

**BY ORDER OF THE COMMANDER  
AIR MOBILITY COMMAND**

**AIR MOBILITY COMMAND  
INSTRUCTION 24-101 VOLUME 6**



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**Transportation**

**TRANSPORTATION DATA RECORDS  
MANAGEMENT**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This volume prescribes procedures for documenting, maintaining, and reporting transportation data for all Air Mobility Command (AMC) aerial ports and air terminals. It implements Air Force Policy Directive (AFPD) 24-1, *Personnel Movement* and AFPD 24-2, *Preparation and Movement of Air Force Materiel*. This volume applies to all active duty, Air National Guard (ANG), Air Force Reserve Command (AFRC) units, and all other agencies operating air terminals on behalf of AMC, or utilizing AMC systems for manifesting and In-transit Visibility (ITV). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). Refer recommended changes and questions about this publication to the office of primary responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through Major Command publications/forms managers. This publication may be supplemented at any level, but all direct Supplements must be routed to the Office of Primary Responsibility (OPR) of this publication for coordination prior to certification and approval. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See Air Force Instruction (AFI) 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. 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. This document requires collecting and maintaining information protected by the Privacy Act of 1974, authorized by 10 USC, 8013, Secretary of the Air Force: powers and duties; delegation by, and Executive Orders 9397, 9838, 10450, and 11652. System of records notice F024 AF USTRANSCOM D DOD, Global Air Transportation Execution System (GATES) (August 3, 1999, 64 FR 42098) applies.

### ***SUMMARY OF CHANGES***

This interim changes revises AMCI 24-101 Volume 6 by (1) correcting referenced paragraphs and URLs within the publication, (2) Adding guidance to capture Fleet Service rehandles on the AMC Form 82, and (3) updating the Rehandle Table.

	1.	Overview.....	3
	2.	Roles and Responsibilities.....	3
	3.	Transportation Documents.....	3
	4.	Documentation of Traffic.....	4
	5.	Remote Manifesting and Resolution Center (RMRC) HQ AMC/A4TID.....	4
	5.1.	The RMRC is manned 24/7, 365 days a year to provide assistance to the field....	4
	6.	Required Billing Data.....	4
Table	6.1.	SAH Codes.....	5
	7.	Manifest Registers.....	7
Figure	7.1.	Manifest Register.....	8
Figure	7.2.	Manifest Structure.....	9
Table	7.1.	Example of a Manual Manifest Register for Non-GATES Locations.....	9
	8.	Manifest Reporting.....	9
	9.	Security Classification of Documentation.....	11
	10.	Postal and Defense Courier Service (DCS) Documents.....	11
	11.	Consolidated Flight Package (CFP).....	11
	12.	Records Disposition.....	12
Figure	12.1.	Example of a Filing Plan for the CFP.....	13
	13.	Database Management and Integrity.....	14
	14.	Deletion of Cargo.....	15
	15.	Over Shipments.....	15

16.	Short, Cannot Locate, or Lost Shipments. ....	15
17.	Workload Reporting System (WRS). ....	18
<b>Attachment 1— GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION</b>		<b>24</b>
<b>Attachment 2— DISTRIBUTION COMPONENT BILLING SYSTEM (DCBS)</b>		<b>30</b>
<b>Attachment 3— THE AMC REMOTE MANIFESTING AND RESOLUTION CENTER (RMRC) HQ AMC/A4TID</b>		<b>32</b>
<b>Attachment 4— REHANDLED CRITERIA AND FORMS</b>		<b>33</b>

## 1. Overview.

1.1. Data Records is one of the most important sections in the aerial port/air terminal. Data Records is the final quality control (QC) for all transportation documentation. They ensure transportation documentation is forwarded to HQ AMC/FMFAB, enabling the proper accounting of millions of dollars annually for TWCF.

1.2. This AMCI contains directions for maintenance and disposition of transportation documents. Many of these documents contain Personally Identifiable Information (PII), such as social security numbers (SSN); it is very important all personnel protect these documents while in storage, when emailed or otherwise transmitted in accordance with Air Force Instruction (AFI) 33-332, *Air Force Privacy and Civil Liberties Program*.

## 2. Roles and Responsibilities.

2.1. **Data Records Sections.** Collect all mission documentation, check documentation for accuracy, update the information in GATES, and ensure the correct information is transmitted to the appropriate system and documentation products are sent to the correct office. (T-2)

2.1.1. Quality control and compile reports from the various work centers, e.g. AMC Form 56, *Rehandled Workload*, AMC Form 85, *Aircraft Handled by Type*, and AMC Form 108, *Passenger Rehandled Workload*, into the Monthly Station Traffic Handling Report via the WRS. For additional rehandle information see [paragraph 17.3.2.4](#), [17.3.3.3](#), [17.3.5.2](#), and **Attachment 4**.

## 3. Transportation Documents.

3.1. Transportation documents are used to record the receipt, storage, movement, delivery, billing and other processing of passengers, baggage, cargo, and mail. These documents consist of Department of Defense (DOD), Air Force (AF), AMC forms and other correspondence used to substantiate transportation activities.

3.2. All directives in this instruction consider GATES locations to be all locations with GATES access. Unless otherwise specified, these locations are held responsible for compliance with all directives. Guidance for using GATES is in the GATES User's Manuals (GUMs). A link to the GUMs can be found on the HQ AMC/A4TI web pages at <https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4ti/gates/hello.ht>

ml. Situations may arise when GATES users need to submit trouble tickets for problem resolution. Trouble tickets may be submitted either by phone, Defense Switched Network (DSN) 576-4949 Option 1/Commercial 618-256-4949 Option 1, or by email using the template found at [https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4ti/gates/trouble\\_ticket\\_template.doc](https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1353610FB5E044080020E329A9/Files/a4t/a4ti/gates/trouble_ticket_template.doc) to the AMC Command and Control (C2) Call Center at [AMCTRANSHELPDESK@US.AF.MIL](mailto:AMCTRANSHELPDESK@US.AF.MIL).

#### 4. Documentation of Traffic.

4.1. Traffic is defined as cargo, mail, passengers, or baggage transported on DOD-owned or controlled, or non-DOD aircraft. Document movement as described in the following paragraphs.

4.1.1. TWCF or Opportune Aircraft. Document traffic moved on such aircraft per applicable procedures contained in this instruction; DTR 4500.9-R, *Defense Transportation Regulation (DTR)*; AMCI 24-101, Volume 9, *Air Terminal Operations Center*; AMCI 24-101, Volume 11, *Cargo and Mail Policy*; and AMCI 24-101, Volume 14, *Military Airlift Passenger Service*.

4.1.2. Special Assignment Airlift Mission (SAAM) Aircraft. Document traffic moved on SAAM aircraft operated by AMC (in support of Phoenix movements) in accordance with the DTR; AFI 11-289 *Phoenix Banner, Silver, and Copper Operations*; this instruction; AMCI 24-101, Volume 9, Volume 11, and Volume 14. Passenger manifests for aircraft providing airlift in support of the President of the United States, the Vice President, and other Presidential or White House directed airlift missions are exempt from the disposition instructions in this volume; if provided to the 89th Airlift Wing (AW), documentation will be destroyed immediately after the active mission leg. The White House Military Office maintains the "Master" passenger manifests for White House directed airlift missions in accordance with the Presidential Records Act, 44 U.S.C. 2201-07 (2000).

#### 5. Remote Manifesting and Resolution Center (RMRC) HQ AMC/A4TID.

**5.1. The RMRC is manned 24/7, 365 days a year to provide assistance to the field.** All sites can request assistance from the RMRC for general GATES guidance. The RMRC can be contacted at DSN 312-779-0045/Commercial 618-229-0045; email [org.amca4-70@us.af.mil](mailto:org.amca4-70@us.af.mil). Site visits can be requested by contacting HQ AMC/A4TI at DSN 312-779-8174/ Commercial 618-229-8174 or email [ORG.AMCA4-69@us.af.mil](mailto:ORG.AMCA4-69@us.af.mil). For additional RMRC information, see **Attachment 3**.

#### 6. Required Billing Data.

6.1. When submitting data to the RMRC or the Defense Finance and Accounting Service (DFAS), ensure safeguards are used to prevent the loss of PII. Ensure emails are digitally signed and encrypted, or attachments are password protected from opening and recipients to include individuals listed in the "cc" block have an official need to receive the information, and there are no recipients listed in the "bcc" block to receive the information, and there are no embedded distribution list or workflow boxes within the address list. Passwords for attachment must be sent in a separate email. Use the Aviation and Missile Research, Development and Engineering Center (AMRDEC), Safe Access File Exchange (SAFE)

application to send large files to recipients securely. User accounts are not required for SAFE – authentication is handled via email and CAC. Everyone has the ability to upload files to the SAFE application regardless of whether or not they have a CAC. Travel orders, letters of authorization, DD Form 1131, *Cash Collection Voucher* /NAVCOMPT Form 2277, *Voucher for Disbursement and/or Collection*, and credit card reports or any other documents containing PII or FOUO information will be submitted to [amc.fmfa.twcf@us.af.mil](mailto:amc.fmfa.twcf@us.af.mil), [sah.suspense@us.af.mil](mailto:sah.suspense@us.af.mil), or [org.amca4-70@us.af.mil](mailto:org.amca4-70@us.af.mil) through the SAFE application at: <https://safe.amrdec.army.mil/safe/>. (T-2)

6.1.1. Passenger Customer Identification Code (CIC). CICs are essential for properly billing passenger travel and identifying the service responsible for payment. Travel authorizations for reimbursable space required passenger transportation must cite the chargeable appropriation and CIC approved by the funds certifying official. If the information is not available, then a full billing address with point of contact and phone/fax numbers must be on the authorization to allow reimbursement on a Special Account Handling (SAH) basis. Follow paragraph 6.2 for SAH procedures. Otherwise, provide payment by indicating cash collection, utilizing the appropriate SAH for the correct tariff rate based on the passenger's associated organization. Refer to AMCI 24-101, Volume 14 for cash handling procedures. (T-2)

6.1.2. CIC General Guidance. The aerial port/air terminal is not responsible for construction of the CIC. Aerial port/air terminal personnel should follow SAH procedures as outlined below if a usable CIC is not provided. For questions regarding CICs, contact HQ AMC/FMFAB at DSN 779-2668/Commercial (618) 229-2668 or email them at [amc.fmfa.twcf@us.af.mil](mailto:amc.fmfa.twcf@us.af.mil).

6.2. Special Account Handling Procedures. SAH codes entered in GATES directly affect passenger billing, and if improperly entered, could result in incorrect billing. When a traveler's documentation does not contain a clearly identifiable CIC or the passenger pays with cash, credit card or check, use one of the SAH codes from Table 1. This is located in the second position (i.e. spacebar then code) of the account code block in GATES. This places the traveler on the Suspense List and identifies to HQ AMC/FMFAB that additional documentation will be sent to HQ AMC/FMFAB and /or the Defense Finance and Accounting Service (DFAS). This additional documentation will be in the form of Travel Orders, Letters of Authorization (LOA), DD Form 1131/NAVCOMPT Form 2277, or credit card reports as appropriate. (T-2)

**Table 6.1. SAH Codes.**

SAH Code	Tariff rate	Method of Payment
A	DOD (Type 1)	Credit basis/billing
K	Non-DOD/Federal Government (Type II)	Credit basis/billing
G	Non-Federal Government/Contractor (Type III)	Credit basis/billing
C	DOD (Type I)	Cash, credit card or check
L	Non-DOD/Federal Government (Type II)	Cash, credit card or check
J	Non-Federal Government/Contractor (Type III)	Cash, credit card or check

6.2.1. When the above SAH codes are entered into GATES, Passenger Service Center (PSC) personnel will collect one complete set of travel documents (all pages, front and

back) from each traveler. The PSC will annotate the copy of orders with the Aerial Port of Embarkation (APOE) code, Aerial Port of Debarkation (APOD) code and mission number. For those passengers that paid their channel tariff at the port, the PSC will include an additional annotation stating "Paid: \$ (Amount)". The PSC will create and deliver a complete flight package to Data Records within three days of aircraft departure for further processing and record keeping. The package will include all required travel documentation and/or a Memorandum for Record (MFR) stating which documents are missing and what the PSC is doing to secure a copy of the missing documentation (see para.6.3.). (T-2)

6.2.2. The Data Records section will validate and review the package received from the PSC against the Passenger Suspense List in GATES to ensure that each passenger in suspense has a properly annotated set of orders. Data Records will also review each set of orders to ascertain if a valid CIC exists and or that fund cite data or billing addresses information is available. Once the validation process is accomplished, Data Records will create a new manifest ID for all validated passengers in suspense and send this manifest to DCBS, identified in GATES as ASIFICS. Next Data Records will annotate each set of orders with the appropriate manifest ID before preparing the orders for transmission to AMC/FM. (T-2)

6.2.3. Data Records will then scan the TWCF Manifest and SAH orders (front and back), and save in a Portable Document File (PDF) format by mission and manifest number. Email the scanned documents to [SAH.suspense@us.af.mil](mailto:SAH.suspense@us.af.mil) within seven days of departure. If scanning capability does not exist, documents will be mailed to AMC/FMFAB, 402 Scott Drive, Unit 1K1, Scott AFB, IL 62225-5308. (T-2)

6.2.4. Non-GATES locations will annotate all orders as detailed in paragraph 6.2.1., then scan all SAH documentation and save in PDF format by mission and APOE/APOD channel. Email the scanned documents to the RMRC at [org.amca4-70@us.af.mil](mailto:org.amca4-70@us.af.mil) within three days of aircraft departure. Include an explanation of the circumstances surrounding any missing documentation and what steps have been taken to obtain the documentation. If scanning capability does not exist, documents will be mailed to HQ AMC/A4TID, 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5308. (T-2)

6.3. Prior to sending passenger flight package documents to Data Records, the PSC supervisory staff will ensure that the package is complete with all required documentation.

6.3.1. If the package is missing travel orders or LOAs the PSC supervisory staff will make the initial effort to obtain the missing documentation before sending the package to Data Records. All unsuccessful actions to obtain the missing documentation shall be described thoroughly in a MFR to the Officer in Charge (OIC)/Station Manager or Superintendent of PSC and Data Records Supervisor. This MFR will be included in the documentation package when it is finally delivered to Data Records for processing. The following are provided to assist with the recovery efforts:

6.3.1.1. Determine why orders were not collected.

6.3.1.2. Review Passenger Reservations in GATES to find previous travel.

6.3.1.2.1. Contact APOD.

6.3.1.2.2. Use the Global Address List in *Microsoft Outlook*.

6.3.1.2.3. Use DOD Enterprise White Pages <https://www.whitepages.mil>.

6.3.1.2.4. DOD Global Directory Service <https://dod411.chamb.disa.mil>.

6.3.2. If a package is delivered with an MFR for missing documentation, then Data Records will attempt to further research and recover the missing passenger travel documentation. Every effort must be made to obtain the missing travel documentation. (T-2)

6.3.3. If orders are recovered, Data Records will input the correct CIC or SAH code, and submit a TWCF manifest to DCBS for billing. Within 30 days after aircraft departure, if all efforts have been exhausted to recover missing orders, Data Records will enter an "A" in the second position of the account code field and submit a TWCF manifest to DCBS. Data Records will also forward a copy of all supporting documentation to HQ AMC/FMFAB, as detailed in paragraph 6.2.3. (T-2)

6.4. In the event a passenger arrives at the terminal with an LOA, it must be included in the manifest package received from the PSC. The letter must be signed by the passenger's commanding officer for military members or the contracting officer for contract employees, citing the authority for travel, fund cite/CIC or billing address, and the unit point of contact. For military members, this type of movement, vice published orders, is used due to the urgent nature of the travel and is only authorized for emergency situations and is not intended to replace valid orders. An LOA is the only form of travel authorization for contractor employees. (T-2)

6.5. On occasion, AMC customers will dispute passenger movement charges. When dispute actions occur, AMC/FMFN staff must obtain the source documentation pertaining to the movement. Source documentation is used to derive a billable line of accounting or to locate a commercial/corporate customer. All source documentation is kept in the CFP in accordance with AFRIMS. AMC/FMFN staff will submit requests for source documentation directly to Data Records. Data Records will assist AMC/FMFN by forwarding source documentation within seven business days of the request. Document(s) will be scanned and emailed to the requesting party. In lieu of scan/email, documents may be mailed or faxed. All requests for source documentation from the DFAS should be referred to HQ AMC/FMFN. (T-2)

6.6. For the purpose of settling any unreconciled passenger billing associated with passengers manifested from your location, Data Records will obtain a DCBS account at: (<https://dcbs-web.scott.af.mil> ). Once in DCBS, navigate to Transportation/Summary and then your location APC to identify those passengers that require corrective action for billing reconciliation. This must be reviewed every duty day to ensure that the required travel documentation is transmitted to AMC/FMFN for the proper billing of all unreconciled passengers listed in DCBS for your location. (See Attachment 2) (T-2)

## 7. Manifest Registers.

7.1. Manifest Registers are used to track manifests sent to DCBS and to show when they are approved (Figure 2). They are also used to cross-reference any changes made to manifests if numbers changed due to resubmission.

Figure 7.1. Manifest Register.

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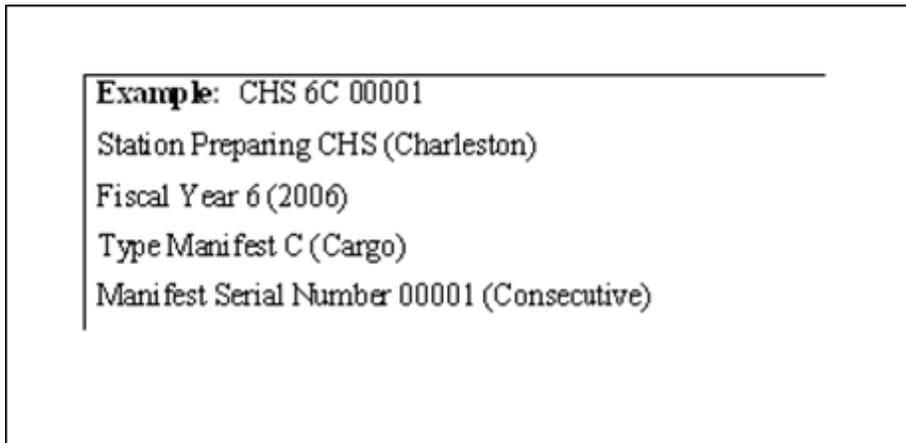
PASSENGER MANIFEST REGISTER REPORT

MANIFEST	MR	MISSION	TAIL			DEST	S/A	S/R	TOT PAX	TWCF PAX	ASIFICS SENT	ASIFICS STATUS	ASIFICS RCPT DATE	REMARK
			MDS	NBR	DEPART									
IRI 4 P 00337	QA	PVR04X8TS023	C017A	66162	4023 2001	SUU	22	0	22	22	4023 2105	APPVD	4024 1438	
IRI 4 P 00338	OB	AJRA70044024	C017A	44137	4024 1403	HOP	0	0	0	0	4035 0632	CXGTS		
IRI 4 P 00339	QC	AJRA70057024	C017A	77178	4024 1531	POB	1	0	1	1	4024 1635	APPVD	4027 1507	
IRI 4 P 00340	QD	R1B140563023	C012C	22563	4023 1349	BLV	0	0	0	0	4035 0633	CXGTS		
IRI 4 P 00341	QE	R1B140841024	C012D	13545	4024 1920	BLV	1	0	1	1	4024 2020	APPVD	4027 1507	
IRI 4 P 00342	QF	JBRGW600023	C005A	00460	4025 0321	RMS	22	3	25	25	4025 0425	APPVD	4027 1507	
IRI 4 P 00343	QG	QEN459901025				SJU	0	0	0	0	4025 1703	CXGTS		
IRI 4 P 00344	QH	ZP2059E11027	KC010A	70118	4027 0758	QZP	2	0	2	2	4027 0900	APPVD	4028 1421	
IRI 4 P 00345	QJ	PEN0500W1027	C017A	50106	4027 1132	HST	1	0	1	1	4027 1630	APPVD	4028 1421	
IRI 4 P 00346	QK	AJM7800P1027	C017A	44131	4027 2026	ADW	4	0	4	4	4027 2130	APPVD	4028 1421	
IRI 4 P 00347	QL	BBR6D058L028	B74740	N741CK	4028 0057	KWI	0	1	1	1	4028 0200	APPVD	4028 1421	
IRI 4 P 00348	QM	BBR6D058L028	B74740	N741CK	4028 0057	RMS	0	2	2	2	4028 0200	APPVD	4028 1421	
IRI 4 P 00349	QN	XBB45X55C028	KC010A	70121	4027 2357	RMS	7	0	7	7	4028 0100	APPVD	4028 1421	
IRI 4 P 00350	QO	7MR56WH01028	KC135R	23578	4028 1615	HIK	8	0	8	8	4028 1715	APPVD	4029 1414	
IRI 4 P 00351	QP	7MR56WH01028	KC135R	23578	4028 1615	UAM	0	10	10	6	4028 1715	APPVD	4029 1414	
IRI 4 P 00352	QR	6MR450G01028	KC010A	40190	4028 1614	SNN	1	0	1	1	4028 1715	APPVD	4029 1414	
IRI 4 P 00353	QS	6MR450G01028	KC010A	40190	4028 1614	DHF	0	25	25	25	4028 1715	APPVD	4029 1414	
IRI 4 P 00354	QT	PVR05X8XF028	C017A	00219	4028 1603	TCM	4	0	4	4	4028 1705	APPVD	4029 1414	
IRI 4 P 00355	QU	7MR56WH01028	KC135R	23578	4028 1615	UAM	0	10	10	1	4028 1845	APPVD	4029 1414	
IRI 4 P 00356	QV	7MR56WH01028	KC135R	23578	4028 1615	UAM	0	10	10	1	4028 1845	APPVD	4029 1414	
IRI 4 P 00357	QW	7MR56WH01028	KC135R	23578	4028 1615	UAM	0	10	10	1	4028 1845	APPVD	4029 1414	
IRI 4 P 00358	QX	7MR56WH01028	KC135R	23578	4028 1615	UAM	0	10	10	1	4028 1845	APPVD	4029 1414	
IRI 4 P 00359	QY	6CN45MX01029	KC010A	91947	4029 1842	CWF	0	3	3	3	4029 1945	APPVD	4030 1420	
IRI 4 P 00360	QZ	ABB06W510029	C017A	33125	4030 0037	MHZ	0	3	3	3	4030 0140	APPVD	4030 1420	
IRI 4 P 00361	RA	QEN459931030	KC010A	30079	4030 0312	MHZ	6	0	6	6	4030 0415	APPVD	4030 1420	
IRI 4 P 00362	RB	BOB.JHX15E030	B75720	N752CX	4030 0901	BWI	0	1	1	1	4030 1005	APPVD	4031 1602	
IRI 4 P 00363	RC	BOB.JHX15E030	B75720	N752CX	4030 0901	THU	0	1	1	1	4030 1005	APPVD	4031 1602	
IRI 4 P 00364	RD	OMKWN701030	B73770	N738CB	4030 1518	GNV	0	34	34	34	4030 1620	APPVD	4031 1602	
IRI 4 P 00365	RE	OMKUA0012030	B73790	N36447	4030 1646	BNA	2	142	144	144	4030 1750	APPVD	4031 1602	
IRI 4 P 00366	RF	KJRA4M10P030	KC010A	70137	4030 1947	NTJ	4	0	4	4	4030 2050	APPVD	4031 1602	

7.2. GATES automatically creates Air and Surface manifest registers. Data Records will review the registers each duty day to identify any inconsistencies. In addition, Data Records will print or save an electronic copy in the event of prolonged GATES outage. Port management will determine the best time to print or electronically save based on workload. Research any manifest that has a status other than “APPVD”, “CANCEL” or “CXGTS” for longer than seven calendar days. If not resolved after ten calendar days, call the RMRC to ensure no errors exist. Then open a trouble ticket through the C2 Call Center GATES Help Desk at DSN 576-4949, option 1/Commercial 618-256-4949, option 1 or email [amctranshelpdesk@us.af.mil](mailto:amctranshelpdesk@us.af.mil) for resolution. (T-2)

7.2.1. Use the following system to ensure standardization of manifest numbering by all stations documenting traffic. Each manifest is identified by the APC of the preparing station, last digit of the fiscal year, type of manifest, and manifest serial number (Figure 3). Number manifests consecutively within each register starting with the number 00001 at the start of the fiscal year. Stations maintain separate logs or registers for surface and air manifests. There are three types of manifest registers: passenger, cargo/mail, and truck/surface. Use the following codes to identify the type of manifest: P-passenger; C-cargo; M-mail. (T-2)

**Figure 7.2. Manifest Structure.**



7.2.2. Non-GATES locations are required to prepare manual manifest numbers and registers for cargo, mail, and passenger movement. Non-GATES sites will use and maintain the sequentially numbered Manifest Register to keep track of manifest numbers. Communication between these locations and the RMRC is crucial to maintaining an accurate Manifest Register. The RMRC has primary control and will analyze and amend as necessary. These sites must be prepared to present their manual Manifest Registers when requested by the RMRC. **(T-2)**

7.2.3. The manual Manifest Register is essential in researching cargo and passenger manifests. At a minimum, a manual Manifest Register will have the following headings: Manifest Number (full), Manifest Reference, Mission Number, Destination, and Date Sent to RMRC (the transmittal letter) (Table 2). The RMRC will acknowledge receipt. **(T-2)**

**Table 7.1. Example of a Manual Manifest Register for Non-GATES Locations.**

Manifest Number	Manifest Reference	Mission Number	Destination	Date sent to RMRC
BOG4C00001	AA	ABA053500001	CHS	05 JAN 14

7.2.4. During manual manifesting procedures at GATES locations, it is important that Data Records, ATOC, Load Planning, and Passenger Service determine the next sequential manifest number. Use the last printed automated register, AMC Form 77, *Aircraft Ground Handling Record*, and manifests not forwarded from Load Planning and Passenger Service, to determine the last manifest used. Load Planning and Passenger Service will maintain their individual manual registers until GATES is operational. If the next manifest number cannot be easily determined, contact the C2 Call Center GATES Help Desk at DSN 576-4949, option 1/Commercial 618-256-4949, option 1 or email [amctranshelpdesk@us.af.mil](mailto:amctranshelpdesk@us.af.mil) for assistance. **(T-2)**

**8. Manifest Reporting.**

8.1. All valid manifest data entered into GATES documenting the air movement of cargo, mail, and passengers shall be sent to DCBS as a TWCF manifest for processing by HQ AMC/FMFN. It is Data Records (GATES sites) or the RMRC’s (RMRC supported sites)

responsibility to ensure DCBS processes the manifests. This is accomplished by using the Manifest Register. If manifest reference numbers are created out of sequence causing a gap of unused reference numbers, contact the RMRC for assistance. (T-2)

8.2. Definitions of Manifest Register Status. These codes indicate the status of the manifests listed on the register as identified by DCBS:

8.2.1. SENT- the manifest was sent by GATES to DCBS. If the manifest remains in this status for more than seven days, contact the C2 Call Center GATES Help Desk at DSN 576-4949, option 1/Commercial 618-256-4949, option 1 or email [amctranshelpdesk@us.af.mil](mailto:amctranshelpdesk@us.af.mil).

8.2.2. APPVD- the manifest was accepted and processed by DCBS. Manifests approved by DCBS cannot be subsequently cancelled by the GATES user. If there is a problem with the approved manifest then a trouble ticket is required and the RMRC should be notified to ensure coordination between GATES and DCBS.

8.2.3. ERROR- an error has been identified. A retransmission is not necessary. If still in error status after fifteen calendar days, open a trouble ticket through the C2 Call Center GATES Help Desk at DSN 576-4949, option 1/Commercial 618-256-4949, option 1 or email [amctranshelpdesk@us.af.mil](mailto:amctranshelpdesk@us.af.mil).

8.2.4. CXGTS- manifest was not used due to adverse mission or aircraft status that caused the transfer or rotation of all cargo, mail, and/or passengers to another manifest or in a temporary hold status.

8.3. Unreconciled Manifest Report and Missing Manifest Report. The data for both reports is developed by DCBS and is used as a tool to assist in reconciling manifests. The Unreconciled Manifest Report displays un-billed manifest numbers for a particular aerial port. The Missing Manifest Report shows all manifests not approved in DCBS or missing longer than seven days.

8.3.1. Unreconciled Manifest Report. The RMRC will advise Data Records about manifests which appear on the Unreconciled Manifest Report in order to focus on closing these manifests as soon as possible.

8.3.2. Missing Manifest Report. The RMRC will review this report daily in GATES/DCBS and compare the data to the Manifest Register to ascertain the current status for each identified manifest reference number. After seven days the RMRC will work with the aerial port/air terminal to determine the corrective action.

8.4. TWCF Manifests.

8.4.1. Passenger Manifests. Data Records receives a flight package from Passenger Service for all missions with passengers. The package will contain documentation for Space Required passengers on the manifest.

8.4.2. Data Records will review flight package for accuracy. Ensure line number, name, rank, travel priority and type, SSN, CIC, and Unique Control Number are correct and consistent throughout each line item. For example, do not permit a SAH code of "A" in the second position of the CIC field when the travel type code is "OL". If documents are incomplete or missing, return the flight package to Passenger Service for corrections. (T-2)

8.4.3. Ensure completed passenger manifests were automatically sent to DCBS. If it does not auto send, Data Records will send it to DCBS. Changes to the original manifest, prior to it being approved by DCBS, may require the user to cancel the manifest and generate a new TWCF passenger manifest. Passengers must be rotated off the original manifest before the manifest can be cancelled. (T-2)

8.4.4. Incomplete manifests with travelers identified on the Passenger Suspense Report will be submitted to DCBS once travel documentation is obtained.

8.4.5. Cargo and mail manifests are automatically sent to DCBS upon departure within GATES. Changes to the original manifest, prior to it being approved by DCBS, may require the user to cancel the manifest and generate a new TWCF cargo and mail manifest. Cargo must be rotated off the original manifest before the manifest can be cancelled. **NOTE:** Mission deviations may require further actions.

8.4.6. Review the manifest registers every duty day to confirm manifest have an approved status. There are many factors why DCBS may not approve manifests; research and determine corrective actions necessary to submit data to DCBS. (T-2)

**9. Security Classification of Documentation.** Transportation documents are only classified when required by a competent authority. Classified documents remain classified until destroyed, downgraded, or reclassified per AFI 31-401, *Information Security Program Management*. Classified documents are filed separately. When classified documents are sent for centralized long-term storage, provisions within AFI 31-401 apply.

9.1. Personally Identifiable Information. Some transportation documents contain PII and are considered For Official Use Only and must be protected while in storage and when emailed or otherwise transmitted in accordance with AFI 33-332.

**10. Postal and Defense Courier Service (DCS) Documents.** Postal Service documents are filed with the series of transportation documents to which they pertain and disposed of per AFI 33-364, *Records Disposition-Procedures and Responsibilities*, and AFRIMS. DCS is responsible for their documents for movement within GATES and the storage of DCS documents.

**11. Consolidated Flight Package (CFP).** To facilitate researching past flight information, Data Records will create a CFP (hard copy or digital) containing all applicable documentation for each mission. All sections are required to deliver documentation to the Data Records section. Data Records will QC and consolidate all hard copy documents for a single mission into one folder or envelope marked with the mission number. Non-GATES stations will also maintain CFPs. Stations using an AMC Form 68, *Aerial Port Movement Log*, can use one folder under each Julian date, this will be sufficient for filing purposes.

11.1. CFP will contain at a minimum one copy of the following (if applicable):

- 11.1.1. Originating cargo, mail and passenger manifests
- 11.1.2. Terminating cargo, mail and passenger manifests
- 11.1.3. Thru-load cargo, mail and passenger manifests
- 11.1.4. Passenger Flight Financial Report
- 11.1.5. Passenger orders and/or LOA validating air movement

- 11.1.6. DD Form 2131, *Manual Passenger Manifest*
- 11.1.7. Bumped cargo sheets
- 11.1.8. Over and short shipment amendment sheets
- 11.1.9. Signed original (or color copy) Shippers Declaration of Dangerous Goods (copies are acceptable for non-originating ports)
- 11.1.10. Final air mission brief sheet
- 11.1.11. AMC Form 1015, *Hazmat Inspection and Acceptance Checklist*
- 11.1.12. Signed Anti-hijacking statement
- 11.1.13. Rushed baggage manifest
- 11.1.14. Load plans, either:
  - 11.1.14.1. Integrated Computerized Deployment System (ICODES)
  - 11.1.14.2. AF Form 4080, *Load/Sequence Breakdown Worksheet*
  - 11.1.14.3. Any DD Form 2130, *Series Load plan*
- 11.1.15. DD Form 1385, *Manual Cargo Manifest*
- 11.1.16. DD Form 1387-2, *Special Handling Data/Certification*
- 11.1.17. DD Form 2133, *Joint Airlift Inspection Record*
- 11.1.18. AMC Form 101, *Green Sheet Request*
- 11.1.19. AMC Form 4069, *Tie-Down Equipment Checklist*
- 11.1.20. AMC Form 68, *Aerial Port Movement Log* and/or the AMC Form 77, *Aircraft Ground Handling Record*.
- 11.1.21. CFP can also include any documentation that the aerial port wishes to file in the CFP
- 11.1.22. Non-GATES locations: DD Form 1384, *Transportation Control and Movement Document (TCMD)*

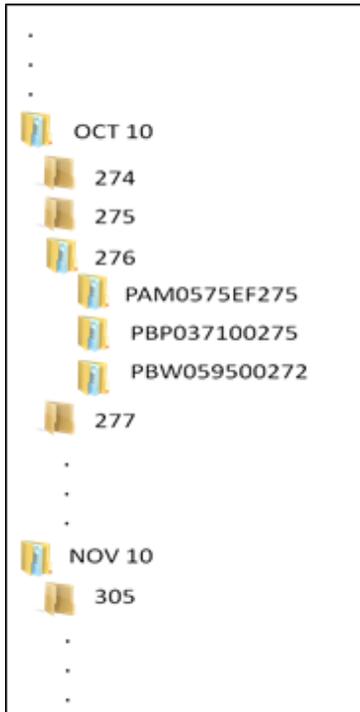
11.2. AMC/FMFN can contact Data Records or the RMRC for source documents within the retention period. Respond to AMC/FMFN requests within seven days.

**12. Records Disposition.** File and maintain documents as prescribed in this instruction and AFRIMS, Table 24-02. Documents will be maintained in an active file consisting of documents from the current calendar year and an inactive file consisting of documents from the previous 3 years. This provides continuous access to 3 years of data at any one time. For example, at the start of Jan, 2017 the active file will start and maintain documents through Dec 2017. The inactive file would contain documents from Jan 2014 through Dec 2016. At the start of each new calendar year (e.g. Jan, 2018), the oldest year of documents will be destroyed (e.g. 2014), thus maintaining 36 months of data. **(T-2)**

12.1. Electronic CFP. Data Records should use this method of filing. Create the required folders in *Windows* and save files associated with the mission in those folders. Refer to Figure 5 for an example of electronic CFP filing. The CFP files must be saved to a shared

server, to which only authorized personnel are allowed access. If electronic versions of the documents are not available, scan and save in the appropriate mission folder. Scan thru-load/terminating manifests after changes to identify bumped, over-shipped, and short-shipped cargo.

**Figure 12.1. Example of a Filing Plan for the CFP.**



12.1.1. File Naming Conventions. File names for scanned documents should reflect the contents of the file and serve for easy retrieval of information. Example, travel orders can be saved using traveler's last name or cargo manifest can be saved using manifest number. If the documents are scanned into one continuous file, use the mission number as the file name.

12.1.2. Electronic File Backup Requirements. The system administrators of a shared drive server usually perform regular backups of the data. Verify this is accomplished on the server used for the CFP and that the data is available for retrieval for the required period of time. If system administrators do not perform system backups, implement another form, such as using an approved external hard drive, compact disk/digital versatile disc, etc.

12.2. Hard Copy CFP. Locations that do not have the capability to file electronically will use this method. File each CFP by month- year, Julian day, then by mission number. Documents that contain more than one mission, such as the AMC Form 68, file under Julian day. More than one folder per Julian day is acceptable if folder size becomes unmanageable. **(T-2)**

12.3. Filing by Small Units. Small units that create less than two linear feet of documents during a six-month period may deviate from the standard methods of filing in order to reduce the number of folders and dividers. In those cases, label file drawers to indicate the time periods covered. Also, label individual folders to indicate the time periods covered. For

example: "Oct 09-Mar 10," filed by date. However, all units are to observe the timeframes for maintaining CFPs as prescribed above. **(T-2)**

12.4. Deployed/Contingency/Exercise Records Disposition. CFPs are required for these operations and must be maintained IAW this volume. Once operations are complete, any files that haven't met the timeline for destruction will be returned to the team's home unit for proper disposition IAW AFRIMS and AFI 33-364. When operations overlap between deploying units, store all records locally until operations are complete or timeline for destruction has been met. **(T-2)**

12.5. Surface Manifest Disposition. Maintain all truck manifests (inbound, outbound, and land bridge) for the current year as the active file with an additional 3 years as inactive files. Destroy after 3 years. File manifests sequentially by manifest number and departure date for originating manifests and by arrival date for terminating manifests. **(T-2)**

12.6. Transportation Discrepancy Reports (TDR) on Short and Lost Shipments. Maintain TDRs and all supporting documentation, to include message traffic, for the current year as the active file with an additional 3 years as inactive files. Destroy after 3 years. **(T-2)**

12.7. Cash Collection Vouchers Disposition. Per AFRIMS (Table and Rule) T24-02 R 05.00, *Military Air Cash Collection Vouchers*; DD Form 1131, *Cash Collection Voucher* or NAVCOMPT Form 2277, *Voucher for Disbursement and/or Collection*, and all supporting documentation received from Passenger Service will be maintained for the current year as the active file with an additional 3 years as inactive files. Destroy after 3 years. These records will be filed by the month and day that the documents are submitted to the appropriate financial organization for processing. **(T-2)**

12.8. Deleted Cargo Reports Disposition. Maintain for the current year as the active file with an additional 3 years as inactive files. Destroy after 3 years. **(T-2)**

12.9. Local Reports Disposition. Maintain for 90 days unless a longer retention period is required by leadership. **(T-2)**

12.10. Any deviations from the above dispositions must be submitted to HQ AMC/A4TI for further coordination and approval. **(T-2)**

12.11. 89 AW Files Disposition. Passenger manifests in support of the President of the United States, Vice President, and other Presidential or White House directed airlift missions are exempt from the disposition instructions in this volume. If passenger manifest are provided to the 89 AW, they will be destroyed immediately after the active mission leg. The White House Military Office maintains the "Master" passenger manifests for White House directed airlift missions IAW the Presidential Records Act, 44 U.S.C. 2201-07 (2000). For additional guidance see AFI 11-289 *Phoenix Banner, Silver, and Copper Operations*. **(T-2)**

**13. Database Management and Integrity.** Database management is vital to rapid processing, accurate portrayal of port levels, and billing data. Port management and Data Records will ensure the integrity of billing data is not compromised to avoid loss of TWCF revenue. **(T-2)**

13.1. Port Management at a minimum will review the following reports:

13.1.1. Daily: Frustrated Cargo, Deleted Cargo, Mission Capability (MICAP), Purple Sheet, Green Sheet, 999 cargo, TWCF Passenger Suspense, excessive Port Hold Time (PHT), and System Entry Time (SET).

13.1.2. Weekly: Over and Short Shipment, Port Level by Destination, Pallet Listing, Manifest Header Summary, Movement Report, Mission Recap, Detail Movement, Passenger Missing Manifest, and Inbound/ Outbound Surface Conveyance Control Status.

13.1.3. Every Other Day: Cargo inventories to ensure discrepancies are resolved.

**14. Deletion of Cargo.** Port management will identify, in writing, individuals authorized to delete cargo and will monitor for misuse. Cargo deletions will be documented as dictated by port management to provide a clear audit trail. Data records will maintain the cargo deletion authorization letter, a copy of any Transportation Control Number (TCN)/cargo deletion memorandums, Deleted Cargo Reports, and Track and Trace printouts.

**15. Over Shipments.** Un-manifested shipments of cargo or mail are considered over shipped.

15.1. Upon identification of over shipped cargo, the APOD enters the over shipment in GATES. Ports will ensure over shipments are manifested capturing the original APOE to ensure proper billing and revenue collection into the TWCF. Ensure the manifest totals have been adjusted to reflect the addition of over shipped cargo to that manifest. Over shipments are transmitted under the original mission number for ITV purposes. **NOTE:** pen and ink changes are authorized.

15.2. When notified, the APOE must respond within three duty days acknowledging the over shipment.

15.3. Close over shipments in GATES immediately following the response. In-transit stations receiving Over Shipment notifications will file all documentation in accordance with existing directives to provide a clear audit trail from the APOE, through their station, to the APOD.

15.4. The over shipping activity in GATES is not used in lieu of a manifest. If a mission arrives without a manifest, the processing section will contact the previous station(s) to coordinate manifesting efforts.

15.5. At non-GATES locations, Cargo Processing/Aircraft Services section identifies the over shipment on the manifest. Data Records checks short shipment files to determine if the shipment was reported as a short shipment. Over shipments are transmitted under the original mission number for ITV purposes.

**16. Short, Cannot Locate, or Lost Shipments.**

16.1. Short Shipments. Air manifested cargo or mail not located upon cargo in-checking is considered short shipped cargo. Short Shipments will be brought to the attention of Data Records by the GATES Over/Short Shipment Report, reviewed daily, or by receiving a cargo manifest/amendment sheets annotated in accordance with AMCI 24-101 Volume 11. **(T-2)**

16.1.1. Data Records checks to determine if the shipment was received on a prior mission. GATES sites will use the automated Over/Short Message Log provided to cross-reference lost or short shipments with previously received over shipments. At non-GATES locations, Data Records will develop a logbook for cross-referencing lost or short shipments with the following headings at a minimum:

16.1.1.1. Case number. Unit designator followed by a four-digit sequential number, e.g. FB4427-0026. Begin case numbers at 0001 at the beginning of each fiscal year.

16.1.1.2. First Message Action. Enter the email date, time and subject or letter/memorandum date and subject of the first tracer request.

16.1.1.3. Second Message Action. If applicable, enter the email date, time and subject or letter/memorandum date and subject of the second tracer request.

16.1.1.4. Request for Information (RFI) DD Form 361. If applicable, enter the email date, time and subject or letter/ memorandum date and subject of the RFI tracer action.

16.1.1.5. Disposition. Enter final disposition of shipment, e.g., received at consignee.

16.1.2. General Cargo Short Shipped. For non-priority short shipments, send messages within three calendar days of aircraft arrival to the APOE shown on the manifest TCMD line item. Failure to send the message within the time allotted can result in loss to the TWCF and could require extensive help from the C2 Call Center GATES Help Desk in order to resolve.

16.1.2.1. Send the short shipment message to the manifesting station, each en-route stop of the aircraft (including postal activities for registered mail), and final destination of the aircraft, if applicable. Stations receiving the message will send replies to the station initiating the report no later than three calendar days after receipt of short shipment notification. The GATES over/short message function automatically assigns case numbers when transmitting a message and will automatically send the message to the applicable stations.

16.1.2.2. The station reporting the short shipment initiates Second Message Action within six calendar days should addressees fail to respond and/or shipment still has not been located.

16.1.2.3. If the shipment is still unaccounted for after ten calendar days of initial discrepancy, initiate a RFI using DD Form 361 filled out in accordance with DOD 4500.9-R, Part II, **Chapter 210**, and send to the consignee. In Part I of DD Form 361, check the block with the words *Request for Information (RFI)* to inquire about receipt or non-receipt of shipment. Enter the following remarks in Block 28 of DD Form 361: "Shipment was manifested to this destination, but never arrived at this facility. Request delivery information on shipment(s) per DOD 4500.9-R. Forward your replies to this activity within five duty days of receipt. Acceptable replies are via fax, email, or phone." Enter point of contact name, email, telephone and fax number in blocks 29a through 29d. A locally produced RFI may be used in lieu of DD Form 361 if it contains the same information.

16.1.2.4. If completed tracer action fails to locate the shipment within 15 days from the RFI TDR, follow the procedures for Lost Shipments in paragraph 16.3. **NOTE:** Several tools are available to assist ports in locating missing cargo: GATES Track and Trace, the Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) and Tracker (<https://Tracker.wpafb.af.mil>).

Additionally, if a Radio Frequency Identification tag number is available for the missing shipment, Data Records can check the National Radio Frequency-ITV Server (<https://national.rfitv.army.mil>) to determine the “last seen” location of the item.

16.1.3. Priority Shipments Short Shipped. Send short shipment messages for signature service, perishable cargo, registered mail, and MICAP/ Very Very Important Parts (VVIP) shipments by message within twelve hours of aircraft arrival. All stations must research and respond to priority short shipment messages within twenty-four hours. Reporting stations initiate second message action at 36 hours if addressees fail to respond.

16.2. Cannot Locate Shipments. Items that are in-checked/processed, but not located in the terminal are considered Cannot Locate Shipments. After Cargo Processing/Aircraft Services section performs a thorough physical inventory of the terminal and Track and Trace in GATES, they will inform Data Records of the suspected loss. For classified/protected shipments and all shipments of arms, ammunition and explosives, Data Records will initiate an RFI immediately via telephone and send a follow-up message within twenty-four hours to the consignee, up line stations and down line stations. For all other shipments, Data Records will send an RFI using DD Form 361 to the consignee, up line stations, and down line stations within seven calendar days. A locally produced RFI may be used in lieu of DD Form 361. If completed tracer action fails to locate the shipment within 15 calendar days, follow the procedures for Lost Shipments in paragraph 16.3.

16.3. Lost Shipments. If, after 15 days, the RFI action, messages, and tracer actions fail to locate either a Short Shipment or a Cannot Locate Shipment in the AMC system, it is considered a lost shipment. Initiate a TDR using DD Form 361, in triplicate.

16.3.1. Copy one and duplicate copies of supporting documents will be mailed to the consignee.

16.3.2. The second copy and original supporting documents will be retained for station files. Include a statement in Block 28 of DD Form 361 that the consignee confirms non-receipt, in addition to the following statement: (Reference the case number, etc.). "Shipment could not be located in the AMC system and has been declared lost. Use these documents to support any claim for reimbursement of unearned transportation charges. However, actions should be taken through supply channels to locate lost shipment prior to submitting claim." Enter point of contact name, email, telephone and fax number in blocks 29a through 29d. A locally produced RFI may be used in lieu of DD Form 361, if it contains the same information.

16.3.3. Once the TDR is submitted and the case file is closed, send a formal notification message with the third copy of the TDR to the manifesting station. This formal notification message can be electronic or hard copy.

16.3.3.1. At GATES sites, once the manifesting station receives the TDR, remove the cargo from FRA status by deleting the shipment using deletion code DLF (Cargo Lost). Maintain all documentation on file in accordance with existing directives to provide a clear audit trail.

16.3.3.2. Non-GATES sites must follow the same procedures. Arbitrary deletion of cargo without proper documentation is never authorized and could be cause for

investigation for possible pilferage through audit agencies and/or Security Forces. Port operations officers must be extremely proactive in ensuring they receive needed documentation and forward noncompliance through their respective chain of command. If shipment is subsequently found, update the TDR in accordance with DTR 4500.9-R, Part II, Chapter 210.

## 17. Workload Reporting System (WRS).

17.1. Purpose. WRS is used to compile monthly workload data for resource management. This system is not used as a sole source for determining manpower or requirements. The site gives HQ AMC a clear sight picture of aerial ports monthly workload data.

17.2. Data Records will use any supporting documentation (AMC Form 56, AMC Form 65, AMC Form 85, AMC Form 108) submitted from each work center to compile monthly station traffic data to upload into the WRS. They may also develop a local document/access program to account for monthly workload data. Submit the report through the WRS website: <https://webapp.amc.af.mil/WRS/Login.aspx> . (T-2)

17.2.1. Reporting Instructions. Each location must have designated submitters and approvers prepare this report monthly as of 2400Z on the last day of the month. The completed report needs to be approved and signed by the approval authority and entered into the WRS by the twentieth day of the month. Digital signatures are authorized for electronic filing but, if not available, keep a signed paper copy on file for historical or audit purpose and dispose of in accordance with AFRIMS. This report is unclassified. If access to the website is not possible, submit a copy of the report to HQ AMC/A4TID by email to [org.amca4-70@us.af.mil](mailto:org.amca4-70@us.af.mil). (T-2)

17.3. **Entries on AMC Form 82, *Monthly Station Traffic Handling Report***. All weight entries are in short tons (STs), i.e. weight/2,000 pounds = ST, unless indicated differently below. Round off all tonnage figures to the nearest whole ton, e.g. 6.5 tons to 7 tons, 6.4 tons to 6 tons. If tonnage is less than .5 tons, leave the space blank. If the quantity reported is zero or if a requested entry is not applicable, leave the space blank.

17.3.1. Heading. The heading for this report is AMC-A4T(M) WRS. Enter the month and year reported, station name, and three-letter code, e.g. Sep 2014, Hickam, (HIK).

17.3.2. Section I, Passengers. Enter the number of space required (S/R) and space available (S/A) passengers as TWCF only. Do not separate TWCF and Non-TWCF passengers for AF operated terminals. Passengers from the terminal back-log, airlifted on an AMC SAAM are shown as TWCF. **NOTE:** Navy operated AMC Terminals are required to separate TWCF and Non-TWCF passengers.

17.3.2.1. Originating. Enter the total number of passengers manifested from the reporting station. Use the boarding manifests as source documents.

17.3.2.2. Terminating. Enter the total number of passengers manifested to the reporting station. Use terminating manifests as source documents.

17.3.2.3. Through. Enter the total number of passengers transiting the station en-route to other locations. Use through-load manifests as source documents.

17.3.2.4. Rehandled/Reprocessed. Enter the total number of rehandled passengers. Rehandled passengers are described as any passenger that is offloaded, transported,

antihijacked, manifested, and/or boarded again after initial processing when the circumstances for these actions are beyond the control of the PSC or air terminal. Use the completed AMC Form 108, *Passenger Rehandled Workload*, as the source document for this information. See Attachment 4 for additional rehandle criteria.

17.3.2.5. Total. Enter by row and column the total passengers moved. The sum of the rows should equal the sum of the columns. Next, enter the grand total by adding the total S/R and S/A passenger figures. Values will automatically calculate when the form is completed electronically.

17.3.3. Section II, Cargo and Mail. Enter the total tonnage of cargo and mail moved by airlift. Do not separate TWCF and Non-TWCF cargo and mail for AF operated terminals. Enter total tonnage of cargo and mail moved in the appropriate TWCF blocks. Navy operated AMC Terminals are required to separate TWCF and Non-TWCF cargo. Cargo from the terminal back-log, airlifted on an AMC SAAM, are shown as TWCF traffic. Report all workload processed, up-loaded, and/or down-loaded through the terminal from airlift missions. All tonnage reported must have source documentation e.g. load plan, manifest, DD Form 365-4, *Weight and Balance Clearance Form F – Transport/Tactical*. Report the total tonnage for all cargo and mail that originated or terminated via airlift mission. Report all land bridge cargo and mail in Section III, Land Bridge (paragraph 17.3.4.5.).

17.3.3.1. Originating. Enter the combined gross cargo and mail tonnage air manifested out of the station in the cargo and mail blocks. Source documents are originating air cargo and mail manifests, load plans, and DD Form 365-4.

17.3.3.2. Terminating. Enter combined gross cargo and mail tonnage air manifested into the station in the cargo and mail blocks. Source documents are terminating cargo and mail manifests, load plans, and DD Form 365-4.

17.3.3.3. Rehandled/Reprocessed. Enter cargo and mail tonnage rehandled due to requirement changes outside the control of the air terminal, including load re-sequencing, bumped pallets, load switches, pallet reconfiguration, cargo diversions (destination or mode), or returning loads to storage locations after mission changes. Ensure rehandled numbers are not reported for correcting terminal errors. Use the completed AMC Form 56 as the source document for this information. Use completed AMC Form 33, *Report of Frustrated Cargo*, as the source document for frustrated general cargo shipments. For frustrated hazardous materials use the AMC Form 1015 as the source document. See Attachment 4 for additional rehandling criteria.

17.3.3.4. Alternate Mission Equipment (AME). Enter total amount of AME. AME is defined as equipment that can be installed or removed in order to achieve a specific mission, i.e., Air Transportable Galley/Lavatory (ATGL), Patient Support Pallet (PSP), seat kit, etc. Units will also manually input actual tonnage of any additional equipment loaded or offloaded not specified below. Identify all additional AME in the Remarks section. Source documents are load plans or AF Form 4080, manifests, and DD Form 365-4. In the event that an AF Form 4080 or manifest is not available, a local tracker can be used as source document for the AMC Form 82.

17.3.3.4.1. KC-10 Seats. Each seat pallet is reported as .5 ST for each pallet loaded and unloaded. Use the standard weight of 2 ST off-loaded and 2 ST on-loaded for each full set of KC-10 seats (four seat pallets) that must be handled during KC-10 cargo loading operations to calculate on/off-load totals.

17.3.3.4.2. ATGL. Use 2 ST for each onload/offload.

17.3.3.4.3. PSP and Seat Kit. Use .5 ST for each onload/offload of either item; expeditionary mission requirements dictate use of medical support pallet with PSP.

17.3.3.5. Total. Enter the total weight of TWCF and non-TWCF AME, cargo, and mail into the total column. The sum of the rows should equal the sum of the cargo columns. Next, enter the grand total by adding the total cargo, mail and AME figures. Values will automatically calculate when the form is completed electronically.

17.3.3.6. Pre-Built Pallets. Enter the total number of pre-built pallets and gross cargo tonnage of those pallets on-loaded. Populate these blocks with originating pallets from the Defense Logistics Agency or similar agency. Pallet Identification (ID) will begin with 101, 201, etc. Do not include unit deployment cargo from any service. The gross tonnage of this block will not be added to the grand total, as it is already accounted for in the originating cargo blocks.

17.3.4. Section III, General Information. All cargo and passenger information reported in paragraphs 17.3.4.1. and 17.3.4.2. below will also be included in Sections I and II.

17.3.4.1. Special Category Passengers. Enter total special category S/R and S/A passengers manifested to, from, and through the station. Special category passengers include distinguished visitors, i.e. military, civilian, and foreign national personnel in the grade of O-6/Colonel (or equivalent) and above; BLUE BARK passengers; dependent students not traveling with parent or legal guardian; COIN ASSIST; Next of Kin for Very Seriously Ill; AMC Mission Observers; and Medal of Honor recipients. Travel authorizations issued for non-government employed civilians will show which passengers are distinguished visitors. Use ALLOAD messages, manifests, and other types of travel authorizations as source documents.

17.3.4.2. Special Handling Cargo. Enter the total shipments, pieces, and tonnage of originating and terminating special handling cargo. For reporting purposes, special handling cargo is defined as any cargo having a special handling code of other than "Z" or "L" and any cargo requiring special care in its acceptance, packaging, security, environmental control, handling, air movement, or combination of these factors. Categories include, but are not limited to, signature service, registered mail, AMC MICAP, VVIP, refrigerated or biological shipments, firearms, ammunition, explosives, green sheet cargo, etc. All tonnage reported must have source documentation, e.g. load plan, manifest, DD Form 365-4.

17.3.4.3. Manifests. Enter the total number of manifests processed to include originating and terminating cargo, mail, and passenger manifests.

17.3.4.4. Truck Dock. In this section each unit will report all truck dock operations. Enter the total shipments, pieces, and tonnage on and off-loaded by unit personnel in the appropriate blocks. Use manifests and local records to support the data reported in this section.

17.3.4.5. Land Bridge. In this section each unit will report all land bridge operations. Enter the total manifests, pieces, and tonnage on and off-loaded by unit personnel in the appropriate blocks. Use manifests and local records to support the data reported in this section.

17.3.4.6. Cargo Processing. Enter the total shipments and pieces of originating and terminating air cargo and mail (not to include special handling) processed in the appropriate blocks. Do not report any shipments or pieces associated with reprocessing of cargo here; identify this data in the Remarks Section, to provide information on reprocessed cargo. Use manifests and local records to support the data reported in this section.

17.3.4.7. Customer Service Branch (CSB)/ Air Clearance Authority (ACA). Enter the total number of items frustrated or green/purple sheeted, and the number of tracer actions completed. Frustrated items are shipments that were no-hits, had erroneous or missing labels, non-billable Transportation Account Code, damaged shipments, improper documentation, etc. Use AMC Form 33 as the source document. Use AMC Form 1003, *Transportation Project Action Request*, to count tracer actions. If the unit does not have a CSB, leave this section blank.

17.3.5. Section IV, Aircraft Handled by Type. Enter the number of aircraft handled by type. For reporting "Other" aircraft, identify by type, (i.e. C-12, C-21) by listing in the remarks section. Title this list "Other Military Aircraft Handled" or "Other Commercial Aircraft Handled" as applicable. Aircraft handled is defined for this section as the total number of aircraft arrivals and departures that require service by aerial port operations. Do not report static aircraft handled during base mobilizations or other exercises in this section. Use a completed AMC Form 85 as the source document.

17.3.5.1. TWCF and Non-TWCF Aircraft Handled. Enter total number for aircraft that have arrived and departed. Use completed AMC Form 85 as the source document. Navy operated AMC terminals are required to separate TWCF and Non-TWCF Aircraft Handled. Do not separate TWCF and Non-TWCF aircraft for AF operated terminals.

17.3.5.2. Rehandled Aircraft. Enter total aircraft rehandled due to requirements outside the control of the ATOC or terminal, e.g. delays, load change, cancellations, mission changes, etc., resulting in re-accomplishment of load planning or requiring an ATOC representative to make additional trips to an aircraft. Use completed AMC Form 56 as the source document for rehandled aircraft.

17.3.5.3. Total Handled. Enter total aircraft handled by row. Next, enter the grand total by adding the figures in the total handled column. Values will automatically calculate when the form is completed electronically.

17.3.5.4. Cancelled or Diverted. Enter the total number of AMC Form 77 and AMC Form 68 initiated but not completed on inbound and outbound aircraft due to mission

cancellations. For diverted aircraft, annotate the number of divers in the respective block and also in the aircraft handled by type block. Next, enter the grand total by adding the figures in the Canx/Divert columns. Values will automatically calculate when the form is completed electronically.

17.3.6. Section V, Aircraft Fleeted. Enter the number of aircraft receiving fleet service and what type of service the aircraft received. Under "LST" enter the number of times Trash/Latrines serviced; under "Water" enter the number of times the potable water truck serviced the aircraft; and under "Meals" enter the number of times that meals and expendables were delivered to the aircraft. Information for this section is taken from AMC Form 244. Next, enter the grand total by adding the figures in the LST, Water, and Meals columns. Rehandled aircraft will be added to the appropriate column and row for the services rendered (LST, Water, Meals) within Section V of the form. Values will automatically calculate when the form is completed electronically. **Note:** Pre-fleet of an aircraft for Aerial Port convenience does not constitute an additional "Aircraft Fleeted".

17.3.7. Section VI, Airdrop. Enter the number of airdrop items by type load, Heavy or Container Delivery System (CDS) and by Service, i.e. Air Force or Other. Also enter the number of Simulated Air Training Bundles (SATB). Number loaded is the number of airdrop items loaded and number off-loaded are those items returned and off-loaded rather than airdropped.

17.3.8. Section VII, Joint Inspection. Under Joint Inspection enter the total number performed. Under Pallets, Loose, and Rolling Stock columns enter the total weight of each inspected. Under Total Weight enter the combined weight from the previous three columns.

17.3.9. Section VIII, Traffic Management Office.

17.3.9.1. Packing and Crating (Base Originating). For each category (Less than a Truck Load (LTL)/Truck Load (TL) and Military (Mil) Air/Small Parcel), enter the number of TCNs, pieces, and pounds.

17.3.9.2. Transshipment LTL/TL. For each category, enter the number of TCNs, pieces, and pounds for import (CONUS Bound) and export (OCONUS Bound) shipments.

17.3.9.3. Inbound shipments. Enter the number of TCNs, pieces, and pounds for inbound shipments.

17.3.9.4. Third Party Payment System (TPPS). Enter the total number of transactions conducted and the total amount paid.

17.3.9.5. Cargo Totals. Enter the number of TCNs, pieces, and pounds. Values will automatically calculate when the form is completed electronically.

17.3.9.6. Passenger Travel Tickets. For each category (AMC missions and commercial flights), enter the number of passengers ticketed and the cost associated with those tickets. In the total column, enter the total number of passengers ticketed for both AMC missions and commercial flights. Enter the total cost for both AMC missions and commercial flights. Values will automatically calculate when the form is completed electronically.

17.3.9.7. Personal Property. Enter the number of shipments processed using DD Form 1299, *Application for Shipment and/or Storage of Personal Property* and DD Form 2278, *Application for Do It Yourself Move and Counseling Checklist* into the appropriate columns. Enter the total number of all personal property shipments in the Total # of Shipments column. Values will automatically calculate when the form is completed electronically.

17.3.10. Section IX, Authentication. Authentication can be done electronically if available. When using the manual form, ensure there is a printed/typed name and rank/grade of the preparer and approver and they sign in their respective blocks. Keep a copy on file in accordance with AFRIMS. The squadron commander, or a representative designated in writing by the squadron commander, is the approving official in an Aerial Port Squadron (APS), Air Mobility Squadron (AMS), or Logistics Readiness Squadron (LRS). The Operating Location (OL) Chief, or other government representative as specified by the parent unit commander, is the approving official at a Detachment or OL. At contracted and Air Mobility Command Gateway locations, the report will be prepared and approved per the written contract.

17.3.11. Remarks. The remarks section can be used to include any additional information not listed in the above sections. Locations may include any totals they wish but you cannot query the remarks section in the WRS. This is for situational awareness only.

STACEY T. HAWKINS, Brig Gen, USAF  
Director of Logistics, Engineering and Force  
Protection

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

- DTR 4500.9-R, *Defense Transportation Regulation, Part I, Passenger Movement*, Nov 2010
- DTR 4500.9-R, *Defense Transportation Regulation, Part II, Cargo Movement*, May 2014
- DTR 4500.9-R, *Defense Transportation Regulation, Part III, Mobility*, Jul 2011
- DTR 4500.9-R, *Defense Transportation Regulation, Part IV, Personal Property*, Aug 2013
- DTR 4500.9-R, *Defense Transportation Regulation, Part V, Department of Defense Customs and Borders Clearance Policies and Procedures*, Mar 2011
- DTR 4500.9-R, *Defense Transportation Regulation, Part VI, Management and Control of Intermodal Containers and System 463-L Equipment*, Sep 2009
- DTR 4500.9-R, *Defense Transportation Regulation, Part VII, Human Remains Movement*, Aug 2007
- DOD 4515.13-R, *Air Transportation Eligibility*, July 2013
- DODI 5154.06, *Armed Services Medical Regulating*, 20 Oct 2011
- AFI 11-289, *Phoenix Banner, Silver, and Copper Operations* 16 Feb 2006
- AFI 33-324, *The Information Collections and Reports Management Program: Controlling Internal, Public, and Interagency Air Force Information Collections*, 1 Jun 2000
- AFI 33-332, *Air Force Privacy and Civil Liberties Programs*, Jan 2015
- AFI 33-364, *Records Disposition-Procedures and Responsibilities*, 22 Dec 2006
- AFPD 24-1, *Personnel Movement*, 1 Sep 1995
- AFPD 24-2, *Preparation and Movement of Air Force Materiel*, 27 Apr 2011
- AMCI 24-101, Volume 4, *Military Airlift - Air Transportation Systems Management*, 26 Dec 2013
- AMCI 24-101, Volume 9, *Air Terminal Operations Center*, 20 Feb 2013
- AMCI 24-101, Volume 10, *Military Airlift Fleet Services*, 30 Aug 2012
- AMCI 24-101, Volume 11, *Cargo and Mail Policy*, 27 Feb 2013
- AMCI 24-101, Volume 14, *Military Airlift Passenger Service*, 24 Sep 2015
- AMCI 24-101, Volume 22, *Training Requirements for Aerial Port Operations*, 31 Dec 2012

***Prescribed Forms***

- AMC Form 56, *Rehandled Workload*, 1 Jun 1992
- AMC Form 65, *Aircraft Reserviced Workload*, 1 Apr 1999
- AMC Form 82, *Monthly Station Traffic Handling Report*, 11 Nov 2014
- AMC Form 85, *Aircraft Handled by Type*, 11 Sep 2012

***Adopted Forms***

DD Form 361, *Transportation Discrepancy Report (TDR)*, Jun 2006  
DD Form 365-4, *Weight and Balance Clearance Form F – Transport/Tactical*, Aug 1996  
DD Form 1131, *Cash Collection Voucher*, Dec 2003  
DD Form 1299, *Personal Property Application for Shipment and/or Storage of*, Sep 1998  
DD Form 1384, *Transportation Control and Movement Document*, Oct 2000  
DD Form 1387-2, *Special Handling Data/Certification*, Nov 2004  
DD Form 2130, *Load Plans*, Sep 1998  
DD Form 2278, *Application for Do It Yourself Move and Counseling Checklist*, Sep 1998  
NAVCOMPT Form 2277, *Voucher for Disbursement and/or Collection*, Feb 1981  
SF 135, *Records Transmittal and Receipt*, Jul 1985  
AF Form 4080, *Load/Sequence Breakdown Worksheet*, 1 Jun 2001  
AMC Form 33, *Report of Frustrated Cargo*, 1 Jun 1992  
AMC Form 68, *Aerial Port Movement Log*, 3 Sep 2002  
AMC Form 77, *Aircraft Ground Handling Record*, 15 Aug 2013  
AMC Form 101, *Green Sheet Request*, 1 Jun 1992  
AMC Form 214, *Security Cage Log and Inventory*, 1 Jun 1992  
AMC Form 229, *Passenger Service Flight Folder*, 1 Jun 1992  
AMC Form 244, *Fleet Service Arrival/Departure Worksheet*, 1 Jun 1992  
AMC Form 292, *C-17A Special Loading Equipment Receipt*, 7 Oct 2005  
AMC Form 1003, *Transportation Project Action Request*, 1 Jun 1992  
AMC Form 1015, *HAZMAT Inspection and Acceptance Checklist*, 2 Mar 2007

***Abbreviations and Acronyms***

**ACA**—Air Clearance Authority  
**A/C**—Aircraft  
**AF**—Air Force  
**AFPD**—Air Force Policy Directive  
**AFRC**—Air Force Reserve Command  
**AFRIMS**—Air Force Records Information Management System  
**AFI**—Air Force Instruction  
**AFMAN**—Air Force Manual  
**AMC**—Air Mobility Command

**AMCI**—Air Mobility Command Instruction  
**AME**—Alternate Mission Equipment  
**AMS**—Air Mobility Squadron  
**ANG**—Air National Guard  
**AOC**—Air and Space Operations Center  
**APC**—Aerial Port Code  
**APOD**—Aerial Port of Debarkation  
**APOE**—Aerial Port of Embarkation  
**APS**—Aerial Port Squadron  
**ASIFICS**—Airlift Service Industrial Fund Integrated Computer System  
**ATCMD**—Advanced Transportation Control and Movement Document  
**ATGL**—Air Transportable Galley/Lavatory  
**ATOC**—Air Terminal Operations Center  
**AW**—Air Wing  
**C2**—Command and Control  
**CDS**—Container Delivery System  
**CFP**—Consolidate Flight Package  
**CIC**—Customer Identification Code  
**CONUS**—Continental United States  
**CSB**—Customer Service Branch  
**DCBS**—Distribution Component Billing System  
**DEAMS**—Defense Enterprise Accounting and Management System  
**DEP**—Departure  
**DET**—Detachment  
**DFAS**—Defense Finance and Accounting Service  
**DGATES**—Deployable Global Air Transportation Execution System  
**DOD**—Department of Defense  
**DSN**—Defense Switched Network  
**DTR**—Defense Transportation Regulation  
**DTS**—Defense Transportation System  
**EPP**—Equivalent Pallet Positions  
**ETV**—Electronic Transfer Vehicle

**GATES**—Global Air Transportation Execution System  
**GUM**—GATES User’s Manual  
**HQ**—Headquarters  
**ID**—Identification  
**ITV**—In-transit Visibility  
**LOA**—Letter of Authorization  
**LTF**—Long-Term Transportation File  
**LTL**—Less Than a Truck Load  
**LRS**—Logistics Readiness Squadron  
**MFR**—Memorandum for Record  
**MICAP**—Mission Capability  
**Mil**—Military  
**OIC**—Officer in Charge  
**OL**—Ordinary Leave  
**OL**—Operating Location  
**OPR**—Office of Primary Responsibility  
**PDF**—Portable Document File  
**PHT**—Port Hold Time  
**PII**—Personally Identifiable Information  
**PLTS**—Pallets  
**PSC**—Passenger Service Center  
**PSP**—Patient Support Pallet  
**QC**—Quality Control  
**RMRC**—Remote Manifesting and Resolution Center  
**RDS**—Records Disposition Schedule  
**RFI**—Request for Information  
**RGATES**—Remote Global Air Transportation Execution System  
**RT**—Revenue Traffic  
**SAAM**—Special Assignment Airlift Mission  
**SAH**—Special Account Handling  
**SATB**—Simulated Air Training Bundles  
**SSN**—Social Security Number

**ST**—Short Tons

**STF**—Short-Term Transportation File

**S/A**—Space Available

**S/R**—Space Required

**TACC**—Tanker Airlift Control Center

**TCMD**—Transportation Control and Movement Document

**TCN**—Transportation Control Number

**TDR**—Transportation Discrepancy Report

**TL**—Truck Load

**TMO**—Transportation Management Office

**TPPS**—Third Party Payment System

**TWCF**—Transportation Working Capital Fund

**VVIP**—Very Very Important Parts

**WRS**—Workload Reporting System

### *Terms*

**BLUE BARK**—Active duty members or US citizen employees of the DOD and/or their dependents traveling in conjunction with the death of the member, civilian employee, or dependents of the above when returning to the CONUS following the death of the member, employee, or dependent.

**COIN ASSIST**—These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by DOD.

**Distribution Component Billing System (DCBS)**—Replacement system for the Airlift Service Industrial Fund Integrated Computer System (ASIFICS) and is the comprehensive financial information management system that supports accounting, budgeting, and analysis functions necessary for the financial management of the TWCF.

**GATES Station**—Any aerial port or air terminal that uses the GATES system as their manifesting and tracking system for cargo and passengers.

**Global Air Transportation Execution System (GATES)**—This is the AMC manifesting and tracking system used for cargo and passengers. When referenced in this instruction, the term “GATES” refers to all forms of the system (RGATES/DGATES).

**In-transit Visibility**—The real time ability to track and locate DOD cargo/mail, passengers, and personal property from origin to consignee or destination during peace, contingencies, and war.

**Non-GATES Locations**—TWCF Sites not using GATES as their manifesting system that submit transportation data to the RMRC.

**Opportune Airlift**—Opportune airlift occurs when a non-TWCF airlift mission (e.g., missions generated from ANG & AFRC operations and maintenance training opportunities, Army & Navy

aircraft, etc.) moves TWCF cargo or passengers manifested at AMC aerial ports across an AMC channel. The TWCF incurs no cost for this airlift and the movement is transparent to the airlift customer, who pays the current channel tariff rate for the cargo or passengers moved, even though AMC did not generate the airlift mission. For TWCF purposes, passenger and cargo workload moved in the airlift system that is not manifested by AMC aerial ports are not considered opportune airlift.

**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, *Rehandled Passenger Workload*, for inclusion in the Monthly Station Traffic Handling report.

**Thru—load:** Attached to a mission from a previous destination and continuing on to a down-line station.

**TWCF Aircraft**—Transport aircraft (military aircraft assigned to TWCF), commercial aircraft with contracts to TWCF, and other AF command's aircraft tasked to fly TWCF missions. TWCF aircraft are identified by the first three letters of the basic mission number prefix as outlined in the general section to the AMC passenger and cargo schedule. Non-TWCF aircraft are all other aircraft not reported as TWCF.

**Unreconciled Manifests**—Manifests reported by DCBS as missing and remain missing for period greater than seven days.

Attachment 2

DISTRIBUTION COMPONENT BILLING SYSTEM (DCBS)

**A2.1. Replacement system for the Airlift Service Industrial Fund Integrated Computer System (ASIFICS)** and is the comprehensive financial information management system that supports accounting, budgeting, and analysis functions necessary for the financial management of the TWCF.

**A2.2. Unreconciled Manifest Report- Summary.**

A2.2.1. Navigate to Transportation/Summary and then your location APC.

Figure A2.1. DCBS drill down.

The screenshot shows the DCBS Summary page. At the top, there is a navigation menu with 'Trans Support' selected and 'Summary' as the current view. A message indicates that documents totaling \$96,101,633.00 must be retrieved and forwarded to AMC/FMFA. Below this, a table displays transportation data. The table has columns for location codes, Total Required, Dollar Value, POC, and DSN. The data includes locations like AL ASAD AB, INCIRLIK AB, ANDREWS AFB, ASCENSION AUX AF, ALICE SPRINGS, AVIANO AB, WAKE ISLAND, CAMP BASTION, SHARONA AIRSTRP, BAHRAIN INTL, BALT/WASH INTL, CAIRO INTL, WESTOVER ARB METROPOLITAN, CHRISTCHURCH INTL, and SOUDA.

		Total Required	Dollar Value	POC	DSN
SOR	AL ASAD AB	303	\$16,694.00		
ADA	INCIRLIK AB	992	\$1,029,444.00		
ADW	ANDREWS AFB	148	\$121,121.00		
ASI	ASCENSION AUX AF	41	\$62,223.00		
ASP	ALICE SPRINGS	2	\$8,712.00		
AVB	AVIANO AB	388	\$215,095.00		
AWK	WAKE ISLAND	149	\$112,515.00		
AZ1	CAMP BASTION	798	\$108,321.00		
AZ3	SHARONA AIRSTRP	11,202	\$1,246,521.00		
BAH	BAHRAIN INTL	2,127	\$2,005,204.00		
BWI	BALT/WASH INTL	9,066	\$12,575,935.00		
CAI	CAIRO INTL	5	\$1,880.00		
CEF	WESTOVER ARB METROPOLITAN	3	\$1,031.00		
CHC	CHRISTCHURCH INTL	55	\$149,380.00		
CHQ	SOUDA	333	\$200,232.00		

Rows per Page: 15 Page 1 of 7 Rows 1 - 15 of 101

**A2.3. Unreconciled Manifest Report- APOE Drill Down.**

**Figure A2.2. Manifest drill down.**

AVB Port Detail										
Manifest Date	Manifest	Mission ID	POE	POD	Routing Indicator	Name	Ticket Number	Line #	CIC	Total Chrg
16-MAY-2013	PAVB300133	BKRVLV600136	AVB	BWI	RUFPAAA	HALL ALEXANDE	AH859613	38	A	\$644.00
16-MAY-2013	PAVB300133	BKRVLV600136	AVB	BWI	RUFPAAA	HALL KELLY	KH509613	40	A	\$644.00
16-MAY-2013	PAVB300134	BKRVLV600136	AVB	BWI	RUFPAAA	HALL JEFFREY	JH508313	39	A	\$1,340.00
22-MAY-2013	PAVB300138	BKRVLV500142	AVB	IUD	RUEKJCS	ONYETT JAKE	JO454113	3	A	\$921.00
23-MAY-2013	PAVB300139	BKRVLV600143	AVB	BWI	TERMAVB	RYNOTT ASHTON	AR300613	603	A	\$644.00
23-MAY-2013	PAVB300139	BKRVLV600143	AVB	BWI	TERMAVB	RYNOTT KOLTON	KR723113	604	A	\$644.00
23-MAY-2013	PAVB300139	BKRVLV600143	AVB	BWI	TERMAVB	RYNOTT STACY	SR748613	602	A	\$644.00
23-MAY-2013	PAVB300140	UBB09T150143	AVB	ADA	TERMAVB	REIGEL JEREMY	JR939613	701	A	\$395.00
06-JUN-2013	PAVB300148	BKRVLV600157	AVB	BWI	RUFPAAA	MARTIN BELLA	BM894713	43	A	\$644.00
06-JUN-2013	PAVB300148	BKRVLV600157	AVB	BWI	RUFPAAA	WOODARD CLAUD	CM751Y13	76	A	\$644.00
06-JUN-2013	PAVB300148	BKRVLV600157	AVB	BWI	RUFPAAA	MARTIN DANA	DM893713	45	A	\$644.00
06-JUN-2013	PAVB300148	BKRVLV600157	AVB	BWI	RUFPAAA	WOODARD HAILE	HM621013	78	A	\$644.00
13-JUN-2013	PAVB300152	BKRVLV600164	AVB	BWI	CTOVICE	BORJA ALEXAND	AB210413	35	A	\$644.00
13-JUN-2013	PAVB300152	BKRVLV600164	AVB	BWI	RUEOGAA	KAHSKI DANIEL	DK922513	72	A	\$644.00
13-JUN-2013	PAVB300152	BKRVLV600164	AVB	BWI	TERMAVB	STRICKLAND DE	DS940513	718	A	\$644.00

Rows per Page: 15 Page 3 of 26 Rows 31 - 45 of 388

Previous Next Close

### Attachment 3

#### THE AMC REMOTE MANIFESTING AND RESOLUTION CENTER (RMRC) HQ AMC/A4TID

**A3.1.** The RMRC is a section under AMC/A4TI, and was activated in 2004 to take over the Revenue Traffic Remote Manifesting and Resolution duties. They act as a virtual Aerial Port for locations around the world. Their primary charge is to assist and train personnel, when necessary, in Data Records functions, and ensure all Data Records functions are performed. Their additional responsibilities include:

A3.1.1. Perform manifest register management

A3.1.2. Maintain a file plan IAW AFRIMS

A3.1.3. Perform manifesting, records management, and account management responsibilities for designated locations

A3.1.4. Monitor all GATES sites passenger suspense listings for erroneous or missing Customer Identification Code (CIC) billing

A3.1.5. Workload Reporting System web site Manager

A3.1.6. Provide data pulls and queries requested by QAP on an as-needed basis

A3.1.7. Maintain a Total Delivery System (TDS) (replaced WWX), Category A (Cat A), Domestic Small Package Express Blanket Purchase Agreement, and International Tenders cargo data analysis database

A3.1.8. Develop queries to identify and analyze trends

A3.1.9. Provide monthly and cumulative Carrier Performance Reports

A3.1.10. Provide technical and functional database management testing supporting GATES

**A3.2.** Should GATES be unavailable for more than 24 hours, the capability exists for the RMRC to provide assistance. A GATES trouble ticket must be initiated and during duty hours (M-F, 0730-1630 CST) contact HQ AMC/A4TI for approval. After duty hours contact the RMRC directly. This provides continuous ITV for cargo, passengers, captures appropriate billing data, and allows processing by down line GATES stations. **(T-2)**

**A3.3.** Official use of the RMRC for unit move purposes must go through 618 AOC (TACC)/XOPM and be approved by HQ AMC/A4TI.

**A3.4.** GATES locations are responsible for transmitting data, maintaining and disposition of records, reports, and manifest registers, correcting discrepancies and ensuring a clear audit trail is accomplished. The RMRC's main task with these stations is to review the manifest registers and provide training as needed.

**A3.5.** At non-GATES locations, the RMRC collects, edits, and transmits transportation data to provide airlift funds reimbursement to TWCF. They are responsible for cargo and passenger manifest submissions, weekly review of manifest registers, records disposition, and oversight of assigned locations. Non-GATES locations utilizing the RMRC will adhere to all AMCI 24-101series instructions and provide all required mission documentation to the RMRC in a timely manner to allow data entry into GATES prior to aircraft departure. **(T-2)**

## Attachment 4

## REHANDLED CRITERIA AND FORMS

## A4.1. Rehandle Table.

CRITERIA FOR REHANDLE LOG:					
Rehandle Reason	Fleet	Passenger Service	Cargo / SH	Ramp	ATOC
Cargo/Passengers/Bags Bumped from a Loaded Aircraft	X	X	X	X	X
Load Re-Sequenced (Load Prepositioned)			X		
Load Re-Sequenced (After A/C Loaded)			X	X	X
Tail Swap (Offload)	X	X		X	X
Tail Swap (Onload)	X	X		X	
Reconfigure Pallets			X		
Cancelled/Delayed mission (Load Prepositioned)	X	X	X		
Cancelled/Delayed mission (After A/C Loaded)	X	X	X	X	X
Cargo Frustrated to ACA			X		
Load Returned to Bay after Mission is Recut			X		
Re-Tag Pallets			X		
Cargo Frustrated during JI for User Error			X		
Passengers Receive Anti-Hijack Briefing Again		X			
Passengers Reprocessed for Later Mission		X			
Gate No-Show Passenger Assigned to Backlog		X			
Passengers Re-Gated		X			
Passengers Re-Transported to Aircraft		X			
Re-Cleaned Latrines	X				
ATGL Re-Serviced	X				
ATGL Re-Loaded	X				
Aircraft Re-Cleaned	X				
Meals Re-Serviced	X				
Re-Ice Cargo			X		
Explosive Shipments (Clearance Re-Submitted)					X
S/H Cargo Requiring Re-Entry on Logs *			X		

**NOTE:** This table is not all-inclusive, but does provide guidance for most common situations. Corresponding paragraphs in this instruction are provided in parenthesis on items requiring more clarification. Record once on the duty section specific form, and annotate the Monthly Station Traffic Handling report. “\*\*” Pertains to special cargo that needs to be reentered on a log such as an AF Form 214 or Reefer/Freezer logs. Count this weight twice, (once for rehandling cargo and once for reentering cargo on log).

**A4.2. AMC Form 56, *Rehandled Workload.***

A4.2.1. AMC Form 56 is designed to provide management of ATOC and Air Freight with an overview of the rehandled workload for their respective sections. Loadplanning rehandles will be identified on the AMC Form 56 by checking the rehandled check box in GATES and selecting loadplanning as the workcenter. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. The control function within each work center ensures all information recorded on AMC Form 56 is accurate and properly completed in GATES. Leave blank any block not requiring an entry. It is the responsibility of the OIC or Superintendent of each aerial port section to review and ensure the work section is properly inputting their information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling report by the twentieth of the month. Attach to the station file copy of the report.

**A4.3. AMC Form 65, *Aircraft Reserviced Workload.***

A4.3.1. AMC Form 65, is designed to provide Fleet Service management with an overview of their re-servicing workload. A Fleet Service rehandle is accomplished any time one or more Fleet Service functions are re-accomplished due to circumstances outside the aerial port's control. i.e., AGTL's is recleaned, reloaded, water system is resanitized, redelivery of meals, igloos, expendables, and non-expendables, aircraft is recleaned, potable water is reserviced, or the latrines are reserviced. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. The control function within each work center ensures all information recorded on AMC Form 65 is accurate and properly completed in GATES. Leave blank any block not requiring an entry. It's the responsibility of the OIC or Superintendent of Fleet Service to review and ensure their work section is properly inputting their information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach to the station file copy of the report.

**A4.4. AMC Form 108, *Passenger Rehandled Workload.***

A4.4.1. AMC Form 108 is designed to provide Passenger Service management with an overview of their rehandled passenger workload. Passenger rehandles shall be entered in the appropriate block(s) in GATES. Additionally, it is one of the source documents for the Monthly Station Traffic Handling Report. Leave blank any block not requiring an entry. It is the responsibility of the OIC or Superintendent of Passenger Services to review and ensure their work section is properly inputting information into GATES. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach to the station file copy of the report.

**A4.5. AMC Form 85, *Aircraft Handled by Type.***

A4.5.1. The AMC Form 85 is designed to provide Data Records a record of all aircraft reported on the Monthly Station Traffic Handling Report. Count all TWCF and Non-TWCF Aircraft Handled: originating, terminating, or both. At automated stations the AMC Form 85 is completed by GATES. At non-GATES stations ATOC completes an AMC Form 85 each

day of the month even if no aircraft were handled during the twenty-four hour reporting period. Non-GATES locations must provide this form to the Data Records section, along with all source documentation, in time for Data Records to complete the Monthly Station Traffic Handling Report by the twentieth of the month. Attach the AMC Form 85 to the station file copy of the report. A computer-generated report may be used in lieu of the current AMC Form 85 provided it contains the necessary information.