) before their arrival.

22.6.2.3. An immigration official needing to know the names of foreign nationals and/or first time entries on a specific mission.

22.6.2.4. A Government investigative agency requesting passenger travel status, or Space-A registration information to detect or rule out leave fraud or other inappropriate activity.

22.6.3. Unofficial Inquiries. For security reasons do not release information that may have been merged or furnished from a privacy act record source (e.g., SSN). After flight arrival, unofficial inquiries will be limited to whether a specific person (or persons), with a stated personal relationship to the inquirer was on a particular flight.

22.6.3.1. Do not release detailed information about passengers (e.g., DOD ID number, SSNs, type of travel, citizenship, etc.), entire passenger lists, and historical information except IAW Para 22.6.2.4.

Section C—Passenger Processing

23. Passenger Check-In.

23.1. **General.** Verify travel orders and perform check-in duties.

23.1.1. Check in procedures include: Collect orders from all Space-Required passengers and file with the flight package, check ID, passports and visas. Dependents 10 years old or older must have an ID card in order to travel. Prepare and issue passenger boarding passes, assign seats and brief passengers on flight information. Weigh and tag baggage, collect head tax, Federal Inspection Service (customs, agriculture, etc.) charges, meal fees, pet fees and excess baggage charges. PSAs will not review travel documentation for Space-A passengers at check-in (i.e., Passports, Travel Authorizations, etc.). Travel documents must be validated during the mark present process. ID cards may be used at check-in to expedite the check-in process.

23.1.2. Flight Controller duties include but are not limited to the following: Ensures collection of travel orders for Space-R passengers, monitor proper input of baggage and passenger weight in GATES, perform close-out duties, maintains manual passenger list and identifies potential problems.

23.1.3. AMC terminals require passengers to present North Atlantic Treaty Organization (NATO) travel orders and must be in compliance to prevent border clearance violations. NATO travel orders are only required for US military personnel traveling on official orders (PCS, TDY, etc.) within NATO countries. IAW the FCG when transiting Turkey, NATO orders are required. HQ AMC and its subordinate units are required to enforce all FCG requirements; therefore, passenger terminals can deny travel to any passengers who are not in compliance with NATO documentation requirements or any other FCG violations.

23.1.4. Passenger check-in counters will be open at least 6 hours prior to scheduled departure for commercial contract and pre-manifested flights. Normally the Transportation Office/Installation Transportation Offices (TO/ITO) enter Unit Line Number (ULN) information into GATES when reservations are made for deploying passengers. During passenger check-in, PSAs enter ULN data into GATES if it has not already been entered.

23.1.5. PSAs should enter the actual total number of authorized bags being checked in for each passenger, including excess baggage authorized on the orders. For instance, if there are three excess bags authorized on the orders, and the traveler checks in four bags, the number entered in “Authorized Bags” block should be four (2 Standard, 2 authorized excess). Enter only the actual baggage number (4) and not total authorized (5) on the orders. In this scenario, there should be no entry for excess bags. DEAMS Component Billing System (DCBS) will read the “Authorized Baggage” block and bill the appropriate tariff for all authorized excess baggage over the standard two piece

authorization. This process will ensure that units are charged only for the actual number of authorized excess bags.

23.1.6. Excess baggage fees will not be charged for Space-Required passengers when traveling on DOD organic airlift on contingency, exercise, or deployment (CED) orders. Any excess baggage will not displace Space-Required passengers or cargo. Excess baggage fees may be levied if the traveler connects commercial aircraft.

23.1.7. PSAs will place the passenger's line number (i.e., line #100, 1 of 2, 2 of 2, etc.) on baggage tags to expedite the location and possible removal of baggage in the event of a gate no-show.

23.2. One Stop. A Space-R or Space-A passenger selected for a flight can check in at any open counter. Services will include but are not limited to, check baggage, order meals, pay fees, and accomplish border clearance requirements. Passengers are not to be inconvenienced by being referred from counter to counter to process in. If possible, open additional check-in stations to keep passenger wait time less than 15 minutes.

23.3. IAW DOD 4515.13R, household pets (dogs and cats) may only be processed in conjunction with PCS travel (weight and size restrictions apply, Ref: AMC Pet Brochure). Movement of household pets on organic airlift is not authorized.

23.3.1. Space-A passengers may travel with a Service Animal or Emotional Support and Psychiatric Service Animal when documentation requirements are met as described in **Atch 34**. If PSAs are unable to validate documentation, the animal will be denied transportation. **Note:** Passengers with service animals, as listed above, are prohibited from exit row seating.

23.3.2. Service animals that have been trained to perform a particular function or service to assist a passenger with a disability in the management of their disability are accepted in-cabin only and will not affect seat ACL or pet allocation. AMC recognizes service animals which have been trained and certified. Passengers are permitted to bring one service animal that is trained to assist passenger with disability onboard free of charge.

23.3.3. Military Working Dogs (MWD) or Urban Search and Rescue dogs i.e., Federal Emergency Management Agency (FEMA), are shipped as cargo on organic aircraft. While they are in the passenger terminal, must be kept in a kennel or be properly restrained, muzzled and under control of the handler. Dogs are to remain at the handler's feet and the handler is responsible for cleanliness of the animal and surrounding area.

23.3.3.1. MWDs are only moved on PE missions when approved by HQ AMC/A4TP. MWDs are manifested as cargo and moved in the belly of the aircraft.

23.3.3.2. MWDs will only be moved in the aircraft cabin with prior approval from the commercial carrier.

23.4. Firearms/hazardous materials declaration. Ask the following question during passenger check-in: "Do you have any firearms or hazardous materials to declare?" Advise the passenger that sharp objects, regardless of length, must be in their checked baggage.

23.4.1. If the passenger answers "yes" to the question in Para 23.4 the item(s) identified are physically inspected by passenger service personnel to determine if they may be legally transported. Do not hesitate to question any suspicious activity or person.

23.4.2. Electronic Cigarette. Electronic Cigarettes are authorized as carry-on items.

23.4.2.1. Ask passenger if they have Electronic Cigarettes in their checked baggage. If the passenger answers “yes” afford them the opportunity to remove from checked baggage and place in carry-on.

23.5. Data Collections Requirements.

23.5.1. Emergency Point of Contact (EPC) Information. IAW DODI 4500.57 *Transportation and Traffic Management*, PSAs and passenger functions must solicit emergency contact information from each passenger for all DOD missions. The sole purpose for this information is to ensure timely notification to the EPC in the event of an unfortunate circumstance. It does not designate beneficiaries and should not be confused with Next of Kin (NOK) information. Request name and phone number of an emergency contact not traveling with the passenger. **Note:** This is DOD policy and the information is required to be solicited in accordance with public law. If a passenger does not want to list a personal emergency contact, they have the option of listing their First Sergeant as their emergency point of contact. In the event a passenger refuses to provide emergency contact information, annotate the remark section within passenger check-in screen reflecting that the passenger refused to provide the required EPC information. If emergency contact information is already resident in GATES, PSAs must confirm the information with the passenger at check-in. Automatically marking the passenger as having declined is unacceptable. The only two authorized EPC entries are; 1 actual contact information or 2 “declined”, if the passenger declines to provide information.

23.5.1.1. GATES locations use the EPC data field to meet this requirement. Non-GATES/manual locations use DD Form 2131 to collect the required data.

23.5.1.2. Preferably prior to departure, but not-later-than 60 minutes after aircraft departure, the completed Manual Alternative Passenger Manifesting Tool (MAPM-T) spreadsheet must be transmitted to HQ AMC via e-mail to: ORG.AMCA4-70@us.af.mil or if e-mail is unavailable, call DSN 779-0045 for fax capability. If using e-mail, include mission number, departure date/time, aircraft type and tail number in subject line. This spreadsheet will be maintained in the flight package at the originating station.

23.5.2. Customs and Border Protection (CBP) Data. CBP requires advance notification of all passengers departing the United States and arriving from OCONUS with an ultimate destination in the Customs Territory of the United States (CTUS, the fifty states, District of Columbia, and Puerto Rico) on all DOD missions.

23.5.2.1. PSAs collect the date of birth, country of residence, passenger's nationality, document number, document type, gender, and passport country of issuance from appropriate passengers.

23.5.2.1.1. For active duty military members on official travel use document type code “M”. For civilians and retired military members use document type code “P”.

23.5.2.2. File one copy of the INS report in the mission flight package.

23.5.2.3. Non-GATES/manual locations annotate a copy of the manual manifest with the appropriate data. Provide one copy in the mission flight package. Within one hour of mission departure the manual manifest with annotated INS data is scanned and e-mailed to apis.military@dhs.gov.

23.6. Determine Distinguished Visitor (DV) requirement/request and pass to flight controller/dispatcher who informs ATOC.

23.7. Groups. Group Leader/Team Chief may check-in all members, provided all required travel documentation, body weights and weight of all hand carried items are available. Checked baggage is limited to two bags per passenger, unless excess baggage is annotated in the travel orders. **Note:** When processing in GATES, do not annotate all group bags under one passenger.

23.8. Customer Identification Code (CIC). Check travel orders for fiscal data, CIC, and signature block. At GATES stations, ensure the data on the GATES check-in screen is the same as the travel order. If different, change the data on the screen to match the travel order.

23.9. Weights. Standard planning weights should not be used for passengers transported on DOD owned/controlled aircraft. Each traveler should be asked for their weight. Do not automatically use ID card weights. Standard planning weights are only authorized on DOD organic aircraft during contingencies or wartime situations where time does not allow for obtaining actual weights. When transporting troops, actual scaled weights of individuals (in full uniform), and all hand-carried items will be used. If scales are not available, ask each individual their weight and use the additive item weights listed in the DTR, Part III.

23.9.1. When transporting passengers other than troops, on organic aircraft, interrogated body weight plus hand carried baggage weight, will be used to determine actual body weight. Discretion and tact must be used when requesting body weights. **Note:** For DOD commercial charter aircraft use actual/interrogated weights under all conditions. The use of standard weights is not authorized. All hand-carried baggage must be weighed. At GATES locations add the hand-carried baggage weight to the passenger body weight. When utilizing the DD Form 2131, weights are annotated in the hand-carried baggage block.

23.10. Meals. Offer meals IAW **Para 49**, *In-flight Meals*, and collect money for meals sold.

23.10.1. Annotate AMC Form 148 series, *AMC Boarding Pass/Ticket/Receipt*, in the space provided for meals purchased, i.e., kind/type/quantity and meal cost. The following applies:

23.10.2. When a passenger is authorized to receive a government meal at no charge and orders a meal, annotate the boarding pass with words “no charge” in the meal cost block.

23.10.3. When there are other cash transactions and no meals are ordered, enter the notation “no meal” in the meal purchase block and a zero in the meal cost block.

23.10.4. Make the above entries by pen and ink or by stamp at Non-GATES stations.

23.10.5. Enroute stations will issue a new AMC Form 148 series for meals provided at that station.

23.11. Inform passengers that in-flight meals will only be served upon presentation of a valid boarding pass that includes a record of meals purchased. In order to receive a refund for meals not received, ensure passengers are briefed that refunds will only be made at the next arrival location upon presentation of a boarding pass signed by a loadmaster or boom operator.

23.12. At Non-GATES stations, the flight controller will use the AF Form 79, *Head Count Record*, to record meals sold. When meal orders are called in annotate the number and kind of meal in the block corresponding with the passenger's line number. If the meal is at no cost to the passenger, place the letters "N/C" in this block.

23.13. Seat Assignment Policy. At GATES locations, on commercial contracted aircraft, a seat map will be assigned at the originating location and must be used throughout the entire mission route. On organic missions use of seat maps is optional. Enroute locations should contact the originating station for adjustment to the assigned seat map.

23.13.1. All passengers regardless of age, traveling on AMC owned or operated airlift will have an assigned seat.

23.13.2. When aircraft is configured with business or first class seats, give priority to special category (Medal of Honor holders, Blue Barks, Coin Assist, Next-of-Kin of Very Seriously Ill, O-6 or GS15 and above) passengers. The first two rows on commercial PE aircraft (without business or first class seating) are to be used for DV seating to the maximum extent possible. Any remaining seats are first-come, first-served basis.

23.13.3. Emergency Exit Seats. Passengers seated in emergency exit rows must be able to have sufficient mobility, strength, or dexterity in arms, hands, and legs to reach upward, sideways, and downward to open the emergency exit and exit slide-operating mechanisms. They must be able to grasp, push, shove, pull, or otherwise open emergency exits; to remove obstructions similar in size and weight; to exit expeditiously; stabilize escape slides; and assist others in getting off an escape slide.

23.13.3.1. Passengers must be 15 years of age or older and capable of performing the above functions.

23.13.3.2. Passengers must be able to read and understand English language instructions.

23.13.3.3. Passengers must have sufficient visual capacity to perform the above functions.

23.13.3.4. Passengers must have sufficient hearing capacity to understand instructions.

23.14. AMC Boarding Pass. The PSA records appropriate information on the boarding pass at Non-GATES stations. The passenger's line number goes in the top left-hand corner after the word "AMC" on AMC boarding passes. Spell out final destination in specified destination block on the appropriate AMC Form 148 Series.

23.14.1. Passenger agents will use the boarding pass as a visual aid when briefing a passenger on departure time and boarding gate number. Baggage claim stubs must be provided to passenger if baggage was checked in.

23.14.2. The flight controller must keep a running total of passenger body and baggage weights and total meal orders by type on the manifest. Pass this information along with the boarding manifests to dispatch.

23.15. Dispatch. Dispatch will pass final passenger, baggage weights and totals to COR or ATOC. Include total number of Space-R/A, special category and total number off next station. Provide aircraft copies of the manifest to gate agent.

23.15.1. Ensure an adequate number of manifest copies are prepared to meet the needs of all subsequent locations and any additional copies required by their local border clearance agencies.

23.15.2. Use AMC Form 79, *Passenger Information Envelope* (Ref: **Atch 5**), to provide information to loadmaster/boom operator or flight attendant. At GATES stations, give the "CLOSE OUT STATUS REPORT" to ATOC as soon as possible after flight closeout.

24. Connecting/Remain Over Night (RON)/Delayed Passengers. Passengers will be documented by annotating station file copy of passenger manifest with the statement; "Passengers on this manifest were counted/recounted as originating and terminating for the following reasons: RON/Delayed/Connecting." Stamped copy of the manifest is forwarded to ATOC for inclusion in AMC Form 77, *Aircraft Ground Handling Record*. Do not document these passengers on AMC Form 108, *Passenger Rehandled Workload*, for the following reasons.

24.1. A passenger is considered RON if:

24.1.1. On a thru-load manifest on a mission which RONs.

24.1.1.1. Baggage is offloaded and returned to the passenger.

24.1.1.2. Pre-departure check-in (or any action requiring passenger to check-in at processing counter the following day) is required.

24.1.1.3. Baggage is collected, retagged, and loaded.

24.2. A passenger is considered delayed if:

24.2.1. Manifested on a mission that is delayed for an extended period of time.

24.2.2. Baggage is offloaded and returned to the passenger.

24.2.3. Pre-departure check-in (or any action requiring the passenger to check-in at the processing counter the following day) is required.

24.2.4. Baggage is collected, retagged, and loaded.

24.3. A passenger is considered connecting if:

24.3.1. Pre-manifested on a connecting mission.

24.3.2. Boarding passes are reissued.

24.3.3. Baggage is returned to the passenger or segregated on arrival and added to the appropriate originating baggage pallet/bin.

25. Special Category/Unique Passenger Processing Procedures and Policy.

25.1. Special Category Passengers.

25.1.1. Distinguished Visitor (DV). These passengers are senior officers (O-6 or GS-15 and above) or senior public officials. PSAs will ensure these passengers' requests are met. When mission requirements permit, provide DVs option to board/deplane aircraft before or after other passengers. Dispatch will pass to ATOC the DV codes and any DV requests (Ref: **Atch 2**). This information is included in the Mission Load Report. **Note:** CWO5s/CW5s and E-9s traveling with DVs as part of the their official party will be identified at time of check-in and be afforded the same privileges as the principal on AMC controlled missions.

25.1.2. Blue Bark. Blue Bark travelers are active duty members or U.S. citizen employees of the DOD or their dependents, traveling in connection with the death of a service member, civilian employee, or dependent. Passengers presenting themselves at the counter as a Blue Bark passenger will be personally assisted by the passenger service supervisor and afforded all privileges associated with DV assistance. Dispatch will provide for any request or that no special request was made to ATOC. ATOC will inform downline stations of requirements in the Mission Load Report. Passenger service boarding agents will brief aircrew when boarding Blue Bark passengers. Upon mission arrival, Blue Bark passengers will be met at the aircraft by a passenger service supervisor. Blue Bark passengers will not be removed or rotated at originating/enroute stations to accommodate Space-R/A passengers.

25.1.3. Human Remains Escort. Escorts will be provided the same services as Blue Bark passengers.

25.1.4. Coin Assist. These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by DOD. Same services provided "Blue Bark" passengers will be offered to "Coin Assist" and are assisted personally by a passenger service supervisor.

25.1.5. Medal of Honor Recipients. These passengers are personally assisted by the passenger service shift supervisor and afforded all privileges associated with DV assistance. Travelers will present a copy of the Medal of Honor award certificate as directed in DOD 4515.13R Chapter 6.

25.1.6. Next of Kin of Very Seriously Ill. These passengers are personally assisted by a passenger service supervisor and afforded all privileges associated with DV assistance.

25.1.7. Deportees. Passengers transported on an AMC mission who fail to meet border clearance requirements and are refused entry must be returned to the nearest station where the passenger may secure proper border clearance documents. Return air transportation must comply with time limitation established by country refusing entry plus any additional requirements made with host country. Passengers will be processed in the category they arrived. Space-A passengers are responsible for all fees and Unit CIC will be utilized for Space-R passengers. Notify ATOC for inclusion in the Mission Load Report.

25.1.8. Stowaway. A stowaway is an unauthorized person aboard an aircraft not listed on the flight manifest. If necessary ask for security forces assistance to remove the suspected stowaway. Contact immigration and customs inspectors, if applicable. When

returning a stowaway, passenger service dispatch will notify ATOC for inclusion in the Mission Load Report.

25.2. Unique Passengers.

25.2.1. Passengers with Disabilities. The normal process in determining acceptance for travel will be followed, along with an evaluation of required assistance for passengers with disabilities. ATOC/COR will coordinate with the aircrew to ensure aircraft configuration provides proper access and safe transport of passengers with disabilities. AMC aircrew must make every effort to accommodate them. Assistance for passengers with disabilities depends largely on the degree of mobility and type of aircraft (i.e., if selected for a C-5 mission and the passenger can, with minimal assistance, negotiate the internal stairs, he/she can travel). Once determined as acceptable, the passenger terminal will advise the ATOC/COR when a passenger with special needs (e.g., wheel-chair bound) is likely to be selected for a flight. On rare occasions when operational or equipment limitations preclude serving passengers with disabilities, passenger terminal personnel must ensure the passenger understands why air transport is not possible on the mission in question (Ref: AMCI 11-208, *Tanker/Airlift Operations*).

25.2.1.1. Acceptance of a passenger with disabilities for a flight will be determined by no lower than the shift supervisor, with final decision made by the aircraft commander.

25.2.1.2. Passengers with disabilities should be boarded early, preferably in seats close to latrine facilities, and assisted by passenger terminal and aircrew personnel. Ensure adequate assistance is provided to assure safety during passenger movement operations.

25.2.2. Movement of Large-Bodied Passengers (passengers who cannot be safely restrained in a single aircraft seat using a single seatbelt). Handle these passengers IAW **Para 25.2.1**. There will be times when these passengers cannot be accepted for travel aboard AMC aircraft due to safety considerations. AMC owned/controlled aircraft equipped with airline seats are authorized to use approved seat belt extensions to accommodate these passengers. Transportation may also be possible on organic aircraft equipped with sidewall seats, utilizing the standard aircraft seat belt restraints. Seatbelt extensions or cargo straps will not be used with sidewall seats.

25.2.3. Prisoners and Guards. Prisoners with unarmed escorts and prisoners traveling on their own recognizance can be moved on government arranged commercial seats and require no special loading procedures on military aircraft. Prisoners requiring armed guards are moved only on organic missions and will be seated before any other passengers are loaded. On arrival, all passengers will be downloaded before prisoners and guards. When briefed that prisoners and armed guards will be onboard the aircraft, passengers may choose to decline seats without penalty. Information Control/Dispatch will notify ATOC when prisoners are manifested aboard AMC flights to ensure notification to downline stations is included in the departure message. ATOCs at downline stations will notify dispatch of these prisoners and inform security forces.

25.2.4. Eastern Test Range/Ascension and Antigua. Space-A passenger movement IAW DOD 4515.13R to/from African countries transiting the Eastern Test Range is restricted

to those personnel permanently assigned to African countries. For flight plans, Patrick AFB passenger terminal administers all space allocations. To protect US treaty obligations, Space-A travel to the Eastern Test Range is on a space allocation basis for Antigua Air Station. Before traveling through Ascension, confirmation on availability of overnight facilities is required along with approval from the Ascension Auxiliary Field Commander.

25.2.5. Movement of pregnant or postpartum mothers and newborn infants will be IAW DOD 4515.13R. Child Restraint Systems (CRS) or infant restraint car seats aboard aircraft are not mandatory for travel on AMC flights. Their use is strongly encouraged and must be IAW **Para 68.8.5**.

26. Passengers with a Unique CIC (MMO, MRS, MEP, Cadet, and Couriers).

26.1. AMC Mobility Mission Observer (MMO). Passengers designated as an AMC MMO, have been invited by AMC/CC to accompany AMC aircrew on AMC organic military aircraft. MMO passengers are manifested with other passengers and are considered DV travelers. They may proceed to the aircraft with aircrew and use crew compartment seats. The MMO is authorized only on AMC organic military aircraft. Ref: **Atch 10** for non-billable CIC's.

26.2. Mission Route Support (MRS). MRS authorization should be used sparingly and prudently. MRS is limited to those personnel required to perform time-sensitive actions critical to AMC missions and are short-notice in nature to preclude normal funding avenues. Passengers holding orders citing MRS authority may request TWCF cargo be downloaded up to 2 hours 20 minutes prior to aircraft block time. When cargo is downloaded, MRS passengers are accommodated ahead of other duty passengers competing for seats, since they directly support the AMC airlift mission.

26.2.1. Approval authority for MRS on organic military channel missions rests with the senior transportation official at HQ AMC/A4T, 618 AOC (TACC)/XOZ in coordination with APCC, enroute Air Mobility Operations Wing CC or designated representative. When requested by HQ AMC to support TWCF aerial port operations, Air Force Reserve and Guard personnel are authorized MRS status for their tours of duty. Approval for Air Force Reserve and Guard MRS Status rests with HQ AMC/A4TP. MRS cannot be authorized for anyone traveling in a PCS or leave status. Blanket orders are not authorized for MRS travel. **Note:** MRS passengers are not allowed to displace cargo or passengers on SAAM or Contingency missions without user's approval.

26.2.2. A CIC will be included in the travel orders and is composed of 15 alphanumeric digits with unused digits being zero-filled and constructed as shown in **Atch 4**. Except as noted below, an MRS CIC may be used only when travel is on military aircraft.

26.2.3. MRS travel is authorized on PE missions in direct support of TWCF airlift operations (e.g., cargo and passenger movement operations). PE MRS provides unfunded travel, but is NOT designed to support travel for quality assistance, staff assistance visits, or similar requirements normally funded from TWCF sources. Direct support includes:

26.2.3.1. MRS authorization may be used for Range Rides required by USTRANSCOM Instruction 63-8, *Commercial Airlift Management Civil Air*

Carriers. Rides are conducted by USTRANSCOM/TCAQ contract administrators, authorized air terminal/commercial gateway COR, AMC headquarters staff personnel, or other non-AMC personnel invited by or as directed by the AMC/CC to evaluate contracted service.

26.2.3.2. USTRANSCOM/TCAQ-CM is the approval authority for PE MRS travel. At the local level, submit requests for PE MRS travel through the senior air transportation officer on station to the senior AMC commander on station for submission to TCAQ-CM for approval. On non-AMC bases, submit requests through the senior air transportation officer on station to the AMC group commander for submission to TCAQ-CM for approval. MRS travel requests by HQ AMC staff are routed to HQ AMC/A4TP detailing reasons for travel on PE and the costs to TWCF. Send base-level requests with the same information through the senior air transportation officer to TCAQ-CM. Submit requests as soon as possible after requirement is known via e-mail, USTCAQ-Operations@ustranscom.mil.

26.3. Mission Essential Personnel (MEP) Travel. Ref: **Atch 10** for non-billable CIC's.

26.3.1. MEP travel includes Mobility Air Force (MAF) personnel (e.g. Chaplains, Mission Recovery Teams (MRT), Security Forces, Detainee Movement Teams (DMT), etc.) that perform unique duties directly associated and essential to a particular mobility aircraft, aircrew, or mission IAW AFI 11-401, *Aviation Management*. **Exception:** 89 AW and Special Operations missions. MEP travelers will process through the passenger terminal as Space-R passengers. The following exceptions apply:

26.3.1.1. When actively performing their duties, maintenance command and control flight program, DMT, and PHOENIX RAVEN (PR) personnel on organic aircraft are not required to process through the passenger terminal and may be placed on the flight authorization. PR personnel on organic aircraft may elect to process through the passenger terminal under the passenger terminal rules and restrictions (i.e., passenger and baggage screening).

26.3.1.2. MRT personnel on organic aircraft will process through the passenger terminal. **Exception:** In time critical situations they are not required to process through the passenger terminal and may be manifested by the aircrew on DD Form 2131 or included on approved flight authorization.

26.3.2. MEP travelers must notify ATOC of their intent to travel aboard a specific mission NLT 3 hours prior to departure time. Adding MEP travelers to the mission within the 3 hour point will be considered on a case by case basis.

26.4. Defense Courier Service (DCS), Ref: AMCI 24-101, Vol 9, *Air Terminal Operations Center* for DCS information. Ref: **Atch 10** for non-billable CIC's.

26.4.1. Passenger terminals are responsible for manifesting couriers.

26.4.2. Courier travel orders and other required information must be delivered or faxed to the passenger terminal NLT 2 hours and 20 minutes prior to aircraft block time. DCS Couriers will be manifested by the passenger terminal and may go directly to the aircraft. Coordinate with ATOC on the movement status of space-blocked couriers before making a final determination to utilize their seats for opportune passengers.

26.5. PHOENIX RAVEN (PR) Program. This program is designed to provide discrete, low-visibility, flyaway security to provide additional ground based protection for AMC aircraft transiting airfields where security is unknown or deemed inadequate to counter local threats. PR's will observe passengers during flight processing and board aircraft outside of normal procedures. PR's will board first with aircrew, offload last along with aircrew, and will remain with aircraft until mission termination.

26.5.1. When departing on commercial contract missions to stage locations, TDY locations, or to meet AMC missions down range, PR's identify themselves to the PSA, provide valid documentation, ID cards and orders.

26.5.2. When traveling on organic missions PR's process with MEP orders through Command Post or Base Operations IAW AMCI 11-208.

26.5.3. PR Responsibilities.

26.5.3.1. Coordinate movement of PR team with 618 AOC (TACC)/XOGC within 24 hours when flying on passenger channel missions, to ensure seats are accounted for and team members are booked within the GATES system. If there is not sufficient time to pre-book a seat, HQ AMC/A7S will notify the AMC passenger terminal activity that a PR Team will be departing from their location. In turn, AMC passenger terminals will port-book team members.

26.5.3.2. 618 AOC (TACC)/XOG will:

26.5.3.2.1. Hold or book seats on commercial contract mission for PR's identified to be moved by HQ AMC/A7S.

26.5.3.2.2. Ensure the statement "PHOENIX RAVEN team movement" is included on the GDSS II Mission Detail.

26.5.3.3. Passenger terminals/Gateways will:

26.5.3.3.1. Make every effort to assist PR processing. Verify orders/transportation authorization for billing on all PR team members.

26.5.3.3.2. If PR team members are not prebooked in GATES, AMC passenger terminal personnel will port-book the PR team members if seats are available and collect a copy of travel orders.

26.5.3.3.3. Arrange for PR to load first and offload last from assigned seats to meet PR team requirements.

26.6. Inactive Duty Training (IDT). Members of Reserve Components may travel Space-R on DOD controlled aircraft for attendance at IDT assemblies within CONUS, between CONUS and OCONUS or within OCONUS.

26.6.1. The official Travel Authorization (TA) must be presented to AMC Passenger Service Agents to be considered during the Space-R travel selection process. Approved written authorization may include a memorandum letter or appropriate service form, directing a member to perform IDT and must indicate the dates and locations of training and be signed by an approving authority other than the member. All travelers must have a valid ID card and all other required travel documents (e.g., passport, visa, country

clearance, etc.) as indicated by the FCG. **Note: IAW DTR, Part I, Chapter 103, No Cost Travel orders are not authorized for Space-R travel to TDY locations.**

26.6.2. Use travel priority “4”, and type travel code “NR”.

26.6.3. PSAs will process IDT travelers who are not pre-booked as Space-R, behind all other travel priority “4” passengers.

26.6.4. PSAs will collect applicable head tax, FIS fees, meal charges, and excess baggage fees when excess baggage is NOT authorized in the travel authorization.

26.6.5. Ref: **Atch 10** for CIC table.

Section D—Passenger Terminal Security and Screening

27. Passenger Terminal Security. AMC policy is to prevent entry of unauthorized weapons, firearms, or explosives into the Defense Transportation System (DTS). Personnel involved in all phases of passenger terminal operations must be keenly aware of any unusual conduct of persons within the passenger terminal and be alert to the possibility of concealed explosive devices, firearms, or weapons.

27.1. Passenger Terminal Physical Security inspections.

27.1.1. External and internal physical security inspections are performed IAW **Atch 27**.

27.2. Duress Alarm System. Install a duress alarm system linking security forces facility and passenger terminal inspection area check-in counters, departure gate, and other areas as determined by passenger terminal management. The activation device (button/switch) must be out of public view to allow personnel monitoring/performing inspections to activate the alarm unnoticed. Portable activation devices may also be worn on the belt to increase inspector's flexibility. Develop procedures for operation and monthly testing of the system. Ensure documentation is maintained in accordance with Air Force Records Information Management System (AFRIMS).

27.3. Federal Aviation Administration (FAA)/Transportation Security Administration (TSA) security directives contain sensitive information. These documents will not be distributed to aerial ports. HQ AMC/A4TP will consolidate any applicable information and transmit via message to the units. Non-sensitive TSA travel information can be found at TSA web site (Ref: **Atch 8**).

28. Robbery and Bomb Threats.

28.1. During or after an actual or attempted robbery, perform the actions in **Atch 25**.

28.2. If a bomb threat is received over the phone, perform the actions in **Atch 26**.

29. Signs.

29.1. Post AMCV A 24-5, *Advice to Passengers*, AMCV A 24-3, *Federal Safety and Security Inspection Rules*, and AMCV A 24-6, *Not A Joking Matter* sign. These visual aids will be displayed in passenger terminals to inform passengers false statements about hijacking, bombing, or carrying concealed weapons and firearms, are a violation of federal law. Signs are available through e-Publishing (Ref: **Atch 8**).

29.2. Post *Electronic Cigarette "Notice to Passengers"* sign in passenger terminals to inform passengers these items are not authorized in checked baggage. The sign is available on the A4TP webpage (Ref: **Atch 8**).

29.3. At OCONUS locations, post warning signs in English and host nation's language to prevent accidental unauthorized entry into restricted/nonpublic areas.

30. Passenger & Hand-carried Baggage Screening.

30.1. Passengers & Hand-carried Baggage will be screened IAW TSA Prohibited Items List (Ref: **Atch 8**).

30.1.1. Screening. Screen all individuals entering the sterile/gate area using screening equipment. The aerial port, transportation, AMS or LRS commander may exempt on-duty passenger service personnel or personnel directly involved with flight/passenger processing, i.e., Duty Officer, ramp controller and border clearance officials. The exemption must be in writing and the letter will be available at the security checkpoint. This exemption list must be kept to an absolute minimum and is not intended for maintenance or custodial personnel. The preferred entry to the terminal for passenger service personnel is the card-reader or cipher lock doors.

30.2. Passenger Screening.

30.2.1. Request passengers remove outer garments (e.g., coat, jacket, suit jacket, etc.), and all metal objects from their pockets. All items will be sent through the X-Ray machine. Visually inspect items only if that item will be damaged by the X-Ray machine, or if the X-Ray machine is inoperable.

30.2.2. Passengers are not required to remove footwear. If a passenger notifies the screener that they are wearing steel-toed boots, the screener can opt to use the hand held wand IAW **Para 30.2.4**. without having the member remove their boots. However, at any time the screener can require the member to remove their boots/footwear for physical examination.

30.2.3. Passengers will proceed through the metal detector. If the alarm activates, passengers will be asked to check their person and pockets for additional metal items. Once the passengers have rechecked themselves, they will walk through the metal detector again. If the walk through detector activates a second time, passengers will undergo additional screening. If you note anything suspicious, notify the passenger terminal supervisor. PSAs trained and certified by local Security Forces may perform pat-downs if deemed necessary (Ref: AFI 31-118 SF *Standards and Procedures* for additional information). When circumstances warrant additional physical inspections beyond basic pat-downs, SF personnel will conduct body searches out of public view.

30.2.4. Additional screening. PSAs will conduct additional screening with hand held wands. PSAs will ask the passenger to step aside and briefly explain hand held wand inspection procedures. The passenger will be asked to stand with their feet apart and arms raised parallel with the floor. The screener will pass the wand over the entire body, close to the person, but without actually touching the passenger with the wand. If the hand held magnetometer wand alarm activates, the passenger will be asked to identify the cause of the alarm activation and remove the item accordingly.

30.2.5. If a passenger refuses to be screened at any point during the screening process, the passenger is denied entry into the sterile/gate area and denied movement.

30.3. Screening persons with disabilities and their associated equipment, mobility aids, and devices. For specific screening instructions, refer to the TSA website in **Atch 8**.

30.4. Duty passengers on Contingency, SAAM, or other dedicated mobility missions will follow the guidelines provided in the DTR, Part III, and are not subject to detailed inspection standards as stated above.

30.4.1. Troop Commanders are responsible for verifying the screening of Contingency and Group Passenger Movements IAW DTR, Part III. Upon request, passenger processing functions with screening capability (i.e. equipment in place) may assist Troop Commanders with passenger screening. Passenger processing personnel will provide Troop Commanders with DTR, Part III.

30.4.1.1. IAW DTR, Part III, Troop Commanders must brief troops under his/her control regarding local restrictions and conduct at enroute stops. During enroute stops at commercial airports and military airfields, ensure troops are aware that once they leave the sterile gate/terminal area of the airport they will be required to reenter through a security screening checkpoint and must comply with the local rules/requirements (Transportation Security Administration in the CONUS or similar agencies when Outside CONUS) regarding restricted/prohibited items allowed in the cabin of the aircraft.

30.4.2. When the members orders authorize deploying member to carry firearms and are processed through the passenger terminal, originating or transiting passengers will be allowed to retain their firearm provided it has been confirmed by a PSA that it is unloaded. PSAs will brief the deploying passenger they must retain positive control over the firearm at all times. Any hand carried or checked baggage is subject to inspection. Passengers will not be allowed to retain control of any unauthorized items. These passengers are not required to remain segregated from other passengers and may have access to terminal facilities (i.e. snack bar, vending machines, and pay phones).

30.4.3. Opportune Space-A/Space-R passengers who are not part of the dedicated mission, must be screened IAW **Para 30.1**.

30.5. For direct to aircraft passengers (e.g., DVs, Secret Service, etc.) the aircraft commander or designated representative will ensure they comply with TSA standards. Request a copy of the passenger manifest, signed by the aircraft commander or designated representative, certifying passengers are in compliance.

30.6. Hand-Carried Baggage Inspection. Passenger service personnel will inspect/X-ray all hand-carried baggage in the presence of the owner at time of entry to the sterile/gate area. Position the monitor so as to prevent passenger/public viewing. Honor passenger requests to have their hand-carried items inspected visually in lieu of X-ray. Require passengers to open their own baggage or packages for inspection and/or place them on the X-ray machine. Laptops and video cameras will be removed from their cases. Should the X-ray machine operator determine that a bag contains a questionable image, request the owner to open their bag for further inspection. **Note:** If you determine the image is a weapon or firearm not previously declared by the passenger, follow instructions outlined in **Atch 23**.

30.6.1. Any item that is not easily and immediately identifiable (i.e., key chains, cigarette packs, battery packs, lighters, and any box or small pouch) that may conceal guns will be X-rayed or visually inspected. Place the tray/container holding the items through the X-ray machine and have passenger pick up their belongings as the tray/container exits machine.

30.6.2. When scanning equipment is unavailable PSAs will screen all hand-carried baggage by hand.

30.7. Passenger service personnel will not load checked baggage without prior screening.

30.7.1. Passengers are advised that objects identified by TSA as prohibited in the cabin and must be secured in their checked baggage or confiscated. Any prohibited items identified in a passenger's hand-carried baggage at sterile/gate area inspection will be disposed of. Listing of prohibited items may be viewed on the TSA web site (Traveler Information/Prohibited Items, Ref: **Atch 8**). Appropriate handling and safeguard procedures for these items will be established at local level.

30.7.2. When scanning equipment is unavailable PSA's will screen all checked baggage by hand.

30.8. If unattended baggage is found in the terminal, Ref: **Atch 22**.

30.9. If a suspicious package is found in the terminal, Ref: **Atch 24**.

30.10. Dry Ice (carbon dioxide, solid) not exceeding 2.5kg (5.5 pounds) is authorized in checked baggage when used to pack perishables (provided the package is capable of venting CO2 gas). Dry ice is not authorized in hand carried baggage. The aircrew will be notified when baggage contains dry ice and estimated weight of the dry ice.

31. Special Inspection Procedures.

31.1. General. Specific personnel are exempt from screening due to the nature of their duties or travel status. In these cases, silence the metal detector as individuals pass through.

31.2. Secret Service, Federal Bureau of Investigation (FBI), military special investigative personnel, Military Police, Security Forces or local law enforcement officials and drug enforcement officials who are supporting an administrative airlift movement upon presentation of appropriate identification.

31.3. Armed Crew Members. Armed crew members must discreetly identify themselves to AMC Passenger Service personnel upon arrival at screening checkpoints. This can be accomplished by one aircrew member presenting a valid set of crew orders requiring the crew member to be armed or their military ID card and a gun card authorizing carrying of concealed firearms. After verification and crew member vouches for entire crew they may proceed through the magnetometer without removing objects from their pockets. This will prevent passengers from determining which crew members are armed.

31.4. Defense Courier Service (DCS) Screening Procedures. DCS courier personnel generally are not armed and may or may not be in military uniform. DCS couriers may hand-carry small amounts of material in a sealed/locked DCS pouch. DCS material under escort will not be subject to X-ray or any other examination. When processing through passenger terminal personal baggage and equipment is subject to all inspection requirements.

31.4.1. Dedicated couriers (assigned to the DCS) are identifiable by their military ID and DCS Form 9, *Courier Identification Card*.

31.4.2. Couriers not assigned to the DCS are identified by their government identification card and designation letter signed by the designating courier station.

32. Firearms and Ammunition.

32.1. Passengers may transport unloaded, un-prohibited firearms/ammunition in or as checked baggage; except when restricted by regulation, law, or FCG. No passenger will be permitted to hand-carry firearms/ammunition to/from aircraft, aboard an aircraft or within the terminal; some exceptions are authorized IAW para 33 through 35.2 below.

32.2. Small arms ammunition (Hazard Class 1.4S).

32.2.1. Quantities not to exceed 11 pounds gross weight must be carried in a passenger's checked baggage in the manufacturer's original package or securely boxed IAW DTR, Part I or III.

32.2.2. Government issued small arms ammunition exceeding 11 pounds requires a Shipper's Declaration for Dangerous Goods and must be moved as freight. Refer to AFMAN 24-204 IP, *Preparing Hazardous Materials for Military Air Shipments*.

32.3. At military terminals, personnel authorized to carry a firearm onboard the aircraft will not be required to pass through a magnetometer. Hand carried/checked baggage remains subject to inspection. At commercial gateways, the PSA/COR will coordinate this through TSA/airport security personnel.

32.4. Passenger service personnel will notify ATOC with name and status of passengers boarding with firearms. Remarks will be added to Mission Load Report notifying downline stations.

32.5. ATOC is responsible for advising aircraft commander or representative that passengers are boarding with firearms.

32.6. Passengers must declare to a PSA that their firearm is unloaded. Authorization is then granted to allow passenger to transport personal firearms in their checked baggage. Firearms will be stored in a container (e.g., suitcase, gun case) IAW 49 CFR, Ch. XII, Pt. 1544 appropriate for air transportation. PSA or military customs inspector will verify firearm serial number against the accompanying documentation when required by FCG.

32.7. Firearms in checked baggage must be in a hard sided case, locked, with only the passenger checking the baggage retaining the key or combination IAW 49 CFR Chapter XII, Part 1544. PSAs will take the baggage/case containing firearms to a secure area only accessible by authorized personnel.

33. Personnel Authorized to Carry Unloaded Firearms.

33.1. Personnel authorized to carry firearms will present orders authorizing individual to carry an unloaded firearm. After boarding the aircraft, they must temporarily relinquish both firearm and all ammunition to the aircraft commander or representative until arrival at destination.

33.2. SAAMS, Joint Airborne Exercises, and missions in support of contingency plans Ref: DTR, Part III. **Exception:** On SAAM/Contingency missions transiting commercial gateways/airports troops may carry firearms aboard the aircraft; however, they will not deplane with the firearm. Troop commander in conjunction with the senior AMC representative will designate individual(s) to remain with the aircraft to ensure security of firearms when passengers deplane or clear customs.

34. Personnel Authorized to Carry Loaded Firearms.

34.1. Individuals in performance of law enforcement or specified security duties are authorized to be armed (loaded weapon) onboard contracted commercial passenger and military aircraft, e.g., Security Forces PRs, DCS Couriers, and military or other federal law enforcement officials.

34.2. Orders must state personnel are authorized to be armed while in performance of their duties. **Exception:** Federal Agents/Officers will possess a badge and photo identification credentials to serve as their authorization to carry weapons onboard DOD-owned or controlled aircraft.

34.2.1. State, County, and Municipal Law Enforcement Officers must have written authorization (original signed letter) from their employing agency stating the need to be armed while in a travel status. AMC Gateways require a minimum of 24 hours advanced notification to facilitate these individuals through civilian/federal airport security.

34.2.2. Authorized armed individuals may carry up to three magazines (45 rounds total) of ammunition and do not require hazardous material packing or certification.

34.2.3. During hostile or contingency situations, State Department Couriers, Escorts and DCS Couriers possessing a DCS Form 9, may carry a loaded firearm with no more than three magazines (45 rounds total) aboard military aircraft. During normal operations, the DCS Courier will temporarily relinquish all firearms and ammunition to the custody of the aircraft commander or representative until arrival at destination.

34.3. Augmented Armed guards accompanying prisoners, who are authorized to carry weapons, will temporarily relinquish both firearms and all ammunition to the custody of aircraft commander or representative after boarding aircraft and door is closed, until arrival at destination. **Exception:** Security Forces or security personnel, Defense Criminal Investigative Organization (DCIO), Office of Special Investigations (AFOSI, NCIS, FBI, USSS, etc.) whose duties require that they be armed are exempt. All armed prisoner transfers will be coordinated with HQ AFSC/SFCV IAW **AFMAN 31-127**.

34.4. Troop movements validated as a Chapter 3 movement in AFMAN 24-204 IP are permitted to carry their basic combat load, bayonet, and individual issue of ammunition and need not be certified under the following conditions:

34.4.1. Personnel engaging an enemy force immediately after airdropped or upon deplaning at the objective.

34.4.2. Personnel not immediately engaging the enemy, but assuming a tactical mission on arrival or who are redeploying on mission completion may deploy with their basic load or individual issue of up to three loaded magazines (45 rounds total) of ammunition in their checked baggage.

35. Carriage of Firearms on DOD Chartered Aircraft.

35.1. In accordance with DODD 5210.56, *Carrying of Firearms and the Use of Force by DOD Personnel Engaged in Security, Law and Order, or Counterintelligence Activities*, the carriage of firearms in the passenger compartment aboard commercial aircraft is authorized. The following provisions to this authorization apply only to SAAM, Exercise and Contingency operations that specify the carriage of firearms aboard commercial aircraft in the Operational Plan (OPLAN) or mission directive. **Exception:** For Security Forces personnel, Defense Criminal Investigative Organization (DCIO), Office of Special Investigation (OSI), NCIS, FBI, Secret Service, etc., whose duties require that they be armed, are exempt.

35.1.1. When total cabin load of the aircraft is under exclusive use of US military forces the following applies:

35.1.2. Firearms must have bolt removed and placed in a plastic bag or wrap or other suitable protective cover and stored in individual's rucksack prior to boarding (units may use a bolt box or any other type of container) OR the bolt locked in proper position to allow visual inspection. The safety switch must be in the safe position. For long guns (e.g., M-16 or M-4 carbine rifles), an inserted flag safety stick may be used to lock the bolt in proper position and allow visual inspection.

35.1.3. Magazines will be removed.

35.1.4. Bayonets must be separated from the firearm and inaccessible to passenger.

35.1.5. All individuals carrying firearms will stow firearms flat on floor under the seat in front of them. Passengers sitting in bulkhead seats will stow firearms under their seats or place them in a cabin storage area approved by flight attendant.

35.1.6. An individual's issue of ammunition not exceeding 11 pounds will be placed in checked baggage. If ammunition exceeds 11 pounds it will be boxed or crated and certified for shipment using appropriate shipper's declaration for dangerous goods and stowed in baggage compartment. Prior to authorizing the above, passenger dispatch must inform ATOC so that arrangements can be made with the contract carrier representative for the commercial carrier concerned. The aircraft commander/captain or designated representative will be briefed of hazardous material prior to loading.

35.1.6.1. On commercial and/or organic missions originating or terminating at commercial gateways or airports; all individually issued firearms must be packed in a locked container and stowed unloaded in the baggage compartment unless remote aircraft parking is utilized. When bulk shipping firearms as checked baggage, crates must comply with checked baggage requirements and not exceed 100 pound weight limitation. Bulk firearm shipments in excess of 100 pounds per piece must be shipped as freight. On SAAM/Contingency missions transiting commercial gateways or airports, only thru-load (no originating) troops may carry firearms aboard aircraft but will not be allowed to deplane with their firearm. The troop commander in conjunction with the senior AMC representative will designate individual(s) to remain on the aircraft to ensure security of firearms when passengers are allowed to deplane or must clear customs.

35.2. For other weapons and prohibited items: Refer to the TSA website in **Atch 8**.

Section E—Gate Services/Manifesting

36. Gate Services. Gate Services personnel will supervise the loading/unloading of passengers, provide assistance to enplane/deplane passengers. PSAs will inform passengers of flight departure status and conduct arrival announcement for passengers at the aircraft, reference **Atch 20** for briefings.

36.1. Passenger DOD identification cards will be matched against their boarding pass and the boarding manifest when entering the gate area. For civilians without DOD ID cards, passports will be checked. **Note:** Gateway Locations: Passenger DOD identification cards or passports will be matched against their boarding pass and boarding manifest prior to boarding.

36.2. Passengers will be offered hearing protection prior to leaving gate/entering the flightline.

36.3. Board passengers who require assistance or need extra time in boarding prior to all other passengers. Give briefing to crewmembers about all known passengers with disabilities or unique situations. Provide Special Category/DVs the option to board before or after other passengers.

36.4. Staircase Truck Operations for Air Force One and President of the United States (POTUS) movements.

36.4.1. The Presidential Airlift Group Commander (PAG/CC), as the Mission Execution Authority, will direct staircase truck operations when supporting Air Force One and associated Presidential Aircraft. This guidance is also referenced in AFI 11-289, *Phoenix Banner, Silver and Copper Operations* and AMCI 24-101 Vol 9.

36.5. Staircase Truck Operations for other than Air Force One and POTUS movements.

36.5.1. Deploying stabilizers/outriggers: Stabilizer/Outriggers are required to be deployed when the staircase truck is positioned at the aircraft. Shoring may be required to ensure the stabilizers reach the ground for proper support and stabilization.

36.5.1.1. When approaching aircraft, ensure staircase handrails are locked in the back-most position to prevent striking the aircraft. Exercise extreme caution while positioning the deck at a safe distance to prevent passenger injury and aircraft damage. Take into account the settling and rising of the aircraft during cargo/passenger/fuel transfers on the ground and make necessary deck adjustments to prevent contact with the aircraft. Operators must ensure spotter is aware of aircraft critical contact points and staircase special characteristics.

36.5.1.2. Staircase truck positioning/repositioning is the responsibility of the unit performing aerial port functions. This responsibility will not be delegated.

36.5.1.3. The staircase truck will be repositioned outside the circle of safety of the aircraft when not in direct support of essential duties (i.e., aircraft is cleared and closed or static operations are complete for the day).

36.5.2. Vehicle/Equipment Spotting and Chocking.

36.5.2.1. A prepositioned chock will be used.

36.5.2.2. One person may accomplish the spotter and chocker requirements for baggage conveyors and staircase trucks.

36.5.2.2.1. Preposition chock far enough away from the aircraft to avoid contacting the aircraft. If required to reposition the chock, the spotter will signal the driver to stop the vehicle/equipment. At no time will the spotter reposition the chock while vehicle is in motion inside the circle of safety. Once the chock is repositioned and the spotter is in position, the spotter can then signal the operator to continue.

36.5.2.2.2. Baggage conveyors and staircase trucks left unattended at the aircraft inside the "circle of safety" (Ref. AFI 13-213, AFI 91-203, and AFJMAN 24-306) during loading operations must have dual chocks. One chock must be placed in front and one behind the same tire and must be in place prior to the operator exiting the vehicle. The operator will ensure the vehicle transmission is placed in park/neutral as required by applicable T.O., and the emergency brake is set. **Note:** At no time will any vehicle be left running while parked and unattended at the aircraft.

36.5.2.3. Spotters will not position themselves between a fixed object and an approaching mobile resource.

36.5.2.4. Requirements for spotter training are met by completion of online training for aerial port vehicles course and completion of QTP 14.4, "Perform Ground Spotter Duties." AMC spotter training slides (a prerequisite of QTP 14.4) are posted on the ATSEV webpage. Re-accomplish QTP 14.4 following a spotting/chocking evaluation failure or during a mishap investigation. Refresher training will be documented in *Training Business Area (TBA)* as a journal entry.

36.5.2.5. Vehicle chocks must conform to the sizes listed in T.O. 00-25-172.

36.6. On military aircraft, brief loadmaster/boom operator of GATES generated passenger load information status report or locally produced report prior to passenger boarding.

36.7. Customs Documentation on Organic Aircraft. AMC Passenger Service functions will provide US Customs Forms (CF-6059B) for originating and thru-load passengers on AMC organic aircraft destined for CTUS. This applies only for passenger-carrying aircraft traveling from outside CTUS. AMC Passenger Service functions will provide customs forms to the aircrew in passenger manifest package at time of briefing. Provide at least one form for each family or single member not traveling with family members manifested to CTUS. Units should provide 10 percent additional forms in manifest package for passengers who lose their forms or fill them out incorrectly.

36.8. Total number of passengers manifested must equal total number of passengers boarded. If there are fewer people aboard aircraft than manifested, check each passengers boarding pass against manifest to determine who is not aboard but manifested. After identifying missing passenger, correct boarding manifest and comply with [Para 36.10](#) below. If total number of passengers aboard exceeds total number manifested, check each passengers boarding pass against the manifest to determine who is aboard but not manifested.

36.9. **Baggage/Passenger Matching.** Baggage belonging to manifested passengers not present on aircraft will be removed from the aircraft. If passengers are rotated or removed from the flight the baggage belonging to the passenger will also be downloaded. Normally baggage will be removed from the aircraft for passengers that elect to disembark or no show at the gate. However, aircraft commander may waive this requirement and allow unaccompanied baggage to continue to tagged destination.

36.10. Last minute add-ons or changes are done at departure gate. Baggage tags, ID tags, and boarding passes will be available at the gate. Notify the PSC and dispatch of any changes. To assure aircraft commander that passenger/baggage screening has been completed, make sure the statements in **Para 36.10.1** and **36.10.2** are on manifest and signed by departure gate agent. The agent signing the screening statement will legibly print his/her name below the signature to indicate checks were performed. The required statements are:

36.10.1. "I certify all originating and in-transit passengers that processed through the passenger terminal and their hand-carried baggage were checked to assure weapons and unauthorized hazardous materials were not carried aboard the aircraft."

36.10.2. "A boarding pass/ticket has been issued to each passenger that processed through the passenger terminal. Total passenger and baggage weights of these passengers are certified as correct."

36.10.3. For troop movement use: "I certify that no unauthorized weapons/ammunition/explosive devices, or other prohibited items are in the possession of those personnel for whom I am the designated manifesting representative or troop commander, and that their authorized weapons have been cleared."

36.11. **Unsafe Aircraft/Conditions/Activity.** In accordance with 10 USC.2640, the following applies with regard to authority to leave unsafe aircraft: "A representative of the Air Mobility Command, Military Surface Deployment and Distribution Command, or other such agency as may be designated by the Secretary of Defense (or if there is no such representative reasonably available, the senior officer onboard a chartered aircraft) may order members of Armed Forces to leave the chartered aircraft if the representative (or officer) determines that a condition exists on the aircraft which may endanger the safety of the members." Representatives of AMC include, but are not limited to, DOD Air Carrier Survey Team members, contracting officers, contract administrators, AMC ramp inspectors, and their superior officers.

36.11.1. At military terminals, the TR, Aerial Port Operations Officer, ATM, in conjunction with the Senior Maintenance Officer and Carrier Representatives, will thoroughly investigate each allegation of unsafe aircraft condition and determine if the aircraft is unsafe. At commercial gateways, the Detachment Chief/COR, in conjunction with the FAA and Carrier Representative, will thoroughly investigate each allegation of an unsafe aircraft to determine if the aircraft is unsafe. In all cases, if an aircraft is determined to be unsafe, the carrier is responsible for providing for passenger needs as stated in the contract until such time as the unsafe condition is removed or until other action, as appropriate, has been taken. Aircraft with maintenance discrepancies can be certified for flight by FAA licensed mechanics only. The TR, Aerial Port Ops Officer, ATM or Detachment Chief/COR will contact the nearest AMC command post as soon as possible and request they forward a BEELINE report to HQ AMC.

36.11.2. If a passenger refuses to board any aircraft that has not been determined unsafe, remove the passenger from the manifest and return their baggage. If the passenger is Space-R, refer them to the nearest TO. If the passenger is Space-A, follow procedures outlined in **Para 15**. Under no circumstances will AMC passenger service personnel force a passenger to board an aircraft against their wishes.

36.12. Denying Aircraft Boarding. At military terminals, the decision to deny boarding to a passenger displaying inappropriate conduct (Ref: DOD 4515.13R, C1.5, *Dress, Conduct, and Standard of Service*), is made by the shift supervisor, but may be elevated as high as the installation commander depending on the circumstance and rank of the person in question. At the commercial gateways, the decision rests with the Station Manager/Alternate Station Manager and coordinated with the senior military representative. Once the passengers are turned over to the aircrew, the aircrew or the troop commander has the authority to deny boarding.

36.13. Aircraft Quarantine Procedures. During in-flight emergencies for ill passengers, PSAs should not enter troop/passenger compartments until cleared by proper medical authorities IAW AFJI 48-104, *Quarantine Regulations of the Armed Forces* Para 12.

36.14. Engine Running On/Off Loading (ERO). PSA's will brief passengers about ERO boarding procedures and issue hearing protection prior to departing the terminal.

37. Manifesting Procedures.

37.1. Manifesting Policy. The manifesting agency will prepare a manifest IAW DTR, Part I or III for all aircraft operated by the DOD. A manifest may be computer generated or prepared on the DD Form 2131. For Contingency, Joint Airborne/Air Transportability Training (JA/ATT) and unit moves, GATES importable manifest (X-MAN) function may be used. Missions with parachute jump personnel may be manifested on DA Form 1306 (*Statement of Jump and Loading Manifest*) or DD Form 2131.

37.1.1. PSA's will receive initial and annual training on the GATES X-MAN function. The PSC WBT and hands on training will use the GATES User Manual titled, *Passenger Data Import*, located on the GATES CoP (Ref: **Atch 8**).

37.1.2. Manifest Types.

37.1.2.1. Pre-manifest. A listing of all passengers currently booked on a specific mission. The pre-manifest may be utilized as a boarding manifest in the event of manual processing. **Note:** The mission may be locked by PSC no earlier than 72 hours prior to scheduled departure. Once a mission is locked, PSC will have control of the flight and may perform any booking function (port book, cancel, substitute, etc.).

37.1.2.2. Boarding Manifest is a listing of all passengers who have boarded the aircraft on a specific mission. Manifests will accompany aircraft to its final destination. Sufficient copies will be made available for downline, enroute, final destinations and all applicable border clearance agencies.

37.1.2.3. Final Manifest. Once a mission has departed, GATES automatically records the boarding manifest as the final manifest.

37.1.2.4. TWCF Manifest. Manifest used to produce accurate billing information.

37.2. Manifest Closeout. Manifest Closeout should be no later than 1 hour 20 minutes prior to aircraft scheduled departure. The flight controller or floor supervisor and PSC personnel will keep track of passengers checked in. Every effort should be made to fill all available seats.

37.3. Manifest Distribution. At GATES stations, the final TWCF manifest is updated via GATES. Refer to SAH procedures in AMCI 24-101, Vol 6 for passengers requiring special account handling.

37.4. When an aircraft arrives without a passenger manifest, take the following steps:

37.4.1. Search the aircraft to verify non-receipt of manifest.

37.4.2. Missions operating between GATES stations, a passenger manifest may be printed. At Non-GATES stations, Ref: AMCI 24-101, Vol 9.

37.5. Aircraft Aborts. When an aircraft aborts and later departs the same day, information control/dispatch will notify the PSC of any changes and make changes to the header information on the boarding manifest. If the manifest has already been forwarded to Data Records, inform them of the change. If the mission aborts and cancels, the PSC will reenter the passengers into the backlog under their original date/time of sign up. Data Records will cancel the TWCF manifest.

37.6. Manifesting Classified Missions/Prohibited Information. Security requirements on some missions prohibit providing names or DOD ID numbers /SSNs of passengers to the passenger check-in office. In such cases, the user may provide a signed statement indicating number of passengers aboard and agency maintaining the list of passenger names. The user also acknowledges responsibility for any border clearance requirements. Passenger Service Dispatch will forward this information to ATOC for any border clearance requirements. This document is sufficient to complete the Monthly Station Traffic Handling Report (AMC Form 82).

38. Delayed, Overflown, or Diverted Flights.

38.1. General. When flights are delayed or do not arrive as scheduled, the PSA should announce the delay over public address system and provide periodic updates. Announcements should include but are not to be limited to, the reason for delay and new departure time. Terminal management will ensure ATOC aggressively seeks complete information from the controlling agency; however, responsibility remains with Passenger Service to become actively involved in obtaining and/or providing accurate and timely information to delayed passengers. Update FIDS with current estimated departure/arrival times and passenger show times. Provide maximum assistance to all delayed passengers (Ref: **Atch 19**).

38.2. Self-Removal. If an aircraft goes into delay at originating stations, manifested passengers may elect to be rotated from that mission and reenter the backlog at original date and time of sign-up for any of the destinations for which they were originally signed up. If an aircraft goes into delay at in-transit stations or returns to originating station due to maintenance, weather, etc., manifested passengers may elect to be rotated from that mission and reenter the backlog with original date and time of sign-up for their specified manifested destination.

38.2.1. If a self-rotated passenger elects to change their destination they will be entered into Space-A backlog with their original date and time of sign-up.

38.3. Delayed PE Flights. International Airlift Contract Performance Work Statement (PWS), Quality Assurance Surveillance Plan (QASP), and Contract Officer Representative (COR) program details specifications relative to delayed passenger care. ATOC/COR will contact USTRANSCOM TCAQ-C, POC (24/7), concerning delayed PE missions.

38.4. Support of Service Members on Delayed TWCF Aircraft. AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*, Para 6.8 provides guidance for AMC payment of lodging and meals/ground transportation. This applies to service members in a group travel status (same orders/origin/destination and no per diem authorized) who are delayed while traveling on SAAM, Joint Chiefs of Staff (JCS) Exercise missions, JA/ATT and Contingency missions due to weather or aircraft maintenance problems at an enroute location.

39. Dispatch. Maintains information on all aircraft arrivals/departures, receives mission set-up and seat release, maintains AMC Form 108, controls the dispatch of vehicles to pick up and deliver passengers to/from aircraft. Advises passenger ground services personnel of requirements for baggage pickup/delivery and requirements for passenger powered/non-powered loading ramps.

39.1. At Non-GATES stations: Prepares the flight package consisting of a passenger mission setup folder using AMC Form 229, *Passenger Service Flight Folder*, (Ref: **Atch 3**), seat selection charts, DD Form 2131 and/or pre-manifest supplied by the PSC. Assigns manifest number/reference at Non-GATES stations. Manifest numbers/references are constructed in accordance with AMCI 24-101, Vol 6. **Note:** At GATES locations flight package is constructed electronically.

39.1.1. Flight packages will be completed and delivered to Data Records within 3 duty days of aircraft departure. Flight package includes manifest, space required orders and other items mentioned in this instruction. When orders are missing provide documentation (MFR) IAW AMCI 24-101, Vol 6, *Transportation Data Records Management* to support missing orders

39.2. Passes changes to PSC and passenger processing shift supervisor. Dispatch maintains constant communication with ATOC.

39.3. Determines if meals will be offered and type/quantity of meals.

39.4. Information control/dispatch will provide in-flight kitchen and fleet service a tentative list of meal requirements at flight setup time. However, these requirements must be submitted NLT 3 hours prior to scheduled departure time. The tentative order should be based on historical passenger data.

39.5. Flight close-out. Total all meals and inform in-flight kitchen and fleet service of final meal order. Initials and times are annotated in Sections III and IV of AMC Form 162, *In-flight Meal Supplement Worksheet*. The shift supervisor will ensure information on the top portion of AMC Form 162 is transferred to AF Form 79 (Ref: **Atch 15**), before the shift is relieved of duty. Management may adjust final meal order time based on requirements and sequence of events.

39.6. Final meal orders of 60 or less will be passed to in-flight kitchen to allow a 90 minute meal preparation time prior to pick-up. For 61 or more meals a two hour meal preparation prior to pick-up will be given.

39.7. GATES stations will use flight status window within passenger mission ops function to control meal count on organic missions. Also, these stations will annotate in-flight kitchen and fleet service initials, time firm order placed in mission monitoring sequence of events window. Non-GATES locations will use AMC Form 162, *In-flight Meal Supplement Worksheet* to control meal count on organic missions. Complete information located on top portion of the form (e.g., mission number, type aircraft, aircraft number, and departure time). Annotate in-flight kitchen and fleet service initials, time final order placed and pickup time.

39.8. If passenger screening, transporting, manifesting, boarding, baggage handling (use section i), or processing is re-accomplished, the passenger dispatch section will complete AMC Form 108, Rehandle Log to reflect additional workload (refer to AMCI 24-101, Vol 6, *Transportation Data Records Management* for additional information).

40. Passenger Service Facilities.

40.1. A family lounge should be made available in military passenger terminals. At a minimum, lounge furnishings will include baby cribs with sheets, soft chairs, a bottle warmer, refrigerator, and toys for children. The Passenger Service Officer/Superintendent is encouraged to solicit base Family Service volunteers for assistance. The lounge will be available to passengers with small children. See Terminal X Program Standards (Ref: **Atch 21**) and the *Passenger Terminal Design Guide* (Ref: **Atch 8**) for specific family lounge requirements.

40.2. Passenger lounges/lobbies are designated areas for passengers waiting for processing and boarding of their flights or for other personnel awaiting the arrival of aircraft. If a terminal has multiple departure gates, each will be numbered or distinctively marked. A video display monitor/flight status board will be located in the area to provide at least flight arrival and departure information. A television will be available to show local channel programming or family oriented movies on DVDs or other media playback device. Comfortable, sturdy chairs will be available in the area for passengers waiting final processing. To assist passengers, time zone clocks should be placed in each terminal.

40.3. Special Category lounges. Primarily used for passengers with intent to travel in the ranks of O-6 and above (civilian equivalent). Use of the lounge at AMC operated terminals is extended to all CWO-5, E-9, MMO, Blue Bark, Coin Assist, Medal of Honor Recipients, and NOK of Very Seriously Ill (VSI) passengers with intent to travel. The use of the lounge is normally not extended to unaccompanied family members; however, exceptions may be made on a case-by-case basis as determined by local terminal management. Special Category lounges do not have manpower authorizations and will not be manned by passenger terminal personnel. **Note:** Additional services such as DV baggage tags, first on/first off boarding, etc., are not afforded to E-9 and CWO-5 unless traveling as part of official party of a DV.

40.4. PSAs will minimize waiting time in the gated area. This includes in-transit passengers awaiting continuation of their flight. If passengers choose to leave the gated area they will be informed of the scheduled boarding time. Passengers must have their boarding pass when

leaving the gate. When outbound flights are being processed, those passengers holding boarding passes will be allowed access to the gate. The gate area will be manned at all times when screened passengers are in gate. Where feasible, departure gate(s) should have vending machines, telephones for both on and off base calls, and restrooms. Commercial gateway operations conform to security requirements as specified by local commercial airport authority and FAA/TSA regulations.

40.5. Passenger terminals must provide expeditious service to all passengers. Passenger check-in counters will be identified to assist each traveler entering the terminal to proceed directly to the proper counter and provide one-stop service. Each position will have a sign to indicate if the position is open or closed. PSC or CSB personnel will direct Space-R standby and Space-A passengers to the appropriate counter for processing after their selection for a flight. Do not restrict certain positions to particular passengers/flights unless expediting flight processing for short-notice seat releases or other situations as determined by the shift supervisor. To the maximum extent possible, Special Category passengers will be processed in the Special Category lounge.

40.5.1. Place stanchions in front of check-in counters and PSC/CSB to ease passenger processing.

40.5.2. Counter positions should be secure from any unauthorized access. A baggage conveyor will be situated directly behind processing scales to allow easy transfer of baggage.

40.5.3. At OCONUS locations where pre-departure/pre-clearance customs/agriculture inspections are being conducted, counters should be situated to allow passengers to check-in and move baggage from counter to customs/agriculture inspection counters.

40.6. Military passenger terminals should set up arrival positions to allow passenger(s) to process immigrations, claim baggage, and process through customs upon arrival.

41. Personal Appearance.

41.1. Uniform Policy. Uniform wear during travel is controlled by dress and appearance regulations of each individual service. AMC PSAs may remind personnel of specific uniform restrictions and requirements (i.e., when prohibited by DOD Foreign Clearance Guide) but will not deny travel, instruct passengers to put on a uniform, or send them to a service representative. Service representatives can enforce uniform wear if they choose, provided they do not interfere with the handling of the flight. Every effort should be made to return baggage to personnel to accommodate uniform/clothing change as long as a mission is not delayed.

41.2. PSAs must use common sense and advise traveler when civilian dress is inappropriate (e.g., torn, dirty, tattered, revealing or potentially offensive clothing, etc.). Personal hygiene which may offend other passengers or is in violation of DOD policy should be addressed with the passenger.

41.2.1. Types of passenger footwear will not hinder emergency egress or increase chances of injury. The wear of open-toe or open heeled shoes (barefoot/toe separated style, sandals, flip-flops, water/beach style, etc.) is prohibited on organic aircraft. Shoes with heels should have a wide base and be designed low to the ground, narrow-based,

high-heeled shoes are not to be worn. Wear of shoes with integrated wheels (Heelys) are allowed within the terminal and on organic or commercial contract flights; however the wheels must remain retracted. Passengers traveling on organic aircraft will be advised they may have to climb up/down ladders to board aircraft and wear appropriate footwear. This restriction does not apply to PE/commercial aircraft.

41.2.2. Body Piercing and Tattoos. Obvious or blatant violations of service policies on body piercing and tattoos should be corrected before processing the passenger. PSAs are not to ask a person to remove clothing to look for tattoos or body piercings. Use the utmost tact, diplomacy, and common sense when advising passengers. This guidance applies to all military passengers (active duty, guard and reserve) departing on AMC flights.

41.3. Repatriation Missions. Passengers traveling on repatriation missions while in civilian clothing are required to wear neat and clean attire consisting of collared shirts, slacks, belt and closed-toed shoes. When traveling in uniform, passengers are required to wear dress uniform with decorations or as directed by specific Area of Responsibility (AOR) guidance.

Section F—Funds Accounting/Meals/Refunds

42. Funds. Space-R travel is normally funded through the use of CIC, bill to address, or cash reimbursement. Authorized contractor travel will be at the non-DOD tariff rate. If a contractor has questions regarding DOD tariff rates, they may contact HQ AMC/FM at DSN 779-2668 for CIC assistance.

42.1. Overages. Credit overages to the receipts of the day and not to the change fund (Ref: **Atch 12**). Deposit only overages that cannot be traced to a passenger. Overages that can be identified to the passenger will be returned to and receipted by the traveler.

42.2. Shortages. Any shortage of funds will be charged to the receipts of the day and not the change fund. All shortages will be bracketed on DD Form 1131, *Cash Collection Voucher*, or NAVCOMPT Form 2277, *Voucher for Disbursement and/or Collection*, and the same account classification used for the deposit will be used for the shortage (Ref: **Atch 12**).

42.3. Reoccurring discrepancies. In cases when overages or shortages occur on a regular basis, the change fund custodian will follow procedures outlined in DODFMR 7000.14-R, Vol 5, *Disbursing Policy*.

42.4. Credit Card Payments. Passenger Service Agents accepting personal credit cards for payment must review the Credit Card Security Training annually. Training is posted on the HQ AMC A4TP - *Passenger and Fleet Service Policy*, EIS SharePoint website as well as our “milBook” website (<https://www.milsuite.mil/book>). Refer to the document titled, “*Credit Card Security Training (PCI 101)*”. This requirement is to ensure compliance with the *Payment Card Industry Data Security Standard (PCI DSS)*.

42.4.1. Online security training. The online portion of this training is provided by a contracted service (*Trustwave*) as detailed within the *PCI 101* document. This portion of the training must be completed annually by all agents who process payments using credit cards.

42.4.2. Follow each step as outlined in the PCI 101 training document and enter the Merchant ID number assigned to your unit. This training is paid for by the U.S. Treasury Department, (pay.gov) as part of the credit card service contract with the federal government. If you do not know your Merchant ID or you require further assistance, please contact AMC/A4TP at DSN 779-4593.

43. Accounting Procedures. The cash accounting period will be for 24 hours, ending as determined by the passenger service officer in conjunction with the local base finance officer. The passenger service officer in conjunction with the local food service officer will determine the meal accounting period. These accounting periods will be identified in passenger terminal operating instructions. Ensure written procedures are developed IAW instructions issued by local base Deputy Disbursing Officer/Comptroller. HQ AMC/A4TP will provide the yearly accounting citations via message to all passenger terminals.

44. Cash Drawer Policy.

44.1. Passenger counter position(s) must have the following:

44.1.1. Cash drawer(s) equipped with a lock and key.

44.1.2. The inside of the drawer must be capable of accepting a removable money tray with a removable lid.

44.1.3. The removable money tray must have a lock and key.

44.1.4. Each cash drawer will have a sufficient number of money trays available to permit a timely rotation of passenger service personnel.

44.1.5. Afford one-stop passenger processing at each position.

44.2. With multiple cash drawers and removable money trays, additional positions may be opened for passenger processing as workload dictates. Local management may use discretion on the number of money trays as long as service is not degraded but a minimum of one money tray per shift is required.

44.3. When counter positions are not in use, store the excess change funds IAW AFI 31-101, *Integrated Defense*, or appropriate service regulations. (Not applicable at commercial gateway operation locations.) **Note:** For terminals where annual monetary transactions are minimal (e.g. no in-flight meal service), local management may determine the need for a cash drawer. Passenger terminals will have a contingency plan in place for unforeseen transaction procedures.

44.4. The AF Form 1305, *Receipt for Transfer of Cash and Vouchers*. AF Form 1305 will be used whenever the transfer of funds is conducted between shifts, individuals, or external agencies, or when other forms of accountability for funds have not been established.

44.4.1. AF Form 1305 is not required for each shift change if no funds transfers or transactions occur during the shift utilizing a specific (sealed) cash drawer(s).

44.4.2. The funds custodian may elect to set up and seal cash drawers utilizing tamper resistant devices and the funds custodian will develop local procedures to ensure the devices are tracked and not tampered with.

44.4.3. When a drawer is issued and the tamper resistant device is broken, the PSA will verify the contents of the drawer. The PSA must balance their cash drawer at the end of the shift, fill out an AF Form 1305, (Ref: **Atch 11**) and have the amount verified by the shift supervisor.

44.4.4. Before sealing the cash drawer, place a copy of the AF Form 1305 into the drawer and apply a tamper resistant device. Each shift must perform a visual check to ensure the tamper resistant device is intact and not tampered with prior to shift change.

44.4.5. An AF Form 1305 is not required to transfer sealed drawers between shifts. PSA's are not required to complete an AF Form 1305 each time change is issued as a result of this action.

44.4.6. The change fund AF Form 1305 will be annotated when there is a change in the balance of the change fund. However, the supervisor must complete an AF Form 1305 prior to the end of each shift for accountability of the funds transferred during the shift.

44.4.7. Ensure the AF Form 1305 is filed IAW AFRIMS to ensure accountability of funds and availability of an audit trail to resolve funds discrepancies (overages and shortages).

45. Change Fund Custodian. Designate an individual change fund custodian for the terminal IAW local Financial Services Office (FSO), and DODFMR 7000.14, Vol 5, *Disbursing Policy*. The change fund custodian will follow the appropriate service's accounting/food service regulations.

45.1. Operating Funds. Obtain operating funds from the servicing FSO as provided in DODFMR 7000.14, Vol 5 and AF Form 79 (Ref: **Atch 15**) from the food service officer as provided for in AFI 34-239, *Food Service Management Program*.

45.2. Preparation of DD Form 1131 (Ref: **Atch 12**):

45.2.1. Payment for Cash Reimbursable/Circuitous and delay enroute travel is normally collected at the transportation office at time of reservation. Verify whether the traveler made payment through the TO prior to preparing DD Form 1131. Prepare DD Form 1131 IAW with DODFMR 7000.14, Vol 5.

45.2.2. All monies collected by terminal/gateway personnel will be accounted for on DD Form 1131.

45.2.3. At GATES locations attach a copy of the Flight Financial Report to the DD Form 1131 when submitted to finance or disbursing office. For OTC NET users, local banks do not require copies of DD Form 1131. The DD Form 1131 and financial report must be scanned and e-mailed within 3 duty days to DFAS.LORING.JAM.MBX.JAMJA-AMC-PORT-1131@DFAS.MIL. Ref: **Atch 8** for link to specific TWCF cash collections procedures.

46. Deposits. Deposit all funds collected with the nearest finance office, disbursing officer or bank account as designated by the military finance or disbursing officer/comptroller.

46.1. Distribution. All funds received will be deposited IAW DODFMR 7000.14, Vol 5. For locations unable to use local banks to make deposits and therefore deposit monies with an Air Force FSO, prepare DD Form 1131 in four copies. Deliver four copies to the military

finance office. One copy will be authenticated by the FSO and returned to the depositor via hard copy or IAW local E-filing guidance. File the authenticated copy with the supporting documents in data records. DD Form 1131 and source documents must be scanned and e-mailed to dfas.limestone-me.jam.mbx.jamja-amc-port-1131@mail.mil. For monies deposited to a bank, prepare and complete DD Form 1131, scan the 1131, supporting documents and e-mail and or fax to DFAS Limestone. E-mail address: dfas.limestone-me.jam.mbx.jamja-amc-port-1131@mail.mil.

46.1.1. For monies deposited with a Navy disbursing office, prepare the NAVCONP Form 2277 or DD Form 1131 in nine copies. Distribution will be the same as in **Para 46.1**, except the Navy disbursing officer/comptroller retains the original and six copies.

46.1.2. For TWCF cash collection procedures, Ref: **Atch 8**.

46.2. Payment for meals, excess baggage, etc., may be made using: US dollars, personal checks drawn on any US bank, or credit/debit cards. **Note:** For reconciliation purposes with AF Food and Beverage Service, the preferred method of payment is cash.

46.3. Do not accept foreign currency.

47. Accepting Personal Checks.

47.1. Payable. Ensure all checks are made payable to the FSO/Navy Disbursing Office (NDO) (name of station). A locally manufactured stamp may be used. When no local stamps are available, items will be legible on personal checks. Ensure all checks have the following information:

47.1.1. Name.

47.1.2. Rank/Grade.

47.1.3. Military Organization (for Active Duty/DOD Civilians). **Note:** For PCS personnel, use gaining unit address.

47.1.4. Home Address (required for all).

47.1.5. Duty/Business/Home Phone.

47.2. Personal checks are signed at time of acceptance.

48. Dishonored Checks.

48.1. Take immediate action to have a dishonored check redeemed or the deficiency corrected (Ref: **Atch 17**). Procedures for processing dishonored checks can be found in AMCI 65-602. Get additional assistance from your local FSO/NDO office.

48.2. Use DD Form 139, *Pay Adjustment Authorization*, to produce payment (Ref: **Atch 18**). Consult your local FSO/NDO for additional assistance.

49. In-Flight Meals.

49.1. Requesting, issuing, handling, and control of in-flight meals will be IAW AFI 34-239, *Food Service Management Program*, AFMAN 34-240, *Food Service Program Management*. Meal requirements on commercial PE will be IAW Performance Work Statement (PWS) for Airlift Services in the International Airlift Contract and as clarified in this volume.

49.1.1. For deployment and redeployment phases, the unit/user being airlifted will collect money for meals prior to onload. The troop commander or designated representative will turn monies over to the PSAs or In-flight Kitchen, along with a listing(s). The listing will contain names of all troops/passengers not on separate rations (group travel status) that are authorized to receive a government meal at no charge. The other listing will contain names of all troops/passengers on separate rations (per diem status or leave) that pay for their meals. Both listings will be certified by the troop commander/responsible individual for the mission.

49.1.2. If the originating station of the SAAM/exercise does not have in-flight kitchen capability and meals are overpacked from another station, the PSAs will annotate the two listings provided by the troop commander/responsible individual for the mission with the following statement: "Monies collected at (name of station)" or "Meals overpacked at (name of station)". (This information can be obtained from the loadmaster/boom operator and will be utilized by the change fund custodian when preparing DD Form 1131.)

49.1.3. Forward two listings to the in-flight kitchen attached to AF Form 79 (Ref: **Atch 15**) for the business day. In-flight meal collections on PHOENIX BANNER/SILVER/PRESIDENTIAL SUPPORT missions will be in accordance with AFMAN 34-240.

50. Type Meals. The type of meals to be made available for passengers on DOD military aircraft and when these meals will be offered are:

50.1. Offer meals available from flight kitchen.

50.2. On PE missions passengers may request special meals through the TOs at the time of reservation via GATES or by corresponding directly with the departing terminal NLT 24 hours prior to departure. PSAs will forward all requests to the air carrier NLT 24 hours prior to aircraft departure. The special meal report will be automatically generated when the flight is set up. However, if terminals do not set up their own missions 24 hours prior, PSAs should pull the special meal report from the GATES passenger reports module to notify the carriers.

50.3. Frozen meals will not be offered on C-17 aircraft without an Air Transportable Galley/Lavatory (ATGL) installed,.

51. Meals Purchased by Contract Carriers. When in-flight meals are sold to contract carriers, follow these procedures:

51.1. Make all purchases by cash or contractor checks only. Credit sales are not authorized. The flight kitchen will furnish meal prices.

51.2. Use a separate AF Form 79 (Ref: **Atch 15**). Do not mix contractor transactions with normal military in-flight meal requests.

51.2.1. The AF Form 79 (Ref: **Atch 15**) will be clearly annotated near the center of the form, *Meals Sold to Contract Carrier*. In the "Type Flight Meal Desired" column, enter the type of meal ordered. In the "Reimbursable Rate" column, enter the appropriate costs (basic plus surcharge). "Total Meals" and "Total Cash" columns are self-explanatory.

51.3. Money collected from sales of in-flight meals to contract carriers will be deposited with the accounting and finance officer on a separate DD Form 1131.

51.3.1. Request assistance from the food service officer in completing DD Form 1131 with information pertaining to the meal surcharge collection as outlined in AFI 34-239.

52. Complimentary (TWCF) Snack/Beverage Service. Complimentary snacks/beverages from flight kitchens, paid for by TWCF (Ref: **AMCI 65-602**) will be provided to all passengers on a no charge basis. Complimentary snacks are not to be provided in lieu of a meal. The flight kitchen will issue sufficient quantity of bulk coffee, creamer and sugar to meet mission requirements. **Note:** Coordinate with Resource Advisor and In-flight kitchen to establish a Miscellaneous Obligation Reimbursement Document (MORD) to ensure payment of TWCF snacks.

52.1. Provide TWCF snacks for the following:

52.1.1. TWCF scheduled channel military passenger/dual configured/cargo missions.

52.1.2. Aeromedical evacuation flights operating between the CONUS and OCONUS and within and between areas. TWCF snacks are provided only for passengers manifested by the terminal. Do not provide snacks for patients.

52.1.3. Aircraft from the Air National Guard/Air Force Reserve when these aircraft are flying TWCF missions.

52.1.4. Any positioning/depositioning SAAM, Contingency, or Training mission when seats are released for the movement of passengers.

52.1.5. Any active SAAM where excess seats are provided to the terminal for movement of passengers. Only those passengers not associated with the SAAM and manifested by the terminal will receive TWCF snacks.

52.2. TWCF snacks are NOT authorized on the following:

52.2.1. The 89 AW flights, Special Airlift Mission (SAM).

52.2.2. Flights within the CONUS.

52.2.3. SAAMs, except as noted in Para 52.1.4.

52.2.4. Other DOD aircraft providing opportune airlift to the TWCF.

52.3. The following complimentary beverages are authorized on all TWCF channel passenger missions: Water (bulk, bottled, and carbonated), non-carbonated beverages, fruit juices, coffee (cream, and sugar) or tea (hot or ice). Cost of bulk coffee is excluded from the cost per snack. **Note:** Carbonated beverages should be limited to one per passenger.

52.4. On other than TWCF channel missions, the following complimentary beverages are authorized on passenger missions:

52.4.1. Coffee, (cream, and sugar), or tea (hot or ice).

52.4.2. If coffee is required in cans or pouches, sugar and cream must be requested and entered as separate requirements on AF Form 79 (Ref: **Atch 15**).

52.5. Terminal Management at originating/turnaround stations are responsible for coordinating with the local food service officer/accounting and finance officer to establish

procedures for obtaining complimentary snack/beverages and for determining the type and quantity of complimentary snacks/beverages to be served from the originating station and enroute stations.

52.5.1. Base complimentary snack requirements on period of flight (morning, afternoon, evening), duration of flight, meal service availability and other local controlling factors.

52.5.2. Major meal items such as sandwiches, soups or meat are not to be included as complimentary snack items. Examples of complimentary snack items are: Individually packaged peanuts, cookies, pastries, potato chips, corn chips, pretzels, crackers and cheese, candy, canned pudding or fruit cups.

52.5.3. Complimentary snack items not normally stocked and perishable items should be kept to a minimum.

52.6. The number of complimentary snack/beverage requirements for scheduled channel passenger/dual configured missions will tentatively be established based on scheduled passenger loads/seat release. The final number of complimentary snacks/beverages placed on aircraft by originating/enroute/turnaround stations is based on actual passenger loads. Adjustment should be made based on experience of what is normally consumed on previous missions over the same route.

52.7. When enroute/turnaround stations do not have complimentary snacks/beverages capability, the last station providing this service will overpack complimentary snacks/beverages for those stations. Base the quantity on the projected passenger load for those stations.

52.8. When beverages and fruit juices are authorized put them onboard in the following quantities:

52.8.1. Missions with an in-flight duration of 5 hours or less, will carry 12 ounces of water, carbonate/non-carbonated beverage/fruit juice or a combination of each, for each passenger.

52.8.2. Missions with an in-flight duration exceeding 5 hours, will carry 18 ounces for each passenger.

52.9. Quantities of other complimentary beverages will be as determined by terminal management. Where there is no passenger activity located, this determination will be made by the aircraft commander or representative.

52.10. Procedures for documenting complimentary snacks and beverages are as follows:

52.10.1. Enter the request as a line entry on the same AF Form 79 (Ref: **Atch 15**) used for in-flight meals. If required by the local flight kitchen, list TWCF purchases (snacks/beverages) on a separate AF Form 79.

52.10.2. Enter in column "D" the following statement: "Record in TWCF RC/CC XX2V90. (Contact the local AMC financial management office for the RC code which will replace the XX.)"

52.10.3. At non-AMC bases with an AMC terminal activity, TR, Aerial Port Ops Officer, ATM will ensure the host base budget officer, accounting and finance officer,

and food service officer are furnished this instruction and, as a TWCF organization, the AMC unit is designated as the billing point.

52.10.4. At bases where a TWCF funding activity is not available, the passenger activity (or aircrew if no passenger activity exists) will identify the appropriate billing address for snacks/beverages required to support TWCF passenger airlift to the local in-flight kitchen. The correct billing address is the accounting/finance office of the aircraft's home station.

52.11. Stations originating snack and beverage service will provide the loadmaster/boom operator with two blank AF Form 129's to facilitate turn in of unused items. At stations where there is an AMC fleet service, they will account for the unused items and return items to inflight kitchen.

53. Overpacked In-Flight Meal Service for TWCF Channel Missions. When TWCF military scheduled channel passenger/dual configured missions require overpacking of meals, the following procedures will apply:

53.1. ATOC will provide passenger service with all necessary information pertaining to configuration of the aircraft/number of seats available on the mission.

53.2. Passenger Service will:

53.2.1. Request the number of meals to be overpacked from the flight kitchen. Base this request on the number of seats available on the mission and flying time.

53.2.2. Coordinate with ATOC/flight kitchen and adjust the meal request based on the number of meals normally consumed on previous missions over the same route.

53.2.3. Enter the Overpack request as a line entry on the same AF Form 79 used for other meal requests.

53.2.4. At enroute stations when overpacked meals are sold, provide the loadmaster/boom operator with one copy of AF Form 79.

53.3. In-Flight Kitchen Responsibilities:

53.3.1. Originating station/home station of the aircraft will:

53.3.1.1. Provide overpacked meals/supplements for the number of passengers requested by passenger service.

53.3.1.2. Ensure all overpacked meals and supplements are inventoried and signed for by fleet service.

53.3.1.3. Pack meals in a suitable container(s) in accordance with procedures in AFI 34-239. Seal and mark container(s) with the total number of meals.

53.3.1.4. Give the loadmaster/boom operator sufficient blank copies of AF Form 1305 (Ref: **Atch 11**) in case monies collected will need to be turned in to a flight kitchen other than the one at originating home station.

53.3.1.5. Provide the loadmaster/boom operator with your unit message/e-mail address which will be turned into the terminating flight kitchen.

53.3.1.6. Obtain the following from the loadmaster/boom operator, when applicable:

53.3.1.6.1. Cash collected for flight meals. Provide the loadmaster/boom operator with a receipt (AF Form 1305).

53.3.1.6.2. A copy of AF Form 79.

53.3.1.6.3. A copy of the AF Form 1305 from the collection station.

53.3.1.6.4. All unused overpacked meals/supplements, including any meals which have thawed.

53.3.1.6.5. All turn-in receipts (AF Form 129) for unused/condemned meals/receipt for transfer of cash (AF Form 1305), if any meals or monies are turned into an enroute flight kitchen/passenger service.

53.3.1.6.6. All transfer receipts between loadmaster/boom operators.

53.3.1.6.7. A message address of the flight kitchen that issued the overpacked meals.

53.3.1.6.8. A statement showing the number of meals confiscated by the Department of Agriculture, if applicable.

53.3.1.7. Deposit all monies received from the loadmaster/boom operator with the local FSO and file all support documentation for future audit trail.

53.3.2. Enroute/Terminating/RON Stations will:

53.3.2.1. Receive all overpacked meals turned in by the loadmaster/boom operator, which are still in a frozen solid state, to be returned for normal issue. Provide a receipt (AF Form 129) to the loadmaster/boom operator to be turned in to the aircraft home station.

53.3.2.2. Receive all overpacked meals turned in by the loadmaster/boom operator which have thawed. Request these meals be inspected by the Public Health. Secure a certification of condemnation. Provide the loadmaster/boom operator a receipt (AF Form 129) to be turned in to the aircraft home station. This receipt should show:

53.3.2.2.1. Aircraft number, mission number, aircraft home station, total frozen meals turned in, and total thawed meals turned in.

53.3.2.3. Receive all monies turned in by the loadmaster/boom operator for overpacked meals sold. Provide a receipt (AF Form 1305) to the loadmaster/boom operator to be turned in to the aircraft home station. This receipt should show the following information on the reverse side of the form:

53.3.2.3.1. Aircraft number, mission number, aircraft home station, and station receiving the money.

53.3.2.3.2. Print the name of the flight kitchen representative (signature will appear on the front of the form). The loadmaster/boom operator normally will have blank copies of AF Form 1305 provided by the home station in-flight kitchen. If needed, copies can be obtained from passenger service or the e-Publishing website.

53.3.2.4. Receive a copy of AF Form 79 for meals sold at enroute station.

53.3.2.5. Receive the message address of the originating in-flight kitchen from the loadmaster/boom operator.

53.3.2.6. Forward a message to the originating station confirming the receipt of monies and overpacked meals turned in.

53.3.2.7. Deposit all monies received from the loadmaster/boom operator with the local FSO. DD Form 1131 should contain the following statement: "Monies collected at (name of station). Meals overpacked at (name of station)." File all support documentation for future audit trail.

53.4. Loadmaster/boom operator duties:

53.4.1. Originating station/home station of the aircraft:

53.4.1.1. Sign for all overpacked flight meals and supplements delivered to the aircraft by fleet service. These meals will already be inventoried by fleet service and containers sealed and marked showing the total number of meals. Container(s) must not be opened again for inventory.

53.4.1.2. Obtain sufficient blank copies of AF Form 1305 from the flight kitchen.

53.4.1.3. Obtain the message address of the flight kitchen that issued overpacked meals.

53.4.2. Enroute/turnaround station:

53.4.2.1. Contact passenger service.

53.4.2.2. Sign AF Form 1305.

53.4.2.3. Receive an envelope with the cash collection/one copy of AF Form 79 and duplicate copy of AF Form 1305.

53.4.3. Terminating Station/RON Station/Home Station of the Aircraft: Turn in to the flight kitchen those items listed in **Para 52.5.2**, when applicable. Where a crew change occurs and meals/monies are transferred from the inbound loadmaster/boom operator to the outbound loadmaster/boom operator, all meal/monies will be listed on a receipt and signed for by the outbound loadmaster/boom operator. The inbound loadmaster/boom operator will retain the signed receipt as proof of meals/monies transfer.

53.5. Procedures for selling/collecting for overpacked flight meals:

53.5.1. Air Force/Navy-operated terminals:

53.5.1.1. At stations having an Air Force accounting and finance office or FSO/NDO, the PSAs at originating/enroute/turnaround stations where meals are not available will:

53.5.1.1.1. Annotate file copy of passenger manifest with the following information: "Meals Overpacked at (Station Three Letter Code)." This information can be obtained from the loadmaster/boom operator and will be used by the change fund custodian when preparing DD Form 1131.

53.5.1.1.2. Deposit all monies collected for in-flight meals with the local FSO/NDO. Prepare DD Form 1131 in six copies or NAVCOMP Form 2277 in

nine copies and include the following statement: “Monies Collected at (Station Three Letter Code), Meals Overpacked at (Station Three Letter Code).” Deliver all copies of DD Form 1131 to the local FSO/NDO where two copies will be authenticated, one will be retained as the passenger service file copy and the second will be sent to the food services office of the station having provided overpacked meals.

53.5.1.2. At stations without an FSO/NDO the PSAs at originating/enroute/turnaround stations where in-flight meals are not available will:

53.5.1.2.1. Count cash/checks and verify total collections against total receipts.

53.5.1.2.2. Complete AF Form 1305 in two copies. Enter the amount of cash/checks to be transferred. Have the loadmaster/boom operator sign AF Form 1305 accepting responsibility for the cash/checks.

53.5.1.2.3. Include at the bottom of each originating manifest: Paid meals, no charge meals and the number of meals required for passengers on this manifest.

53.5.1.2.4. Place the cash collection, a copy of AF Form 79 and a duplicate copy of AF Form 1305 in an envelope. Turn it over to the loadmaster/boom operator to be turned in to the in-flight kitchen at the terminating/enroute RON station.

53.5.1.2.5. Provide a copy of the manifest with “FREE/PAID/NONE” annotated as appropriate by each name on the manifest.

53.5.1.2.6. Attach the original copy of AF Form 1305 to cash collection receipts (AMC Form 148) and file the complete package in passenger service.

53.6. In order to avoid the destruction of flight meals due to United States Department of Agriculture (USDA) requirements, the overpacking station will develop written procedures for storing, controlling, and accounting for unused, overpacked in-flight meals offshore.

54. Overpacked In-Flight Meal Service for SAAMS/Exercise Missions. When overpacked meals are required, the following procedures will apply:

54.1. 618 AOC (TACC)/XOO will include guidance in the original SAAM set-up message, and ensure the unit/user is informed of the information.

54.2. AMC Terminals will require the unit/user being airlifted, to collect for meals prior to onload. The user will turn monies over to the loadmaster/boom operator along with listing(s). One listing will contain names of all troops/passengers not on separate rations (group travel status) that are authorized to receive a government meal at no charge. The other listing will contain names of all troops/passengers on separate rations (per diem or leave) paying for their meal. Both listings will be certified by the troop commander/responsible individual for the mission.

54.3. Flight Kitchen Responsibilities.

54.3.1. Originating station/home station of the aircraft will:

54.3.1.1. Provide overpacked frozen meals and supplements for the number of troops/passengers listed by the operating directive/operation order for SAAMs/exercises.

54.3.1.2. Comply with [Para 53.4.1.1](#) through [Para 53.4.1.3](#).

54.3.1.3. Receive listing(s) from the loadmaster/boom operator, one for troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge, another for troops/passengers on separate rations paying (per their status or leave) for their meal.

54.3.2. Enroute/terminating/RON stations will comply with [Para 53.3.2.1](#) through [Para 53.3.2.7](#).

54.4. Loadmaster/Boom Operator Duties:

54.4.1. Originating station/home station of the aircraft:

54.4.1.1. Contact passenger service/flight kitchen to inquire about overpacked in-flight meals.

54.4.1.2. Comply with [Para 53.3.2.3.1](#) through [Para 53.3.2.3.2](#)

54.4.2. Onload stations (pick-up point of SAAM/exercise):

54.4.2.1. Contact the troop commander for the mission.

54.4.2.2. Request listing(s) and monies collected for in-flight meals.

54.4.2.3. Ensure monies agree with the number of passengers paying for their meals.

54.4.2.4. Transport the monies received and the listing(s), and turn them in to the flight kitchen at the enroute/RON/terminating station.

54.4.2.5. Issue a receipt (AF Form 1305) to the troop commander for the mission relieving that person of the responsibility for the monies collected.

54.4.3. Enroute/terminating station:

54.4.3.1. Turn in all monies and listings received for in-flight meals and all overpacked meals and supplements not used including thawed/spoiled meals, and the message address of the originating flight kitchen. Obtain a receipt for all items turned in to an enroute station.

54.4.3.2. In the event a flight kitchen of another command refuses to accept monies/meals for turn in, report the name/rank of the flight kitchen representative, date, time of incident, and location of the flight kitchen through channels to AFSVA/SVOT. In this case, the loadmaster/boom operator will retain the monies/meals and turn them in to the next available flight kitchen.

55. In-Flight Meal Schedule/Complimentary Snack/Beverage Service.

55.1. PSAs and aircraft loadmaster/boom operators will use the following information as a guide to determine when flight meals are to be offered/charged to passengers on DOD aircraft and when complimentary snacks/beverages (paid by the TWCF) are to be served to passengers.

55.1.1. In-flight/Snack meals may be offered at any time.

55.1.2. Complimentary beverages are served regardless of segment duration.

55.2. Segments in excess of 7 hours require two meals to be offered. Serve frozen meals if oven (ATGL) exists. Complimentary snacks/beverages will be served.

55.2.1. Aircraft with an ATGL, order two frozen meals (order two different meals; e.g., steak and turkey).

55.2.2. Do not to serve the same menu in succession; e.g., two breakfasts or two turkey dinners.

55.2.3. Aircraft without an ATGL, order one sandwich meal and one MRE, IF packet, or MCI.

55.3. If a mission delays at originating, enroute, or turnaround stations under 3 hours, use the original meal scheduled on departure.

55.4. Advise travelers of the availability of ground feeding during the delay period.

55.5. Beverages: Coffee, tea, milk, and non-carbonated beverages will be available to passengers throughout each segment of each mission.

55.6. When an unusual flight schedule precludes meeting the above requirements, appropriate deviations may be approved by the terminal supervisor.

56. In-flight Meal/Snack Meal Charges. Use the following chart to determine Meal/Snack charges.

Table 1. Meal Charge by Traveler Type

TYPE OF TRAVELER	CHARGE FOR MEAL	CHARGE FOR SNACK MEAL
Officers PCS/TDY/Leave	YES	YES
Enlisted PCS/TDY/Leave	YES	YES
Officer, Enlisted TDY (Group Travel Status)	NO	NO
Enlisted on Pass Receiving Separate Rations (BAS)	YES	YES
Enlisted on Pass not on Separate Rations (BAS)	NO	YES
Dependents	YES	YES
Civilians/Foreign Nationals/Retired	YES	YES

57. Refunds.

57.1. Before a refund can be made, the passenger service officer or designated representative will:

57.1.1. Complete the refund certificate on the passenger's copy of the AMC boarding pass/ticket.

57.1.2. Provide the reason for refund and include any pertinent information. Examples: Flight canceled, passenger rotated off flight, passenger changed from organic to PE, and include refund dollar amount for each reason given.

57.1.3. Have the passenger sign the certificate and surrender it for a refund.

57.1.4. Have the passenger initial the reverse side of AF Form 79 next to their name. If more than three refunds attach a piece of plain bond paper to the AF Form 79 and continue the refund list.

57.1.5. Sign the refund certificate approving the refund.

57.1.6. Passengers/aircrew members are entitled to cash refunds for meals purchased. Refunds may be made IAW AFM 34-240 for unopened meals that must be returned through no fault of the individual.

57.1.7. Arbitrary cancellation of meal order in flight is not permitted.

57.1.8. Refunds of the amount paid may be made at the originating/terminating passenger terminal facility, any in-flight kitchen/US Air Force dining facility, or Air Force accounting and finance office.

57.1.9. Each refund of the price paid for a meal will be treated as a separate transaction on AF Form 79.

57.1.10. A crewmember must initial the reverse side of AF Form 79 for refunds associated with crew meal orders.

57.2. Refunds cannot be made out of the change fund. Use the business day's receipts already set up at the register. If sufficient funds are not available from business day's receipts, reference [Para 57.5](#) for refund instructions.

57.3. Collection of travel costs; (e.g., cash reimbursable and pets) is deposited to the appropriate account with FM, NDO, FSO or local bank. Refunds for travel transactions may be made only from the business day's receipts.

57.3.1. Travel refunds may be made when the daily receipts are sufficient and have not been deposited for the business day.

57.3.2. Refunds for reimbursable Space-R travel collected by passenger service may be made when travel is canceled after the passenger is processed.

57.3.2.1. Passenger will surrender his/her copy of the AMC boarding pass to passenger service.

57.3.2.2. Passenger service will pull the station copy of the AMC boarding pass and match it to the passenger's copy.

57.3.2.3. Refunds will not be made at local level to individuals canceling their travel at a location other than the location where the money was collected.

57.4. After a refund has been made, the passenger-processing agent will turn in the refund certificate to the shift supervisor for filing with all other supporting documents.

57.5. When the refund, transportation, or in-flight meal cannot be made from the business day's receipts, the following procedures apply:

57.5.1. The passenger service officer or their designated representative will prepare a Standard Form (SF) 1049, *Public Voucher for Refunds* (Ref: **Atch 14**). Complete the following blocks on the form:

57.5.1.1. Voucher Prepared: Name of the base making the refund and date.

57.5.1.2. US: Department the FSO/NDO is under (e.g., Department of the Air Force, Department of the Navy, and Department of the Army).

57.5.1.3. To Address: Proper mailing address of the individual receiving the refund if payment is to be made by check.

57.5.1.4. Articles or Services: Give reason for refund. Include collection voucher number, date of deposit, name of passenger, station where money was deposited for transportation, meals, etc., if applicable.

57.5.1.5. Amount Deposited/Balance Due Depositor: Self-explanatory.

57.5.1.6. Complete statement at bottom of the form.

57.5.1.7. Signature on form: Passenger service officer/designated representative sign all copies.

57.5.1.8. Title: Self-explanatory.

57.5.2. The original and three copies will be forwarded to the local FSO/NDO for payment to the traveler. The SF 1049 serves as authority for the refund.

57.5.3. The fifth copy will be retained as the station file copy. Attach all supporting documents.

57.5.4. The person preparing SF 1049 will ensure a proper mailing address is on the form, if payment is to be made by check.

57.5.5. The refund is made from the same line of accounting classification used for collections/deposits.

Section G—Miscellaneous

58. Metal Detecting and X-ray Equipment.

58.1. Terminal personnel are responsible for operating metal detecting devices and X-ray equipment. Personnel selected to operate/adjust metal detecting and X-ray equipment must receive locally designed operational procedure training IAW QTP's, manufacturer's instructions and radiation safety training. Consult the base Radiation Safety Officer (RSO), filled by a member of the Bioenvironmental Engineering Flight (BEF) within the Medical Group or Squadron, for assistance as necessary. Each unit assigned an X-ray machine will maintain a copy of the prescribed operator's manual.

58.2. Individuals certified to operate/adjust the equipment, will annotate training in G081, Training Business Area (TBA) or applicable training program.

58.2.1. Contact HQ AMC/A4TR prior to relocating X-ray machines via e-mail (org.amca4-XX@us.af.mil) or DSN 779-4592.

58.3. Prepare training procedures for each type of metal detecting or X-ray equipment assigned, IAW AFI 33-360, *Publications and Forms Management*.

58.4. Qualified operators must be available during passenger terminal operating hours.

58.5. Walkthrough Magnetometer sensitivity levels/calibration.

- 58.5.1. If manufacturer instructions have an airport setting, utilize this setting.
- 58.5.2. If manufacturer instructions do not have an airport setting, utilize test piece referenced in **Para 58.5.3** to determine settings. Correct sensitivity setting is the lowest level which ensures detection of the test piece at all heights and in all orientations.
- 58.5.3. Magnetometer test piece will be either Garret Operation Test Piece #1600600 or similar product referenced in the owner's manual. Garrett test pieces can be purchased from GSA Advantage.
- 58.5.4. Magnetometer must be tested at least weekly. Create a magnetometer log to record date/time and whether the machine operated satisfactorily. Maintain this data for at least 30 days.
- 58.5.5. Magnetometer may be turned off when not in use; however when reactivating, allow any needed warm-up period IAW the manufacturer's instruction to prevent erratic sensitivity readings.

59. Radiation Safety Requirements.

- 59.1. An on-site check by the Bioenvironmental Engineering Flight is required on all newly installed X-ray machines or when existing machines have been relocated within terminal. This check must include measurement of radiation scatter or leaks.
- 59.2. Personnel who operate this type of x-ray machine are typically not put on the Thermal Luminescent Dosimeter (TLD) program because the risk for radiation exposure is very low.
- 59.3. As part of the radiation safety training, all personnel should be informed that if a female thinks she may be pregnant, she must be tested at the medical facility. A record of this briefing will be annotated in G081, TBA, or AF Form 55, *Employee Safety and Health Record*. Immediately remove any female who suspects she is pregnant from X-ray duty. A suspected pregnancy must be evaluated immediately by a competent medical authority and, if confirmed, the individual and her working environment must be evaluated by the base Radiation Safety Officer (usually located in the Bioenvironmental Engineering Flight of the base medical facility). The Passenger Service OIC/Superintendent will follow duty restrictions placed on a pregnant female as recommended by the medical provider.

60. Calibration of baggage scales. Baggage scales will be calibrated and certified using the appropriate calibration authority and interval IAW T.O. 00-20-14, *Air Force Metrology and Calibration Program*.

61. Customer Convenience Improvement Program (Terminal X) and Customer Service Observations. AMC and Navy operated AMC terminals provide first class "warrior conveniences" to DOD personnel and their families by providing services and amenities comparable to commercial airports. Each terminal will ensure America's war fighters are treated with honor as they transit through the passenger terminal. The list in **Atch 21** provides HQ AMC minimum standards for large and small passenger terminals.

- 61.1. Passenger Terminals who are unable to meet these requirements must submit a waiver request signed by unit commander to HQ AMC/A4TP.
- 61.2. HQ AMC/A4T staff may perform passenger terminal Customer Service/Terminal X Observations. The primary objectives are to observe the level of customer service, attitude,

and teamwork being practiced in AMC passenger terminals worldwide. The Observations are performed incognito and the staff presence and purpose are not announced until completion of the observation visit.

62. Cooperative Military Airlift Agreements (CMAAs), Acquisition and Cross-Serving Agreement (ACSA) with Implementing Arrangement (IA).

62.1. CMAA/IA. The Royal Australian Air Force, Canadian Air Force, Royal New Zealand Air Force, Royal Air Force (United Kingdom), and AMC move traffic for each other under these agreements. Travel by implementation of a CMAA/IA is on a Space-R reimbursable basis. PSAs must ensure the accurate CIC is reported.

62.1.1. When contacted by personnel from one of the countries listed above, refer them to 618 AOC (TACC)/XOGC. Movement of foreign military cargo or passengers on DOD military aircraft will not be accomplished without the approval 618 AOC (TACC)/XOGC and receipt of the appropriate CIC. PSAs will ensure all AMC standards are met and the proper CIC is identified for billing purposes.

62.1.2. All requests for movement of DOD military cargo or passengers on foreign airlift should be referred to 618 AOC (TACC)/XOGC for approval. 618 AOC (TACC)/XOGC will coordinate the requirement with the respective country validator and provide the CIC for billing purposes.

62.1.3. CMAA/IA passengers are granted authority to travel by message/memo. In the event a passenger does not possess this message/memo, authorization to travel must be verified through 618 AOC (TACC)/XOGC prior to movement. Messages should contain NAME, GRADE, PASSENGER RESERVATIONS, CHANNEL, TRAVEL PURPOSE, PRIORITY, PASSPORT NUMBER, and CIC. Travel priority will be 4 PT. The CICs listed below will be used.

Table 2. CICs

Royal Australian Air Force	W009000000000000
Canadian Air Force	W003000000000000
Royal Air Force (United Kingdom)	W019000000000000
Royal New Zealand Air Force	W014000000000000
NOTE: For all Foreign travelers, or when using a “W” coded CIC collect a copy of the travel orders, scan/email to AMC/FM, sah.suspense@us.af.mil	

62.2. Passenger travel IAW ACSA/IA. Normally passenger travel is limited to Space-R passenger movement. Space-R passenger movement will be coordinated with 618 AOC (TACC)/XOGC, by commercial phone at (618) 229-7405 or e-mail: tacc-xogc@us.af.mil

62.2.1. IAW the IA between the Secretary of Defense and Ministry of Defense of the United Kingdom, limited Space-A travel for non-duty passengers (e.g., those on leave, pass, or liberty) are authorized to travel to/from Diego Garcia; Wideawake Airfield, Ascension Island; and RAF Akrotiri, Cyprus.

62.2.1.1. Space-A passengers must be permanently assigned to the remote location to which Space-A travel is authorized and traveling to/from that location to be eligible for travel. The Space-A privilege extends only to the first point at which commercial transportation is available.

62.2.1.2. Space-A passengers will be accommodated at the discretion of the supplying participant and subject to the supplying participants requirements and limitations regarding eligibility, documentation, sign-up procedures, prioritizing, minor fees and taxes, number of trips allowed, etc.

62.2.1.3. Eligible Space-A passengers from a CMAA participating country, who request travel aboard another CMAA participating country supplied aircraft, will be prioritized for transportation on the same basis as similarly situated passengers of the supplying participant. (**Example:** UK military member requesting travel on USAF C-17, determine Space-A travel category IAW DOD 4515.13R)

62.2.1.4. Space-A passengers must present to CMAA participating country personnel, documentation verifying they are assigned to the remote location to/from which Space-A travel is authorized when on leave or liberty status and are authorized to travel via Space-A.

62.2.1.4.1. Documentation must include POC information for the passenger's unit of assignment. Passengers must also present photo identification consisting of a military identification card, and a valid US or UK passport.

Section H—Passenger Terminal Facility Force Protection

63. Objective: To minimize the possibility of mass casualties in AMC passenger terminals, prevent damage or destruction of AMC aircraft, and protect passenger terminal operational capability from terrorist actions. The standards identified in this instruction are base-line requirements. Installation and unit commanders may choose to implement additional measures where local threat analysis warrants.

64. Mitigation Measures.

64.1. Standoff distances from roadways and parking areas are listed in Unified Facilities Criteria (UFC) 4-010-2, Table 1 (FOUO). Refer to local anti-terrorism office, civil engineering, and UFC 4-010-1 to obtain the current minimum standoff distance and force protection measures.

64.1.1. Standoff is designed to provide a survivable structure in the event of a vehicle bomb. For conventional construction, the standoff is expected to protect the structure from progressive collapse if a blast event occurs. The structure may potentially be non-repairable with major damage to structural members but not collapse.

64.1.2. Minimum standoff is determined by local standards for inhabited portions of the facility to the edge of the parking or roadway pavement. Portions of the facility that are normally uninhabited (such as mechanical or storage rooms) may be within the standoff area, providing they are secured against unauthorized entry.

64.1.3. Access drives (such as for deliveries and maintenance vehicles) within the standoff area are allowed if they can be controlled at all times by crash rated gates, drop

arms, etc. The standoff distance is not required on flight line side of the facility; however, all vehicles should be parked as far from the inhabited portion of the facility as practical. Vehicles parked within locally determined standard distances must be readily identifiable and examined (to include looking underneath vehicles) for suspicious items during external facility inspections.

64.1.4. If a parking area or roadway infringes on the minimum standoff distance, the passenger terminal structure must be improved (hardened) or additional physical protective measures must be implemented to provide the additional protection. Adequate analysis by a competent expert, such as but not limited to Security Forces (SF), the OSI, Naval Criminal Investigative Service (NCIS) and Civil Engineering (CE), must be completed to ensure the facility meets the intent of these mitigation measures.

64.2. Standoff from external containers.

64.2.1. Minimum standoff is determined by local ATO and Civil Engineering Personnel from inhabited portions of the facility to external containers. External containers include but are not limited to trash containers (e.g., trash cans, butt cans, dumpsters) and external baggage storage lockers.

64.2.2. If the standoff distance is not achievable, hardening of external container enclosures or improvement of the passenger terminal structure to mitigate the direct blast and secondary fragment effects on the building are acceptable if analysis by competent experts (such as but not limited to SF, OSI, NCIS and CE) proves that it meets the intent of this mitigation measure.

64.2.3. External containers will be placed so they are easily observed, checked, and/or serviced regularly by terminal workers or responsible agencies.

64.2.4. Eliminate amnesty boxes if possible. If an amnesty box is required by an outside agency, it must be easily observed and checked regularly by the responsible agency. Minimum standoff is determined by local ATO and Civil Engineering Personnel from inhabited portions of the facility.

64.2.4.1. If an amnesty box for arriving passengers is required by an outside agency, an amnesty box may be placed in the baggage claim area. The requesting agency is responsible for providing, maintaining, and removing deposited items.

64.3. During increased FPCONS, additional standoff or additional measures may be required to provide increased protection. Coordinate with local ATO.

64.4. Unobstructed space.

64.4.1. Unobstructed space around the facility allows for easier visual detection of explosive devices.

64.4.2. Obstructions within locally determined standoff distance of a facility should not allow for concealment of explosive devices. Site furnishings or plantings are allowed within this area as long as any explosive devices placed in this area would be observable by the casual passer-by.

64.5. Windows, glass doors, and glazing. Minimize the hazard to human life from flying glass fragments. Prior to and during facility renovation or new construction planning, ensure

force protection requirements concerning the structural integrity of the building is coordinated with the local ATO and Civil Engineer to ensure minimum safety standards for installed windows and glass.

65. Utilities.

65.1. Prevent tampering of critical building utilities and environmental systems.

65.2. Limit access to mechanical rooms, power/telephone cabinets, and power shutoffs (other than those required for safety reasons) through the use of door locks or padlocks, or locate them in areas that are not accessible by the general public. Power disconnect switches should be reviewed with CE and SF to determine whether the need to secure them outweighs the need to quickly terminate power to the equipment.

65.3. Air intakes for heating, ventilation, and air conditioning (HVAC) systems should be located on the roof or greater than 3 meters (10 feet) from the ground. Provide an emergency air distribution shutoff that immediately shuts down air distribution throughout the facility and is easily accessible by building inhabitants but not the general public.

65.4. Where it is not feasible to locate or relocate air intakes as specified in **Para 65.3**, ensure that the area is easily observed or monitored and incorporate inspection of this area into normal security patrols and random antiterrorism measures (RAMs).

65.5. Observation and monitoring:

65.5.1. Monitor areas vulnerable to terrorist attack or criminal activity. Areas to consider but not limited to are vehicle approaches, primary entrance, out-bound area, areas housing critical functions, and any area that is difficult to observe and poses a significant risk.

65.5.2. If Closed Circuit Television (CCTV) fulfills a monitoring requirement outlined in this instruction, the CCTV will be monitored as mission dictates.

65.5.3. If CCTV is not used, the areas to be monitored will be secured or observed by terminal personnel.

65.6. Mass notification.

65.6.1. The facility must have a means to provide real-time notification of threats to occupants or personnel in the immediate vicinity of the terminal and instruct them of required actions.

65.6.2. Install a Public Address (PA) system with selective polling in all public areas, including the exterior of the building at gathering spaces such as the main entrance. In small terminals, a PA system without selective polling may be used. For convenience, the PA system may be configured with taped messages running at set intervals. PA microphone access for authorized persons at selected points within the terminal is encouraged.

65.6.3. The PA system, if available, will be used to make unattended baggage announcements IAW A19.2.2. The suggested announcement may be modified to meet local needs and will be broadcast at a minimum three times per hour.

66. Deviations. Submit requests for deviations from security standards IAW AFI 31-101, Integrated Defense (FOUO). Submit requests for deviations from AT Standards IAW AFI 10-245, *Antiterrorism, Atch 6*. Forward a copy to HQ AMC/A7S.

Section I—Baggage Services

67. General Information. AMC is responsible to ensure all checked baggage be intact, undamaged, and available to each traveler immediately on arrival at their destination. Careful and considerate attention must be given to ensure each article is properly tagged, weighed, loaded, and unloaded at each originating, enroute, and terminating station.

68. Authorized Checked Baggage. Authorized checked baggage consists of personal effects packed in suitcases, duffle and sea bags or similar luggage-type containers. Bags and suitcases must not be torn or ripped.

68.1. Baggage Allowance. Except as noted, passengers are authorized to check two pieces of baggage not to exceed 70 pounds each (140 pounds total) and 62 linear inches (the sum of the length plus the width plus the height). Single items exceeding 70 pounds and/or 62 linear inches will be counted as two pieces. Space-R passengers may purchase space for personal excess baggage (Ref: [Para 68.11](#)). Space-A passengers are not authorized excess baggage. Items exceeding 100 pounds and or 80 linear inches will not be accepted. **Exception:** Large garment bags, golf clubs, surfboards, snow skis, bicycles, fishing equipment, rucksacks, and/or musical instruments. Snow skis, bicycles, and fishing equipment should be properly packed with consideration for safety. Only one of these bags per person will be allowed. The second bag must still comply with size restrictions and is limited to 70 pounds. For Space-R passengers, B-4, duffle, flyers kit bag, diver's traveling bag and sea bags will be allowed as one piece up to 80 linear inches as long as they do not exceed 100 pounds. Excess baggage fees may be levied if the traveler connects commercial aircraft.

68.1.1. Pooling of Baggage: Passengers traveling together as a group on common orders may pool their baggage. However, total baggage received will not exceed the total baggage authorized by the travel document and this instruction. Families traveling together (Space-R or Space-A) may also pool their baggage. All other allowances and limitations of this instruction apply. **Note:** Troop movement, team travel or family member's PCS'ing, each individual processed in GATES at the Passenger Service Counter will have individual baggage count reflected per passenger.

68.1.2. Mobility assist equipment such as wheelchairs, walkers, crutches, etc., are not counted as a piece of checked baggage. Mobility assist equipment exceeding 100 pounds will not be accepted.

68.2. Passengers processed on aircraft with limited baggage capability. **Note:** Baggage limitations on the following aircraft may be waived by aircraft commander or designated representative based on mission requirements.

68.2.1. Operational Support Airlift (OSA) C-21/C-12 aircraft, baggage will be limited to 30 pounds total baggage weight per passenger.

68.2.2. Navy Air Logistics Office (NALO) C-40/C-9 aircraft, baggage will be limited to 2 bags not to exceed 40 pounds total baggage weight per passenger.

68.2.3. Gulfstream C-20/C-37 aircraft, baggage will be limited to 2 bags not to exceed 70 pounds total baggage weight (50 pounds in baggage compartment and 20 pounds at seat location) per passenger.

68.3. Disposition of unauthorized weight or oversized baggage is the responsibility of the owner.

68.4. Bulky items exceeding 62 linear inches. If a traveler is required to accompany bulky items that are authorized in orders, the Station Manager at AMC Commercial Gateway or terminal management, together with the passenger service officer, will make the determination as to whether the item will be handled as accompanied baggage or processed as cargo. The Air Freight Section will assist in handling such articles as directed.

Exception: Items stated in **Para 68.1.**

68.5. Military or military-sponsored bands may transport their musical instruments as excess baggage. Each item will count as one piece regardless of size or weight. Instruments must be stowed in the baggage compartment of the aircraft. Advance notification should be made with airport/terminal representatives or with local carrier representatives and ground handling agencies. Some types of musical equipment may be difficult to load through the belly compartments of narrow body aircraft.

68.6. Military weapons palletized with baggage will meet Armed Guard or Constant Surveillance requirements IAW AMCI 24-101, Vol 11, *Cargo and Mail Policy*, Table 3 and AFI 31-101. A weapon container requirement is defined as a hard-sided locked container, e.g., suitcase, gun case.

68.6.1. Owing unit(s) or designated mission troop commander is required to provide the requisite number of escorts/armed guards. **Note:** If a troop commander is not identifiable i.e., multiple individuals with weapons or non-unit moves, then the passenger terminal shift supervisor will designate escorts or armed guards from the individuals manifested with weapons.

68.6.2. Integrated Defense Plans (IDP) and the Base Support Plan (BSP) may have additional local requirements.

68.7. Allowed quantities of alcoholic beverages IAW the DOD Foreign Clearance Guide may be transported in or as checked baggage.

68.8. Hand-Carried Baggage.

68.8.1. Each passenger is permitted to hand carry one article (small luggage, garment bag, backpack, etc.) and one personal item (cosmetic case, purse, briefcase, small box or package, etc.) for storage in the passenger cabin area. The weight of these items is not considered as part of the passenger's baggage authorization.

68.8.2. Hand-carried items will be no larger than 45 linear inches and must fit under the passenger's seat or in the overhead compartment. Items that are too large will not be accepted for passenger cabin storage and must be checked-in. Hand-carried baggage storage on military aircraft may be limited. Passengers connecting to a military flight from a commercial contract flight should not be charged excess because of this reduced carry-on storage space.

68.8.3. Baggage sizers will be used to aid the passengers and the PSA in determining baggage dimensions. Baggage sizers can be obtained from various commercial vendors and must present a professional image similar to baggage sizers found in commercial airports.

68.8.4. Passengers processing for travel on C-5 aircraft will be advised of the difficulty in climbing the deck access ladder with hand-carried items.

68.8.5. Passengers may also hand carry FAA approved Child Restraint Systems (CRS) intended for use in flight. Use of a CRS on DOD owned or controlled aircraft is not mandatory; however, the FAA strongly urges use of approved restraint based on the following weight and size for children:

68.8.5.1. Less than 20 pounds: Use a rear-facing CRS.

68.8.5.2. Between 20-40 pounds: Use a forward-facing CRS.

68.8.5.3. More than 40 pounds: Use an airplane seatbelt.

68.8.5.4. A passenger CRS must be government approved and have the following statement attached "This restraint is certified for use in motor vehicles and aircraft". A CRS or fold up type strollers will not count against the passenger's normal baggage allowance.

68.8.6. Cremated remains will be hand carried on AMC military or commercial contracted flights. Dimensions of the containers are limited to the size authorized for hand-carried baggage. Cremated remains may NOT be transported as checked baggage. Discretion should be used when hand carrying cremated remains and will be properly packaged throughout the entirety of the flight.

68.9. Aeromedical Evacuation (AE) crews are allowed to carry Patient Therapeutic Liquid 3718 Oxygen Converter (PT Lox) and Aeromedical Evacuation Narcotic Kits as professional gear when positioning and de-positioning for operational AE missions. The PT Lox does not require hazardous material certification, venting is not required, and processing through an aerial port is not required. AE Crew Members (AECMs) will be in "Mission Essential Personnel" status or manifested as members of the aircrew and will inform command post, aircraft commander, loadmaster, or boom operator of the amount of equipment and PT Lox that is to be carried on the aircraft.

68.10. Oxygen (O₂) concentrators aboard DOD owned/controlled aircraft: Passengers on DOD owned/controlled aircraft (military and commercial contract) needing supplemental oxygen, may travel with and use portable O₂. Documentation required:

68.10.1. Letter from their physician identifying their need and flow rate of O₂ concentrator.

68.10.2. Copy of manufacturer's FAA approval documentation allowing use aboard aircraft (these can normally be found via manufacturer's website).

68.10.3. Enough Lithium Ion (rechargeable) batteries to operate for length of flight. **Note:** Lithium Ion batteries used in O₂ concentrators are small and not regulated by AFMAN 24-204 IP or 49 CFR as a hazardous material requiring certification. There is no limit as to the number of Lithium Ion spare batteries permitted in carry-on baggage.

Each battery not in the original manufacturer's packaging must be protected from accidentally short circuiting (i.e., placed in individually plastic zip bags or similar packaging). Spare batteries are NOT authorized in checked baggage even if they are still in manufacturer's original packaging.

68.11. Excess Baggage. Baggage exceeding the normal baggage allowance as stated in this volume will be considered excess.

68.11.1. For Space-R passengers.

68.11.1.1. Authorized excess baggage must be stated in the passenger's travel orders, expressed in pieces allowed, and subject to limitations set in this volume.

68.11.1.2. Excess baggage not authorized in the travel order is considered personal excess and will be paid for or disposed of by the passenger.

68.11.1.3. If a charge is levied for excess baggage, it will be on a per piece basis, based on the passenger's fare (See US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs, **Atch 8**). Personal excess baggage may be paid for by any acceptable form of payment (cash, credit card, or check).

68.11.1.4. Passengers reimbursing AMC for excess baggage will receive an AMC 148-series form (boarding pass) annotated with excess baggage and the applicable charge.

68.11.2. For Space-A passengers.

68.11.2.1. Space-A passengers are not authorized excess baggage. Disposition of unauthorized excess baggage is the responsibility of the passenger.

69. Processing Passenger Baggage.

69.1. AMC Form 20-ID, AMC *Baggage Identification Tag*. AMC terminals will stock AMC Form 20-ID in sufficient quantity and made available to passengers. Checked baggage will not be accepted without owner identification. This identification may be in the form of luggage ID tag, airline ID tag, DD Form 1839, *Baggage Identification*, or AMC Form 20-ID. Encourage passengers to include identification on hand-carried items.

69.1.1. Order stock of AMC Form 20-ID and all other AMC 20-series, AMC Baggage Tag; through Air Force e-Publishing website (Ref: **Atch 8**). Gummy back baggage tags used by GATES label printers are not considered an AMC form and must be ordered through a commercial distributor.

69.2. Mishandled baggage claims can be reduced by following these procedures.

69.2.1. Remove all previous baggage tags from the baggage (except ID tags and unit deployment manager provided USCENTCOM AOR color coded tags).

69.2.2. Verify the mission number and destination with the passenger.

69.2.3. GATES equipped locations will use computer-generated/gummy-backed baggage labels. If the GATES label printer is not available, select the appropriate AMC 20-series baggage tag; enter mission number/date and three letter origination station code. If appropriate, complete and attach an AMC Form 416, *Interline Baggage Claim Tag*.

69.3. Passenger line number and number of bags will be recorded on the AMC Form 20 series baggage tags (e.g. line number 200; 1 of 2, 2 of 2 etc.).

69.4. For passenger baggage identification upon arrival at their destination, attach the claim checks to the back of the passengers boarding pass or travelope. Verify destination and number of bags with the passenger.

69.5. Baggage processing personnel will handle, load, and unload checked baggage. Passengers are not required to carry their checked articles to/from the aircraft.

70. Originating Checked Baggage Handling Procedures.

70.1. The baggage loading crew will ensure each piece of checked baggage has a baggage tag attached and is sorted correctly by flight and destination. All baggage will be handled in such a manner as to preclude possible damage to the container or contents.

70.2. Security will be provided for checked baggage. Holding areas will be enclosed or kept under close surveillance. During periods of impending or inclement weather, all baggage will be covered or placed in a sheltered area.

70.3. Baggage will be loaded by destination using the first-off, last-on sequence.

70.4. When 20 or more passengers are planned on organic aircraft, a pallet position should be left open as necessary to accommodate baggage. If a pallet position cannot be afforded, coordinate with loadmaster/boom operator to loose load baggage and downline stations will be notified.

70.4.1. When a baggage pallet is built to accommodate passenger's baggage, a DD Form 2775, *Pallet Identifier*, will be completed. Passenger Service personnel will complete all applicable entries and attach the copies to the upper left hand corner at eye level (when pallet height permits), one on the 88-inch side and one on the 108-inch side. Place the form inside interlocking closure plastic bags (NSN 8105-00-837-7757, or suitable substitute). Entries on the form are self-explanatory and as a minimum must contain pallet ID, gross weight, APOD and APOE.

71. Terminating Checked Baggage Handling Procedures.

71.1. Passenger service supervisor will remain alert to, and mitigate through prior coordination, mission factors that may affect baggage offload and availability to passengers.

71.2. Baggage handling equipment and personnel will be pre-positioned prior to aircraft block-in, mission workload permitting.

71.3. During periods of inclement weather, adequate precautions will be taken to protect the baggage from the elements.

71.4. Sufficient personnel will be assigned to offload baggage to ensure baggage begins to arrive at the baggage claim area no later than 20 minutes after baggage is available for offload or block-in time. **Note:** This timeline will not jeopardize safety, adjust SOEs based on station unique requirements.

71.5. The passenger service dispatcher must be advised of baggage offload progress so passengers may be informed.

71.6. Baggage Claim

71.6.1. Terminals will use a self-claim baggage system. PSA's will not collect claim stubs when the baggage claim area is accessible only by terminating passengers and passenger service personnel.

71.6.2. If the baggage area is considered high risk (pilferable) use a controlled method of baggage identification and claim, such as checking and collecting all claim stubs for each article claimed by a passenger. If the claim stub is lost, ask the passenger to identify the baggage and contents before releasing the baggage.

71.7. Within 30 minutes after the last passenger has claimed their baggage, mark any unclaimed article with the mission number and transfer to the lost and found section.

71.8. Prepare the appropriate lost and found paperwork within 4 hours of receipt and send the appropriate message to the Baggage Service Center (BSC).

72. Special Baggage Handling Procedures:

72.1. The following instructions apply to DV, Blue Bark, Coin Assist, and Emergency Leave (EL) passengers.

72.1.1. Attach the appropriate color-coded AMC Form 20-(DV or EL) strap to each piece of checked baggage.

72.1.2. Load Special Category baggage after all other baggage to ensure quick offload and delivery to the owner upon arrival at the destination. If it becomes necessary to offload this baggage enroute, baggage personnel at in-transit locations will reload DV and EL baggage last to ensure immediate availability at destination.

72.1.3. When baggage is offloaded for customs inspection, keep DV and EL tagged baggage separated from other baggage. Baggage personnel will reload DV and EL baggage last to ensure immediate availability at destination.

72.2. Passengers choosing to disembark at enroute locations will be given their baggage. If the aircraft commander allows the unaccompanied baggage to continue to tagged destination, the enroute station will prepare an AMC Form 134, *Mishandled Baggage Report* (Ref: **Atch 28**). Courtesy files will not be forwarded to BSC, but will be maintained for 30 days, then destroyed. Enroute stations will contact the passenger's destination station to provide information about the passenger and baggage disposition instructions. The destination station will then forward the baggage to the passenger. Any applicable commercial transportation costs will be paid by the passenger.

73. Pet Shipments. The following procedures apply to shipments of pets on AMC contracted aircraft:

73.1. Pet shipments will be in conjunction with PCS moves only IAW DOD 4515.13R. Sponsor or family member must accompany the pet to the final destination. Pets normally travel in the aircraft baggage hold area but may be accepted for shipment in the cabin area if they meet the requirements. All pet spaces will be allocated by 618 AOC (TACC)/XOGC. Movement of pets on organic aircraft is prohibited.

73.2. The sponsor is responsible to ensure pets are shipped in accordance with International Air Transport Association (IATA) or US Dept. of Agriculture (USDA) containers approved for air shipment (weight and size restrictions apply, refer to DTR, Part I, Chapter 103 and

AMC Pet Brochure). These containers must provide adequate ventilation and be large enough for the pet to stand up, turn around, and lie down with normal posture and body movements. Pets will not be accepted in containers that are too small. Soft-sided pet containers may be accepted in-cabin. The maximum number of pets allowed in the cabin is three. Kennels must be no larger than 20”L x 16”W x 8.5”H. **Note:** Neither soft-sided nor collapsible kennels are authorized in belly.

73.2.1. Pre-booked in-cabin pets will not be moved to the belly of the aircraft and must remain in the kennel during flight. In keeping with major airline published in-cabin kennel requirements, soft sided kennels should be constructed of leak proof/water repellent padded nylon with mesh ventilation on two or more sides. If the container does not meet requirements, place the passenger in a duty standby status under administrative hold until the pet is travel-ready.

73.2.2. Handle cages containing pets with care to ensure animals do not become agitated. Young animals of the same species must be loaded adjacent to each other. Animals that are natural enemies should be kept apart. Ensure cages are positioned to allow air to flow freely.

73.2.2.1. One excess baggage fee will apply in this circumstance if the combined weight plus kennel does not exceed 70 pounds. Two small animals of the same species younger than 6 months, of comparable size, and up to 9.1kg (20 pounds) each and have lived in the same household, may be shipped in the same container as long as they can stand up, turn around, and lie down with normal posture.

73.3. The care for pets is an important quality-of-life issue for passengers. Therefore it is imperative pets are handled in a professional manner as the pet’s health and well-being must be of utmost concern.

73.3.1. Pets will only be transported in climate-controlled and ventilated cargo compartments. Questions on proper placement will be directed to carrier representative and/or the COR.

73.3.2. If the area is found to be excessively cold or hot, or if the ventilation is unusually stagnant, the COR will be notified. The emphasis of the inspection is to determine if conditions in the pet storage area could affect the pet’s health and well-being.

73.3.3. When passengers are allowed to disembark an aircraft due to flight delay, pet owners will be provided the opportunity to visit their pets in order to walk and provide water. If ground time exceeds 2 hours, pets will be offloaded and owners provided the opportunity to visit their pets.

73.4. The sponsor will maintain custody of the pet until 45 minutes prior to departure unless there is a suitable holding area available.

73.5. The sponsor is responsible for complying with all documentation, immunization, and border clearance requirements. If documentation is not complete, place the passenger in a duty standby status under administrative hold until the pet is made travel-ready. PSAs will ensure entry requirements established by foreign customs and applicable regulations are met.

73.6. Sponsors will pay the excess baggage tariff for the pet according to the US Government Department of Defense Airlift rates and US Government Non-Department of

Defense Rate Tariffs (Ref: **Atch 8**). Fees are charged on a per-kennel basis; pets and containers up to 70 pounds count as one piece, pets between 71-140 pounds count as two pieces and pets between 141 and 150 pounds count as three pieces. Pets/containers (combined weight of the two) weighing in excess of 150 pounds will not be accepted for shipment under any circumstances.

73.7. Terminals handling PE missions will establish written procedures to handle pet during emergencies and will include:

73.7.1. A listing of emergency veterinary clinic locations and phone numbers.

73.7.2. Point of contact for pet disposition. **Note:** Normally handled by the local Humane Society.

73.8. Space-A Pet Program. The Space-A pet program allows for an additional pet to travel in addition to the 2 pets per family PCS entitlement. Pets are defined as a dog or cat. **Ref:** DTR, Part I, Chapter 103.

Section J—Mishandled Baggage

74. General.

74.1. The Lost and Found Baggage Section is responsible for processing mishandled baggage (lost, found, damaged, pilfered, disposed of, or receipted for) and preparing AMC Form 134 (Ref: **Atch 28**). A lost and found representative will be available during all arrivals to process any mishandled baggage situations. The representative will remain available until all passengers have claimed their baggage.

74.2. All mishandled baggage will be reported to the BSC. BSC locator information is contained in Section K below. However, mishandled baggage will not be shipped to the BSC for disposition.

74.3. All case files are automatically recorded on the GATES AMC Form 134a, *Mishandled Baggage Summary*, based on inputs to the GATES AMC Form 134. A copy of AMC Form 134a will be transmitted through GATES, e-mailed, faxed, or sent by regular mail, to the BSC by the 10th day of the month following the month being reported. For negative replies, send AMC Form 134a stating no case files reported that month.

74.4. Courtesy File. This file will be generated when AMC receives mishandled baggage from sources other than AMC-owned or controlled aircraft; e.g., commercial airlines, bus companies, etc. These files are normally generated when an AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage* (Ref: **Atch 29**), was not accomplished.

74.5. Scanning all necessary documents for electronic storage is an option all stations may utilize to avoid keeping hard copies of documents. However, all stations must ensure copies of required items sent to the BSC are completed in full and are easily readable. **Note:** Ref: **Atch 32** for Distribution of AMC Form 134.

75. Lost Baggage.

75.1. Documentation.

75.1.1. Make copies of the AMC Boarding Pass (AMC Form 148 Series) and baggage claim checks from the passenger filing the claim, return the original documents to the passenger for their records. If passengers don't have these forms, cross-reference the passenger manifests to ensure they were manifested. Non-GATES stations will include a copy of the manifest in the case file.

75.1.2. Prepare a mishandled baggage Report (AMC Form 134) in GATES (Ref: **Atch 28**).

75.1.2.1. The reporting station has five days to find lost baggage and update the remarks section of the AMC Form 134. After the fifth day, only the BSC can update the remarks on AMC Form 134.

75.1.2.2. E-mail BSC with any new case file information after the fifth day.

75.1.3. Provide passengers with a copy of the locally reproduced mishandled baggage letter (Ref: **Atch 30**) and a copy of the completed AMC Form 134 with all applicable signatures.

75.1.4. Prepare an AMC Form 136, *Baggage Mishandled Report File* (Ref: **Atch 31**). Keep the original signed copy of the AMC Form 134, copies of the boarding pass, baggage tags or the flight manifest in this file.

75.1.5. If the passenger traveled on an AMC PE flight, notify the local carrier representative that an AMC Form 134 was completed. Annotate who was notified on the AMC Form 134 Remarks section.

75.2. Tracer action.

75.2.1. Dispatch priority precedence "LAST SEEN" message to the BSC and each downline station as soon as possible, but NLT 4 hours after the passenger reported the loss.

75.2.2. Within 24 hours of reporting the loss, contact the passenger and give them the status of the lost baggage. Lost and Found personnel may accept collect calls from passengers inquiring about mishandled baggage.

75.2.3. The BSC will respond back within 72 hours of receipt of a "LAST SEEN" message on the status of baggage. If baggage is found, the BSC will notify the finding and losing stations of the disposition instructions. If baggage is not found, the BSC will notify the losing station of no match.

75.2.4. If the baggage is still lost after 5 days, the BSC will assume responsibility for the claim and take further action.

75.2.5. Unchecked baggage will be processed as courtesy claim IAW **Para 81.3**.

75.2.6. Lost and found agents will check mishandled bag notices every 24 hours in GATES until the case file is forwarded to BSC.

76. Found Baggage.

76.1. Designated lost and found baggage personnel will be responsible for handling and documenting baggage or personal articles that remain unclaimed in passenger terminal areas. This includes articles left onboard the aircraft as well as gate no-show passenger baggage.

All articles will be secured at all times. Items having high value will be stored in a safe or other secure location. Only designated passenger service personnel will be allowed access to property on hand.

76.2. Documentation.

76.2.1. Prepare an AMC Form 136 according to **Atch 31**. AMC Form 136 will be kept in a suspense file until such time as the baggage is forwarded to the owner or presented to the Property Disposal Office (Ref: **Para 77**).

76.2.2. Prior to initiating an AMC Form 134, check GATES to determine if a case file has already been established. If another station has reported the item lost, respond "ON HAND" in GATES and follow the RUSH Bag procedures in **Para 78** of this instruction.

76.2.3. All found baggage or articles will be documented immediately on an AMC Form 134 in GATES. Attach one copy of AMC Form 134 to each bag or article. Before baggage is stored in a secure location, it will be presented to customs officials for clearance, if required, and the AMC Form 134 will reflect this action in the REMARKS Section. Cross-reference the line number on the baggage tag with the manifest to determine the owner. Owners may be traced in GATES or by checking within the originating stations Records section for a copy of the member's orders.

76.3. Tracer action.

76.3.1. Dispatch a priority ON HAND message in GATES to the BSC and each downline station as soon as possible but NLT 4 hours from the time the baggage was found.

76.3.2. Each bag or article will be matched against previously reported lost baggage claims.

76.3.3. Two or more people will always conduct the baggage inspection and verification. If the baggage is located without proper identification, it will be inventoried by the passenger service officer/superintendent or designated representatives to determine ownership.

76.3.3.1. In cases when it is necessary to remove the owner's lock to conduct the inventory, place the removed lock inside the bag. Upon inventory completion, seal the bag immediately with a plastic or metal fastener to prevent pilferage and do not re-open the bag.

76.3.3.2. Where ownership of the bag is known but the bag is not claimed, the bag will be inventoried to obtain information to expedite its return.

76.3.3.3. Baggage inventories are not necessary until 24 hours have lapsed. This allows the passenger or another station to identify the bag or article. List the inventory in the Itemized Contents section of the AMC Form 134.

76.3.4. Checked articles or baggage erroneously offloaded at other than the intended destination, will be handled as found baggage. An ON HAND baggage message will be immediately sent to the destination station and the BSC to indicate the bag is on hand and disposition instructions.

76.3.5. When ownership of a found bag or article is determined, GATES will be checked to determine if a mishandled baggage report is on file and if the passenger can be contacted.

76.3.6. If the owner is located on station, they will be notified the bag/article has been located and asked to provide disposition instructions. When the bag/article is delivered, the owner will be required to show proper personal identification.

76.3.7. Before releasing the property, enter the passenger's personal information, including addresses and phone numbers, and have the passenger sign the AMC Form 134. File the signed AMC Form 134 in the AMC Form 136 IAW AFRIMS.

76.4. Disposition of Found Baggage.

76.4.1. The AMC air terminal will provide military or contract delivery of the baggage within a 60-mile radius of the terminal (military deliveries may be extended to coincide with vehicle operations permissible operating distance). For delivery of baggage outside the 60-mile radius, AMC airlift will be used when feasible. Baggage sent by airlift will be documented as RUSH baggage according to **Para 78**. Passengers will be offered the option to pick up their baggage. **Note:** For weapons disposition contact the local Transportation Office for shipment to the appropriate unit.

76.4.2. Baggage and all supporting documentation, including TWCF fund cite, will be turned over to the base Transportation Office when terminal management determines AMC airlift is not available. The baggage will be processed for movement by the most expedient mode available, regardless of cost.

76.4.3. When final disposition of the property is made, annotate AMC Form 134, Section II.

76.4.4. AMC Form 136 will be signed and updated in Blocks 7 and 8 by a lost and found baggage representative. These signatures verify all other documents are enclosed prior to filing. File all forms alphabetically by last name and maintained IAW AFRIMS.

77. Disposition of Unclaimed Found Baggage/Articles. After 30 days, all unclaimed found property with an estimated value less than \$25 will be released to the installation Property Disposal Officer (PDO) for immediate disposition. If the estimated value is over \$25, it will be held for 90 days before being released to the PDO. Unclaimed articles can be donated to a local charity (Airman's Attic, Red Cross, etc.), in coordination with the PDO. If there is no installation PDO, terminal management will appoint a PDO in writing. The Gateway Detachment Chief will appoint a PDO in writing. Unclaimed weapons will be immediately turned over to local Security Forces.

78. RUSH Baggage Procedures.

78.1. Misrouted or separated baggage or articles (excluding weapons) will be forwarded as RUSH baggage. Complete an AMC Form 57, *AMC Expedite Tag, Rush Baggage Tag* for each item. Include disposition instructions on the form. Attach a destination tag to the item along with a copy of the AMC Form 134 or AMC Form 47 inside a packing list pouch. **Note:** If present, remove DODID/SSN's.

78.1.1. Weapons (arms, ammunition, and explosives) shipments will be shipped as cargo in coordination with the Traffic Management Office.

78.2. AMC Form 70, *RUSH Baggage Manifest*, will be used to document movement of RUSH baggage. These manifests are not assigned passenger manifest numbers. A copy of the originating RUSH baggage manifests will be filed in the AMC Form 136. A second copy will be placed in the packing list along with AMC Form 134. GATES locations will use a GATES generated RUSH baggage manifest.

78.3. RUSH Baggage will be manifested in GATES on the first available aircraft to the end destination. Lost and Found representative will monitor daily departures for onward transportation of RUSH Baggage. Coordination will be accomplished by the originating station to destination station via telephone, e-mail or GATES with disposition instructions. Receiving stations will acknowledge receipt by routine message, e-mail or GATES. Initiate a follow-up transaction when the sending station has not received acknowledgment within 48 hours. Stations receiving Rush Baggage must expedite delivery to owner.

78.4. Update REMARKS section, of the AMC Form 134 when transshipping RUSH Baggage via commercial/military transportation, remarks will include receipt of the baggage and awaiting disposition. Do not assign a new baggage case file number. Immediately respond with "ON HAND" in GATES when receiving RUSH Baggage. Complete the AMC Form 134, Section II, to indicate final disposition of the property and secure signature when possible. File the AMC Form 134 IAW AFRIMS.

79. Damaged Baggage Procedures. AMC and contracted carriers are not responsible for normal wear and tear, to include wheels, handles or shoulders straps, overpacked baggage, fragile or perishable items. When passengers claim their baggage and discover damage to the container or contents that occurred while in the custody of AMC, the following procedures will be followed:

79.1. Prepare AMC Form 134 and initiate an AMC Form 136 case file.

79.2. Passengers will be provided assistance when completing a claim and instructed to contact a military claims office.

79.3. Instances of damaged baggage should be reported by the passenger to the Lost and Found representative as soon as possible. Late notification will not preclude accomplishment of a Damaged Baggage Report.

79.4. For passengers on commercial contract flights, make a copy of the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim; the passenger keeps the original documents. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested and place a copy of the manifest in the case file.

79.5. Contents lost in connection with extensive damage will be reported on AMC Form 134. The following statement will be entered in Section III: "Articles listed are reported lost due to extensive damage to outer container." Include an itemized listing of articles reported missing and their estimated value. Do not notify law enforcement agencies.

80. Pilfered Baggage Procedures. Articles reported missing or stolen from checked baggage will be reported to a Lost and Found representative as soon as possible. Late notification will not preclude accomplishment of a Pilfered Baggage Report. Pilfered baggage will be processed as follows:

80.1. Prepare AMC Form 134 and initiate an AMC Form 136 case file.

80.2. Passengers on organic aircraft will be provided assistance in completing their claim and instructed to contact a military claims office.

80.3. On military installations, notify the Security Forces of pilfered baggage at the time the report is prepared. Security Forces will obtain a statement from the passenger. At commercial airport locations, follow local operating procedures consistent with standard airline/airport practices.

80.4. For passengers on commercial contract flights, make a copy of the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim; the passenger keeps the original documents. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested and place a copy of the manifest in the case file.

80.5. Immediately send a copy of the boarding pass or boarding manifest, baggage claim stub or baggage tag, and the completed AMC Form 134 to the BSC for all pilfered baggage cases.

81. Baggage Lost by Commercial Carrier.

81.1. Commercial lost baggage is any baggage lost by an airline, bus, train, etc., before passengers enter the AMC system.

81.2. AMC passengers wishing to file a claim for baggage lost by a commercial carrier can file an AMC Form 47. This form will be prepared in four copies according to **Atch 29**. AMC Form 47 will be distributed as follows:

81.2.1. Provide a copy to the passenger with instructions to notify the Lost and Found baggage representative at their destination.

81.2.2. Retain a second and third copy with the passenger's orders in a suspense file until the baggage is received. Upon receipt of the property, inspect the baggage for damage, and make notations on the AMC Form 47. Place the second copy of the AMC Form 47 inside a packing list with a copy of orders and attach a RUSH baggage manifest with an AMC Form 57 to the bag. If more than one article or bag is to be forwarded to the same person, attach a packing list to each piece. **Note:** If present on form, remove DODID/SSN's.

81.2.3. Prior to forwarding, remove the commercial baggage tags to file with a copy of the AMC Form 47.

81.2.4. Once baggage is found, it will be forwarded by the most expedient method IAW **Para 78**.

81.3. When a commercial carrier representative presents unaccompanied baggage, an AMC Form 134 will be completed as a courtesy claim.

81.3.1. Visually inspect the baggage for damage or possible pilferage and annotate the condition of the bag (torn, intact, etc.) on the form. Annotate the following statement in the "Other Details and Remarks" of Section I: "Property was received from (commercial carrier's name) as a courtesy." After accepting the baggage from the non-AMC carrier, determine the owner and disposition prior to forwarding the baggage IAW **Para 78**.

Section K—Baggage Service Center

82. Baggage Service Center (BSC). The BSC is located at Joint Base Charleston AFB SC. It traces mishandled baggage AMC-wide, determines final action of case files, and compiles statistical data for HQ AMC.

82.1. The BSC lead representative will ensure procedures are followed in compliance with this publication.

82.2. Contact information for the BSC:

82.2.1. E-Mail Address: 437aps.bsc@us.af.mil (E-mail address subject to change).

82.2.2. Mailing Address: AMC Baggage Service Center, 105 South Bates St., Bldg 164, Charleston AFB, SC 29404.

82.2.3. Phone Numbers: Commercial: (843) 963-2895 / DSN: (312) 673-2895, Commercial Fax: (843) 963-3845 / DSN Fax: (312) 673-3845, CONUS Toll Free: 1-800-851-5761.

82.3. Found Baggage Procedures (received from reporting stations).

82.3.1. BSC will check daily notices in GATES and will receive AMC Form 134 from reporting stations and query the GATES database for a possible match.

82.3.2. If a match is made, notify the station with the Lost Case file that the bag has been recovered. Coordinate disposition with the stations filing the lost/found baggage reports. If no match is made, update the remarks section of AMC Form 134 and notify the station with the Lost Case file. In the remarks section, annotate that the case file will be closed in 120 days from the date received if no claims are made prior to the close date.

82.3.3. After 120 days of file inactivity, annotate “no action was received and file was closed” in the Remarks Section.

82.4. Lost Baggage Procedures (received from reporting stations):

82.4.1. BSC will check daily notices in GATES for all Lost Case files that have been assigned a BSC File Number. Receive AMC Form 134 from the reporting station. Enter this information in the BSC Receipt Log.

82.4.2. Query GATES for a possible match.

82.4.2.1. If a match is made, notify the station filing the found claim. Coordinate disposition with the filing station.

82.4.2.2. If no match is made, update GATES as such. Prepare a local cover letter and acknowledgment form to be sent (electronic or USPS) to the passenger. The purpose for this is to determine whether the personal property is still missing and no claim has been made or reimbursement has been received.

82.4.2.2.1. A local cover letter and acknowledgment form will be accomplished and sent (electronic or USPS) to the passenger within 5 duty days of receiving the AMC Form 134. Annotate the date the letter was sent and place in the passenger suspense file until the mailed copy is received from the passenger. If the passenger does not contact BSC within 30 days of date letter was sent to the

passenger, then place the file on hold until the passenger either contacts BSC or maintain for one year from the date the claim was made.

82.4.2.2.2. Once the acknowledgment letter is received from the passenger, the following actions will be accomplished:

82.4.2.2.2.1. If the lost bag has been located and returned, the case file will be closed.

82.4.2.2.2.2. If the passenger received no compensation and the bag is still missing, send a cover letter and a copy of the documentation to the carrier.

82.4.2.3. If a claim letter was sent to an AMC contract carrier and acknowledgment is not received within 90 days, a letter will be sent to the appropriate USTRANSCOM contract administrator advising them of the contract violation:

82.4.2.3.1. All locations send the claim letter to USTRANSCOM/TCAQ-CO, 508 Scott Drive, Scott AFB, IL 62225-5357 or via e-mail to USTCAQ-Operations@ustranscom.mil.

82.5. Damaged and Pilfered Baggage.

82.5.1. Case files will be received from stations for AMC contract carriers only. The files will be dated with the receipt date and an entry will be made in the BSC Receipt Log and GATES.

82.5.2. Check the file for information completeness and damage/pilferage value. If the package is complete, a copy will be sent to the AMC contract carrier for reimbursement. File the original case file by the BSC case file number.

82.5.3. When receipt is acknowledged by the AMC contract carrier, the letter will be removed from the suspense file and the case file will be filed by the BSC case file number and maintained for 2 years.

82.5.4. If acknowledgment is not received from the carrier within 90 days, a letter will be sent to the contract administrator advising them of the contract violation and request assistance.

82.6. The BSC lead representative will update data reports from field units not later than the 5th working day after each operating month.

82.7. Baggage Inquiries and Reporting Station Assistance:

82.7.1. Provide answers to inquiries from passengers on the status of their mishandled baggage and provide them guidance on the appropriate claim action within 3 duty days.

82.7.2. Provide tracer action for inquiries from the commercial airlines within 3 duty days.

82.7.3. Notify stations when they are not following established procedures.

WALTER L. ISENHOUR, Colonel, USAF
Deputy Director of Logistics

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

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- DOD 4500.9R Part-I, *Passenger Movement*, November 2010
- DOD 4500.9R Part-III, *Mobility*, July 2011
- DOD 4500.9R Part-V, *Department of Defense Customs and Border Clearance Policies and Procedures*, March 2011
- DOD 4500.54-G, *DOD Foreign Clearance Guide*, Perpetual
- DOD 4515.13R, *Air Transportation Eligibility*, November 1994
- DODD 5210.56, *Carrying of Firearms and the Use of Force by DOD Personnel Engaged in Security, Law and Order, or Counterintelligence Activities*, 1 Apr 2011
- DOD 5400.7-R, AFMAN 33-302, *DOD Freedom of Information Act Program*, 21 Oct 2010
- DODFMR 7000.14-R, Volume 5, *Disbursing Policy*, February 2014
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- AFI 33-360, *Publications and Forms Management*, 25 Sep 2013
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- AFMAN 24-204 IP, *Preparing Hazardous Materials for Military Air Shipments*, 3 Dec 2012
- AFMAN 33-363, *Management of Records*, 1 Mar 2008
- AFMAN 34-240, *Food Service Program Management*, 2 May 2005
- AFJI 48-104, *Quarantine Regulations of the Armed Forces*, 24 Jan 1992
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- AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Guidance and Procedures*, 23 Dec 2009
- AMCI 11-208, *Tanker/Airlift Operations*, 1 Jun 2000
- AFI 33-129, *Web Management and Internet Use*, 3 Feb 2005
- AFI 36-2903 AMCSUP, *Dress and Personal Appearance of Air Force Personnel*, 17 Nov 2014

Prescribed Forms

- AMC Form 20-ID, *AMC Baggage Identification Tag*
- AMC Form 20-DV, *AMC Baggage Tag—AMC Distinguished Visitor Baggage Tag*
- AMC Form 20-EL, *AMC Baggage Tag—AMC Emergency Leave Tag*

AMC Form 20-BWI, *AMC Baggage Tag—Baltimore-Washington International Airport, Maryland Baggage Claim Tag*

AMC Form 20-GP, *AMC Baggage Claim Tag-General Purpose*

AMC Form 20-NGU, *AMC Norfolk NAS, Virginia Baggage Claim Tag*

AMC Form 20-RMS, *AMC Ramstein AB, Germany Baggage Claim Tag*

AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage (AMC)*

AMC Form 57, *AMC Expedite Tag – Rush Baggage Tag*

AMC Form 70, *Rush Baggage Manifest*

AMC Form 76, *AMC GRAM Passenger Travel Information*

AMC Form 76A, *AMC GRAM Passenger Travel Information (Navy)*

AMC Form 77, *Aircraft Ground Handling Record*

AMC Form 79, *AMC Passenger Information Envelope*

AMC Form 103, *C-5 Seating Chart*

AMC Form 108, *Passenger Rehandled Workload*

AMC Form 134, *Mishandled Baggage Report (PA)*

AMC Form 134a, *Mishandled Baggage Summary*

AMC Form 136, *Baggage Mishandled Report File*

AMC Form 140, *Space-Available Travel Request*

AMC Form 148 Series, *AMC Boarding Pass/Ticket/Receipt*

AMC Form 162, *In-flight Meal Supplement Worksheet*

AMC Form 416, *Interline Baggage Claim Tag*

AMC Form 229, *Passenger Service Flight Folder*

AMC Form 253, *Air Passenger Comments*

AMC Form 1004, *Unaccompanied Minor Passenger*

AMCVA 24-3, *Federal Safety and Security Inspection Rules*

AMCVA 24-5, *Advice to Passenger*

AMCVA 24-6, *Not a Joking Matter*

Adopted Forms:

DD Form 139, *Pay Adjustment Authorization*

DD Form 1131, *Cash Collection Voucher*

DD Form 1839, *Baggage Identification*

DD Form 1853, *Travel Eligibility, Verification of Reserve Status*

DD Form 2131, *Passenger Manifest*

DD Form 2765, *Department of Defense/Uniformed Service Identification and Privilege Card*

AF Form 40, *Authorization for Inactive Duty Training*

AF Form 40a, *Record of Individual Inactive Duty Training*

AF Form 55, *Employee Safety and Health Record*

AF Form 79, *Head Count Record*

AF Form 116, *Request for Deviation from Security Criteria*

AF Form 129, *Tally In-Out*

AF Form 1098, *Special Task Certification and Recurring Training*

AF Form 1305, *Receipt for Transfer of Cash and Vouchers*

DA Form 1306, *Statement of Jump and Loading Manifest*

NAVCOMPT 2277, *Voucher for Disbursement and/or Collection*

NAVRES 1570/22, *Individual Inactive duty Training (IDT) Participation*

SF Form 1049, *Public Voucher for Refunds*

CFT-6059B, *Customs Declaration*

Abbreviations and Acronyms

ABU—Airman Battle Uniform

APCC—Aerial Port Control Center

ACL—Allowable Cabin Load

ACSA—Acquisition and Cross-Serving Agreement

AECMs—AE Crew Members

AFI—Air Force Instruction

AGR—Active Guard and Reserve

AIT—Automatic Identification Technology

AMC—Air Mobility Command

AMD—Air Movement Designator

AMS—Air Mobility Squadron

AMOW—Air Mobility Operations Wing

ANG—Air National Guard

APOD—Aerial Port of Debarkation

APOE—Aerial Port of Embarkation

APS—Aerial Port Squadron

ARC—Air Reserve Component

ATGHS—Air Terminal Ground Handling Service
ATGL—Air Transportable Galley/Lavatory
ATM—Air Terminal Manager
ATM—Automated Teller Machine
ATD—Actual Time of Departure
ATO—Anti-terrorism Officer
ATOC—Air Terminal Operations Center
ATT—Air Transportability Training
BAS—Basic Allowance for Subsistence
BEF—Bioenvironmental Engineering Flight
BSC—Baggage Service Center
CBP—Customs and Border Protection
CCTV—Closed Circuit Television
C of C—Certificate of Compliance
CE—Civil Engineering
CIC—Customer Identification Code
CMAA—Cooperative Military Airlift Agreement
CO—Contracting Officer
CONUS—Continental United States
COR—Contracting Officer Representative
CSB—Customer Service Branch
CSS—Concurrent Servicing Supervisor
CTO—Commercial Travel Office
DCIO—Defense Criminal Investigative Organization
DCS—Defense Courier Service
DOD—Department of Defense
DSN—Defense Switch Network
DTR—Defense Transportation Regulation
EL—Emergency Leave
EPC—Emergency Point of Contact
ERD—Early Return of Dependents
ERO—Engine Running On/Off Loading

ETIC—Estimated Time in Commission
FAA—Federal Aviation Administration
FAMS—Federal Air Marshall Service
FBI—Federal Bureau of Investigation
FCG—Foreign Clearance Guide
FIDS—Flight Information Display System
FIS—Federal Inspection Service Fee
FMS—Foreign Military Sales
FOIA—Freedom of Information Act
FP—Force Protection
FPCON—Force Protection Condition
FRF—Fragment Retention Film
FSO—Financial Services Office
GOV—Government Owned Vehicle
HAZMAT—Hazardous Materials
HVAC—Heating, Ventilation, and Air Conditioning
IATA—International Air Transport Association
IAW—In Accordance With
IA—Implementing Arrangement
IDT—Inactive Duty Training
IF—In-Flight Food
INS—Immigration and Naturalization Services
JA—Joint Airborne
JCS—Joint Chiefs of Staff
LOA—Letter of Authorization
LRS—Logistics Readiness Squadron
MAF—Mobility Air Force
MAPM—T —Manual Alternative Passenger Manifesting Tool
MCI—Meal Combat Individual
MCIO—Military Criminal Investigative Organization
MFR—Memorandum for Record
MRT—Maintenance Recovery Team

MWD—Military Working Dogs
NAVCOMPT—Navy Comptroller
NATO—North Atlantic Treaty Organization
NALO—Navy Air Logistics Office
NCIS—Naval Criminal Investigative Service
NCOIC—Non-Commissioned Officer in Charge
NDO—Navy Disbursing Office
NLT—Not Later Than
NOK—Next of Kin
OPSEC—Operations Security
OCONUS—Outside of the Continental United States
OIC—Officer in Charge
OLE—Office of Law Enforcement
OPLAN—Operational Plan
ORM—Operational Risk Management
OSI—Office of Special Investigation
PAS—Privacy Act Statement
PA—Public Address
PCS—Permanent Change of Station
PDMRA—Post Deployment/Mobilization Respite Absence
PDO—Property Disposal Officer
PE—Patriot Express
POC—Point of Contact
POV—Privately Owned Vehicle
PR—Phoenix Raven
PSA—Passenger Service Agent
PT Lox—Patient Therapeutic Liquid Oxygen Converter
RAAF—Royal Australian Air Force
RAM—Random Antiterrorism Measures
RI—Routing Indicator
RMRC—Remote Manifesting Resolution Center
RMT—Remote

RON—Remain Over Night
RSO—Radiation Safety Officer
SAH—Special Account Handling
SF—Security Forces
SPE—Single Point of Entry
SSN—Social Security Number
TAC—Transportation Account Code
TAD—Temporary Additional Duty
TDY—Temporary Duty
TLD—Thermal Luminescent Dosimeter
TO—Transportation Office
TCN—Transportation Control Number
TR—Transportation Representative
TSA—Transportation Security Administration
ULN—Unit Line Number
USDA—United States Department of Agriculture
USPS—United States Postal Service
VIP—Very Important Person
VSI—Very Seriously Ill
WBT—Web Based Training

Terms

Abort—To turn back from an airlift mission before the next scheduled destination is reached, for reasons other than enemy action. This may occur after an aircraft is airborne or on the ground before takeoff.

Accompanied Baggage—Personal and public property carried or accompanied by a passenger and not documented as cargo.

Actual Time of Departure—The time an aircraft actually becomes airborne.

Aerial Port—An airfield, which has been designated for the sustained air movement of traffic and to serve as an authorized port for entrance or departure to or from the country in which located.

Aerial Port Control Center—The APCC is the Air Transportation control agency, which ensures proper coordination and direction of aerial port resources to accomplish expeditious movement of passengers and cargo and maximum utilization of airlift capability within the theater airlift system. The 618 AOC (TACC)/XOGX (APCC) ensures the proper

coordination/use of worldwide airlift requirements and resources. The APCC works directly for the Director, Global Channel Operations in 618 AOC (TACC)/XOG.

Aerial Port of Debarkation—A station which serves as an authorized port to process and clear aircraft (scheduled, opportune, tactical, and ferried) and traffic for entrance to the country in which located.

Aerial Port of Embarkation—A station which serves as an authorized port to process and clear aircraft (scheduled, opportune, tactical, and ferried) and traffic for departure from the country in which located.

Aeromedical Evacuation System—A system which provides (a) control of patient movement by air transport; (b) specialized medical attendants and equipment for in-flight medical care; (c) facilities on or in the vicinity of air strips and air bases for the limited medical care of in-transit patients entering, enroute, via, or leaving the system; and (d) communication with originating, enroute, and destination medical facilities concerning patient transportation.

Airlift Contract—A contract between the government and an air carrier to provide transportation for DOD sponsored traffic.

AMC Sequence Listing for Channel Traffic—A publication identifying all AMC channels and approved operating frequency. It also contains a US Central Command (USCENTCOM) APOD Association Plan. The 618 AOC(TACC)/XOGD is OPR for publication of the listing. Changes to the listing will be forwarded by message.

Airlift Requirement—The total number of passengers and/or tonnage of cargo/mail forecast to be airlifted to or from an area during a specified period of time.

Air Movement Designator—A combination of letters and numbers assigned in accordance with established codes to identify the originating and destination station, priority, type travel, movement month, and sponsoring department in whose interest the traffic is being moved.

Air Reserve Component—All units, organizations, and members of the Air National Guard (ANG) of the United States and the United States Air Force Reserve (AFRES).

Air Terminal—A facility on an airfield, that functions as an air transportation hub monitoring the loading and unloading of aircraft and the in-transit processing of passengers and cargo. The airfield may or may not be designated an aerial port.

Air Terminal Ground Handling Service—A contracted terminal designated for the sustained air movement of traffic and to serve as an authorized port for entrance or departure to or from the country in which located.

Air Terminal Operations Center—The air terminal work center which exercises operational control over other terminal work centers. ATOC coordinates activities for loading, unloading, and fleet servicing aircraft. Manages the port backlog, coordinates with other agencies concerned with aircraft scheduling and space allocations.

Allowable Cabin Load—The total load that an aircraft can transport over a given distance taking into account weight and volume.

Authorized Ground Time—The aircraft ground time as published in the AMC cargo and passenger schedules.

Automatic Identification Technology—Consists of process control hardware, application software, and hybrids that provide industry-standard real-time data acquisition to enhance productivity. It includes barcodes, radio frequency identification, magnetic stripes, smart cards, common access cards, and optical laser cards.

BEELINE—Used to report any event or incident that meets Air Force-level interest, but does not meet national or international level interest requirements. Although the report normally remains within USAF channels, BEELINE information is made available to agencies outside the USAF (NMCC, State Department, etc.) through asynchronous reporting. Ref AFI 10-206 AMCSUP 1 Dtd 25 Oct 2012.

Block Time—Block out time is determined when the aircraft actually moves, not when the aircraft chocks are removed. Block in time is when the aircraft has come to a complete stop and wheels have been chocked.

Blue Bark—US military personnel, US citizen civilian employees of the DOD and dependents of both categories when travel is as a result of the death of an immediate family member. It also applies to escorts for dependents of military members traveling under competent orders issued pursuant to Joint Federal Travel Regulation, chapter 7, Part D.

Border Clearance—Entry and exit clearances and inspections required to comply with Agriculture, Customs, Immigration, and Immunization directives.

Categories of Airlift International—

(1) Category B (Contracted full plane load passenger missions, also known as Patriot Express (PE))—Transportation of passengers and/or cargo in full planeload lots on other than carriers regularly scheduled commercial flights. Payment to carrier is via contract with AMC. Users reimburse AMC at the common user rate based on appropriate movement documentation.

(2) Category M—Movement of passengers on military passenger or cargo/passenger-configured aircraft. Flights normally operate between military airports. Passengers are booked by AMC passenger booking activities. Passengers use travel orders with a control number applied by the TO/ITO/PTO, as travel authorization. The services are billed at the TWCF tariff rate.

Change Fund Custodian—The individual appointed by the squadron/port operations officer/detachment commander to obtain operating funds from the servicing AFO IAW DFAS-DE 7010.1-R, *General Accounting and Finance Systems at Base Level*, and DODFMR 7000.14-R, Vol 5.

Channel—APOE/APOD pairs between which common user airlift service may be provided on a scheduled basis. A channel does not represent the actual aircraft routing, although the two may be the same. Channels are validated by USTRANSCOM.

Channel Extension—A regular channel mission performing an added stop at a non-channel location. HQ AMC approves channel extensions on a case-by-case basis. Normally, approval is contingent on the onload/offload location(s) being within 2 hours of a channel APOD/APOE and will not result in a major deviation from mission schedule.

Channel Traffic—Passengers and cargo moving over established worldwide routes served by either scheduled Department of Defense aircraft under the control of the Air Mobility Command or commercial aircraft under contract to and scheduled by the Air Mobility Command.

Channel Passenger Operations Section—The organization charged with the management and execution of passenger bookable seats on AMC channel missions. 618 AOC (TACC)/XOGC manages passenger seat inventory to ensure maximum utilization on passenger bookable channel missions.

Circuitous Travel—Travel by a route other than the one that would normally be prescribed by a transportation officer between the places involved.

Classified Shipment—A shipment assigned security classification by the shipper and requiring special handling by the carrier, consignee, and aerial ports/air terminals from origin to destination.

Close Blood or Affinitive Relatives—A permanent member of, and a resident in, a military member's or DOD civilian employee's household and dependent on the sponsor for a home.

Coin Assist—Designates the Space-A travel of spouses, accompanying children, and dependent parents of military personnel reported missing in action or captured. This travel is for humanitarian purposes and is allowed on approval of the Chief of Staff, United States Army; Chief of Staff, United States Air Force; Chief of Naval Operations; or the Commandant of the Marine Corps.

Commercial Gateway—A commercial airport serving as an origin/destination point for international air travel.

Competent Medical Authority—A physician cognizant of the medical needs of a sick, injured, or wounded person and having a responsibility to provide (or to arrange to provide) the necessary medical care for that person.

Concurrent Servicing—The simultaneous servicing of fuel, in conjunction with maintenance, inspection, and loading of baggage/cargo with or without passengers onboard.

Concurrent Servicing Supervisor—The person responsible for the on-site supervision of all aspects of concurrent servicing operations.

Contingency (DOD)—A situation requiring military operations in response to natural disasters, terrorists, subversives, or as otherwise directed by appropriate authority to protect US interests.

Contingency Channel—Supports sustainment operations of a Joint Chiefs of Staff-designated contingency and is assigned a 1B1 Joint Chiefs of Staff priority. Combatant Commands or Service Headquarters (in conjunction with the affected geographic combatant commands) identify contingency airlift channels for United States Transportation Command validation. Contingency channels, once established, will be periodically reviewed to ensure a 1B1 priority code is still warranted.

Contracting Officer—A duly appointed government agent authorized to award and/or administer contracts and perform the day-to-day administration of the contract. The CO is the only person authorized to contractually obligate the government.

Contracting Officer Representative—Government personnel who perform quality assurance functions for a contracted service.

Courier, Defense Courier Service—An officer or enlisted member in the grade of E-7 or above of the Departments of the Army, Navy, or Air Force, assigned to a courier station to perform Defense Courier Service duties.

Courier Material—Material accepted by the Defense Courier Service (DCS) for movement on AMC, AMC contract, logistics airlift, and QUICKTRANS aircraft.

Critical Leg ACL—The amount of payload (cargo, mail, passengers, and baggage) that may be carried over the segment of a mission requiring the greatest quantity of fuel.

Customer Identification Code (CIC)—A group of 15 digits developed by the user service to enable identification of AMC charges within that service's appropriation and accounting structure.

Customs Territory of the United States (CTUS)—The fifty United States, District of Columbia, Puerto Rico, Guam, and US Virgin Islands.

Defense Transportation System (DTS)—Consists of military controlled terminal facilities, AMC controlled airlift, Military Sealift Command (MSC) controlled or arranged sealift, and government controlled air or land transportation.

Delay—The criteria for military and commercial aircraft differ:

(1) **Military Aircraft**—For home station originating departures, a reportable delay occurs when the mission departs more than 14 minutes after scheduled takeoff time. For other military aircraft departures, a reportable delay occurs when a mission exceeds its scheduled ground time or scheduled time of takeoff, whichever is later, by more than 14 minutes.

(2) **Commercial Aircraft**—A reportable delay occurs when the mission blocks out 1 minute or more past scheduled departure.

Delay Enroute—Stop-off privilege offered to passengers at any traffic stop along the direct route of a scheduled AMC flight. If the segmented cost is more than the direct cost, the traveler pays the difference.

Depositioning Leg—That portion of a flight necessary to return an aircraft to its home base or station where it will resume its normal operations.

Designated Couriers—Is an appropriately cleared active duty member of the US Armed Forces (in the grades E-5 or above) or, when authorized, a US Government civilian employee (in the grade GS-5 or above), who is selected to take custody of, safeguard, and escort a particular DCS shipment.

Distinguished Visitor (DV)—All US military personnel (active and retired), foreign national personnel, and civilians in the grade of colonel, Navy captain, GS-15 equivalent or above.

Distribution Channel—A combatant command or Service Headquarters (in conjunction with the affected geographic combatant commands) requested common-user route validated through the United States Transportation Command, based on justification provided and transportation support feasibility.

Enroute Station—Station between points of origin and destination at which the airlift mission will stop.

Escort—A member of the armed forces (to include DOD, contract, and other government agencies) assigned to accompany, assist, protect, or otherwise ensure the security, serviceability, or immediate employment of cargo at destination stations. Escorts must possess travel orders in accordance with DOD 4515.13R.

Essential Station Messing (ESM)—Formerly, Subsistence In Kind. Food furnished to enlisted personnel at government expense. ESM is also termed “Rations-In-Kind.”

Family Member—Family Members are spouses of uniformed service or DOD civilian members, unmarried children (including stepchildren or adopted children) under 21 years of age. Family Members also include children who are physically or mentally incapable of supporting themselves, regardless of age, if dependent on the member for over half of their support. Parents of the member, or the member's spouse, if dependent on the member or the member's spouse for over half of their support and actually resides with the member's household. Student family members over 21 years of age are entitled to transportation IAW AFI 36-3020, *Family Member Travel*.

Federal Inspection Service Fee (FIS)—Fee charged to each passenger entering the US on Category B missions through commercial gateways. The charge is distributed to US Customs and Immigration and Naturalization Service. Cash payment of this fee applies only to Space-Available passengers. The charge is included in the tariff for duty passengers.

General Services Administration (GSA) City Pair Fares—GSA-contracted passenger airfares for specific origin and destination points for use by government employees on official business.

Global Air Transportation Execution System (GATES)—The United States Transportation Command's aerial and sea port operations and management information system designed to support automated cargo and passenger processing, and provide in-transit visibility data to the Integrated Data Environment/Global Transportation Network Convergence (IGC) system.

Global Decision Support System (GDSS)—GDSS is a comprehensive unit and force-level planning, scheduling and tracking tool for all AMC and AMC contracted missions. The system includes an interface with GATES and dozens of other systems to fulfill its global mobility mission; combining several legacy systems into a modernized, fully integrated global AMC C2 system.

G081—Training Management Information System to track training dates. This system will standardize and support unit training managers in the day-to-day management of the unit's training program. For additional guidance and information consult HQ AMC/A4TR.

Greenwich Mean Time (GMT)—Also called Zulu Time; used as the prime basis of standard time throughout the world.

Ground Time—A period of time an aircraft is on the ground. Ground times for military and commercial aircraft differ; military aircraft ground time is computed from landing to takeoff while commercial aircraft is from block in to block out.

Head Tax—Tax for each passenger departing the 50 United States on an international flight (reference Tax Equity and Fiscal Responsibility Act of 1982). Cash payment of the head tax applies to Space-A passengers. The head tax is included in the tariff for duty passengers.

Home Station—Base to which an aircraft is assigned.

Integrated Data Environment/Global Transportation Network Convergence (IGC)—An integrated network of command, control, communications, and computer systems as well as related procedures, policy, and personnel in support of USTRANSCOM's global transportation management and operations.

In—transit Passenger—Passenger(s) offloaded at a station other than the destination station and placed aboard an aircraft at enroute stations for onward movement.

In—Transit Visibility (ITV)—The ability to provide timely and accurate information on the identity, status, and location of DOD unit equipment and non-unit resupply moving through the logistics pipeline from cargo offering and/or initial requisition to receipt by the requester.

Manifest—Movement record of traffic transported on aircraft operated by, for, or under the control of the Department of Defense.

Material Handling Equipment (MHE)—MHE is special purpose equipment for the handling of cargo that is compatible with 463L cargo handling systems. **Examples:** 10K forklift, 25K and 60K aircraft cargo loaders.

milBook—milBook is a sub application of *milSuite*, an online collection of tools and applications for online collaborative methods and secure communities in the Department of Defense.

Mixed Cargo and Passenger Missions—Scheduled airlift missions designated in the AMC passenger/cargo schedule or by HQ AMC for the movement of both cargo and passengers

No—Show Passenger—An individual with a confirmed reservation for a specific mission who fails to check-in at the appropriate passenger service counter in time to be processed and manifested for that mission.

Noncombatant Evacuation Operations (NEO)—A NEO is Movement of DOD, Department of State, other US personnel, and designated aliens who must be moved from a threatened geographic area or theater of operations.

Non—DOD US Government Tariff—Charges for transportation provided to US Government federal agencies other than the DOD.

Non—Spouse Minor—Any authorized dependent other than the spouse that is under the age of 18.

Non—US Federal Agencies—FMS and non-US Federal agency users and individuals authorized transportation under DOD 4515.13R (use FMS and non-US Government channel tariffs).

On—Time Arrival—An aircraft that blocks in, on, or before scheduled arrival time, plus 15 minutes.

On—Time Departure—An aircraft that takes off at the scheduled or established time. Take off within 14 minutes of scheduled time (military) or block-out within 20 minutes of scheduled blocks (civilian) is an on-time departure.

Opportune Airlift—Any aircraft not on a scheduled channel mission that offers space for passengers, cargo, and/or mail. It is the use of unique aircraft in a secondary role to the primary mission, and the portion of airlift capability available for use after planned mission requirements have been met.

Overpacked Meals—Frozen meals loaded on the aircraft at one station to be used by passengers originating at stations where the capability to provide frozen meals does not exist.

Passenger Loading Bridge—A maneuverable and adjustable covered walkway used to unload/offload passengers between the aircraft and terminal.

Passenger Service Center (PSC)—The primary assistance point in the passenger terminal. Provides a Passenger Reservation Section coordinated interface between the check-in counter and the passenger who arrives late, without a reservation, or with a travel problem. Accomplishes flight set-up for all flights processed in GATES. Has reservation/booking control for scheduled passenger missions from the time the pre-manifest is received until the mission departs. Determines travel eligibility, signs up and selects Space-A and duty standby passengers for movement, maintains passenger backlog listings and collects passenger travel orders or letters of authorization.

Passenger Terminal—Passenger Terminals are facilities or parts of a facility where AMC passenger operations take place, to include offices, AAFES operations, and other organizations within the facility which are associated with the passenger movement function.

Personal Excess Baggage—Pieces and/or weight in excess of that authorized; the passenger is required to pay for this baggage.

Pilfered Baggage—Baggage reported as having been tampered with and/or contents removed.

Positioning Leg—That portion of a flight necessary to move an aircraft from a station to a point at which a directed operation commences.

Quality Assurance—A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this contract, quality assurance refers to actions by the government.

Radiation Safety Officer—An individual assigned and appointed by the Installation Commander to provide oversight and execution of a radiation safety program. This individual is normally assigned to the Bioenvironmental Engineering Flight within the Medical Group (or equivalent).

Range Ride—An in-flight evaluation of a commercial air carrier's cabin services and conditions by a designated AMC representative.

Rehandled Passengers—Passengers that require any Passenger Service function to be re-accomplished due to circumstances outside the aerial port's control (e.g., re-transported, re-manifested, re-screened, re-manifested, re-boarded or reprocessed etc.). When these functions are re-accomplished, they will be recorded once for re-handling purposes on AMC Form 108.

Repatriation Mission—Missions supporting the return of human remains to their nation of origin.

Retrograde Cargo/Mail—Cargo which originates in OCONUS areas, moved by any mode of transportation in the reverse flow of a normal traffic pattern, destined to and terminating in the CONUS.

Rotate Passenger—Remove selected/manifested passenger from flight and return to the Space-R/Space-A backlog.

Space—Available (Space-A) Traffic—That traffic authorized for movement as outlined in DOD 4515.13R.

Space Block—Space requested by the user and confirmed by the controlling agency. This reservation is made to ensure that space is made available for movement of specific traffic on a particular mission.

Space—Required (Space-R)/Cash Reimbursable—Space-Required passengers who are authorized and have elected to purchase an Air Transportation Authorization (ATA) for their movement IAW the provisions outlined in DOD 4515.13R, Chapter 4. Cash reimbursable means the passenger reimburses the DOD for the travel provided.

Space—Required Traffic—Categories of reimbursable traffic are outlined in DOD 4515.13R.

Special Air Mission (SAM)—Missions operated by aircraft assigned to the 89 AW in support of the special airlift requirements of the DOD.

Special Assignment Airlift Mission (SAAM)—A mission operated by AMC (other than the 89 AW), which requires either a special pickup or delivery at points other than those established within the AMC route structure; or requirements for movement within this structure that requires special consideration because of the number of passengers, weight, size of cargo, urgency or sensitivity of movement, or other special factors.

Standoff distance—A distance maintained between the outer wall of the inhabited portions of a building and the potential location for an explosive detonation.

Sterile area—A location in which screened passengers, baggage, or cargo are isolated in such a way that prohibited and/or restricted items cannot be received by passengers or inserted into baggage or cargo.

Suspicious Package—A suspicious package may include but not limited to a container received through the postal system, or found that does not meet the definition of unattended baggage. It could also be a box or bag found in an area it would not normally be found. Ref: **Atch 24** for further information.

Tech Stop—A scheduled stop by a mission at a station that is not part of the channel system. Tech stops are made on missions between channel stations normally for fuel.

Transportation Working Capital Fund (TWCF)—That part of the Air Force Working Capital Fund operated by AMC to finance the operating costs of the airlift services provided by the United States Transportation Command for airlift services and is reimbursed for such costs by authorized customers to whom airlift service is rendered.

Travel Information Manual (TIM)—Each passenger terminal maintaining a DOD Foreign Clearance Guide (FCG) for the purpose of performing border clearance can obtain this publication by contacting the local base library. The base library will order the publication in accordance with AFI 34-270, *Air Force Library and Information System (AFLIS)*.

Unattended Baggage—A bag or container not under positive control, used for holding personal property while traveling. May consist of but not limited to suitcase, duffel bag, gym bag, box or other container that is marked with passengers or owners name. Bag may also include tags or other identifying markings (Ref: **Atch 22**).

Unauthorized Baggage—Baggage over the authorized baggage number or weight allowance on the travel orders, or items specifically prohibited by law.

Unit Move—Movement of troops and associated cargo that are part of a specific unit function.

United States Transportation Command (USTRANSCOM)—The DOD single manager for common-user and traffic management activities.

Attachment 2

GLOSSARY OF CODES

A2.1. Category Service Codes

Table A2.1. Use these codes to indicate the Category of Service provided

CODE	CATEGORY SERVICE
A	Category A
B	Category B, Patriot Express
C	Regular/standard fare/CONUS commercial service (US flag carrier)
D	CONUS courier flight; regular scheduled commercial service
E	Aeromedical evacuation aircraft
F	Regular/standard fare international commercial service (US flag carrier)
G	Regular/standard fare commercial service (foreign flag carrier)
H	CONUS courier flight; commercial contract carrier aircraft
I	Not used
J	CONUS courier flight; military aircraft
K	Not used
L	AMC military (cargo)
M	AMC military (passenger or passenger/cargo) (programmed capability)
N	Air National Guard aircraft
O	Not used
P	AMC military (passenger or passenger/cargo) (un-programmed capability)
Q	Not used
R	Air Force Reserve aircraft
S	Special Assignment Airlift Mission (SAAM) aircraft
T	Not used
U	Unscheduled non-TWCF (opportune) passenger or cargo aircraft
V	Not used
W	Travel cancellation

A2.2. Type Standby/PRS Cancellation Codes

A2.2.1. Enter "Type standby" classification code of a duty standby passenger or reason a passenger's name was removed from the pre-manifest or a flight.

A2.2.2. GATES stations will enter the appropriate code in the "RSN CODE" data field or the "TYPESTNDBY" data field as appropriate.

Table A2.2. Type Standby/PRS Cancellation Codes

CODE	TITLE	EXPLANATION
A	Duplicate Booking	Passenger has a duplicate booking; use this code to cancel one of their bookings
E	Early Arrival	Personnel reporting to the APOE in advance of the reporting time designated in the travel order and who are accepted for movement on the first available aircraft
F	Pre-manifest cancellation (by requesting activity or passenger)	Indicated cancellation request by a requesting activity or passenger received by PRS after the pre-manifest was forwarded to the reservation/passenger service check-in counter, and before flight close out time
N	No-Show Passenger	A passenger, listed on the pre-manifest, who failed to report for a scheduled departure
P	Passport Hold	Passenger delayed as a result of passport or visa irregularities
W	Walk-in	A passenger traveling on a Space-R basis that arrives at the terminal without a confirmed reservation
X	Flight	Passengers who reported for commercial movement on a scheduled flight which includes passengers on flights, which due to weather etc., were required to divert from the APOE

A2.3. Grade and Title Codes

Table A2.3. Grade and Title Codes

ARMY	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Cadet	CDT
Officer Cadet	OC
Chief Warrant	CWO-5/CW5
Master Warrant Officer	MW4
Warrant Officer I	CW1
Warrant Officer Cadet	WOC
Command Sergeant Major	CSM
Sergeant Major	SGM
1st Sergeant	1SG
Master Sergeant	MSG
Sergeant First Class	SFC
Platoon Sergeant	PSG
Staff Sergeant	SSG
Sergeant	SGT
Specialist	SPC
Corporal	CPL
Private First Class	PFC
Private	PV2
Private	PV1
NAVY/COAST GUARD	
Admiral	ADM
Vice Admiral	VAD
Rear Admiral (Upper Half)	RAD
Rear Admiral (Lower Half)	RAD
Captain	CPN
Commander	CDR
Lt Commander	LCD
Lieutenant	LT
Lieutenant JG	LJG
Ensign	ENS

Midshipman	MID
Chief Warrant Officer	WO4, WO3, WO2
Warrant Officer 1	CW1
Master Chief Petty Officer	CPM
Senior Chief Petty Officer	CPS
Chief Petty Officer	CPO
Petty Officer First Class	PO1
Petty Officer Second Class	PO2
Petty Officer Third Class	PO3
Seaman, Fireman, Airman	SN, FN, AN
Apprentice	SA
Recruit	SR
AIR FORCE	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Flight Officer	FOI
Chief Master Sergeant	CMS
Senior Master Sergeant	SMS
Master Sergeant	MSG
Technical Sergeant	TSG
Staff Sergeant	SSG
Senior Airman	SRA
Airman 1st Class	A1C
Airman	AMN
Airman Basic	AMB
Aviation Cadet	AVC
Air Force Academy Cadets	AFC
OSI Agents	OSI
MARINE CORPS	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ

Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Warrant Officer 1	CW1
Sergeant Major	SMG
Master Gunnery Sergeant	MGS
1st Sergeant	1SG
Master Sergeant	MSG
Gunnery Sergeant	GST
Staff Sergeant	SSG
Sergeant	SGT
Corporal	CPL
Lance Corporal	LCP
Private First Class	PFC
Private	PVT
DOD CIVILIAN EMPLOYEES	
Senior Executive Service	SES
GS-15	15
GS-14	14
GS-13	13
GS-12	12
GS-11	11
GS-10	10
GS-9	09
GS-8	08
GS-7	07
GS-6	06
GS-5	05
GS-4	04
GS-3	03
GS-2	02
GS-1	01
Wage Grade Employees	WG
OTHER	
Mister	1
Miss	2
Madame	3
Foreign Indigenous	F
DEPENDENTS	
Dependent of DOD Civilians	CVD
Officer Dependents	OFD
Enlisted Dependents	END
INFANTS	
Officer Infant	OIF

Enlisted Infant	EIF
Civilian Infant	CIF
Foreign National Infant	FIF
Foreign National Military	
Enlisted (Equivalent to US grades E-1 thru E-3)	FEN
Enlisted (Equivalent to US grades E-4 thru E-9)	FNC
Warrant Officer All	FWO
Officer (Equivalent to US grades 0-1 thru 0-5)	FCO
Officer (Equivalent to US grades 0-6 and above)	FCD

A2.4. Special Passenger Category Codes

Table A2.4. Special Passenger Category Codes

CODES	EXPLANATION
1	Distinguished Visitor
2	Pregnant
3	Infant
4	Blind
5	Courier
6	First-Time Entry
7	Medal of Honor Holder
8	Foreign Exchange Military
9	Unaccompanied Minor Dependent
A	Civilian (including retiree) and/or dependents (not otherwise described)
B	The request contains Space-A passenger(s) who are traveling on a space reimbursable status.
C	Military spouse traveling with military spouse
D	Blue Bark or Next of Kin Deceased
E	Minor Dependents
F	Air Evac Movement – Source System TRAC2ES
G	Contingency/Exercise Travelers only
H	Foreign National
J	School Teacher
K	School Key Official
L	Passengers with Disabilities
M	Active duty member traveling PCS to retirement point
N	Active duty member traveling PCS to separation point
P	Prisoner
Q	Support personnel traveling as passengers, who must remain with the aircraft
R	Armed escort(s) accompanying other passengers
S	Board actions
T	Identifies a military member who joined the armed forces in an OCONUS area and is on initial assignment to the CONUS for training
U	Unarmed escort(s) accompanying other passengers
V	Coin Assist
W	Passenger (other than prisoner) being escorted by armed or unarmed escort.
X	Armed escort accompanying a special shipment being moved on the same
Y	Person requiring more than one seat. Unarmed escort accompanying a special shipment being moved on the same aircraft
Z	Next of Kin of Very Seriously Ill

A2.5. Account Handling Codes**Table A2.5. Account Handling Codes**

CODE	EXPLANATION
A	Identifies a passenger who is reimbursing AMC at the government (common user) rate, and on a credit basis.
B	Identifies a passenger removed from a SAAM flight and is provided transportation on a channel traffic mission
C	Identifies a passenger who is reimbursing AMC at the government (common user) rate paying cash
D	Identifies a passenger refused entry into a country due to failure to comply with border clearance requirements and is being returned to the nearest station where border clearance documents may be secured. This code should be displayed on the aircraft departure (boarding) manifest
E	Identifies an in-transit passenger
F	Identifies a passenger, determined to be a stowaway, being returned to point of origin. This code should be displayed on the aircraft departure (boarding) manifest
G	Identifies a passenger who is reimbursing AMC at the non-government (international) tariff rate and on a credit basis.
H	Identifies a Space-A passenger. This code will be displayed on the aircraft departure (boarding) manifest and as a prefix to the Space-A control number (sign-in date, sign-in time) for the passenger
J	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis
K	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis
L	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and is paying cash

A2.6. Transportation Priority Codes

Table A2.6. Transportation Priority Codes

PRIORITY	REASON	CATEGORY OF TRAVEL
1	Emergency	Space-R
2	Urgent (deadline arrival)	Space-R
3	Urgent (important)	Space-R
4	All Other	Space-R
A	Category I	Space-A
C	Category II	Space-A
D	Category III	Space-A
E	Category IV	Space-A
F	Category V	Space-A
R	Category VI	Space-A

A2.6.1. TRANSPORTATION PRIORITY 1: Personnel whose presence is required by an emergency so severe, (death, sickness) that precedence should be given over all other passenger traffic. Under no circumstances should these passengers be delayed over other enroute passenger traffic. Verification is required for Priority 1 movement. Active duty personnel and command-sponsored dependents on authorized emergency leave and medical evacuees.

A2.6.2. TRANSPORTATION PRIORITY 2: Personnel whose movement is necessary to meet a destination arrival deadline (temporary duty) for accomplishing an essential mission.

A2.6.3. TRANSPORTATION PRIORITY 3: Personnel returning to their duty station from emergency leave, personnel returning to their duty station to terminate TDY status and personnel on PCS orders.

A2.6.4. TRANSPORTATION PRIORITY 4: Personnel who are otherwise eligible for movement, unaccompanied dependents and personnel of non-DOD activities.

Table A2.7. Type Travel Codes

1. Space-R:	
CODE	TYPE TRAVEL
EA	Authorized or directed air travel of military enlisted personnel in permanent change of station (PCS) status accompanied by family members
SL	Individuals authorized Space-R travel in accordance with AFI 36-2110, <i>Assignments</i>
NA	Unfunded Space-R passengers traveling on non-TWCF aircraft
PT	Authorized or directed air travel of military personnel in temporary duty status (TDY/TAD)
CT	Authorized or directed air travel of civilian personnel in temporary duty status (TDY/TAD)
TT	A special code used to identify a travel team integrity transaction
OA	Authorized or directed air travel of military officer personnel in permanent change of station (PCS) status accompanied by family members
CC	Authorized or directed air travel of civilian personnel in PCS status accompanied by family members
PU	Authorized or directed air travel of military personnel in (PCS) status not accompanied by family members.
CU	Authorized or directed air travel of civilian in PCS status not accompanied by family members
DS	Dependent student (Space-R)
DA	Dependents accompanied by military principal
CA	Family members accompanied by a civilian principal
DU	Family members not accompanied by military principal
CD	Dependents not accompanied by civilian principal
EL	Emergency leave, military (Space-R)
DL	Military dependent traveling Space-R on emergency leave
RL	Renewal agreement travel for leave (civilian)
RS	Special combat leave
RT	Authorized reimbursable air travel of non-DOD sponsored passengers
PC	US citizen employees of the DOD when classified as Armed Forces patients
PM	Active duty or retired members of the military departments, excluding the US Coast Guard, in an Armed Forces patient's status
PD	A dependent of a member of a military department on active duty; or of a member deceased while on active duty; or a dependent of a retired or deceased retired member of a military department who is authorized medical care under the provisions of AFI 41-210
PE	Family members of US citizen employees of the DOD when classified as Armed Forces patients
PZ	Family members authorized to accompany US Armed Forces patients who are transported in PCS status reimbursable

PP	All other patients/persons for whom reimbursable transportation has been authorized, including the US Coast Guard and their dependents
PA	Special medical or non-medical attendant
PB	Non-DOD medical or non-medical attendant
NR	Unfunded Space-R passengers traveling on DOD aircraft for Inactive Duty Training
CK	Cost charge travel
FM	Foreign Military
FS	Foreign Travel
HR	Human Remains Escort
CO	Contractor Travel
PR	Prisoners
SH	OPERATION SAFE HAVEN directed travel of military/civilian personnel accompanied by dependents
SJ	OPERATION SAFE HAVEN directed travel of dependents accompanied by military/civilian principal
SK	OPERATION SAFE HAVEN directed travel of military/civilian dependents not accompanied by military principal.
SU	OPERATION SAFE HAVEN directed travel of military/civilian personnel not accompanied by dependents
NC	NEO directed transportation for non-US citizens
NO	NEO directed transportation for US citizens
2. Space-R Reimbursable. Following are type travel codes for Space-A passengers who are authorized (and elect) to use Space-R reimbursable travel. Except as indicated, these codes may be used in requesting reservations. Specific categories of Space-A passengers authorized to travel on a Space-R reimbursable basis are identified in DOD 4515.13R	
CODE	TYPE TRAVEL
RA	Identifies an emergency leave passenger (DOD civilians and their dependents, and military dependents) traveling reimbursable Space-R
RB	Identifies a close-blood/affinitive relative, accompanying PCS sponsor or dependents, traveling reimbursable Space-R. Note: RB category reservation must be included with a sponsor's request, as current directives do not provide for separate travel.
RC	Identifies all other miscellaneous Space-A passengers traveling reimbursable Space-R
RD	Identifies secondary students in an OCONUS area traveling reimbursable Space-R
3. Space-A	
CODE	TYPE TRAVEL
CL	Emergency leave and recovered patients (dependents and civilians only)
CR	Close-blood/affinitive relative accompanying PCS sponsor or dependents
EM	Environmental and morale leave
HF	Hostile fire leave, military only
RE	Reenlistment leave
OL	Ordinary leave, military only
SA	Space-A, miscellaneous (e.g., convalescent)
SR	Space-A, retired personnel
SD	Space-A, dependents

SS	Space-A, student
SB	Space-A, dependents of deployed members
Note: Reference DOD 4515.13R to determine US Armed Forces patient's status	

Table A2.8. Sponsor Service Codes

CODE	SPONSOR SERVICE
A	Army
N	Navy
F	Air Force
M	Marine Corps
C	Coast Guard
X	Other
D	DLA
J	Joint

Table A2.9. DV Requirements Service Codes Position 1

CODE	SERVICE CATEGORY
A	Air Force
R	Army
C	Coast Guard
M	Marine Corps
V	Navy
S	Civilian
F	Foreign civilian or military

Table A2.10. DV Codes Position 2

CODE NUMBER	DV IDENTIFICATION
1	President of the US
	Heads of state of foreign countries and reigning royalty
2	The Vice President of the US
	Governor of a State of the US
	Speaker of the House of Representatives
	The Chief Justice of the US
	Former President of the US
	Retired Chief Justice of the US
	Foreign Prime Minister or cabinet officer
	Foreign ambassador, high commissioner, or special diplomatic representative whose credentials give him/her authority equal to or greater than that of an ambassador.
	Former Presidents
	Secretary General of the UN
	The United States Ambassador to the UK
	Minister of foreign powers
	Associate Justices of the Supreme Court
	Retired Associate Justices of the Supreme Court
	The Cabinet:
	Secretary of State
	Secretary of Treasury
	Secretary of Defense
	Attorney General
	Postmaster General
	Secretary of Interior
	Secretary of Agriculture
	Secretary of Commerce
	Secretary of Labor
	Secretary of Health and Human Services
	Secretary of Homeland Security
	Secretary of Housing and Urban Development
	Secretary of Transportation
	Secretary of Energy
	Secretary of Education
	President Pro Tempore of the Senate
	Acting heads of Executive Departments (in the absence of the cabinet member)
	Former Vice Presidents of the US
	Members of the Senate and House of Representatives
	Governor of Puerto Rico

	Under Secretaries or Deputy Secretaries of Executive Departments (Reference specific Cabinet above for appropriate Executive Department)
	Administrator, Agency for International Development
	Director, US Arms Control and Disarmament Agency
	Charged Affairs of foreign powers
	Former Secretaries of State
	Secretary of the Army
	Secretary of the Navy
	Secretary of the Air Force
	Director, Office of Management and Budget
	Chairperson, Council of Economic Advisers
	US Trade Representative
	Chairperson, Board of Governors, Federal Reserve
	Chairperson, Joint Chiefs of Staff
	Chief of Staff, US Army
	Secretary General and Representatives to Organization of American States
	Administrator of the Central Intelligence Agency
	Administrator, General Service Administration
	Director, US information Agency
	Administrator, National Aeronautics and Space Administration
	Administrator, Federal Aviation Agency
	Director, Office of Personnel Management
	Chairperson The Atomic Energy Commission
	Under Secretary of Defense for Research and Engineering
	Special Assistant to the President of the US
	Special Counsel to the President of the US
	Deputy Under Secretaries of other Executive Departments
3	Assistant Secretaries Executive Departments
	Assistant Secretaries of Defense and General Counsel (by date of appointment)
	Active of Designate US ambassador and ministers (career rank when in the US)
	Under Secretaries of the Army, the Navy, and the Air Force
	Governors of Territories
	Commandant of the Coast Guard
	Vice Chief of Staff US Army, Vice Chief of Naval Operations, and Vice
	Chief of Staff US Air Force
	Generals and admirals (4-star rank)
	Retired generals and Admirals (4-star rank)
	Assistant Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
	Special Assistant to the Secretary of Defense
	Assistants to the Secretary of Defense
	Legislative Affairs
	Atomic Energy

	Director, Defense Advanced Research Projects Agency
	Bishops of Washington
4	Lieutenant Generals and Vice Admirals (3-star rank)
	Retired Lieutenant Generals and Vice Admirals
	Chief Scientists, Department of Defense, Air Force, etc.
	General counsels of the military departments
	Deputy Directors, Defense Research and Engineering and Deputy General Counsels (by date of appointment)
	Deputy Assistant Secretaries of Executive Departments
	Chairperson of statutory boards, committees, and independent agencies
	Administrative Assistants to the President of the US
	Special Assistants of military departments
	Deputy Under Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
	Counselors of foreign powers
	PL 313 (appointed civilians)
	Senior Executive Service (SES)
5	Major Generals, Rear Admirals (upper half)
	Retired Major Generals, Rear Admirals
	Deputy Assistant Secretaries of the Army, the Navy and the Air Force (by date of appointment within each service)
	Surgeon General Public Health Service
	Senior Executive Service (SES)
6	Brigadier Generals, Rear Admirals (lower half)
	Retired Brigadier Generals, Rear Admirals
	Commodores
	The Assistant Chiefs of Protocol
	The Secretary of the Senate
	Senior Executive Service (SES)
7	Captains USN or USCG; Colonels USAF, USA, or USMC; or comparable rank officers of friendly nations
	Retired Captains, USN/USCG, Colonels
	Consuls in charge of consulates of foreign powers
	Second and third secretaries of foreign embassies and legations
	GS-15 or equivalent
Note: The above listing is not necessarily in order of precedence	

Table A2.11. DV Requirement Codes (Letter Codes only) Position 3

CODE LETTER	DV REQUIREMENTS
H	Accord honors
M	Accord no honors, provide meals
N	Accord no honors, requests informal visit
S	Accord no honors, provide servicing only
T	Accord no honors, provide transportation only
Q	Accord no honors, provide quarters only
O	No request
EXAMPLES:	
V6H Means: Navy rear admiral (lower half) request full honors.	
A7T Means: Air Force colonel requests transportation	
R7O Means: Army colonel no requests	

Table A2.12. Aircraft Type/Series Coding. The following alpha and numeric codes identify commercial and military aircraft type and series:

ALPHA/NUMERIC CODE	AIRCRAFT TYPE SERIES
A	B-707
C	B-727
D	B-737
E	B-747
F	C-17
G	DC-8
H	Reserved for future use
I	Reserved for future use
J	C-9
K	T-43
L	C-140
M	KC-10
N	UV-18B
O	Reserved for future use
P	KC-135
Q	C-130
R	C-23
S	C-5A
T	C-12
U	L-188
V	C-21
W	C-137
X	B-757
Y	DC-6
Z	B-767
0 (zero)	C-27
1	T-39
2	Other commercial aircraft type
3	Other military aircraft type
4	C-5B
5	L-1011
6	L-100
7	DC-10
8	MD-11
9	Reserved for future use

Attachment 3**AMC FORM 229, PASSENGER SERVICE FLIGHT FOLDER, INSTRUCTIONS**

A3.1. AMC Form 229 is designed to provide passenger service management with a step-by-step record of events. Passenger Dispatch is the OPR for the folder; therefore, this section must ensure all information on the form is accurate and properly completed. Ensure entries are legible and written in ink, pencil, or computer generated via GATES. Place a dash (-) in or leave blank any block not requiring an entry. Once the form is completed, it is reviewed by the shift supervisor or designated representative for accuracy and content. When tasks have been accomplished and all entries are complete, the supervisor or designated representative signs the supervisor block. The folder must always contain, but is not limited to, documents listed in the folder checklist. In the event a particular document is omitted, an explanation in the remarks section that efforts are in progress to obtain the necessary documents. AMC Form 229 may be printed and filed IAW local policy; however, printing/storing of the form and its associated documents is not a requirement unless needed during manual operations or where GATES is not available.

A3.2. Use the following instructions when completing the outbound portion of the AMC Form 229:

Table A3.1. Instructions on Completing Outbound AMC 229

Outbound	All times annotated on the folder will be Zulu times.
Mission Number	Enter the 12-position mission number, for example, PQCT657Y0186.
Call signs	Enter the call sign when used in lieu of the 12-position mission number, for example, Pacer 61/186.
Aircraft Type	C-17, B-747, DC-10, etc.
Tail Number	Enter the last five digits of the tail number
Mission Routing	Enter all enroute stops using three letter location.
Carrier/Operator	305, 436, 60, appropriate commercial carrier code, etc.
ETD Date	Estimated time of departure and Julian date, for example, 1630/187.
ATD/Date	Actual time of departure -and Julian date.
Spot	Aircraft parking spot to be utilized
ACL	Allowable cabin load (total seats on the aircraft)
Flight Code	N/A
Set Up Received From	Enter time and initials of the individual from whom the initial set-up was received (ATOC).
Revised	Enter the time and initials of the individual from whom the revised set-up was received (ATOC).
Set-up Passed To	Enter the time and initials of the individual passing the initial set-up and to whom the set-up was passed.
Revised	Enter the time and initials of the individual passing the revised set-up and to whom the set-up was passed
Sequence of Events Required	Enter the time of each event which local management has determined to be an acceptable standard operating time in relation to the ETD.
Time	On scheduled PE missions, as a standard opening time use the 6 hours prior to scheduled ETD for flight open and 45 minutes prior to scheduled ETD for firm meal order request.
Actual Time	Enter the actual time each event was accomplished.
Initials	Enter the Initials of the individual(s) passing or receiving the coordinated information and the actual time the event was accomplished/requested.
Seats Released	Enter the number of seats initially released for onload of originating passengers.

Initial Seat Release	Enter the total number of seats initially released by ATOC, the actual time of seat release, the ATOC controller's initials and the individual's initials receiving the seat release. Should the seat release change (plus or minus), line through the initial seat release and comply with the revised seat release instruction.
Revised Seat	Enter the revised seat release when there is an increase or decrease in the initial seat release. Annotate the actual time, initials of the ATOC controller, and the individual's initials receiving the revised seat release.
Tentative Meal Order In-flight	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the in-flight kitchen representative to whom the tentative request was passed.
Fleet	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the fleet service representative to whom the tentative request was passed.
Flight Open Processing/PSC	Enter the actual time and initials of the shift supervisor opening the flight for processing.
Firm Meal Order	Enter the actual time, initials of the individual.
In-flight	Passing the firm meal order, and initials of the in-flight kitchen representative to whom the firm request was passed.
Fleet	Enter the actual time, initials of the individual passing the firm meal order, and initials of the fleet service representative to whom the request was passed.
Flight Closed Processing/PSC	Enter the actual time and initials of the shift supervisor closing the flight
Baggage at Aircraft	Enter the actual time the baggage was delivered to the aircraft for loading and the loading crew supervisor's initials (at commercial gateway operations the Contracting Officer Representative (COR) will provide these times).
Final Boarding Manifest	Enter the actual time when the final boarding manifest was available.
Pax Call/ACFT Available	Enter the actual time the passenger call/aircraft is available for boarding and the ATOC controller's initials.
Gate Opened	Enter the actual time the gate is opened for passenger/hand-carried baggage screening and the shift supervisor's initials.
Baggage Onload Started	Enter actual time the baggage onload started and the loading crew supervisor's initials (at commercial gateway operations the COR will provide these times).
Completed	Enter actual time the baggage onload was completed and the loading crew supervisor's initials.
Pax Arrived at ACFT	Enter actual time passengers arrived at the aircraft by way of bus or mobile lounges (at commercial gateway operations the COR will provide these times) and the loading supervisor's initials.

Passengers Onload Started	Enter actual time the passenger onload started and the loading supervisor's initials (at commercial gateway operations the COR will provide these times).
Completed	Enter actual times the passenger onload was completed and the loading supervisor's initials (at commercial gateway operations the COR will provide these times).
Meal Breakdown Crew/Passengers	Enter the amount and type of meal in the appropriate block.
Passenger Breakdown Passed to	Enter the time and initials of the ATOC controller to whom the breakdown was passed.
Space-R/Space-A	Enter the number of Space-R/Space-A passengers through, on, and off next stations.
Passengers Totals	Enter the Space-R/Space-A passenger's totals thru, onload, and off next station.
Civilians, Blue Bark, etc.	Enter the number of unique passengers through, onload, and off next station
Passenger/Baggage Weights	Enter the passenger/baggage weights for through onload, and off weights off next station.
Total Weights	Enter the combined passenger/baggage weights for through, onload, and off next station.
Baggage Bins/Container LD-3s	Enter the number of baggage bins through, onload, and off next station.
Rush Bags	Enter the number of rush baggage, onload, and off next station.
Waiver Request	Check the appropriate waiver request block yes/no. If passenger prohibited cargo is being airlifted and there were duty/Space-A passengers in the backlog and a waiver was not requested, annotate in the remarks section why the waiver was not requested.
Waiver Number	Enter the waiver number.
Type Waiver THETA/Single	NA
Folder Contents	Check each item when the corresponding document is placed in the flight folder leave blank items that do not apply. Additional contents are to be annotated in the remarks.
Passenger Breakdown	Commercial gateway requirement only.
Passed to Downline station	Enter the actual time the passenger breakdown information received/passed, the last name (printed) and grade.
Mission Abort/Type Abort	Check the appropriate block when abort occurs.
Special Category	Enter grade, name, and branch of service, kind of passenger request/remarks special category /unique passenger and type of assistance, if requested. Record pertinent flight information not otherwise identified.

Set-Up Prepared By/Date	Enter the individual's last name who prepared the outbound set By/Date up and the calendar date the set up was prepared.
Shift Supervisor	The individual reviewing the folder for completeness and accuracy will sign and date in the block provided. Normally, the shift supervisor will accomplish this; however, the shift supervisor may delegate this task. Individuals designated to accomplish this task will sign and date.

A3.3. Instructions when completing inbound portion of the AMC Form 229:

Table A3.2. Instructions on completing inbound AMC Form 229

From	Enter the three letter station code from which the aircraft last departed, for example, DNA, OKO, OSN, etc.
ETA/Date	Estimated time of arrival and Julian date, for example, 1630/175.
ATA/Date	Actual time of arrival and Julian date.
Spot	Aircraft parking spot to be utilized.
Ground Time	Enter the schedule ground time, for example 3 hours, 15 minutes, if the mission is terminating, enter term.
Set Up Received From	Enter the time and initials of the individual from whom the set -up was received
Revised Data	Enter the revised ETA/ Julian date, time, and initials of the individual from whom the data was received.
Passenger Data Space-R/Space-A	Enter the number of Space-R/Space-A passengers off and through.
Totals	Enter the Space-R/Space-A passenger totals, off, and through
Civilians, Distinguished Visitors, Blue Barks	Enter the number of unique passengers off and through
Passenger Offload Started	Enter the start time for passenger offload
Completed	Enter the time passenger offload was completed, initials of the individual from whom the information was received, and initials of the person to whom it was passed.
Baggage Offload Started	Enter the time baggage offload commenced, initials of the individual from whom the information was received, and initials to whom it was passed.
Completed	Enter the time baggage offload was completed, initials of the individual from whom the information was received, and initials to whom it was passed.
Baggage Available to passenger	Enter the time the first container/baggage cart of baggage was available to the passenger(s), initials from whom the information was received, and initials to whom it was passed.
Set Up Prepared By/Date	Enter the individual's last name who prepared the inbound set up and the calendar date (day, month, and year) the set up was prepared.
Shift Supervisor	The individual reviewing the folder for completeness and accuracy will sign and calendar date the folder. Normally, this will be accomplished by the shift supervisor; however, the shift supervisor may designate this task.
Remarks/Outbound Continued	Continuation of remarks from the outbound portion of the flight folder.

Remarks	Record pertinent flight information not otherwise identified.
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A3.4. In all cases where initials are required on AMC Form 229, the passenger service dispatcher's initials will be entered after initials of the individual to whom the information was passed; for example, information received from fleet service and passed to passenger dispatch (Fleet SP/Pax Dispatch JR).

Attachment 4

MISSION ROUTE SUPPORT CIC CHART

A4.1. Use the following chart to construct a CIC for MRS travel when one is not provided on the travel order: **Note:** Blanket MRS orders are not authorized.

Table A4.1. Instructions on constructing a CIC for MRS travel

1-4	
2-4	MRS
5	Headquarters Identification 1—HQ AMC 2—721 AMOG 3—715 AMOG 4—AFRC 5—ANG 6—USTRANSCOM
6-9	Staff, Wing, or Group office Identification: Use first four of office symbol or unit designator if less than four use 0. Example: 515 AMOW= 5150
10-13	AMC Squadron, or Reserves Forces When not used, enter “0000” Example: Charleston= 4370 for 437 APS.
14-15	Unique squadron identifier: For PE MRS traveler's use 0B, all others will be coded 00

Attachment 5**AMC FORM 79 PASSENGER INFORMATION ENVELOPE**

A5.1. Purpose: This optional form provides quick reference passenger information to aircrew and standardizes placing of passenger manifests on organic and AMC charter aircraft.

A5.2. This form is designed so that each station an aircraft transits can fill out their originating and thru-load passenger information. It is intended to aid the COR/PSA brief the crew on passenger totals. A new AMC Form 79 should be filled out at each stop. Place all pertinent manifests and passenger documentation in this form for easy carriage.

A5.3. Blocks on AMC Form 79 should be filled in as follows:

A5.3.1. Originating Station: Station filling out the form.

A5.3.2. Date: Date the mission is departing.

A5.3.3. Mission Number: Complete mission number.

A5.3.4. Aircraft Number: Tail number of aircraft.

A5.3.5. Aircraft Type: C-5, C-17, B-747 etc.

A5.4. Under the PASSENGER section, the following should be filled in:

A5.4.1. ON/THRU/TOTAL: Breakdown by onload and thru-load Space-A/Space-R passengers and total them under the “total” column.

A5.4.2. Smoking: Not applicable.

A5.4.3. Nonsmoking: Not applicable.

A5.4.4. Waiver Number: Fill in any waiver numbers if applicable.

A5.4.5. Total meals: Show total passenger meals.

A5.4.6. Special Meals: Show any special meals and use the “REMARKS” block to show what type of meal, i.e., diabetic meal, no-salt meal, vegetarian, etc.

A5.4.7. In-laps: Not applicable.

A5.4.8. Preservers: Show how many child/infant preservers are needed for children.

A5.5. Passenger breakdown: Assist the downline station on how many civilian, foreign nationals, children, infants, and DVs are on board.

A5.6. Remarks/DV Requests: Show any special information on DVs, special meals, or any information you think might be important to the crew.

Attachment 6

STANDARDS OF PERFORMANCE

A6.1. The following goals will ensure a standard of performance for a professional and responsive passenger service operation:

A6.1.1. Provide measurable standards for manpower personnel to concisely determine manpower requirements.

A6.1.2. Provide passenger service management a gauge to measure the efficiency of their operation and make changes where necessary.

A6.1.3. Provide goals for the passenger operation function to reach.

A6.2. PSAs must adhere to the highest standards.

A6.2.1. Provide prompt, courteous, helpful, professional service to all customers seeking information.

A6.2.2. Ensure customers have every available opportunity to travel, commensurate with mission requirements.

A6.2.3. Provide customers with information on local lodging and dining, transportation and other related services/resources.

A6.2.4. Assist customers in resolving travel related problems i.e., AMC Flight Reservations, travel orders, border clearance documents and travel eligibility criteria. When a problem is discovered, guide them to the nearest agency where the customer may be able to solve the problem.

A6.3. Sufficient personnel: Will be assigned to offload baggage to ensure baggage begins to arrive at the baggage claim area no later than 20 minutes after baggage is available for off-load or block-in time. **Note:** This timeline will not jeopardize safety, adjust SOEs based on station unique requirements.

A6.4. Passengers should be: Processed within an average of 5 minutes after presenting themselves at the check-in counter.

A6.5. Open additional passenger check-in counters, if available: When passengers stand in line longer than 15 minutes waiting to process.

A6.6. Provide complete, accurate, and timely flight information. Flight schedules will be posted for the next 48-72 hours.

A6.7. All passengers should: Be able to clear inbound immigration/border clearance agencies within 45 minutes after aircraft block-in.

A6.8. AMC Form 76/76A and AMC Form 253: Will be available for use by all passengers. **Note:** Commercial Gateways will utilize ICE cards in lieu of the AMC Form 253, collection box and *Commander's Letter to the Passenger*.

A6.9. Passenger agents will be: In strict compliance with AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel*.

A6.10. Passengers should be: Able to begin deplaning within 5 minutes of aircraft block-in time or within 10 minutes for C-5 aircraft.

A6.11. Passenger check-in agents will be: Available to check-in passengers at least 6 hours prior to a scheduled flight departure for passenger bookable missions.

A6.12. Eating behind processing counters is prohibited: However PSAs may possess beverages for hydration purposes. PSAs should not consume beverages when directly processing passengers, but should be authorized to consume between processing passengers and during downtime.

A6.13. Terminal operating procedures: Dictate passenger upload times which are driven by many factors (i.e. mx, fuels, deicing, aircraft type, and workload). Terminal/APS/AMS leadership must take these factors in consideration when establishing station specific sequence of events for passenger upload. **Note:** AMC standard passenger upload start times should begin no earlier than 30 minutes prior to block time and complete 10 minutes prior to block time with last passenger.

A6.14. Make an announcement every 20 minutes to inform passengers of the current status during all delayed flights. When mission is delayed for more than 6 hours, make an announcement every 2 hours and or when updates are received. Keep passengers informed at all times.

A6.15. Accommodate any late arriving pre-manifested passengers up to flight departure time as long as seats are open.

A6.16. Standard Space-R show time is no later than two (2) hours and 20 minutes prior to aircraft scheduled departure. Space-A show time/roll call will be no earlier than three (3) hours and 20 minutes prior to aircraft scheduled departure

Attachment 7

COUNTRY CODES FOR SPACE-A SIGN-UP

Table A7.1. Country

COUNTRY/AREA	CODE
Alaska	ALK
American Samoa	SAM
Argentina	ARN
Ascension Island	ASI
Australia	AUS
Azores	AZO
Bahamas	BHA
Bahrain	BAH
Barbados	BDO
Belize	BIZ
Bermuda	BRM
Bolivia	BOL
Brazil	BZL
British West Indies	WSI
Canada	CND
Caroline Islands	CLI (Includes YAP, KSI, ROR, TKK, and
Chile	CHL
Colombia	CMB
Costa Rica	CST
Crete	CRT
Cuba	CBA
Cyprus	CYP
Diego Garcia	DGR
Dominican	DOM
Ecuador	ECU
Egypt	EGY
El Salvador	ELS
Germany	GER
Great Britain	GBN
Greenland	GLD
Guatemala	GML
Haiti	HTI
Hawaii	HAW
Honduras	HOD
Hong Kong	HNG
Iceland	ICE
Indonesia	IND (Includes DJK)
Ireland	IRE
Israel	ISR

Italy	ITA (Includes Sicily and Sardinia)
Jamaica	JAM
Japan	JPN (Excludes
Johnston Atoll	JSN
Jordan	JRD
Kenya	KEN
Korea	KOR
Liberia	LIB
Malaysia	MAY (Includes Singapore)
Marcus Island	MCS
Marshall Islands	MSH (Includes Kwajalein)
Mariana Islands	MRA (Includes UAM AND SPN)
Midway Island	MID
New Zealand	NZD
Nicaragua	NCG
Norway	NOR
Okinawa	OKN
Panama	PAN
Paraguay	PAR
Peru	PRU
Philippine Islands	PHI
Portugal	POR
Puerto Rico	PUE
Saudi Arabia	SAU
Somalia	SOM
South Africa	SAF
Spain	SPA (Includes Palma and Mahon)
Sudan	SUD
Sweden	SWE
Thailand	THA
Turkey	TUR
United States	USA (CONUS ONLY)
Uruguay	URU
Venezuela	VEN
Virgins Islands	VGN
Volcano Island	VOL (Includes IWO)
Wake Island	WKE
Zaire	ZAI
Note: On selection for movement, use the three letter destination code (SUU, DOV, OKO, etc.) to document movement	

Attachment 8

WEBSITE LINKS.

A8.1. Website Links. Note: All web links are subject to change.

A8.2. HQ AMC/A4T Port Dawg Read File (Messages)
https://private.amc.af.mil/A4/Port_Dawg/

A8.3. HQ AMC A4TP-Passenger and Fleet Service Policy EIS SharePoint Page
<https://cs3.eis.af.mil/sites/OO-LG-AM-88/default.aspx>

A8.4. AMC Space-A information <http://www.amc.af.mil/amctravel/index.asp>

A8.5. HQ AMC/A4TP Webpage <https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4tp/hello.html>

A8.6. HQ AMC/A4TI GATES Page <https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4ti/gates/hello.html>

A8.7. AMC Terminal Design Guide https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4tp/amc_pax_terminal_design_guide.pdf

A8.8. Web Based Training <https://amc.csd.disa.mil/kc/login/login.asp>

A8.9. TWCF Cash Collection Procedures
<https://www.my.af.mil/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4tp/hello.html>

A8.10. AMC Channel Sequence Listing
https://tacc.scott.af.mil/default.asp?action=FILEUPLOAD&component=xogd_files&filename=sequencelisting.pdf

A8.11. Defense Transportation Regulation <http://www.transcom.mil/dtr/dtrHome/>

A8.12. DOD Publications <http://www.dtic.mil/whs/directives/corres/pub1.html>

A8.13. DOD Forms <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>

A8.14. US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs. Note: In the link, change to current FY.
<http://www.transcom.mil/rates/fy14Rates/>

A8.15. Forms and Publications <http://www.e-publishing.af.mil/>

A8.16. Foreign Clearance Guide (FCG) <https://www.fcg.pentagon.mil/>

A8.17. Transportation Security Administration (TSA) <http://www.tsa.gov/>

A8.18. U. S. Customs and Border Protection, Carrier Information Guide
<http://www.cbp.gov/sites/default/files/documents/Carrier%20Information%20Guide-%20English.pdf>

A8.19. Personal Property Consignment Instruction Guide
<https://tops.ppcigweb.sddc.army.mil/ppcig/menu/query/country.do>

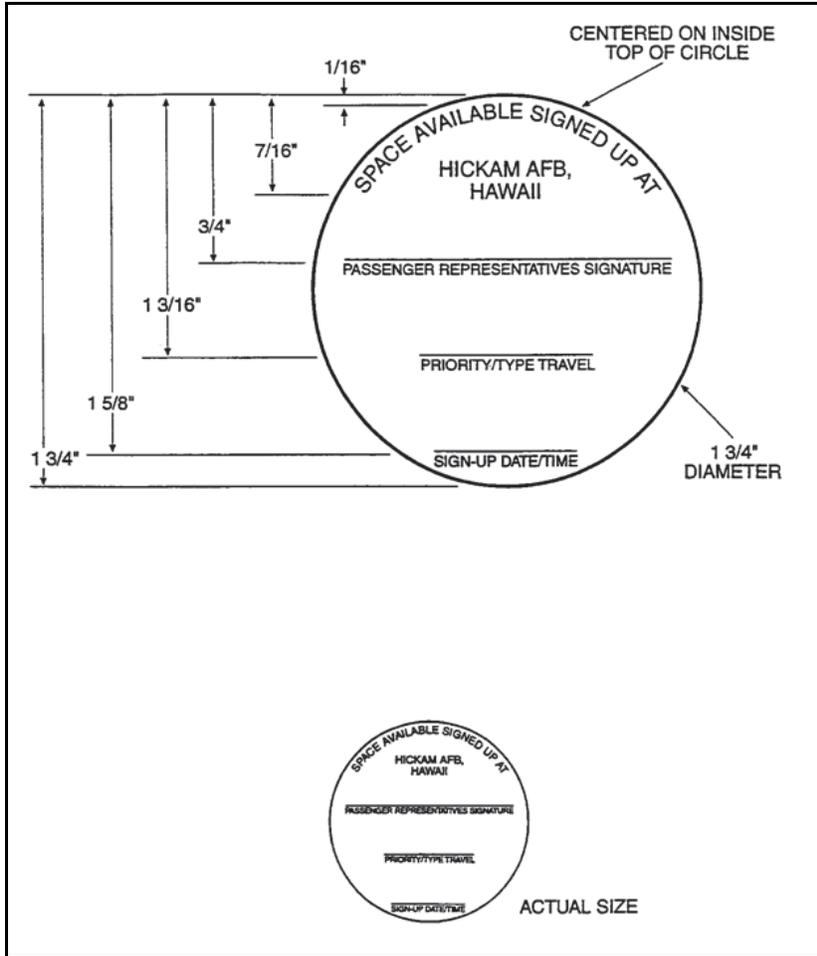
A8.20. Integrated Data Environment/Global Transportation Network Convergence (IGC)
<https://www.igc.ustranscom.mil/>

A8.21. HQ AMC A4TP - Passenger and Fleet Service Policy, “milBook” website
<https://www.milsuite.mil/book>

Attachment 9

SPACE-A SIGN-UP STAMP

Figure A9.1. Space-A Sign-up Stamp



Attachment 10

NON-BILLABLE CICS

A10.1. In some circumstances, passengers will travel using non-billable CICS. Port commanders must ensure these codes are not misused. Non-billable CICS are specifically coded to not produce a bill and are as follows:

Table A10.1. Non-billable CICS

CIC Type	CIC	Remarks
Air Force	FSAM000000000000	SAAM/Contingency Operations
Army	ASAM000000000000	SAAM/Contingency Operations
Navy	NSAM000000000000	SAAM/Contingency Operations
Marines	MSAM000000000000	SAAM/Contingency Operations
Short take-off and landing (STOL)	STOL000000000000	Air Combat Command (ACC) commercial contract missions supporting MILGRP in Colombia
CONUS to CONUS	CTC000000000000	Missions transporting cargo and passengers that originate and terminate within CONUS do not generate revenue for TWCF. However, tracking and billing systems require accounting information in order to process cargo and passenger movements. Since DCBS strips this data, no bill is created for shipper within CONUS movement.
AMC Mobility Mission Observer (MMO)	4MMO000000000000	Invited by HQ AMC/CC to accompany AMC aircrew on AMC organic military aircraft. Only authorized on AMC organic military aircraft.
Defense Courier Service Personnel (DCS)	DCSC000000000000	DCS personnel may travel on commercially contracted cargo MSNS. with this CIC.
Mission Essential Personnel (MEP)	MEP000000000000	Used when approved by competent authority. Refer to Para 26.3 for more information. Do not use this non-billable CIC for Mission Route Support (MRS) travel. Ref: Atch 4, Mission Route Support CIC Chart.
Army Reserve	2ARE000000000000	Inactive Duty Training (IDT)
Coast Guard Reserve	GCGU000000000000	IDT
Marine Reserve	6MRE000000000000	IDT
Navy Reserve	3NRE000000000000	IDT
Air National Guard	4AFG000000000000	IDT
Army National Guard	2AGU000000000000	IDT
Air Force Reserve	4AFR000000000000	IDT
Operational Support Aircraft (OSA)	OSA000000000000	DV Missions

A10.2. SAAM/Contingency operations where the dedicated mission was originated specifically for the purpose of transporting specific passengers will utilize non-billable CICs. The Data Records section will ensure that the correct CICs are used. Any airlift capability available for use to move cargo and passengers (along AMC channel routes) on an opportune basis, after planned mission requirements have been met, will be processed and billed as normal revenue generating passenger, cargo, and mail. A billable Transportation Account Code (TAC) or CIC must be entered or SAH, cash collection procedures should be followed.

A10.3. Thru-load/In-transit manifesting. If a passenger's travel is terminated enroute due to mission cancellation and the passenger was originally manifested to end destination, ensure that an "E" has been entered in the second position of the CIC field in GATES for forward movement to original destination. Do not permit "E" to be used instead of "A" when CICs are not available, nor is it to be used if the passenger voluntarily changes transportation routing.

A10.4. Cash payment. If a cash payment is made ensure that a "C", "L", or "J", based on the appropriate tariff rate as identified in AMCI 24-101, Vol 6 has been entered into the second position of the CIC field in GATES.

A10.5. For Space-A passengers enter an "H" in the second position of the CIC block followed by the date and time of sign-up. **Example:** H0311345.

Attachment 11

AF FORM 1305, RECEIPT FOR TRANSFER OF CASH AND VOUCHERS

Figure A11.1. AF Form 1305, Receipt for Transfer of Cash and Vouchers

RECEIPT FOR TRANSFER OF CASH AND VOUCHERS		
ACCOUNTING AND FINANCE OFFICER OR DEPUTY		DATE
ADVANCE FROM	RETURNS TO	
DENOMINATION	NUMBER	AMOUNT
100's		
50's		
20's	3	60.00
10's	2	20.00
5's		
2's		
1's	15	15.00
.50	2	1.00
.25	4	1.00
.10	10	1.00
.05	30	1.50
.01	50	0.50
CHECKS		
VOUCHERS		
OTHER		
TOTAL		\$ 100.00
RECEIVED BY (Signature)		

AF FORM 1305, 19621101

Attachment 12

DD FORM 1131, CASH COLLECTION VOUCHER

Figure A12.1. DD Form 1131, Cash Collection Voucher.

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
b. RECEIVED AND FORWARDED BY (Printed Name, Title and Signature)			d. DATE (YYYYMMDD)	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____				
4. DISBURSING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
b. DISBURSING OFFICER (Printed Name, Title and Signature)			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____			e. DATE (YYYYMMDD)	
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL			0.00	

Attachment 13

LETTER TO THE PASSENGER (SAMPLE) AND DISPLAY

Figure A13.1. Letter to The Passenger (Sample) and Display

Fellow Traveler,

I want to take this opportunity to welcome you to the AMC Passenger Terminal (insert location here). We are committed to providing you with the best possible service. Our passenger service agents are dedicated professionals who take great pride in what they do.

Let us know if you have any questions or concerns during your travels. Passenger terminal personnel and AMC leadership at this facility are your best avenues for answers to questions/concerns. Please give us the opportunity to address your issues. The comment form below is a direct line to passenger terminal leadership. Another option you have is to use the Interactive Customer Evaluation (ICE) form found at <http://ice.disa.mil>. This venue allows you to leave comments for any AMC terminal.

Sincerely,
(Insert appropriate name here)

Note: Drop boxes for the AMC Form 253 must be professional looking with locking capability.

Attachment 14

SAMPLE PUBLIC VOUCHER FOR REFUNDS, SF FORM 1049

Figure A14.1. Sample Voucher for Refunds, SF Form 1049

EXCEPTION APPROVED BY ORM, 5 MAR 71
 Standard Form 1049
 SF Form 1049 (Rev. 10/73)
 September 1973
 GPO: 1974 O-250-000
 1049-105-01

PUBLIC VOUCHER FOR REFUNDS

Voucher No. _____
 Schedule No. _____

(Voucher prepared at Scott AFB IL 62225, 12 Jan 95
 (Give place and date))

U.S. Department of the Air Force
 (Department or Establishment, Bureau or Office)

Appropriation or fund 97X4930, FD30 68* 6594 208592 45411 C99 525700 (the * indicates the appropriate fiscal year).

THE UNITED STATES, Dr.,

To Address
 John R. Doe
 USA, Ammo Div, Box 1269
 APO AP 96331

PAID BY

Statement of deposits received and applied:				Contract No.	Date	
DATE OF DEPOSIT	RECEIPT NO.	ARTICLES OR SERVICES ENTER DESCRIPTION, INCLUDING DETAIL OF APPLIED CHARGES, AND OTHER INFORMATION DEMAND NECESSARY.	AMOUNT DEPOSITED	APPLIED CHARGES	BALANCE DUE DEPOSITOR	NOTATIONS
		Refund on CV 7673, dated 1 Jan 95, for the travel of John R. Doe, ATA K-314667	\$74.00		\$74.00	
FOR INSTRUCTIONAL USE ONLY Contact the FSO for assistance in preparing this form.						
TOTAL			\$74.00		\$74.00	

I certify that the above statement of deposit(s) of the payee or depositor named is correct and that the sum of \$74.00 is due said depositor.

* Approved and refund authorized for \$74.00
 (Sign original only) _____
 Title _____

Refund by { Check No. _____
 Cash, _____ on _____
 Other method, _____

Signature of payee _____
 (Sign original only)

(Describe)

*If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the blank space below "Approved," etc., and over his official title.

Attachment 15**INSTRUCTIONS FOR AF FORM 79, HEAD COUNT RECORD**

A15.1. The AF FORM 79 is a controlled form; therefore, it needs to be safeguarded at all times. It is designed to account for all meals sold in the dining facilities or field facilities. Track the form on AF Form 1254 by the Serial number. All forms must be original and entries made need to be in ink or other permanent means.

A15.2. Serial Number: This number is designated by publications.

A15.3. Organization/Facility: Printed or typed name of organization or facility. If location is classified, put "classified".

A15.4. Meal/Flight Meal Rate - input the current meal rates (DOD meal rates, MRE, AF Flight Large/Small meal rate) for the meal being sold.

A15.5. Operating Charge - input operational charges (surcharge) for the meal.

A15.6. Columns A/B/C/D

A15.6.1. Name - signature of personnel purchasing meal.

A15.6.2. Cash Customers will use their payroll signature.

A15.6.3. Essential Station Messing (ESM) Customers will legibly print their first and last name. All cashiers must physically verify the name and last four of the customer's social security number on the reverse side of the ID card.

A15.6.4. Grade - input individual's pay grade.

A15.6.5. Meal Period - input meal period code; use B - Breakfast, L - Lunch, D - Dinner, M - Midnight, F - Flight Meals.

A15.6.6. Social Security Number - For ESM only The customers will input their last four (4) digits of their social security number (required for ESM Sales). All cashiers must physically verify the name and last four of the customer's social security number on the reverse side of the ID card.

A15.6.7. Sales Amount - input the amount of sale minus the surcharge.

A15.6.8. Op Chg - Operating charge (surcharge) for dining facilities is 33% of the total sale. For field & flight kitchen operations, use the amounts as indicated on the DOD Meal Rates.

A15.7. Totals at the bottom of each column.

A15.8. A - Count the number of ESM meals, total cash sales, and total all operating charges. Input totals at the bottom of Column A.

A15.9. B - Count the number of ESM meals, total cash sales, and total all operating charges from Column B. Add both totals from Columns A and B. Input combined totals from Columns A and B at the bottom of Column B; carry over the total to top of Column C.

A15.10. C - Count the number of ESM meals, total cash sales, and total all operating charges from Column C. Add the combined totals from Columns A & B with Column C. Input the three- Column total at the top of Column D.

A15.11. D - Count the number of ESM meals, total cash sales, and total all operating charges from Column D. Add the combined totals from Columns A, B, & C and add the amount with Column D. Input the four Column totals in the blocks marked total.

A15.12. Refund Data

A15.13. Input individual's name, grade, the meal period (Breakfast, Lunch, etc.), meal type, (MRE, Flight Meal, etc.) and the amount refunded.

A15.14. Explanation: Input reason for refund.

A15.15. Totals Section

A15.15.1. Total All Cash Collected: Input dollar value.

A15.15.2. Less Refunds: Input dollar value of any refunds.

A15.15.3. Cash Overages/Shortages: Input dollar value of any overages /shortages.

A15.15.4. Net Cash for Turn-In: Input dollar value of the total amount collected. This amount will be transferred to the DD Form 1131.

A15.16. Explanation of overages/shortages.

A15.17. Explain why there were differences.

A15.18. Signatures: Ensure the facility supervisor and the person making the collection signs the form.

A15.19. The NCOIC of an activity requesting meals for consumption away from the dining facility will sign in the "REMARK" section. The individual picking up the meals will sign as the "Person Making Collection."

Figure A15.1. AF Form 79, Headcount Record (Front and Back)

HEADCOUNT RECORD			Accounts for meals sold in a dining facility, flight kitchen or field feeding			Serial No.							
ORGANIZATION OR DINING FACILITY						DATE							
Meal/Flight Meal Rate For Meal Periods Shown		B/L/D/M	\$	\$	Operating Charge for Meals Shown		\$	\$					
			\$	\$			\$	\$					
COLUMN A					COLUMN B								
NAME	Grade	Meal Period	Social Security Number	Sales Amount	Op Chg	NAME	Grade	Meal Period	Social Security Number	Sales Amount	Op Chg		
1						26							
2						27							
3						28							
4						29							
5						30							
6						31							
7						32							
8						33							
9						34							
10						35							
11						36							
12						37							
13						38							
14						39							
15						40							
16						41							
17						42							
18						43							
19						44							
20						45							
21						46							
22						47							
23						48							
24						49							
25						50							
						# of SIK Meals from Column B		Sales Amount from Column B		\$	Operating Charge from Column B		\$
# of SIK Meals from Column A		Sales Amount from Column A		Operating Charge from Column A		# of SIK Meals from Columns A & B		Sales Amount from Columns A & B		\$	Operating Charge from Columns A & B		\$

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C., Chapter 40; 37 U.S.C., Chapter 9; EO 9397, November 1943

PRINCIPAL PURPOSES: Used to authorize and verify the Subsistence-in-Kind entitlement; record the numbers of people subsisting; and account for cash collected.

ROUTINE USES: Information may be disclosed to the Department of Justice, and to federal, state, local or foreign law enforcement authorities for investigating or prosecuting a violation or potential violation of law.

DISCLOSURE: Disclosure of SSN is voluntary. However, members otherwise entitled to Subsistence-in-Kind will not be provided a meal at no cost without the SSN, since the SSN is used to verify the entitlement.

AF Form 79, Headcount Record (supersedes previous editions of AF form 79, 1339,463, and 2039)

COLUMN C							COLUMN D						
# of SIK Meals from Column A & B	Sales Amount from Column A & B	\$	Operating Charge from Column A & B	\$	# of SIK Meals from Column A, B, & C	Sales Amount from Column A, B, & C	\$	Operating Charge from Column A, B, & C	\$				
NAME	Grade	Meal Period	Social Security Number	Sales Amount	Op Chg	NAME	Grade	Meal Period	Social Security Number	Sales Amount	Op Chg		
51.						72.							
52.						73.							
53.						74.							
54.						75.							
55.						76.							
56.						77.							
57.						78.							
58.						79.							
59.						80.							
60.						81.							
61.						82.							
62.						83.							
63.						84.							
64.						85.							
65.						86.							
66.						87.							
67.						88.							
68.						89.							
69.						90.							
70.						91.							
71.						92.							
# of SIK Meals from Column C	Sales Amount from Column C	\$	Operating Charge from Column C	\$	# of SIK Meals from Column D	Sales Amount from Column D	\$	Operating Charge from Column D	\$				
<i>Refund Data</i>					<i>Total All Cash Collected</i>								
NAME	Grade	Meal Period	Meal Type	Amount Refunded	<i>Less Refunds</i>								
a.				\$	<i>Cash Overages/Shortages</i>								
b.				\$	<i>Net Cash for Turn-In</i>								
c.				\$	<i>Total All SIK Meals</i>	<i>Total # of Cash Meals</i>	<i>Total Discount Rate Collected</i>	<i>Total Operating Charge</i>					
<i>Explanation for Refunds:</i>					<i>Explanation of overages/shortages</i>								
Signature and Grade of Facility Supervisor					Signature and Grade of Person Making Collection								

PRIVACY ACT STATEMENT
 AUTHORITY: 18 U.S.C., Chapter 40, 37 U.S.C., Chapter 9, EO 13526, November 1943
 PRINCIPAL PURPOSES: Used to authorize and verify the Substance-to-Kind meal items, record the numbers of people authorizing, and account for cash collected.
 ROUTINE USES: Information may be disclosed to the Department of Justice, and to federal, state, local, or foreign law enforcement authorities for investigating or prosecuting a violation or potential violation of law.
 DISCLOSURE: Disclosure of DSI is voluntary. However, numbers otherwise entitled to Substance-to-Kind will not be provided a meal at all cost without the DSI, since the DSI is used to verify the entitlement.

Attachment 16

RUBBER STAMP EXAMPLE FOR CHECKS

Figure A16.1. Rubber Stamp for Checks

RANK/GRADE:
MIL ORG:
HOME ADDRESS:
DUTY/BUSINESS/HOME PHONE:
Note: Information appearing on the face of this check, if correct, need not be repeated above

A16.1. Example 1: Pay to the order of any Federal Reserve Bank or branch or general depository for credit to the (organization) financial services officer (name of station, state and date). This check is in payment of an obligation to the US and must be paid at par N.P. (NET PROCEEDS).

A16.2. Example 2: I consent to immediate collection from my pay the amount of this check plus any bank charges if this check is dishonored: Member Signature and date

Attachment 17

EXAMPLES OF DISHONORED CHECKS MEMORANDUMS

Figure A17.1. Example 1 - Dishonored Check Memorandum

MEMORANDUM FOR:

FROM:

SUBJECT: Dishonored Check (EXAMPLE)

1. Please be advised, your check ##### from Name of Bank, written on Date at Name of Station, has been returned due to insufficient funds.
2. To remedy this situation, we would appreciate it if you would immediately contact the passenger service office at Name of Station to redeem your check. If this is impractical, you may resolve this matter and make arrangements by telephone or by mail. Please call us on a commercial line at: (Area Code) (###) ###-#### or DSN: ###-###-####. The mailing address is: (**Provide Address**). Remittance by mail must be in the form of a money order or cashier's check.
3. Redemption action must be initiated within 15 days after receipt of this letter.
4. Thank you for your time.

Signature Block

FOR INSTRUCTIONAL USE ONLY

Figure A17.2. Example 2 - Dishonored Check Memorandum

MEMORANDUM FOR:

FROM:

SUBJECT: Dishonored Check

1. Our records indicate Person's Name is assigned to your organization. We would appreciate your assistance in redeeming a check written by Member or the Member's Dependent's Name. During the notification to Person's Name concerning this dishonored check, we believe a quick review with them on the provisions of Article 134, UCMJ, Failure to Pay Just Debts, is appropriate. We request that Person's Name be advised that failure to redeem a check within 5 days of being notification of a dishonored check is presumptive proof of intent to defraud and can be used as evidence under the UCMJ.

2. If he/she is being discharged or released from active duty within the next 6 months, request your assistance to ensure that member either redeems the dishonored check or that the amount of the dishonored check is withheld from the member's final pay in accordance with DOD Military Pay and Allowance Entitlement Manual (DODPM). If he/she is not assigned to your unit, please advise us by phone or return mail. If he/she has been reassigned to another organization, please forward this letter to the current commander for action.

3. If you wish, we will be happy to discuss this case. The telephone numbers are as follows: Commercial: (###)###-####, DSN: ###-####. Our office hours are __ to _____, Monday through Friday.

Signature Block

FOR INSTRUCTIONAL USE ONLY

Attachment 18

EXAMPLE DD FORM 139, PAY ADJUSTMENT AUTHORIZATION

Figure A18.1. Example DD Form 139, Pay Adjustment Authorization

PAY ADJUSTMENT AUTHORIZATION				NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.				
MEMBER (Last Name) DOE	(First) JANE	(Middle) G.	SSAN 123-45-6789	GRADE/RANK/RATE MSGT	BRANCH OF SERVICE USAF	DATE 021414		
PAY GRADE NO. E7	LAST PAY RECORD EXAMINED	AMOUNT \$ 96.00	APPROPRIATION DATA 5783500 328 562 C93B 525725 (1)					
FROM 305 APS/TROP McGuire AFB, NJ 28641-5007				NAME OF ACCOUNTABLE D.O.				
TO ● SO McGuire AFB, NJ 08641-SIXXI				SYMBOL NO.		D.O. EXCEPTION CODE		
				YOU ARE HEREBY AUTHORIZED TO <input checked="" type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE				
EXPLANATION AND/OR REASON FOR ADJUSTMENT This DD Form 139 is submitted IAW DFAS-DE 7073-IR. All means to collect this debt which resulted from a dishonored check have been exhausted. Action that have been taken to collect this debt as attached.								
//////////////////////////////////// FOR INSTRUCTIONAL USE ONLY //////////////////////////////////// NOTE 1: THE ASTERISK INDICATES THE APPROPRIATE FISCAL YEAR.								
EXAMPLE								
The above adjustment is based on a thorough examination of the member's pay record. If the disbursing officer has knowledge that a previous adjustment has been made or why the adjustment should not be made, the member's authorization should be returned with a brief statement of the reason for failure to make adjustment.								
FROM				CERTIFYING OFFICER (Name, rank/grade, and signature)				
CERTIFY	I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)							
	TO ● 305 APS/TROP ● McGuire AFB, NJ 08641-5507				TYPED NAME AND GRADE OF D.O.			
					D.O. SYMBOL NO.		DATE	
				SIGNATURE				

Attachment 19

PASSENGERS ON DELAYED AIRCRAFT

A19.1. The *Delayed Passenger Decision Table* is used for determining the appropriate handling of passengers on delayed aircraft.

Table A19.1. Delayed Passenger Decision Table

Aircraft is organic and delayed at enroute stop	Space-A passengers are responsible for their own meals and billets. Onward movement via the same organic aircraft is provided when the aircraft resumes its mission.
Aircraft is contract commercial and is delayed at originating/enroute stop.	If carrier non-controllable (i.e., weather) and the delay is at a location where TWCF funds are not available (regardless if DOD facilities are available or not), then the carrier will provide for pre-booked and all manifested passengers (to include Space-A*) at the request of the on-call contract administrator, and is reimbursed by AMC. If carrier non-controllable and the delay is at a location where DOD facilities and TWCF funds are available, then lodging support of service members in a group travel status will be cared for by AMC. If carrier controllable, the carrier takes care of the passengers IAW AMCI 24-201.
Organic and contract commercial aircraft that terminate before end	Space-A passengers are responsible for their own meals, billets, and onward movement from the unplanned termination stop.
Aircraft is contract commercial that terminate before end	The carrier is responsible for meals, billets, and onward movement of the Space-A passengers on a mission that at a location where no availability for continued DOD Space-A movement exists (i.e., a mission from Ramstein AB Germany destined for Baltimore-Washington IAP, MD terminates at Shannon, Ireland). If termination occurs at a location where availability for continued DOD Space-A exists, the carrier will provide onward movement for duty passengers only.

Attachment 20**SUGGESTED TERMINAL ANNOUNCEMENTS****A20.1. Flight Arrival Announcements**

A20.1.1. Use For All Terminating Passengers: “Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. Before deplaning, please check around your seating area and in the overhead compartments for any personal belongings. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. Again, welcome to _____, and thank you for flying with Air Mobility Command.”

A20.1.2. Use For Thru-Load and Terminating Passengers: “Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. For those passengers terminating their travel at _____, please check around your seating area and in the overhead compartments for any personal belongings. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. For those passengers continuing on to _____, the aircraft will be on the ground for approximately _____ minutes. We recommend that you stay on board, but if you wish to deplane, you may do so. The aircraft will be refueled and the restrooms serviced while on the ground. Once refueling begins, we cannot allow anyone to deplane. Please refrain from using the restrooms while they are being serviced. For safety reasons, please limit your movement about the cabin. Again, welcome to _____, and thank you for flying with Air Mobility Command.”

A20.1.3. Baggage Arrival Announcement: “Good _____ ladies and gentlemen. Welcome to _____. Baggage from AMC Flight _____ is now arriving/will be arriving in ___ minutes. As many bags look alike, please check the number on your baggage claim ticket with the number on your bag. If you have any problems in claiming your baggage, please check with the AMC representative in the baggage claim area or with the lost and found baggage office located _____.”

A20.2. General Terminal Announcements

A20.2.1. Flight Arrival announcement: “Air Mobility Command flight number _____, is now arriving. Passengers on board this flight may be met outside the baggage claim area located _____. Once again, Air Mobility Command announces the arrival of flight number _____ from _____. Passengers on board this flight may be met outside the baggage claim area located _____.”

A20.2.2. Periodic Baggage announcement: “Good _____ ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a Passenger Service Agent immediately.”

A20.2.3. Delayed Flight Departure announcement: “For those passengers awaiting the final processing and boarding of AMC flight number _____, we are sorry to announce that your flight has been temporarily delayed for _____. We expect to begin final processing and boarding in about _____ minutes. Please remain in the terminal area in the event we

are able to start final processing and boarding sooner than expected. We regret this inconvenience and thank you for your patience.”

A20.2.4. Periodic Terminal Amenities announcement: “For passengers not familiar with the services available in our terminal area, we would like to point them out for you.” **Note:** Describe services available, e.g., snack bar, bookstore, Family Lounge, telephone, and operating hours. This briefing should be made periodically during the terminal operating hours, particularly during the day when large numbers of passengers are in the terminal.”

A20.2.5. Passenger Gating announcement: “Good _____ ladies and gentlemen. Passengers holding a boarding pass for flight number _____, destined for _____, should proceed to gate number _____ for final processing and boarding of your flight. If you have a reservation on flight number _____, destined for _____, and have not checked your baggage, please proceed to the passenger check-in counters located at _____. Once again, passengers holding confirmed reservation and a boarding pass for flight number _____, destined for _____, should proceed to gate number _____ for the final processing and boarding of your flight.”

A20.2.6. Gated Passengers Pre-boarding announcement: “Good _____ ladies and gentlemen. In a few minutes, we will begin boarding flight _____, destined for _____. Please remain seated until you are called forward for final boarding. We will board families with small children, unaccompanied children, and those requiring assistance first. At this time, I want to remind you that your carry-on baggage must be able to be placed under your seat or be accommodated in the overhead storage compartments. Baggage that is too large must be checked and will be placed in the baggage compartment of the aircraft. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose item can cause serious damage to the aircraft or injury to personnel. Again, please remain seated. We will announce the final boarding of your flight in a few minutes.”

A20.2.7. Gated Passengers Boarding announcement: “Good _____ ladies and gentlemen. In a few minutes, we will begin the boarding for flight number _____ destined for _____. Please remain seated until you are called forward. At this time we will begin pre boarding of all families with small children, unaccompanied children and anyone requiring special assistance. Again all families with small children, unaccompanied children, and anyone needing special assistance may come forward to the boarding gate at this time. For all remaining passengers, please remain seated. We will begin boarding you in a few minutes. When boarding begins, we will board you by row numbers. Please have your boarding pass available for the passenger agent.”

A20.2.8. Space-A Roll Call announcement: “Good _____ ladies and gentlemen. In approximately _____ minutes, we will begin our Space-A Roll Call for *list destinations*. As a reminder, passengers must be travel ready (e.g. passports and other travel documentation) and must be marked present before the roll call begins. If you are not currently marked present, please see a passenger service agent. All bags should be tagged with your contact information. Hazardous material or fire arms must be declared at passenger check-in. Please be advised; while traveling on AMC flights, appropriate dress and appearance must be followed. Open-toed/open-heeled shoes, narrow based high heels, sandals, and flip flops are prohibited on military aircraft. Passengers are reminded that use of tobacco is prohibited aboard AMC owned or controlled aircraft.”

A20.2.9. **Negative Seat Release announcement:** “Ladies and Gentlemen, for those awaiting possible seats on mission number _____, with destinations to _____, due to security and mission requirements, no seats will be offered on this mission. Again, for those passengers awaiting possible seats on mission with destinations to _____, due to security and mission requirements, no seats will be offered on this mission. Thank you.” **Note:** You may add the next show time if available.

A20.2.10. **Gate Patriot Express Mission, Passenger Pre-Boarding announcement:** “Good _____ ladies and gentlemen. In a few minutes we will begin the boarding of flight _____, destined for _____. Please remain seated until you are called forward for final boarding. We will board families with small children, unaccompanied children, and those requiring assistance first, followed by military personnel in uniform. At this time, I want to remind you that carry-on baggage must be able to be placed under the seat in front of your or be accommodated in the overhead storage compartments of the aircraft. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to aircraft or injury to personnel. Again, please remain seated. We will announce the final boarding of your flight in a few minutes.”

A20.2.11. **Gated Patriot Express Mission Passenger Boarding announcement:** “Good _____ ladies and gentlemen. We will begin boarding for flight number _____, destined for _____. Please remain seated until you are called forward. At this time we will begin preloading of all families with small children, unaccompanied children, and anyone who requires special assistance, followed by military personnel in uniform. Again, all families with small children, unaccompanied children, and anyone who requires special assistance, may come forward at this time. (PAUSE) At this time, military personnel in uniform are now welcome to board. For all remaining passengers, please remain seated, we will begin boarding you in a few minutes. When boarding begins, we will board you by row numbers. Please have your boarding pass available for the passenger agent.”

Attachment 21

TERMINAL X PROGRAM STANDARDS

Table A21.1. Terminal X Program Standards

Small Terminal Categories IA and IB: 4,000 to 20,000 Sq Ft For Additional Information Ref: Passenger Terminal Design Guide	
AMC Passenger Terminal Survey	Food Availability
Baggage Carts: Minimum 10 (increase based on workload)	Interactive Customer Evaluation(ICE)
Bus/Taxi Service /Information Bus/Taxi Shelter	Infant Changing Station (Minimum 1 per restroom)
<u>Business Center</u> Computers: Min 1 Fax/Scanning and Printer Capability: Min 1	<u>Lounges</u> Special Category Lounge Family Lounge
Children's Play Area	Self-Signup (based on terminal hours)
Credit Card Reader	Sufficient seating
Electronic Hands Free Washrooms	Telephone Service
Entry/Exit Electronic	<u>Travel Information</u> Minimum-AMC Gram Base Directory Car rental agency listing Hotel lodging listing
<u>FIDS @ Passenger Terminal</u> Central Lobby/Flight Check-In: 1Min Departure Gate Area: 1 Min Arrival Lobby/Customs: 1 Min Special Category Lounge: 1Min FIDS on local access channel if possible	Wireless Internet for Customer Use (Reference Note below)
FIDS at Lodging	
Desirable (Small Terminal) Note: Desirable items do not require a	Bus/Taxi Service
ATM Machine	Information Kiosk
<u>Cable Television</u> Special Category Lounge	Media Device Charging Station
Long Term Parking	USPS Mailbox and Stamp Machine
Shower(s)	Video Game Console(s)

USO	
Medium - Large Terminal	
AMC Passenger Terminal Survey	Infant Changing Station
Baggage Carts: Minimum 30 (increase based on workload)	<u>Lounges:</u> Special Category Lounge Family Lounge
Bus/Taxi Service/Information Bus/Taxi Shelter	Media Device Charging Station
<u>Business Center</u> Computers – Min 1 Fax/Scanning and Printer Capability-Min 1	Professional Signage
Children’s Play Area	Self-Signup (based on terminal hours)
Credit Card Reader	Shower(s)
Electronic Hands Free Washrooms	Sufficient seating
Entry/Exit Electronic	<u>Telephone Service</u> Commercial and DSN Access Automated Telephone Service Flight Recording Service
<u>FIDS @ Passenger Terminal</u> Central Lobby/Flight Check-In 1 per 2500 Sq Ft Departure Gate Area: 1 per 2500 Sq Ft Arrival Lobby/Customs: 1 per 1550 Sq Ft Special Category Lounge: 1Min	<u>Travel Information/Service</u> AMC Gram Base Directory Car rental agency listing Hotel lodging listing Informational Kiosk Long Term Parking
FIDS at Lodging – Min 1	Video Game Console(s)
FIDS on local access channel if local access channel exists	Wheelchair – Min 1
Food Availability (not required if eating establishment within ¼ mile of terminal)	Wireless Internet for Customer Use (Reference Note below)
Interactive Customer Evaluation(ICE)	
Desirable (Medium - Large Terminal) Note:	Pay Phones
ATM Machine	USO
<u>Cable Television</u>	
USPS Mailbox and Stamp Machine	

Note: Wireless Internet service must be provided as a donated service, (from organizations such as the USO, AAFES or a NAF organization) or purchased using unit funds. Purchased services may be included within a bundled package along with cable television IAW **AFI 64-101**. All wireless installations must be approved by local communications function. EMISSIONS SECURITY (EMSEC) inspections must be conducted to determine if there is channel interference with mission related systems. Do NOT connect a Commercial Wireless System to the installation communications Local Area Network (LAN) (NIPR or SIPR).

Attachment 22**UNATTENDED BAGGAGE CHECKLIST**

A22.1. Upon observation of or notification of unattended baggage in the passenger terminal, immediately implement the following actions:

A22.1.1. Notify terminal supervisor.

A22.1.2. Do not move the bag; maintain constant surveillance of the bag.

A22.1.3. Look for identification, then make an announcement for the owner of the bag to proceed to the passenger service counter.

A22.1.4. If the owners name is not on the bag, make the announcement using a description of the bag and its location. Sample announcement: “Good (greeting of the day) ladies and gentlemen. Will the owner of a (description) bag located (describe location), please proceed to the passenger service counter. Once again, (repeat announcement)”

A22.2. If the owner does not claim the bag within five minutes of announcement:

A22.2.1. Notify local Security Forces to screen the unattended bag.

A22.2.2. If nothing suspicious is found, x-ray the bag prior to opening and conduct an inventory prior to placing in baggage lost and found.

A22.3. If inspected bag is determined to be suspicious (elements of explosive material) by the local Security Forces:

A22.3.1. Follow instructions of the local Security Forces.

A22.3.2. If directed to evacuate the terminal, use the following announcement: “Good morning (afternoon/evening) ladies and gentlemen. At this time, we ask that everyone exit the building immediately. Please assemble in (give location). Please remain there until directed to return to the terminal. Thank you for your cooperation.” Repeat the announcement.

A22.4. Terminal cleared for re-entry:

A22.4.1. Shift Supervisor will re-enter first.

A22.4.2. All others may re-enter terminal.

Attachment 23**UNDECLARED FIREARM FOUND**

A23.1. If an undeclared firearm is found during checked baggage screening, notify terminal supervisor. Do not return bag to passenger.

A23.1.1. Terminal supervisor will take possession of bag containing firearm and question passenger to determine if firearm meets requirements for shipping in checked baggage.

A23.1.2. If firearm is properly documented and meets firearm movement requirements, remind passenger firearms must be declared at time of check-in.

A23.1.3. If firearm is not properly documented, notify Law Enforcement/Security Control Center Desk and follow their directions.

A23.2. If an undeclared firearm is found during hand carried baggage screening, do not return bag to passenger, notify terminal supervisor.

A23.2.1. Terminal supervisor will take possession of bag containing firearm and question passenger to determine if firearm meets requirements for shipping in checked baggage.

A23.2.2. If firearm is properly documented and meets firearm movement requirements place in passengers checked baggage.

A23.2.3. If firearm is not properly documented, notify Law Enforcement/Security Control Center and follow their directions. **Note:** Firearm will be handled as loaded. Terminal Supervisor may minimally handle firearm to see serial numbers.

Attachment 24**SUSPICIOUS PACKAGE**

A24.1. Suspicious packages will be handled differently than unattended baggage. The following information should help in identifying suspicious packages.

A24.2. A suspicious package may look more like a piece of mail, a shipped package, or a plain container left in an unusual location or hidden. Items to look for are: fictitious or no address, protruding wires, excessive postage, misspelled words, addressed to a business or duty title only, rigid or bulky, badly typed or written labels, special endorsements, lopsided or uneven, oily stains, discoloration or crystallization on wrapper, has noise coming from it, or leaking.

A24.3. Upon observation of or notification of a suspicious package in the passenger terminal, immediately implement the following actions:

A24.3.1. Notify terminal supervisor.

A24.3.2. Do not move the package; clear all personnel 500 feet away from the area.

A24.3.3. Do not operate radio, leave it in the on or off position.

A24.3.4. Note any markings or other items that may identify package as a suspicious package (wires, leaking, etc.).

A24.3.5. Notify local law enforcement/security authorities of the suspicious package, follow their instructions.

A24.3.6. Terminal leadership will work with the local Office of Emergency Management and functional agencies to establish standard operating procedures to a suspicious package.

Attachment 25**ROBBERY CHECKLIST**

A25.1. During or after an actual or attempted robbery, perform the following actions:

A25.1.1. Without drawing attention to your actions, activate the duress alarm.

A25.1.2. Commit their physical characteristics to memory while asking for their demands.

A25.1.3. Give the robber(s) what they ask for.

A25.1.4. Upon robber's departure, have someone watch robber to determine direction of travel, type and description of vehicle, plate number, etc.

A25.1.5. Notify Law Enforcement Agency/Security Control Center (911) and provide as many details as possible.

A25.1.6. Secure crime scene area by using any available personnel. Avoid touching counters, doors, or other surfaces the perpetrator may have contacted. If Closed Circuit Television Cameras recorded the event, secure the tape/digital storage and advise law enforcement/security responding patrol. If the suspect handed you any items, secure these items as evidence to preserve potential fingerprints.

A25.1.7. Complete AF Form 439, *Robbery Checklist*, and provide it to law enforcement/security personnel.

Attachment 26**BOMB THREAT CHECKLIST: DO NOT HANG UP THE PHONE**

- A26.1.** If a bomb threat is received over the phone, try to maintain contact with the caller.
- A26.2.** Without the caller's knowledge, notify the nearest person of the threat and have them notify law enforcement/security control center, and supervisor.
- A26.3.** Coordinate with host law enforcement/security personnel to determine if the call is a hoax or credible threat. Host law enforcement/security will determine response ranging from not allowing personnel to enter the facility to full evacuation.
- A26.4.** If evacuation is directed, accomplish in an orderly fashion.
- A26.5.** Facility personnel should conduct an initial internal and external walk around of the facility to check for suspicious items.
- A26.6.** Maintain a copy of AF Form 440, *Bomb Threat Aid*, posted near each phone.
- A26.7.** Try to keep the caller talking and ask questions listed on AF Form 440. Time permitting, complete remainder of AF Form 440.
- A26.8.** Do not hang up the phone until directed to do so by SF personnel. Provide completed AF Form 440 to responding law enforcement personnel.

Attachment 27**TERMINAL PHYSICAL SECURITY EXTERNAL/INTERNAL INSPECTION
CHECKLIST**

A27.1. External physical security inspections will be performed based on the installation Force Protection Condition (FPCON). This requirement does not replace but will be performed in conjunction with identified Force Protection (FP) measures listed in AFI 10-245, Antiterrorism (AT).

A27.1.1. External inspections will be performed:

A27.1.1.1. FPCON NORMAL/ALPHA, once per shift.

A27.1.1.2. FPCON BRAVO, CHARLIE and DELTA IAW local guidance.

A27.1.2. External inspection area (stand-off distance) will be established IAW DOD UFC 4-010-02.

A27.1.3. External areas to inspect will include but not limited to:

A27.1.3.1. All external doors. Doors not in use will be locked.

A27.1.3.2. All external windows. All windows will be inspected for crack/breaks, and tampering.

A27.1.3.3. All external fencing will be inspected for holes/breaches that may allow unauthorized entry. Ensure material is not stacked near fencing that would assist in climbing the fence.

A27.1.3.4. All manhole and drainage covers will be inspected for signs of disturbance. If determined that the cover should be removed, contact appropriate agency for further inspection of the area

A27.1.3.5. All external lighting will be inspected during hours of darkness. Inoperable lights will be replaced or a work order submitted.

A27.1.3.6. Vehicles should be placed outside the standoff distance, however vehicles parked within the standoff distance will be inspected for unauthorized items. Inspect underneath, truck-beds, and internal inspection of buses.

A27.1.3.7. All external utility boxes should be locked. Contact appropriate agency if found unsecure.

A27.1.3.8. Inspect all ground level generators and air conditioning units for unauthorized items.

A27.1.3.9. Inspect all trash receptacles within the stand-off distance, to include looking inside.

A27.1.3.10. Inspect other items/areas within the stand-off distance such as shrubs or planter boxes that could provide a hiding place for unauthorized items.

A27.2. Internal areas to inspect will include but not limited to:

A27.2.1. Perform a walk around of the interior terminal facilities for unattended baggage and/or suspicious items. If found, execute the appropriate checklist.

A27.2.2. Inspect alarmed doors to ensure functionality of alarm.

A27.2.3. If installed, inspect Closed Circuit Television (CCTV) for proper functionality.

A27.2.4. Ensure doors not for passenger use to administrative office, baggage build-up, utility closets, flight-line, etc. are secured.

A27.3. Continuous Inspections. All passenger terminal employees will remain vigilant at all times observing surroundings for anything out of the ordinary, e.g., unattended baggage, suspicious items, or suspicious activity. All observations out of the ordinary will be brought to the attention of the terminal supervisor. Supervisor will take appropriate action to mitigate suspicious activity.

Attachment 28

INSTRUCTIONS FOR AMC FORM 134, MISHANDLED BAGGAGE REPORT

Figure A28.1. AMC FORM 134, Mishandled Baggage Report

MISHANDLED BAGGAGE REPORT <small>(Please read Privacy Act Statement on reverse before completing this form.)</small>		REPORTING STATION	DATE (YYYYMMDD)	CASE FILE NUMBER
SECTION I - IDENTIFICATION DATA				
Check Applicable Block <input type="checkbox"/> LOST <input type="checkbox"/> FOUND <input type="checkbox"/> PILFERED <input type="checkbox"/> DAMAGED <input type="checkbox"/> COURTESY				
NAME (Last, First, Middle Initial)		GRADE	SPONSORING SERVICE	SSN
BAGGAGE CHECK NUMBER(S)	TYPE CODE	COLOR	BAGGAGE WEIGHT (See AMC Form 148/1)	
MISSION AND DATE	COMPLETE MISSION ROUTE	CARRIER	STATION LAST SEEN	
OTHER DETAILS AND REMARKS (If additional space is required, use separate sheet.)				
ASSIGNED MILITARY ORGANIZATION ADDRESS		HOME ADDRESS (Self, Relative or Friend)		
UNIT/STREET NUMBER	TELEPHONE NUMBER	STREET AND NUMBER	HOME PHONE NUMBER	
BASE, CITY AND STATE	APO/ZIP	CITY AND STATE	ZIP CODE	
DISPOSITION DESIRED WHEN LOCATED (Check Only One)		FORWARD CORRESPONDENCE TO (Check Only One)		
<input type="checkbox"/> HOME <input type="checkbox"/> DUTY ADDRESS		<input type="checkbox"/> HOME <input type="checkbox"/> DUTY ADDRESS		
SECTION II - FINAL DISPOSITION OF PROPERTY				
FORWARDED TO			DATE (YYYYMMDD)	
TCN/GBL OR MANIFEST NUMBER AND STRAP CHECK NUMBER(S)		MISSION/AIRCRAFT NUMBER		
I Acknowledge Receipt of Property Set Forth Above Except As Noted On Attached Sheet.		SIGNATURE OF PERSON RECEIVING PROPERTY	DATE (YYYYMMDD)	
SECTION III - DAMAGED BAGGAGE REPORT				
EXACT DESCRIPTION AND LOCATION OF DAMAGE AND APPROXIMATE REPLACEMENT COST				
SECTION IV - PILFERED BAGGAGE REPORT				
ARTICLE LOCKED <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE/TIME SLE NOTIFIED		
LIST ITEM(S) MISSING AND ESTIMATED VALUE				
SECTION V - LOST OR FOUND BAGGAGE ITEMIZED CONTENTS				
LIST CONTENTS OF FOUND BAGGAGE OR CONTENTS AND ESTIMATED VALUE OF BAGGAGE REPORTED LOST (Use separate sheet, if additional space is required.)				
SIGNATURE OF PASSENGER		CARRIER REPRESENTATIVE		
SIGNATURE OF PASSENGER SERVICE/STATION TRAFFIC OFFICER		SIGNATURE OF LOST AND FOUND REPRESENTATIVE		
SIGNATURE OF PASSENGER SERVICE/STATION TRAFFIC OFFICER		SECURITY/LAW ENFORCEMENT REPRESENTATIVE		

AMC FORM 134, JUN 92 (IMT-V1)

REPLACES MAC FORM 134, JAN 91

A28.1. Lost Baggage Documentation

A28.1.1. Reporting Station: Enter the three letter station code of the station initiating the report.

A28.1.2. Date: Enter the calendar date. **Note:** Enter all calendar date requests on the form numerically formatted (YYYYMMDD).

A28.1.3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each month. The lost case file number will start with the APC

Code (CHS) followed by the number of the calendar month; that is 08 (August) followed by a dash, and begin numerical sequence from 001 to 499.

A28.1.4. SECTION I – IDENTIFICATION DATA

A28.1.4.1. Check Applicable Block: Check the LOST Block.

A28.1.4.2. Last Name, First Name, and Middle Initial: Enter name of the passenger reporting lost baggage.

A28.1.4.3. Grade: Enter grade of passenger.

A28.1.4.4. Sponsoring Service: Enter service of member; Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known.

A28.1.4.5. DOD ID number, Social Security Number (SSN): Enter DOD ID number /SSN of the passenger reporting lost baggage.

A28.1.4.6. Baggage Check Numbers: Enter the baggage tag numbers from the claim stubs provided by the passenger. If the passenger has misplaced or lost their claim stub, enter "A". In the "*Other Details and Remarks*" block, provide specific details and attach a copy of the manifest with the passenger's name.

A28.1.4.7. Type Code: Enter appropriate baggage type code.

A28.1.4.8. Color: Enter applicable color of lost article.

A28.1.4.9. Baggage Weight: Enter the total weight of all bags or articles reported lost.

A28.1.4.10. Mission and Date: Enter the mission number and date the baggage was checked.

A28.1.4.11. Complete Mission Route: Enter the three letter station code of the originating, enroute, and terminating stations.

A28.1.4.12. Carrier: Enter the airline/carrier three letter code. Enter "DOD" for military aircraft.

A28.1.4.13. Station Last Seen: Enter the three letter station code where the passenger last saw their property.

A28.1.4.14. Other Details and Remarks: Enter any information that would assist in locating the lost baggage to include if possible, passengers personal and military e-mail address.

A28.1.4.15. Assigned Military Organization Address: Enter address and phone number of passenger to ensure delivery of property.

A28.1.4.16. Home Address (Self, Relative, or Friend): Enter appropriate address and phone number for the passenger, friend, or relative to ensure delivery of property.

A28.1.4.17. Disposition Desired When Located: Check either duty address or home address where the passenger desires the lost baggage forwarded when located.

A28.1.4.18. Forward Correspondence To: Check either duty or home address for correspondence.

A28.1.5. SECTION V – LOST OR FOUND BAGGAGE ITEMIZED CONTENTS

A28.1.5.1. An itemized inventory of the contents of the bag need not be performed when filing a lost report. However, any information about the contents that may assist in successful return of the bag may be annotated. The passenger should be prepared to provide an inventory if the baggage is not recovered.

A28.1.5.2. Have the passenger review the form for accuracy, print and sign.

A28.1.5.3. The lost and found representative will print and sign this block.

A28.2. FOUND BAGGAGE DOCUMENTATION

A28.2.1. Reporting Station: Enter the three letter station code of the station initiating the report.

A28.2.2. Date: Enter the calendar date (YYYYMMDD).

A28.2.3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each month. Found case file number will start with the number of the calendar month; that is 10 (October) followed by a dash, and begins numerical sequence from 501 to 999.

A28.2.4. SECTION I – IDENTIFICATION DATA

A28.2.4.1. Check Applicable Block: Check the “*FOUND*” Block.

A28.2.4.2. Last Name, First Name, and Middle Initial: Enter the name of the probable owner of the property. If the name of the owner cannot be identified, enter UNKNOWN. Refer to [Para 76.3.3](#) for inventory process of found baggage.

A28.2.4.3. Grade: Enter grade, if known.

A28.2.4.4. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known.

A28.2.4.5. DOD ID number /Social Security Number (SSN): Enter DOD ID number /SSN of probable owner, if known.

A28.2.4.6. Baggage Check Number(s): Enter the baggage strap check numbers. If no strap check is attached, enter NA.

A28.2.4.7. Type Code: Enter appropriate baggage type code. For high value items enter the serial number if available in *Other Details and Remarks* block.

A28.2.4.8. Color: Enter the color of the item.

A28.2.4.9. Baggage Weight: Enter the weight.

A28.2.4.10. Mission and Date: For items found in the baggage claim or custom areas, enter the flight number and date the bag or article arrived.

A28.2.4.11. Complete Mission Route: Enter the three letter station code of the originating, enroute, and terminating stations where the bag traveled. Applicable passenger schedules can be used to determine complete flight itinerary.

A28.2.4.12. Carrier: Enter the airline/carrier three letter code. Enter “DOD” for military aircraft.

A28.2.4.13. Station Last Seen: Cross out the words *Last Seen* and enter the three letter station code of the station where the checked bag or article entered the AMC system. If unknown, leave blank.

A28.2.4.14. Other Details and Remarks: Enter any information that would assist in returning the found baggage to the owner, to include if possible, passengers personal and military e-mail address.

A28.2.4.15. Assigned Military Organization Address: Leave blank until a confirmed address is received.

A28.2.4.16. Home Address (Self, Relative, or Friend): Leave blank until a confirmed address is received.

A28.2.4.17. Disposition Desired When Located: Leave blank.

A28.2.4.18. Forward Correspondence To: Leave blank.

A28.2.5. SECTION II - FINAL DISPOSITION OF PROPERTY

A28.2.5.1. Enter the *FORWARDED TO* address or the address the property was forwarded to.

A28.2.5.2. Date property was forwarded.

A28.2.5.3. Enter Transportation Control Number (TCN) or GBL number. If the article was forwarded as RUSH baggage, enter the manifest number and record the baggage tag numbers.

A28.2.5.4. Enter the mission/aircraft number if forwarded as *RUSH* baggage.

A28.2.5.5. Signature of the person to whom the property was released.

A28.2.5.6. Date property was picked up.

A28.2.6. SECTION V – LOST OR FOUND BAGGAGE ITEMIZED CONTENTS

A28.2.6.1. If an inventory is required to locate the owner, list the contents of the baggage. If additional space is required, use a separate sheet of blank paper. A separate inventory will be prepared for each found item. Any dangerous materials, explosives, flammables, or illegal narcotics, etc., contained within an article will be removed and entrusted to Security/Airport Police or appropriate law enforcement agency. The disposition of items removed will be annotated on the inventory. **Note:** Inventories will be accomplished by two people, Ref: [Para 76.3.3](#)

A28.2.6.2. Signature of the Passenger Service Officer/Superintendent or designated representative.

A28.2.6.3. Signature of representative completing the report.

A28.2.6.4. The security/law enforcement representative will sign in the appropriate signature box when any property noted on the inventory is confiscated.

A28.3. PILFERED BAGGAGE DOCUMENTATION

A28.3.1. Reporting Station: Enter the three letter station code of the station initiating the report.

A28.3.2. Date: Enter the calendar date.

A28.3.3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each calendar year. The number will be preceded by the letter P (P-001 P-002, P-003, etc.).

A28.3.4. SECTION I – IDENTIFICATION DATA

A28.3.4.1. Check Applicable Block: Check the PILFERED block.

A28.3.4.2. Last Name, First Name, and Middle Initial: Enter the name of the passenger reporting the pilferage.

A28.3.4.3. Grade: Enter the grade of passenger.

A28.3.4.4. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of the DOD agency, if known.

A28.3.4.5. DOD ID number /Social Security Number (SSN): Enter DOD ID number/SSN of the passenger.

A28.3.4.6. Baggage Check Number(s): Enter the strap check numbers of the article reported pilfered.

A28.3.4.7. Type Code: Enter the baggage type code.

A28.3.4.8. Color: Leave blank.

A28.3.4.9. Baggage Weight: Enter the actual weight of article or container.

A28.3.4.10. Mission and Date: Enter the applicable flight number and date on which the baggage was claimed to be pilfered.

A28.3.4.11. Complete Mission Route: Enter the three letter station codes of baggage origin, enroute, and terminating stations.

A28.3.4.12. Carrier: Enter the airline/carrier three letter code. Enter “DOD” for military aircraft.

A28.3.4.13. Other Detail and Remarks: Passengers personal and military e-mail address

A28.3.4.14. Assigned Military Organization Address: Enter address and phone number of passenger to ensure delivery of property.

A28.3.4.15. Home Address (Self, Relative, or Friend): Enter appropriate address and phone number for the passenger, friend, or relative.

A28.3.5. SECTION IV – PILFERED BAGGAGE REPORT

A28.3.5.1. Article Locked: Check YES or NO.

A28.3.5.2. Date/Time SLE Notified: Enter the calendar date and local time the Security, Law Enforcement or Airport Police were notified.

A28.3.5.3. List Item(s) Missing and Estimated Value: List all items reported missing and the estimated value. If additional space is required, use Section V.

A28.3.6. SECTION V – LOST OR FOUND BAGGAGE ITEMIZED CONTENTS

A28.3.6.1. Signature of passenger.

A28.3.6.2. Signature of the passenger service supervisor/superintendent or designated representative.

A28.3.6.3. Provide carrier representative's name. If the passenger traveled on an AMC PE flight, notify the local carrier representative that an AMC Form 134 was completed.

A28.3.6.4. Signature of lost and found representative.

A28.3.6.5. Signature of security and law enforcement representative or airport police.

A28.4. Damaged Baggage Documentation

A28.4.1. *REPORTING STATION*: Enter the three letter station code of the station initiating the report.

A28.4.2. Date: Enter the calendar date (YYYYMMDD).

A28.4.3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each calendar year. The year will be preceded by the letter D (D-001 D-002, D-003, etc.)

A28.4.4. SECTION I – IDENTIFICATION DATA

A28.4.4.1. Check Applicable Block: Check the *DAMAGED* block.

A28.4.4.2. Last Name, First Name, and Middle Initial: Enter the name of the passenger.

A28.4.4.3. Grade: Enter grade passenger.

A28.4.4.4. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard or name of DOD agency, if known

A28.4.4.5. DOD ID number /Social Security Number (SSN): Enter DOD ID number /SSN of the passenger.

A28.4.4.6. Baggage Check Numbers: Enter the strap check numbers of the item.

A28.4.4.7. Type Code: Enter the baggage type code.

A28.4.4.8. Color: Enter color of item.

A28.4.4.9. Baggage Weight: Enter the weight of item.

A28.4.4.10. Mission and Date: Enter the flight number and date in which the baggage was claimed to be damaged.

A28.4.4.11. Complete Mission Route: Enter the three letter station codes of baggage origin, enroute, arrival and terminating stations.

A28.4.4.12. Carrier: Enter the airline/carrier three letter code. Enter "DOD" for military aircraft.

A28.4.4.13. Other Detail and Remarks: Enter passenger's personal and military e-mail address.

A28.4.4.14. Assigned Military Organization Address: Enter address and phone number of passenger to ensure delivery of property.

A28.4.4.15. Home Address (Self, Relative, or Friend): Enter appropriate address and phone number for the passenger, friend, or relative to ensure delivery of property.

A28.4.5. SECTION III – DAMAGED BAGGAGE REPORT

A28.4.5.1. Exact Description and Location of Damage and Approximate Replacement Cost: In detail, give the location and description of the damage. Ask the passenger to provide an estimated repair or replacement cost. State if the item is beyond repair.

A28.4.6. SECTION V – LOST OR FOUND BAGGAGE ITEMIZED CONTENTS

A28.4.6.1. Signature of passenger.

A28.4.6.2. Signature of the Passenger Service/Station Traffic Officer.

A28.4.6.3. Provide Carrier Representative name. Notify the local carrier representative that an AMC Form 134 was completed.

A28.4.6.4. Signature of Lost and Found Representative.

A28.5. Courtesy Baggage Claim (Note: The AMC Form 134 is to be used in place of AMC Form 47)

A28.5.1. Reporting Station: Enter the three letter station code of the station initiating the report.

A28.5.2. Date: Enter the calendar date.

A28.5.3. Case File Number: Leave blank.

A28.5.4. SECTION 1 – IDENTIFICATION DATA

A28.5.4.1. Check applicable block: Check the FOUND block.

A28.5.4.2. Person ID: Enter station three letter code and date. **Example:** Aviano/22 July 2015 would be AVI072215.

A28.5.4.3. Enter information of probable owner: Grade, Last Name, First Name, and Middle Initial. If the name of the owner cannot be identified, enter UNKNOWN. When a bag or article is reported found, it will be examined by the passenger service officer or designated representative and the lost and found baggage representative to determine ownership.

A28.5.4.4. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known.

A28.5.4.5. DOD ID number/Social Security Number (SSN): Enter the DOD ID number /SSN of the probable owner, if known.

A28.5.4.6. Baggage Check Numbers: Enter baggage tag numbers. If no strap check is attached, enter N/A.

A28.5.4.7. Type Code: Enter appropriate baggage type code. For high value items enter the serial number if available in *Other Details and Remarks* block.

A28.5.4.8. Color: Enter the color of the found article.

A28.5.4.9. Baggage Weight: Enter weight.

A28.5.4.10. Carrier: Enter the airline/carrier releasing the found baggage into AMC's custody.

A28.5.4.11. Enter name, organization, and phone number of the party bringing the bag to the Lost and Found Section. Note any damage to the bag at the time of receipt into the AMC system.

Attachment 29

INSTRUCTIONS AND SAMPLE FOR COMPLETING AMC FORM 47, REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC)

Figure A29.1. AMC FORM 47, Report and Disposition of Unaccompanied Passenger Baggage (AMC)

REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC) <small>(THIS FORM IS AFFECTED BY THE PRIVACY ACT OF 1974 -- SEE REVERSE)</small>				
SECTION I. GENERAL PASSENGER INFORMATION				
OWNER'S LAST NAME, FIRST NAME, MI		GRADE	SSN	DATE OF REPORT
ADDRESS WHERE BAGGAGE TO BE FORWARDED			NUMBER OF PIECES	AMC DESTINATION
SECTION II. PASSENGERS AIR MOVEMENT DESIGNATOR				
APOE	APOD	MOVEMENT PRIORITY	MODE OF TRAVEL	SPONSOR SERVICE
MTA NUMBER		CIC		
SECTION III. PASSENGERS OUTBOUND FLIGHT INFORMATION				
MISSION PREFIX	MISSION NUMBER	DEPARTURE TIME	CATEGORY SERVICE	DEPARTURE DATE
BAGGAGE WEIGHT AUTHORIZED		WEIGHT OF CHECKED BAGGAGE		
SECTION IV. BAGGAGE IDENTIFICATION				
COMMERCIAL TAG NO.	DATE RECEIVED	TYPE CODE	AMC TAG NO. ATTACHED	UNACCOMPANIED BAGGAGE WEIGHT
SECTION V. BAGGAGE SHIPMENT INFORMATION				
MISSION PREFIX	MISSION NUMBER	DEPARTURE TIME	CATEGORY SERVICE	DEPARTURE DATE
AMC APOD	SIGNATURE OF PASSENGER SERVICE REPRESENTATIVE			DATE
The passenger baggage described above was found to be in excess of the weight allowance authorized in the passenger's travel orders, and was shipped to the owner as "Unaccompanied Baggage."	TCN/CBL NUMBER			
	SIGNATURE OF CTO/TMO REPRESENTATIVE			DATE
SECTION VI. CERTIFICATION				
The above baggage was received prior to departure of the passenger and was released.	SIGNATURE OF PERSON RECEIVING PROPERTY			DATE
<p><i>I understand that acceptance of my commercial baggage by the commercial transportation office or the passenger service office, does not in any way obligate the government in the event my baggage is not received and/or is received damaged or pilfered while in the custody of the commercial carrier. I have reported my baggage lost to _____ (Carrier) at _____ (Location), and I will present a copy of this form to the passenger service office at my AMC destination.</i></p>				
SIGNATURE OF PASSENGER		SIGNATURE OF PASSENGER SERVICE REPRESENTATIVE		DATE

AMC IMT 47, 20040201 (IMT-V2)

REPLACES MAC FORM 47, JAN 91

A29.1. Section I, General Passenger Information. The passenger completes this section.

A29.2. Section II, Passenger's Air Movement Designator. This section will be completed by the passenger service representative.

A29.3. Section III, Passenger's Outbound Flight Information. Enter the passenger's flight information. Authorized baggage weight should be stated in the orders. Passengers will be asked the weight of all baggage that accompanied them on the flight.

A29.4. Section IV, Baggage Identification. Enter the commercial baggage tag numbers of the lost baggage. The baggage tag claim stubs will not be collected by the passenger service representative. Enter the type baggage code. When the baggage arrives, enter the date received. When the baggage is prepared as RUSH baggage, the AMC Form 20-series baggage tag claim number will be entered opposite the commercial baggage tag number. Remove commercial and other nonrelated baggage tags, other than owner identification tag, and staple to the reverse side of the AMC Form 47. AMC Form 20-series baggage tags will also be attached. Enter weight of all baggage to be forwarded as RUSH baggage. **Note:** Destination terminal will take action to collect excess baggage fees when allowance is exceeded.

A29.5. Section V, Baggage Shipment Information. Enter the appropriate flight data for the RUSH baggage. The passenger service representative will sign and date when the baggage has departed. RUSH baggage procedures will be followed in accordance with **Para 78**. If the baggage is turned over to the Transportation Office for forwarding, the Transportation Control Number or the Commercial Bills of Lading number will be entered and a signature and date obtained from the TO representative.

A29.6. Section VI, Release Documentation. If the baggage arrives before the passenger has departed, the passenger will be contacted and the baggage released. The passenger will sign and date the original copy. File the original and discard duplicates. The passenger service representative will sign and enter the name of the base where the report was prepared.

Attachment 30

MISHANDLED BAGGAGE LETTER

Figure A30.1. Sample Mishandled Baggage Letter

Dear Passenger

We regret the inconvenience caused by mishandling your baggage while traveling with Air Mobility Command (AMC). Every effort will be made to locate and return your baggage as soon as possible.

Our lost and found baggage personnel will immediately contact our Baggage Service Center (BSC) and other stations to locate your baggage. You will be contacted with a status report within 24 hours. If your bag has not been located after five days from the reported loss, your case file will be forwarded to the BSC. Within five duty days of receiving your case file, the BSC will dispatch a letter informing you of actions taken and ask if you received your baggage. After you respond to this letter, BSC will furnish the airline with correspondence concerning your case and start claims actions with the airline. If your baggage was lost while traveling on a military aircraft, you will receive a release form, a copy of your case file and be instructed to contact the local Military Claims Office. The BSC representative will monitor all reimbursements made in the event your lost baggage is located.

If we can be of further assistance or if you have more information that would help with our search; do not hesitate to call. Our telephone number is, [provide your station's phone number]. The BSC can be reached 0800L-1700L EST daily at 1-800-851-5761 (toll-free within the continental United States), Commercial 1-843-963-2895, or DSN 673-2895.

If services provided by the BSC are unsatisfactory please contact our Passenger Terminal Flight Commander or Flight Chief at DSN: 673-3070 or 3071, Commercial: 1-843-963-3070 or 3071, e-mail: passengerservice@us.af.mil.

//Signed//

PASSENGER SERVICE OFFICER

Attachment 31

BLOCK AND ENTRY DESCRIPTIONS AND SAMPLE AMC FORM 136, BAGGAGE MISHANDLED REPORT FILE

Figure A31.1. AMC Form 136, Baggage Mishandled Report File

NAME (Last, First, Middle Initial)		REPORTING STATION	MISHANDLED (CIRCLE ONE) DAMAGED PILFERED LOST FOUND	CASE FILE NUMBER	DATE
ACTION SUMMARY					
FOR USE BY REPORTING STATION		FOR USE BY BAGGAGE SERVICE CENTER ONLY			
ACTION TAKEN (MESSAGES)		DATE FILE RECEIVED		BSC FILE REGISTER	
DATE		DATE		ACTION TAKEN	
TO	1ST	2ND	3RD	RESULTS	
BSC					
REPORT CLOSED AND FILED IN STATION FILES					
SIGNATURE		DATE			
REMARKS					
CHECKLIST FOR SUPPORTING DOCUMENTS					
<input type="checkbox"/> CLAIM STUB(S) ON BAG TAGS ENCLOSED (MANIFEST IF NOT AVAILABLE) <input type="checkbox"/> BOARDING PASS (MANIFEST IF NOT AVAILABLE) <input type="checkbox"/> AMC FORM 134 <input type="checkbox"/> ESTIMATED VALUE ON AMC FORM 134 <input type="checkbox"/> COMPLETE PASSENGER ADDRESS					
SIGNATURE		DATE		SIGNATURE	
DATE		DATE		DATE	
I CERTIFY THAT THE BSC WAS NOTIFIED AND ALL SUPPORTING DOCUMENTS ARE ENCLOSED AMC FORM 136, JUN 92 (IMT-V1)					
REPLACES MAC FORM 136, JAN 73					
BAGGAGE MISHANDLED REPORT FILE					

A31.1. AMC Form 136, *Baggage Mishandled Report* file block and entry descriptions.

A31.2. LOST

A31.2.1. NAME (*Last, First, Middle Initial*): Enter name.

A31.2.2. REPORTING STATION: Enter the three letter station code of the station making the report.

A31.2.3. MISHANDLED: Circle LOST.

A31.2.4. CASE FILE NUMBER: Enter the lost baggage case file number from the AMC Form 134.

A31.2.5. DATE: Enter the calendar date.

A31.2.6. TO: Enter the three letter station code to which messages are addressed. The first block is for notification of the BSC. Notification of the BSC is mandatory on all mishandled baggage.

A31.2.7. DATE: Enter the date/time for each instance a message is sent, i.e. DTG (041600Z JAN 15).

A31.2.8. RESULTS: Enter replies. If a reply is affirmative, enter SEE BELOW and annotate the information or comments in the REMARKS Section.

A31.2.9. REPORT CLOSED AND FILED IN STATION FILES: The lost and found agent will sign and date this block when baggage is recovered by the owner and the case file is closed.

A31.2.10. REMARKS: Annotate the name/rank of individuals contacted by telephone and date contacted.

A31.2.11. CHECKLIST FOR SUPPORTING DOCUMENTS: Place checkmark in appropriate blocks.

A31.2.12. BSC NOTIFICATION AND SUPPORTING DOCUMENTATION: The lost and found agent will sign and date this block when the case file is forwarded to the BSC.

A31.2.13. DATE: Enter the calendar date.

A31.2.14. FOR USE BY BAGGAGE SERVICE CENTER ONLY

A31.2.15. DATE FILE RECEIVED: Enter the calendar date.

A31.2.16. BSC FILE REGISTER: Enter register number.

A31.2.17. ACTION TAKEN: Action taken by the BSC to locate baggage/owner and close the case file.

A31.2.18. AUDITED BY: BSC agent who checks case file for complete supporting documents. Sign and enter the calendar date.

A31.3. FOUND

A31.3.1. NAME (*Last, First, Middle Initial*): Enter name. If ownership cannot be determined, enter "UNKNOWN".

A31.3.2. REPORTING STATION: Enter the three letter station code of the station making the report.

A31.3.3. MISHANDLED: Circle FOUND.

A31.3.4. CASE FILE NUMBER: Enter the found baggage case file number from AMC Form 134.

A31.3.5. DATE: Enter the calendar date.

A31.3.6. TO: Enter the three letter station code to which messages are addressed. The first block is for notification of the BSC. Notification of the BSC is mandatory on all mishandled baggage.

A31.3.7. DATE: Enter the date/time for each instance a message is sent, i.e. DTG (041600Z JAN 15).

A31.3.8. RESULTS: Enter replies. If a reply is affirmative, enter SEE BELOW and annotate the information or comments in the REMARKS Section.

A31.3.9. REPORT CLOSED AND FILED IN STATION FILES: The lost and found agent will sign and date this block when the owner is located, the baggage is forwarded to the owner, and the case file is closed.

A31.3.10. REMARKS: Enter the following information:

A31.3.11. NAME/RANK: Individuals contacted.

A31.3.12. DATE/TIME: Baggage arrived at the passenger terminal.

A31.3.13. DATE/TIME: Baggage was delivered to Transportation Office.

A31.3.14. DATE/TIME: Baggage released to the carrier.

A31.3.15. DATE/TIME: Estimated carrier delivery.

A31.3.16. CHECKLIST FOR SUPPORTING DOCUMENTS: Place checkmark in appropriate blocks.

A31.3.17. BSC NOTIFICATION AND SUPPORTING DOCUMENTATION: The lost and found agent will sign and date this block when the case file is forwarded to the BSC.

A31.3.18. DATE: Enter the calendar date.

A31.4. Notes

A31.4.1. AMC Form 136 will be kept in a suspense file prior to presentation of the property to the disposal board or until such time baggage is to be forwarded to the owner.

A31.4.2. Enter all calendar date requests on the form in numerical format (YYYYMMDD).

Attachment 32

DISTRIBUTION OF AMC FORM 134

Table A32.1. Distribution of AMC Form 134

Rule	Type Report	Copies	Original	Duplicate	Triplicate	Quadruplicate
1	Lost	3	Retain in AMC Form 136 or after 5 days forward to the BSC	Retain or give to carrier or TO representative	Give to passenger	N/A
2	Found	3+1 for each additional article	Retain in AMC Form 136 or after 5 days forward to the BSC	Retain or give to CTO/TO representative	Attach or place inside article	N/A
3	Damaged	3	Give to passenger or BSC for commercial	Give to passenger	Station File	N/A
4	Pilfered	4	Give to passenger or BSC for commercial	Give to passenger	Station File	Give to security police representative
5	Courtesy	2	Give to passenger	Station File	N/A	N/A

Attachment 33

**SPACE-AVAILABLE TRANSPORTATION FOR DUAL UNIFORMED SERVICES
MEMBER SPOUSES WITH DEPENDENT CHILDREN**

Figure A33.1. Memorandum on Space-Available Transportation for Dual Uniformed Services Member Spouses with Dependent Children

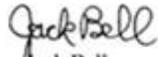
	<p>DEPUTY UNDER SECRETARY OF DEFENSE FOR LOGISTICS AND MATERIEL READINESS 3500 DEFENSE PENTAGON WASHINGTON, DC 20301-3500</p>
	<p>JUL 14 2009</p>
<p>MEMORANDUM FOR: SECRETARIES OF THE MILITARY DEPARTMENTS CHAIRMAN OF THE JOINT CHIEFS OF STAFF UNDER SECRETARIES OF DEFENSE ASSISTANT SECRETARIES OF DEFENSE GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE INSPECTOR GENERAL OF THE DEPARTMENT OF DEFENSE ASSISTANTS TO THE SECRETARY OF DEFENSE DIRECTOR, ADMINISTRATION AND MANAGEMENT DIRECTOR, PROGRAM ANALYSIS AND EVALUATIONS</p>	
<p>SUBJECT: Space-Available (Space-A) Transportation for Dual Uniformed Services Member Spouses with Dependent Children</p>	
<p>Effective immediately, certain dual Uniformed Services member parents/step-parents may accompany their dependent children regardless of which parent is designated as the sponsor in the Defense Eligibility and Enrollment Reporting System (DEERS). The policy applies to Uniformed Services members on active duty, retired from active duty, and retired Reserve/Guard members 60 years or older who are receiving retired pay. This change eliminates the current restriction which only allows the designated sponsor to accompany a dependent child traveling Space-A.</p>	
<p>The designated military sponsor may give the military non-sponsor parent the authority to accompany their dependent child when traveling Space-A on DOD aircraft. The sponsor parent must authorize the non-sponsor parent in writing with his or her signature notarized. The letter is valid for 180 days from the date it was signed and notarized. Only the original letter with the sponsor's signature notarized may be accepted for Space-A travel. The military non-sponsor parent must carry this authorization letter during all phases of travel along with his or her valid military identification card. Attached is a sample authorization letter. Dependent children shall travel in the same category of travel as the military non-sponsor parent.</p>	
<p>This policy will be incorporated in DOD 4515.13-R, "Air Transportation Eligibility," which is under revision. My point of contact is Lt Col Holmes, OADUSD (TP), 703-601-4461, extension 110.</p>	
<p> Jack Bell</p>	<p>WASHINGTON, DC 20301-3500</p>
<p>Attachment: As stated</p>	

Figure A33.2. Sample Dual Parent/Step-Parent Authorization Letter

(date)

SMSgt Trina M. Smith
 123 Main Street
 Somewhere, IL 00000

Subject: Authorization for Non-Sponsor Parent to Accompany Dependent Children on Space-Available Travel

To Whom It May Concern:

I, SMSgt Trina M. Smith, USAF, DOD ID number 1234567890, authorize MSgt James R. Smith, USAF, DOD ID number 2345678910, the non-sponsor parent of the child(ren) listed below, to accompany them on Department of Defense (DOD) sponsored space-available flights. Dependent children will travel in the same category of travel as the military non-sponsor parent.

<u>Full Name</u>	<u>Age</u>	<u>DOD ID Number</u>	<u>Relationship to Sponsor</u>
Michael D. Smith	12	3456789012	Son
Kara R. Smith	9	4567890123	Daughter

Sponsor Contact Information Home Address: (if different from above)

Duty Phone Number: ###-###-####

Home Phone Number: ###-###-####

(Sponsor's printed name and signature)

This letter requires an original notarized signature of the military sponsor of the dependent children) as identified in the Defense Eligibility and Enrollment Reporting System (DEERS). This letter is valid for 180 days from the date of notarized signature.

Attachment 1

Attachment 34

SERVICE ANIMALS

Figure A34.1. Memorandum on Transportation of Service Animals on DOD Owned and Controlled Aircraft (24 Nov 2009)



DEPUTY UNDER SECRETARY OF DEFENSE FOR
LOGISTICS AND MATERIEL READINESS
3010 DEFENSE PENTAGON
WASHINGTON, DC 20301-3010

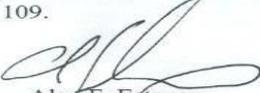
NOV 24 2009

MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
UNDER SECRETARIES OF DEFENSE
ASSISTANT SECRETARIES OF DEFENSE
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE
DIRECTOR, OPERATIONAL TEST AND EVALUATION
INSPECTOR GENERAL OF THE DEPARTMENT OF
DEFENSE
ASSISTANTS TO THE SECRETARY OF DEFENSE
DIRECTOR, ADMINISTRATION AND MANAGEMENT
DIRECTOR, COST ASSESSMENT AND PROGRAM
EVALUATION
DIRECTOR, NET ASSESSMENT
DIRECTOR, FORCE TRANSFORMATION
DIRECTORS OF DEFENSE AGENCIES
DIRECTORS OF THE DOD FIELD ACTIVITIES

SUBJECT: Transportation of Service Animals on DoD-owned and Controlled Aircraft

Effective immediately, the attached guidance implements the provisions of 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel. DoD 4515.13-R, "Air Transportation Eligibility," Chapter C.1.6.1. is rescinded in its entirety.

This guidance will be incorporated in DoD 4515.13-R, "Air Transportation Eligibility," which is under revision. My point of contact is Lt Col Michael Holmes, OADUSD (TP), 703-601-4461, extension 109.


 Alan F. Estevez
 Acting

Attachment:
As stated

Interim policy change for DoD 4515.13-R, "Air Transportation Eligibility" (November 1994) (through Change 3, April 9, 1998), to partially incorporate provisions of 14 CFR Part 382.117, as amended at 74 FR 11471, Mar 18, 2009.

C1.6.1 is rescinded in its entirety and replaced as follows:

C1.6.1. SERVICE ANIMALS

C1.6.1.1 A service animal is allowed to accompany a passenger with a disability within the cabin on DOD owned and controlled aircraft.

C1.6.1.1.1. Commercial aircraft chartered by DOD, or on behalf of DOD, may be subject to the provisions of 14 CFR, Part 382, Nondiscrimination on the Basis of Disability in Air Travel, relating to service animals.

C1.6.1.1.2. Service animals may be accommodated on other DOD owned or controlled aircraft, subject to reasonable limitations required by the configuration of the aircraft and/or operational necessity.

C1.6.1.2. Service animals are working animals, not pets. Service animals are individually trained to perform specific tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

C1.6.1.1.2.1. An animal's weight, size, State and foreign country restrictions may limit the transport of a service animal within the cabin and/or cargo hold.

C1.6.1.1.2.2. Certain unusual service animals pose unavoidable safety and/or public health concerns and are not required to be transported (e.g., snakes, other reptiles, ferrets, rodents, and spiders) as service animals.

C1.6.1.3. Transportation of a service animal in the cabin or cargo hold is authorized without charge when accompanying the passenger who is otherwise authorized transportation under this Regulation. DOD personnel will make every effort to ensure individuals with disabilities are not separated from their service animal.

C1.6.1.4. The service animal must be properly harnessed or leashed. To avoid creating a safety hazard, the service animal should not occupy the aisle. The service animal shall be permitted to accompany the passenger in all areas in which persons without disabilities are normally allowed to go. If a service animal cannot be accommodated at the seat location of the passenger with a disability, offer the passenger the opportunity to move with the animal to another seat location, if present on the aircraft, where the animal can be accommodated.

C1.6.1.5. Passengers will provided identification cards or other written documentation, issued by a bona fide agency, to verify the animal is trained as a service animal. Additional guidance to

assist transportation/terminal personnel in determining if an animal is a qualified service animal may be found on the Department of Transportation web site at <http://airconsumer.ost.dot.gov/>.

C1.6.1.6. Emotional Support/Psychiatric Service Animals. Proper documentation is required for a passenger to travel with an animal that is used as an emotional support or psychiatric service animal. Letters may be no older than one year from the date of the passenger's scheduled initial flight on the letterhead of a licensed mental health professional (e.g., psychiatrist, psychologist, licensed clinical social worker) stating the following:

C1.6.1.6.1. The passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders—Fourth Edition (DSM IV).

C1.6.1.6.2. The passenger needs the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination.

C1.6.1.6.3. The individual providing the assessment is a licensed mental health professional and the passenger is under his or her professional care.

C1.6.1.6.4. The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

C1.6.1.7. Proper sanitation is the responsibility of the passenger and must be maintained at all times. Terminal personnel are not required to provide care or food for a service animal or provide a special location for the animal to relieve itself.

C1.6.1.8. Transportation of service animals shall be subject to country quarantine procedures. Passengers intending to travel outside the CONUS with a service animal are required to check on possible restrictions with the embassy or consulate of each country to be visited. Specific information may be found on each country's Country Specific Information website at <http://travel.state.gov>. When it is necessary to detain the service animal pending determination of admissibility, the passenger shall provide detention facilities satisfactory to the cognizant quarantine officer. The passenger shall bear the expense of such detention, including necessary examinations and vaccinations, and other expenses incurred due to the service animal accompanying the passenger.

C1.6.1.9. A service animal may be removed from the premises if the animal is out of control and the owner does not take effective action to control the animal, or the animal poses a direct threat to the health or safety of others. Every effort should be made to mitigate the problem before excluding the animal from the terminal area or aircraft cabin.

Attachment 35

PASSENGER SCREENING INTERFACE INSTRUCTIONS (SECURE FLIGHT)

A35.1. Passenger Screening Procedures

A35.1.1. To ensure all passengers traveling on DOD-owned and/or contracted aircraft are afforded the utmost aviation security safeguards, all AMC locations generating passenger manifests must ensure all Space-Available (Space-A) and civilian Space-Required (Space-R) passengers undergo mandatory identity screening through the Department of Homeland Security's (DHS) vetting system prior to boarding aircraft from AMC terminals. Uniformed Service Members traveling in a duty status do not require identity screening.

A35.1.2. IAW Under Secretary of Defense policy memorandum titled "*Transportation of Space-Available Passenger on Department of Defense Aircraft*" dated 28 October 2013, individuals who are not cleared to travel through the passenger identity screening process will be denied boarding privileges. Passenger terminals that are unable to screen passengers prior to aircraft boarding time WILL NOT delay an aircraft due to waiting for vetting results. Processes in [Para A35.4](#) must be exhausted prior to denying transportation.

A35.1.3. Passenger screening will be completed primarily via an automated interface between USTRANSCOM's Global Air Transportation Execution System (GATES) and Transportation Security Administration's (TSA) Secure Flight (SF) system. Manual back up procedures are defined in [Para A35.4](#) of this guidance for circumstantial use as needed.

A35.1.4. Passenger identity screening is in addition to all physical and baggage security screening procedures currently being performed at AMC terminals in accordance with DTR, Part I, Chapter 103 and AMCI 24-101 Vol 14, Section D.

A35.1.4.1. **Note:** Under no circumstances will any PSA communicate to any passenger they were/are being screened or they are inhibited. The PSA's responsibility is only to deny boarding and direct the passenger to contact DHS for further resolution.

A35.1.5. Space-A and civilian Space-R passengers who do not receive a cleared boarding status prior to aircraft departure WILL NOT board and must be rotated off the flight manifest; final boarding manifest must reflect correct and accurate passenger information. Take action to ensure unit chain of command is fully aware of circumstances surrounding why seats were not utilized as a result of this process. Follow [Para A35.4.1.4](#) for notification guidance.

A35.1.6. In addition to sending passenger data to TSA Secure Flight system, GATES uses the same interface connection to DHS to send Immigration Naturalization Service (INS) information to the U.S. Customs and Border Protection's (CBP) Advance Passenger Information System (APIS). For all AMC flights that cross the Customs Territory of the United States borders (CTUS), all passengers must also have appropriate INS data entered into GATES for customs screening prior to being allowed to board the aircraft.

A35.2. Applicability

A35.2.1. This policy applies to all AMC-owned and controlled GATES locations manifesting passengers on DOD organic, chartered and/or contracted commercial aircraft.

A35.3. Passenger Screening Process Using Gates

A35.3.1. Passenger identity screening will occur through an interface established between GATES and SF. Mandatory data elements are required throughout passenger processing; those elements include full last name, full middle name (if available), full first name, gender, and date of birth. GATES has been modified to capture this data throughout passenger processing at AMC terminals. The following defines applicable information to respective points in the process:

A35.3.1.1. Civilian Space-R Passengers: For AMC pax-bookable channel missions, GATES initiates vetting process by sending data on booked passengers to SF starting at 72 hours prior to departure. Initial results of advanced screening will be visible in GATES once flight is "Open" in GATES. If INS data is absent for civilian passengers, there will likely be a Red/INS response waiting (Ref: [Para A35.3.3.3](#)). PSAs will have to enter valid INS data at the earliest opportunity during Check-In process.

A35.3.1.2. INS data on civilian passengers now includes a secondary document type. If traveler is a non-U.S. passport holder, refer to DOD Foreign Clearance Guide for appropriate Electronic System for Travel Authorization (ESTA) waiver or Visa requirements. Including secondary INS data for non-U.S. travelers will aid APIS clearance process. Passengers are required to have paper copies on hand for eligibility to travel on military or DOD chartered aircraft.

A35.3.1.3. For travelers who possess a DHS Redress Number, GATES will now accept that data field and will send to TSA SF if present.

A35.3.2. Space-Available Passengers:

A35.3.2.1. Sign Up. Passenger are still permitted to use remote sign up procedures, and all mandatory TSA information is not required at time of sign up.

A35.3.2.2. Mark Present. When a passenger or group physically makes themselves available in the terminal, all members are required to be present, and all identity documents must be validated to complete the Mark Present process. All TSA and CBP data fields are mandatory and must be completed at this time before competing for seats. Passenger(s) will not be able to proceed any further until all information has been captured in GATES. Yellow highlighted fields will signify required information that is missing. Once this has occurred, any/all passengers become available for "Passenger Selection" on their respective missions.

A35.3.2.3. Passenger Selection. Once Space-A passengers are selected for a flight, GATES will transmit SF and APIS data to DHS Router and initiate passenger identity screening and INS clearance processes. SF will send a status for each passenger back to GATES which is visible on the "Check In" screen for that specific flight.

A35.3.3. All Passengers - Passenger Check In. TSA/CBP statuses for passengers selected for a mission are indicated under "Cleared" column on far right of "Check In" screen. Statuses are as follows: (If GATES reflects a blank or white status for any passenger, initiate trouble ticket with GATES Help Desk at DSN 312-576-4949/Option 2 or AMCTransHelpDesk@Scott.AF.Mil.)

A35.3.3.1. Green/Yes: Indicates passenger(s) has been cleared to be issued a boarding pass, their baggage may be accepted, and they may be allowed access to sterile area and board aircraft.

A35.3.3.2. Yellow/Pending: GATES has transmitted passenger identity/INS data and is awaiting a response. PSAs must wait until SF returns a Green/Yes or Red/No color coded status for any further action to be taken. Refer to [Para A35.6](#) of this document for procedures if status remains “Pending” for excessive time. Note: Supervisors must take action to contact 305 APS NLT thirty (30) minutes prior to acft block out time at originating stations.

A35.3.3.3. Red/No and Red/INS. Passengers identified with a red highlighted field are identified as either an INHIBITED passenger by TSA (Red/No) or CBP has determined insufficient INS data has been provided (Red/INS) and requires further resolution to determine whether they will be permitted to travel or denied transportation. All actions to deal with Red/No status passengers are defined in [Para A35.5](#) of this guidance.

A35.3.3.3.1. Passenger groups that include a Red/No status passenger will not be able to be checked in together. Red/No status group member must be removed and/or resolved prior to groups checking in collectively.

A35.3.3.3.2. Travelers flagged as Red/No status will have all identifying travel documents and information in GATES verified and resubmitted to SF. To accomplish this, Check In agents must physically inspect all relevant travel documents ensuring document numbers are correct, expiration dates are valid, physical description matches pictures, etc. Once accomplished, PSA will recertify this action was completed with a “Y” in “Verified ID” block at bottom of passenger check in screen and enter “SAVE.” This will prompt GATES to resend data to the DHS router for secondary screening and will return a Green/Yes or a Red/No passenger travel status.

A35.3.3.3.3. If, after resending the passenger data, a secondary response status of Red/No is returned, refer to the encounter management procedures in [Para A35.5](#) of this document.

A35.3.4. Flight Close/Passenger Manifest. PSAs will continue to close flights using GATES “Flight Status” window. When complete, the following DHS Passenger Screening default manifest statement will be placed on last page of final boarding manifests and require print/signature by a passenger terminal representative: *“I certify that all Space-Available and civilian Space-Required passengers manifested on this mission have been accurately vetted and authorized for travel aboard military/military-chartered aircraft by Air Mobility Command and Department of Homeland Security.”*

NAME/GRADE PASSENGER TERMINAL REPRESENTATIVE: _____

SIGNATURE _____

A35.4. Alternate/Back-Up Procedures

A35.4.1. Passenger terminals are responsible for ensuring all originating passengers are screened prior to boarding any aircraft at their location. Therefore, as a fail-safe, HQ AMC has identified Joint Base McGuire-Dix-Lakehurst, 305th Aerial Port Squadron as the designated official command alternate location for alternate passenger screening should any

aerial port discover their access to SF has been/will be interrupted and has lost means to electronically screen passengers via GATES. As the command alternate location, 305th APS will maintain 18 “e-Secure Flight” accounts to accomplish secondary vetting on behalf of another aerial port as required. These eSF account holders will be required to maintain active TSA production accounts at all times and be current on training IAW HQ AMC Security Manager and TSA requirements in order to conduct alternate vetting for aerial ports throughout AMC when GATES interface has issues. Additionally, command alternate location is also responsible for upkeep of 18 “e-APIS” (Advance Passenger Information System) accounts for manual upload of manifests for aircraft that terminate in or cross over any Customs Territories of the United States (CTUS).

A35.4.1.1. The following steps provide direction for terminals to screen passengers under unique or extenuating circumstances. All options must be exhausted prior to denying travel and a GATES trouble ticket stating why originating terminal cannot perform automated screening must be created prior to utilizing command alternate location. To contact 305th APS for completing your passenger screening when GATES capability is inaccessible, call DSN 312-650-3070, Commercial 609-754-3070. **Note:** Units must contact 305th APS BY PHONE for direction on primary method of screening and verbal notification of the need to screen passengers using one of the following options:

A35.4.1.1.1. Encrypted e-mail. One conventional substitute to complete passenger screening is for PSA to contact command alternate location and send encrypted e-mail (IAW DOD PII requirements) to eSF account holder on shift at 305th APS with completed TSA passenger data template attached. TSA passenger data template can be obtained from an eSF account holder, AMC eSF Manager, downloaded from Port Dawg Read File at: https://private.amc.af.mil/a4/port_dawg/Default.aspx?SecID=15 Or the HQ AMC/A4TP SharePoint Site at: <https://www.my.af.mil/gcss-af/USAF/AFP40/d/1074111948/Files/a4t/a4tp/hello.html> Command alternate location will confirm receipt of e-mail and screen passengers for originating location.

A35.4.1.1.1.1. Confirmation e-mail will be attached to final boarding manifest and included in CFP. When passenger screening is complete, command alternate location will notify originating station via e-mail with the following information:

A35.4.1.1.1.1.1. Complete Mission number

A35.4.1.1.1.1.2. APOE to APOD

A35.4.1.1.1.1.3. “_____ of _____ manifested passengers have been cleared to board and travel AMC via e-Secure Flight by 305 APS/Joint Base McGuire-Dix-Lakehurst Command Alternate Screening Site.”

A35.4.1.1.1.2. Should an INHIBITED passenger be identified by command alternate location, an immediate phone call to originating station passenger terminal will be initiated including all relevant passenger data.

A35.4.1.1.1.3. Originating location will proceed with actions as defined in **Para A35.5.2** through **A35.4** to clear or confirm INHIBITED traveler status.

A35.4.1.2. Safe Access File Exchange (SAFE). SAFE website can be used to securely transfer documents with personal identification information (PII) and should be used after encrypted e-mail option has failed or become unavailable. To utilize SAFE site:

A35.4.1.2.1. Navigate to <https://safe.amrdec.army.mil/safe2/>, access site as a CAC User. There is no registration/log in with password requirement. Only personnel with CAC credentials may access site at any time.

A35.4.1.2.2. Specify all “Personal Information” fields

A35.4.1.2.3. “Browse” for passenger template you need screened

A35.4.1.2.4. Specify “Deletion Date” and description of file with remarks

A35.4.1.2.5. Provide recipient e-mail address(es) at command alternate location

A35.4.1.2.6. Designate file as “FOUO”

A35.4.1.2.7. Once uploaded, specified individuals will receive an automated e-mail from SAFE that passenger data file is available for retrieval. Once individuals at command alternate location have this information, those individuals can then access SAFE to retrieve completed passenger data file and screen passengers as normal using eSF procedures. **Para A35.4.1.1.1** guidance applies for notification back to originating station.

A35.4.1.3. Verbal transmission of information. In the case of severe power outages where personnel cannot access any network, system, or computer workstation at all (when manual DD Form 2131 manifest procedures have been implemented), PSA must initiate telephone contact to command alternate location to relay passenger data verbally to a eSF account holder while command alternate site inputs information onto passenger data template or directly into eSF. Return phone call or confirmation on same phone call from alternate site suffices as approval that passengers were vetted and may travel. **Para A35.4.1.1.1** guidance applies for notification back to originating station.

A35.4.1.4. **In the event passenger screening cannot be accomplished by any means, air transportation to all unscreened passengers will be denied and aircraft is to depart as scheduled.** Should this occur, contact HQ AMC/A4TP at DSN 312-779-4593 or ORG.AMCA4-71@US.AF.Mil with the following details:

A35.4.1.4.1. Mission number

A35.4.1.4.2. APOE to APOD

A35.4.1.4.3. Total number of passengers denied air transportation

A35.4.1.4.4. Reason screening could not be accomplished

A35.4.1.4.5. All mitigating actions taken to prevent denial of transportation.

A35.5. Encounter Management Procedures – “Red/No - Inhibited” Status Only

A35.5.1. Passengers who receive a Green/Yes response in GATES are considered “Cleared,” and are authorized to be checked in, issued boarding passes, and allowed access to the sterile areas and aircraft.

A35.5.2. When DHS results indicate a Red/No in GATES, *passenger may NOT enter sterile area and/or board aircraft until further action is taken and passenger holds a cleared status.*

A35.5.3. If secondary vetting via GATES results in a Red/No status, GATES has a pop-up window that will direct PSAs to contact TSA Secure Flight Operations Center for resolution. Pop up window will provide PSA all relevant TSA information to include watch desk number to call. **Note:** PSAs are advised that these actions should be initiated in an area away from the passenger in question.

A35.5.4. "TSA Phone Cleared". When directed to contact the TSA Secure Flight Operations Center, PSA's will relay passenger information and answer questions as needed. In most cases, TSA Secure Flight Operations Center will verbally clear a passenger to travel over the phone. At that time, PSA will select the "TSA Phone Cleared" button on pop up in GATES to allow further processing of that passenger as normal. PSA will be redirected back to "Check In" screen to complete check in process for that individual.

A35.5.5. "Deny Travel". If, after telephone contact with TSA, a passenger is not cleared by TSA to travel, the PSA with assistance from the Passenger Service Shift Supervisor or higher, will select "Deny Travel" button on active pop up window to proceed on with denial of air transportation. **Note: UNDER NO CIRCUMSTANCES WILL ANY PSA COMMUNICATE TO ANY PASSENGER THEY WERE BEING SCREENED OR THEY RETURNED AN INHIBITED STATUS. PSA RESPONSIBILITY IS ONLY TO DENY BOARDING AND DIRECT PASSENGER TO CONTACT DHS FOR FURTHER RESOLUTION.**

A35.5.5.1. After the "Deny Travel" button is selected, GATES will automatically rotate that passenger from the flight, and will generate a pop-up window to provide the following statement to convey to INHIBITED traveler:

A35.5.5.1.1. *"Sir/Ma'am, I'm sorry; however, AMC cannot authorize your travel at this time and this issue must be resolved before you are granted travel aboard any aircraft from our terminal. In order to resolve the issue, you will have to provide additional information to the Department of Homeland Security. Here is a document, which includes basic information about how to submit an inquiry. You can also log into DHS's interactive website at www.dhs.gov/trip"*

A35.5.5.1.2. Additionally, PSAs will print resolution process sheet from "Redress Documentation" button and provide passenger the "DHS Traveler Redress Inquiry Program (TRIP)" handout.

A35.5.5.2. If at any time a passenger(s) becomes unruly or violent due to denial of air transportation, supervisors must use good judgment when contacting law enforcement and follow policy guidance already established within this volume in regards to activating duress alarm and denying aircraft boarding.

A35.5.6. Unsolicited INHIBITED Responses. TSA may discover additional information on a passenger that may return an INHIBITED response after the Check-In process is complete and/or after aircraft has departed.

A35.5.6.1. Should GATES receive an Unsolicited Response, the aircraft mission number field and schedule of events (SOE) blocks will be highlighted red on main “Mission Monitor - Outbound” screen in GATES. This affords ATOC and on-duty dispatchers the opportunity to contact PSA and take action on the mission. ATOC will have further access to a “Mission Warning” activities menu option that will identify which passenger is identified as INHIBITED; an additional “Call PSA” notification will be available as a hover-over the mission number to help initiate appropriate PSA action when aircraft has not departed.

A35.5.6.2. Should an aerial port receive an unsolicited INHIBITED response after an aircraft has departed, passenger terminal leadership at originating location will call the next downline station to notify appropriate personnel of INHIBITED passenger enroute to their location. Provide all relevant passenger data from “Mission Warning” menu and TSA guidance from phone call to downline location so they may act appropriately. Additionally, downline stations will see the same red notifications on the “Mission Monitor – Inbound” screen for notification of an unsolicited INHIBITED passenger on board an aircraft destined for their location.

A35.5.7. In the event that an individual is not cleared to board a flight at an OCONUS location departing to the U. S., the PSA will refer traveler to closest U.S. Embassy for travel support.

A35.5.8. TSA Secure Flight Operations Center may opt to call Air Force Security Director (618 AOC (TACC)/XOZ) for situational awareness and information regarding INHIBITED passengers on AMC missions. **Note: AIR FORCE SECURITY DIRECTOR CARRIES AUTHORITY TO ORDER REMOVAL OF ANY PASSENGER(S) IDENTIFIED AS “INHIBITED” AND IS AUTHORIZED OPERATIONAL CONTROL OVER DELAYED BOARDING OF PASSENGERS AND AIRCRAFT DEPARTURE AS REQUIRED.**

A35.6. Passenger Screening Override

A35.6.1. Under certain specific circumstances, passenger service activities may need to override GATES-SF interface. An override function has been developed within “Mission Monitoring” function of GATES to allow aerial ports to bypass all automatic screening on specific mission types or if network/system is unresponsive. Aerial Port Squadron Commanders (or equivalent) must designate in writing those personnel who will be authorized to approve any use of the override feature.

A35.6.2. Use of override prevents all electronic transmission of passenger identity screening and immigration data from GATES to DHS. Alternate passenger screening requirements still must be performed using the approved back-up screening procedures identified in **Para A35.4.**

A35.6.3. Override capability is available on the “Mission Monitor - Outbound” screen and ONLY ATOC and port management personnel with Port Cargo Passenger Management (*prt_cgo_pax_mgmt*) roles in GATES will have ability to activate override for outbound missions. Additionally, the respective GATES log-in and time/date stamp will appear on Outbound AMC Form 77 to document all passenger screening override activity. Use of the override automatically sets all selected passenger statuses to Green/Yes for that

mission/flight and PSAs may continue with check in process. ATOC personnel who activate this function must enter into mission remarks box any/all reasons for the use of override function, how passengers were ultimately cleared for travel and who (from unit designated personnel) approved activation of override for that flight.

A35.6.4. The following reason codes are available in GATES for using override function:

A35.6.4.1. “C” – Contingency mission. This option may be selected when all manifested passengers of the mission are uniformed service members traveling in an official duty status. (Ex: SAAM, Contingency, Exercise, OSA) This function should be selected prior to the flight being opened for passenger processing.

A35.6.4.2. “N” – Connectivity/Network Issues. The GATES architecture is designed to absorb data replication latency between GATES Central Site and all local aerial port servers. The most likely indicator of connectivity/network issues will be that passenger service personnel are unable to proceed with Check In processes and DHS Status indication is Yellow/Pending for all passengers for an extended amount of time. If ports have noted there is a significant delay in system response, and are considering this option, the following actions must be performed and documented:

A35.6.4.2.1. Contact the GATES Help Desk at DSN 312-576-4949 to verify whether there is data latency noted in local network system. If a trouble ticket has not already been opened, one must be created. Trouble ticket must reflect that processing issue directly relates to the GATES-DHS interface for passenger screening.

A35.6.4.2.2. If applicable reason is data latency, ATOC personnel will note in mission remarks box the approximate amount of time passenger services had a Yellow/Pending status for passengers on the flight along with all pertinent information related to passenger process. **Note:** Application of this code mandates the use of established/approved “Alternate/Back Up Procedures” defined in [Para A35.4](#)

A35.6.4.3. “V” – ITV only. Reserved for HQ AMC Remote Manifesting Resolution Center RMRC) use only. Passenger data on these missions are entered for passenger manifest In Transit Visibility and billing purposes only.

A35.7. Passenger Screening Evaluation Standards

A35.7.1. Unit Air Transportation Standardization and Evaluation - Quality Assurance (ATSEV-QA) personnel will ensure unit compliance with procedures associated with passenger screening. Document evaluation results in ATSEV-QA evaluations application under task 10.3, “*Select Passenger for Movement from Standby Listings*”.