

6 AUGUST 2003



Transportation

MILITARY AIRLIFT--BAGGAGE SERVICE

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://www.e-publishing.af.mil>

OPR: HQ AMC/LGTP (MSgt John E. Lemmon)	Certified by: HQ AMC/LGT (Col Paul S. Curtis)
Supersedes AMCI 24-101, Volume 15,	Pages: 41
26 September 2001	Distribution: F

This instruction implements AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations*, and provides for uniformity, standardization and guidance for orderly and efficient baggage handling. It requires the collection and maintenance of information protected by the Privacy Act of 1974. This volume applies to Air Force Reserve Command (AFRC). This volume also applies to Air National Guard (ANG) units when in the ANGIND 2. The authorities to collect and maintain the data prescribed in this volume are E.O. 9397, 22 November 1943, and 10 USC 8013, Secretary of the Air Force; powers and duties; delegation by. System of records notice F076 AMC A applies.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

Clarified prohibited items. Clarified guidance on procuring gummy backed baggage tags. Added requirement to brief passengers to place a copy of their order/leave form in checked baggage. Added maximum linear inch requirement for baggage. Deleted requirement to accept baggage 6 hours for scheduled flights. Clarified fees for pet shipment. Reduced the allowable weight for two pets shipped in the same container from 30.8 to 20 lbs each. Added requirement for Terminals handling Patriot Express missions to establish procedures concerning pet emergencies. Added requirement to dispatch a "Last Seen" and "On hand" message to each down line station. Changed Baggage Service Center (BSC) response time of the "last Seen" message from 4 to 12 hours. Added requirement for lost and found agents to check Mishandled baggage notice in Global Air Terminal Execution System (GATES) daily. Added requirement to check the GATES data base prior to initiating and AMC Form 134 for found baggage. Deleted AMC Form 20 EKJ and replaced with AKH.

Section A	General Information	4
1.	General.	4
2.	Eligibility of Accompanied Baggage:	4
3.	Prohibited and Hazardous Articles:	5
4.	Excess Baggage.	7
5.	Processing Passenger Baggage	7
6.	Originating Checked Baggage:	8
7.	Terminating Checked Baggage:	10
8.	Special Baggage Handling Procedures:	11
9.	Pet Shipments	11
Section B	Mishandled Baggage	13
10.	General:	13
11.	Lost Baggage (Checked or Unchecked):	13
12.	Found Baggage:	14
13.	Disposition of Unclaimed Found Articles.	16
14.	RUSH Baggage Procedures:	16
15.	Damaged Baggage Procedures.	17
16.	Pilfered Baggage Procedures.	18
17.	Baggage Lost by Commercial Carrier:	18
18.	Courtesy Claims for Emergency Leave Passengers:	19
Section C	Baggage Service Center	19
19.	Baggage Service Center	19
20.	Forms Prescribed:	21
Attachment 1— GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION		24
Attachment 2— PROVISIONS FOR HAZARDOUS MATERIALS CARRIED BY PASSENGERS ON ORGANIC AND CONTRACT AIRLIFT		25
Attachment 3— BLOCK AND ENTRY DESCRIPTIONS AND SAMPLE AMC FORM 134, MISHANDLED BAGGAGE REPORT (PA)		28
Attachment 4— INSTRUCTIONS AND SAMPLE FOR COMPLETING AMC FORM 47, REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC)		35

AMCI24-101V15 6 AUGUST 2003	3
Attachment 5— MISHANDLED BAGGAGE LETTER	37
Attachment 6— BLOCK AND ENTRY DESCRIPTIONS AND SAMPLE AMC FORM 136, BAGGAGE MISHANDLED REPORT FILE	38
Attachment 7— DISTRIBUTION OF AMC FORM 134	41

Section A—General Information

1. General. Procedures outlined herein are designed for the efficient movement of passenger baggage. It is AMC's responsibility 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, unloaded, and handled carefully at each originating, en route, and terminating station.

2. Eligibility of Accompanied Baggage:

2.1. Authorized checked baggage consists of personal property properly packed in suitable suitcases, bags, or similar containers. This baggage is transported on the same aircraft with the passenger and is sometimes referred to as stowed baggage. It is checked with Passenger Service Agents (PSA) at the time the passenger is processed. Legal weapons may be included in checked baggage but must be placed there prior to the anti-hijack inspection or processing through the Single-Point-of-Entry (SPE).

2.2. **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 and, therefore, fulfill the allowance for a passenger. Space required passengers may purchase space for personal excess baggage (see paragraph 4.). **Items exceeding 100 pounds and or 80 linear inches will not be accepted, and must be moved as freight.**

2.2.1. Passengers processing for travel on administrative support airlift (C-21, C-12) will be limited to 30 pounds total baggage weight.

2.2.2. Passengers processing for travel on C-9 aeromedical aircraft will be limited to 70 pounds total baggage weight.

2.2.3. **EXCEPTIONS:** B-4, duffel, and sea bags will be allowed as one piece regardless of size as long as they do not exceed 100 pounds. The same applies to large garment bags, golf clubs, snow skis, portable bicycles, fishing equipment, rucksacks, and/or musical instruments. Snow skis, bicycles, and fishing equipment should be properly packed to avoid injury to baggage handlers or damage to other baggage. Only one of these bags per person will be the allowed exception. The second bag must still comply with size restrictions and is limited to 70 pounds.

2.2.4. Disposition of unauthorized weight or oversized baggage is the responsibility of the owner. Shipments may be made at personal expense via postal facilities or, if otherwise eligible, may be shipped at government expense. Personal arrangements may be made with the traffic management office for forwarding according to existing directives.

2.2.4.1. Space required passengers may purchase space for personal excess baggage (see paragraph 4.).

2.3. **Bulky Items.** If a traveler is required to accompany unusually bulky items that are authorized in orders, the squadron/port operations officer, 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.

2.3.1. **Barometric Equipment.** Authorization is granted to the Air Force Weather Agency (AFWA) to permit escorts to hand carry barometric equipment aboard AMC contract or military missions.

The item dimensions are 4 by 42 inches (ML-512) and 8 by 51 inches (ML-330). Orders issued by AFWA should reflect this paragraph as authority for movement. Equipment that is floor-loaded will be documented as cargo. If the equipment is secured in two passenger seats, it will be documented and manifested in the name of the escort as two passengers. When necessary, these items will be secured in seats adjacent to the escort in the most forward row of the aircraft.

2.3.2. When traveling as a unit on competent travel authority, military or military-sponsored bands may transport their musical instruments in excess of the established size and weight limitations. Each item will count as one piece regardless of size or weight. Instruments must be stowed in the baggage compartment/area of the aircraft. Advance notification/coordination should be made so that airport/terminal representatives can make advance arrangements 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.

2.4. Hand-Carried Baggage:

2.4.1. Each passenger is permitted to hand carry **one** article (small luggage, garment bags, backpack, etc.) and one personal item (cosmetic case, purse, briefcase, small boxes, packages, etc.) for storage in the passenger cabin area. The weight of these items will not be considered as part of the passenger's baggage authorization.

NOTE: Exception to the one piece hand carried article and personal item authorization are not authorized.

2.4.2. Hand-carried items will be no larger than 45 linear inches and must fit under the passenger's seat, in the overhead compartment. Items that are too large will not be accepted for passenger cabin storage and must be checked-in.

2.4.2.1. 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 commensurate with those being used in commercial airports.

2.4.2.2. Hand-carried baggage on C-9 aircraft is limited to 5 x 17 x 12 inches (34 linear inches).

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

2.4.4. Passengers may also hand carry Federal Aviation Administration (FAA)-approved infant car seats intended for use in flight. It is no longer mandatory to have a car seat on AMC owned or controlled aircraft, however, it is encouraged that children be restrained in car seats, which are appropriate to their size and weight. All passengers, regardless of age, must be assigned their own seat. Infant car seats will not count against the passenger's normal baggage allowance.

NOTE: IAW FAA Directives booster seats, harness, and vests child restraint will not be used.

NOTE: 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.

3. Prohibited and Hazardous Articles:

3.1. Under the laws and regulations administered by various US Government agencies and that of foreign governments, certain articles are prohibited for importation (reference DOD 4500.9R Part-V *Department of Defense Customs and Boarder Clearance Policies and Procedures*, AFI 24-40X, *Customs- (region)*, AFJI 48-104, *Quarantine Regulations of the Armed Forces*, and the DOD Foreign Clearance Guide). IAW Defense Transportation Regulation, DOD 4500.9R Part-I, Passenger service personnel will take appropriate action to ensure prohibited or restricted articles are not carried onboard the aircraft.

3.2. Normally, flammables will not be shipped on passenger-configured AMC military or contract aircraft. However, small personal care items such as hair spray in containers that will not crack, rupture, or leak at the cap during transportation may be included in the baggage shipment. **Attachment 2** provides provisions for other hazardous materials carried by passengers on military and contract aircraft and whether the aircraft commander (A/C) or carrier representative will be notified.

3.3. Weapons and Ammunition. Except where restricted by regulations of a foreign government, personnel may transport unloaded, unprohibited firearms in or as checked baggage, upon declaration of these items to AMC passenger service personnel. Handguns will be carried in checked baggage that is locked, and only the passenger checking the baggage retains the key or combination. Encourage passengers to place the weapon's carrying case inside another source of checked baggage to minimize pilferage. Firearms will be included in the passenger's authorized baggage allowance. Firearms accepted for transportation will remain in the custody of the baggage processing section in a secure area under close surveillance until stowed onboard the aircraft by baggage personnel. Where not prohibited, martial arts weapons may be accepted only as checked baggage.

3.3.1. For those aircraft where the checked baggage is located in the main aircraft cabin together with passengers, it will be the aircrew's responsibility to ensure it is secured in such a way that it is not accessible to passengers while in flight or on the ground. Passenger service personnel will notify the loadmaster and Air Terminal Operations Center (ATOC) of checked baggage with firearms inside.

3.3.2. Prohibited Items. Shotguns having a barrel length of less than 18 inches, brass knuckles, incendiary devices such as flares and markers, tear gas, mace, gun powder, primers, etc., will not be accepted for transportation under any circumstances in hand-carried or checked baggage. Edged or sharp objects, regardless of length, must be in checked baggage. Examples of sharp items include, but is not limited to: Knives of any length, composition or description, cutting instruments of any kind and composition, including carpet knives, box cutters, ice picks, straight razors, metal scissors and metal nail files, corkscrews, golf club, hockey sticks, pool cues, ski poles, baseball bats. A more comprehensive list can viewed on the Transportation Security Administration (TSA) web site at <http://www.tsa.gov>, see "Travelers Tips and prohibited items". Advise all passengers such items may not be allowed in the cabin of the aircraft or beyond the screening checkpoints and must be disposed of or placed in their checked baggage prior to boarding the aircraft. If confiscated at the gate while boarding or at the SPE, they should be placed in a box and stowed with checked baggage. Baggage handlers will turn the box over to the lost and found representative at the destination to be reclaimed by the passenger.

3.3.3. No amount of government issued small arms ammunition may be shipped in checked baggage or hand carried; it must be certified and shipped as freight. (See **Attachment 2**)

3.3.3.1. Small arms ammunition for individual use and sporting purposes may be shipped in

the checked baggage, up to 11 pounds. (See [Attachment 2](#))

3.4. Allowed quantities of alcoholic beverages in accordance with the DOD Foreign Clearance Guide may be transported in hand-carried or checked baggage.

3.5. Cremated remains may be hand carried on AMC military or contract 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 on aeromedical evacuation missions. They must be properly packaged to avoid upsetting patients and other passengers.

3.6. The movement of any items on aircraft with the intent of reselling or other disposal for financial gain is prohibited.

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

4.1. For space required passengers:

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

4.1.2. Authorized excess baggage will be added with the normal baggage allowance and the total pieces and weight will be annotated on the individual's travel orders.

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

4.1.4. 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/Non-US Government Rate Tariffs, at <https://www.amcfm.scott.af.mil/fmb.htm>). Authorized excess baggage is charged at the US Government rate and unauthorized excess baggage is charged at the Non-US Government rate.

4.1.5. Personal excess baggage may be paid for by any acceptable form of payment as authorized in AMCI 24-101, Volume 14, *Passenger Service*, or by using DD Form 139, **Pay Adjustment Authorization**.

4.1.6. Passengers electing to reimburse AMC for excess baggage will receive an AMC 148-series form (boarding pass) annotated with excess baggage and the applicable charge.

4.1.7. Passengers will not be charged for excess baggage when authorized hand-carried items are surrendered at the boarding gate.

4.2. For space available passengers:

4.2.1. Space available passengers are not authorized excess baggage. Disposition of unauthorized excess baggage is the responsibility of the passenger.

5. Processing Passenger Baggage :

5.1. AMC Form 20-ID, **AMC Baggage Identification Tag**. This form aids in identifying passenger baggage and in returning mishandled baggage to the proper owner. AMC terminals will stock AMC Form 20-ID in sufficient quantity to make them available to all 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, or AMC Form 20-ID. Also, encourage identification on hand-carried items. Order stock of AMC Form 20-ID and all other AMC 20-series, **AMC Baggage Tag**, according to AMCI 24-101, Volume 6, *Military Airlift Transportation Documentation, Data, Records, and Reports* (RCS: AMC-LGT (A) 8103). Obtain stock of all other forms through normal publishing distribution channels as shown in AFI 37-161, *Distribution Management*.

NOTE: Gummy back baggage tags used by Global Air Transportation Execution System (GATES) IER baggage printers are not considered an AMC form and must be ordered through a commercial distributor.

5.2. PSA will brief the traveler, it is recommended to place a copy of orders in each bag, to include a copy of leave form or any other identification that provides forwarding address in the event the baggage is lost.

5.3. Baggage processing personnel will handle, load, and unload all baggage, other than hand-carried articles. Passengers will not be required to carry their checked articles to/from the aircraft.

5.4. Mishandled baggage claims can be reduced by following these procedures:

5.4.1. Remove all previous baggage tags from the baggage (except ID tag).

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

5.4.3. GATES equipped locations will use computer-generated/gummy-backed baggage labels. If the GATES IER 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** (see paragraph 6.8.)

5.4.4. Ensure line number and pieces are recorded on the baggage tag (i.e. line number 200; 1 of 2, 2 of 2 etc.).

5.4.5. Attach claim checks to the front of the passenger's boarding pass or travelope for baggage identification at the destination and advise them of the number of bags they have checked and to which destination.

6. Originating Checked Baggage:

6.1. Pooling of Baggage: Passengers traveling together as a group on common orders may pool their baggage so long as the total baggage received does not exceed the total baggage authorized by the travel document and this chapter. Families traveling together (space required or space available) may also pool their baggage. All other allowances and limitations of this volume will apply.

6.2. 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.

6.3. Adequate security will be afforded all 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.

6.4. Smoking is prohibited at all times while handling passenger baggage.

6.5. Baggage will be loaded by destination using the first-on, last-off sequence.

6.6. When 20 or more passengers are planned for C-5, C-141, or C-17 aircraft, a pallet position will be left open as necessary to accommodate the baggage. The baggage may be floor-loaded in the open

position when damaged rails or locks prevent the use of a baggage pallet. ATOC will coordinate with the aircraft loadmaster prior to floor-loading baggage. When palletizing baggage ensure plastic pallet covers are used to protect the baggage from inclement weather.

6.7. **Baggage/Passenger Matching.** If a passenger is manifested and is not present on the aircraft, the baggage belonging to the passenger(s) will be removed from the aircraft. If passengers are removed or rotated from a flight, baggage belonging to the passenger will also be downloaded. No aircraft will be allowed to depart a station until terminal personnel are certain there is a positive match between passengers and baggage on board the aircraft.

6.8. **Baggage Interlining.** Baggage Interlining must be offered to passengers holding tickets with confirmed reservations on a participating domestic carrier into and out of commercial gateways and channel extensions, use AMC Form 416, **Interline Baggage Claim Tag** or Gummy back baggage tags used by GATES IER baggage printers when available.

6.8.1. **Procedures.** Baggage interlining will not be used for passengers having excess baggage or if the overseas originating contract flights departure is expected to be delayed more than an hour. The passenger must present commercial airline ticket for domestic travel. The PSA will ensure the separation time between the scheduled arrival of the commercial contract flight in the CONUS and the departure time of the domestic flight is at least 2 hours. Ensure passengers originating in the overseas area are briefed of the necessity to have their bags cleared by United States Customs at the first CONUS entry point. Pets will not be interlined.

6.8.2. **Baggage Interlining Documentation:**

6.8.2.1. AMC Form 416 consists of the Customer Claim Check with attached carbon and Baggage Strap with transfer stubs.

6.8.2.2. Complete the interline baggage tag as follows:

6.8.2.2.1. Use a ballpoint pen and press firmly. Make entries on the AMC Form 416 starting with the lowest section needed on the tag and work up. Print entries in large, block capital letters. .

6.8.2.2.2. For domestic transfers, use city codes, full city names, or multiple entries, such as La Guardia, JFK. If codes are not used, show state abbreviations for cities with similar names, such as Columbus OH and Columbus GA; Charleston WV and Charleston SC.

6.8.2.2.3. Enter total pieces, e.g. 1 of 3, 2 of 3, 3 of 3, etc.

6.8.2.3. When more than two baggage transfer stubs are necessary to forward a piece of baggage to its destination, use two or more interline Tags. Detach any unneeded transfer stubs, cross out the number on the second tag and insert the number of first tag. Remove the claim checks, align the first segments of travel on top and staple the Tag together so the transfer stubs can be removed at each transfer station.

6.8.2.4. Verify all baggage tag entries against the passenger ticket itinerary. When completing the transaction, inform the passenger of the number of pieces of baggage checked and destination. Give claim checks to the customer or staple them to the passenger's copy of the boarding pass or travelope. Attach the baggage tag to the luggage.

6.8.3. **Mishandled interlined baggage:**

6.8.3.1. Arriving United States Points:

6.8.3.1.1. The delivering domestic carrier will initiate a lost baggage search using standard commercial interline baggage tracing procedures. The carrier will advise the AMC gateway lost and found office who will then initiate baggage-tracing action.

6.8.3.2. Arriving Overseas International Points:

6.8.3.2.1. AMC terminal personnel will initiate a lost baggage search.

6.8.3.2.2. AMC will alert the contract carrier who transported the baggage to initiate a local search by their ground handlers.

6.8.3.2.3. The contract carrier ground handler will contact the delivering carrier at the commercial domestic gateway to initiate a lost baggage search using standard interline tracing procedures. If the lost baggage can not be located initiate lost baggage procedures found in paragraph **11**.

6.8.4. Forwarding Lost Interlined Baggage:

6.8.4.1. From United States Points: Baggage will be forwarded to the overseas international point via the most expeditious manner.

6.8.4.2. From Points Outside the US: AMC will forward baggage via standard AMC RUSH baggage procedures to the contract carrier ground handler at the commercial gateway. Contract carrier ground handlers will forward the baggage to the appropriate airline/station.

NOTE: Onward movement of interlined baggage lost after clearing US customs is the responsibility of the commercial airline.

7. Terminating Checked Baggage:

7.1. Prior to arrival of each passenger mission, the baggage supervisor will coordinate with other activities (refueling, catering, contractor, etc.) to ensure immediate and uninterrupted baggage off-loading.

7.2. Baggage handling equipment and personnel will be pre-positioned prior to aircraft block-in, mission workload permitting.

7.3. During periods of inclement weather, adequate precautions will be taken to protect the baggage from the elements.

7.4. Sufficient personnel will be assigned to off-load baggage to ensure baggage begins to arrive at the baggage claim area not later than 20 minutes after block-in of the aircraft.

7.5. The passenger service dispatcher must be advised of baggage off-load progress so passengers may be informed of any delays.

7.6. Terminals will normally have a self-claim system of baggage and non-collection of claim stubs when the baggage claim area is accessible only to debarking passengers and passenger service personnel.

7.6.1. If the baggage area is considered high risk (pilferage area) 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.

7.7. Within 30 minutes after the last passenger has claimed his/her baggage, mark any unclaimed articles with the mission number, if different from that shown on the strap check, and transfer to the lost and found section.

7.8. Prepare the appropriate lost and found paperwork within 4 hours of receipt and send the appropriate message to the Baggage Service Center (BSC).

8. Special Baggage Handling Procedures:

8.1. Special Category and Priority 1 Emergency Leave (EL) Passengers. In addition to the procedures prescribed in paragraph 5. and paragraph 6., the following additional instructions apply to Distinguished Visitor (DV), Blue Bark, Coin Assist, and EL passengers:

8.1.1. Attach the appropriate color-coded AMC Form 20-(DV or EL) strap to each piece of checked baggage.

8.1.2. Load special category baggage after all other baggage to ensure quick off-load and delivery to the owner upon arrival at the destination.

8.1.3. If it becomes necessary to off-load this baggage en route, in-transit stations will implement reloading procedures to ensure it is reloaded IAW paragraph 8.1.2.

8.1.4. At stations where baggage is off-loaded 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 the destination station.

8.2. Overbooked Passengers. In addition to procedures prescribed in paragraph 5. and paragraph 6., attach a color-coded AMC Form 20-OB strap to each piece. Load this baggage to allow for easy access in case the passenger is removed from the flight to accommodate higher priority passengers.

8.3. Normally, passengers choosing to disembark at en route locations will be given their baggage. If the aircraft commander allows the unaccompanied baggage to continue to tagged destination, the en route station will prepare an AMC Form 134, **Mishandled Baggage Report (Attachment 3)**. Courtesy files will not be forwarded to BSC, but will be maintained for 30 days, then destroyed. En route 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 borne by the passenger.

9. Pet Shipments . Household pets (dogs and cats) may be shipped as excess baggage to certain locations. The following procedures apply to shipments of pets on AMC aircraft:

9.1. Pet shipments will be in conjunction with PCS moves only (IAW DOD 4515.13-R, Air Transportation Eligibility and DTR Part I). Sponsors will accompany the pet to the final destination. Pets will not remain behind unaccompanied. Pets will normally travel in the aircraft cargo hold area but may be accepted for shipment in the cabin area if they meet the requirements. No more than three pets can be shipped in the cabin area.

9.2. The sponsor is responsible to ensure pets are shipped only in hard-shell, hard sided International Air Transport Association (IATA) or U.S. Dept of Agriculture (USDA) containers approved for air

shipment. 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. Additionally, soft-sided or collapsible pet containers will not be accepted, based on safety for the pet. If the container does not meet requirements, place the passenger in a duty standby status under administrative hold until the pet is travel-ready. Handle cages containing pets with care to ensure animals don't 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. Two small animals of the same species younger than 6 months, of comparable size, and up to 9.1kg (20 pounds) each that are used to cohabitation may be shipped in the same container as long as they can also stand up, turn around, and lie down with normal posture. Only one excess baggage fee will apply in this circumstance, if the combine weight plus kennel does not exceed 70 pounds.

9.3. The care for pets is an important quality-of-life issue. Pets' health and well-being must be of utmost concern.

9.3.1. 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 Quality Assurance Evaluator (QAE).

9.3.2. Prior to aircraft taxi, when pets are onboard and the flight is delayed more than 30 minutes, the pet storage area ventilation and temperature will be checked at 30-minute intervals until flight departure. Additionally, at en route stops, the pet storage area ventilation and temperature will be checked upon arrival. In both cases:

9.3.2.1. If the area is found to be excessively cold or hot, or if the ventilation is unusually stagnant, the QAE will be notified. The emphasis of the inspection is to determine if conditions in the pet storage area could affect the pets' health and well-being. If in doubt, notify the QAE.

9.3.3. 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. In any case, if ground time exceeds 2 hours, pets will be off-loaded and owners provided the opportunity to visit their pets.

9.3.4. Time, safety, and security concerns may occasionally override some of the above requirements. However, every effort will be made to ensure the health and safety of the pets and provide for their safe passage.

9.4. The sponsor will maintain custody of the pet until 45 minutes prior to departure unless there is a suitable holding area available.

9.5. The sponsor is responsible for complying with all documentation, immunization, and border clearance requirements. If all documentation is not complete, place the passenger in a duty standby status under administrative hold until the pet is made travel-ready. Terminal personnel will ensure entry requirements established by foreign customs and those contained in applicable regulations are met.

9.6. Sponsors will pay the tariff for the pet according to the Non-US Government Rate Tariffs (See <https://public.scott.af.mil/hqamc/fm/rates.htm>). 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.

9.7. Terminals handling Patriot Express missions will establish written procedures to handle emergencies concerning pets to include at a minimum:

9.7.1. A listing of emergency veterinary clinic locations and phone numbers.

9.7.2. Point of contact for pet disposition (normally the local humane society).

9.8. For information on the Grand Fathered Pet Policy and the Space Available Pet Program reference the DTR Part I.

Section B—Mishandled Baggage

10. General:

10.1. 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. A lost and found representative will be available during all arrivals to process any mishandled baggage situations that may arise. The representative will remain available until all passengers have claimed their baggage. This will ensure passengers needing assistance with mishandled baggage will be serviced in a prompt, courteous, and professional manner. Locations that have GATES must use the system to process the AMC Form 134.

NOTE: AMC and AMC contracted carriers are not responsible for normal wear and tear, to include wheels, handles or shoulder straps, overpacked baggage, fragile or perishable items.

10.2. All mishandled baggage will be reported to the BSC. BSC locator information is contained in [Section C](#) below.

10.3. All case files will be recorded on an AMC Form 134a, **Mishandled Baggage Summary**. The source document is AMC Form 134. A copy of AMC Form 134a will be 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 this month.

10.4. Courtesy File. This file will be generated when AMC receives mishandled baggage from sources other than AMC-owned or controlled aircraft; i.e. commercial airlines, bus companies, etc. These files are normally generated when an AMC Form 47, **Report and Disposition of Unaccompanied Passenger Baggage (Attachment 4)**, was not accomplished.

NOTE: Normal lost and found procedures are applicable for interlined baggage.

11. Lost Baggage (Checked or Unchecked):

11.1. Documentation:

11.1.1. Obtain the AMC Boarding Pass (AMC Form 148 Series) and baggage claim checks from the passenger filing the claim. If they cannot provide these forms, cross-reference the passenger manifests to ensure they were manifested on said flight and make a copy for the case file.

11.1.2. Obtain one copy of the passenger's orders and applicable amendments.

11.1.3. Prepare a Mishandled Baggage Report (AMC Form 134) in triplicate (**Attachment 3**). All entries should be typed or printed legibly. If the passenger's baggage was interlined with a commercial airline, see paragraph **6.8**.

11.1.4. Give the passenger a copy of the locally reproduced mishandled baggage letter (**Attachment 5**) and a copy of AMC Form 134.

11.1.5. Prepare an AMC Form 136, **Baggage Mishandled Report File (Attachment 6)**. Keep the passenger's boarding pass, baggage claim checks, travel orders, and the original copy of AMC Form 134 in this file. Later, the BSC tracer and response messages and any other information related to this claim will also be placed in this file.

11.1.6. If the passenger traveled on an AMC Patriot Express flight, provide a duplicate copy of AMC Form 134 to the local carrier representative.

11.2. Tracer action:

11.2.1. 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 lost baggage. Include the case file number, owner's name, grade, arrival mission, baggage tag number and destination on the baggage tag, color and type of article, where article was last seen, and disposition instructions.

11.2.2. Within 24 hours of reporting the loss contact the passenger (if available by telephone) and give them the status of the lost baggage.

NOTE: Lost and found personnel may accept collect calls from passengers inquiring about mishandled baggage.

11.2.3. The BSC will respond back within 12 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.

11.2.4. If the baggage is still lost after 5 days, forward AMC Form 136 to the BSC so appropriate claims action may be taken.

11.2.5. Unchecked baggage will be processed as courtesy claim.

11.2.6. Lost and Found agents will need to check Mishandled Bag Notices in GATES a minimum of daily until the case file is forwarded to the BSC.

12. Found Baggage:

12.1. Lost and found baggage personnel will only be responsible for handling and documenting baggage or personal articles that remain unclaimed in passenger terminal areas. This includes articles left onboard aircraft or vehicles used to transport passengers to the aircraft, as well as gate no-show passenger baggage. All articles within the responsibility of the Lost and Found Baggage Section will be secured at all times. Items having high value will be stored in a safe or other secure place and AMC Form 134 will be annotated accordingly. **Only passenger service personnel assigned to the Lost and Found Baggage Section or other designated personnel will be allowed access to property on hand.**

12.2. Documentation:

12.2.1. Prepare an AMC Form 136 according to [Attachment 6](#). 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 (reference paragraph [13](#)).

12.2.2. Prior to initiating an AMC Form 134, check GATES data base to see if a case file has already been established.

12.2.3. All baggage or articles accepted by the Lost and Found Baggage Section will be documented immediately on an AMC Form 134. Attach one copy of AMC Form 134 to each bag or article. Before the baggage is stored in the Lost and Found Baggage Room, it will be presented to customs officials for clearance, if required, and AMC Form 134 will reflect this 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 the GATES or by checking the Records Section for a copy of the member's orders.

12.3. Tracer action:

12.3.1. Dispatch a priority "ON HAND" message to the BSC and each down line station as soon as possible but NLT 4 hours of finding the baggage. Include the case file number, name of probable owner, grade, color and type of article, where found, or mission number it arrived on. Additionally, include the baggage tag number, destination, line number and originating station from the baggage tag.

12.3.2. Each bag or article will be matched against previously reported lost baggage claims.

12.3.3. If the baggage is located without proper identification, it will be inventoried by the passenger service officer/superintendent or designated representatives to determine ownership. Two or more people will always conduct the actual inspection and verification. In cases when it is necessary to remove the owner's lock to conduct the inventory, place the removed lock inside the bag, which is to be returned to the owner. Upon inventory completion, seal the bag immediately with a plastic or metal fastener to prevent pilferage and do not re-enter the bag. Where ownership of the bag is known but the bag is not claimed, it will also be inventoried in order to obtain information to expedite its return. Baggage inventories are not necessary until 24 hours has lapsed. This allows the passenger or another station to identify the bag or article. Ensure inventory is included in GATES in the bag contents section of the AMC Form 134.

12.3.4. Checked articles or baggage erroneously off-loaded 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 how it will be forwarded.

12.3.5. When ownership of a found bag or article is determined, station records will be checked to determine if a mishandled baggage report is on file and if the passenger is on station.

12.3.6. 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.

12.3.7. If an AMC Form 134 is attached to the article enter the passenger's name in Block 5 and address in Block 18 or 19 per sample in [Attachment 3](#). Have the passenger sign in Block 26. File the signed AMC Form 134 and the original and duplicate in AMC Form 136.

12.3.8. Before the bag is released to the owner, lost and found baggage personnel will ensure the baggage has cleared customs, if required.

12.4. Disposition of Found Baggage:

12.4.1. Contract deliveries are to be processed as follows: The AMC air terminal finding the baggage will provide military or contract delivery of the baggage within a 60-mile radius of the terminal. Passengers will be given the option to pick up the baggage in person if it's more convenient. 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 paragraph 14. Baggage delivered by the terminal may be limited by local conditions such as foreign customs or hazardous duty areas. In these cases, every effort should be made to contact the passenger and request they pick it up.

12.4.2. When the squadron/port operations officer or designated representative determines AMC airlift is not available or will not satisfy the requirement to expedite baggage to the owner, the baggage and all necessary documentation, including a Transportation Working Capital Fund (TWCF) cite, will be turned over to the base Traffic Management Office (TMO)/commercial delivery service. They will process the baggage to be moved by the most expedient mode available, regardless of cost, to the location designated by the passenger.

12.4.3. When final disposition of the property is made annotate AMC Form 134 and ensure the BSC is notified.

12.4.4. AMC Form 136 will be signed and updated in Blocks 7 and 8 by the lost and found baggage representative. The signature verifies all other documents are enclosed prior to filing. File AMC Forms 136 alphabetically by last name.

12.4.5. The Lost and Found Baggage Section will maintain a log to provide an audit trail of found baggage. This log will include the following information: owner's name and address, type, color and weight of baggage, case file number, date turned over to the TMO, Transportation Control Number (TCN), insured number (US Postal Service), air bill (Federal Express), date shipped, and destination shipped to. Fax or mail a copy of this log to the BSC no later than the 10th of each month.

12.4.6. If the owner is not located within 5 days, the original copy of AMC Forms 134/136 and a complete baggage inventory will be forwarded to the BSC to make possible matches.

13. Disposition of Unclaimed Found Articles. After 30 days, all unclaimed found property whose estimated value is 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, the terminal squadron/port operation officer will appoint a PDO in writing (Commercial Gateways, the Detachment Chief will appoint a PDO in writing). Weapons disposition will be turned over to local Security Forces.

14. RUSH Baggage Procedures:

14.1. Baggage or articles, which have been misrouted or separated from the owner, are to be forwarded as RUSH baggage. Complete AMC Form 57, **AMC Expedite Tag**, for each article to be forwarded. Include complete disposition instructions on the form. Place any destination Tag currently

attached to the article, a copy of the passenger's orders, and a copy of AMC Form 134 or AMC Form 47 inside a packing list pouch, and attach it to each article.

14.2. AMC Form 70, **RUSH Baggage Manifest**, will be used to document movement of RUSH baggage. These manifests will not be assigned passenger manifest numbers. Copies of originating RUSH baggage manifests will be filed in the AMC Form 136 for station file. A third copy will be placed in the packing list along with AMC Form 134.

14.3. RUSH baggage, by nature of its priority, will be moved on the first available aircraft to end destination. Lost and found baggage personnel will monitor daily flight departures for possible onward transportation of RUSH baggage. Sending stations will notify receiving stations by telephone, e-mail, or through GATES with disposition instructions and flight information of missions carrying RUSH baggage. Receiving stations will acknowledge receipt by routine message, e-mail, or through GATES. If the sending station has not received acknowledgment within 7 days, initiate follow-up transaction.

14.4. Stations receiving RUSH baggage will make every effort to ensure the baggage is united with its owner in the most expedient manner. If the baggage is to be transshipped via commercial transportation, or again as RUSH baggage, both an AMC Form 134 and 136 must be completed as for found baggage. The REMARKS Section will show the baggage was received as RUSH baggage. A found baggage case file number will not be assigned. A copy of the terminating RUSH baggage manifest will be retained in the Lost and Found Baggage Section. Message action or a baggage inventory is not required.

15. Damaged Baggage Procedures. AMC and AMC contracted carriers are not responsible for normal wear and tear, to include wheels, handles or shoulders straps, over packed 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:

15.1. Prepare AMC Form 134 in triplicate completing the blocks according to [Attachment 3](#). Distribute copies as outlined in [Attachment 7](#).

15.2. Instances of damaged baggage should be reported to the passenger service representative as soon as possible after receipt from AMC. However, late notification will not preclude accomplishment of a Damaged Baggage Report.

15.3. Passengers on organic aircraft will be provided all assistance required to complete their claim and instructed to contact any military claims office.

15.3.1. For passengers on commercial contract flights, obtain the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested on said flight and place a copy in the case file.

15.4. Contents missing or lost in connection with excessive damage will be reported on AMC Form 134. The following statement will be entered in Block 32: "Articles listed are reported missing or lost due to extensive damage to outer container of the bag." List all articles reported missing and the estimated value. The security and law enforcement agency will not be notified.

15.5. Within four hours after completion send a message, e-mail, or fax to the BSC on all damaged baggage provide passenger's name, case file number, color and type of bag, complete mission number, and carrier. Forward case files for damaged baggage on commercial contract flights to the BSC.

Include the boarding pass or a copy of the boarding manifest, baggage claim stub or baggage tag, and AMC Forms 134 and 136.

16. Pilfered Baggage Procedures. Articles reported missing or stolen from within checked baggage will be reported to the lost and found representative, as soon as possible after the passengers claim their baggage from AMC. However, late notification will not preclude accomplishment of a Pilfered Baggage Report. Pilfered baggage will be documented as follows:

16.1. Determine from the passenger if the articles are actually missing or perhaps merely misplaced.

16.2. On military installations, notify the Security Forces on all instances of pilfered baggage at the time the report is prepared. Security Forces will obtain a statement from the passenger for their records. At commercial airport locations, follow local operating procedures consistent with standard airline/airport practices.

16.3. Prepare AMC Form 134 according to [Attachment 3](#).

16.3.1. Passengers on organic aircraft will be provided all assistance required to complete their claim and instructed to contact any military claims office.

16.3.2. For passengers on commercial contract flights, obtain the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested on said flight and place a copy in the case file.

16.4. Immediately send a message, e-mail, or fax to the BSC on all pilfered baggage. Provide passenger's name, case file number, color and type of bag, complete mission number, and carrier. Forward case files for damaged baggage on commercial contract flights to the BSC. Include the boarding pass or a copy of the boarding manifest, baggage claim stub or baggage tag, and AMC Forms 134 and 136.

17. Baggage Lost by Commercial Carrier:

17.1. Commercial lost baggage is any baggage that is lost (by an airline, bus, train, etc.) before the passenger enters the AMC system.

17.2. AMC passengers wishing to file a claim for baggage lost by a commercial carrier can file an AMC Form 47 with the AMC lost and found baggage representative. AMC Form 47 will be prepared in quadruplicate according to [Attachment 4](#). AMC Form 47 will be distributed as follows:

17.2.1. Original and Duplicate. Give to the passenger with instructions to provide one copy to the lost and found baggage representative at his/her destination.

17.2.2. Triplicate. Retain a copy of 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 AMC Form 47. Place AMC Form 47 inside a packing list with a copy of orders. 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.

17.2.3. Quadruplicate. Retain with the triplicate copy until the baggage is forwarded, then file in station files. Attached to this copy should be all commercial Tags, AMC Form 20-Series Baggage Tag and extra copies of orders.

17.2.4. Once the baggage is found, it will be forwarded by the most expedient method IAW paragraphs 12. and 14.

17.3. If a commercial carrier representative presents unaccompanied baggage to AMC, a “courtesy” AMC Form 134 will be completed by the AMC lost and found personnel.

17.3.1. 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” Block of Section I: “Property was received from (commercial carrier’s name) as a courtesy.” After accepting the baggage from the non-AMC carrier and determining the owner, forward the baggage by the most expedient method IAW paragraph 12. and paragraph 14.

18. Courtesy Claims for Emergency Leave Passengers:

18.1. Courtesy claims are provided only for those emergency leave passengers who do not have sufficient time to claim their baggage and still make a scheduled airline connection.

18.2. The passenger will be informed by the lost and found baggage representative to file a courtesy claim with the carrier at the final destination immediately upon arrival. The lost and found baggage representative must obtain the following information: passenger’s name, address, telephone number (including area code), flight number, destination, copy of orders, and claim stubs.

18.3. The following day the lost and found baggage representative will check the appropriate carrier to see if the courtesy claim is on file. If so, get the flight number and time of arrival at the passenger’s destination. Tag the baggage and in the “Remarks” section on the back of the tag write or stamp: “Please call and hold for passenger pick up.” Then turn the baggage over to the airline.

18.4. Notify the passenger and pass on the expedite tag numbers, flight number, and time of arrival. The passenger must be instructed to go to the appropriate airline to claim the bags.

18.5. If the passenger’s baggage does not arrive, call the passenger as soon as possible. The lost and found baggage representative will complete a lost baggage report using AMC Form 134. The report will then be mailed to the passenger for his or her signature (ensure all information is available to complete AMC Form 134).

Section C—Baggage Service Center

19. Baggage Service Center (BSC). The BSC is located at Charleston Air Force Base South Carolina. It traces mishandled baggage AMC-wide, determines final action of case files, and compiles statistical data for HQ AMC.

19.1. The BSC lead representative will ensure procedures are followed in compliance with required publications.

19.2. Addresses for the BSC:

Message Address 437 APS Charleston AFB SC//BSC//

E-Mail Address <mailto:437aps.bsc@charleston.af.mil> (E-mail address subject to change)

Mailing Address AMC Baggage Service Center
 105 South Bates St., Bldg. 164
 Charleston AFB, SC 29404

Voice Number Commercial: (843) 963-2895 DSN: 673-2895

Fax Number Commercial: (843) 963-3845 DSN: 673-3845

CONUS Toll Free 1-800-851-5761

19.3. Found Baggage Procedures (received from reporting stations):

19.3.1. Receive AMC Form 134 from reporting stations and prepares AMC Form 136. Annotate the AMC Form 136 with the date the baggage was received by the reporting station. Enter this information in the BSC Receipt Log.

19.3.2. Query the GATES database for a possible match.

19.3.2.1. 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.

19.3.2.2. If no match is made, update the BSC database as such. In the remarks section, annotate the case file will be closed in 90 days from the date received if no claims are made prior to the close date.

19.3.3. File AMC Form 136 by case file number and calendar year.

19.3.4. After 90 days of file inactivity, annotate “no action was received and file was closed” in the Remarks Section.

19.4. Lost Baggage Procedures (received from reporting stations):

19.4.1. Receive AMC Form 134 from the reporting station and prepare AMC Form 136. Annotate AMC Form 136 with the date the file was started by the reporting station. Enter this information in the BSC Receipt Log.

19.4.2. Query the BSC database for a possible match.

19.4.2.1. If a match is made, notify the station filing the found claim. Coordinate disposition with the stations filing the lost/found baggage reports.

19.4.2.2. If no match is made, update the BSC database as such. Prepare a cover letter and acknowledgment form to be mailed to the passenger. Purpose is to determine if the personal property is still missing and no claim has been made or reimbursement received.

19.4.2.2.1. A cover letter will be accomplished and mailed to the passenger within 5 days of receiving the AMC Form 134. The date the letter was sent will be annotated on a checklist and will be placed in the passenger suspense file until the mailed copy is received from the passenger.

19.4.2.2.2. Once the letter is received from the passenger, the following actions will be accomplished:

19.4.2.2.2.1. If the lost bag has been located and returned, the case file will be closed.

19.4.2.2.2.2. If the passenger received no compensation and the bag is still missing,

send a cover letter and a copy of the documentation contained in AMC Form 136.

19.4.2.3. 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 respective NAF contract administrators advising them of the contract violation:

19.4.2.3.1. 15 AF area. OL-F AMCAOS, 575 Waldron St., Travis AFB CA 94535.

19.4.2.3.2. 21 AF area. OL-G AMCAOS, 1907 Arnold Dr., McGuire AFB NJ 08641.

19.5. Damaged and Pilfered Baggage:

19.5.1. 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.

19.5.2. 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.

19.5.3. When receipt is acknowledged by the AMC contract carrier, the letter will be removed from the suspense file, placed in the AMC Form 136, and the file closed. Case file will be filed by the BSC case file number.

19.5.4. If acknowledgment is not received from the carrier within 90 days, a letter will be sent to contracting advising them of the contract violation and request assistance.

19.6. End of Month Processing: The BSC lead representative will update data reports from field units not later than the 5th working day after each operating month.

19.7. Baggage Inquiries and Reporting Station Assistance:

19.7.1. Provide answers to inquiries from passengers on the status of their mishandled baggage and provide them guidance on the appropriate claim action within 48 hours.

19.7.2. Provide tracer action for inquiries from the commercial airlines within 48 hours.

19.7.3. Notify stations when they are not following established procedures.

20. Forms Prescribed:

20.1. AMC Form 20-ID, **AMC Baggage Identification Tag.**

20.2. AMC Form 20-DV, **AMC Baggage Tag—Distinguished Visitor.**

20.3. AMC Form 20-EL, **AMC Baggage Tag—Emergency Leave.**

20.4. AMC Form 20-OB, **AMC Baggage Tag—Overbooked Passenger.**

20.5. AMC Form 20ADA, **AMC Baggage Tag—Incirlik CDI; Turkey.**

20.6. AMC Form 20ADW, **AMC Baggage Tag—Andrews AFB, Maryland.**

20.7. AMC Form 20AKH, **AMC Baggage Tag—Prince Sultan AB, Kingdom of Saudi Arabia.**

20.8. AMC Form 20ATL, **AMC Baggage Tag—Atlanta International Airport, Georgia.**

20.9. AMC Form 20AVB, **AMC Baggage Tag—Aviano AB, Italy.**

20.10. AMC Form 20BAH, **AMC Baggage Tag—Bahrain International Airport, Bahrain.**

- 20.11. AMC Form 20BLV, AMC Baggage Tag—Scott AFB, Illinois.
- 20.12. AMC Form 20BWI, AMC Baggage Tag—Baltimore-Washington International Airport, Maryland.
- 20.13. AMC Form 20CHS, AMC Baggage Tag—Charleston, South Carolina.
- 20.14. AMC Form 20DNA, AMC Baggage Tag—Kadena AB, Japan.
- 20.15. AMC Form 20DNA(2), AMC Baggage Tag—Camp Foster, via Kadena AB, Japan.
- 20.16. AMC Form 20DOV, AMC Baggage Tag—Dover AFB, Delaware.
- 20.17. AMC Form 20EDF, AMC Baggage Tag—Elemendorf AFB, Alaska.
- 20.18. AMC Form 20FRF(1), AMC Baggage Tag—Rhein-Main AB, Germany.
- 20.19. AMC Form 20HIK, AMC Baggage Tag—Hickam AFB, Hawaii.
- 20.20. AMC Form 20HOW, AMC Baggage Tag—Howard AFB, Canal Zone.
- 20.21. AMC Form 20IWA, AMC Baggage Tag—Iwakuni MCAS, Japan.
- 20.22. AMC Form 20JON, AMC Baggage Tag—Johnston Island Airport.
- 20.23. AMC Form 20KEF, AMC Baggage Tag—Keflavik Airport, Iceland.
- 20.24. AMC Form 20KUZ, AMC Baggage Tag—Kunsan AB, Korea.
- 20.25. AMC Form 20KWA, AMC Baggage Tag—Kawajalein Atoll, Pacific.
- 20.26. AMC Form 20LAX, AMC Baggage Tag—Los Angeles International Airport, California.
- 20.27. AMC Form 20LGS, AMC Baggage Tag—Lajes Field, Azores.
- 20.28. AMC Form 20MHZ, AMC Baggage Tag—RAF Mildenhall, England.
- 20.29. AMC Form 20MSJ, AMC Baggage Tag—Misawa AB, Japan.
- 20.30. AMC Form 20NAP, AMC Baggage Tag—Naples NAS, Italy.
- 20.31. AMC Form 20NBW, AMC Baggage Tag—NAS Guantanamo Bay, Cuba.
- 20.32. AMC Form 20NGU, AMC Baggage Tag—Norfolk NAS, Virginia.
- 20.33. AMC Form 20NKW, AMC Baggage Tag—Diego Garcia.
- 20.34. AMC Form 20NRR, AMC Baggage Tag—Roosevelt Road, Puerto.
- 20.35. AMC Form 20OKO, AMC Baggage Tag—Yokota AB, Japan.
- 20.36. AMC Form 20OSN(1), AMC Baggage Tag—Osan AB, Korea.
- 20.37. AMC Form 20OSN(2), AMC Baggage Tag—Camp Coiner, Seoul, Korea, via Osan AB Korea.
- 20.38. AMC Form 20PLA, AMC Baggage Tag—Sota Cano AB, Honduras.
- 20.39. AMC Form 20RMS, AMC Baggage Tag—Ramstein AB, Germany.
- 20.40. AMC Form 20RTA, AMC Baggage Tag—Rota NAS, Spain.

- 20.41. AMC Form 20SEA, **AMC Baggage Tag—Seattle-Tacoma International Airport, Washington.**
- 20.42. AMC Form 20SIZ, **AMC Baggage Tag—Sigonella NAS, Italy.**
- 20.43. AMC Form 20SUU, **AMC Baggage Tag—Travis AFB, California.**
- 20.44. AMC Form 20TCM, **AMC Baggage Tag—McChord AFB, Washington.**
- 20.45. AMC Form 20UAM, **AMC Baggage Tag—Andersen AFB, Guam.**
- 20.46. AMC Form 20WRI, **AMC Baggage Tag—McGuire AFB, New Jersey.**
- 20.47. AMC Form 47, **Report and Disposition of Unaccompanied Passenger Baggage (PA).**
- 20.48. AMC Form 57, **AMC Expedite Baggage Tag.**
- 20.49. AMC Form 70, **Rush Baggage Manifest.**
- 20.50. AMC Form 134, **Mishandled Baggage Report (PA).**
- 20.51. AMC Form 134a, **Mishandled Baggage Summary.**
- 20.52. AMC Form 136, **Baggage Mishandled Report File.**
- 20.53. AMC Form 416, **Interline Baggage Claim Tag.**
- 20.54. AMC Form 20GP, **AMC Baggage Tag-General Purpose.**

JEFFREY W. ACKERSON, Col, USAF
Deputy Director of Logistics

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

DOD 4500.9R Part-I *Passenger Movement*

DOD 4500.9R Part-V *Department of Defense Customs and Boarder Clearance Policies and Procedures*

DOD 4500.54-G, *DOD Foreign Clearance Guide*

DOD 4515.13-R, *Air Transportation Eligibility*

AFJI 48-104, *Quarantine Regulations of the Armed Forces*

AFMAN(I) 24-204, *Preparing Hazardous Materials for Military Air Shipments*

AFI 24-40X, *Customs (Region)*

AFI 37-161, *Distribution Management*

AMCI 24-101, Volume 6, *Transportation Data, Documentation, Records and Reports*

AMCI 24-101, Volume 8, *Military Airlift- Passenger Reservation Management*

AMCI 24-101, Volume 14, *Military Airlift- Passenger Service*

Abbreviations and Acronyms

AFWA—Air Force Weather Agency

ATOC—Air Terminal Operations Center

BSC—Baggage Service Center

CONUS—Continental United States

DV—Distinguished Visitors

EL—Emergency Leave

FAA—Federal Aviation Administration

GATES—Global Air Transportation Execution System

PDO—Property Disposal Officer

PSA—Passenger Service Agent

QAE—Quality Assurance Evaluator

TMO—Traffic Management Office

TCN—Transportation Control Number

TSA—Transportation Security Administration

TWCF—Transportation Working Capital Fund

SPE—Single Point of Entry

Attachment 2

PROVISIONS FOR HAZARDOUS MATERIALS CARRIED BY PASSENGERS ON ORGANIC AND CONTRACT AIRLIFT

ITEMS	Carry-On Baggage	Checked Baggage	On The Person	Notify AC
Alcoholic beverages , when in retail packaging, not exceeding 70% alcohol by volume, when packed in receptacles of less than 5L.	Yes	Yes	N/A	No
Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays perfumes, colognes and medicines containing alcohol when the total net quantity of all above mentioned articles by each passenger does not exceed 2kg (4.4 lbs) or 2L (2 qt) and the net quantity of each single article does not exceed 0.5L (1.11 lbs or 1 pt)	Yes	Yes	Yes	No
Hair curlers containing hydrocarbon gas , up to one (1) per passenger provided the safety cover is securely fitted over the heating element. These hair curlers must not be used onboard the aircraft at any time. Gas refills for such curlers are not permitted as checked or carry-on baggage.	Yes	Yes	No	No
Carbon dioxide, solid (Dry ice) , in quantities not exceeding 2kg (4.4 lb) per passenger when used to pack perishables in carry-on baggage, provided the package permits the release of carbon dioxide gas	Yes	Yes	N/A	Yes
Safety matches or a lighter intended for use by an individual when carried on one's person. However, lighters with a flammable liquid reservoir containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel, and lighter refills are not permitted on one's person nor in checked or carry-on baggage. <i>NOTE:</i> "Strike anywhere" matches are forbidden for air transport.	No	No	Yes	No
Carbon dioxide gas cylinders worn by passengers for the operation of mechanical limbs. Also spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	Yes	Yes	Yes	No
Radioisotope cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radio-pharmaceuticals contained within the body of a person as the result of medical treatment.	No	No	Yes	No
Small gaseous oxygen or air cylinders required for personal medical use on organic aircraft.	No	No	Yes	Yes
Small gaseous oxygen or air cylinders required for personal medical use on commercial contract aircraft. FAA regulations do not permit passengers to hand-carry their personal oxygen cylinders aboard commercial aircraft. If provided by the carriers, FAA regulations require their certification. Carriers are not required to provide this service.	No	No	Note 1	Yes

Ammunition (cartridges for weapons) for sporting purposes, securely boxed, (in Division 1.4 S), may be shipped in quantities not exceeding 5 kg (11 lbs) gross weight per passenger for that passengers use excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages. NOTE: Government individual issued ammunition must be properly packed/certified and moved as cargo.	No	Yes	No	Yes
Wheelchairs or other battery-powered mobility devices with spillable or nonspillable batteries provided the battery is disconnected, battery terminals are insulated to prevent accidental short circuits, and the battery is securely attached to the wheelchair or mobility device. Wheelchairs must be loaded and stored upright.	No	Yes	N/A	Yes
A mercurial barometer carried by a representative of a government weather bureau or similar official agency The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position.	Yes	No	No	Yes
Medical or clinical thermometer , which contain mercury, (1) one per passenger for personal use, when in its protective case	Yes	Yes	Yes	No
Non-flammable gas cylinder fitted into a self-inflating life jacket containing carbon dioxide or other suitable gas in Division 2.2 up to two (2) small cylinders per passenger, and up to two (2) spare cartridges. Life jackets cannot contain any explosives, pyrotechnic, or flammable devices.	Yes	Yes	No	Yes
Consumer electronic devices containing lithium batteries , such as lap-top computers calculating machines cameras, cellular phones, watches, camcorders etc., when carried buy passenger for personal use. Spare batteries must be individually protected to prevent short circuits.	Yes	Yes	Yes	N/A
Heat producing articles Battery-operated equipment such as underwater torches (diving lamps) and soldering irons, which if accidentally activated will generate extreme heat and can cause fire. The heat producing component or energy source must be removed to prevent unintentional functioning during transport.	Yes	No	No	Yes
Small oxygen generator for personal use.	No	Yes	No	Yes
Scuba diving tanks containing not more than 25 pounds per square inch (psi) at 70 degrees Fahrenheit (21 degrees Celsius). A tag or label must be affixed to the tank by a dive shop or licensed individual to indicate service performed.	No	Yes	N/A	Yes

NOTES:

1. FAA regulations do not permit passengers to hand carry their personal oxygen cylinders aboard commercial aircraft. If provided by the carriers, FAA regulations require their certification. Carriers are not required to provide this service.
2. Additional guidance for items not covered by this table can be found in the International Air Transportation (IATA) and 49 CFR

Attachment 3

BLOCK AND ENTRY DESCRIPTIONS AND SAMPLE AMC FORM 134, MISHANDLED BAGGAGE REPORT (PA)

LOST DOCUMENTATION

NOTES: Enter all calendar date requests on the form numerically in Y2K format, i.e. YYYYMMDD.

1. Reporting Station: Enter the three-letter station code of the station initiating the report.
2. Date: Enter the calendar date.
3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each month. The lost case file numbers will start with the number of the calendar month; that is 08 (August) followed by a dash, and begin numerical sequence from 001 to 499.

Section I

4. Check Applicable Block: Check the LOST Block.
5. Last Name, First Name, and Middle Initial: Enter name of the passenger reporting lost baggage.
6. Grade: Enter grade or rank of passenger.
7. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known.
8. Social Security Number (SSN): Enter SSN of the passenger reporting lost baggage.
9. Baggage Check Numbers: Enter the baggage tag numbers from the claim stubs provided by the passenger. If the passenger has misplaced or lost his or her claim stubs, enter "Unknown." Give details in "Other detail and remarks block" and attach a copy of the manifest with the passenger's name.
10. Type Code: Enter appropriate baggage type code.
11. Color: Enter applicable color of lost article.
12. Baggage Weight: Enter only the total weight of all bags or articles reported lost. This block will never be left blank when reporting a lost claim.
13. Mission and Date: Enter the mission number and date the baggage was checked.
14. Complete Mission Route: Enter the three-letter station code of the originating, en route, and terminating stations.
15. Carrier: Enter the airline/carrier; i.e. NWA, WOA, FDX, etc., for military aircraft, enter DOD.
16. Station Last Seen: Enter the three-letter station code where the passenger last saw their property.
17. Other Details and Remarks: Enter any information that would assist in locating the lost baggage.
18. Assigned Military Organization Address: Enter the address and phone number of the unit or organization where the passenger is assigned or will be assigned, applicable for the next 60 days. If the passenger is separating from the Service, enter a firm address where they can be reached for the next 60 days. For civilian personnel, enter a business address applicable for the next 60 days.

19. Home Address (Self, Relative, or Friend): Enter a permanent civilian address and phone number for the passenger, a friend, or relative where correspondence or property can be forwarded to reach the passenger.

20. Disposition Desired When Located: Check either duty address or home address where the passenger desires the lost baggage forwarded when located.

21. Forward Correspondence To: Check either duty or home address where the passenger desires all correspondence regarding the lost baggage claim forwarded.

Section V

32. An itemized inventory of the contents of the bag need not be performed when filing the lost report. However, any information about the contents that may assist in expediting return of the bag may be annotated. The passenger should be prepared to provide an inventory if the baggage is not recovered.

33. Have the passenger review the form for accuracy and sign in this block.

36. The lost and found representative signs this block.

FOUND DOCUMENTATION

1. Reporting Station: Enter the three-letter station code of the station initiating the report.

2. Date: Enter the calendar date.

3. Case File Number: Case file numbers will be assigned in consecutive order starting with a new series each month. Found case file numbers will start with the number of the calendar month; that is 10 (October) followed by a dash, and begin numerical sequence from 501 to 999.

Section I

4. Check Applicable Block: Check the FOUND Block.

5. 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. 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.

6. Grade: Enter grade or rank, if known.

7. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known,

8. Social Security Number (SSN): Enter SSN of probable owner, if known.

9. Baggage Check Number(s): Enter the baggage strap check number(s). If no strap check is attached, enter NO TAG.

10. Type Code: Enter appropriate baggage type code. If the article is a watch, camera, or other expensive item, if available, enter the serial number in "Other details and remarks block".

11. Color: Enter the color of the found article.

12. Baggage Weight: Enter the estimated weight.

13. Mission and Date: For articles found in the baggage claim or custom areas, enter the flight number and date on which the bag or article actually arrived.

14. Complete Mission Route: Enter the three-letter station code of the originating, en route, and terminating stations where the bag traveled. Applicable passenger schedules can be used to determine complete flight itinerary.
15. Carrier: Enter the airline/carrier; i.e. NWA, WOA, FDX, etc., for military aircraft, enter DOD.
16. 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.
17. Other Details and Remarks: Enter any information that would assist in returning the found baggage to the owner.
18. Assigned Military Organization Address: Leave blank until a confirmed address is received.
19. Home Address (Self, Relative, or Friend): Leave blank until a confirmed address is received.
20. Disposition Desired When Located: Leave blank.
21. Forward Correspondence To: Leave blank.

Section II

22. Enter the TMO address or the address the property was forwarded to.
23. Date property was forwarded.
24. Enter the Transportation Control Number or CBL number. If the article was forwarded as RUSH baggage, enter the manifest number and record the baggage tag numbers.
25. Enter the mission/aircraft number if forwarded as RUSH baggage.
26. Signature of the person to whom the property was released.
27. Date property was picked up.

Section V

32. 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 article. Any dangerous materials, explosives, flammables, or illegal narcotics, etc., contained within an article will be removed and entrusted to the Chief, Security Police or Airport Police. The disposition of items removed will be annotated on the inventory. **NOTE: Inventories** will be accomplished by two people, see paragraph **12.3.3**.
34. Signature of the passenger service officer/superintendent or designated representative.
36. Signature of representative completing the report.
37. The security and law enforcement representative will sign here when any property noted on the inventory is confiscated.

DAMAGED DOCUMENTATION

1. Reporting Station: Enter the three-letter station code of the station initiating the report.
2. Date: Enter the calendar date.
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 D (D-001 D-002, D-003, etc.)

Section I

4. Check Applicable Block: Check the DAMAGED Block.
5. Last Name, First Name, and Middle Initial: Enter the name of the passenger claiming damage to their baggage.
6. Grade: Enter grade or rank of passenger.
7. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard or name of DOD agency, if known.
8. Social Security Number (SSN): Enter SSN of the passenger.
9. Baggage Check Number(s): Enter the strap check numbers of the article reported damaged.
10. Type Code: Enter the baggage type code.
11. Color: Leave blank.
12. Baggage Weight: Enter the actual weight of article or container.
13. Mission and Date: Enter the applicable flight number and date on which the baggage was claimed to be damaged.
14. Complete Mission Route: Enter the three-letter station codes of baggage origin, en route, and terminating stations.
15. Carrier: Enter the airline/carrier; i.e. NWA, WOA, FDX, etc., for military aircraft, enter DOD.
18. Assigned Military Organization Address: Enter the address and phone number of the unit or organization where the passenger is assigned or will be assigned, applicable for the next 60 days. If the passenger is separating from the service, enter a firm address where they can be reached for the next 60 days. For civilian personnel, enter a business address applicable for the next 60 days.
19. Home Address (Self, Relative, or Friend): Enter a permanent civilian address and phone number for the passenger, a friend, or relative where correspondence or property can be forwarded to reach the passenger.

Section III

28. Exact Description and Location of Damage: In detail, give the location and description of the damage. Also, provide an estimated repair or replacement cost. State if the item is beyond repair.

Section V

33. Signature of passenger.
34. Signature of the passenger service officer/superintendent or designated representative.
35. Signature of the carrier representative. This ensures carrier representatives are aware of the damaged baggage or article from their flight.
36. Signature of lost and found representative.

PILFERED DOCUMENTATION

1. Reporting Station: Enter the three-letter station code of the station initiating the report.
2. Date: Enter the calendar date.

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.).

Section I

4. Check Applicable Block: Check the PILFERED bloc.

5. Last Name, First Name, and Middle Initial: Enter the name of the passenger reporting the pilferage.

6. Grade: Enter the grade of rank of passenger.

7. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of the DOD agency, if known.

8. Social Security Number (SSN): Enter SSN of the passenger

9. Baggage Check Number(s): Enter the strap check number(s) of the article reported pilfered.

10. Type Code: Enter the baggage type code.

11. Color: Leave blank.

12. Baggage Weight: Enter the actual weight of article or container.

13. Mission and Date: Enter the applicable flight number and date on which the baggage was claimed to be pilfered.

14. Complete Mission Route: Enter the three-letter station codes of baggage origin, en route, and terminating stations.

15. Carrier: Enter the airline/carrier; i.e. NWA, WOA, FDX, etc., for military aircraft, enter DOD.

18. Assigned Military Organization Address: Enter the address and phone number of the unit or organization where the passenger is assigned or will be assigned, applicable for the next 60 days. If the passenger is separating from the Service, enter a firm address where they can be reached for the next 60 days. For civilian personnel, enter a business address applicable for the next 60 days.

19. Home Address (Self, Relative, or Friend): Enter a permanent civilian address and phone number for the passenger, a friend, or relative where correspondence or property can be forwarded to reach the passenger.

Section IV

29. Article Locked: Check YES or NO.

30. Date/Time SLE Notified: Enter the calendar date and local time the Security and Law Enforcement (SLE) or airport police were notified.

31. List Item(s) Missing and Estimated Value: List all items reported missing and the estimated value. If additional space is required, use Section V.

Section V

33. Signature of passenger.

34. Signature of the passenger service officer/superintendent or designated representative.

35. Signature of the carrier representative. This ensures carrier representatives are aware of the damaged baggage or article from their flight.

36. Signature of lost and found representative.

37. Signature of security and law enforcement representative or airport police.

COURTESY DOCUMENTATION

NOTE: This form is not to be used in place of AMC Form 47.

1. Reporting Station: Enter the three-letter station code of the station initiating the report.
2. Date: Enter the calendar date.
3. Case File Number: Leave blank.

Section I

4. Check Applicable Block: Check the FOUND Block.
5. 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. 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.
6. Grade: Enter grade of probable owner.
7. Sponsoring Service: Enter Army, Navy, Air Force, Marines, Coast Guard, or name of DOD agency, if known.
8. Social Security Number (SSN): Enter the SSN of the probable owner, if known.
9. Baggage Check Number(s): Enter baggage tag numbers. If no strap check is attached, enter NO TAG.
10. Type Code: Enter the appropriate baggage type code. If the article is a watch, camera, or other expensive item, if applicable, enter the serial number in "Other details and remarks block"
11. Color: Enter the color of the found article.
12. Baggage Weight: Enter the estimated weight.
15. Carrier: Enter the airline/carrier releasing the found baggage into AMC's custody.
17. 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.

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						
<i>Check Applicable Block</i>		LOST <input type="checkbox"/>	FOUND <input type="checkbox"/>	PILFERED <input type="checkbox"/>	DAMAGED <input type="checkbox"/>	COURTESY <input type="checkbox"/>
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		<input type="checkbox"/> HOME		
<input type="checkbox"/> HOME		<input type="checkbox"/> DUTY		<input type="checkbox"/> DUTY		
SECTION II FINAL DISPOSITION OF PROPERTY						
FORWARDED TO				DATE (YYYYMMDD)		
TCN/GBL OR MANIFEST NUMBER AND STRAP CHECK NUMBER(S)			MISSION/AIRCRAFT NUMBER			
<i>I Acknowledge Receipt of Property Set Forth Above Except As Noted On Attached Sheet</i>			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.)						
			CARRIER REPRESENTATIVE			
SIGNATURE OF PASSENGER			SIGNATURE OF LOST AND FOUND REPRESENTATIVE			
X						
SIGNATURE OF PASSENGER SERVICE/STATION TRAFFIC OFFICER			SECURITY/LAW ENFORCEMENT REPRESENTATIVE			

Attachment 4**INSTRUCTIONS AND SAMPLE FOR COMPLETING AMC FORM 47, REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC)**

Section I, General Passenger Information. The passenger completes this section.

Section II, Passenger's Air Movement Designator. This section will be completed by the passenger service representative.

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.

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. Additionally, the commercial baggage tag and other nonrelated baggage Tag, other than owner identification Tag, will be removed and stapled to the reverse side of the quadruplicate copy of AMC Form 47. AMC Form 20-series baggage tags will also be attached. Total weight of all baggage to be forwarded as RUSH baggage will be entered. If the total weight of the unaccompanied baggage and the baggage that accompanied the passenger exceeds the passenger's authorized baggage weight, passenger service personnel at the destination terminal will take action to collect excess baggage fees prior to release of the baggage.

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 paragraph 14. If the baggage is turned over to the TMO for forwarding, the Transportation Control Number or the Commercial Bills of Lading number will be entered and a signature and date obtained from the TMO representative.

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.

REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC)				
<i>(THIS FORM IS AFFECTED BY THE PRIVACY ACT OF 1974 SEE REVERSE)</i>				
SECTION I GENERAL PASSENGER INFORMATION				
OWNER S LAST NAME FIRST NAME MI			GRADE	SSN
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/GBL 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

Attachment 5

MISHANDLED BAGGAGE LETTER

Dear Passenger

We regret the inconvenience caused by mishandling your baggage while traveling with the 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 within 24 hours to provide a status report. If, after 5 days from the reported loss, your bag has not been located, your case file will be forwarded to the BSC. Within 3 workdays 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 action with the airline. If your baggage was lost while traveling on a military aircraft, you will receive a release form and a copy of your case file and be instructed to contact the local Military Claims Office by the BSC. The BSC representatives will monitor all reimbursements made in the event that lost baggage is located.

If we can be of further assistance or if you have more information that would help us with our search, don't hesitate to call us. Our telephone number is [provide your stations' phone number] (collect calls will be accepted). The BSC can be reached at 1-800-851-5761 (toll-free within the continental United States), Commercial 1-843-963-2895, or DSN 673-2895.

/Signed/

PASSENGER SERVICE OFFICER

Attachment 6

**BLOCK AND ENTRY DESCRIPTIONS AND SAMPLE AMC FORM 136, BAGGAGE
MISHANDLED REPORT FILE**

AMC Form 136, Baggage Mishandled Report File Block and Entry Descriptions.

LOST

1. Last Name, First Name, and Middle Initial of Probable Owner: Enter the name of the passenger whose baggage is reported lost.
2. Reporting Station: Enter the three-letter station code of the station making the report.
3. Mishandled: Circle LOST.
4. Case File Number: Enter the lost baggage case file number from the AMC Form 134.
5. Date: Enter the calendar date.
- 6a. Enter the three-letter station code to which messages are addressed in the TO Block. The first block is for notification of the BSC. Notification of the BSC is mandatory on all mishandled baggage.
- 6b. Under DATE blocks, enter the date/time of the message sent; i.e. 212030Z.
- 6c. In the RESULTS Block, enter the replies received. If a reply is affirmative, enter SEE BELOW in the RESULTS Block and annotate the information or comments in the REMARKS Section,.
7. The lost and found agent will sign this block when the baggage is recovered by the owner and the case file is closed.
8. Date: Enter the calendar date.
9. REMARKS Section: Annotate the name/rank of individuals contacted by telephone and date contacted. Obtain the signature of the passenger service officer/superintendent after reviewing the case file.
10. Checklist for supporting documents: Documentation and information needed in the case file before sending to the BSC.
11. The lost and found agent will sign and date this block when the case file is forwarded to the BSC.
12. Date: Enter the calendar date.

BSC USE ONLY

13. Date file received: Enter the calendar date.
14. Action Taken: Action taken by the BSC to locate baggage/owner and close the case file.
15. Signature: BSC agent who checks case file for complete supporting documents.
16. Date: Enter the calendar date.

FOUND

1. Last Name, First Name, and Middle Initial of Probable Owner: Enter the name of the passenger to whom the article apparently belongs. If ownership cannot be determined, enter UNKNOWN.
2. Reporting Station: Enter the three-letter station code of the station making the report.
3. Mishandled: Circle FOUND.
4. Case File Number: Enter the found baggage case file number from AMC Form 134.
5. Date: Enter the calendar date.
- 6a. Enter the three-letter station code to which messages are addressed in the TO Block. The first block is for notification of the BSC.
- 6b. In the DATE Block, enter the date/time of the message; i.e., 212030Z.
- 6c. In the RESULTS Block, enter the replies received. If a reply is affirmative, enter SEE BELOW in the RESULTS Block, and annotate the information or comments in the REMARKS Section, .
7. The lost and found agent will sign this block when the owner is located, the baggage is forwarded to the owner, and the case file is closed.
8. Date: Enter the calendar date.
9. REMARKS Section: Annotate the following:
 - 9a. NAME/RANK of individuals contacted.
 - 9b. DATE/TIME baggage arrived at the passenger terminal.
 - 9c. DATE/TIME baggage was delivered to TMO.
 - 9d. DATE/TIME TMO released baggage to the carrier.
 - 9e. DATE/TIME carrier estimates delivery.
10. Annotate items accompanying this case.
11. The lost and found agent will sign this block when the case file is forwarded to the BSC.
12. Date: Enter the calendar date.

NOTES:

1. AMC Form 136 will be kept in a suspense file prior to presentation of the property to the disposal board (Paragraph 13.) or until such time baggage is to be forwarded to the owner.
2. Enter all calendar date requests on the form numerically in Y2K format, i.e. YYYYMMDD.

NAME (Last First Middle Initial)		REPORTING STATION	MISHANDLED (CIRCLE ONE) DAMAGED LOST PILFERED 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				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							
I CERTIFY THAT THE BSC WAS NOTIFIED AND ALL SUPPORTING DOCUMENTS ARE ENCLOSED				AUDITED BY			
SIGNATURE			DATE	SIGNATURE		DATE	

Attachment 7

DISTRIBUTION OF AMC FORM 134

RULE	A	B	C	D	E	F
	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 TMO representative.	Give to the 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/TMO representative.	Attach or place inside article.	N/A
3	Damaged	3	Give to the passenger or BSC on commercials.	Give to the passenger.	Station files	N/A
4	Pilfered	4	Give to the passenger or BSC on commercials.	Give to the passenger.	Station files	Give to security police representative
5	Courtesy	2	Give to the passenger.	Station files.	N/A	N/A