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AIR MOBILITY COMMAND**

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MILITARY AIRLIFT PASSENGER SERVICE

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This volume establishes policy and procedures for passenger processing and baggage handling and provides uniformity, standardization, and guidance for orderly and efficient passenger operations. Each form is subject to provisions of Air Force Instruction (AFI) 33-332, *Air Force Privacy Act Program*, as required by this volume, and contains a Privacy Act statement either incorporated in the body of the document or in a separate statement accompanying each such document. This volume applies to Air Force Reserve Command (AFRC). This volume applies to Air National Guard (ANG) units upon mobilization. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through Major Command (MAJCOM) publications/forms managers. This publication may be supplemented at any level, but all Supplements must be routed to the OPR of this publication for coordination prior to certification and approval.

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed. Changes include: Changes previously listed in the quarterly passenger service updates and message changes to Volume 14; Defined service animals, see **Atch 36**; Incorporated the Interactive Customer Evaluation (ICE) program under Passenger Operations; Added non-billable Reserve, ANG and

Foreign Customer Identification Codes (CIC’s); Changed Mission Essential Ground Personnel (MEGP) to Mission Essential Personnel (MEP); Adjusted Terminal X requirements and added link to Passenger Terminal Design Guide; Clarified the difference between Category I “Upgrades” and Category I Space-A Travel; Established guidance to ensure terminals consider time zone changes when signing passengers up via remote sign-up; Defined social media requirements; Removed all references to National Security Personnel System(NSPS); Clarified Emergency Point of Contact (EPC) requirement; Clarified personnel who may be exempted from passenger screening by Commanders; Established requirements for armed guards/escorts for baggage pallets containing weapons; Standardized passenger Space A/Space R Showtime; Refresher for the interactive customer training will be completed every 15-18 months; Added link for TWCF cash collection procedures; Added negative seat release general announcement.

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Section A—General Information

1. Preface. Air Mobility Command (AMC) will act as the single manager, on behalf of United States Transportation Command (USTRANSCOM), for airlift, intertheater, intratheater, and Continental US (CONUS) aeromedical evacuation, aerial refueling support, and support services to the Department of Defense (DOD) Components as required by USTRANSCOM. AMC operates its peace time operation for two reasons: (1) to continually exercise and train the military and civilian manpower needed to ensure the United States meets contingencies around the world and, if necessary, go to war; and (2) to provide economical air transportation to the DOD. The image AMC projects to its DOD customers is influenced by the customer service its passengers receive when traveling via AMC. Passenger Service Agents (PSAs) function as AMC's ambassadors; they must meet the highest standards of dress and conduct. The service AMC provides to DOD members and their families has a significant impact on their impression of "quality of life" in the military service.

2. Passenger Operations.

2.1. AMC passenger terminal activities shall provide a complete range of services to accommodate arriving/departing passengers and baggage. The terminal shall afford the passenger orderly and convenient progress from the ground side of the terminal to the aircraft and back. Depending on the size, physical layout, and personnel assigned, functions may be realigned/combined for operational efficiency. All DOD passengers Space-Required (Space-R) and/or Space-available (Space-A) shall be provided prompt, courteous, and professional service on an equitable basis.

2.2. Personnel assigned to Passenger Service will review and be familiar with **Attch 1, Glossary of References** and **Attch 7, Standards of Performance**. These attachments will ensure success in providing the highest level of customer service.

2.3. Customer Service Training: The AMC PSA Customer Service course is a HQ AMC initiated program designed to assist our PSAs in providing exceptional customer service to our passengers.

2.4. The Customer Service Web Based Training (WBT) should be completed on or before assignment to the Passenger Service Flight. In all cases, the WBT should be completed prior to interaction with passengers. Refresher for the WBT will be completed annually.

2.5. Interactive Customer Service Training. Each passenger terminal shall designate a class facilitator to guide students through a one-day facilitated/interactive customer service course designed by HQ AMC/A4TP. This course uses a short video, limited presentations, and role playing using AMC passenger terminal specific scenarios. The success of the course is heavily reliant upon student participation, discussion, comment, and interaction. The course is not intended and shall not be set-up for stand alone or self-paced use.

2.5.1. The facilitator shall:

2.5.1.1. Ensure the continued success of the class and provide this course locally to all military and civilian passenger agents.

2.5.1.2. Establish a schedule that shall provide initial training within 3-6 months of assignment to passenger service. Refresher for the interactive customer training will be

completed every 15-18 months. Local leadership may conduct refresher training sooner if needed.

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

2.5.1.4. Maintain a class size not to exceed 20 students for each class. The facilitator may adjust the size of the class at his/her discretion to meet scheduling needs. However, it has been noted that the effectiveness of the training tends to decrease when the class size falls below 15 students.

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

2.5.1.6. Use established course curriculum and material issued by HQ AMC/A4TP to ensure consistency throughout AMC. Request guidance from HQ AMC/A4TP before deviating from approved lesson plan.

2.5.1.7. Maintain a roster with the completion date of each person assigned to the passenger terminal. For TSgt and below, completion shall also be annotated in G081 or AF Form 1098, Special Task Certification and Recurring Training.

2.5.1.8. Strive for continuous improvement by soliciting feedback from students. Feedback/critique sheets should be forwarded to terminal leadership for their situational awareness and implementation, if appropriate. Forward feedback on course content to HQ AMC/A4TP.

2.6. AMC Passenger Terminal Survey. All passenger terminals shall use the AMC Passenger Terminal Survey to measure customer satisfaction at their particular location. The template can be found on the HQ AMC/A4TP website (see Attch 8). The survey should be used as a local tool to demonstrate terminal effectiveness and assist with improving service as well as recognizing outstanding performers. Blank surveys shall be placed in conspicuous areas around the passenger terminal. A single collection box may be used for this survey and the AMC Form 253, Air Passenger Comments. Passenger terminals must ensure the Interactive Customer Evaluation (ICE) cards are made available to all customers. Units are required to respond to all inquires that request a reply within 3 duty days and must include actual response in ICE.

2.7. Passenger Policy Update/Messages. Each AMC passenger terminal activity must ensure all agents review Passenger Policy Update messages monthly. These messages are also available on the HQ AMC/A4TP web site (see Attch 8).

2.8. Passenger Processing Manual Procedures. Each AMC passenger terminal activity shall ensure manual procedures are developed and exercised. Manual procedures shall be used during "stressful environment" operations, i.e. power or computer outage. As a minimum, exercises shall be conducted on a quarterly basis and documented. When possible, exercises should be conducted in conjunction with wing/base exercises and during periods when it has the least impact on customer service. **Note:** In the event of automated data processing (ADP) or computer equipment failure during the manifesting process, initiate manual backup procedures to produce a manifest to accompany the aircraft. The backup system should be

capable of producing one of the following: offline manifest or DD Form 2131, Passenger Manifest. This manifest shall contain all required data IAW DOD 4500.9R, Defense Travel Regulation (DTR) Part I, Passenger Movement.

2.9. AMC Form 76 (AMC Form 76A at Navy Passenger Terminals), Passenger Travel Information (AMC-GRAM). All passenger terminals/operations shall create a customized local AMC Form 76/76A using the template located on HQ/AMC A4TP website (see Attach 8) as a guide. Terminals may create their own format but the information must be listed as stated on the template. This form contains standardized introductory information with space for each station to insert information most requested by travelers. The form will contain information on the cost, availability, location of billeting and transportation, a recommendation to differently abled passengers with non-apparent disabilities (such as hearing impairment, asthma, or pacemakers) to advise PSAs of this disability at the time of check-in, notification of the HQ AMC no-smoking/tobacco use policy on aircraft, and the form's revision date. Print a map of the base and major facilities and have them available in the same vicinity where the AMC GRAM is posted. Additional information can be added at the local commander's discretion to increase customer service and convenience.

2.9.1. AMC Form 76/76A will be updated annually or whenever significant changes occur.

2.10. Letter to the Passenger. Display the locally reproduced Fellow Traveler letter (Attach 12) on an AMC letterhead and signed by the following leaders in said categories. The guiding principle is to display the photo of the AMC Commander at the first level up from the passenger terminal.

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

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

2.10.3. OLs, Contracted Air Terminal Operation (CATOs), and Dets: Display AMS/CC with photo

2.10.4. OCONUS Navy-operated ports: Display AMS/CC with photo.

2.10.5. CONUS Navy-operated ports: Display installation Commander with photo.

2.11. Passenger Service Identification Badges. To easily identify a PSA, each passenger agent and supervisor shall wear a passenger service badge below the nametag; a badge may be attached to the pocket with a clip-on device. The badge shall not be worn on the blue sweater. Commanders may authorize the wear of passenger service badges on the uniform of the day. Passenger service badges shall be worn only while on duty in or around the passenger terminal. Each badge is to be 3.5 inches wide, 2.5 inches high, and made of the standard nametag material. The agent's badges are blue, unless the agent is a shift supervisor, whereupon it is red. The passenger service officer also wears the red identification badge while on duty (reference AFI 36-2903, Dress and Personal Appearance of Air Force Personnel, AMC supplement). The blue badge reads: "AMC Passenger Service Agent," while the red badge reads: "AMC Passenger Service Supervisor." Civilian personnel may elect to have their name placed on the badge. If they elect to do so, the name will be placed directly above other lettering. When personnel transfer, badges shall be turned in during out-

processing. Note: Due to the number of security badges required by the airport authority, AMC gateway personnel are exempt from this requirement.

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

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

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

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

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

2.12.5. Disclosure: Voluntary. Non-disclosure of information shall prevent the processing and movement of the passenger.

2.12.6. Public Address Systems. Each passenger terminal shall use a terminal announcement system to pass information to passengers (see Attch 19). When it is not in use, conservative recorded music or a reasonable facsimile may be connected to the system. Commercial gateway managers shall obtain the use of local airport public address system for announcements to our passengers.

2.13. All passenger terminals shall maintain a website that meets the following minimum criteria:

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

2.13.2. Passenger terminal contact information to include: mailing address, DSN and commercial voice, fax telephone numbers, organizational email address, hours of operation, and remote Space-A sign-up procedures to include email address.

2.13.3. List of required information for remote sign-up (see Para 9.1.1).

2.13.4. Link to passenger terminal AMC Gram (see Para 2.7 for format).

2.13.5. Link to AMC Space-A Information Website (see Attch 8).

2.13.6. Available passenger terminal customer conveniences, e.g., availability of food, automated Teller Machine (ATM), family lounge, etc.

2.13.7. Flight information shall be IAW Para 20.3.

2.14. Interactive Customer Evaluations (ICE).

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

2.14.2. ICE Manager Duties. ICE managers are responsible for collecting passenger feedback and to provide tactful responses (positive and or negative) when responses are requested and/or necessary. Responses must be completed within 3 duty days. Actual responses must be included in ICE.

2.14.3. All Passenger Terminals require at least two ICE managers. Managers must inform HQ AMC/A4TP of any changes and provide updates as required.

2.14.4. ICE cards will be made available to all customers. ICE card template is available on the Passenger Policy website (Attch 8).

2.14.5. Comments submitted via passenger terminal organizational accounts must be answered within 72 hours (preferably 24).

Section B—Passenger Service Center (PSC)

3. General. The PSC is typically the first point of contact with our customer. It is imperative that individuals assigned to the PSC maintain a high level of customer service skills and a positive attitude in carrying out their duties. **NOTE:** At AMC Gateway and Operating Locations, the Passenger Service Center is referred to as the "Military Assistance Counter." This counter includes Customer Service Branch (CSB) and other Service Liaison personnel, when assigned.

4. Responsibilities.

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

4.2. IAW AMCI 24-101, Volume 9, firm seat releases must be provided to the passenger terminal no later than 5 hours prior to mission departure. The dispatcher or PSC agent will contact ATOC if seat release is not received within 5 hours of scheduled mission departure.

4.2.1. Missions with short flight times of 2 hours or less may not meet this 5 hour timeframe. In those cases every attempt must be made to determine a firm seat release as early as possible.

4.3. Passenger Eligibility. Determine passenger eligibility IAW DOD 4515.13-R, *Air Transportation Eligibility* and the Foreign Clearance Guide; maintain the Space-R and Space-A passenger registers, and determine the order of movement for both Space-R and Space-A passengers. Ensure passengers have appropriate border clearance documentation, when required.

4.4. Reservations and Related Actions. Handle reservation and related actions within the passenger terminal after the pre-manifest is pulled and immediately preceding flight check-in.

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

4.6. Flight setup at GATES/Non-GATES Stations. The PSC, flight controller, or dispatcher will accomplish the flight set up and review the pre-manifest, check for special category passenger codes, and pass requirements to the shift supervisor.

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

4.7.1. Port Booking Passengers. Passengers who arrive with orders/GATES itineraries for the flight(s) being processed but are not on the pre-manifest will be traced and verified in GATES before being port booked, when seats are available. All port booked passengers must be assigned a seat (no in-lap passengers authorized).

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

4.7.1.2. 618 AOC(TACC)/XOGC shall create and maintain the RI Files. File information will include the following: Administrative Addresses, E-mail Addresses, and Defense Switch Network (DSN)/commercial telephone numbers. To update

information attached to the RI file, please call DSN 312-779-4024, commercial (618) 229-4024, or email tacc.xog-pax@us.af.mil.

4.8. Pre-manifest. At GATES stations, the PSC shall lock and download the pre-manifest 24 hours prior to scheduled mission departure but no earlier than 72 hours. The PSC must prepare pre-manifests for Patriot Express (PE) missions and forward sufficient copies to information control/dispatch not later than (NLT) 10 hours prior to scheduled aircraft departure. At Non-GATES stations, the Data Processing Center (DPC) shall forward the pre-manifest to the PSC upon request or no later than 24 hours prior to scheduled mission departure.

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

4.9.1. Manifesting of Passengers. On channel missions, with prior coordination of the down line station, passengers may be manifested past stations where minor mission number changes occur. Minor mission number changes include a change in the basic mission number (i.e. outbound to inbound 0671 to 0672), suffix, or Julian date.

4.9.1.1. Passengers may not be manifested past locations where the basic mission number changes completely (i.e., 06E1 to 06R5).

4.9.1.2. Passengers may not be manifested round trip.

4.9.1.3. Passengers shall not be manifested on the positioning legs past stations where the mission becomes active without approval from the down line station. For Special Assignment Airlift Mission) SAAM, exercise, or contingency missions, coordinate with the down line stations to ensure the requirements of Para 4.9.2. have been met.

4.9.2. Unused Seats on DOD-Owned or Controlled Airlift (includes SAAM, Aeromedical Evacuation, Exercise and Contingency). IAW DOD policy, all unused seats on DOD-owned or controlled airlift will be released for use by Space-R and Space-A passengers. On all mission types, the senior AMC or terminal representative, in coordination with the aircraft commander and the user as applicable, will determine if a defined need for security, or if overriding safety or legal concerns (including hazardous cargo, customs, agriculture or citizenship and immigration service consideration) prohibits Space-A travelers from flying on a specific mission. The aircraft commander is the final authority responsible for all matters affecting the operation of their aircraft. This authority is to be exercised judiciously within the context of DOD Space-A policy stated in Para 10.2. Situations where the above prohibitions restrict Space-A travelers from a particular mission should be the rare exception rather than the rule.

4.9.3. The servicing air terminal or designated manifesting agency will manifest Space-A travelers or other opportune traffic. If the location has no air terminal or AMC representative, then the aircrew must ensure proper manifesting, border clearance, security, and passenger/baggage screening requirements are completed.

4.9.4. The AMC ATOC at the air terminal of origin will ensure passenger(s) can be received at destination, meet(s) border clearance requirements, and must not hamper user's mission departure/arrival operations. If the aircraft/mission is not landing at an

AMC operated passenger terminal, passengers must be briefed by the PSA that there may be little or no passenger support at their destination (i.e., no terminal, easily available telephone, transportation, or billets). They must understand that the aircrew is not responsible/capable to provide these services and that they must deal with these limitations within their own capabilities.

4.9.5. Displacing Revenue Cargo and Passengers. Displacing Space-R cargo and/or mail for emergency leave/duty passengers on cargo or dual configured missions may be authorized by the Transportation Representative (TR), Aerial Port Ops Officer, or Air Terminal Manager (ATM) on a case-by-case basis when timely movement cannot be provided on passenger missions. To ensure command visibility of excessive Space-R passenger backlog, notify 618 AOC (TACC)/XOGX whenever cargo is displaced for passengers.

4.10. Rotating Passengers.

4.10.1. Duty passengers are not normally rotated to accommodate other duty passengers except when necessary to move Priority One passengers whose movement cannot be guaranteed within 24 hours. All known available airlift must be considered including government arranged commercial seats. If movement cannot be guaranteed begin rotation procedures. Unless there are severe mitigating circumstances, do not remove any pre-manifested passengers who already received their boarding passes. Prior to removing Space-R passengers, the PSC will try to get volunteers to remove themselves from a flight. Space-A travelers may be removed at any station for duty passengers, patients, or cargo. **Note:** Only as a last resort will Category I, Space-A passengers be removed from a flight at the originating location. Do not rotate Category I passengers at en route stations.

4.10.1.1. If no one volunteers or rotation of Space-R passengers is still needed, begin removing passengers in the following order:

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

4.10.1.1.2. Port Booked passengers (line numbers 0600-0699)

4.10.1.1.3. Overbooked passengers (line numbers 0500-0599)

4.10.1.1.4. Prebooked passengers (line numbers 0001-0499) meeting the following criteria: unaccompanied Permanent Change of Station (PCS) military passengers (E-6 and below); the last to check-in is the first to be removed.

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

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

5. Patriot Express (PE) and Category M Flights Show-times/Check-in Times.

5.1. The HQ AMC Standard show time/roll call for Space Required passengers is no later than two (2) hours and 20 minutes prior to aircraft scheduled departure. Space-available roll call standard is no earlier than two (2) hours and 20 minutes prior to aircraft scheduled departure.

5.1.1. If deemed necessary for unique situations (peak travel periods, multiple departures within a short time period) the TR, Aerial Port Ops Officer, or ATM may adjust show/roll call times as needed.

5.1.2. Requests for long term/permanent deviations to Para 5.1 greater than 90 days in a 12 month period shall be submitted by the respective Unit Commander to HQ AMC/A4TP.

5.2. Check-in for pre-manifested passengers must be made available 6 hours prior to aircraft departure but may begin as early as 24 hours prior to aircraft departure at the discretion of TR, Aerial Port Ops Officer, or ATM.

5.2.1. IAW AFI 36-3003 Para. 4.11.13., the PSC will notify the servicing MPS and HQ AFPC/DPWCM within 72 hours after members miss a port call.

6. Space-R (Duty Standby) Passengers. Space-R passengers without a reservation shall be considered duty standby. Sign-up must be accomplished in person by the traveler or group leader if traveling in a group. However, the PSC may port book passengers when excess seats are available in lieu of placing the passengers on the duty stand by register. All Space-R duty standby passengers shall be assigned a seat (no in-lap passengers authorized). Remote sign up is not authorized for duty stand by passengers.

6.1. Space-R Standby Processing. GATES stations shall cancel any conflicting reservations to preclude duplicate bookings.

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

6.1.2. At Non-GATES stations, collect two copies of the orders and record travel priority and type travel code, dependent information, and date/time of sign up in the "remarks section" on both copies. Provide passenger information on the next flight and show time. Enter the passenger(s) information on the manual Space-R backlog. Manual backlog will contain passenger name(s), rank, travel priority, destination and date/time of sign-up. File station copy according to travel priority and date/time of sign-up.

6.1.3. For Temporary Additional Duty (TAD)/Temporary Duty (TDY) port booked passengers, mail one copy to the appropriate Defense Finance Accounting Service (DFAS) as identified in DTR Part I.

6.1.4. Sign-up intransit Space-R standby passenger(s) IAW Para 6.1.1 or 6.1.2 as applicable.

6.1.5. To travel aboard AMC owned/controlled missions, a travel order or a letter of authorization citing the authority for travel and billing instructions and/or fund cite and associated CIC is required. Letters of Authorization (LOA) shall be used for travel on AMC organic or commercial charters. LOA(s) shall include the contract number, commanding officer's name directing the movement, phone number, unit mailing address, billing address with point of contact and phone number or a CIC from the contractors T-account. LOAs must be signed by the contracting officer or their designated representative. Travel documentation must identify where the authorized travel is from and to. All forms of travel documentation must identify where the authorized travel is from and to and the time period of travel authorized.

6.1.6. The PSC shall provide a means for Space-R standby passengers to verify their position in the backlog. This may be accomplished by printing a register from GATES or displaying the register on a computer monitor accessible by the passengers. Create the register by channel, and make it available for passenger viewing. When there are no passengers in the backlog, printing the register is not necessary.

6.2. Space-R Reimbursable Travel. IAW DOD 4515.13-R, certain categories of eligible Space-A travelers may elect to pay for a seat at the applicable Department of Defense Channel Passenger Tariffs or Other Non-DOD Channel Passenger Tariffs (**Attch 8**) to secure a reservation as a Space-R passenger. This decision and transaction must be made prior to the mission opening. However, they may not change their status for movement on a mission currently being processed. When passengers change their travel status from Space-A to Space-R, they shall keep their relative place in the respective category, that is, from Space-A emergency leave to Space-R emergency leave. When the computer system is down for more than 24 hours, Space-R standby register will be maintained manually.

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

6.3.1. For Space-R passengers with a CIC, enter the CIC in the appropriate block.

6.3.2. Passenger CICs. CICs are the basis for billing passenger travel and identifying the service responsible for payment. Travel authorization for reimbursable space required passenger transportation must cite the chargeable appropriation and CIC approved by the funds certifying official or the full billing address with point of contact and phone/fax numbers for reimbursement on a Special Account Handling (SAH) basis. Otherwise, provide payment by indicating cash collection.

6.3.3. CIC General Guidance. The aerial port/air terminal is not responsible for construction of the CIC. Instead, aerial port/air terminal personnel should follow special account handling procedures as outlined in AMCI 24-101 Volume 6, *Transportation documentation, Data Records and Reports*. Refer to CIC guidance at https://www.amcfm.scott.af.mil/CIC_Generator.htm or contact HQ AMC/FM at Defense Switch Network (DSN) 779-2668 for CIC assistance.

6.4. Special Account Handling (SAH) Procedures. Refer to AMCI 24-101 Volume 6.

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

6.4.2. In some circumstances, passengers will travel using non-billable CICs. Port commanders must ensure these codes are not misused. Non-billable CICs are specifically coded to not produce a bill and are as follows:

6.4.2.1. SAAM/Contingency operations where the dedicated mission was originated specifically for the purpose of transporting specific passengers will utilize non-billable CICs. The Data Records section will ensure that the correct CICs are used. Refer to **Table 1** to create the correct non-billable CIC for the applicable branch of service of the traveler. Any airlift capability available for use to move cargo and passengers (along AMC channel routes) on an opportune basis, after planned mission requirements have been met, will be processed and billed as normal revenue generating passenger, cargo, and mail. A billable Transportation Account Code (TAC) or CIC must be entered or SAH, cash collection procedures should be followed.

Table 1. Contingency Operation CICs (non-billable).

Air Force	FSAM000000000000
Army	ASAM000000000000
Navy	NSAM000000000000
Marines	MSAM000000000000

6.4.2.1.1. Short take-off and landing missions. A CIC was created for these Air Combat Command (ACC) commercial contract missions supporting MILGRP in Colombia. These missions are non-billable; utilize CIC "STOL000000000000" for space required passengers on these missions.

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

6.4.2.3. Missions transporting cargo and passengers that originate and terminate within the Continental United States (CONUS) do not generate revenue for TWCF. However, the tracking and billing systems require accounting information in order to process cargo and passenger movements. In this case utilize "CTC000000000000" for

the CIC and the original TAC for cargo. Since DCBS strips this data, no bill is created for shipper within CONUS movement.

6.4.2.4. AMC Mobility Mission Observer (MMO). Passengers designated as AMC MMO have been invited by HQ AMC/CC to accompany AMC aircrew on AMC organic military aircraft. Use of "4MMO0000000000" is only authorized on AMC organic military aircraft. Refer to Para 25.1 for more information.

6.4.2.5. Defense Courier Service personnel may travel under the CIC "DCSC0000000000" on commercially contracted cargo missions.

6.4.2.6. Mission Essential Personnel (MEP) may travel under the CIC "MEP0000000000" when approved by competent authority. Refer to Para 25.4 for more information. Mission Route Support (MRS) may travel under a CIC created in accordance with **Attch 4**, *Mission Route Support CIC Chart*. Refer to Para 25.2 for more information.

6.4.2.7. USAF Academy cadets traveling to/from overseas sponsoring agencies aboard KC-10 aircraft will have the statement: "For travel aboard KC-10 aircraft only, CIC: "4AFACADET000000" in the remarks section of their orders. Cadets traveling on any other aircraft will require a travel order. Cite the CIC and funding in Block 19 to include SAH procedures. Refer to Para 25.3 for more information.

6.4.2.8. Cash payment. If a cash payment is made ensure that a "C", "L", or "J", based on the appropriate tariff rate as identified in AMCI 24-10, Volume 6 has been entered into the second position of the CIC field in GATES.

6.4.2.9. Reserve component forces authorized in DOD 4515.13-R, to travel on DOD controlled aircraft for reserve inactive duty training can be eligible to use a non-billable CIC, see Para 25.7

6.4.2.10. For Space-A passengers enter an "H" in the second position of the CIC block followed by the date and time of sign-up. Example: H0311345.

6.4.2.11. Special Account Handling (SAH) Codes. Refer to AMCI 24-101 Vol 6 for Data Records requirements.

7. Operational Support Aircraft (OSA).

7.1. Passengers on OSA missions shall only be manifested in GATES if they process through the passenger terminal. In these instances, use the CIC OSA0000000000. For passengers taking advantage of an open seat on an OSA mission but are not associated with the mission, PSAs should enter the billable CIC from the orders. If passengers go directly to the aircraft, the aircrew is responsible for manually producing a manifest using DD Form 2131, *Passenger Manifest*. This manifest shall be submitted to either Base Ops or the passenger terminal and attached to the mission folder. There is no requirement to manifest OSA missions in GATES for the purpose of ITV.

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

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

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

8. Questionable Travel/Erroneously Manifested Passengers.

8.1. All PSAs must ensure requirements of DOD 4515.13-R are met with regard to passenger travel eligibility. When an order or authorization for movement of passengers is neither authorized by DOD 4515.13-R nor approved according to its procedures, transportation shall be denied. When the passenger's orders appear to be erroneously published, and time and circumstances warrant, en route locations should contact their respective Wing and CONUS locations should contact HQ AMC/A4TP (DSN 779-4593) to resolve the problem. En route locations should contact HQ AMC/A4TP after attempts to contact the Wing have failed or the issue is time critical. Passengers traveling on questionable orders shall be informed of the fact and advised their travel documents shall be forwarded to higher headquarters for possible billing. The station making the determination shall document the case and forward it to HQ AMC/A4TP, 402 Scott Dr. Unit 2A2, Scott AFB IL 62225-5308 who shall forward it to the Service Headquarters for necessary action. Questionable travel cases should be forwarded with all accompanying documents (orders, statements, and passenger's permanent home of record address). The Services shall make the final determination to bill the passenger or the orders issuing agency.

8.2. Movement of Erroneously Manifested Passengers. If passengers are erroneously manifested and a resolution cannot be reached at local level, a Passenger Terminal Supervisor will contact HQ AMC/A4TP for movement consideration (Ref DOD 4515.13-R, Para C1.3.2.). If passengers are already in the AMC system when an error is discovered, onward transportation to the final destination shall be denied. They shall be offered transportation as follows:

8.2.1. Passenger information shall be collected and held in a standby status. Passenger shall be moved on the first available flight with open seats after all other passengers for the flight have been processed as follows (waiver authority rests with HQ AMC/A4TP): CONUS-OCONUS, OCONUS-OCONUS, OCONUS-CONUS; return to originating country. CONUS-CONUS; return to originating station. If the passenger(s) decline the first available seat(s), they shall forfeit the right for return travel. If the passenger elects to continue to their erroneously manifested destination via commercial means, AMC shall not be responsible for returning them to their originating station.

8.2.2. Terminal management shall document all such instances and forward them to HQ AMC/A4TP, 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5308, with info copies to point of origin and all en route stations.

9. Remote Space-A Registration.

9.1. Remote Space-A signup may be accomplished in one of four ways: fax, email, internet and mail. All passenger terminals shall accept remote sign-up via email (this does not apply to Space-R standby duty passengers).

9.1.1. When utilizing remote sign-up the passenger is required to identify their station of assignment (the local area where their leave officially starts/ends) or state/country of

residence on the request. This is to ensure PSA's have the information necessary to adjust date/time of sign-up in regards to time zone differences.

9.1.2. Documentation for fax, mail and email. At the Aerial Port of Embarkation (APOE) a copy of the applicable service leave form and AMC Form 140, *Space-available Travel Request*, shall be utilized. If AMC Form 140 is not available a statement including name/s (sponsor and all dependents), rank, social security number/s (sponsor and all dependents), number of seats required, and a list of five desired country (**Attch 7**) destinations. However, they must declare their final destination at check-in.

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

9.2. The lack of a passenger's social security number shall not preclude remote sign-up.

9.2.1. Upon receipt of a request that does not contain a Social Security Number (SSN) at GATES locations, PSAs shall sign up the passenger using a pseudo person ID consisting of the prefix RMT, the first four letters of the passenger's last name, first and middle name initials. (Example: Cobb, Jeffrey, Walter (RMTCOBBJW). **Note:** If a person does not have four letters in their last name or a middle initial the number zero "0" shall substitute in the character blocks (Example: Ray, Colin, Allen (RMTRAY0CA). If signing up additional dependents, utilize numbers in place of the middle initial for the last character for each dependent (Example: RMTRAY0C1).

9.2.2. When passengers physically present themselves at the PSC/check-in counter, PSAs must ensure the entry of the actual SSN through the "Change Person ID" activity in the "Space-A/Space-R Sign Up" or "Passenger Check-in" windows.

9.2.3. If the passenger does not have a SSN (i.e. infants) use the passport ID number.

9.2.4. If the passenger ID card does not show a SSN, the PSA must solicit it from the passenger.

9.3. Basis for date/time of sign-up.

9.3.1. Fax. The fax header data shall establish date/time of sign-up.

9.3.2. Email. The email header data shall establish date/time of sign-up.

9.3.3. Mail. The date and time received at the PSC counter shall establish date/time of sign up.

9.3.4. Internet. The system shall determine date/time of sign-up.

9.3.5. Time zones must be taken into account to ensure passengers are given full entitlement of date/time of signup.

9.3.5.1. When a remote signup is received that GATES precludes entry due to time zone difference, local policies must be established that ensure input reflecting the passengers original date/time of sign-up.

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

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

9.5.1. DD Form 1853, *Travel Eligibility, Verification of Reserve Status*, shall be stamped with the current date upon receipt.

9.5.2.1. Activated reservists shall have the appropriate service leave form.

10. Space-A Registration.

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

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

10.3. Space-A registration may be done in person at the passenger terminal by using AMC Form 140, or by using any of the remote sign up procedures as listed in Para 9. Sponsors may register their family members. Those who do not have travel documents, such as passports or ID cards (required for dependents 10 years of age and older) for family members, may register for travel; however, PSC personnel shall brief the traveler that travel will be denied if documents are not available at time of check-in. Passengers who use AMC form 140 for travel registration should retain the passenger copy as proof of registration. **Note:** Destination "All" is no longer an option when signing up for Space-A.

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

10.5. Groups. All group members (excluding families) desiring Space-A travel must register individually. Sport team/group leaders or coaches have no authority to act on behalf of other team members for Space-A registration.

10.6. Stamp the passenger's leave authorization/documentation with your local sign-up stamp (see **Attch 9**) or a GATES produced printout with passenger sign-up information.

10.7. Space-A Register. The PSC shall provide a means for Space-A passengers to verify their position in the backlog. This will be accomplished by printing a register from GATES or displaying the register on a computer monitor accessible by the passengers. When there are no passengers in the backlog, printing the register is not necessary. When the computer system is down for more than 24 hours, Space-A register will be manually maintained. This will be accomplished by using the existing register and adding newly registered passengers. If no register exists, a manual register must be generated and maintained.

10.8. Ineligible Passengers. Individuals are placed on the ineligible list based on their conduct or behavior. These individuals have been identified by their respective Service Headquarters to be ineligible to travel on DOD-owned and controlled aircraft and barred from worldwide Space-A travel.

10.8.1. Instances of unacceptable passenger conduct or behavior that warrant consideration for removal of Space-A privileges shall be forwarded to HQ AMC/A4TP.

Include all supporting documentation (travel documents, PSA statements, police reports, etc.). HQ AMC/A4TP shall review all reports and forward to the appropriate Service Headquarters with HQ AMC/A4TP recommendation. Decisions on passenger ineligibility rests with the passenger's respective Service Headquarters.

10.8.2. Space-A Ineligible List/Local Hold List: When passengers are identified as "Ineligible" in GATES, the passenger agents must cross check the worldwide/local ineligible list containing the names, SSN, and other pertinent information to validate ineligibility before denying travel. For local hold list, written requests shall be provided to terminal management for inclusion and/or removal from the listing through various sources such as, local commanders, legal offices, or security forces. Both lists must be easily accessible at all times and agents should be thoroughly trained on their use and procedures to take when an ineligible passenger attempts to travel.

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

10.8.3.1. Navy: NOLSC, 1837 Morris Street, Norfolk, VA. 23511.

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

10.8.3.3. Air Force: HQ USAF/A4RE, 1030 Air Force Pentagon, Washington DC 20330-1030.

10.8.3.4. Marine Corps: HQ Marine Corps, Code LPD-2, 2 Navy Annex- Washington DC 20380-1775.

11. Space-A Rules.

11.1. Space-A Calls. Passengers may choose not to meet all Space-A calls for flights going to their desired destination and they shall not be removed from the Space-A Register. Flag officer passengers are selected by their travel category and date/time of sign up but may be offered the option of making the Space-A call with all other passengers or doing so by a personal representative.

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

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

11.3.1. Service members may travel using their military ID card and verbal word they are on pass. If the passenger subsequently presents leave orders that are valid for the day of sign up, during or after the pass period they must sign up again with a new date and time.

11.4. Seat Refusal. Prospective passengers may refuse a seat on any aircraft after receiving the “Unique Mission Briefing” (see Para 16). Passengers shall not lose their place on the Space-A register for refusing the seat.

11.5. Expired Leave Orders. Active Duty military members whose leave orders have expired shall be allowed to remain on the Space-A register if they are attempting to have leave extended. These personnel should not be moved until their leave is extended, but if there are extenuating circumstances, the passenger service officer/detachment commander/NCOIC may elect to authorize movement. Leave extensions shall be accepted based on verbal confirmation of the passenger. If declared AWOL, report them to the security forces/airport police.

11.6. Sign-up Time. Greenwich Mean Time (Zulu)/date of sign-up must be used at all passenger processing locations.

11.7. Passengers shall receive a new date/time of sign-up when changing travel categories (i.e. Category III to Category II). Passengers will not be penalized when changing their destination.

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

11.9. Travel Ready. All passengers are required to be travel ready at start of roll call. To be considered travel ready, passengers must have all required documentation, checked baggage and accompanying family members/group members present. If a passenger is not ready to travel for any reason, refer the traveler to the appropriate agency and provide directions. If at all possible, give the passenger a name of someone who can help. As a minimum provide an appropriate telephone number.

12. Space-A Roll Call.

12.1. General. Space-A roll calls will be IAW Para 5.1 (see Para 5.1.1 for exception). Roll call is a phrase used to signify the beginning of the process in which eligible passengers in each category are selected by date and time of sign-up. This shall enable passengers to plan their activities and ensure equitable opportunities for all. All Space-A passengers shall be assigned a seat (no in-lap passengers authorized). Requests for deviation from the established roll call time shall be submitted to HQ AMC/A4TP for consideration.

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

12.2.1. PSAs will make an announcement prior to each roll call, reminding passengers to mark themselves present and to ensure they are travel ready before attending roll call. See Para A19.2.8.

12.3. PSAs will provide an introductory briefing to passengers at the beginning of the Space-A roll call. This briefing shall provide: the rank/name of the PSA conducting the call, mission number, flight destination(s), and that passengers will be selected by category and date/time sign up. Perform the unique mission briefing, if applicable (see Para 16).

12.4. A verification of travel documentation will be conducted for Space-A passengers at mark present.

12.5. Space-A passengers shall not be removed for other Space-A passengers.

12.6. Category I, Space-A passengers shall be considered for any flight currently being processed even if the Space-A roll call has already begun (roll call start time passed) regardless of the current category being selected.

12.7. If anytime during the Space-A roll call, Space-R walk-in travelers present themselves to the PSC counter and seats are available, they must be given a seat ahead of any Space-A category (1-6) traveler(s). However, they shall not be processed before any duty passenger on the Space-R waiting list that is present for the flight.

12.8. If a mission changes destination(s) during the roll call, the roll call must be started over.

12.8.1. When additional seats are released for a mission, the Space-A call shall continue where it previously ended. However, if you had to pass over a family due to insufficient seat release, and additional seats become available later, afford the families that were passed over an opportunity to take these seats first and then resume the Space-A roll call selections where they previously ended.

12.9. Upgrade. Space-A passengers may be upgraded IAW DOD 4515.13-R, C6.1.7.3. to the bottom of Category I for travel under emergency conditions (unfunded) or extreme humanitarian reasons when the traveler's situation is validated by a competent and formal authority such as American Red Cross notification, unit commander's memo, doctor's letter, or by some other similar means. Emergency upgrade period for initial departure should generally be limited to one week. Passengers shall maintain the origin station upgrade until they reach their specified destination; however, this upgrade is not applicable for return transportation. Passengers shall return to original authorized category of travel for return trip. Note: Category I "upgrades" should not be confused with Category I Space-available travel. Passengers traveling under Category I Space-A travel may be entitled to round trip travel as Category I. Reference DOD 4515.13-R Table C6.T1. for specific entitlement.

12.9.1. IAW DOD 4515.13-R, upgrade authority is held by the installation commander and may be delegated no lower than the chief of the passenger service center or its equivalent (OIC/Supt of Passenger Service). A current copy of the Space-A upgrade delegation letter must be maintained at the passenger terminal.

13. Space-A Passenger Removal. When necessary to remove Space-A passengers at en route stations to accommodate Space-R passenger/cargo, the order of selection for removal shall begin with the lowest category passenger with the latest date/time of sign-up as reflected on the manifest. If removed passengers elect to continue travel to their specified destination, they shall be entered into the Space-A backlog using their original date/time of sign-up. When necessary to remove Space-A passengers at the originating station, the order of selection for removal shall

begin with the lowest category passenger with the latest date/time of sign-up as reflected on the manifest. **EXCEPTION:** Passengers who were selected on a subsequent roll call IAW Para 12.8.1 shall be removed first. **Note:** Thru load Space-A passengers shall not be removed for Space-A passengers originating at subsequent en route locations.

13.1. Gate no-shows shall be reentered on the Space-A register with a new date/time of sign-up unless the reason for missing the flight was beyond the passenger's reasonable control; e.g., sickness, automobile accident, etc.

13.2. GATES stations can use the "ROTATE PASSENGER" tab/command to assist in the selection.

13.3. The shift supervisor or assistant shift supervisor shall be consulted prior to removing any passenger and shall personally verify that the correct people are removed from the flight.

14. Federal Inspection Fees.

14.1. Head Tax. IAW public law, transportation tax (head tax) must be assessed for Space-A passengers traveling on all commercial aircraft missions. The head tax applies to all Space-A passengers who arrive/depart the Customs Territories of the United States (CTUS) to/from overseas locations on these missions. Refer to HQ AMC/A4TP message guidance for current rates.

14.2. A Federal Inspection Service (FIS) fee applies for Space-A passengers traveling to the CTUS from overseas locations on PE missions and SAAM commercial contract missions. Refer to HQ AMC/A4TP message guidance for current rates.

14.3. Deposit FIS and Head Tax fees to applicable account as specified by HQ AMC/A4TP annual message on account citations.

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

15. Travel Aboard Foreign Aircraft.

15.1. US military personnel in a duty status may travel on Royal Air Force, Canadian Armed Forces, Royal Australian Air Force (RAAF) and Royal New Zealand Air Force (and any other country when a new agreement with the US is established) when approved under the terms of the Cooperative Military Airlift Agreement (CMAA) (see Para 60). Space-A travel is not authorized on foreign aircraft with the exception of Space-A travel IAW the US-UK Airlift Agreement (see Para 60.2.1.). US personnel may travel space required and space available on NATO Heavy Airlift Wing (HAW) aircraft, as long as the mission is in Global Decision Support System (GDSS). Those HAW missions not in GDSS are not eligible for space required/available travel.

16. Unique Mission Briefing. On unique and specified types of mission aircraft, PSAs must ensure passengers are aware of any operational circumstances that may cause discomfort or apprehension. Space-R and Space-A passengers shall be briefed prior to selection on the following: low-level training, air refueling (KC-10/KC-135 and C-5, C-17), un-pressurized aircraft, hazardous or dangerous cargo when a passenger deviation is required, human remains on board, etc. Travel aboard un-pressurized aircraft may cause extreme ear pain and/or rupturing of the eardrum, particularly when suffering from head colds, congestion, asthma, etc. Passengers

should be briefed of the nature of these missions and afforded the opportunity to remove themselves from the flight. Passengers shall retain their position in the Space-R/Space-A backlog if they elect not to travel on specific missions. **Note:** A locally produced Video/DVD may be used in lieu of a brief. If used, it must contain all of the items listed above.

17. Non-AMC Destinations. If a mission is operating to a non-AMC destination, passengers must be briefed that there may be little or no passenger support at their destination (i.e., no terminal, easily available telephone, transportation, or billets). They must understand if they take these flights, they must deal with these limitations within their own capabilities. If they do not wish to take these flights, they shall maintain their original date and time of sign-up.

18. Acceptance of Minors (PE missions).

18.1. General. Non-spouse minors less than 18 years old as of the date of travel shall NOT be accepted for unaccompanied Space-A travel (see Para 18.4 and note). Non-spouse minors between the ages of 8 and 17 years as of date of travel shall be accepted for unaccompanied Space-R travel if:

18.1.1. They are brought to the airport by a parent, guardian, or responsible adult who shall remain with the minor until departure and evidence is presented by such parent, guardian or responsible adult that the minor shall be met at the airport of arrival by another parent, guardian, or responsible adult. The adult shall provide documentation bearing the name, address, and telephone number of the adult who shall meet the minor at the destination and the adult who is entering the minor into AMC's custody. This information should be given to the senior AMC representative. Have the parent or guardian fill out AMC Form 1004, *Unaccompanied Minor Passenger*. This form should be reproduced in triplicate (1 copy to the senior flight attendant, one copy to the minor, and one copy should be retained on station with the mission paperwork).

18.1.2. The flight on which space is held is not expected to terminate short of, or bypass destination.

18.1.3. The minor shall not be permitted to stop over en route.

18.1.4. For unaccompanied minors with a connecting commercial flight arriving from OCONUS military airfields: AMC shall take custody of the minor upon arrival at the AMC Gateway and shall deliver the minor to the commercial counter.

18.1.5. For unaccompanied minors arriving via a commercial airline and departing an AMC Gateway: AMC shall take custody of the minor when the commercial carrier presents the minor at the AMC counter. In the event the AMC Form 1004 is not in the minor's possession, information contained on the commercial carrier's unaccompanied minor form may be used.

18.2. Notifications. AMC personnel shall annotate the manifest by writing the name of the unaccompanied minor along with the name, address, and phone number of who is meeting this passenger at the terminating station. This same information shall be included on the Mission Load Report to all down line stations of the flight. ATOC and the aircrew shall also be notified. GATES stations shall enter UNAC MINOR in the "Special Remarks For Closeout Status Report" field in the passenger check-in window and include the report in the mission flight package. AMC Form 1004 shall also be used.

18.2.1. In the event a mission is delayed for 24 hours AMC personnel will contact the CTO or utilize the contact information on the AMC Form 1004 for notification purposes. The Detachment Chief/Passenger Terminal Supervisor or their designee will be responsible for the unaccompanied minor until mission departure.

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

18.3.1. Certain dual Uniformed Services member parents/step-parents may accompany their dependent children regardless of which parent is designated as the sponsor in the Defense Eligibility and Enrollment Reporting System (DEERS) IAW **Attch 33**.

18.4. Non-spouse dependent minors (less than 18 years) are not authorized to escort minor siblings. **Note:** Unaccompanied non-spouse minors are not authorized to travel Space-A. A parent traveling in a duty status intending to accompany his/her minor who is traveling in a Space-A status is not authorized.

19. Commercial Gateway AMC Personnel.

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

19.1.1. The Detachment Chief shall ensure manual processing procedures and Customer Service Branch (CSB) surge procedures have been established.

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

19.2. Commercial Gateway Contractor responsibilities and duties may be found in the appropriate AMC Terminal Services Contract.

19.3. Customer Service Branch (CSB) Responsibilities: Assist all DOD passengers stranded at AMC Gateways with onward transportation and, if required, overnight accommodations, reservations, and information.

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

19.3.2. Provide assistance to military service members and/or dependents that require cost charge travel.

19.3.3. Use the Commercial Travel Office (CTO) satellite ticketing operations for onward movement of passengers via commercial airlines.

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

20. Information Control/Release.

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

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

20.1.2. At GATES locations, when GATES FIDS is inoperable, a trouble ticket must be submitted to the GATES help desk. A locally designed presentation will be displayed in the interim. The locally designed presentation must display the same information as GATES FIDS.

20.1.3. Non-GATES locations will use a locally designed presentation or flight status board.

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

20.2. Information displayed on FIDS, community/commander access channels or in person with PSA: **Note:** Verification is required to ensure the transmission of the information is not accessible from off base. Display information determined to be accessible from off base IAW Para 20.3.

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

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

20.2.3. As a minimum, the dispatch section shall review schedules and information at each shift change and update, as necessary.

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

20.2.5. Flight arrival/departure information not to exceed 72 hours prior to either arrival or departure:

20.2.5.1. Arrivals: Date, arrival time and station arriving from.

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

20.3. Information disseminated via public internet, email, mail, fax, telephone and telephone recorder.

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

20.3.2. Information/files provided to authorized individuals by any means (i.e. internet, mail, e-mail, fax, etc.) containing mission-related information, such as operational schedules, are intended solely for the use of determining Space-A and Space-R flight availability. Any attempts to retransmit, upload, pass to unauthorized persons, or change the information received for any other purpose is strictly prohibited. Any attempt/action circumventing the parameters specified and/or implied above is subject to investigation and/or prosecution by law enforcement and may result in the loss of Space-A privileges. **Note:** Passenger Terminals, Base Operations, and other agencies that are responsible for flight information shall include this disclosure notice on any mission-related information for release to authorized individuals. This statement only applies when adding flight information to the internet, and not to flight data recordings.

20.3.3. Flight arrival/departure information not to exceed 72 hours prior to either arrival or departure:

20.3.3.1. Arrivals: Date, station arriving from and estimated passenger pick up time (i.e. "estimated passenger pick up time is between 1300-1400 hours"). Scheduled arrival time shall not be provided.

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

20.4. Passenger Terminals with a Social Media website (Facebook, etc.) will adhere to the following guidelines:

20.4.1. Written approval must be received from the Squadron Commander and a copy of the approval must be maintained at the Passenger Terminal.

20.4.2. Terminals will coordinate with the local Public Affairs office for guidance which may be specific to the area/installation mission and OPSEC.

20.4.3. Display the disclosure notice in Para 20.3.2. and **Attch 34** under the information tab.

20.4.4. The page name must be that of the installation/base followed by the words Passenger Terminal, e.g. "Scott Passenger Terminal" and the info tab must include: AMC Gram, AMC Travel web site and a site POC.

20.4.5. The page will be monitored by an appointed passenger terminal member in the grade of SSgt or above and supervision will ensure that any unprofessional posts (i.e. pictures/profiles) or posts that violate OPSEC are removed immediately.

20.4.6. Passenger questions posted on social media sites must be answered within 24 hours.

20.4.7. All responses must be approved by the Administrator(s) or shift supervisor prior to posting.

20.4.8. The home page info tab must include: AMC Gram, AMC travel web site, local terminal web site, and a link for the Interactive Customer Evaluations (ICE).

20.4.9. Under “general information” add: this page is not monitored 24/7, responses may take up to 24 hours. For urgent requests or needs please call your local terminal.

20.4.10. Under the “manage permissions” tab, select profanity block and set it to high to reduce profanity.

20.4.11. Units are required to "like" other terminals pages.

20.4.11.1. Terminals will not like non-government websites. Doing so may give the appearance of endorsement by the military and is a violation of DOD policy.

20.4.12. Under photos, add a chart of yearly trends including seats available and seats filled for the previous year.

20.4.13. The following information is releasable for use on social media sites:

20.4.13.1. Historical: date, number of flight(s), total seats available, total seats filled, lowest category moved, date and time of sign-up, and destination(s). **Example:** "for September 19, 2011, we had two flights to the United States (or Europe or Pacific) with a total of 53 seats available and 19 seats were filled. Category 6 was the lowest category selected with a date and time of sign-up of 19 Sep. 2011 @ 0715. The flight(s) was/were destined to Dover AFB, De and McGuire AFB, NJ”.

20.4.13.2. Future: terminals will use screen shots or photos to upload 72 hours of flight data onto social media sites. Use of drillable data is not authorized. Use the following information: Destination, show time and seats available.

20.4.14. Historical flight information must be updated daily when the last mission of the day departs. Future flight data must be updated daily and will mirror the terminal telephone flight recording.

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

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

20.5.1.1. Travel eligibility.

20.5.1.2. AMC schedules (see Para 20.3).

20.5.1.3. Route operation as it pertains to scheduled operations.

20.6. Release of Passenger information:

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

acceptable means of confirming identity. If not satisfied with information received over the phone, coordinate with other known Government agencies.

20.6.2. Official Purposes. Passenger terminal management personnel shall apply individual discretion and judgment regarding what are official purposes:

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

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

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

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

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

20.6.3.1. Do not release detailed information about passengers (e.g., SSNs, type of travel, citizenship, etc.), entire passenger lists, and historical information except IAW Para 20.6.2.4.

21. Miscellaneous Eligibility Clarification. The following information provides clarification on travel eligibility. The below clarification is based on current guidance. If a conflict should arise, DOD 4515.13-R has precedence. Contact HQ AMC/A4TP for further assistance.

21.1. Space-A Travel Programs:

21.1.1. Command Sponsored Dependent Travel Program. The intent of this program is to afford command sponsored dependents relief from their overseas duty location.

21.1.1.1. Travel is authorized Overseas-CONUS, CONUS-Overseas and Overseas-Overseas. Once a dependent lands in the CONUS, their onward travel is complete unless they are manifested on an aircraft that is only transiting the en route CONUS location or transiting a CONUS location is required, i.e. EDF-HIK with fuel stop at SUU.

21.1.1.2. The sponsor must obtain documentation (letter) verifying command sponsorship from their current unit commander. Each letter is valid for one round trip from the sponsor's overseas PCS duty location; however, as long as they are moving towards their declared destination they should be allowed to transit other locations. There is no limit on the number of letters a commander may issue. Dependents must present a copy to the servicing air passenger terminal, and shall retain a copy in their possession during travel. If passengers have not used their letter or completed their Space-A travel within ninety (90) days from the date of issuance, a new letter is required from the sponsor's commander.

21.1.1.3. PSAs should only accept letters signed by unit commanders, designated representative, and Navy and Marine Corps individuals with "By Direction" authority. Only when personnel are assigned to headquarters billets may the squadron section commander sign letters to verify command sponsorship.

21.1.1.4. Early return of dependents (ERD). ERD are not eligible for Category V, command sponsored travel.

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

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

21.1.2.1.1. Travel is authorized Overseas-CONUS, CONUS-Overseas, and Overseas-Overseas. However CONUS-CONUS travel is not authorized unless they are manifested on an aircraft that is only transiting the en route CONUS location.

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

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

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

21.1.3. Space-A Travel for Dependents of Deployed Active Duty Military Members to include Guard and Reserve personnel. Unaccompanied dependents of deployed uniformed service members, when the deployment orders indicate the deployment is between 120 and 364 consecutive days, are authorized to travel Space-A unaccompanied in Category IV. If the deployment period is 365 or more consecutive days, the unaccompanied dependents are authorized Category III travel. Unaccompanied dependents traveling in this category will only be selected after all active duty Service Members and accompanying family members are accommodated. This includes Navy

personnel assigned to a deployed ship with Permanent Change of Station orders. This authorization is only valid for the duration of the deployment period of the deployed military member and may be used for multiple Space-A trips during this period.

21.1.3.1. Space-A travel is authorized to and from CONUS and OCONUS, between CONUS locations, and Overseas-Overseas.

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

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

21.1.4. Foreign Exchange Service Members. Foreign military personnel and family members who are on permanent assignment with DOD can travel Space-A on DOD aircraft when in a leave status (also see Para 60). In most cases, members shall have in their possession a DD Form 2765, *Uniformed Services Identification and Privilege Card or CAC*, as a valid form of identification for Space-A travel, and a US Armed Forces leave form.

21.1.5. Disabled Veterans not retired, and Widows/Widowers of active duty/retired military personnel do not have Space-A travel privileges. However, may be entitled to other privileges such as MWR, Exchange, Commissary, etc. Possession of a DD Form 2, *United States Uniformed Services Identification Card (Retired)*, should be used as means of determining travel eligibility.

21.1.5.1. Exception to Para 21.1.5. above. American Samoa Veterans, IAW Title 10 USC. Section 2641A, Veterans are eligible for category VI Space-A travel between American Samoa and Hawaii and return if such travel is required in order to provide medical care to the veteran. Eligibility includes those veterans who reside in and are located in American Samoa and as determined by an official of the Department of Veterans Affairs, and must be transported to Hawaii in order to receive medical care to which he/she is entitled.

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

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

21.1.6.1. The member must be referred in writing by a military or civilian primary care provider located in that Commonwealth or possession to a specialty care provider for services to be provided outside of that Commonwealth or possession.

21.1.6.2. The member may be accompanied by a dependent, if required, as determined by the primary care provider and stated in the referral for medical services. This applies to travel from the Commonwealth or possession and return.

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

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

Section C—Passenger Processing

22. Passenger Check-In.

22.1. General. A copy of orders shall be collected from all Space Required passengers and filed with the flight package. Check passport, visas, and ID Cards. Dependents 10 years old or older must have an ID Card in order to travel. Prepare and issue passenger boarding passes, assign seats, and brief passengers on flight information. Perform flight controller duties as required (see note). Weigh and tag baggage. Collect head tax, Federal Inspection Service (customs, agriculture, etc.) charges, meal monies, pet fees, and excess baggage charges. **Note:** Flight Controller duties include but are not limited to the following: ensures collection of travel orders for Space-R passengers, monitors and ensures proper input of baggage and passenger weight in GATES, performs close-out duties, maintains manual passenger list, and identifies potential problems. PSAs will not review travel documentation for Space-A passengers at check-in (i.e., ID cards, Passports, Travel Authorizations, etc.). Travel documents must be validated during the mark present process. ID cards may be used at check-in to expedite check-in process.

22.1.1. AMC passenger terminals shall require passengers to present North Atlantic Treaty Organization (NATO) travel orders, in addition to official travel orders, in compliance with the Foreign Clearance Guide (FCG) to prevent border clearance violations into the European theater. NATO travel orders are only required for US military personnel traveling on official orders (PCS, TDY, etc.) from one NATO country to another NATO country. NATO orders are not required when transiting a NATO country to get to a non-NATO country with the exception of Turkey. IAW the FCG when transiting Turkey, NATO orders are required. HQ AMC and its subordinate units are required to enforce all FCG requirements; therefore, passenger terminals shall deny travel to any passengers who are not in compliance with NATO documentation requirements or any other FCG violations they are aware of.

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

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

22.3. IAW DOD 4515.13-R, household pets (dogs and cats) may be shipped as excess baggage in conjunction with PCS travel (weight and size restrictions apply, see DTR part 1, Chapter 103 and AMC Pet Brochure). Movement of household pets on organic airlift is not authorized. In-cabin pets shall be booked IAW DTR Part 1, Chap 103, Para J 1 a (9), Note 4.

22.3.1. Space-available passenger may move with Service or Emotional Support /Psychiatric Service animals as described in **Attch 35**.

22.3.2. Assist dogs to lead the blind shall be booked as in-cabin.

22.3.3. When military working dogs (MWD) or search and rescue dogs are shipped on organic aircraft or in the terminal, they must be in a kennel or must be muzzled and remain at the handler's feet. The handler must maintain control of the dog for the entire flight and is responsible for cleaning up after the dog before departing the aircraft at the arrival port.

22.3.3.1. MWDs are only moved on PE missions as a last resort with approval granted by 618 AOC (TACC)/XOGC. When approved the MWDs are manifested as cargo and moved in the belly of the aircraft.

22.3.3.2. On commercial contracted SAAM, Contingency and Exercise missions, MWDs will only be moved in the aircraft cabin with prior approval from the carrier.

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

22.4.1. If the passenger answers "yes" to the question in Para 22.4 the item(s) identified shall be physically inspected by passenger service personnel to determine if the item(s) may be legally transported. Do not hesitate to question any suspicious activity or person.

22.5. Data Collections Requirements.

22.5.1. Emergency Point of Contact (EPC) Information. IAW DTR Part I, Chapter 103, Section N, PSAs and passenger functions must solicit emergency contact information from each passenger for all DOD missions. The sole purpose for this information is to ensure timely notification to the EPC in the event of an unfortunate circumstance. It does not designate beneficiaries and should not be confused with Next of Kin (NOK) information. Request name and phone number of an emergency contact not traveling with the passenger. This is DOD policy and the information is required to be solicited by

public law. If a passenger does not want to list a personal emergency contact, they have the option of listing their First Sergeant as their emergency point of contact. In the event a passenger refuses to provide emergency contact information, a manifest entry reflecting the fact shall be made. If emergency contact information is already resident in GATES, PSAs must confirm the information with the passenger at check-in. (Automatically marking the passenger as having declined is unacceptable) **Note:** The only two authorized EPC entries are 1) actual contact information or 2) "declined" if the passenger declines to provide information.

22.5.1.1. GATES locations shall use the Emergency Point of Contact data field to meet this requirement. Non-GATES/manual locations shall use DD Form 2131 to collect the required data. Preferably prior to departure, but not-later-than 60 minutes after aircraft departure, the completed spreadsheet must be transmitted to HQ AMC via e-mail to passenger.manifest@scott.af.mil, or if e-mail is unavailable, call DSN 779-4593 for fax capability. If using e-mail, include the mission number, departure date/time, aircraft type and tail number in the subject line. This spreadsheet shall be maintained in the flight package at the originating station.

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

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

22.5.2.1.1. For active duty military members use document type code "M". For civilians and retired military members use document type code "P".

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

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

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

22.7. Groups. The group leader/Team Chief may check-in all members, provided all required travel documentation, body weights and weight of all hand carried items are available.

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

22.9. Weights. Standard planning weights should not be used for passengers transported on AMC Owned/Controlled aircraft. Each traveler should be asked for their weight. Do not automatically use ID card weights. Standard planning weights are only authorized on DOD

organic aircraft during contingencies or wartime situations where time does not allow for obtaining actual weights. When transporting troops, actual scaled weights of individuals (in full uniform) and all hand-carried items shall be used when possible. If scales are not available, ask each individual their weight and use the additive item weights listed in the DTR, Part III.

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

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

22.10. Brief each passenger that the use of tobacco products is prohibited aboard all AMC-owned or controlled aircraft.

22.11. Meals. Offer meals in accordance with Section F Para 48, In-flight Meal Schedule and collect money for those sold.

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

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

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

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

22.11.5. En route stations shall issue a new AMC Form 148 series for meals provided at that station.

22.12. Passengers shall be informed that in-flight meals shall be served only on presentation of the boarding pass, with record of meals purchased. Brief passenger's refunds for meals not received are made only on presentation of a boarding pass signed by the loadmaster/boom operator at the next arrival location.

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

22.14. Seat Assignment Policy. One of AMC's goals is to transport our customers in the most professional way possible and make the trip a positive experience. A key stepping stone toward achieving this goal is for a passenger to receive the seat they desire. At GATES

locations, on commercial contracted aircraft, a seat map shall be assigned at the originating location and must be used throughout the entire mission route. On organic missions use of seat maps is optional. En route locations should contact the originating station for adjustment to the assigned seat map.

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

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

22.14.3. Seating In Emergency Exits. Passengers seated in emergency exit rows must have sufficient mobility, strength, or dexterity in both arms, hands, and legs to reach upward, sideways, and downward to open the emergency exit and exit slide-operating mechanisms. For C-5 aircraft refer to AMC Form 103, *C-5 Seating Chart*. They must be able to grasp, push, shove, pull, or otherwise open emergency exits; to remove obstructions similar in size and weight; to exit expeditiously; stabilize escape slides; and assist others in getting off an escape slide.

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

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

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

22.14.3.4. Passengers must have sufficient aural capacity to hear and understand instructions.

22.14.3.5. Passengers must not have any condition that might cause the passenger harm if he or she performs the above functions.

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

22.15.1. Passenger agents shall use the boarding pass as a visual aid when briefing the passenger on the departure time and boarding gate number. The baggage claim stubs must be attached to the boarding pass.

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

22.16. Dispatch shall pass the final passenger and baggage weight to COR or ATOC, as applicable, and give aircraft copies of the manifest to the gate agent. **Note:** Ensure an adequate number of manifest copies are prepared to meet the needs of all subsequent locations and any additional copies required by their local border clearance agencies.

22.17. Passenger Totals. Dispatch shall advise ATOC on the total number of Space-A and Space-R passengers, special category passenger information, and total number passengers off next station. Use AMC Form 79, *Passenger Information Envelope (Attch 5)*, to help provide information to the loadmaster/boom operator or flight attendant. At GATES stations, give the "CLOSE OUT STATUS REPORT" to ATOC as soon as possible after flight closeout.

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

23.1. A passenger is considered RON if:

23.1.1. Passengers are on a thru load manifest on a mission which RONs.

23.1.1.1. Baggage is offloaded and returned to the passenger.

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

23.1.1.3. Baggage is collected, retagged, and loaded.

23.2. A passenger is considered delayed if:

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

23.2.2. Baggage is offloaded and returned to the passenger.

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

23.2.4. Baggage is collected, retagged, and loaded.

23.3. A passenger is considered connecting if:

23.3.1. They are pre-manifested on a connecting mission.

23.3.2. Boarding passes are reissued.

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

23.4. If passengers are re-screened, re-transported, re-manifested, and re-boarded, the passenger dispatch section shall complete AMC Form 108 to reflect the additional workload (refer to AMCI 24-101, Volume 6, *Transportation Documentation, Data Records, and Reports* for additional information).

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

24.1. Special Category Passengers.

24.1.1. Stowaway. A stowaway is an unauthorized person aboard an aircraft not listed on the flight manifest. Ask for security forces assistance at the aircraft to remove the suspected stowaway, if necessary. Contact immigration and customs inspectors, if applicable. When returning a stowaway, passenger service dispatch shall notify ATOC for inclusion in the Mission Load Report.

24.1.2. Deportees. Passengers transported via/on an AMC mission who fail to meet border clearance requirements and are refused entry must be returned to the nearest station where the passenger may secure proper border clearance documents. Return air transportation shall comply with the time limitation established by the country refusing entry plus any additional requirements made through/with the host country. Notify ATOC for inclusion in the Mission Load Report.

24.1.3. Distinguished Visitor (DV). These passengers are senior officers (O-6 or civilian equivalent and above) or senior public officials. Passenger service officers shall ensure needs and desires of these passengers are met. When mission requirements permit, provide DVs the option to board/deplane aircraft before or after other passengers. Dispatch shall pass to ATOC DV codes and any requests of the DV (see **Attch 2** for the Glossary of Codes). This information shall be included in the Mission Load Report. **Note:** CWO5s/CW-5s and E-9s traveling with DVs as part of their official party will be identified at time of check-in and be afforded the same privileges as the principal on AMC controlled missions.

24.1.4. Blue Bark. Active duty members or US citizen employees of the DOD and/or their dependents traveling in conjunction with the death of the member, civilian employee, or dependents of the above when returning to the CONUS. Passengers presenting themselves at the counter as a "Blue Bark" passenger(s) shall be personally assisted by the passenger service supervisor and afforded all privileges associated with DV assistance. Dispatch shall pass any down line requests to the ATOC for inclusion in the Mission Load Report. If there are no requests, so state in the Mission Load Report. Passenger service boarding agents shall brief the loadmaster/boom operator/flight attendant when boarding Blue Bark passengers. Upon mission arrival Blue Bark passengers shall be met at the aircraft by a passenger service supervisor to ensure all arrangements are satisfactory. Blue Bark passengers shall not be removed/rotated at originating/en route stations to accommodate Space-R or Space-A passengers.

24.1.5. The same services provided "Blue Bark" passengers shall be offered to a person escorting human remains and shall be assisted personally by a passenger service supervisor.

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

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

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

24.2. Unique Passengers.

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

24.2.1.1. Decisions regarding acceptance of a differently abled passenger for a flight shall be determined no lower than the shift supervisor with final determination made by the aircraft commander.

24.2.1.2. Differently abled passengers should be boarded early, preferably in seats close to latrine facilities if so desired, and be assisted in boarding by passenger terminal and aircrew personnel. Ensure adequate assistance is provided to assure safety during all differently able passenger movement operations.

24.2.2. Movement of Large-Bodied Passengers (passengers who cannot be safely restrained in a single aircraft seat using a single seatbelt). Handle these passengers IAW Para 24.2.1. There shall be times when these passengers cannot be accepted for flight aboard AMC aircraft due to flight safety considerations. AMC Commercial Contract aircraft or KC-10 aircraft equipped with airline seats are authorized to use seat belt extensions to accommodate these passengers. Transport of these passengers may also be possible on other organic aircraft only if they are equipped with sidewall seats, utilizing only the standard aircraft seat belt restraints as they are designed to carry fully equipped paratroopers. For all other organic aircraft, seat belt extensions or cargo straps shall not be used.

24.2.3. Prisoners and Guards. Movement of prisoners with unarmed guards and prisoners traveling on their own recognizance can be moved on government arranged commercial seats. Prisoners requiring armed guards are moved only on organic missions, and shall be seated before any other passengers are unloaded. On arrival, all passengers shall be

downloaded before the prisoner and guards. When briefed that aircraft shall be carrying prisoners and armed guards passengers may choose to decline seats, without penalty. Information control/dispatch shall notify ATOC when prisoners are manifested aboard AMC flights to allow ATOC to notify down line stations in the departure message. ATOCs at down line stations shall notify dispatch of these prisoners, and ATOC shall also inform the security forces. Prisoners traveling under their own recognizance or those accompanied by unarmed escorts require no special loading procedures.

24.2.4. Eastern Test Range/Ascension and Antigua. Space-A passenger movement IAW DOD 4515.13-R to/from African countries transiting the Eastern Test Range is restricted to those personnel permanently assigned to African countries. For flight plans, Patrick AFB passenger terminal administers all space allocations. To protect US treaty obligations, Space-Available travel to the Eastern Test Range is done on a space allocation basis for Antigua Air Station and requires approval and confirmation from the Commander, Ascension Auxiliary Field, that overnight facilities are available before traveling through Ascension.

24.2.5. Movement of Pregnant and Postpartum Mothers and Newborn Infants shall be IAW DOD 4515.13-R.

24.2.5.1. Infants and Infant/Car Seats Aboard Aircraft. Infant car seats are not mandatory for travel aboard AMC flights. Utilization should be strongly encouraged. When utilized, car seats shall be IAW Para 68.8.5.

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

25.1. AMC Mobility Mission Observer (MMO). Passengers designated as AMC MMO have been invited by AMC/CC to accompany AMC aircrew on AMC organic military aircraft. Use 4MMO 0000000000 as the CIC. Afford them DV privileges. Manifest MMO passengers with other passengers. They may proceed to the aircraft with the aircrew and use crew compartment seats, if available. MMO is authorized only on AMC organic military aircraft.

25.2. Mission Route Support (MRS). Passengers holding orders citing MRS authority may request TWCF cargo be downloaded up to 2 hours and 20 minutes prior to aircraft block time to provide additional seats when they cannot be accommodated through the normal first-come, first-serve passenger priority system established by DTR, Part I. When cargo is downloaded, MRS passengers shall be accommodated ahead of other duty passengers competing for the additional seats, since they directly support the AMC airlift mission. MRS authorization should be used very sparingly and prudently, being limited to those personnel required to perform time-sensitive actions that are critical to AMC missions, and are of such a short-notice nature as to preclude normal funding avenues.

25.2.1. Approval authority for MRS on organic missions rests with the senior transportation official at HQ AMC, 618 AOC (TACC), or en route Air Mobility Operations Wing. When requested by HQ AMC to support TWCF aerial port operations, Air Force Reserve and Guard personnel are authorized MRS status for their tours of duty. Approval for Air Force Reserve and Guard MRS status rests with HQ AMC/A4TP. MRS cannot be authorized for anyone traveling in a PCS or leave status. Blanket orders are not authorized for MRS travel.

25.2.2. In addition to the fiscal data required for payment of normal travel expenses, an appropriate CIC shall be included in the orders. The CIC is composed of 15 alphanumeric digits with unused digits being zero-filled and constructed as shown in **Attch 4**. Except as noted below, MRS CIC may be used on military aircraft only.

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

25.2.3.1. Range rides required by USTRANSCOM Instruction 63-8, *Commercial Airlift Management Civil Air Carriers*, conducted by USTRANSCOM/TCAQ contract administrators, and authorized air terminal and commercial gateways COR, AMC headquarters staff personnel, or other non-AMC personnel invited by or as directed by the Commander of AMC to evaluate service may be authorized MRS.

25.2.3.2. USTRANSCOM/TCAQ-CO is the approval authority for PE MRS travel. At the local level, submit requests for PE MRS travel through the senior air transportation officer on station to the senior AMC commander on station for submission to TCAQ-CO for approval. On non-AMC bases, submit requests through the senior air transportation officer on station to the AMC group commander for submission to TCAQ-CO for approval. MRS travel requests by HQ AMC staff shall be routed to HQ AMC/A4TP detailing reasons for travel on PE and the costs to TWCF. Send base-level requests with the same information through the senior air transportation officer to TCAQ-CO. Submit requests as soon as possible after requirement is known.

25.3. Air Force Academy Cadets.

25.3.1. USAF Academy cadets traveling to/from overseas sponsoring agencies aboard KC-10 aircraft shall have the statement: "For travel aboard KC-10 aircraft only, CIC: 4AFACADET 000000", in the remarks section of their orders. When cadets are space blocked aboard KC-10 aircraft, they shall be afforded priority over other passengers except priority one passengers.

25.3.2. Cadet travel on other than KC-10 aircraft shall require a travel order. Cite the CIC and funding in Block 19 unless the cadet is traveling in mission essential personnel (MEP) status.

25.4. MEP Travel.

25.4.1. MEP travel includes Mobility Air Force (MAF) personnel (e.g. chaplains, Mission Recovery Teams (MRT), security forces (including PHOENIX RAVEN), Detainee Movement Teams (DMT) etc.) performing unique duties directly associated with and essential to a particular mobility aircraft, aircrew, or mission (except 89 AW and special operations missions). MEP travelers shall process through the passenger terminal as Space-R passengers. **EXCEPTION:** When actively performing their duties, maintenance, command and control flight program, MRT, DMT and PHOENIX RAVEN personnel on organic aircraft are not required to process through the passenger terminal and placed on the flight authorization. PHOENIX RAVEN personnel on organic aircraft

may elect to process through the passenger terminal under the passenger terminal rules and restrictions (i.e., passenger and baggage screening).

25.4.2. MEP travelers must notify the ATOC of their intent to travel aboard a specific mission NLT 3 hours prior to departure time. Adding MEP travelers to the mission within the 3 hour point should be the exception and not standard practice.

25.5. Defense Courier Service (DCS) See AMCI 24-101, Vol 9, for DCS information.

25.5.1. Passenger terminals are responsible for manifesting couriers.

25.5.2. Courier travel orders and other required information must be delivered or faxed to the passenger terminal NLT 2 hours and 20 minutes prior to aircraft block time. DCS Couriers will be manifested by but not required to process through the passenger terminal and may go directly to the aircraft. Coordinate with ATOC on the movement status of space-blocked couriers before making a final determination to utilize their seats for opportune passengers.

25.6. PHOENIX RAVEN (PR) Program. The PR program is designed to provide discrete, low-visibility, flyaway security that ensures protection for AMC aircraft transiting airfields where security is unknown or deemed inadequate to counter local threats. PR shall observe passengers during flight processing and board aircraft outside of normal procedures (load first with aircrew, offload last with aircrew, and remain on the aircraft until mission termination).

25.6.1. When departing on commercial contract missions to stage locations, TDY locations, or to meet AMC missions down range, PR shall identify themselves and provide valid documentation, ID cards, and orders.

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

25.6.3. PR Responsibilities.

25.6.3.1. HQ AMC/A7S shall:

25.6.3.1.1. Make every effort to notify the commercial gateway within 24 hours prior to mission departure of a PR team movement aboard a mission.

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

25.6.3.2. 618 AOC (TACC)/XOGC shall:

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

25.6.3.2.2. Ensure the statement "PHOENIX RAVEN team movement" is

included on the GDSS Form 59.

25.6.3.3. Passenger terminals/Gateways shall:

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

25.6.3.3.2. If PHOENIX RAVEN team members are not prebooked in the system, AMC passenger terminal personnel shall port-book the passengers and collect a copy of travel orders.

25.6.3.3.3. Arrange for the PR to load first and offload last, when possible.

25.6.3.3.4. Assign seats to meet PR team requirements.

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

25.7.1. Members must provide written authorization for travel. Examples of written travel authorizations (TA) are AF Form 40, *Authorization for Inactive Duty Training*, or 40A, *Record of Individual Inactive Duty Training*, ARCOM Form 140-1R, CGD2 Form D2-001, NAVRES 1570/22 *Individual Inactive Duty Training (IDT) Participation*. Other formal documents authorizing travel may be accepted. TA must be signed by an approving authority other than the traveler. Additionally, the traveler must have ID card and all other applicable documents required by the FCG.

25.7.2. Use travel priority "4", and type travel code "NR".

25.7.3. PSAs shall process IDT travelers who are not pre-booked as Space-R, behind all other travel priority "4" passengers.

25.7.4. PSAs shall collect applicable head tax, FIS fees, meal charges, and excess baggage fees (when excess baggage is not authorized in the travel authorization).

25.7.5. The following CICs shall be used (the CIC shall not be annotated on the travel authorization):

Table 2. CIC's.

Army Reserve	2ARE00000000000
Coast Guard Reserve	GCGU00000000000
Marine Reserve	6MRE00000000000
Navy Reserve	3NRE00000000000
Air National Guard	4AFG00000000000
Army National Guard	2AGU00000000000
Air Force Reserve	4AFR00000000000

Section D—Passenger Terminal Security and Screening

26. Passenger Terminal Security. AMC policy is to prevent entry of unauthorized weapons, firearms, or explosives into the Defense Transportation System. Personnel involved in all phases of passenger terminal operations must be keenly aware of any unusual conduct of persons within

the passenger terminal and alert to the possibility of concealed explosive devices, firearms, or weapons.

26.1. Passenger Terminal Physical Security inspections.

26.1.1. External and internal physical security inspections shall be performed IAW **Attch 27**.

26.2. Additional protection shall be locally developed with the use of Random Antiterrorism Measures (RAMs). RAMs should be part of the installation Antiterrorism Program IAW with current directives.

26.2.1. Develop RAMs in coordination with unit Antiterrorism Officer (ATO) and/or installation ATO. RAMs will be accomplished only by passenger terminal personnel or in conjunction with Security Forces (SF) assistance. RAMs must be developed for all Force Protection Conditions (FPCONs). Develop procedures for selecting and implementing RAMs. Final determination of RAMs must be coordinated with the unit and installation ATO.

26.2.1.1. Possible RAMs include: security patrols around the building, use of military working dogs to search baggage/packages, physical searches of baggage/packages, ID checks, and use of trace explosives detection equipment,

26.3. Workforce Awareness. All terminal personnel shall receive initial and recurring antiterrorism/force protection, security training and recurring security briefings. Antiterrorism/force protection and security awareness literature and visual aids should be posted throughout the terminal.

26.4. Duress Alarm System. Install a duress alarm system linking the security forces facility and the passenger terminal inspection area check-in counters, departure gate, and other areas as determined by passenger terminal management. The activation device (button/switch) must be out of public view to allow personnel monitoring/performing inspections to activate the alarm unnoticed. Portable activation devices may also be worn on the belt to increase the inspector's flexibility. Develop and prepare directives in accordance with AFI 33-360, *Publications and Forms Management*, for operating and monthly testing of the system. Ensure monthly testing is documented. Maintain documentation for one year then destroy.

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

27. Robbery and Bomb Threats.

27.1. During or after an actual or attempted robbery, perform the actions in **Attch 26**.

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

28. Signs.

28.1. Post AMCVA 24-5, *Advice to Passengers*, AMCVA 24-3, *Federal Safety and Security Inspection Rules*, and AMCVA 24-6, *Not A Joking Matter*. These visual aids shall be displayed in passenger terminals to inform passengers false statements about hijacking,

bombing, or carrying concealed weapons and firearms, are a violation of federal law. Signs are available through e-publishing (see **Attch 8**).

28.2. Post warning signs in English and host nation's language to prevent accidental unauthorized entry into restricted/nonpublic areas.

29. Passenger/Baggage Screening.

29.1. Passengers and Baggage shall be screened IAW TSA prohibited items list. See **Attch 9**.

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

29.2. Passenger Screening. Passengers must remove outer garments (e.g., coat, jacket, suit jacket, etc.) that may conceal prohibited items. Passengers are also required to remove their footwear e.g., shoes/boots) and place the outer garments and footwear through the X-ray machine. If the X-ray machine is inoperable the explosive detection equipment shall be used. **Note:** If a member traveling in uniform notifies the screener that they are wearing steel-toed boots, the screener can opt to use the hand held wand IAW Para 29.2.4. without having the member remove their boots. However, if at any time the screener has suspicions, they can require the member to remove their boots for physical examination.

29.2.1. Request passengers remove all metal objects from their pockets for visual inspection and/or running through the X-ray machine.

29.2.2. Passengers shall then proceed through the metal detector. If the alarm activates, passengers shall again be asked to check their person and pockets for additional metal items. Once the passengers have rechecked themselves, they shall walk through the metal detector again. If the walk through detector activates a second time, passengers shall undergo additional screening. If you note anything suspicious, notify the passenger terminal supervisor. Security forces shall perform all required physical inspections (body searches) when circumstances warrant. PSAs trained and certified by local SF may perform body searches (pat-downs).

29.2.3. Additional screening with the hand held wand consists of PSAs asking the passenger to step to the side. PSAs shall briefly explain the hand held wand inspection procedures. The passenger shall be asked to stand with their feet apart and arms raised parallel with the floor. The screener shall pass the wand over the entire body, close to the person, but without actually touching the passenger with the wand. If the hand held wand alarm activates, the passenger shall be asked to identify the cause of the alarm activation and remove the item accordingly.

29.3. Screening persons with disabilities and their associated equipment, mobility aids, and devices.

29.3.1. For specific screening instructions, see TSA website (**Attch, 9**).

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

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

29.5.1. Troop Commanders are responsible for verifying the screening of contingency passengers IAW DTR Part III Appendix BB, Paragraphs G, H and Appendix T.

29.5.1.1. IAW DTR Part III Appendix T, Troop Commanders must brief passengers regarding local restrictions and conduct at en route stops. During en route stops at commercial airports and military airfields, ensure passengers are aware that once they leave the sterile gate/terminal area of the airport they will be required to reenter through a security screening checkpoint and must comply with the local rules/requirements (Transportation Security Administration in the Continental United States [CONUS] or similar agencies when Outside CONUS) regarding restricted/prohibited items allowed in the cabin of the aircraft.

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

29.5.3. Opportune Space-A/Space-R passengers who are not part of the dedicated mission, must be screened IAW Para 29.1.

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

29.7. Hand-Carried Baggage Inspection. Passenger service personnel shall inspect/X-ray all baggage (hand-carried items) in the presence of the owner at the time of entry at the sterile/gate area. Position the monitor so as to prevent passenger/public viewing. Honor passenger requests to have their hand-carried items inspected visually in lieu of X-ray. Require passengers to open their own baggage or packages for inspection and/or place them on the X-ray machine. Laptops and video cameras with cassettes shall be removed from their cases. Should the X-ray machine operator determine that a bag contains a questionable image, request the owner of the bag to open it for further inspection. **Note:** If you determine the image is a weapon or firearm not previously declared by the passenger, follow instructions outlined in attachment 24. (see **Attch 23**).

29.7.1. Any item that is not easily and immediately identifiable that may conceal guns (i.e., key chains, cigarette packs, battery packs, lighters, and any box or small pouch)

shall be X-rayed. Place the tray/container holding the items through the X-ray machine and have the passenger pick up their belongings as the tray/container exits the machine.

29.7.2. When scanning equipment is unavailable PSAs shall screen all hand-carried baggage by hand.

29.8. Passenger service personnel shall not load checked baggage without prior screening.

29.8.1. Passengers shall be advised that objects identified by TSA as prohibited in the cabin of the aircraft must be secured in their checked baggage or confiscated. Any prohibited items identified in a passenger's hand-carried baggage at the sterile/gate area inspection shall be disposed of. The listing of prohibited items may be viewed on the TSA web site "Travelers Tips and prohibited items" (see **Attch 8**). Appropriate handling and safeguard procedures for these items shall be established at the local level.

29.8.2. When scanning equipment is unavailable PSA's shall screen all checked baggage by hand.

29.9. Use the Explosive Trace Detection equipment as needed to inspect objects for trace particles of explosives through wiping handle, lock mechanism, and top of bag by hand or optional wand.

29.9.1. If a positive detection for explosives material is received, (see **Attch 22**).

29.10. If unattended baggage is found in the terminal, (see **Attch 21**).

29.11. If a suspicious package is found in the terminal, (see **Attch 24**).

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

30. Special Inspection Procedures.

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

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

30.3. Armed Crew Members. Armed crewmembers must discreetly identify themselves to AMC Passenger Service personnel upon arrival at screening checkpoints. This can be accomplished by one aircrew member presenting a valid set of crew orders requiring the crew member to be armed or their military ID card and a gun card authorizing the carrying of concealed firearms. Once terminal personnel verify this, allow the crewmember to vouch for the remaining crewmembers. The entire crew shall then proceed through the magnetometer without removing objects from their pockets. This shall prevent passengers from determining which crewmembers are armed.

30.4. Defense Courier Service (DCS) Screening Procedures. DCS courier personnel are generally not armed and may or may not be in military uniform. DCS couriers may hand-

carry small amounts of material in a sealed/locked DCS pouch. DCS material under escort shall not be subject to X-ray or any other examination; when processing through the passenger terminal his/her personal baggage and equipment is subject to all inspection requirements. Dedicated (assigned to the DCS) couriers are identifiable by their military ID and DCS Form 9, *Courier Identification Card*.

30.4.1. Designated couriers (not assigned to the DCS) are identifiable by their government identification card and designation letter signed by the designating courier station. Classified material under escort shall not be subject to X-ray or any other examination; his/her personal baggage and equipment is subject to all inspection requirements.

31. Firearms and Ammunition.

31.1. General. Except where restricted by regulation, law, or the foreign clearance guide, personnel may transport unloaded, un-prohibited firearms and ammunition in or as checked baggage, upon declaration of these items to AMC passenger service personnel. Except when authorized, no passenger shall be permitted to hand-carry firearms/ammunition to/from aircraft, aboard an aircraft or within the terminal.

31.2. Small arms ammunition (1.4S) in quantities not to exceed 11 pounds gross weight may be carried within a passenger's checked baggage provided it is in the manufacturer's original package or securely boxed. (IAW DTR Part I or III)

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

31.3. At military terminals, personnel authorized to carry a firearm aboard the aircraft shall not be required to pass through magnetometer checks. Hand carried/checked baggage, remain subject to inspection. At commercial gateway operations, the PSA/COR shall coordinate this through airport security personnel.

31.4. Passenger service personnel shall notify ATOC with name and status when these passengers shall be boarding with firearms. Remarks shall be added to the Mission Load Report notifying down line stations.

31.5. The ATOC is responsible for advising the aircraft commander or representative that passengers shall be boarding with firearms.

31.6. Passenger agents shall not knowingly permit any person to carry a firearm in checked baggage unless the passenger declares to the agent that any firearm carried in their checked baggage is unloaded. The firearm shall be carried in a container considered appropriate for air transportation; i.e., suitcase, gun case IAW 49 CFR, Chapter XII, Part 1544. Furthermore, the passenger agent (Military Customs Inspector, if available) shall verify the presence of the firearm(s). Check the firearm's serial number against the accompanying documentation when required by the DOD Foreign Clearance Guide.

31.6.1. Firearms in checked baggage or cases must be locked and only the passenger checking the baggage retains the key or combination (49 CFR Chapter XII, Part 1544). PSAs shall then take the baggage/case containing the firearm(s) to a secure area. Only authorized personnel shall have access to the baggage/case.

31.7. Baggage containing weapons/firearms/ammunition shall not be marked in any way to identify the contents.

32. Personnel Authorized to Carry Unloaded Firearms.

32.1. Armed guards accompanying prisoners, couriers, State Department couriers, escorts, and DCS couriers who are authorized to carry firearms in their orders shall be required, after boarding the aircraft, to temporarily relinquish both firearms and all ammunition to the custody of the aircraft commander or representative until arrival at the destination.

32.2. SAAMS, Joint Airborne Exercises, and missions in support of contingency plans see DTR Part III, Appendix BB, Para D. **EXCEPTION:** On SAAM/contingency missions transiting commercial gateways or airports troops may carry firearms aboard the aircraft however, they shall not be allowed to deplane with their firearm. The troop commander in conjunction with the senior AMC representative shall designate individual(s) to remain with the aircraft to ensure the security of firearms when passengers are allowed to deplane or must clear customs.

32.3. For ammunition requirements see Para 31.2

33. Personnel Authorized to Carry Loaded Firearms.

33.1. Only individuals in performance of law enforcement or specified security duties are authorized to be armed (loaded weapon) onboard contracted commercial passenger and military aircraft. This includes, but is not limited to, Security Forces PHOENIX RAVENS, DCS Couriers, and federal law enforcement officials and Military Criminal Investigative Organizations (MCIO) including, Office of Law Enforcement/Federal Air Marshall Service (OLE/FAMS), Office of Special Investigations, Criminal Investigation Command, Naval Criminal Investigative Service (NCIS), and Federal Bureau of Investigation (FBI), and the US Secret Service.

33.2. Individuals must have a statement in their orders authorizing them to be armed while in the performance of their duties; except for the OLE/FAMS, MCIOs, FBI, Central Intelligence Agency, and the US Secret Service. The agents/officers badge and photo identification credentials serve as their authorization to carry weapons onboard DOD-owned and/or controlled aircraft.

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

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

33.2.3. Armed individuals must transport the weapon and ammunition on their person. If the orders are not annotated authorizing them to carry the loaded weapon, the weapon must be unloaded and placed in their checked baggage. If the ammunition exceeds eleven pounds it must be packed and certified as hazardous material and shipped as freight.

33.2.4. Though normally not armed, State Department couriers, escorts, DCS couriers possessing a DCS Form 9 may carry a loaded firearm with no more than three magazines

(45 rounds) aboard military aircraft during hostilities or contingency situations. During normal movement the DCS courier shall temporarily relinquish all firearms and ammunition to the custody of the aircraft commander or representative until arrival at the destination.

33.3. Augmented Armed guards accompanying prisoners, who are authorized to carry weapons in their orders, shall be required, after boarding the aircraft and the door is closed, to temporarily relinquish both firearms and all ammunition to the custody of the aircraft commander or representative until arrival at the destination. **EXCEPTION:** Security Forces or security personnel, Defense Criminal Investigative Organization (DCIO), Office of Special Investigations (AFOSI, NCIS, FBI, USSS, etc.) whose duties require that they be armed are exempt.

33.4. Troop movements validated in DTR, Part III are permitted to carry their basic combat load, bayonet, and individual issue of ammunition and need not be certified under the following conditions:

33.4.1. Personnel shall engage an enemy force immediately after airdropped or upon deplaning at the objective.

33.4.2. Personnel not immediately engaging the enemy but shall assume a tactical mission on arrival or redeploying upon mission completion may deploy with their basic load or individual issue of up to three loaded magazines (45 rounds) of ammunition in their checked baggage.

34. Carriage of Firearms on DOD Chartered Aircraft.

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

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

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

34.1.3. Magazines shall be removed.

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

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

34.1.6. An individual's issue of ammunition not exceeding 11 pounds may be placed in checked baggage. Individual's issue of ammunition exceeding 11 pounds shall be boxed or crated and certified for shipment using appropriate shipper's declaration for dangerous goods and stowed in the baggage compartment. Prior to authorizing the above, passenger dispatch must inform ATOC to contact the carrier representative and make arrangements with the commercial carrier concerned. The aircraft commander/captain or designated representative shall be briefed on the hazardous material prior to loading. **EXCEPTION:** On commercial and/or organic missions originating or terminating at commercial gateways or airports; all individually issued firearms must be packed in a locked container and stowed unloaded in the baggage compartment unless remote parking is utilized. When bulk shipping firearms as checked baggage, the crates must comply with checked baggage requirements and not exceed the 100 pound weight limitation. Bulk firearm shipments in excess of 100 pound per piece must be shipped as freight. On SAAM/contingency missions transiting commercial gateways or airports, troops may carry firearms aboard the aircraft but shall not be allowed to deplane with their firearm. The troop commander in conjunction with the senior AMC representative shall designate individual (s) to remain with the aircraft to ensure the security of firearms when passengers are allowed to deplane or must clear customs.

34.2. Other weapons and prohibited items: Refer to the TSA website in **Attch 8**.

Section E—Gate Services/Manifesting

35. Gate Services. Supervises the loading/unloading of passengers. Provides service and assistance to enplaning/deplaning passengers, to include passengers requiring special assistance. Informs passengers of flight departure status. Conducts an arrival announcement to passengers at the aircraft, see attachment 20 for briefings. (see **Attch 19**).

35.1. Passenger DOD identification cards shall be matched against their boarding pass and the boarding manifest when entering the gate area. For civilians without DOD ID cards, passports will be checked.

35.1.1. Passenger will be offered hearing protection prior to leaving the gate/entering the flightline. **Note:** For Gateway locations: Passenger DOD identification cards or passports shall be matched against their boarding pass and boarding manifest prior to boarding.

35.2. Board passengers who require assistance or need extra time in boarding prior to all other passengers. Brief crewmembers on all known differently abled passengers or unique situations. Provide special category/DVs the option to board before or after other passengers.

35.2.1. Under most circumstances, board passengers by rows, working from the rear of the aircraft forward.

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

35.4. Customs Documentation on Organic Aircraft. AMC Passenger Service functions shall provide US Customs Forms (CF-6059B) for originating and through load passengers on AMC organic aircraft destined for the CTUS. This applies only for passenger-carrying aircraft traveling from outside the CTUS. AMC Passenger Service functions shall provide customs forms to the aircrew in the passenger manifest package at the time of the briefing referenced in Para 36.3 below. Provide at least one form for each family (or single member not traveling with family members) manifested to the CTUS. Also provide 10 percent additional forms in the manifest package in case passengers lose their forms or fill them out incorrectly.

35.5. The total number of passengers manifested must equal total number of passengers boarded. If there are fewer people aboard the aircraft than manifested, check each passengers boarding pass against the manifest to determine who is not aboard but manifested. After identifying the missing passenger, correct the boarding manifest and comply with Para 35.6 below. If the total number of passengers aboard exceeds the total number manifested, check each passengers boarding pass against the manifest to determine who is aboard but is not manifested. Make an announcement on the aircraft stating the flight number/destination and ask everyone to show their boarding pass.

35.6. Baggage/Passenger Matching. Baggage belonging to originating passengers manifested and not present on the aircraft shall be removed from the aircraft. If passengers are rotated or removed from the flight then the baggage belonging to the passenger shall also be downloaded. No aircraft shall be allowed to depart the originating station until terminal personnel are certain there is a positive match between passengers and baggage on board the aircraft. Normally at en route stops passengers choosing to disembark shall be given their baggage. However, the aircraft commander may waive this requirement and allow the unaccompanied baggage to continue to tagged destination.

35.7. Last minute add-ons or changes are done at the departure gate. Baggage tags, ID tags, and boarding passes shall be available at the gate. Notify the PSC and dispatch of any changes. To assure the aircraft commander that passenger/baggage screening has been completed, make sure the statements in Para 35.7.1 and 35.7.2 are on the manifest and signed by the departure gate agent. The agent signing the screening statement shall legibly print his/her name below the signature to indicate that the checks were performed. The required statements are:

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

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

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

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

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

35.8.2. If a passenger refuses to board any aircraft that has not been determined unsafe, remove the passenger from the manifest and return their baggage. If the passenger is Space-R, refer them to the nearest TO. If the passenger is Space-A, follow procedures outlined in Para 13 of this volume. Under no circumstances shall AMC passenger service personnel force a passenger to board an aircraft against their wishes.

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

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

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

36. Manifesting Procedures.

36.1. Manifesting Policy. The passenger manifest is a listing of all passengers aboard an aircraft and shall be accomplished when a passenger is selected for movement. The manifesting agency shall prepare a manifest IAW DTR Part I and/or III for all aircraft

operated by the DOD. Manifest may be computer generated or prepared on a DD Form 2131. For Contingency, JA/ATT and Unit moves, The GATES importable manifest (XMAN) function may be used.

36.1.1. PSA's will receive initial and annually recurring training on the GATES XMAN function. Training will be in accordance of GATES XMAN Web Based Training (WBT).

36.1.2. Manifest Types.

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

36.1.2.2. Boarding manifest. A listing of all passengers who have boarded the aircraft on a specific mission. Manifests accompany the aircraft to its final destination. Sufficient copies shall be made available for the down line, en route, final destinations and all applicable border clearance agencies.

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

36.1.2.4. TWCF manifest. Manifest used to produce accurate billing information. See AMCI 24-101, Vol 6.

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

36.3. Manifest Distribution. At GATES stations, final TWCF updating is done via GATES. For any passengers requiring special account handling refer to SAH procedures in AMCI 24-101, Vol 6.

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

36.4.1. Make a thorough search of the aircraft to verify non-receipt of manifest.

36.4.2. For missions operating between GATES stations a passenger manifest may be printed. At Non-GATES stations see AMCI 24-101, Vol 9, Para 7.1.

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

36.6. Manifesting Classified Missions/Prohibited Information. Security requirements on some missions may prohibit providing names or SSNs of passengers to the passenger check-in office. In such cases, the user may provide a signed statement indicating the number of passengers aboard and the agency maintaining the list of passenger names, and acknowledges

responsibility for any border clearance requirements. Passenger service dispatch shall forward this information for any border clearance requirements. Passenger service shall also forward this information to data records. This document is sufficient to complete the Monthly Station Traffic Handling Report (7107 report).

37. Delayed, Over flown, or Diverted Flights.

37.1. General. When flights are delayed or do not arrive as scheduled, the PSA should announce the delay over the public address system and provide periodic updates. Announcements should include (but are not to be limited to) the reason for delay and new departure time. Terminal management shall ensure the ATOC aggressively seeks complete information from the controlling agency; however, the responsibility remains with passenger service to become actively involved in obtaining and/or providing accurate and timely information to delayed passengers. Keep flight information systems updated with current estimated departure/arrival times and passenger show times. Provide maximum assistance to all delayed passengers (see **Attch 18**).

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

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

37.3. Delayed PE Flights. Refer to AMCI 24-201 *Commercial Airlift Management – Civil Air Carriers* for detailed specifications relative to delayed passenger care.

37.4. Support of Service Members on Delayed TWCF Aircraft. AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Operations, Concepts and Accounts*, Para 6.8 provides guidance for AMC payment of lodging and meals/ground transportation, if required, for service members in a group travel status (same orders, same origin, same destination and no per diem authorized) who are delayed while traveling on Special Assignment Airlift Missions (SAAMs), Joint Chiefs of Staff (JCS) Exercise missions, Joint Airborne/Air Transportability Training (JA/ATT) and contingency missions due to weather or aircraft maintenance problems at an en route location.

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

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

38.2. Passes all appropriate information and changes to the PSC and passenger processing shift supervisor, as applicable. Maintain constant communication with ATOC in regard to flight status.

38.3. Determines if meals shall be offered and type/quantity of meals.

38.4. Information control/dispatch shall make every effort to furnish the in-flight kitchen and fleet service a tentative list of meal requirements at flight setup time but NLT 3 hours prior to scheduled departure time. The tentative order should be a realistic approximation based on historical data and estimated passenger load.

38.5. At flight close-out, total all meals and inform in-flight kitchen and fleet service of the final meal order. Initials and times are annotated on the top portion of AMC Form 162, *In-flight Meal Supplement Worksheet*. The shift supervisor shall ensure information on the top portion of AMC Form 162 is transferred to AF Form 79 (see **Attch 14**), *Head Count Record* before the shift is relieved of duty. Management may adjust final meal order time based on requirements and sequence of events.

38.6. Final meal orders of sixty (60) meals or less shall be passed to in-flight kitchen to allow a ninety (90) minute meal preparation time prior to pick-up. For sixty one (61) or more meals a two hour meal preparation prior to pick-up shall be given.

38.6.1. These procedures will be reviewed in March of each year to ensure these procedures are working and still meeting the objectives of the flight feeding program. The review will be conducted by HQ AFSVA/SVOFO, AFSVA/SVOT and AMC/A4TP.

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

39. Passenger Service Facilities.

39.1. Many of our passengers are traveling with small children. For their convenience, a family lounge should be made available in military terminals. As a minimum, lounge furnishings shall include baby cribs with sheets, soft chairs, a bottle warmer, refrigerator, and toys for children. The Passenger Service Officer/Superintendent is encouraged to solicit base Family Service volunteers for assistance. The lounge shall be available to passengers with small children when the terminal is open (see Terminal X and Passenger Terminal Design Guide for specific requirements).

39.2. Passenger lounges/lobbies are designated areas for passengers to wait the processing and boarding of their flights or for other personnel awaiting the arrival of aircraft. If your terminal has multiple departure gates, each shall be numbered or distinctively marked. A video display monitor/flight status board shall be located in the area to provide at least flight

arrival and departure information. A television shall be available to broadcast local programs or family oriented movies/DVDs. Comfortable, sturdy chairs shall be available in the area for passengers awaiting final processing. To assist passengers and reduce inquiries, time zone clocks should be placed in each terminal where practical.

39.3. Special category lounges are primarily for the use of those passengers with the intent to travel in the ranks of 0-6 (or civilian equivalent) and above. Additionally, use of the lounge at AMC operated terminals is extended to all E-9, CWO-5, MMO, Blue Bark, Coin Assist, Medal of Honor Recipients, and Next of Kin (NOK) of Very Seriously Ill (VSI) passengers with the intent to travel. The privileges of the lounge are not normally extended to unaccompanied family members; however, exceptions may be made on a case-by-case basis as determined by local terminal management. Special category lounges do not have manpower authorizations and shall not be manned by passenger terminal personnel.

39.3.1. Any additional services such as DV baggage tags, first on/first off boarding, etc., are not afforded to E-9 and CWO-5 unless traveling as part of official party of a DV.

39.4. Under no circumstance is a passenger to be held "prisoner" in the gate area. This includes intransit passengers awaiting continuation of their flight. If passengers choose to leave the gate area they shall be informed of the scheduled boarding time. Passengers must take their boarding pass with them when leaving the area. During periods when there are no planned departures, anyone may use the seating in the area. When outbound flights are being processed, only those passengers holding boarding passes shall be allowed access to the gate area. The gate area shall be manned at all times when screened passengers are in the gate area. Where feasible, the departure gate(s) should have vending machines, telephones for both on and off base, and restrooms. Commercial gateway operations conform to security requirements as specified by local commercial airport authority and FAA/TSA regulations.

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

39.5.1. Place stanchions in front of check-in counters and PSC/CSB, if deemed appropriate, to ease passenger processing.

39.5.2. Counter positions should be secure from any unauthorized access. A baggage conveyor shall be situated directly behind processing scales to allow easy transfer of baggage from the weighing scale to the conveyor belt.

39.5.3. At overseas locations where pre-departure/pre-clearance customs/agriculture inspections are being conducted, counters should be situated in a way to allow passengers to check-in and easily move baggage from the counter to customs/agriculture inspection counters.

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

40. Personal Appearance.

40.1. Uniform Policy. Uniform wear is controlled by dress and appearance regulations of each service, not by AMC PSAs. AMC PSAs shall not enforce uniform wear. AMC or contractor personnel shall not deny travel, instruct passengers to put on a uniform, nor send them to a service representative. Service representatives (i.e. service liaison personnel) can enforce uniform wear if they choose, provided they do not interfere with the handling of the flight and are not in the processing area. Every effort shall be made to return baggage to personnel to accommodate uniform/clothing change as long as a mission delay shall not occur.

40.1.1. Wearing of the uniform may be prohibited in accordance with the DOD Foreign Clearance Guide or restricted travel advisory message.

40.2. PSAs must use the utmost tact, diplomacy, and common sense and shall get involved only if the traveler is dressed in inappropriate civilian attire (torn, dirty, tattered, revealing or suggestive clothing, etc.), has inappropriate personal hygiene which may offend other passengers or is in violation of DOD policy.

40.2.1. Passenger footwear must not be of the type that could hinder emergency egress or increase chances of injury. The wear of open-toe or open heel shoes (five-toe-shoes, sandals, flip-flops, etc.) is prohibited on organic aircraft. Shoes with heels should have a wide base and be designed low to the ground. Narrow-based, high-heeled shoes are not to be worn. PSAs should be prepared to explain footwear requirements. Passengers traveling on organic aircraft should be advised that they might have to climb up and down vertical ladders to board most aircraft and to dress accordingly. This restriction does not apply to PE/commercial aircraft.

40.2.1.1. The wear of shoes with integrated wheels (Heelys) is allowed within the terminal and on organic or commercial contract flights, however the wheels must remain retracted.

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

40.2.2.1. Body Piercing. Examples of obvious violations shall be corrected before providing customer service to military service males (active duty and reserve/guard) with earrings in ear, military member male or female wearing jewelry/ornamentation in the nose, tongue, or any exposed body part (including items visible through clothing).

40.2.2.2. Tattoos. PSAs are to assume military personnel with unauthorized/inappropriate tattoos are taking the appropriate steps to comply with their respective

services tattoo policy and shall not be denied service. The process involved with tattoos is to be resolved between the member and their Service.

40.3. Repatriation Missions. Passengers traveling on repatriation missions, in civilian clothing, shall be required to wear neat, clean attire consisting of collared shirts, slacks, belt and closed-toed shoes. When in uniform, passengers shall be required to wear dress uniform with decorations (ABU/utility uniforms not authorized).

Section F—Funds Accounting/Meals/Refunds

41. Funds. Space-R travel is normally funded through the use of CIC, bill to address, or cash reimbursement. Authorized contractor travel shall be at the non-DOD tariff rate. If a contractor has questions on the DOD tariff rates, they should contact HQ AMC/FM.

41.1. Overages. Credit overages to the receipts of the day and not to the change fund (**Attch 13**). Deposit only overages that cannot be traced to a passenger. Overages that can be identified to the passenger shall be returned to and receipted by the traveler.

41.2. Shortages. Any funds found to be short shall be charged to the receipts of the day and not the change fund. All shortages shall be bracketed on DD Form 1131, *Cash Collection Voucher*, or NAVCOMPT Form 2277, *Voucher for Disbursement and/or Collection*, and the same account classification used for the deposit shall be used for the shortage (**Attch 10**).

41.3. Reoccurring discrepancies. In cases when overages or shortages occur on a regular basis, the change fund custodian shall follow procedures outlined in DODFMR 7000.14-R, Volume 5, *Disbursing Policy and Procedures*.

41.4. Passenger Service Agents accepting personal credit cards for payment must review the Credit Card Security Training information posted on the HQ AMC Passenger and Fleet Service Policy Cop annually. This requirement is to ensure compliance with the Payment Card Industry Data Security Standard(PCI DSS).

42. Accounting Procedures. The cash accounting period shall be for 24 hours, ending as determined by the passenger service officer in conjunction with the local base finance officer. The passenger service officer in conjunction with the local food service officer shall determine the meal accounting period. These accounting periods shall be identified in passenger terminal operating instructions. Ensure written procedures are developed IAW instructions issued by local base Deputy Disbursing Officer/Comptroller.

42.1. Accounting Citations. Upon receipt from HQ AMC/FM, HQ AMC/A4TP shall provide the yearly accounting citations via message to all passenger terminals.

43. Cash Drawer Policy.

43.1. Ensure each passenger counter position has a cash drawer equipped with a lock and key to afford one-stop passenger processing at each position. The inside of the drawer must be capable of accepting a removable money tray with a removable lid that may be locked when it is removed from the drawer and secured. Each cash drawer shall have a sufficient number of money trays available to permit a timely rotation of passenger service personnel. With multiple cash drawers and removable money trays, additional positions may be opened for passenger processing as workload dictates. Local management may use discretion on the number of money trays as long as service is not degraded but a minimum of one money tray

per shift is required. When counter positions are not in use, store the excess change funds IAW with procedures in AFI31-101, *Integrated Defense*, or appropriate service regulations. (Not applicable at commercial gateway operation locations.) **Note:** For terminals where annual monetary transactions are minimal (e.g. no in-flight meal service), local management may determine the need for a cash drawer. Passenger terminals shall have a contingency plan in place for unforeseen transaction procedures.

43.2. The AMC Form 305, *Receipt for Transfer of Cash and Vouchers*, will be used whenever the transfer of funds is conducted between shifts, individuals, or external agencies, or when other forms of accountability for funds have not been established. **Exception:** AMC Form 305 is not required for each shift change if no funds transfers or transactions occur during the shift utilizing a specific (sealed) cash drawer(s). The funds custodian may elect to set up and seal cash drawers utilizing tamper resistant devices and the funds custodian will develop local procedures to ensure the devices are tracked and not tampered with. If a drawer is issued and the tamper resistant device is broken the PSA shall verify the contents of the drawer. The PSA must balance their cash drawer at the end of the shift, fill out an AMC Form 305, (see **Attch 10**) and have the amount verified by the shift supervisor. Before sealing the cash drawer, place a copy of the AMC Form 305 into the drawer and apply a tamper resistant device. Each shift must perform a visual check to ensure the tamper resistant device is intact and not tampered with prior to shift change. An AMC Form 305 is not required to transfer sealed drawers between shifts. PSA's are not required to complete an AMC Form 305 each time change is issued as a result of this action. The change fund AMC Form 305 will be annotated when there is a change in the balance of the change fund. However, the supervisor must complete an AMC Form 305 prior to the end of each shift for accountability of the funds transferred during the shift. Ensure the AMC Form 305 is filed IAW AFRIMS to ensure accountability of funds and availability of an audit trail to resolve funds discrepancies (overages and shortages).

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

44.1. Operating Funds. Get operating funds from the servicing FSO as provided in DODFMR 7000.14, Volume 5 and AF Form 79 (see Attch 14) from the food service officer as provided for in AFI 34-239, *Food Service Management Program*.

44.2. Preparation of DD Form 1131 (see **Attch 11**):

44.2.1. Prepare DD Form 1131 IAW with DODFMR 7000.14, Volume 5. Verify if traveler previously made payment through the TO prior to preparing DD Form 1131. Normally the transportation office shall collect required funds at time of reservation confirmation for cash reimbursable/circuitous and delay en route travel.

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

44.2.2.1. At GATES locations attach a copy of the Flight Financial Report to the DD Form 1131 submitted to the military finance or disbursing office.

45. Deposits. Deposit all funds collected with the nearest military finance or disbursing officer or to a bank account designated by the military finance or disbursing officer/comptroller.

45.1. Distribution. All funds received shall be deposited IAW DODFMR 7000.14, Volume 5. For monies deposited with an Air Force FSO, prepare DD Form 1131 in four copies. Deliver four copies to the military finance office. One copy shall be authenticated by the FSO and returned to the depositor via hard copy or IAW local E-filing guidance. File the authenticated copy with the supporting documents in data records.

45.1.1. For monies deposited with a Navy disbursing office, prepare the NAVCONP Form 2277 or DD Form 1131 in nine copies. Distribution shall be the same as in Para 48.2, except the Navy disbursing officer/comptroller retains the original and six copies.

45.1.2. For TWCF cash collection procedures, see Attachment A8.19.

45.2. Payment for meals, excess baggage, etc., may be made in: US dollars, Certified checks, cashier's checks, bank drafts, Traveler's Checks, US Postal Service money orders or money orders issued by banks or other financial establishments, personal checks drawn on any US bank, or credit cards.

45.3. Do not accept foreign currency.

46. Accepting Personal Checks.

46.1. Payable. Ensure that all checks are made payable to the FSO/ Navy Disbursing Office (NDO) (name of station). A locally manufactured stamp shall be provided for the passenger. Ensure all checks have the following information:

46.1.1. Name.

46.1.2. Rank/Grade.

46.1.3. Military Organization (for active duty/DOD civilians).

46.1.4. Duty Station (for active duty/DOD civilians).

46.1.5. Place of Business/Location (for retired/civilians).

46.1.6. Home Address (required for all).

46.1.7. Duty/Business/Home Phone. **Note:** SSNs ARE NO LONGER REQUIRED.

46.2. Ensure all checks are endorsed at the time of acceptance with the required information. Procure a locally manufactured stamp. Coordinate with the local FSO/NDO to ensure all required information is on the stamp (see **Attch 15**).

47. Dishonored Checks.

47.1. Take immediate action to have a dishonored check redeemed or the deficiency corrected (see **Attch 16**). Procedures for processing dishonored checks can be found in AMCI 65-602, Para 3.4. Get additional assistance from your local FSO/NDO office.

47.2. Use DD Form 139, *Pay Adjustment Authorization* to produce payment (see **Attch 17**). Consult your local FSO/NDO for additional assistance.

48. In-Flight Meals.

48.1. Requesting, issuing, handling, and control of in-flight meals shall be IAW AFI 34-239, *Food Service Management Program*, AFMAN 34-240, *Food Service Program Management* and meals on commercial PE shall be IAW AMCI 24-201 and as clarified in this volume.

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

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

48.1.3. Forward two listings to the in-flight kitchen attached to AF Form 79 (see **Attch 14**) for the business day. In-flight meal collections on PHOENIX BANNER/SILVER/PRESIDENTIAL SUPPORT missions shall be in accordance with AFM 34-240.

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

49.1. Offer meals from the available flight kitchens menu.

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

49.3. On C-17 aircraft without ATGL installed, frozen meals will not be offered.

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

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

50.2. Use a separate AF Form 79 (see **Attch 14**). Do not mix contractor transactions with normal military in-flight meal requests.

50.2.1. The AF Form 79 (see **Attch 14**) shall be clearly annotated near the center of the form, Meals Sold to Contract Carrier. In the type flight meal desired column enter type

meal ordered. In the reimbursable rate column, enter the appropriate costs (basic plus surcharge). Total meals and total cash columns are self-explanatory.

50.3. Depositing money collected from sales of in-flight meals to contract carriers shall be deposited with the accounting and finance officer on a separate DD Form 1131.

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

51. Complimentary (TWCF) Snack/Beverage Service. Complimentary snacks/beverages from flight kitchens, paid for by TWCF (see AMCI 65-602, Para 6.3.1.4.6.) shall be provided to all passengers on a no charge basis and are intended to enhance passenger comfort during flight. Complimentary snacks are not to be provided in lieu of a meal. The cost of complimentary snacks/beverages (excluding bulk coffee) is to be limited to a maximum of \$2.00 for each passenger. Additionally, the flight kitchen shall issue sufficient quantity of bulk coffee (including creamer and sugar) to meet mission requirements.

51.1. Provide TWCF snacks for the following:

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

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

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

51.1.4. Any aircraft positioning for a SAAM/depositioning from a SAAM when seats are released for the movement of passengers.

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

51.2. TWCF snacks are NOT authorized on the following:

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

51.2.2. Flights within the CONUS.

51.2.3. SAAMs, except as noted in Para 51.1.4.

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

51.3. The following complimentary beverages are authorized on all TWCF channel passenger-carrying missions:

51.3.1. Water, bulk and bottled, carbonated (carbonated beverages should be limited to one per passenger) and non-carbonated beverages, and fruit juices. Coffee, (cream, and sugar), tea (hot or ice), milk. Cost of bulk coffee is excluded from the cost per snack.

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

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

51.4.2. If coffee is required in cans or pouches, sugar and cream must be requested and entered as separate requirements on AF Form 79 (see **Attch 14**).

51.5. Terminal Management at originating/turnaround stations are responsible for coordinating with the local food service officer/accounting and finance officer to establish procedures for obtaining complimentary snack/beverages and for determining the type and quantity of complimentary snacks/beverages to be served from the originating station and enroute stations.

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

51.5.2. Major meal items such as sandwiches, soups, or meat are not to be included as complimentary snack items. Examples of complimentary snack items are:

51.5.2.1. Individually packaged peanuts, cookies, pastries, potato chips, corn chips, pretzels, crackers and cheese, candy, canned pudding or fruit cups.

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

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

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

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

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

51.8.2. Missions with in flight duration in excess of 5 hours shall carry 18 ounces for each passenger.

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

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

51.10.1. Enter the request as a line entry on the same AF Form 79 (see **Attch 14**) used for in-flight meals. If required by the local flight kitchen, list TWCF purchases (snacks/beverages) on a separate AF Form 79.

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

51.10.3. At non-AMC bases with an AMC terminal activity, TR, Aerial Port Ops Officer, ATM shall ensure the host base budget officer, accounting and finance officer, and food service officer are furnished this instruction and, as a TWCF organization, the AMC unit is designated the billing point.

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

51.11. The aircraft loadmaster/boom operator shall:

51.11.1. Offer a choice of complimentary snack/beverage items to all passengers aboard the aircraft. **Note:** See Para 51.1 and 51.2 above.

51.11.2. Ensure all unused items are listed on an AF Form 129, *Tally In-Out*, and turned into the flight kitchen. Where there is an AMC fleet service, they shall account for the unused items and turn them into the flight kitchen.

51.11.3. Ensure complimentary snacks/beverages are not consumed by aircrew or ground support personnel. They are provided for passenger consumption only. Stations originating snack and beverage service shall provide the loadmaster/boom operator with two blank AF Forms 129 to facilitate turn in of unused items.

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

52.1. The ATOC shall provide passenger service with the necessary information pertaining to configuration of the aircraft/number of seats available on the mission.

52.2. Passenger Service shall:

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

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

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

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

52.3. In-Flight Kitchen Responsibilities:

52.3.1. Originating station/home station of the aircraft shall:

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

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

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

52.3.1.4. Give the loadmaster/boom operator sufficient blank copies of AMC Form 305 (see **Attch 10**) in case monies collected have to be turned in to any flight kitchen other than the one at the home station.

52.3.1.5. Provide the loadmaster/boom operator with your message/email address which shall be turned into the terminating flight kitchen.

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

52.3.1.6.1. Cash collected for flight meals. Provide the loadmaster/boom operator with a receipt (AMC Form 305).

52.3.1.6.2. A copy of AF Form 79.

52.3.1.6.3. A copy of the AMC Form 305 from the collection station.

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

52.3.1.6.5. All turn-in receipts (AF Form 129) for unused/condemned meals/receipt for transfer of cash (AMC Form 305), if any meals or monies are turned into an en route flight kitchen/passenger service.

52.3.1.6.6. All transfer receipts between loadmaster/boom operators.

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

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

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

52.3.2. En Route/Terminating/RON Stations shall:

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

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

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

52.3.2.3. Receive all monies turned in by the loadmaster/boom operator for overpacked meals sold. Provide a receipt (AMC Form 305) to the loadmaster/boom operator to be turned in to the aircraft home station. This receipt should show the following information on the reverse side of the form:

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

52.3.2.3.2. Print the name of the flight kitchen representative (signature shall appear on the front of the form). The loadmaster/boom operator normally shall have blank copies of AMC Form 305 provided by the home station in-flight kitchen. If needed, copies can be obtained from passenger service or the e-Publishing website.

52.3.2.4. Receive a copy of AF Form 79 for meals sold at en route station.

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

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

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

52.4. Loadmaster/boom operator duties:

52.4.1. Originating station/home station of the aircraft:

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

52.4.1.2. Obtain sufficient blank copies of AMC Form 305 from the flight kitchen.

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

52.4.2. En route/turnaround station:

52.4.2.1. Contact passenger service.

52.4.2.2. Sign AMC Form 305.

52.4.2.3. Receive an envelope with the cash collection/one copy of AF Form 79 and duplicate copy of AMC Form 305.

52.4.3. Terminating Station/RON Station/Home Station of the Aircraft: Turn in to the flight kitchen those items listed in Para 51.5.2.1, when applicable. Where a crew change occurs and meals/monies are transferred from the inbound loadmaster/boom operator to the outbound loadmaster/boom operator, all meal/monies shall be listed on a receipt and

signed for by the outbound loadmaster/boom operator. The inbound loadmaster/boom operator shall retain the signed receipt as proof of meals/monies transfer.

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

52.5.1. Air Force/Navy-operated terminals:

52.5.1.1. At stations having an Air Force accounting and finance office or FSO/NDO, the PSAs at originating/en route/turnaround stations where meals are not available shall:

52.5.1.1.1. Annotate the file copy of the passenger manifest with the following information: "Meals overpacked at (name of station). "This information can be obtained from the loadmaster/boom operator and shall be used by the change fund custodian when preparing DD Form 1131.

52.5.1.1.2. Deposit all monies collected for in-flight meals with the local FSO/NDO. Prepare DD Form 1131 in six copies or NAVCOMP Form 2277 in nine copies and include the following statement: "Monies collected at (name of station), Meals overpacked at (name of station)." Deliver all copies of DD Form 1131 to the local FSO/NDO where two copies shall be authenticated, one shall be retained as the passenger service file copy and the second shall be sent to the food services office of the station having provided overpacked meals.

52.5.1.2. At stations without an FSO/NDO the PSAs at originating/en route/turnaround stations where in-flight meals are not available shall:

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

52.5.1.2.2. Complete AMC Form 305 in two copies. Enter the amount of cash/checks to be transferred. Have the loadmaster/boom operator sign AMC Form 305 accepting responsibility for the cash/checks.

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

52.5.1.2.4. Place the cash collection, a copy of AF Form 79 and a duplicate copy of AMC Form 305 in an envelope. Turn it over to the loadmaster/boom operator to be turned in to the in-flight kitchen at the terminating/en route RON station.

52.5.1.2.5. Provide a copy of the manifest with "FREE/PAID/NONE" annotated as appropriate by each name on the manifest.

52.5.1.2.6. Attach the original copy of AMC Form 305 to cash collection receipts (AMC Form 148) and file the complete package in passenger service.

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

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

53.1. 618 AOC (TACC)/XOO shall put guidance in the original SAAM set-up message, and shall ensure the unit/user is informed of the information.

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

53.3. Flight Kitchen Responsibilities.

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

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

53.3.1.2. Comply with Para 52.4.1.1 through Para 52.4.1.3.

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

53.3.2. En route/terminating/RON stations shall comply with Para 52.3.2.1 through Para 52.3.2.7

53.4. Loadmaster/Boom Operator Duties:

53.4.1. Originating station/home station of the aircraft:

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

53.4.1.2. Comply with Para 52.3.2.3.1 through Para 52.3.2.3.5

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

53.4.2.1. Contact the troop commander for the mission.

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

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

53.4.2.4. Transport the monies received and the listing(s), and turn them in to the in-flight kitchen at the en route/RON/terminating station.

53.4.2.5. Issue a receipt (AMC Form 305) to the troop commander for the mission relieving that person of the responsibility for the monies collected.

53.4.3. En route/terminating station:

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

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

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

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

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

54.1.2. Complimentary beverages are served regardless of segment duration.

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

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

54.2.2. Take care not to serve the same menu in succession; e.g., two breakfasts or two turkey dinners.

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

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

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

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

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

55. In-flight Meal/Snack Meal Charges.

55.1. All TDY personnel (officer/enlisted) receive Basic Allowance for Subsistence (BAS) except while in a "group travel status." Group travel status shall be indicated in the remarks section of the TDY order. Personnel in a group travel status should be provided meals without charge. When TDY personnel are receiving per diem, meals are the traveler's responsibility and all meals should be paid for.

55.2. All enlisted PCS personnel receive separate rations while in a PCS status. Enlisted PCS passengers who order a meal shall be charged for meal.

55.3. If an enlisted person not receiving BAS is traveling in a pass status and orders a meal; he/she is authorized to receive a government meal at no charge. If he/she orders a snack meal, they shall be charged.

Table 3. Meal Charge by Traveler Type.

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

55.4. The following table applies to crewmembers as well as passengers of all services:

56. Refunds.

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

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

56.1.2. Give reason for refund and include any pertinent information: e.g., flight canceled. Refund \$ (meals), \$ passenger bumped off flight. Passenger changed from military to PE; refund \$ (meals).

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

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

56.1.5. Sign the refund certificate approving the refund.

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

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

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

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

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

56.2. Refunds cannot be made out of the change fund. Use the business day's receipts already set up at the register. If sufficient funds are not available from business day's receipts reference Para 56.5 for refund instructions.

56.3. Collection of travel costs; (i.e., cash reimbursable and pets) is deposited to the appropriate account at the FSO. Refunds for travel transactions may be made only from the business day's receipts.

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

56.3.2. Refunds for reimbursable Space-R travel collected by passenger service may be made when the following situation occurs:

56.3.2.1. If travel is canceled after the passenger is processed:

56.3.2.1.1. Passenger shall surrender his/her copy of the AMC boarding pass to passenger service.

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

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

56.4. After the refund for transportation or meal has been made, the passenger-processing agent shall turn in the refund certificate to the shift supervisor for filing with all other supporting documents.

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

56.5.1. The passenger service officer or their designated representative shall prepare a Standard Form (SF) 1049, *Public Voucher for Refunds* (see **Attch 13**). Complete the following blocks on the form:

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

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

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

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

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

56.5.1.6. Complete statement at bottom of the form.

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

56.5.1.8. Title: Self-explanatory

56.5.2. The original and three copies shall be forwarded to the local FSO/NDO for payment to the traveler. The SF 1049 shall serve as authority for the refund.

56.5.3. The fifth copy shall be retained as the station file copy. Attach all supporting documents.

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

56.5.5. The refund shall be made from the same accounting classification used for collections/deposits.

Section G—Miscellaneous

57. Metal Detecting and X-ray Equipment.

57.1. Terminal personnel shall operate metal detecting devices and X-ray equipment. Personnel selected to operate/adjust metal detecting and X-ray equipment must receive locally designed operational procedure training before achieving fully qualified status. As a minimum, training must include any training/visual aids provided by the X-ray machines manufacturer and radiation safety training. Consult the base Radiation Safety Officer (RSO), filled by a member of the Bioenvironmental Engineering Flight (BEF) within the Medical Group, for assistance as necessary. Each unit assigned an X-ray machine shall maintain a copy of the prescribed operator's manual.

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

57.2.1. Contact HQ AMC/A4TR prior to relocating X-ray machines.

57.3. Prepare directives in accordance with AFI 33-360, outlining unit training procedures for each type of metal detecting or X-ray equipment assigned.

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

57.5. Metal detector adjustment test:

57.5.1. Calibrate all magnetometers in accordance with manufacturer's instructions. Test the device at least weekly. Record the date/time and whether the machine operated satisfactorily. Maintain this record for at least 30 days.

57.5.2. The magnetometer may be turned off when not in use; however, when reactivating, allow any needed warm-up period IAW the manufacturer's instruction to prevent erratic sensitivity readings.

58. Radiation Safety Requirements.

58.1. Each passenger service OIC/NCOIC shall request the local Bioenvironmental Engineering Flight accomplish an initial assessment on their X-ray machine. Personnel who operate these x-ray machines are typically not put on the Thermal Luminescent Dosimeter (TLD) program because the risk for radiation exposure is very low.

58.2. An on-site check by the Bioenvironmental Engineering Flight is required on all newly installed X-ray machines or when existing machines have been relocated within terminal. This check must include measurement of radiation scatter or leaks.

58.3. As part of the radiation safety training, all personnel should be informed that if a female thinks she may be pregnant, she must be tested at the medical facility. A record of this briefing will be annotated in G081, TBA, or AF Form 55, *Employee Safety and Health Record*. Immediately remove any female who suspects she is pregnant from X-ray duty. A suspected pregnancy must be evaluated immediately by a competent medical authority and, if confirmed, the individual and her working environment must be evaluated by the base Radiation Safety Officer (usually located in the Bioenvironmental Engineering Flight of the base medical facility). The Passenger Service OIC/Superintendent shall follow duty restrictions placed on a pregnant female as recommended by the medical provider.

59. Civilian Employees. Civilian employees who work in the passenger terminal are often not readily identifiable by their duty "uniform". Accordingly, it is difficult to discern these individuals from passengers or others who may visit the passenger terminal. These employees shall be required to wear badges to ensure their status can be readily determined.

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

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

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

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

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

Table 4. CICs:

Royal Australian Air Force	W009000000000000
Canadian Air Force	W003000000000000
Royal Air Force (United Kingdom)	W019000000000000
Royal New Zealand Air Force	W014000000000000

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

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

60.2.1.1. Space-A passengers must be permanently assigned to the remote location to which Space-A travel is authorized, and traveling to/from that location, to be eligible for travel.

60.2.1.1.1. The space-available privilege extends only to the first point at which commercial transportation is available.

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

60.2.1.3. Passengers of the requesting participant eligible for Space-A travel on aircraft of the supplying participant shall be prioritized for transportation on the same basis as similarly situated passengers of the supplying participant.

60.2.1.4. Space-A passengers must present to supplying participant personnel, documentation from the unit to which they are assigned verifying that they are assigned to the remote location to/from which Space-A travel is authorized; that they are in a leave or liberty status; and, that they are therefore authorized to travel by Space-A airlift.

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

61. Calibration of baggage scales. Terminals shall ensure baggage scales are calibrated and certified using the appropriate calibration authority and interval IAW T.O. 00-20-14.

62. Customer Convenience Improvement Program (Terminal X) and Customer Service Observations. The goal is that AMC terminals and Navy operated AMC terminals provide first class "warrior conveniences" to DOD personnel and their families by providing services and amenities comparable to commercial airports. Each terminal shall ensure America's war fighters are treated with honor as they transit through the passenger terminal. The list in **Attch 20** provides HQ AMC minimum standards for large and small passenger terminals.

62.1. Passenger Terminals who are unable to meet these requirements must submit a waiver request sign by unit commander to HQ AMC/A4TP.

62.2. HQ AMC/A4T staff shall perform passenger terminal Customer Service Observations, to include Terminal X criteria. All passenger terminals should receive an evaluation within a 12-18 month observation cycle. The primary objectives are to observe the level of customer service, attitude, compliance, and teamwork being practiced in AMC passenger terminals worldwide. The Evaluations/Observations are performed incognito and the staff presence and purpose are not announced until completion of the observation visit.

Section H—Passenger Terminal Facility Force protection

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

64. Mitigation Measures.

64.1. Standoff distances from roadways and parking areas are listed in UFC 4-010-2, Table 1 (FOUO).

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

64.1.2. Minimum standoff is 25 m (82 ft.) from inhabited portions of the facility to the edge of the parking or roadway pavement. Portions of the facility that are normally uninhabited (such as mechanical or storage rooms) may be within the standoff area, providing they are secured against unauthorized entry.

64.1.3. Access drives (such as for deliveries and maintenance vehicles) within the standoff area are allowed if they can be controlled at all times by crash rated gates, drop arms, etc. The 25 meter standoff is not required on flight line side of the facility; however, all vehicles should be parked as far from the inhabited portion of the facility as practical. Vehicles parked within the 25 meter distance must be readily identifiable and examined (to include looking underneath vehicle) for suspicious items during external facility inspections.

64.1.4. If a parking area or roadway infringes on the 82 ft. standoff distance, the passenger terminal structure must be improved (hardened) or additional physical protective measures must be implemented to provide the additional protection. Adequate analysis by a competent expert, such as but not limited to security forces (SF), Office of Special Investigation (OSI), Naval Criminal Investigative Service (NCIS) and civil engineering (CE), must be completed to ensure the facility can meet the intent of this mitigation measure as outlined in Para 65.1

64.2. Standoff from external containers:

64.2.1. Minimum standoff is 25 m (82 feet) from inhabited portions of the facility to external containers. "External containers" include but are not limited to trash dumpsters, trash cans, butt cans and external baggage storage lockers.

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

64.2.3. External containers shall be placed to be easily observable and checked or serviced regularly by terminal workers or responsible agencies.

64.2.4. Eliminate amnesty boxes if possible. If an amnesty box is required by an outside agency, it must be easily observed and checked regularly by the responsible agency. Minimum standoff is 25 m (82 feet) from inhabited portions of the facility.

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

64.3. Increased standoff in higher Force Protection Conditions (FPCONs):

64.3.1. During increased FPCONs, additional standoff or additional measures may be required to provide increased protection. Coordinate with unit and/or installation ATO.

64.4. Unobstructed space:

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

64.4.2. Obstructions within 25 m (82 feet) of the facility should not allow for concealment of explosive devices. Site furnishings or plantings are allowed within this area as long as any explosive devices placed in this area would be observable by the casual passer-by.

64.5. Windows, glass doors, and glazing:

64.5.1. Minimize the hazard to human life from flying glass fragments.

64.5.2. Install a minimum of 6 mm (1/4 in) nominal laminated glass at all exterior windows and doors containing glazing. The glass shall contain a minimum of two, 3 mm (1/8 in) nominal glass panes bonded together with a minimum of .75 mm (30 mil) polyvinyl-buteryl interlayer. For insulated glass units, the inner pane must meet these specifications. Minimum standards for window glass are listed in UFC 4-010-2 (FOUO).

64.5.3. Where new laminated glass is not feasible, a fragment retention film (FRF) can be installed over the existing glazing and windows. The FRF must be no less than 4 mil thick and attached to the inside of the window and frame according to the manufacturer's directions. If FRF is used in lieu of laminated glass, properly anchored catch bars must be installed to meet the intent of this mitigation measure. Competent experts (such as but not limited to SF and CE) must analyze any solution that provides protection from flying glass fragments to ensure it meets the intent of this mitigation measure. A certificate of compliance (C of C) from the installer/manufacturer should be kept in the Force Protection (FP) evaluation file. C of C should include thickness/type/size of existing glazing and thickness of FRF.

64.5.4. When new construction or major renovations are accomplished, limit the total window area to 15 percent or less of the total exterior wall area and minimize the amount of windows on the front side of the building. Coordinate with the Installation Antiterrorism Office prior to submission. Skylights and glass blocks provide daylight to the interiors of the facility and are an alternative solution to windows. When used,

competent experts (such as but not limited to SF and CE) must analyze and ensure that the placement, construction, and materials do not increase the potential for building damage or personal injuries. Skylights must comply with the same standards as windows.

64.5.5. Glass doors must comply with the same standards as windows.

64.5.6. Interior glass in close proximity to the exterior walls or in areas likely to be exposed to major blast effects must comply with the same standards as exterior glass and windows.

64.6. Observation and monitoring:

64.6.1. Monitor areas that are vulnerable or prone to a terrorist attack and criminal activity. Those areas shall be considered but not limited to: vehicle approaches, the primary entrance, out-bound area, areas housing critical functions, and any area that is difficult to observe and poses a significant risk.

64.6.2. If a closed circuit television (CCTV) fulfills a monitoring requirement outlined in this instruction, the CCTV shall be monitored at all times.

64.6.3. If CCTV is not used, the areas to be monitored shall be secured or observable by terminal personnel at all times.

64.6.4. Circulation spaces within the facility should allow for the visual detection of unauthorized personnel approaching controlled areas. Clear lines of sight from the entrances and exits allow for the early detection of approaching vehicles and people.

64.7. Mass notification:

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

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

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

64.7.4. If a PA system is impractical (such as at smaller locations), alternative means of mass notification are acceptable.

65. Utilities.

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

65.2. Limit access to mechanical rooms, power/telephone cabinets, and power shutoffs (other than those required for safety reasons) through the use of door locks or padlocks, or locate them in areas that are not accessible by the general public. Power disconnect switches

should be reviewed with CE and SF to determine whether the need to secure them outweighs the need to quickly terminate power to the equipment.

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

65.4. Where it is not feasible to locate (or relocate) air intakes as specified in Para 65.3, ensure that the area is easily observed (or monitored) and incorporate inspection of this area into normal security patrols and random antiterrorism measures (RAMs) (see Para 26.2).

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

Section I—Baggage Services

67. General Information. 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, and unloaded at each originating, en route, and terminating station.

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

68.1. Baggage Allowance. Except as noted, passengers are authorized to check two pieces of baggage not to exceed 70 pounds each (140 pounds total) and 62 linear inches (the sum of the length plus the width plus the height). Single items exceeding 70 pounds and/or 62 linear inches shall be counted as two pieces and, therefore, fulfill the allowance for a passenger. Space-R passengers may purchase space for personal excess baggage (see Para 68.11). Space-A passengers are not authorized excess baggage. Items exceeding 100 pounds and or 80 linear inches shall not be accepted. **EXCEPTIONS:** Large garment bags, golf clubs, surfboards, snow skis, bicycles, fishing equipment, rucksacks, and/or musical instruments. Snow skis, bicycles, and fishing equipment should be properly packed to avoid injury to baggage handlers or damage to other baggage. Only one of these bags per person shall be the allowed exception. The second bag must still comply with size restrictions and is limited to 70 pounds. For Space Required passengers, B-4, duffle, flyers kit bag, diver's traveling bag and sea bags shall be allowed as one piece up to 80 linear inches as long as they do not exceed 100 pounds.

68.1.1. Mobility assist equipment such as wheelchairs, walkers, crutches, etc., shall not count as a piece of checked baggage. Mobility assist equipment exceeding 100 pounds shall not be accepted.

68.2. Passengers processing for travel on Operational Support Airlift (OSA) (C-21, C-12) shall be limited to 30 pounds total baggage weight.

68.2.1. Passengers processing for travel on Navy Air Logistics Office (NALO) C-40 and C-9 aircraft shall be limited to 2 bags not to exceed 50 lbs. total weight.

68.3. 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.

68.4. Bulky Items exceeding 62 linear inches, except as stated in Para 68.1. If a traveler is required to accompany unusually bulky items that are authorized in orders, the Station Manager at AMC Commercial Gateway or terminal management, together with the passenger service officer, shall make the determination as to whether the item shall be handled as accompanied baggage or processed as cargo. The Air Freight Section shall assist in handling such articles as directed.

68.5. Military or military-sponsored bands may transport their musical instruments as excess baggage. Each item shall 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.

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

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

68.6.2. Integrated Defense Plans(IDP) and the In-Garrison Support Plan(IGSP) may have additional requirements for local bases.

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

68.8. Hand-Carried Baggage.

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

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

68.8.3. Baggage sizers shall 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.

68.8.4. 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.

68.8.5. 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. Infant car seats and fold up type strollers shall not count against the passenger's normal baggage allowance. IAW FAA Directives, booster seats, harnesses, and child restraint vests shall not be used.

68.9. Cremated remains shall 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. They must be properly packaged to avoid upsetting other passengers.

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

68.10.1. Passengers traveling on military aircraft are authorized to carry aboard, on their person, small personal oxygen cylinders for medical use. No more than two cylinders are authorized. Oxygen cylinders may not be packed in hand carried or checked baggage. The aircraft commander or designated representative must be notified of all passengers carrying oxygen cylinders.

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

68.11.1. For Space-R passengers.

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

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

68.11.1.3. If a charge is levied for excess baggage, it shall be on a per piece basis, based on the passenger's fare (see US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs, **Attch 8**). Authorized excess baggage is charged at the US Government rate and unauthorized excess baggage is charged at the Non-US Government rate.

68.11.1.4. Personal excess baggage may be paid for by any acceptable form of payment (cash, credit card, or check).

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

68.11.2. For Space-A passengers.

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

69. Processing Passenger Baggage.

69.1. AMC Form 20-ID, *AMC Baggage Identification Tag*. This form aids in identifying passenger baggage and in returning mishandled baggage to the proper owner. AMC terminals shall stock AMC Form 20-ID in sufficient quantity to make them available to all passengers. Checked baggage shall not be accepted without owner identification. This identification may be in the form of luggage ID tag, airline ID tag, DD Form 1839, *Baggage Identification*, or AMC Form 20-ID. Also, encourage identification on hand-carried items.

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

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

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

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

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

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

69.4. On the AMC Form 20 series tags ensure line number and pieces are recorded on the baggage tag (i.e. line number 200; 1 of 2, 2 of 2 etc.).

69.5. Attach claim checks to the back of the passengers 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.

70. Originating Checked Baggage.

70.1. 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-R or Space-A) may also pool their baggage. All other allowances and limitations of this volume shall apply.

70.2. The baggage loading crew shall ensure each piece of checked baggage has a baggage tag attached and is sorted correctly by flight and destination. All baggage shall be handled in such a manner as to preclude possible damage to the container or contents.

70.3. Adequate security shall be afforded all checked baggage. Holding areas shall be enclosed or kept under close surveillance. During periods of impending or inclement weather, all baggage shall be covered or placed in a sheltered area.

70.4. Tobacco use is prohibited at all times while handling passenger baggage.

70.5. Baggage shall be loaded by destination using the first-off, last-on sequence.

70.6. When 20 or more passengers are planned on organic aircraft, a pallet position shall be left open as necessary to accommodate the baggage.

70.6.1. When a baggage pallet is built to accommodate passenger's baggage, a DD Form 2775, *Pallet Identifier*, shall be completed. Passenger Service personnel will complete all applicable entries and attach the copies to the upper left hand corner at eye level (when pallet height permits), one on the 88-inch side and one on the 108-inch side. Place the form inside interlocking closure plastic bags (NSN 8105-00-837-7757, or suitable substitute). Entries on the form are self-explanatory and as a minimum must contain pallet ID, gross weight, POD and POE.

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

70.7.1. Procedures. Baggage interlining shall 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 shall 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 or 3 hours for an international flight. 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 shall not be interlined.

70.7.2. Baggage Interlining Documentation.

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

70.7.2.2. Complete the interline baggage tag as follows:

70.7.2.2.1. 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.

70.7.2.2.2. 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.

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

70.7.2.3. 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.

70.7.2.4. 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. **Note:** Dispatch will notify ATOC of interlined baggage on PE missions so that an interlining baggage onboard statement can be added to the mission load report (MLR).

70.7.3. Mishandled interlined baggage.

70.7.3.1. Arriving United States Points.

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

70.7.3.2. Arriving Overseas International Points.

70.7.3.2.1. AMC terminal personnel shall initiate a lost baggage search.

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

70.7.3.2.3. The contract carrier ground handler shall contact the delivering carrier at the commercial domestic gateway to initiate a lost baggage search using standard interline tracing procedures. If the lost baggage cannot be located initiate lost baggage procedures found in Para75.

70.7.4. Forwarding Lost Interlined Baggage.

70.7.4.1. From United States Points. Baggage shall be forwarded to the overseas international point via the most expeditious manner.

70.7.4.2. From Points Outside the US. AMC shall forward baggage via standard AMC RUSH baggage procedures to the contract carrier ground handler at the commercial gateway. Contract carrier ground handlers shall forward the baggage to the appropriate airline/station. Onward movement of interlined baggage lost after clearing US customs is the responsibility of the commercial airline.

71. Terminating Checked Baggage.

71.1. Prior to arrival of each passenger mission, the passenger service supervisor shall coordinate with other activities (refueling, catering, contractor, etc.) to ensure immediate and uninterrupted baggage offloading.

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

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

71.4. Sufficient personnel shall be assigned to offload baggage to ensure baggage begins to arrive at the baggage claim area not later than 20 minutes after block-in of the aircraft.

71.5. The passenger service dispatcher must be advised of baggage offload progress so passengers may be informed of any delays.

71.6. Terminals shall 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.

71.6.1. 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.

71.7. 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.

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

72. Special Baggage Handling Procedures.

72.1. The following additional instructions apply to Distinguished Visitor (DV), Blue Bark, Coin Assist, and Emergency Leave (EL) passengers:

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

72.1.2. Load special category baggage after all other baggage to ensure quick offload and delivery to the owner upon arrival at the destination. If it becomes necessary to offload this baggage en route, intransit stations baggage personnel shall reload DV and EL baggage last to ensure immediate availability at the destination station.

72.1.3. At stations where baggage is offloaded for customs inspection, keep DV and EL-tagged baggage separated from other baggage. Baggage personnel shall reload DV and EL baggage last to ensure immediate availability at the destination station.

72.2. Overbooked Passengers Baggage. 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.

72.3. Normally, passengers choosing to disembark at en route locations shall be given their baggage. If the aircraft commander allows the unaccompanied baggage to continue to tagged destination, the en route station shall prepare an AMC Form 134, *Mishandled Baggage Report (Attch 28)*. Courtesy files shall not be forwarded to BSC, but shall be maintained for 30 days, then destroyed. En route stations shall contact the passenger's destination station to provide information about the passenger and baggage disposition instructions. The destination station shall then forward the baggage to the passenger. Any applicable commercial transportation costs shall be paid by the passenger.

73. Pet Shipments. The following procedures apply to shipments of pets on AMC contracted aircraft:

73.1. Pet shipments shall be in conjunction with PCS moves only IAW DOD 4515.13-R and DTR Part I. Sponsor or family member must accompany the pet to the final destination. Pets shall normally travel in the aircraft baggage hold area but may be accepted for shipment in the cabin area if they meet the requirements. All pet spaces shall be allocated by 618 AOC (TACC)/XOGC.

73.1.1. Movement of pets on organic aircraft is prohibited.

73.2. The sponsor is responsible to ensure pets are shipped in accordance with International Air Transport Association (IATA) or US Dept. of Agriculture (USDA) containers approved for air shipment (weight and size restrictions apply, see DTR part 1, Chapter 103 and AMC Pet Brochure). These containers must provide adequate ventilation and be large enough for the pet to stand up, turn around, and lie down with normal posture and body movements. Pets shall not be accepted in containers that are too small. Soft-sided pet containers shall be accepted in-cabin. The maximum number of pets allowed in the cabin is three. Kennels must be no larger than 20”L x 16”W x 8.5”H.

73.2.1. Pre-booked in-cabin pets will not be moved to the belly of the aircraft and must remain in the kennel during flight. In keeping with major airline published in-cabin kennel requirements, soft sided kennels should be constructed of leak proof/water repellent padded nylon with mesh ventilation on two (2) or more sides. If the container does not meet requirements, place the passenger in a duty standby status under administrative hold until the pet is travel-ready.

73.2.2. Handle cages containing pets with care to ensure animals 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.

73.2.3. One excess baggage fee shall apply in this circumstance if the combined weight plus kennel does not exceed 70 pounds. (Neither soft-sided nor collapsible kennels are authorized in belly), (commercial carrier dimensions requirements may vary).

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

73.3.1. Pets shall only be transported in climate-controlled and ventilated cargo compartments. Questions on proper placement shall be directed to carrier representative and/or the COR.

73.3.2. Prior to aircraft taxi, when pets are onboard and the flight is delayed more than 30 minutes, the pet storage area ventilation and temperature shall be checked at 30-minute intervals until flight departure. Additionally, at en route stops, the pet storage area ventilation and temperature shall be checked upon arrival. CORs and or ATOC

representative must coordinate with carrier representative to ensure compartments are well ventilated and temperature is controlled.

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

73.3.3. When passengers are allowed to disembark an aircraft due to flight delay, pet owners shall 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 shall be offloaded and owners provided the opportunity to visit their pets.

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

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

73.5. The sponsor is responsible for complying with all documentation, immunization, and border clearance requirements. If 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 shall ensure entry requirements established by foreign customs and those contained in applicable regulations are met.

73.6. Sponsors shall pay the tariff for the pet according to the US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs (See **Attch 8**). Fees are charged on a per-kennel basis; pets and containers up to 70 pounds count as one piece, pets between 71-140 pounds count as two pieces and pets between 141 and 150 pounds count as three pieces. Pets/containers (combined weight of the two) weighing in excess of 150 pounds will not be accepted for shipment under any circumstances.

73.7. Terminals handling PE missions will establish written procedures to handle emergencies concerning pets to include at a minimum:

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

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

73.8. Space-A Pet Program (additional pet limit (cat or dog)) reference the DTR Part I.

Section J—Mishandled Baggage

74. General.

74.1. The Lost and Found Baggage Section is responsible for processing mishandled baggage (lost, found, damaged, pilfered, disposed of, or receipted for) and preparing AMC Form 134 (see **Attch 28** for preparing AMC Form 134). A lost and found representative shall be available during all arrivals to process any mishandled baggage situations that may arise. The representative shall remain available until all passengers have claimed their baggage. This shall ensure passengers needing assistance with mishandled baggage shall be serviced in a prompt, courteous, and professional manner.

74.2. All mishandled baggage shall be reported to the BSC. BSC locator information is contained in Section K below. However, mishandled baggage shall not be shipped to the BSC for disposition.

74.3. All case files are automatically recorded on the GATES AMC Form 134a, *Mishandled Baggage Summary*, based on inputs to the GATES AMC Form 134. A copy of AMC Form 134a shall 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 that month.

74.4. Courtesy File. This file shall be generated when AMC receives mishandled baggage from sources other than AMC-owned or controlled aircraft; e.g. commercial airlines, bus companies, etc. These files are normally generated when an AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage (Attch 29)*, was not accomplished.

74.5. Scanning all necessary documents for electronic storage, including boarding passes, baggage tags, manifests, signed AMC Form 134s, *Baggage Mishandled Report File*, etc., is an option all stations may utilize to avoid keeping hard copies of documents. However, all stations must ensure copies of required items sent to the BSC are completed in full and easily readable.

75. Lost Baggage.

75.1. Documentation.

75.1.1. Make copies of the AMC Boarding Pass (AMC Form 148 Series) and baggage claim checks from the passenger filing the claim; have the passengers keep the original documents for their records. If passengers don't have these forms, cross-reference the passenger manifests to ensure they were manifested. Non-GATES stations shall include a copy of the manifest in the case file.

75.1.2. Prepare a mishandled baggage Report (AMC Form 134) in GATES (**Attch 28**). If the passenger's baggage was interlined with a commercial airline, see Para 70.7.3.

75.1.2.1. The reporting station has five days to find lost baggage and update the remarks section of the AMC Form 134. After the fifth day only the Baggage Service Center can update the remarks on AMC Form 134s.

75.1.3. Give the passenger a copy of the locally reproduced mishandled baggage letter (**Attch 30**) and a copy of the completed AMC Form 134 with all applicable signatures.

75.1.4. Prepare an AMC Form 136, *Baggage Mishandled Report File (Attch 31)*. Keep the original signed copy of the AMC Form 134, and copies of the boarding pass, baggage tags or the flight manifest in this file.

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

75.2. Tracer action.

75.2.1. Dispatch priority precedence "LAST SEEN" message to the BSC and each down line station as soon as possible, but NLT 4 hours after the passenger reported the lost baggage.

75.2.2. Within 24 hours of reporting the loss, contact the passenger and give them the status of the lost baggage. Lost and found personnel may accept collect calls from passengers inquiring about mishandled baggage.

75.2.3. The BSC will respond back within 12 hours of receipt of a "LAST SEEN" message on the status of baggage. If baggage is found, the BSC shall notify the finding and losing stations of the disposition instructions. If baggage is not found, the BSC shall notify the losing station of no match.

75.2.4. If the baggage is still lost after 5 days the BSC will assume responsibility for the claim and take further action.

75.2.5. Unchecked baggage will be processed as courtesy claim IAW Para 82.1.

75.2.6. Lost and found agents will check mishandled bag notices every 24 hours in GATES until the case file is forwarded to the BSC.

76. Found Baggage.

76.1. Only designated lost and found baggage personnel will be responsible for handling and documenting baggage or personal articles that remain unclaimed in passenger terminal areas. This includes articles left onboard aircraft as well as gate no-show passenger baggage. All articles will be secured at all times. Items having high value will be stored in a safe or other secure location. Only designated passenger service personnel will be allowed access to property on hand.

76.2. Documentation.

76.2.1. Prepare an AMC Form 136 according to **Attch 31**. AMC Form 136 shall 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 Para 77).

76.2.2. Prior to initiating an AMC Form 134, check GATES to see if a case file has already been established. If another station has reported the item lost, respond "ON HAND" in GATES and follow the RUSH Bag procedures in Para 78 of this instruction.

76.2.3. All found baggage or articles will be documented immediately on an AMC Form 134 in GATES. Attach one copy of AMC Form 134 to each bag or article. Before the baggage is stored in a secure location, it will be presented to customs officials for clearance, if required, and the AMC Form 134 will reflect this action in the REMARKS Section. Cross-reference the line number on the baggage tag with the manifest to determine the owner. Owners may be traced in GATES or by checking the Records section for a copy of the member's orders.

76.3. Tracer action.

76.3.1. Dispatch a priority "ON HAND" message in GATES to the BSC and each down line station as soon as possible but NLT 4 hours of finding the baggage.

76.3.2. Each bag or article shall be matched against previously reported lost baggage claims.

76.3.3. If the baggage is located without proper identification, it shall 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. Upon inventory completion, seal the bag immediately with a plastic or metal fastener to prevent pilferage and do not re-open the bag. Where ownership of the bag is known but the bag is not claimed, the bag will be inventoried to obtain information to expedite its return. Baggage inventories are not necessary until 24 hours have lapsed. This allows the passenger or another station to identify the bag or article. List the inventory in the Itemized Contents section of the AMC Form 134.

76.3.4. Checked articles or baggage erroneously offloaded at other than the intended destination will be handled as found baggage. An ON HAND baggage message will be immediately sent to the destination station and the BSC to indicate the bag is on hand and disposition instructions.

76.3.5. When ownership of a found bag or article is determined, GATES will be checked to determine if a mishandled baggage report is on file and if the passenger can be contacted.

76.3.6. If the owner is located on station, they will be notified the bag/article has been located and asked to provide disposition instructions. When the bag/article is delivered, the owner will be required to show proper personal identification.

76.3.7. Before releasing the property, enter the passenger's personal information, including addresses and phone numbers, and have the passenger sign the AMC Form 134. File the signed AMC Form 134 in the AMC Form 136.

76.4. Disposition of Found Baggage.

76.4.1. 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 (military deliveries may be extended to coincide with vehicle operations permissible operating distance). 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 Para 78. **Note:** For weapons disposition contact the local Transportation Office for shipment to appropriate unit.

76.4.2. When the terminal management 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 (TWCF) fund cite, will be turned over to the base Transportation Office. They shall process the baggage for movement by the most expedient mode available, regardless of cost, to the location requested by the passenger.

76.4.3. When final disposition of the property is made, annotate AMC Form 134, Section II

76.4.4. AMC Form 136 shall 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 and keep IAW file plan.

77. Disposition of Unclaimed Found Baggage/Articles. After 30 days, all unclaimed found property with an estimated value less than \$25 will be released to the installation Property Disposal Officer (PDO) for immediate disposition. If the estimated value is over \$25, it will be held for 90 days before being released to the PDO. Unclaimed articles can be donated to a local charity (Airman's Attic, Red Cross, etc.), in coordination with the PDO. If there is no installation PDO, terminal management will appoint a PDO in writing (Gateway Detachment Chief shall appoint a PDO in writing). Unclaimed weapons will be immediately turned over to local Security Forces.

78. RUSH Baggage Procedures.

78.1. Baggage or articles (excluding weapons) which have been misrouted or separated from the owner will be forwarded as RUSH baggage. Complete an AMC Form 57, *AMC Expedite Tag, Rush Baggage Tag* for each article to be forwarded. Include complete disposition instructions on the form. Place any destination tag currently attached to the article and a copy of the AMC Form 134 or AMC Form 47 inside a packing list pouch and attach it to each article.

78.1.1. Weapons will be moved in accordance with AMCI 24-101 Vol 11, *Cargo and Mail Policy* (arms, ammunition, and explosive shipments). Provide the down line station with the Transportation Control Number (TCN) (military movement) or tracking number (commercial movement).

78.2. AMC Form 70, *RUSH Baggage Manifest*, will be used to document movement of RUSH baggage. These manifests will not be assigned passenger manifest numbers. Three copies of originating RUSH baggage manifests will be filed in the AMC Form 136 for the station file. A fourth copy shall be placed in the packing list along with AMC Form 134. GATES locations shall use a GATES generated RUSH baggage manifest.

78.3. RUSH baggage, by nature of its priority, will be moved on the first available aircraft to the end destination. Passenger agents 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 for missions carrying RUSH baggage. Receiving stations shall acknowledge receipt by routine message, e-mail, or through GATES. If the sending station has not received acknowledgment within 48 hours, initiate a follow-up transaction.

78.4. Stations receiving RUSH baggage shall make every effort to ensure the baggage is expedited to its owner. If baggage will be transshipped via commercial transportation, or again as RUSH baggage, the AMC Form 134 in the packing list will be updated in the REMARKS Section to show the baggage was received as RUSH baggage and is awaiting further movement. A new baggage case file number will NOT be assigned. Immediately respond ON HAND in GATES when receiving RUSH baggage. Complete the AMC Form 134, Section II, to indicate final disposition of property and secure passenger signatures when possible. File the AMC Form 134 in station files IAW file plan.

79. Damaged Baggage Procedures. AMC and AMC contracted carriers are not responsible for normal wear and tear, to include wheels, handles or shoulders straps, overpacked baggage, fragile or perishable items. When passengers claim their baggage and discover damage to the

container or contents that occurred while in the custody of AMC, the following procedures shall be followed:

79.1. Passengers shall be provided all assistance required to complete their claim and instructed to contact any military claims office.

79.2. Prepare AMC Form 134 and initiate an AMC Form 136 case file.

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

79.3.1. For passengers on commercial contract flights, make a photo copy of the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim; have the passenger keep the original documents. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested and place a copy of the manifest in the case file.

79.4. Contents missing or lost in connection with extensive damage shall be reported on AMC Form 134. The following statement shall 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.

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

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

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

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

80.4. Prepare AMC Form 134 and initiate an AMC Form 136 case file.

80.4.1. For passengers on commercial contract flights, scan or make a photo copy of the AMC Boarding Pass (AMC Form 148-Series), baggage claim checks, or baggage tag from the passenger filing the claim; have the passenger keep the original documents. If these forms are not available, cross-reference the passenger manifest to ensure the passenger was manifested and place a copy of the manifest in the case file.

80.5. Immediately fax or e-mail a photo copy of the boarding pass or boarding manifest, baggage claim stub or baggage tag, and the completed AMC Form 134 to the BSC for all pilfered baggage cases.

81. Baggage Lost by Commercial Carrier.

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

81.2. AMC passengers wishing to file a claim for baggage lost by a commercial carrier can file an AMC Form 47 with the AMC lost and found baggage representative. AMC Form 47 shall be prepared in four copies according to **Attch 29**. AMC Form 47 shall be distributed as follows:

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

81.2.2. Retain the third and fourth copy with the passenger's orders in a suspense file until the baggage is received. Upon receipt of the property, inspect the baggage for damage, and make notations on the AMC Form 47. Place the third copy of the AMC Form 47 inside a packing list with a copy of orders and attach a RUSH baggage manifest with an AMC Form 57 to the bag. If more than one article or bag is to be forwarded to the same person, attach a packing list to each piece.

81.2.3. Once baggage is forwarded, retain the fourth copy, commercial baggage tags removed from the bag and one copy of orders in the station file.

81.2.4. Once baggage is found, it shall be forwarded by the most expedient method IAW Para 78.

81.3. If a commercial carrier representative presents unaccompanied baggage to AMC, an AMC Form 134 will be completed by the AMC lost and found personnel.

81.3.1. Visually inspect the baggage for damage or possible pilferage and annotate the condition of the bag (torn, intact, etc.) on the form. Annotate the following statement in the "Other Details and Remarks" 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 Para 78.

82. Courtesy Claims for Emergency Leave Passengers.

82.1. 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.

82.2. The passenger shall 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.

82.3. The following day the lost and found baggage representative shall 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.

82.4. 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.

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

Section K—Baggage Service Center

83. Baggage Service Center (BSC). The BSC is located at Joint Base Charleston AFB SC. It traces mishandled baggage AMC-wide, determines final action of case files, and compiles statistical data for HQ AMC.

83.1. The BSC lead representative shall ensure procedures are followed in compliance with this publication.

83.2. Contact information for the BSC:

E-Mail: 437aps.bsc@us.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

83.3. Found Baggage Procedures (received from reporting stations).

83.3.1. Receive AMC Form 134 from reporting stations and query the GATES database for a possible match.

83.3.2. If a match is made, notify the station with the lost case file that the bag has been recovered. Coordinate disposition with the stations filing the lost/found baggage reports. If no match is made, update the remarks section of AMC Form 134 and notify the station with the lost case file. In the remarks section, annotate the case file shall be closed in 120 days from the date received if no claims are made prior to the close date.

83.3.3. After 120 days of file inactivity, annotate "no action was received and file was closed" in the Remarks Section.

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

83.4.1. Receive AMC Form 134 from the reporting station. Enter this information in the BSC Receipt Log.

83.4.2. Query GATES for a possible match.

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

83.4.2.2. If no match is made, update GATES 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.

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

83.4.2.2.2. Once the letter is received from the passenger, the following actions shall be accomplished:

83.4.2.2.2.1. If the lost bag has been located and returned, the case file shall be closed.

83.4.2.2.2.2. If the passenger received no compensation and the bag is still missing, send a cover letter and a copy of the documentation to the carrier.

83.4.2.3. If a claim letter was sent to an AMC contract carrier and acknowledgment is not received within 90 days, a letter shall be sent to the appropriate USTRANSCOM contract administrator advising them of the contract violation:

83.4.2.3.1. All locations send the claim letter to USTRANSCOM/TCAQ-CO, 508 Scott Drive, Scott AFB IL, 62225-5357 or via email to USTCAQ-Operations@ustranscom.mil.

83.5. Damaged and Pilfered Baggage.

83.5.1. Case files shall be received from stations for AMC contract carriers only. The files shall be dated with the receipt date and an entry shall be made in the BSC Receipt Log and GATES.

83.5.2. Check the file for information completeness and damage/pilferage value. If the package is complete, a copy shall be sent to the AMC contract carrier for reimbursement. File the original case file by the BSC case file number.

83.5.3. When receipt is acknowledged by the AMC contract carrier, the letter shall be removed from the suspense file and the case file shall be filed by the BSC case file number and maintained for 2 years.

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

83.6. The BSC lead representative shall update data reports from field units not later than the 5th working day after each operating month.

83.7. Baggage Inquiries and Reporting Station Assistance:

- 83.7.1. 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.
- 83.7.2. Provide tracer action for inquiries from the commercial airlines within 48 hours.
- 83.7.3. Notify stations when they are not following established procedures.

JOHN C. TOBIN, Colonel, USAF
Deputy Director of Logistics

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

DFAS-DE 7010.1-R *Defense Finance Accounting Service*

DOD 4500.9R Part-I *Passenger Movement* DOD 4500.9R Part-III *Mobility*

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

DOD 4500.54-G, *DOD Foreign Clearance Guide*

DOD 4515.13-R, *Air Transportation Eligibility*

DOD 4515.13-R, C1.5, *Dress, Conduct, and Standard of Service*

DODD 5210.56, *Carrying of Firearms and the Use of Force by DOD Personnel Engaged in Security, Law and Order, or Counterintelligence Activities*

DOD 5400.7-R, AFMAN 33-302, *DOD Freedom of Information Act Program*, 21 Oct 2010

DODFMR 7000.14-R, Volume 5, *Disbursing Policy and Procedures*

AFI 24-101 *Passenger Movement*, 27 Oct 2004

AFI 33-360, *Publications and Forms Management*, 18 May 2006

AFI 36-2110, *Assignments*, 22 Sep 2009

AFI 41-210, *Tricare Operations and Patient Administration Functions*, 6 Jun 2012

AFMAN(I) 24-204, *Preparing Hazardous Materials for Military Air Shipments*, 1 Sep 2009

AFMAN 33-363, *Management of Records*, 1 Mar 2008

AFJI 48-104, *Quarantine Regulations of the Armed Forces*, 24 Jan 1992

AMCI 24-101, Volume 6, *Transportation Documentation, Data Record and Report*, 23 Jul 2012

AMCI 24-201, *Commercial Airlift Management—Civil Air Carriers*, 1 Jul 2004

AMCI 65-602, *Transportation Working Capital Fund (TWCF) Budget Guidance and Procedures*

AMCI 11-208, *Tanker/Airlift Operations*, 1 Jun 2000

AFI 33-129, *Web Management and Internet Use*, 3 Feb 2005

AFI 36-2903 AMCSUP, *Dress and Personal Appearance of Air Force Personnel*, 5 Apr 2007

Prescribed Forms

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

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

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

AMC Form 20-BWI, *AMC Baggage Tag—Baltimore-Washington International Airport, Maryland Baggage Claim Tag*

AMC Form 20-GP, *AMC Baggage Claim Tag-General Purpose*
AMC Form 20-NGU, *AMC Norfolk NAS, Virginia Baggage Claim Tag*
AMC Form 20-RMS, *AMC Ramstein AB, Germany Baggage Claim Tag*
AMC Form 47, *Report and Disposition of Unaccompanied Passenger Baggage (AMC)*
AMC Form 57, *AMC Expedite Tag – Rush Baggage Tag*
AMC Form 70, *Rush Baggage Manifest*
AMC Form 76, *AMC GRAM Passenger Travel Information*
AMC Form 76A, *AMC GRAM Passenger Travel Information (Navy)*
AMC Form 77, *Aircraft Ground Handling Record*
AMC Form 79, *AMC Passenger Information Envelope*
AMC Form 103, *C-5 Seating Chart*
AMC Form 108, *Passenger Rehandled Workload*
AMC Form 134, *Mishandled Baggage Report (PA)*
AMC Form 134a, *Mishandled Baggage Summary*
AMC Form 136, *Baggage Mishandled Report File*
AMC Form 140, *Space Available Travel Request*
AMC Form 148 series, *AMC Boarding Pass/Ticket/Receipt*
AMC Form 162, *In-flight Meal Supplement Worksheet*
AMC Form 416, *Interline Baggage Claim Tag*
AMC Form 229, *Passenger Service Flight Folder*
AMC Form 253, *Air Passenger Comments*
AMC Form 305, *Receipt for Transfer of Cash and Vouchers*
AMC Form 1004, *Unaccompanied Minor Passenger*
AMCVA 24-3, *Federal Safety and Security Inspection Rules*
AMCVA 24-5, *Advice to Passenger*
AMCVA 24-6, *Not a Joking Matter*

Adopted Forms:

AF Form 79, *Passenger Information*
DD Form 139, *Pay Adjustment Authorization*
DD Form 1131, *Cash Collection Voucher*
DD Form 1839, *Baggage Identification*
DD Form 1853, *Travel Eligibility, Verification of Reserve Status*

DD Form 2131, *Passenger Manifest*

DD Form 2765, *Department of Defense/Uniformed Service Identification and Privilege Card*

AF Form 40, *Authorization for Inactive Duty Training*

AF Form 40a, *Record of Individual Inactive Duty Training*

AF Form 55, *Employee Safety and Health Record*

AF Form 79, *Head Count Record*

AF Form 116, *Request for Deviation from Security Criteria*

AF Form 129, *Tally In-Out*

AF Form 1098, *Special Task Certification and Recurring Training*

NAVCOMPT 2277, *Voucher for Disbursement and/or Collection*

NAVRES 1570/22, *Individual Inactive duty Training (IDT) Participation*

SF Form 1049, *Public Voucher for Refunds*

CFT-6059B, *Customs Declaration*

Abbreviations and Acronyms

ABU—Airman Battle Uniform

ACSA—Acquisition and Cross-Serving Agreement

AECMs—AE Crew Members

AFI—Air Force Instruction

AGR—Active Guard and Reserve

AMC—Air Mobility Command

AMS—Air Mobility Squadron

AMOW—Air Mobility Operations Wing

ANG—Air National Guard

APS—Aerial Port Squadron

ATGL—Air Transportable Galley/Lavatory

ATM—Automated Teller Machine

ATM—Air Terminal Manager

ATO—Antiterrorism Officer

ATOC—Air Terminal Operations Center

ATT—Air Transportability Training

BAS—Basic Allowance for Subsistence

BDU—Battle Dress Uniform

BEF—Bioenvironmental Engineering Flight
BSC—Baggage Service Center
CBP—Customs and Border Protection
CCTV—Closed Circuit Television
C of C—Certificate of Compliance
CE—Civil Engineering
CIC—Customer Identification Code
CMAA—Cooperative Military Airlift Agreement
CONUS—Continental United States
COR—Contracting Officer Representative
CSB—Customer Service Branch
CTO—Commercial Travel Office
DCIO—Defense Criminal Investigative Organization
DCS—Defense Courier Service
DCU—Desert Camouflage Uniform
DOD—Department of Defense
DPC—Data Processing Center
DSN—Defense Switch Network
DTR—Defense Transportation Regulation
EL—Emergency Leave
EPC—Emergency Point of Contact
ERD—Early Return of Dependents
ERO—Engine Running On/Off Loading
ETIC—Estimated Time in Commission
FAA—Federal Aviation Administration
FAMS—Federal Air Marshall Service
FBI—Federal Bureau of Investigation
FCG—Foreign Clearance Guide
FIDS—Flight Information Display System
FIS—Federal Inspection Service
FOIA—Freedom of Information Act
FP—Force Protection

FPCON—Force Protection Condition
FRF—Fragment Retention Film
FSO—Financial Services Office
GOV—Government Owned Vehicle
HAZMAT—Hazardous Materials
HVAC—Heating, Ventilation, and Air Conditioning
IATA—International Air Transport Association
IAW—In Accordance With
IA—Implementing Arrangement
IDT—Inactive Duty Training
IF—In-Flight Food
INS—Immigration and Naturalization Services
JA—Joint Airborne
JCS—Joint Chiefs of Staff
LOA—Letter of Authorization
LRS—Logistics Readiness Squadron
MAF—Mobility Air Force
MCI—Meal Combat Individual
MCIO—Military Criminal Investigative Organization
MFR—Memorandum for Record
MRT—Maintenance Recovery Team
MWD—Military Working Dogs
NAVCOMPT—Navy Comptroller
NATO—North Atlantic Treaty Organization
NALO—Navy Air Logistics Office
NCIS—Naval Criminal Investigative Service
NCOIC—Non-Commissioned Officer in Charge
NDO—Navy Disbursing Office
NLT—Not Later Than
NOK—Next of Kin
OPSEC—Operations Security
OCONUS—Outside of the Continental United States

OIC—Officer in Charge
OLE—Office of Law Enforcement
OPLAN—Operational Plan
ORM—Operational Risk Management
OSI—Office of Special Investigation
PAS—Privacy Act Statement
PA—Public Address
PCS—Permanent Change of Station
PDO—Property Disposal Officer
PE—Patriot Express
POC—Point of Contact
POV—Privately Owned Vehicle
PR—PHOENIX RAVEN
PSA—Passenger Service Agent
PT Lox—Patient Therapeutic Liquid Oxygen Converter
QAP—Quality Assurance Personnel
RAAF—Royal Australian Air Force
RAM—Random Antiterrorism Measures
RI—Routing Indicator
RMT—Remote
RON—Remain Over Night
RSO—Radiation Safety Officer
SAH—Special Account Handling
SF—Security Forces
SPE—Single Point of Entry
SSN—Social Security Number
TAC—Transportation Account Code
TAD—Temporary Additional Duty
TDY—Temporary Duty
TLD—Thermal Luminescent Dosimeter
TO—Transportation Office
TCN—Transportation Control Number

TR—Transportation Representative
TSA—Transportation Security Administration
USDA—United States Department of Agriculture
ULN—Unit Line Number
VIP—Very Important Person
VSI—Very Seriously Ill
WBT—Web Based Training

Terms

Abort—To turn back from an airlift mission before the next scheduled destination is reached, for reasons other than enemy action. This may occur after an aircraft is airborne or on the ground before takeoff.

Accompanied Baggage—Personal and public property carried or accompanied by a passenger and not documented as cargo.

Actual Time of Departure (ATD)—The time an aircraft actually becomes airborne.

Aerial Port—An airfield, which has been designated for the sustained air movement of traffic and to serve as an authorized port for entrance or departure to or from the country in which located.

Aerial Port Control Center (APCC)—The APCC is the Air Transportation control agency, which ensures proper coordination and direction of aerial port resources to accomplish expeditious movement of passengers and cargo and maximum utilization of airlift capability within the theater airlift system. The 618 AOC (TACC)/XOGX (APCC) ensures the proper coordination/use of worldwide airlift requirements and resources. The APCC works directly for the Director, Global Channel Operations in 618 AOC (TACC)/XOG.

Aerial Port of Debarkation (APOD)—A station which serves as an authorized port to process and clear aircraft (scheduled, opportune, tactical, and ferried) and traffic for entrance to the country in which located.

Aerial Port of Embarkation (APOE)—A station which serves as an authorized port to process and clear aircraft (scheduled, opportune, tactical, and ferried) and traffic for departure from the country in which located.

Aeromedical Evacuation System—A system which provides (a) control of patient movement by air transport; (b) specialized medical attendants and equipment for in-flight medical care; (c) facilities on or in the vicinity of air strips and air bases for the limited medical care of intransit patients entering, *en route*, via, or leaving the system; and (d) communication with originating, *en route*, and destination medical facilities concerning patient transportation.

Airlift Contract—A contract between the government and an air carrier to provide transportation for DOD sponsored traffic.

AMC Sequence Listing for Channel Traffic—A publication identifying all AMC channels and approved operating frequency. It also contains a US Central Command (USCENTCOM) APOD

Association Plan. 618 AOC(TACC)/XOGD is OPR for publication of the listing. Changes to the listing shall be forwarded by message.

Airlift Requirement—The total number of passengers and/or tonnage of cargo/mail forecast to be airlifted to or from an area during a specified period of time.

Air Movement Designator (AMD)—A combination of letters and numbers assigned in accordance with established codes to identify the originating and destination station, priority, type travel, movement month, and sponsoring department in whose interest the traffic is being moved.

Air Reserve Component (ARC)—All units, organizations, and members of the Air National Guard (ANG) of the United States and the United States Air Force Reserve (AFRES).

Air Terminal—A facility on an airfield, which functions as an air transportation hub, monitoring the loading and unloading of aircraft and the intransit processing of passengers and cargo. The airfield may or may not be designated an aerial port.

Air Terminal Operations Center (ATOC)—The air terminal work center which exercises operational control over other terminal work centers. ATOC coordinates activities for loading, unloading, and fleet servicing aircraft. Manages the port backlog, coordinates with other agencies concerned with aircraft scheduling and space allocations.

Allowable Cabin Load (ACL)—The total load that an aircraft can transport over a given distance taking into account weight and volume.

Authorized Ground Time—The aircraft ground time as published in the AMC cargo and passenger schedules.

Automatic Identification Technology (AIT)—Consists of process control hardware, application software, and hybrids that provide industry-standard real-time data acquisition to enhance productivity. It includes barcodes, radio frequency identification, magnetic stripes, smart cards, common access cards, and optical laser cards.

Block Time—Block out time is determined when the aircraft actually moves, not when the aircraft chocks are removed. Block in time is when the aircraft has come to a complete stop and wheels have been chocked.

Blue Bark—US military personnel, US citizen civilian employees of the DOD and dependents of both categories when travel is as a result of the death of an immediate family member. It also applies to escorts for dependents of military members traveling under competent orders issued pursuant to Joint Federal Travel Regulation, chapter 7, Part R.

Border Clearance—Entry and exit clearances and inspections required to comply with Agriculture, Customs, Immigration, and Immunization directives.

Categories of Airlift International—

(1) **Category A**—Transportation of cargo in less than planeload lots on a carrier's regularly scheduled commercial flight. AMC pays the carrier through direct billing to AMC. Users reimburse AMC at the common user rate based on appropriate movement documentation.

(2) **Category B (Contracted full plane load passenger missions, also known as Patriot**

Express (PE)—Transportation of passengers and/or cargo in full planeload lots on other than carriers regularly scheduled commercial flights. Payment to carrier is via contract with AMC. Users reimburse AMC at the common user rate based on appropriate movement documentation.

(3) Category M—Movement of passengers on military passenger or cargo/passenger-configured aircraft. Flights normally operate between military airports. Passengers are booked by AMC passenger booking activities. Passengers use travel orders with a control number applied by the TO/ITO/PTO, as travel authorization. The services are billed at the TWCF tariff rate.

Change Fund Custodian—The individual appointed by the squadron/port operations officer/detachment commander to obtain operating funds from the servicing AFO in accordance with DFAS-DE 7010.1-R, *General Accounting and Finance Systems at Base Level*, and DODFMR 7000.14-R, Volume 5.

Channel—APOE/APOD pairs between which common user airlift service may be provided on a scheduled basis. A channel does not represent the actual aircraft routing, although the two may be the same. Channels are established by USTRANSCOM.

Channel Extension—A regular channel mission performing an added stop at a non-channel location. HQ AMC approves channel extensions on a case-by-case basis. Normally, approval is contingent on the onload/offload locations) being within 2 hours of a channel APOD/APOE and shall not result in a major deviation from mission schedule.

Channel Traffic—Traffic moved between points designated in the AMC Sequence Listing for Channel Traffic.

Channel Passenger Operations Section—The organization charged with the management and execution of passenger bookable seats on AMC channel missions. 618 AOC(TACC)/XOGC manages passenger seat inventory to ensure maximum utilization on passenger bookable channel missions.

Circuitous Travel—Travel by a route other than the one that would normally be prescribed by a transportation officer between the places involved.

Classified Shipment—A shipment assigned security classification by the shipper and requiring special handling by the carrier, consignee, and aerial ports/air terminals from origin to destination.

Close Blood or Affinitive Relatives—A permanent member of, and a resident in, a military member's or DOD civilian employee's household and dependent on the sponsor for a home.

Coin Assist—Designates the space-available travel of spouses, accompanying children, and dependent parents of military personnel reported missing in action or captured. This travel is for humanitarian purposes and is allowed on approval of the Chief of Staff, United States Army; Chief of Staff, United States Air Force; Chief of Naval Operations; or the Commandant of the Marine Corps.

Commercial Gateway—A commercial airport serving as an origin/destination point for international air travel.

Competent Medical Authority—A physician cognizant of the medical needs of a sick, injured, or wounded person and having a responsibility to provide (or to arrange to provide) the necessary medical care for that person.

Concurrent Servicing—The simultaneous servicing of fuel, in conjunction with maintenance, inspection, and loading of baggage and/or cargo with or without passengers onboard.

Concurrent Servicing Supervisor (CSS)—The person responsible for the on-site supervision of all aspects of concurrent servicing operations.

Contingency - (DOD) A situation requiring military operations in response to natural disasters, terrorists, subversives, or as otherwise directed by appropriate authority to protect US interests..

Contract Air Terminal Operation (CATO)—A contracted terminal, which has been designated for the sustained air movement of traffic and to serve as an authorized port for entrance or departure to or from the country in which located.

Contracting Officer (CO)—The duly appointed government agent authorized to award and/or administer contracts and perform the day-to-day administration of the contract. The CO is the only person authorized to contractually obligate the government.

Contracting Officer Representative (COR)—Government personnel who perform quality assurance functions for a contracted service.

Courier, Defense Courier Service (DCS)—An officer or an enlisted member in the grade of E-7 or above, of the Departments of the Army, Navy, or Air Force, assigned to a courier station to perform Defense Courier Service duties.

Courier Material—Material accepted by the Defense Courier Service (DCS) for movement on AMC, AMC contract, logistics airlift, and QUICKTRANS aircraft.

Critical Leg ACL—The amount of payload (cargo, mail, passengers, and baggage) that may be carried over the segment of a mission requiring the greatest quantity of fuel.

Customer Identification Code (CIC)—A group of up to 15 digits developed by the user service to enable identification of AMC charges within that service's appropriation and accounting structure.

Customs Territory of the United States (CTUS)—The fifty United States, District of Columbia, Puerto Rico, Guam, and US Virgin Islands.

Defense Transportation System (DTS)—Consists of military controlled terminal facilities, AMC controlled airlift, Military Sealift Command (MSC) controlled or arranged sealift, and government controlled air or land transportation.

Delay—The criteria for military and commercial aircraft differ:

(1) Military Aircraft—For home station originating departures, a reportable delay occurs when the mission departs more than 14 minutes after scheduled takeoff time. For other military aircraft departures, a reportable delay occurs when a mission exceeds its scheduled ground time or scheduled time of takeoff, whichever is later, by more than 14 minutes.

(2) Commercial Aircraft—A reportable delay occurs when the mission blocks out 1 minute or more past scheduled departure.

Delay En Route—Stop-off privilege offered to passengers at any traffic stop along the direct route of a scheduled AMC flight. If the segmented cost is more than the direct cost, the traveler pays the difference.

Depositioning Leg—That portion of a flight necessary to return an aircraft to its home base or station where it shall resume its normal operations.

Designated Couriers—Is an appropriately cleared active duty member of the US Armed Forces (in the grades E-5 or above) or, when authorized, a US Government civilian employee (in the grade GS-5 or above), who is selected to take custody of, safeguard, and escort a particular DCS shipment.

Distinguished Visitor (DV)—All US military personnel (active and retired), foreign national personnel, and civilians in the grade of colonel, Navy captain, GM-15 equivalent or above.

En Route Station—Station between points of origin and destination at which the airlift mission shall stop.

Escort—A member of the armed forces (to include DOD, contract, and other government agencies) assigned to accompany, assist, protect, or otherwise ensure the security, serviceability, or immediate employment of cargo at destination stations. Escorts must possess travel orders in accordance with DOD 4515-13-R.

Essential Station Messing (ESM)—Formerly, Subsistence In Kind. Food furnished to enlisted personnel at government expense. ESM is also termed "Rations-In-Kind."

Family Member—(1) Spouse of uniformed service or DOD civilian member. Unmarried legitimate children (including stepchildren or adopted children) under 21 years of age; or children who are physically or mentally incapable of supporting themselves, regardless of age, if dependent on the member for over half of their support. Parents of the member, or the member's spouse, if dependent on the member or the member's spouse for over half of their support and actually resides with the member's household. Student family members over age 21 for entitlement to transportation (AFI 36-3020, *Family Member Travel*).

Federal Inspection Service Fee—Fee charged to each passenger entering the US on Category B missions through commercial gateways. The charge is distributed to US Customs and Immigration and Naturalization Service. Cash payment of this charge applies only to space-available passengers. The charge is included in the tariff for duty passengers.

Frequency Channel—A channel where the minimum number of missions for a given period is based on user stated mission essential needs rather than cargo forecasts or generation. USTRANSCOM must approve the minimum number per period. Service above the minimum is determined by tonnages generated by the user.

General Services Administration (GSA) City Pair Fares—GSA-contracted passenger airfares for specific origin and destination points for use by government employees on official business.

Global Air Transportation Execution System (GATES)— The United States Transportation Command's aerial and sea port operations and management information system designed to support automated cargo and passenger processing, and provide in-transit visibility data to the Integrated Data Environment/Global Transportation Network Convergence (IGC) system.

Global Decision Support System (GDSS)— Global Decision Support System (GDSS) is a comprehensive unit and force-level planning, scheduling and tracking tool for all Air Mobility Command and AMC contracted missions. The system includes an interface with GATES and dozens of other systems to fulfill its global mobility mission; combining several legacy systems into a modernized, fully integrated global AMC C2 system.

G081--Training Management Information System to keep track of training due dates and when training is completed. This system will standardize and support unit training managers in the day-to-day management of the unit's training program. For additional guidance and information consult HQ AMC/A4TR.

Greenwich Mean Time (GMT)—Also called Zulu Time. Used as the prime basis of standard time throughout the world.

Ground Time—Period of time an aircraft is on the ground. Ground times for military and commercial aircraft differ; military aircraft ground time is computed from landing to takeoff while commercial aircraft is from block in to block out.

Head Tax—Tax for each passenger departing the 50 United States on an international flight (reference Tax Equity and Fiscal Responsibility Act of 1982). Cash payment of the head tax applies to space-available passengers. The head tax is included in the tariff for duty passengers.

Home Station—That base to which an aircraft is assigned.

Integrated Data Environment/Global Transportation Network Convergence (IGC) - An integrated network of command, control, communications, and computer systems as well as related procedures, policy, and personnel in support of USTRANSCOM's global transportation management and operations.

Intransit Passenger—Passenger(s) offloaded at a station other than the destination station and placed aboard an aircraft at en route stations for onward movement.

Intransit Visibility (ITV)—The ability to provide timely and accurate information on the identity, status, and location of DOD unit equipment and non-unit resupply moving through the logistics pipeline from cargo offering and/or initial requisition to receipt by the requester.

Manifest—Movement record of traffic transported on aircraft operated by, for, or under the control of the Department of Defense.

Material Handling Equipment (MHE)—Special purpose cargo handling equipment compatible with the 463L cargo handling system. Examples are the 10K forklift, 25K, and 60K aircraft cargo loaders.

Mixed Cargo and Passenger Missions—Scheduled airlift missions designated in the AMC passenger/cargo schedule or by HQ AMC for the movement of both cargo and passengers

No-Show Passenger—An individual with a confirmed reservation for a specific mission who fails to check-in at the appropriate passenger service counter in time to be processed and manifested for that mission.

Noncombatant Evacuation Operations (NEO)—Movement of DOD, Department of State, other US personnel, and designated aliens who must be moved from a threatened geographic area or theater of operations.

Non-DOD US Government Tariff—Charges for transportation provided to US Government federal agencies other than the DOD

Non-Spouse Minor—Any authorized dependent other than the spouse that is under the age of 18.

Non-US Federal Agencies—FMS and non-US Federal agency users and individuals authorized transportation under DOD 4515.13-R (use FMS and non-US Government channel tariffs).

On-Time Arrival—An aircraft that blocks in, on, or before scheduled arrival time, plus 15 minutes.

On-Time Departure—An aircraft that takes off at the scheduled or established time. Take off within 14 minutes of scheduled time (military) or block-out within 20 minutes of scheduled blocks (civilian) is an on-time departure.

Opportune Airlift—Any aircraft not on a scheduled channel mission that offers space for passengers, cargo, and/or mail on a reimbursable basis.

Overpacked Meals—Frozen meals loaded on the aircraft at one station to be used by passengers originating at stations where the capability to provide frozen meals does not exist.

Passenger Loading Bridge—A maneuverable and adjustable covered walkway used to deplane and enplane passengers between the aircraft and terminal.

Passenger Service Center (PSC)—The primary assistance point in the passenger terminal. Provides a Passenger Reservation Section coordinated interface between the check-in counter and the passenger who arrives late, without a reservation, or with a travel problem. Accomplishes flight set-up for all flights processed in GATES. Has reservation/booking control for scheduled passenger missions from the time the pre-manifest is received until the mission departs. Determines travel eligibility, signs up and selects space-available and duty standby passengers for movement, maintains passenger backlog listings and collects passenger travel orders or letters of authorization.

Passenger Terminal—All parts of the facility where AMC passenger terminal operations take place, to include offices, AAFES operations, and other organizations within the facility.

Personal Excess Baggage—Pieces and/or weight in excess of that authorized; the passenger is required to pay for this baggage.

Pilfered Baggage—Baggage reported as having been tampered with and/or contents removed.

Positioning Leg—That portion of a flight necessary to move an aircraft from a station to a point at which a directed operation commences.

Quality Assurance—A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this contract, quality assurance refers to actions by the government.

Radiation Safety Officer—An individual assigned and appointed by the Installation Commander to provide oversight and execution of a radiation safety program. This individual is normally assigned to the Bioenvironmental Engineering Flight within the Medical Group (or equivalent).

Range Ride—An in-flight evaluation of a commercial air carrier's cabin services and conditions by a designated AMC representative.

Rehandled Passengers—Passengers who are retransported, offloaded (after having been loaded), re-screened, re-manifested, re-boarded, or reprocessed due to circumstances not controllable by ATOC. These passengers shall be recorded on AMC Form 108, *Rehandled Passenger Workload*, for inclusion in the RCS: HQ AMC-DOZ (M&Q) 7107 Report. See AMCI 24-101, Vol 6.

Requirements Channel—An AMC channel that serves two points on a scheduled basis, depending on the volume of traffic forecast generated by the user.

Retrograde Cargo/Mail--Cargo which originates in overseas areas, moved by any mode of transportation in the reverse flow of a normal traffic pattern, destined to and terminating in the CONUS.

Rotate Passenger—Remove selected/manifested passenger from flight and return to the Space-R/Space-A backlog.

Space-Available (Space-A) Traffic—That traffic authorized for movement as outlined in DOD 4515.13-R.

Space Block—A reservation of space requested by the user and confirmed by the controlling agency. This reservation is made to ensure that space is made available for movement of specific traffic on a particular mission.

Space Required (Space-R)/Cash Reimbursable—Space required passengers who are authorized and have elected to purchase an Air Transportation Authorization (ATA) for their movement IAW the provisions outlined in DOD 4515.13-R, Chapter 4. Cash reimbursable means the passenger reimburses the DOD for the travel provided.

Space-Required Traffic—Those categories of reimbursable traffic as outlined in DOD 4515.13-R.

Special Air Mission (SAM)—Missions operated by aircraft assigned to the 89 AW in support of the special airlift requirements of the DOD.

Special Assignment Airlift Mission (SAAM)—A mission operated by AMC (other than the 89 AW), which requires either a special pickup or delivery at points other than those established within the AMC route structure; or requirements for movement within this structure that requires special consideration because of the number of passengers, weight, size of cargo, urgency or sensitivity of movement, or other special factors.

Standoff distance—A distance maintained between the outer wall of the inhabited portions of a building and the potential location for an explosive detonation.

Sterile area—A location in which screened passengers, baggage, or cargo are isolated in such a way that prohibited and/or restricted items cannot be received by passengers or inserted into baggage or cargo.

Suspicious Package—A suspicious package may include but not limited to a container received through the postal system, or found that does not meet the definition of unattended baggage. It could also be a box or bag found in an area it would not normally be found. See Attachment 25 for further information.

Tech Stop—A special stop by a scheduled mission at a station that is not part of the channel system. Tech stops are made on missions between channel stations.

Transportation Working Capital Fund (TWCF)—That part of the Air Force Working Capital Fund operated by AMC to finance the operating costs of the airlift services provided by the United States Transportation Command for airlift services and is reimbursed for such costs by authorized customers to whom airlift service is rendered.

Travel Information Manual (TIM)—Each passenger terminal maintaining a DOD Foreign Clearance Guide (FCG) for the purpose of performing border clearance can obtain this publication by contacting the local base library. The base library shall order the publication in accordance with AFI 34-270, *Air Force Library and Information System (AFLIS)*.

Unattended Baggage—A bag or container not under positive control, used for holding personal property while traveling. May consist of but not limited to suitcase, duffel bag, gym bag, box or other container that is marked with passengers or owners name. Bag may also include tags or other identifying markings (see **Attch 21**).

Unauthorized Baggage—Baggage weight above the authorized baggage weight allowance on the travel orders. Further, those items specifically prohibited by law.

Unit Move—Movement of troops and associated cargo.

United States Transportation Command (USTRANSCOM)—The DOD single manager for common-user and traffic management activities.

Attachment 2

GLOSSARY OF CODES

Table A2.1. Use these codes to indicate the Category of Service provided.

CODE	CATEGORY SERVICE
A	Category A
B	Category B, Patriot Express
C	Regular/standard fare/CONUS commercial service (US flag carrier)
D	CONUS courier flight; regular scheduled commercial service
E	Aero medical evacuation aircraft
F	Regular/standard fare international commercial service (US flag carrier)
G	Regular/standard fare commercial service (foreign flag carrier)
H	CONUS courier flight; commercial contract carrier aircraft
I	Not used
J	CONUS courier flight; military aircraft
K	Not used
L	AMC military (cargo)
M	AMC military (passenger or passenger/cargo) (programmed capability)
N	Air National Guard aircraft
O	Not used
P	AMC military (passenger or passenger/cargo) (un-programmed capability)
Q	Not used
R	Air Force Reserve aircraft
S	Special Assignment Airlift Mission (SAAM) aircraft
T	Not used
U	Unscheduled non-TCWF (opportune) passenger or cargo aircraft
V	Not used
W	Travel cancellation

A2.1. "Type standby" classification of a duty standby passenger and/or:

A2.1.1. Reason a passenger's name was removed from the pre-manifest for a flight and/or:

A2.1.2. GATES stations shall enter the appropriate code in the "RSN CODE" data field or the "TYPESTNDBY" data field as appropriate.

Table A2.2. Type Standby/PRS Cancellation Codes

CODE	TITLE	EXPLANATION
A	Duplicate Booking	Passenger has a duplicate booking; use this code to cancel one of their bookings
E	Early Arrival	Personnel reporting to the APOE in advance of the reporting time designated in the travel order and who are accepted for movement on the first available aircraft
F	Pre-manifest cancellation (by requesting activity or passenger)	Indicated cancellation request by a requesting activity or passenger received by PRS after the pre-manifest was forwarded to the reservation/passenger service check-in counter, and before flight close out time

N	No-Show Passenger	A passenger, listed on the pre-manifest, who failed to report for a scheduled departure
P	Passport Hold	Passenger delayed as a result of passport or visa irregularities
W	Walk-in	A passenger traveling on a Space-R basis that arrives at the terminal without a confirmed reservation
X	Flight	Passengers who reported for commercial movement on a scheduled flight which includes passengers on flights, which due to weather etc., were required to divert from the APOE

Table A2.3. Grade and Title Codes

ARMY	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Cadet	CDT
Officer Cadet	OC
Chief Warrant	CWO-5/CW5
Master Warrant Officer	MW4
Warrant Officer I	CW1
Warrant Officer Cadet	WOC
Command Sergeant Major	CSM
Sergeant Major	SGM
1st Sergeant	1SG
Master Sergeant	MSG
Sergeant First Class	SFC
Platoon Sergeant	PSG
Staff Sergeant	SSG
Sergeant	SGT
Specialist	SPC
Corporal	CPL
Private First Class	PFC
Private	PV2
Private	PV1
NAVY/COAST GUARD	
Admiral	ADM
Vice Admiral	VAD

Rear Admiral (Upper Half)	RAD
Rear Admiral (Lower Half)	RAD
Captain	CPN
Commander	CDR
Lt Commander	LCD
Lieutenant	LT
Lieutenant JG	LJG
Ensign	ENS
Midshipman	MID
Chief Warrant Officer	WO4, WO3, WO2
Warrant Officer 1	CW1
Master Chief Petty Officer	CPM
Senior Chief Petty Officer	CPS
Chief Petty Officer	CPO
Petty Officer First Class	PO1
Petty Officer Second Class	PO2
Petty Officer Third Class	PO3
Seaman, Fireman, Airman	SN, FN, AN
Apprentice	SA
Recruit	SR
AIR FORCE	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Flight Officer	FOI
Chief Master Sergeant	CMS
Senior Master Sergeant	SMS
Master Sergeant	MSG
Technical Sergeant	TSG
Staff Sergeant	SSG
Senior Airman	SRA
Airman 1st Class	A1C
Airman	AMN
Airman Basic	AMB
Aviation Cadet	AVC
Air Force Academy Cadets	AFC
OSI Agents	OSI

MARINE CORPS	
General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
OTHER	
Mister	1
Miss	2
Madame	3
Foreign Indigenous	F
DEPENDENTS	
Dependent of DOD Civilians	CVD
Officer Dependents	OFD
Enlisted Dependents	END
INFANTS	
Officer Infant	OIF
Enlisted Infant	EIF
Civilian Infant	CIF
Foreign National Infant	FIF
Foreign National Military	
Enlisted (Equivalent to US grades E-1 thru E-3)	FEN
Enlisted (Equivalent to US grades E-4 thru E-9)	FNC
Warrant Officer All	FWO
Officer (Equivalent to US grades 0-1 thru 0-5)	FCO
Officer (Equivalent to US grades 0-6 and above)	FCD

Table A2.4. Special Passenger Category Codes.

CODES	EXPLANATION
1	Distinguished Visitor
2	Pregnant
3	Infant
4	Blind
5	Courier
6	First-Time Entry
7	Medal of Honor Holder

8	Foreign Exchange Military
9	Unaccompanied Minor Dependent
A	Civilian (including retiree) and/or dependents (not otherwise described)
B	The request contains Space-A passenger(s) who are traveling on a space reimbursable status.
C	Military husband traveling with military wife
D	Blue Bark or Next of Kin Deceased
E	Minor Dependents
F	Air Evac Movement – Source System TRAC2ES
G	Contingency/Exercise Travelers only
H	Foreign National
J	School Teacher
K	School Key Official
L	Differently Abled
M	Active duty member traveling PCS to retirement point
N	Active duty member traveling PCS to separation point
P	Prisoner
Q	Support personnel traveling as passengers, who must remain with the aircraft
R	Armed escort(s) accompanying other passengers
S	Board actions
T	Identifies a military member who joined the armed forces in an overseas area and is on initial assignment to the CONUS for training
U	Unarmed escort(s) accompanying other passengers
V	Coin Assist
W	Passenger (other than prisoner) being escorted by armed or unarmed escort.
X	Armed escort accompanying a special shipment being moved on the same aircraft
Y	Person requiring more than one seat. Unarmed escort accompanying a special shipment being moved on the same aircraft
Z	Next of Kin or Very Seriously Ill

Table A2.5. Account Handling Codes.

CODE	EXPLANATION
A	Identifies a passenger who is reimbursing AMC at the government (common user) rate, and on a credit basis.
B	Identifies a passenger who had been removed from a SAAM flight and is provided transportation on a channel traffic mission
C	Identifies a passenger who is reimbursing AMC at the government (common user) rate and is paying cash
D	Identifies a passenger who had been refused entry into a country due to failure to comply with border clearance requirements and is being returned to the nearest station where border clearance documents may be secured. This code should be displayed on the aircraft departure (boarding) manifest
E	Identifies an intransit passenger

F	Identifies a passenger, previously determined to be a stowaway, who is being returned to point of origin. This code should be displayed on the aircraft departure (boarding) manifest
G	Identifies a passenger who is reimbursing AMC at the non-government (international) tariff rate and on a credit basis.
H	Identifies a Space-A passenger. This code shall be displayed on the aircraft departure (boarding) manifest and as a prefix to the Space-A control number (sign-in date, sign-in time) for the passenger
J	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis
K	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and on a credit basis
L	Identifies a passenger who is reimbursing AMC at the non-DOD federal agency tariff rate and is paying cash

Note: For bookable missions ensure passengers have contacted their local transportation office.

Table A2.6. Transportation Priority Codes.

PRIORITY	REASON	CATEGORY OF TRAVEL
1	Emergency	Space-R
2	Urgent (deadline arrival)	Space-R
3	Urgent (important)	Space-R
4	All Other	Space-R
A	Category I	Space-A
C	Category II	Space-A
D	Category III	Space-A
E	Category IV	Space-A
F	Category V	Space-A
R	Category VI	Space-A

TRANSPORTATION PRIORITY 1:

Personnel whose presence is required by an emergency so severe (death, sickness) that precedence should be given over all other passenger traffic and who, under no circumstances, should be delayed en route for other passenger traffic. Verification is required. Active duty personnel and command-sponsored dependents on authorized emergency Leave and Medical evacuees.

TRANSPORTATION PRIORITY 2: Personnel whose movement is necessary to meet a destination arrival deadline (temporary duty) for accomplishing an essential mission.

TRANSPORTATION PRIORITY 3: Personnel returning to their duty station from emergency leave, personnel returning to their duty station to terminate TDY status and personnel on PCS orders.

TRANSPORTATION PRIORITY 4: Personnel who are otherwise eligible for movement, unaccompanied dependents and personnel of non-DOD activities.

Table A2.7. Type Travel Codes.

1. Space-R:	
CODE	TYPE TRAVEL
EA	Authorized or directed air travel of military enlisted personnel in permanent change of station (PCS) status accompanied by family members
SL	Individuals authorized Space-R travel in accordance with AFI 36-2110, <i>Assignments</i>
NA	Unfunded Space-R passengers traveling on non-TWCF aircraft
PT	Authorized or directed air travel of military personnel in temporary duty status (TDY/TAD)
CT	Authorized or directed air travel of civilian personnel in temporary duty status (TDY/TAD)
TT	A special code used to identify a travel team integrity transaction
OA	Authorized or directed air travel of military officer personnel in permanent change of station (PCS) status accompanied by family members
CC	Authorized or directed air travel of civilian personnel in PCS status accompanied by family members
PU	Authorized or directed air travel of military personnel in (PCS) status not accompanied by family members.
CU	Authorized or directed air travel of civilian in PCS status not accompanied by family members
DS	Dependent student (Space-R)
DA	Dependents accompanied by military principal
CA	Family members accompanied by a civilian principal
DU	Family members not accompanied by military principal
CD	Dependents not accompanied by civilian principal
EL	Emergency leave, military (Space-R)
DL	Military dependent traveling Space-R on emergency leave
RL	Renewal agreement travel for leave (civilian)
RS	Special combat leave
RT	Authorized reimbursable air travel of non-DOD sponsored passengers
PC	US citizen employees of the DOD when classified as Armed Forces patients
PM	Active duty or retired members of the military departments, excluding the US Coast Guard, in an Armed Forces patient's status
PD	A dependent of a member of a military department on active duty; or of a member deceased while on active duty; or a dependent of a retired or deceased retired member of a military department who is authorized medical care under the provisions of AFI 41-210
PE	Family members of US citizen employees of the DOD when classified as Armed Forces patients
PZ	Family members authorized to accompany US Armed Forces patients who are

	transported in PCS status reimbursable
PP	All other patients/persons for whom reimbursable transportation has been authorized, including the US Coast Guard and their dependents
PA	Special medical or non-medical attendant
PB	Non-DOD medical or non-medical attendant
NR	Unfunded Space-R passengers traveling on DOD aircraft for Inactive Duty Training
CK	Cost charge travel
FM	Foreign Military
FS	Foreign Travel
HR	Human Remains Escort
CO	Contractor Travel
PR	Prisoners
SH	OPERATION SAFE HAVEN directed travel of military/civilian personnel accompanied by dependents
SJ	OPERATION SAFE HAVEN directed travel of dependents accompanied by military/civilian principal
SK	OPERATION SAFE HAVEN directed travel of military/civilian dependents not accompanied by military principal.
SU	OPERATION SAFE HAVEN directed travel of military/civilian personnel not accompanied by dependents
NC	NEO directed transportation for non-US citizens
NO	NEO directed transportation for US citizens
<p>2. Space-R Reimbursable. Following are type travel codes for Space-A passengers who are authorized (and elect) to use Space-R reimbursable travel. Except as indicated, these codes may be used in requesting reservations. Specific categories of Space-A passengers authorized to travel on a Space-R reimbursable basis are identified in DOD 4515.13-R</p>	
CODE	TYPE TRAVEL
RA	Identifies an emergency leave passenger (DOD civilians and their dependents, and military dependents) traveling reimbursable Space-R
RB	Identifies a close-blood/affinitive relative, accompanying PCS sponsor or dependents, traveling reimbursable Space-R (See Note 1)
RD	Identifies secondary students in an overseas area traveling reimbursable Space-R
RC	Identifies all other miscellaneous Space-A passengers traveling reimbursable Space-R
<p>Note: RB category reservation must be included with a sponsor's request, as current directives do not provide for separate travel</p>	
3. Space-A:	
CODE	TYPE TRAVEL
CL	Emergency leave and recovered patients (dependents and civilians only)
CR	Close-blood/affinitive relative accompanying PCS sponsor or dependents
EM	Environmental and morale leave
HF	Hostile fire leave, military only
RE	Reenlistment leave
OL	Ordinary leave, military only

SA	Space-A, miscellaneous (i.e. convalescent)
SR	Space-A, retired personnel
SD	Space-A, dependents
SS	Space-A, student
Note: Reference DOD 4515.13-R, to determine US Armed Forces patient's status	

Table A2.8. Sponsor Service Codes.

CODE	SPONSOR SERVICE
A	Army
N	Navy
F	Air Force
M	Marine Corps
C	Coast Guard
X	Other
D	DLA
J	Joint

A2.2. DV CODES POSITION 1.**Table A2.9. DV Requirements Service Codes.**

CODE	SERVICE CATEGORY
A	Air Force
R	Army
C	Coast Guard
M	Marine Corps
V	Navy
S	Civilian
F	Foreign civilian or military

A2.3. POSITION 2.**Table A2.10. Distinguished Visitor Codes.**

CODE NUMBER	DV IDENTIFICATION
1	President of the US
	Heads of state of foreign countries and reigning royalty
2	The Vice President of the US
	Governor of a State of the US
	Speaker of the House of Representatives
	The Chief Justice of the US
	Former President of the US
	Retired Chief Justice of the US
	Foreign Prime Minister or cabinet officer
	Foreign ambassador, high commissioner, or special diplomatic representative whose credentials give him/her authority equal to or greater than that of an ambassador

	Former Presidents
	Secretary General of the UN
	The United States Ambassador to the UK
	Minister of foreign powers
	Associate Justices of the Supreme Court
	Retired Associate Justices of the Supreme Court
	The Cabinet:
	Secretary of State
	Secretary of Treasury
	Secretary of Defense
	Attorney General
	Postmaster General
	Secretary of Interior
	Secretary of Agriculture
	Secretary of Commerce
	Secretary of Labor
	Secretary of Health and Human Services
	Secretary of Homeland Security
	Secretary of Housing and Urban Development
	Secretary of Transportation
	Secretary of Energy
	Secretary of Education
	President Pro Tempore of the Senate
	Acting heads of Executive Departments (in the absence of the cabinet member)
	Former Vice Presidents of the US
	Members of the Senate and House of Representatives
	Governor of Puerto Rico
	Under Secretaries or Deputy Secretaries of Executive Departments (see Cabinet above for Executive Departments)
	Administrator, Agency for International Development
	Director, US Arms Control and Disarmament Agency
	Charge d' Affairs of foreign powers
	Former Secretaries of State
	Secretary of the Army
	Secretary of the Navy
	Secretary of the Air Force
	Director, Office of Management and Budget
	Chairperson, Council of Economic Advisers
	US Trade Representative
	Chairperson, Board of Governors, Federal Reserve
	Chairperson, Joint Chiefs of Staff
	Chief of Staff, US Army
	Chief of Naval Operations

	Chief of Staff, USAF
	Commandant of the Marine Corps
	Chief of Staff
	General of the Army
	Fleet Admiral (5-star rank)
	General of the Air Force
	Secretary General and Representatives to Organization of American States
	Administrator of the Central Intelligence Agency
	Administrator, General Service Administration
	Director, US information Agency
	Administrator, National Aeronautics and Space Administration
	Administrator, Federal Aviation Agency
	Director, Office of Personnel Management
	Chairperson The Atomic Energy Commission
	Under Secretary of Defense for Research and Engineering
	Special Assistant to the President of the US
	Special Counsel to the President of the US
	Deputy Under Secretaries of other Executive Departments
3	Assistant Secretaries Executive Departments
	Assistant Secretaries of Defense and General Counsel (by date of appointment)
	Active of Designate US ambassador and ministers (career rank when in the US)
	Under Secretaries of the Army, the Navy, and the Air Force
	Governors of Territories
	Commandant of the Coast Guard
	Vice Chief of Staff US Army, Vice Chief of Naval Operations, and Vice
	Chief of Staff US Air Force
	Generals and admirals (4-star rank)
	Retired generals and Admirals (4-star rank)
	Assistant Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
	Special Assistant to the Secretary of Defense
	Assistants to the Secretary of Defense
	Legislative Affairs
	Atomic Energy
	Director, Defense Advanced Research Projects Agency
	Bishops of Washington
4	Lieutenant Generals and Vice Admirals (3-star rank)

	Retired Lieutenant Generals and Vice Admirals
	Chief Scientists, Department of Defense, Air Force, etc.
	General counsels of the military departments
	Deputy Directors, Defense Research and Engineering and Deputy General Counsels (by date of appointment)
	Deputy Assistant Secretaries of Executive Departments
	Chairperson of statutory boards, committees, and independent agencies
	Administrative Assistants to the President of the US
	Special Assistants of military departments
	Deputy Under Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
	Counselors of foreign powers
	PL 313 (appointed civilians)
	SES
5	Major Generals, Rear Admirals (upper half)
	Retired Major Generals, Rear Admirals
	Deputy Assistant Secretaries of the Army, the Navy and the Air Force (by date of appointment within each service)
	Surgeon General Public Health Service
	SES
6	Brigadier Generals, Rear Admirals (lower half)
	Brigadier Generals, Commodores
	The Assistant Chiefs of Protocol
	The Secretary of the Senate
	SES
7	Captains USN or USCG; Colonels USAF, USA, or USMC; or comparable rank officers of friendly nations
	Retired Captains, USN/USCG, Colonels
	Consuls in charge of consulates of foreign powers
	Second and third secretaries of foreign embassies and legations
	GS-15 or equivalent
<i>Note:</i> The above listing is not necessarily in order of precedence	

A2.4. POSITION 3.

Table A2.11. DV Requirement Codes.

CODE LETTER	DV REQUIREMENTS
H	Accord honors
M	Accord no honors, provide meals
N	Accord no honors, requests informal visit
S	Accord no honors, provide servicing only
T	Accord no honors, provide transportation only
Q	Accord no honors, provide quarters only
O	No request
EXAMPLES: V6H Means: Navy rear admiral (lower half) request full honors. A7T Means: Air Force colonel requests transportation R70 Means: Army colonel no requests	

A2.5. The following alpha and numeric codes identify commercial and military aircraft type and series:

Table A2.12. Aircraft Type/Series Coding.

ALPHA/NUMERIC CODE	AIRCRAFT TYPE SERIES
A	B-707
C	B-727
D	B-737
E	B-747
F	C-17
G	DC-8
H	Reserved for future use
I	Reserved for future use
J	C-9
K	T-43
L	C-140
M	KC-10
N	UV-18B
O	Reserved for future use
P	KC-135
Q	C-130
R	C-23
S	C-5A
T	C-12
U	L-188
V	C-21
W	C-137
X	B-757

Table A2.13. Aircraft Type/Series Coding.

Y	DC-6
Z	B-767
0 (zero)	C-27
1	T-39
2	Other commercial aircraft type
3	Other military aircraft type
4	C-5B
5	L-1011
6	L-100
7	DC-10
8	MD-11
9	Reserved for future use

Attachment 3

AMC FORM 229, PASSENGER SERVICE FLIGHT FOLDER, INSTRUCTIONS

A3.1. AMC Form 229 is designed to provide passenger service management with a step-by-step record of events. Passenger dispatch is OPR for the folder; therefore, this section shall ensure all information on the form is accurate and properly completed. All entries shall be legible and written in ink, pencil, or computer generated via GATES. Place a dash (-) in or leave blank any block not requiring an entry. Once the form is completed, it is reviewed by the shift supervisor or his/her designated representative for accuracy and content. When satisfied that all tasks have been accomplished and all entries are legible and complete, the supervisor or his/her designated representative signs in the shift supervisor block. The folder must always contain, but is not limited to, documents listed in the folder checklist. In the event a particular document is omitted, an explanation in the remarks section by the shift supervisor or his/her designated representative that efforts are in progress to obtain the necessary documents. AMC Form 229 may be printed and filed IAW local policy; however, printing/storing of the form and its associated documents is not a requirement unless needed during manual operations or where GATES is not available.

A3.2. Use the following instructions when completing the outbound portion of the AMC Form 229:

Table A3.1. Instructions on Completing Outbound AMC 229.

Outbound	All times annotated on the folder shall be Zulu times.
Mission Number	Enter the 12-position mission number, for example, PQC T657Y0186. (PE missions use the 12-position mission in conjunction with the new "MC" 4-digit mission number.)
Call signs	Enter the call sign when used in lieu of the 12-position mission number, for example, Pacer 61/186.
Aircraft Type	C-17, B-747, DC-10, etc.
Tail Number	Enter the last five digits of the tail number
Mission Routing	Enter all en route stops using three-Letter location.
Carrier/Operator	ATA, WOA, 305, 436, 60, etc.
ETD Date	Estimated time of departure and Julian date, for example, 1630/187.
ATD/Date	Actual time of departure -and Julian date.
Spot	Aircraft parking spot to be utilized
ACL	Allowable cabin load (total seats on the aircraft)
Flight Code	N/A
Set Up Received From	Enter time and initials of the individual from whom the initial set-up was received (ATOC).
Revised	Enter the time and initials of the individual from whom the revised set-up was received (ATOC).
Set-up Passed To	Enter the time and initials of the individual passing the initial set-up and to whom the set-up was passed.
Revised	Enter the time and initials of the individual passing the revised set-up and to whom the set-up was passed
Sequence of Events Required	Enter the time of each event which local management
Time	has determined to be an acceptable standard

	operating time in relation to the ETD. On scheduled PE missions, as a standard opening time use the 6 hours prior to scheduled ETD for flight open and 45 minutes prior to scheduled ETD for firm meal order request.
Actual Time	Enter the actual time each event was accomplished.
Initials	Enter the Initials of the individual(s) passing or receiving the coordinated information and the actual time the event was accomplished/requested.
Seats Released	Enter the number of seats initially released for onload of originating passengers.
Initial Seat Release	Enter the total number of seats initially released by ATOC, the actual time of seat release, the ATOC controller's initials and the individual's initials receiving the seat release. Should the seat release change (plus or minus), line through the initial seat release and comply with the revised seat release instruction.
Revised Seat	Enter the revised seat release when there is an increase or decrease in the initial seat release. Annotate the actual time, initials of the ATOC controller, and the individual's initials receiving the revised seat release.
Tentative Meal Order In-flight	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the in-flight kitchen representative to whom the tentative request was passed.
Fleet	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the fleet service representative to whom the tentative request was passed.
Flight Open Processing/PSC	Enter the actual time and initials of the shift supervisor opening the flight for processing.
Firm Meal Order	Enter the actual time, initials of the individual.
In-flight	Passing the firm meal order, and initials of the in-flight kitchen representative to whom the firm request was passed.
Fleet	Enter the actual time, initials of the individual passing the firm meal order, and initials of the fleet service representative to whom the request was passed.
Flight Closed Processing/PSC	Enter the actual time and initials of the shift supervisor closing the flight
Baggage at Aircraft	Enter the actual time the baggage was delivered to the aircraft for loading and the loading crew supervisor's initials (at commercial gateway operations the Quality Assurance Personnel (QAP) shall provide these times).
Final Boarding Manifest	Enter the actual time when the final boarding manifest was

	available.
Pax Call/ACFT Available	Enter the actual time the passenger call/aircraft is available for boarding and the ATOC controller's initials.
Gate Opened	Enter the actual time the gate is opened for passenger/hand-carried baggage screening and the shift supervisor's initials.
Baggage Onload Started	Enter actual time the baggage onload started and the loading crew supervisor's initials (at commercial gateway operations the QAP shall provide these times).
Completed	Enter actual time the baggage onload was completed and the loading crew supervisor's initials.
Pax Arrived at ACFT	Enter actual time passengers arrived at the aircraft by way of bus or mobile lounges (at commercial gateway operations the QAP shall provide these times) and the loading supervisor's initials.
Passengers Onload Started	Enter actual time the passenger onload started and the loading supervisor's initials (at commercial gateway operations the QAP shall provide these times).
Completed	Enter actual times the passenger onload was completed and the loading supervisor's initials (at commercial gateway operations the QAP shall provide these times).
Meal Breakdown Crew/Passengers	Enter the amount and type of meal in the appropriate block.
Passenger Breakdown Passed to	Enter the time and initials of the ATOC controller to whom the breakdown was passed.
Space-R/Space-A	Enter the number of Space-R/Space-A passengers through, on, and off next stations.
Passengers Totals	Enter the Space-R/Space-A passenger's totals thru, onload, and off next station.
Civilians, Blue Bark, etc.	Enter the number of unique passengers through, onload, and off next station
Passenger/Baggage Weights	Enter the passenger/baggage weights for through onload, and off weights off next station.
Total Weights	Enter the combined passenger/baggage weights for through, onload, and off next station.
Baggage Bins/Container LD-3s	Enter the number of baggage bins through, onload, and off next station.
Rush Bags	Enter the number of rush baggage, onload, and off next station.
Waiver Request	Check the appropriate waiver request block yes/no. If passenger prohibited cargo is being airlifted and there were duty/Space-A passengers in the backlog and a waiver was not requested, annotate in the remarks section why the waiver was not requested.
Waiver Number	Enter the waiver number.
Type Waiver THETA/Single	NA

Folder Contents	Check each item when the corresponding document is placed in the flight folder Leave blank items that do not apply. Additional contents are to be annotated in the remarks.
Passenger Breakdown	Commercial gateway requirement only.
Passed to Downline station	Enter the actual time the passenger breakdown information received/passed, the last name (printed) and grade.
Mission Abort/Type Abort	Check the appropriate block when abort occurs.
Special Category	Enter grade, name, and branch of service, kind of passenger request/remarks special category /unique passenger and type of assistance, if requested. Record pertinent flight information not otherwise identified.
Set-Up Prepared By/Date	Enter the individual's last name who prepared the outbound set By/Date up and the calendar date the set up was prepared.
Shift Supervisor	The individual reviewing the folder for signature/date completeness and accuracy shall sign and date in the block provided. Normally, the shift supervisor shall accomplish this; however, the shift supervisor may designate an individual. Individuals designated to accomplish this task shall sign and date.

A3.3. Instructions when completing inbound portion of the AMC Form 229:

Table A3.2. Instructions on completing inbound AMC Form 229

From	Enter the three-letter station code from which the aircraft last departed, for example, DNA, OKO, OSN, etc.
ETA/Date	Estimated time of arrival and Julian date, for example, 1630/175.
ATA/Date	Actual time of arrival and Julian date.
Spot	Aircraft parking spot to be utilized.
Ground Time	Enter the schedule ground time, for example 3 hours, 15 minutes, if the mission is terminating, enter term.
Set Up Received From	Enter the time and initials of the individual from whom the set -up was received
Revised Data	Enter the revised ETA/ Julian date, time, and initials of the individual from whom the data was received.
Passenger Data Space-R/Space-A	Enter the number of Space-R/Space-A passengers off and through.
Totals	Enter the Space-R/Space-A passenger totals, off, and through
Civilians, Distinguished Visitors, Blue Barks	Enter the number of unique passengers off and through
Passenger Offload Started	Enter the time passenger offloading
Completed	Enter the time passenger offload was completed, initials of the individual from whom the information was received, and

	initials of the person to whom it was passed.
Baggage Offload Started	Enter the time baggage offload commenced, initials of the individual from whom the information was received, and initials to whom it was passed.
Completed	Enter the time baggage offload was completed, initials of the individual from whom the information was received, and initials to whom it was passed.
Baggage Available to passenger	Enter the time the first container/baggage cart of baggage was available to the passenger(s), initials from whom the information was received, and initials to whom it was passed.
Set Up Prepared By/Date	Enter the individual's last name who prepared the inbound set up and the calendar date (day, month, and year) the set up was prepared.
Shift Supervisor	The individual reviewing the folder for completeness and accuracy shall sign and calendar date the folder. Normally, this shall be accomplished by the shift supervisor; however, the shift supervisor may designate this task.
Remarks/Outbound Continued	Continuation of remarks from the outbound portion of the flight folder.
Remarks	Record pertinent flight information not otherwise identified.

A3.4. In all cases where initials are required on AMC Form 229, the passenger service dispatcher's initials shall be entered after initials of the individual to whom the information was passed; for example, information received from fleet service and passed to passenger dispatch (Fleet SP/Pax Dispatch JR).

Attachment 4

MISSION ROUTE SUPPORT CIC CHART

A4.1. Use the following chart to construct a CIC for MRS travel when one is not provided on the travel order: **Note:** BLANKET MRS ORDERS ARE NOT AUTHORIZED.

Table A4.1. Instructions on constructing a CIC for MRS travel.

1 4	
2-4 MRS	
5	Headquarters Identification 1- HQ AMC 2- 21EMTF 3- 15EMTF 4- 721 AMOG 5- 715 AMOG 6- AFRC 7- ANG 8- USTRANSCOM
6-9	Staff, Wing, or Group office Identification: Use first four of office symbol or unit designator if less than four use 0. Examples: HQ/AMC Pax=A4TP, 21EMTF=2100
10-13	AMC Squadron, or Reserves Forces When not used, enter "0000" Example: Charleston= 4370 for 437 APS.
14-15	Unique squadron identifier: For PE MRS traveler's use 0B, all others shall be coded 00

Attachment 5**AMC FORM 79 PASSENGER INFORMATION**

A5.1. Purpose: An optional form to provide information to the flight attendant or loadmaster/boom operator and standardize placing of passenger manifests on organic and AMC charter aircraft.

A5.2. This form is designed so that each station an aircraft transits can fill out their originating passenger information and show through load passenger information. It is intended to help the COR/Passenger Service Representative brief the crew on passenger totals. At the originating station an AMC Form 79 may be filled out to reflect passengers on that aircraft, when it arrives at the en route station a new AMC Form 79 should be filled out showing their originating passengers and the passengers going through in order to keep an accurate total. A new AMC Form 79 should be filled out at each stop. All manifests and other documents can be placed in this form for easy carriage. Each station shall dispose of the old form.

A5.3. Blocks on AMC Form 79 should be filled in as follows:

A5.3.1. Originating Station: Station filling out the form.

A5.3.2. Date: Date the mission is departing.

A5.3.3. Mission Number: Complete mission number.

A5.3.4. Aircraft Number: Tail number of aircraft.

A5.3.5. Aircraft Type: C-5, C-17, B-747 etc.

A5.4. Under the PASSENGER section, the following should be filled in:

A5.4.1. ON/THRU/TOTAL: Breakdown by onload and through-load your Space-R/Space-A passengers and total them under the "total" column.

A5.4.2. Smoking: Not applicable.

A5.4.3. Nonsmoking: Not applicable.

A5.4.4. Waiver Number: Fill in any waiver numbers if applicable.

A5.4.5. Total meals: Show total passenger meals.

A5.4.6. Special Meals: Show any special meals and use the "REMARKS" block to show what type of meal, i.e., diabetic meal, no-salt meal, vegetarian, etc.

A5.4.7. In-laps: Not applicable.

A5.4.8. Preservers: Show how many child/infant preservers are needed for children.

A5.5. Passenger breakdown assist the down line station on how many civilian, foreign nationals, children, infants, and DVs are on board. It is important that these blocks be filled in.

A5.6. Remarks/DV Requests: Show any special information on DVs, special meals, or any information you think might be important to the crew.

Attachment 6

STANDARDS OF PERFORMANCE

A6.1. The following summarizes all standards of performance contained within the chapter. The standards accomplish several purposes. First they are measurable standards for manpower personnel to concisely determine manpower requirements. Second, they provide passenger service management yardsticks by which to measure the efficiency of their operation and make changes where necessary. Finally they provide goals for the passenger operation function to reach. They are realistic goals which, if met, shall ensure a professional and responsive passenger service operation

A6.2. PSAs must adhere to the highest standards.

A6.2.1. Provide prompt, courteous, helpful, professional service to all individuals seeking information.

A6.2.2. Ensure passengers have every available opportunity to travel, commensurate with mission requirements.

A6.2.3. Provide passengers with information on local lodging and dining, transportation and other related services/resources.

A6.2.4. Assist passengers in resolving travel related problems (i.e., AMC Flight Reservations, travel orders, border clearance documents and travel eligibility criteria). When a problem is discovered with a passenger's "paperwork" guide them to the nearest agency where the customer may be able to solve the problem.

A6.3. Baggage should begin arriving for passengers to claim not later than 20 minutes after block-in of the aircraft.

A6.4. Passengers should be processed within an average of 5 minutes after presenting themselves at the check-in counter.

A6.5. Open additional passenger check-in counters, if available, when passengers stand in line longer than 15 minutes waiting to process.

A6.6. Provide complete, accurate, and timely flight information. Flight schedules shall be posted for the next 48 hours.

A6.7. All passengers should be able to clear inbound immigration/border clearance agencies within 45 minutes after aircraft block-in.

A6.8. AMC passenger agents shall address passengers by name at least once during a transaction.

A6.9. AMC Form 76/76A and AMC Form 253 shall be available for use by all passengers.

A6.10. Passenger agents shall be in strict compliance with AFI 36-2903.

A6.11. Passengers should be able to begin deplaning within 5 minutes of aircraft block-in time or within 10 minutes for C-5 aircraft.

A6.12. Passenger check-in agents shall be available to check-in passengers at least 6 hours prior to a scheduled flight departure for passenger bookable missions.

A6.13. Smoking, eating, and drinking are prohibited behind processing counters and while performing duties in public areas.

A6.14. Have the first passenger on the aircraft no earlier than 30 minutes prior to block time and the last passenger on the aircraft 10 minutes prior to aircraft block time.

A6.15. Blue Bark, Coin Assist, and special category passengers shall be provided DV type service.

A6.16. Make an announcement every 20 minutes to inform passengers of the current status during all delayed flights.

A6.17. Accommodate any late arriving pre-manifested passengers up to flight departure time as long as seats are open.

A6.18. Standard Space –R show time is no later than two (2) hours and 20 minutes prior to aircraft scheduled departure. Space-A show time/roll call shall be no earlier than two (2) hours and 20 minutes prior to aircraft scheduled departure

Attachment 7

COUNTRY CODES FOR SPACE-A SIGN-UP

Table A7.1. Country

COUNTRY/AREA	CODE
Alaska	ALK
American Samoa	SAM
Argentina	ARN
Ascension Island	ASC
Australia	AUS
Azores	AZO
Bahamas	BHA
Bahrain	BAH
Barbados	BDO
Belize	BIZ
Bermuda	BRM
Bolivia	BOL
Brazil	BZL
British West Indies	WSI
Canada	CND
Caroline Islands	CLI (Includes YAP, KSI, ROR, TKK, AND PNI)
Chile	CHL
Colombia	CMB
Costa Rica	CST
Crete	CRT
Cuba	CBA
Cyprus	CYP
Diego Garcia	DGR
Dominican Republic	DOM
Ecuador	ECU
Egypt	EGY
El Salvador	ELS
Germany	GER
Great Britain	GBN
Greenland	GLD
Guatemala	GML
Haiti	HTI
Hawaii	HAW
Honduras	HOD
Hong Kong	HNG
Iceland	ICE
Indonesia	IND (Includes DJK)
Ireland	IRE
Israel	ISR

Italy	ITA (Includes Sicily and Sardinia)
Jamaica	JAM
Japan	JPN (Excludes Okinawa)
Johnston Atoll	JSN
Jordan	JRD
Kenya	KEN
Korea	KOR
Liberia	LIB
Malaysia	MAY (Includes Singapore)
Marcus Island	MCS
Marshall Islands	MSH (Includes Kwajalein)
Mariana Islands	MRA (Includes UAM AND SPN)
Midway Island	MID
New Zealand	NZD
Nicaragua	NCG
Norway	NOR
Okinawa	OKN
Panama	PAN
Paraguay	PAR
Peru	PRU
Philippine Islands	PHI
Portugal	POR
Puerto Rico	PUE
Saudi Arabia	SAU
Somalia	SOM
South Africa	SAF
Spain	SPA (Includes Palma and Mahon)
Sudan	SUD
Sweden	SWE
Thailand	THA
Turkey	TUR
United States	USA (CONUS ONLY)
Uruguay	URU
Venezuela	VEN
Virgins Islands	VGN
Volcano Island	VOL (Includes IWO)
Wake Island	WKE
Zaire	ZAI
Note: On selection for movement, use the three-letter destination code (SUU, DOV, OKO, etc.) document movement	

Attachment 8

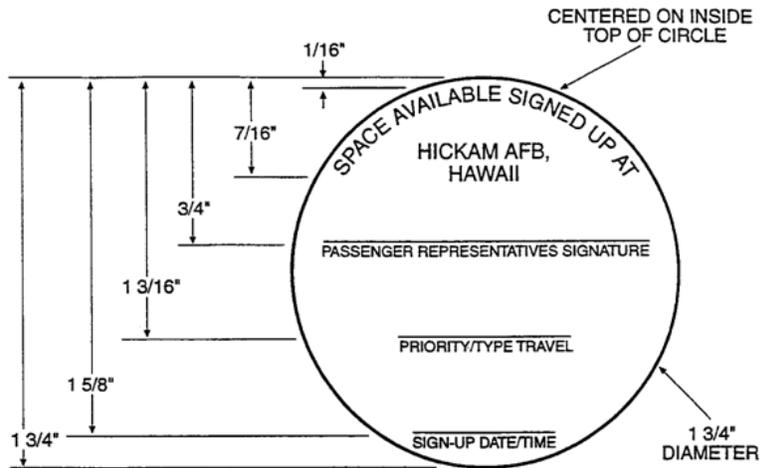
WEBSITE LINKS

- A8.1. HQ AMC/A4TP Messages and Policy Updates: <https://www.my.af.mil/gcss-af/USAF/AFP40/d/1074111948/Files/a4t/a4tp/hello.html>
- A8.2. Forms and Publications: <http://www.e-publishing.af.mil/>
- A8.3. AMC Space-A information: <http://www.amc.af.mil/amctravel/index.asp>
- A8.4. AMC Visual Aids: <http://www.e-publishing.af.mil/?txtSearchWord=AMCva&rdoFormPub=rdoPub>
- A8.5. Defense Transportation Regulation: <http://www.transcom.mil/j5/pt/dtr.cfm>
- A8.6. DOD Publications: <http://www.dtic.mil/whs/directives/corres/pub1.html>
- A8.7. DOD Forms: <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>
- A8.8. HQ AMC/A4TP Community of Practice: <https://afkm.wpafb.af.mil/community/views/home.aspx?Filter=OO-LG-AM-88>
- A8.9. AMC Channel Sequence Listing: https://tacc.scott.af.mil/default.asp?action=FILEUPLOAD&component=xogd_files&filename=sequencelisting.pdf
- A8.10. US Government Department of Defense Airlift rates and US Government Non-Department of Defense Rate Tariffs: <http://www.transcom.mil/rates/fy11Rates/>
- A8.11. GATES: <https://www.my.af.mil/gcss-af/USAF/AFP40/d/1074111948/Files/a4t/a4ti/gates/hello.html>
- A8.12. Foreign Clearance Guide (FCG): <https://www.fcg.pentagon.mil/fcg.cfm>
- A8.13. Integrated Data Environment/Global Transportation Network Convergence (IGC): <https://www.igc.ustranscom.mil/igc/unauth/welcomeAboutIGC.xhtml;jsessionid=9BC6Mv0bInVn1HY5Knvn52YbZ8JtCFmdpQtRw8z2L31QR3GBmhk9!-432996352>
- A8.14. Personal Property Consignment Instruction Guide: <https://tops.ppcigweb.sddc.army.mil/ppcig/menu/query/country.do>
- A8.15. TSA: <http://www.tsa.gov/>
- A8.16. Web Based Training: <https://amc.csd.disa.mil/kc/login/login.asp>
- A8.17. AMC Terminal Design Guide: <http://www.wbdg.org/ccb/AF/AFDG/passengerterminal.pdf>
- A8.18. Customs and Border Protection Carrier Information Guide http://www.cbp.gov/linkhandler/cgov/travel/inspections_carriers_facilities/carrier_info_guide/carrier_info_guide.ctt/carrier_info_guide.pdf
- A8.19. TWCF Cash Collection Procedures https://www.my.af.mil/gcss-af/USAF/AFP40/d/1074111948/Files/a4t/a4tp/funds_custodian/hello.html
- A8.20. Note: ALL WEB LINKS ARE SUBJECT TO CHANGE.

Attachment 9

SPACE-A SIGN-UP STAMP

Figure A9.1. Space-A Sign-up Stamp.



Attachment 10

AMC FORM 305, RECEIPT FOR TRANSFER OF CASH AND VOUCHERS

Figure A10.1. AMC Form 305, Receipt for Transfer of Cash and Vouchers

RECEIPT FOR TRANSFER OF CASH AND VOUCHERS		DATE
ACCOUNTING AND FINANCE OFFICER OR DEPUTY		20110915
<input type="checkbox"/> ADVANCE FROM	<input type="checkbox"/> RETURNS TO	
DENOMINATION	NUMBER	AMOUNT
100		
50		
20	3	\$60.00
10	2	\$20.00
5		
2		
1	15	\$15.00
.50	2	\$1.00
.25	4	\$1.00
.10	10	\$1.00
.05	30	\$1.50
.01	50	\$0.50
CHECKS		
VOUCHERS		
OTHERS		
TOTAL		\$100.00
RECEIVED BY <i>Jeffrey W. Cobb</i>		
AMC FORM 305, 19990201 (EF-VI)		

Attachment 11

DD FORM 1131, CASH COLLECTION VOUCHER

Figure A11.1. DD Form 1131, Cash Collection Voucher.

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
b. RECEIVED AND FORWARDED BY (Printed Name, Title and Signature)			d. DATE (YYYYMMDD)	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____				
4. DISBURSING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
b. DISBURSING OFFICER (Printed Name, Title and Signature)			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____				
e. DATE (YYYYMMDD)				
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL				

Attachment 12

LETTER TO THE PASSENGER (SAMPLE) AND DISPLAY

Figure A12.1. Letter to the Passenger (Sample) and Display.

Fellow Traveler,

I want to take this opportunity to welcome you to the AMC Passenger Terminal (insert location here). We are committed to providing you with the best possible service. Our passenger service agents are dedicated professionals who take great pride in what they do.

Let us know if you have any questions or concerns during your travels. Passenger terminal personnel and AMC leadership at this facility are your best avenues for answers to questions/concerns. Please give us the opportunity to address your issues. The forms below are a direct line to us and to Senior AMC leadership.

Sincerely,

(insert appropriate name here)

Note: Inside boxes shall be made from 1/8" masonite and 1/2" pine gussets or 1" X 1/2" pine for inside frame reinforcement at corners. **SPECIAL NOTE:** Exterior shall be wood grain formica or a suitable type wood grain finish

Attachment 13

SAMPLE PUBLIC VOUCHER FOR REFUNDS, SF FORM 1049

Figure A13.1. Sample Voucher for Refunds, SF Form 1049.

EXCEPTION APPROVED BY ORM, 5 MAR 71
 Standard Form 1049
 (SF) (Performance)
 September 1972
 A Treasury Form 2000
 1049-106-01

PUBLIC VOUCHER FOR REFUNDS Voucher No. _____
 Schedule No. _____

(Voucher prepared at Scott AFB IL 62225, 12 Jan 95)
 (Give place and date)

U.S. Department of the Air Force
 (Department or Establishment, Bureau or Office)

Appropriation or fund 97X4930.FD30 68* 6594 208592 45411 C99 525700 (the * indicates the appropriate fiscal year).

THE UNITED STATES, Dr.,

To Address: John R. Doe
 USA Ammo Div, Box 1269
 APO AP 96331

PAID BY

Statement of deposit(s) received and applied: Contract No. _____ Date _____

DATE OF DEPOSIT	RECEIPT NO.	ARTICLES OR SERVICES ENTER DESCRIPTION, INCLUDING DETAIL OF APPLIED CHARGES, AND OTHER INFORMATION DEMAND NECESSARY	AMOUNT DEPOSITED	APPLIED CHARGES	BALANCE DUE DEPOSITOR	NOTATIONS
		Refund on CV 7673, dated 1 Jan 95, for the travel of John R. Doe, ATA K-314667	\$74.00		\$74.00	
FOR INSTRUCTIONAL USE ONLY						
Contact the FSO for assistance in preparing this form.						
TOTAL			\$74.00		\$74.00	

I certify that the above statement of deposit(s) of the payee or depositor named is correct and that the sum of \$74.00 is due said depositor.

* Approved and refund authorized for \$74.00
 (Sign original only)

_____ Title _____

Refund by { Check No. _____
 Cash, _____ on _____ Signature of payee _____
 Other method, _____ (Sign original only)

(Describe)

If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the blank space below "Approved," etc., and over his official title.

Attachment 14

AF FORM 79 INSTRUCTIONS

A14.1. The AF FORM 79, *Head Count Record*, is a controlled form, therefore it needs to be safeguarded at all times. It is designed to account for all meals sold in the dining facilities or field facilities. Track the form on AF Form 1254, *Register of Cash Collection Sheets*, by the Serial number. All forms must be original and entries made need to be in ink or other permanent means.

A14.2. Serial Number - This number is designated by publications.

A14.3. Organization/ Facility - Printed or typed name of organization or facility. If location is classified, put "classified".

A14.4. Meal/Flight Meal Rate - input the current meal rates (DOD meal rates, MRE, AF Flight Large/Small meal rate) for the meal being sold.

A14.5. Operating Charge - input operational charges (surcharge) for the meal.

A14.6. Columns A/B/C/D

A14.7. Name - signature of personnel purchasing meal.

A14.8. Cash Customers shall use their payroll signature.

A14.9. Essential Station Messing (ESM) Customers shall legibly print their first and last name. All cashiers must **physically** verify the name and last four of the customer's social security number on the reverse side of the ID card.

A14.10. Grade - input individual's pay grade.

A14.11. Meal Period - input meal period code; use B - Breakfast, L - Lunch, D – Dinner.

A14.12. M - Midnight, F - Flight Meals.

A14.13. Social Security Number - ESM ONLY! The customers shall input their last four (4) digits of their social security number (required for ESM Sales). All cashiers must **physically** verify the name and last four of the customer's social security number on the reverse side of the ID card.

A14.14. Sales Amount - input the amount of sale minus the surcharge.

A14.15. Op Chg - Operating charge (surcharge) for dining facilities is 33% of the total sale. For field & flight kitchen operations, use the amounts as indicated on the DOD Meal Rates.

A14.16. Totals at the bottom of each column

A14.17. A - Count the number of ESM meals, total cash sales, and total all operating charges. Input totals at the bottom of Column A.

A14.18. B - Count the number of ESM meals, total cash sales, and total all operating charges from Column B. Add both totals from Columns A and B. Input combined totals from Columns A and B at the bottom of Column B; carry over the total to top of Column C.

A14.19. C - Count the number of ESM meals, total cash sales, and total all operating charges from Column C. Add the combined totals from Columns A & B with Column C. Input the three-Column total at the top of Column D.

A14.20. D - Count the number of ESM meals, total cash sales, and total all operating charges from Column D. Add the combined totals from Columns A, B, & C and add the amount with Column D. Input the four Column totals in the blocks marked total.

A14.21. Refund Data

A14.22. Input individual's name, grade, the meal period (Breakfast, Lunch, etc), meal type, (MRE, Flight Meal, etc.) and the amount refunded.

A14.23. Explanation: Input reason for refund.

A14.24. Totals Section

A14.25. Total All Cash Collected - input dollar value.

A14.26. Less Refunds - input dollar value of any refunds.

A14.27. Cash Overages/Shortages - input dollar value of any overages /shortages.

A14.28. Net Cash for Turn-In - input dollar value of the total amount collected. This amount shall be transferred to the DD Form 1131, Cash Collection Voucher.

A14.29. Explanation of overages/shortages

A14.30. Explain why there were differences.

A14.31. Signatures

A14.32. Make sure the facility supervisor and the person making the collection signs the form.

A14.33. The NCOIC of an activity requesting meals for consumption away from the dining facility shall sign in the "**REMARK**" section. The individual picking up the meals shall sign as the "**Person Making Collection.**"

A14.34. Construct the display as depicted

Figure A14.1. AF Form 79

HEADCOUNT RECORD						Accounts for meals sold in a dining facility or field feeding		Serial No.					
ORGANIZATION OR DINING FACILITY								DATE					
Meal/Flight Meal Rate For Meal Periods Shown (Indicate if meals were sold ala carte)						B/L/D/M/R/S ALA		Operating Charge for Meals Shown (If ala carte, enter percentage)		Percentage			
						\$		\$		\$			
						\$		\$		\$			
COLUMN A						COLUMN B							
NAME	Grade	Meal Period	Social Security Number	Sales Amount	Op Chg	# of SIK Meals from Column A	Sales Amount from Column A	Operating Charge from Column A	Sales Amount	Op Chg	# of SIK Meals from Column A & B	Sales Amount from Column A & B	Operating Charge from Column A & B
1.													
2.						26.							
3.						27.							
4.						28.							
5.						29.							
6.						30.							
7.						31.							
8.						32.							
9.						33.							
10.						34.							
11.						35.							
12.						36.							
13.						37.							
14.						38.							
15.						39.							
16.						40.							
17.						41.							
18.						42.							
19.						43.							
20.						44.							
21.						45.							
22.						46.							
23.						47.							
24.						48.							
25.						49.							
						50.							
# of SIK Meals from Column A		Sales Amount from Column A	\$	Operating Charge from Column A	\$	# of SIK Meals from Columns A & B		Sales Amount from Columns A & B	\$	Operating Charge from Columns A & B	\$		

* Write in B - Breakfast, L - Lunch, D - Dinner, M - Midnight, R - Brunch, S - Supper. To determine meal/days, multiply the number of meals served by the appropriate meal percentage: Breakfast - 20%, Lunch-40%, Dinner-40%, Midnight-20 or 40%, Brunch-45%, and Supper-55%.

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C., Chapter 40; 37 U.S.C., Chapter 9; EO 9397, November 1943
PRINCIPAL PURPOSES: Used to authorize and verify the Subsistence-in-Kind entitlement; record the numbers of people subsisting; and account for cash collected.
ROUTINE USES: Information may be disclosed to the Department of Justice, and to federal, state, local or foreign law enforcement authorities for investigating or prosecuting a violation or potential violation of law.
DISCLOSURE: Disclosure of SSN is voluntary. However, members otherwise entitled to Subsistence-in-Kind will not be provided a meal at no cost without the SSN, since the SSN is used to verify the entitlement.

AF Form 79, Headcount Record (supersedes previous editions of AF form 79, 1339,463, and 2039)

Attachment 15

RUBBER STAMPS FOR CHECKS EXAMPLES

Figure A15.1. Rubber Stamps for Checks Examples.

DUTY/BUSINESS/HOME PHONE
NAME _____
RANK/GRADE _____
MIL ORG _____
DUTY STATION _____
PLACE OF BUSINESS LOCATION _____
HOME ADDRESS _____

Note: Information appearing on the face of this check, if correct, need not be repeated above

A15.1. Example 3: Pay to the order of any Federal Reserve Bank or branch or general depository for credit to the (organization) financial services officer (name of station, state.) (date). This check is in payment of an obligation to the US and must be paid at par N.P. (NET PROCEEDS).

A15.2. Example 4: I consent to immediate collection from my pay the amount of this check plus any bank charges if this check is dishonored: Member Signature and date:

Attachment 16

EXAMPLES OF DISHONORED CHECKS MEMORANDUMS

Figure A16.1. Example 1 - Dishonored Check Memorandum.

MEMORANDUM FOR

FROM:

SUBJECT: Dishonored Check

1. Please be advised, your check # _____ from _____ (Name of Bank), written on _____ (Date) at _____ (Name of Station), has been returned due to insufficient funds.

2. To remedy this situation, we would appreciate it if you immediately contact the passenger service office at (Name of Base) to redeem the check. If this is impractical, you may resolve this matter and make arrangements by telephone or by mail. The commercial telephone number is (Area Code) XXX-XXXX and the DSN number is XXX-XXXX. The mailing address is _____ . Remittance by mail must be in the form of money order or cashier's check.

3. In any instance, redemption action must be initiated within 15 days after receipt of this letter.

4. Thank you for your time.

Signature Block

FOR INSTRUCTIONAL USE ONLY

EXAMPLE: Collection Letter Number 1

Figure A16.2. Example 2 - Dishonored Check Memorandum.

FROM:

SUBJECT: Dishonored Check

1. Our records indicate (Person's Name) is assigned to your organization. We would appreciate your assistance in redeeming a check written by (Member or the Member's Dependent's Name). During the notification to (Person's Name) concerning this dishonored check, we believe a quick review with them on the provisions of Article 134, UCMJ, Failure to Pay Just Debts, is appropriate. We request you advise (Person's Name) that failure to redeem a check within 5 days of being notified it was dishonored is presumptive proof of an intent to defraud and can be used as evidence in punishment under the UCMJ.

2. If he/she is being discharged or released from active duty within the next 6 months, request your assistance to ensure that member either redeems the dishonored check, or that the amount of the dishonored check is withheld from the member's final pay in accordance with DOD Military Pay and Allowance Entitlement Manual (DODPM). If he/she is not assigned to your unit, please advise us by phone or return mail. If he/she has been reassigned to another organization, please forward this letter to the current commander for action.

3. If you wish, we shall be happy to discuss this case. The telephone numbers are as follows

a. Commercial: (XXX)-XXX-XXXX

b. DSN:XXX-XXXX

c. Our office hours are _____ to _____ Monday through Friday.

Signature Block

Attachment 17

EXAMPLE DD FORM 139, PAY ADJUSTMENT AUTHORIZATION

Figure A17.1. Example DD Form 139, Pay Adjustment Authorization.

PAY ADJUSTMENT AUTHORIZATION				NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.			
MEMBER LAST NAME	FIRST	MIDDLE	SSAN	GRADE/BRANCH/AFSC	BRANCH OF SERVICE	DATE	
DOE	JOHN	R.	123-45-6789	MSGT	USAF	020919	
PAY GRADE NO	LAST PAY RECORD EXAMINEE (if applicable)	AMOUNT	DISBURSMENT DATA				
E-7		\$13.00	57*3500 32* 562 C93B 525725 (1)				
FROM				NAME OF PAYABLE D.O.			
305 APS/TRP McGuire AFB NJ 28641-5007				SYMBOL NO.			
				S.A.O. EXCEPTION CODE			
TO				YOU ARE HEREBY AUTHORIZED TO			
FSO McGuire AFB NJ 08641-5000				<input checked="" type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE			
EXPLANATION AND/OR REASON FOR ADJUSTMENT							
This DD Form 139 is submitted LAW DFAS-DE 7073-1R. All means to collect this debt which resulted from a dishonored check have been exhausted. Action that have been taken to collect this debt at attached.							
////////////////////////////////////FOR INSTRUCTIONAL USE ONLY////////////////////////////////////							
NOTE 1: THE ASTERISK INDICATES THE APPROPRIATE FISCAL YEAR.							
The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.							
FROM				CERTIFYING OFFICER (Name, rank/grade, and signature)			
I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)							
TO				TYPED NAME AND GRADE OF D.O.			
305 APS/TRP McGuire AFB NJ 08641-5507				B.O. SYMBOL NO.			
				DATE			
				SIGNATURE			

Attachment 18

PASSENGERS ON DELAYED AIRCRAFT

A18.1. The following table is used for deciding the appropriate handling of passengers on delayed aircraft.

Table A18.1. Delayed Passenger (Decision Table).

Aircraft is organic and delayed at en route stop	Space-A passengers are responsible for their own meals and billets. Onward movement via the same organic aircraft is provided when the aircraft resumes its mission.
Aircraft is contract commercial and is delayed at originating/en route stop.	If carrier non-controllable (i.e., weather) and the delay is at a location where TWCF funds are not available (regardless if DOD facilities are available or not), then the carrier shall provide for pre-booked and all manifested passengers (to include Space-A*) at the request of the on-call contract administrator, and is reimbursed by AMC. If carrier non-controllable and the delay is at a location where DOD facilities and TWCF funds are available, then lodging support of service members in a group travel status shall be cared for by AMC. If carrier controllable, the carrier takes care of the passengers IAW AMCI 24-201.
Organic and contract commercial aircraft that terminate before end destination.	Space-A passengers are responsible for their own meals, billets, and onward movement from the unplanned termination stop.
Aircraft is contract commercial	The carrier is responsible for meals, billets, and onward movement of the Space-A passengers on a mission that at a location where no availability for continued DOD Space-A movement exists (i.e., a mission from Ramstein AB Germany destined for Baltimore-Washington IAP, MD terminates at Shannon, Ireland). If termination occurs at a location where availability for continued DOD Space-A exists, the carrier shall provide onward movement for duty passengers only.
<p>Note: *Space Available passengers can be provided billeting and transportation during non-controllable delays, after they have been manifested, boarded on the aircraft, and the aircraft blocks. Refer to AMCI 65-602 for the care of service members traveling in group travel status on TWCF</p>	

Attachment 19**SUGGESTED TERMINAL ANNOUNCEMENTS****A19.1. Flight Arrival Announcements:**

A19.1.1. All passengers terminating; Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. Before deplaning, please check around your seating area and in the overhead compartments for any personal belongings. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. Again welcome to _____ and thank you for flying with the Air Mobility Command.

A19.1.2. With thru load passengers; Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. For those passengers terminating their travel at _____ please check around your seating area and in the overhead compartments for any personal belongings. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. For those passengers continuing on to _____, the aircraft shall be on the ground for approximately _____ minutes. We recommend you stay on board, but if you wish to deplane, you may do so. The aircraft shall be refueled and the restrooms serviced while on the ground. Once refueling begins, we cannot allow anyone to deplane. Please refrain from using the restrooms while they are being serviced and for safety reasons please limit your movement about the cabin. Again, welcome to and thank you for flying with Air Mobility Command.

A19.1.3. Baggage arrival announcement; Good _____ ladies and gentlemen. Welcome to _____. Baggage from AMC flight _____ is (now arriving/shall be arriving in _____ minutes). As many bags look alike, please check the number on your baggage claim ticket with then number on your bag. If you have any problems in claiming your baggage, please check with the AMC representative in the baggage claim area or with the lost and found baggage office located _____.

A19.2. General Terminal Announcements:

A19.2.1. Flight arrival announcement; Air Mobility Command flight number _____, is now arriving. Passengers on board this flight may be met outside the baggage claim area _____ located _____. Once again Air Mobility Command announces the arrival of flight _____ number _____ from _____. Passengers on board this flight may be met outside the baggage claim area located _____.

A19.2.2. Periodic baggage announcement; Good _____ ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags shall be confiscated. If you notice an unattended bag in the terminal, please notify a Passenger Service Agent immediately.

A19.2.3. Delayed flight departure announcement; For those passengers awaiting the final processing and boarding of AMC flight number _____, we are sorry to announce your

A19.2.4. Periodic terminal amenities announcement; For passengers not familiar with the services available in our terminal area, we would like to point them out. (Describe services available, that is, snack bar, bookstore, nursery, telephone, and operating hours. This briefing should be made periodically during the terminal operating hours particularly during the day when large number of passengers are in the terminal).

A19.2.5. Passenger gating announcement; Good _____ ladies and gentlemen, passengers holding boarding passes for flight number _____ destined for _____ should proceed to gate number _____ for final processing and boarding of your flight. If you have a reservation on flight number _____ and have not checked your baggage, please proceed to the passenger check-in counters located at _____. Once again passengers holding confirmed reservations and boarding passes for flight number _____ destined for _____ should proceed to gate number _____ for the final processing and boarding of your flight.

A19.2.6. Gated passengers pre-boarding; Good _____ ladies and gentlemen, in a few minutes we shall begin the boarding of flight _____ destined for _____. Please remain seated until you are called forward for final boarding. We shall board families with small children, unaccompanied children, and those requiring assistance first. At this time, I want to remind you that your carry-on baggage must be able to be placed under your seat or be accommodated in the overhead storage compartments of the aircraft. Baggage that is too large must be checked and shall be placed in the baggage compartment of the aircraft. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose item can cause serious damage to the aircraft or injury to personnel. Again, please remain seated. We shall announce the final boarding of your aircraft in a few minutes.

A19.2.7. Gated passengers boarding announcement; Good _____ ladies and gentlemen, in a few minutes, we shall begin the boarding for flight number _____ destined for _____. Please remain seated until you are called forward. At this time we shall accomplish preloading of all families with small children, unaccompanied children and anyone requiring special assistance. Again all families with small children, unaccompanied children, and anyone requiring special assistance may come forward to the boarding gate at this time. For all remaining passengers, please remain seated. We shall begin boarding you in a few minutes. When boarding begins, we shall board you by row numbers. Please have your boarding passes available for the passenger agent.

A19.2.8. Space-A Roll Call; Good _____ ladies and gentlemen, in approximately _____ minutes we will begin our Space-A roll call for (list destinations). As a reminder all passengers must be marked present before the roll call begins. If you are not currently marked present please see a passenger service agent. All bags should be tagged with your contact information. Hazardous material or fire arms must be declared at passenger check-in. Please be advised while traveling on AMC flights the appropriate dress must be followed. Open-toed/open-heeled shoes, narrow based high heels, sandals, and flip flops are prohibited on military aircraft. Passengers are also reminded that use of tobacco products is prohibited aboard AMC owned or controlled aircraft.

A19.2.9. Negative seat release; Ladies and Gentlemen, for those awaiting possible seats on Mission _____ with destinations to _____, due to security and mission requirements no seats will be offered on this mission. Again, for those passengers awaiting possible seats on mission with destinations to _____, due to security and mission requirements, no seats will be offered on this mission. Thank you. (You may add the next show time if available).

Attachment 20

TERMINAL X PROGRAM STANDARDS

Small Terminal

Categories IA and IB: 4,000 to 20,000 Sq Ft

For Additional Information See Passenger Terminal Design Guide

AMC Passenger Terminal Survey	FIDS on local access channel if local access channel exists
Baggage Carts Minimum 10 (increase based on workload)	Food Availability
Information for Bus/Taxi Service	Interactive Customer Evaluation(ICE)
<u>Business Center</u> Computers – Min 1 Fax/Scanning and Printer Capability – Min 1	Infant Changing Station (Minimum 1 per restroom)
<u>Cable Television</u> Special Category Lounge Family Lounge Central Lobby	<u>Lounges:</u> Special Category Lounge Family Lounge
Children's Play Area	Self-Signup (based on terminal hours)
Credit Card Reader	FIDS at Lodging
Electronic Washrooms	Sufficient seating
Electronic Entry/Exit Commercial wireless internet	<u>Telephone Service</u> Commercial and DSN Access Automated Telephone Service Flight Recording Service
<u>FIDS @ Passenger Terminal:</u> Central Lobby/Flight Check-In: 1Min Departure Gate Area: 1 Min Arrival Lobby/Customs: 1 Min Special Category Lounge : 1Min	<u>Travel Information</u> Minimum-AMC Gram Base Directory Car Rental Agency Listing Hotel Lodging Listing
<u>Desirable (Small Terminal)</u>	
ATM Machine	US Postal Service Mailbox and Stamp Machine
Information Kiosk	Video Game Consoles
Long Term Parking	USO
Media Device Charging Station	Wheelchair
Shower(s)	

Medium - Large Terminal

Categories II and III: 20,000 Sq Ft – 80,000 Sq Ft

For Additional Information See Passenger Terminal Design Guide

AMC Passenger Terminal Survey	Food Availability (not required if eating establishment within ¼ mile of terminal)
Baggage Carts Minimum 30 (increase based on workload)	Interactive Customer Evaluation(ICE)
Information for Bus/Taxi Service	Infant Changing Station (Minimum 1 per restroom)
<u>Business Center/Informational Kiosk</u> Computers – Min 1 Fax/Scanning and Printer Capability-Min 1	<u>Lounges:</u> Special Category Lounge Family Lounge
<u>Cable Television</u> Special Category Lounge Family Lounge Central Lobby	Media Device Charging Station
Children's Play Area	Professional Signage
Credit Card Reader	Self-Signup (based on terminal hours)
Electronic Washrooms	Sufficient seating
Entry/Exit Electronic	Media Device Charging Station
<u>FIDS @ Passenger Terminal:</u> Central Lobby/Flight Check-In: 1 per 2500 Sq Ft Departure Gate Area: 1 per 2500 Sq Ft Arrival Lobby/Customs: 1 per 1550 Sq Ft Special Category Lounge : 1Min	<u>Telephone Service</u> Commercial and DSN Access Automated Telephone Service Flight Recording Service
FIDS at Lodging – Min 1	<u>Travel Information/Service</u> AMC Gram Base Directory Car rental agency listing Hotel lodging listing Long Term Parking
FIDS on local access channel if local access channel exists	Video Game Consoles
Commercial wireless internet	Wheelchair – Min 1
<u>Desirable (Medium - Large Terminal)</u>	
ATM Machine	USO
US Postal Service Mailbox , Stamp Machine	Shower(s)

Attachment 21**UNATTENDED BAGGAGE CHECKLIST**

A21.1. Upon observation of or notification of unattended baggage in the passenger terminal, immediately implement the following actions:

A21.1.1. Notify terminal supervisor.

A21.1.2. Do not move the bag; maintain constant vigilance of the bag.

A21.1.3. Look for identification, then make an announcement for the owner of the bag to proceed to the passenger service counter.

A21.1.4. If the owners name is not on the bag, make the announcement using a description of the bag and its location. Sample announcement:

A21.1.4.1. "Good morning (afternoon/evening) ladies and gentlemen. Shall the owner of a (description) bag located (where), please proceed to the passenger service counter. Once again."

A21.2. If the owner does not claim the bag within five minutes of announcement:

A21.2.1. Utilize the explosive trace detection (Ion Track) equipment to screen the unattended bag for explosive residue. Do not move the bag while sampling. When explosive trace detective equipment is not operational request assistance from local security forces.

A21.2.2. If no explosive residue is found, take the unattended bag to the X-ray machine for examination.

A21.2.3. If nothing suspicious is found, the bag shall be opened and inventoried prior to placing in baggage lost and found .

A21.3. If trace elements of explosive material are found:

A21.3.1. If explosive material is found on initial screening, re-screen bag with a new trap to verify presence of explosive material.

A21.3.2. If second screening is positive, contact local law enforcement/security authorities. Notify authorities of unattended bag found and two positive scans for explosive material have been performed utilizing Ion Track equipment.

A21.3.3. Follow instructions of the law enforcement/security agency.

A21.3.4. If directed to evacuate the terminal, use the following announcement:

A21.3.4.1. "Good morning (afternoon/evening) ladies and gentlemen. At this time, we ask that everyone exit the building immediately. Please assemble in (give location). Please remain there until directed to return to the terminal. Thank you for your cooperation. Once again."

A21.4. Terminal cleared for re-entry:

A21.4.1. Shift Supervisor shall re-enter first. A21.4.2. All others may re-enter terminal.

Attachment 22**ION TRACK POSITIVE READING CHECKLIST**

A22.1. When a positive reading is received, rescan item to verify positive reading: A22.1.1. If a second positive reading is received, notify terminal supervisor. A22.1.2. Terminal supervisor should question passenger for possible causes

A22.1.1. Has passenger recently been on a golf course or other areas with fertilizer?

A22.1.2. Has the passenger recently fired a weapon, reloaded or handled ammunition?

A22.1.3. Is the passenger required to handle explosives in the performance of his or her duties, or recently been in a combat zone?

A22.1.4. Does the passenger take medication that may cause a positive reading, such as Nitro tablets for a heart condition?

A22.2. If questions are satisfactorily answered, request passenger open container for physical examination or X-ray container. If no prohibited items are found, release bag back to passenger to proceed on the flight.

A22.3. If questions are not satisfactorily answered or other reasons exist, do not return baggage, notify the law enforcement/security control center.

Attachment 23**UNDECLARED FIREARM FOUND**

A23.1. If an undeclared firearm is found during checked baggage screening, notify terminal supervisor. Do not return bag to passenger.

A23.1.1. Terminal supervisor shall take possession of bag containing firearm and question passenger to determine if firearm meets requirements for shipping in checked baggage.

A23.1.2. If firearm is properly documented and meets firearm movement requirements, remind passenger firearms must be declared at time of check-in.

A23.1.3. If firearm is not properly documented, notify Law Enforcement/Security Control Center Desk and follow their directions.

A23.2. If an undeclared firearm is found during hand carried baggage screening, do not return bag to passenger, notify terminal supervisor.

A23.2.1. Terminal supervisor shall take possession of bag containing firearm and question passenger to determine if firearm meets requirements for shipping in checked baggage.

A23.2.2. If firearm is properly documented and meets firearm movement requirements place in passengers checked baggage.

A23.2.3. If firearm is not properly documented, notify Law Enforcement/Security Control Center and follow their directions. **Note:** Firearm shall be handled as loaded. Terminal Supervisor may minimally handle firearm to see serial numbers.

Attachment 24**SUSPICIOUS PACKAGE**

A24.1. Suspicious packages shall be handled differently than unattended baggage. The following information should help in identifying suspicious packages.

A24.2. A suspicious package may look more like a piece of mail, a shipped package, or a plain container left in an unusual location or hidden. Items to look for are: fictitious or no address, protruding wires, excessive postage, misspelled words, addressed to a business or duty title only, rigid or bulky, badly typed or written labels, special endorsements, lopsided or uneven, oily stains, discoloration or crystallization on wrapper, has noise coming from it, or leaking.

A24.3. Upon observation of or notification of a suspicious package in the passenger terminal, immediately implement the following actions:

A24.3.1. Notify terminal supervisor.

A24.3.2. Do not move the package; clear all personnel 500 feet away from the area.

A24.3.3. Do not operate radio, leave it in the on or off position.

A24.3.4. Note any markings or other items that may identify package as a suspicious package (wires, leaking, etc.).

A24.3.5. Notify local law enforcement/security authorities of the suspicious package and if Ion Track testing was done and the results. Follow their instructions.

A24.3.6. Terminal leadership will work with the local Office of Emergency Management and functional agencies to establish standard operating procedures to a suspicious package.

Attachment 25**ROBBERY CHECKLIST**

A25.1. During or after an actual or attempted robbery, perform the following actions:

A25.1.1. Without drawing attention to your actions, activate the duress alarm.

A25.1.2. Commit their physical characteristics to memory while asking for their demands.

A25.1.3. Give the robber(s) what they ask for.

A25.1.4. Upon robber's departure, have someone watch robber to see direction of travel, type and description of vehicle, plate number, etc.

A25.1.5. Notify Law Enforcement Agency/Security Control Center (911) and provide as many details as possible.

A25.1.6. Secure crime scene area by using any available personnel. Avoid touching counters, doors, or other surfaces the perpetrator may have contacted. If Closed Circuit Television Cameras may have recorded the event, secure the tape/digital storage and advise law enforcement/security responding patrol. If the suspect handed you any items, secure these items as evidence to preserve potential fingerprints.

A25.1.7. Complete AF Form 439, *Robbery Checklist*, and provide it to law enforcement/security personnel.

Attachment 26**BOMB THREAT CHECKLIST DO NOT HANG UP THE PHONE**

- A26.1.** If a bomb threat is received over the phone, try to maintain contact with the caller.
- A26.2.** Without the caller's knowledge, notify the nearest person of the threat and have them notify law enforcement/security control center, and supervisor.
- A26.3.** Coordinate with host law enforcement/security personnel to determine if the call is a hoax or credible threat. Host law enforcement/security shall determine response ranging from not allowing personnel to enter the facility to full evacuation.
- A26.4.** If evacuation is directed, accomplish in an orderly fashion.
- A26.5.** Facility personnel should conduct an initial internal and external walk around of the facility to check for suspicious items.
- A26.6.** Maintain a copy of AF Form 440, *Bomb Threat Aid*, posted near each phone.
- A26.7.** Try to keep the caller talking and ask questions listed on AF Form 440. Time permitting complete remainder of AF Form 440.
- A26.8.** Do not hang up the phone until directed to do so by SF personnel. Provide completed AF Form 440 to responding law enforcement personnel.

Attachment 27**TERMINAL PHYSICAL SECURITY EXTERNAL/INTERNAL INSPECTION
CHECKLIST**

A27.1. External physical security inspections shall be performed based on the installation FPCON. This requirement does not replace but shall be performed in conjunction with identified FP measures listed in AFI 10-245.

A27.1.1. External inspections shall be performed:

A27.1.1.1. FPCON Normal/Alpha, at least once per shift.

A27.1.1.2. FPCON Bravo, at least twice per shift.

A27.1.1.3. FPCON Charlie, at least every other hour.

A27.1.1.4. FPCON DELTA, hourly.

A27.1.2. External inspection area (stand-off distance) shall be established IAW DOD UFC 4-010-02.

A27.1.3. External areas to inspect shall include but not limited to:

A27.1.3.1. All external doors. Doors not in use shall be locked

A27.1.3.2. All external windows. All windows shall be inspected for crack/breaks, and tampering.

A27.1.3.3. All external fencing shall be inspected for holes/breaches that may allow unauthorized entry. Ensure material is not stacked near fencing that would assist in climbing the fence.

A27.1.3.4. All manhole and drainage covers shall be inspected. If covers are not secured they shall be lifted and inside visually inspected for unauthorized items.

A27.1.3.5. All external lighting shall be inspected during hours of darkness. Inoperable lights shall be replaced or a work order submitted.

A27.1.3.6. Vehicles should be placed outside the standoff distance, however vehicles parked within the standoff distance shall be inspected for unauthorized items. Inspect underneath, truck-beds, and walk through buses.

A27.1.3.7. All external utility boxes should be locked. Check all utility boxes for unauthorized items.

A27.1.3.8. Inspect all ground level generators and air conditioning units for unauthorized items.

A27.1.3.9. Inspect all trash receptacles within the stand-off distance, to include looking inside.

A27.1.3.10. Inspect other items/areas within the stand-off distance such as shrubs or planter boxes that could provide a hiding place for unauthorized items.

A27.2. Internal areas to inspect shall include but not limited to:

A27.2.1. Perform a walk around of the lobby area, USO, family lounge, special category lounge, departure gates, and other passenger holding/waiting areas for unattended baggage and/or suspicious packages. If found execute appropriate checklist.

A27.2.2. Inspect alarmed doors to ensure functionality of alarm.

A27.2.3. Inspect CCTV if installed for proper functionality.

A27.2.4. Ensure doors not for passenger use to administrative office, baggage build-up, utility closets, flight-line, etc. are secured.

A27.3. Continuous Inspections. All passenger terminal employees shall remain vigilant at all times observing surroundings for anything out of the ordinary, i.e. unattended baggage, suspicious items, or suspicious activity. All observations out of the ordinary shall be brought to the attention of the terminal supervisor. Supervisor shall take appropriate action to mitigate suspicious activity.

Attachment 28

INSTRUCTIONS FOR AMC FORM 134, MISHANDLED BAGGAGE REPORT

Figure A28.1. Lost Baggage Documentation.

LOST BAGGAGE DOCUMENTATION

Note: Enter all calendar date requests on the form numerically formatted, 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 shall be assigned in consecutive order starting with a new series each month. The lost case file number shall 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 A." 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 shall 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, FDK, 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 shall 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 s 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 needs not be performed when filing the lost report. However, any information about the contents that may assist in crediting return of the bag maybe 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.

36. The lost and found representative signs this block.

Figure A28.2. Found Baggage Documentation.

FOUND BAGGAGE 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 shall be assigned in consecutive order starting with a new series each month. Found case file number shall start with the number of the calendar month; that is 10 (October) followed by a dash, and begins 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 shall 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 S SN of probable owner, if known.

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

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. N WA, 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 TO address or the address the property was forwarded to.
23. Date property was forwarded.
24. Enter the Transportation Control Number or GBL 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 shall be prepared for each found article. Any dangerous materials, explosives, flammables, or illegal narcotics, etc., contained within an article shall be removed and entrusted to the Chief, Security Police or Airport Police. The disposition of items removed shall be annotated on the inventory.

Note: Inventories shall be accomplished by two people, see Para 76.3.3.

33. Signature of the Passenger Service Officer/superintendent or designated representative.
34. Signature of representative completing the report.
35. The security and law enforcement representative shall sign here when any property noted on the inventory is confiscated.

Figure A28.3. Damaged Baggage Documentation.**DAMAGED BAGGAGE DOCUMENTATION**

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

1. Date: Enter the calendar date.
 2. Case File Number: Case file numbers shall be assigned in consecutive order starting with a new series each calendar year. The year shall 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 Numbers: 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-letters station codes of baggage origin, en route, arrival 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 shall 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.

Figure A28.4. Pilfered Baggage Documentation.

PILFERED BAGGAGE DOCUMENTATION

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

1. Date: Enter the calendar date.
 2. Case File Number: Case file numbers shall be assigned in consecutive order starting with a new series each calendar year. The number shall 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 numbers 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-letters 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 shall 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 supervisor/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.

Figure A28.5. Courtesy Baggage Claim.

COURTESY BAGGAGE CLAIM

Note: This form is 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 shall 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 Numbers): Enter baggage tag numbers. If no strap check is attached, enter N/A.
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.
13. Carrier: Enter the airline/carrier releasing the found baggage into AMC's custody.
14. Enter name, organization, and phone number of the party bringing the bag to the Lost and Found Section. Note any damages to the bag at the time of receipt into the AMC system.

Attachment 29**INSTRUCTIONS AND SAMPLE FOR COMPLETING AMC FORM 47, REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE**

A29.1. Section I, General Passenger Information. The passenger completes this section.

A29.2. Section II, Passenger's Air Movement Designator. This section shall be completed by the passenger service representative.

A29.3. Section III, Passenger's Outbound Flight Information. Enter the passenger's flight information. Authorized baggage weight should be stated in the orders. Passengers shall be asked the weight of all baggage that accompanied them on the flight.

A29.4. Section IV, Baggage Identification. Enter the commercial baggage tag numbers of the lost baggage. The baggage tag claim stubs shall 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 shall be entered opposite the commercial baggage tag number. Additionally, the commercial baggage tag and other nonrelated baggage Tag, other than owner identification Tag, shall be removed and stapled to the reverse side of the quadruplicate copy of AMC Form 47. AMC Form 20-series baggage tags shall also be attached. Total weight of all baggage to be forwarded as RUSH baggage shall 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 shall take action to collect excess baggage fees prior to release of the baggage.

A29.5. Section V, Baggage Shipment Information. Enter the appropriate flight data for the RUSH baggage. The passenger service representative shall sign and date when the baggage has departed. RUSH baggage procedures shall be followed in accordance with Para 78. If the baggage is turned over to the TO for forwarding, the Transportation Control Number or the Commercial Bills of Lading number shall be entered and a signature and date obtained from the TO representative.

A29.6. Section VI, Release Documentation. If the baggage arrives before the passenger has departed, the passenger shall be contacted and the baggage released. The passenger shall sign and date the original copy. File the original and discard duplicates. The passenger service representative shall sign and enter the name of the base where the report was prepared.

Attachment 30

MISHANDLED BAGGAGE LETTER**Figure A30.1. Sample Mishandled Baggage Letter.**

Dear Passenger

We regret the inconvenience caused by mishandling your baggage while traveling with the Air Mobility Command (AMC). Every effort shall be made to locate and return your baggage as soon as possible.

Our lost and found baggage personnel shall immediately contact our Baggage Service Center (BSC) and other stations to locate your baggage. You shall 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 shall be forwarded to the BSC. Within 3 workdays of receiving your case file, the BSC shall dispatch a letter informing you of actions taken and ask if you received your baggage. After you respond to this letter, BSC shall 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 shall 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 shall 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 shall be accepted). The BSC can be reached 1000Z to 0200Z daily at 1-800-851-5761 (toll-free within the continental United States), Commercial 1-843-963-2895, or DSN 673-2895.

If services provided by the BSC are unsatisfactory please contact our Quality Assurance Personnel at DSN: 673-3554, Commercial: 1-843-963-3554, email: 437aps.quality.assurance@us.af.mil

/Signed/

PASSENGER SERVICE OFFICER

Attachment 31

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

A31.1. AMC Form 136, Baggage Mishandled Report File Block and Entry Descriptions.

Figure A31.1. Baggage Mishandled Report File Block and Entry Descriptions – Lost Baggage.

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 shall sign this block when 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 documents: Documentation and information needed in the case file before sending to the BSC.
11. The lost and found agent shall sign and date this block when the case file is forwarded to the BSC.
12. 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. Enter the calendar date.

-565704131.

Figure A31.2. Baggage Mishandled Report File Block and Entry Descriptions Found Baggage

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.

1. Reporting Station: Enter the three-letter station code of the station making the report.
2. Mishandled: Circle FOUND.
3. Case File Number: Enter the found baggage case file number from AMC Form 134.
4. 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 shall 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.
 - 9d. DATE/TIME baggage release to the carrier.
 - 9e. DATE/TIME carrier estimates delivery.
10. Annotate items accompanying this case.
11. The lost and found agent shall sign this block when the case file is forwarded to the BSC.
12. Date Enter the calendar date.

Notes:

1. AMC Form 136 shall be kept in a suspense file prior to presentation of the property to the disposal board (Para 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.

Attachment 32

DISTRIBUTION OF AMC FORM 134

Table A32.1. Distribution of AMC Form 134.

RUL E	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 TO 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/TO 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

Attachment 33

**SPACE-AVAILABLE TRANSPORTATION FOR DUAL UNIFORMED SERVICES
MEMBER SPOUSES WITH DEPENDENT CHILDREN****Figure A33.1. Memorandum on Space-Available Transportation for Dual Uniformed
Services Member Spouses with Dependent Children.**

DEPUTY UNDER SECRETARY OF DEFENSE FOR LOGISTICS AND MATERIEL READINESS
3500 DEFENSE PENTAGON WASHINGTON, DC 20301-3500

JUL 14 2009

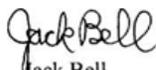
MEMORANDUM FOR: SECRETARIES OF THE MILITARY DEPARTMENTS CHAIRMAN
OF THE JOINT CHIEFS OF STAFF UNDER SECRETARIES OF DEFENSE ASSISTANT
SECRETARIES OF DEFENSE GENERAL COUNSEL OF THE DEPARTMENT OF
DEFENSE INSPECTOR GENERAL OF THE DEPARTMENT OF DEFENSE ASSISTANTS
TO THE SECRETARY OF DEFENSE DIRECTOR, ADMINISTRATION AND
MANAGEMENT DIRECTOR, PROGRAM ANALYSIS AND EVALUATIONS

SUBJECT: Space-Available (Space-A) Transportation for Dual Uniformed Services Member
Spouses with Dependent Children

Effective immediately, certain dual Uniformed Services member parents/step-parents may accompany their dependent children regardless of which parent is designated as the sponsor in the Defense Eligibility and Enrollment Reporting System (DEERS). The policy applies to Uniformed Services members on active duty, retired from active duty, and retired Reserve/Guard members 60 years or older who are receiving retired pay. This change eliminates the current restriction which only allows the designated sponsor to accompany a dependent child traveling Space-A.

The designated military sponsor may give the military non-sponsor parent the authority to accompany their dependent child when traveling Space-A on DOD aircraft. The sponsor parent must authorize the non-sponsor parent in writing with his or her signature notarized. The letter is valid for 180 days from the date it was signed and notarized. Only the original letter with the sponsor's signature notarized may be accepted for Space-A travel. The military non-sponsor parent must carry this authorization letter during all phases of travel along with his or her valid military identification card. Attached is a sample authorization letter. Dependent children shall travel in the same category of travel as the military non-sponsor parent.

This policy will be incorporated in DOD 4515.13-R, "Air Transportation Eligibility," which is under revision. My point of contact is Lt Col Holmes, OADUSD (TP), 703-601-4461, extension 110.


Jack Bell

Attachment: As stated

Figure A33.2. Sample Dual Parent/Step-Parent Authorization Letter.

(date)

SMSgt John Q. Public
549 Harvard Avenue
Anytown, VA 22202

Subject: Authorization for Non-Sponsor Parent to Accompany Dependent Children on Space-Available Travel

To Whom It May Concern:

I, SMSgt Michelle L. Leon, USAF, SSN XXX-XX-1111 {last 4 of SSN required), authorize MSgt Jeffrey W. Cobb, USAF, SSN XXX-XX-2222. the non-sponsor parent of the child(ren) listed below to accompany them on Department of Defense sponsored space-available flights. Dependent children shall travel in the same category of travel as the military non-sponsor parent.

Full Name	Age	SSN (last 4)	Relationship to Sponsor
Alexandria M. Goodmiller	12	XXX-XX-3333	Daughter
Kylie N. Cobb	9	XXX-XX-4444	Daughter

Sponsor Contact Information Home Address: (if different from above) Duty Phone Number: 555-229-4593 Home Phone Number: 555-229-5555

(Sponsor's printed name and signature)

This letter requires an original notarized signature of the military sponsor of the dependent children) as identified in the Defense Eligibility and Enrollment Reporting System (DEERS). This letter is valid for ISO days from the date of notarized signature.

Attachment 1

Attachment 34

AMC COMMENT POLICY (SOCIAL MEDIA)

External links disclaimer:

All passenger terminals that choose to create a social media page will include the following external links disclaimer.

External links disclaimer:

The appearance of external hyperlinks does not constitute endorsement by the United States Department of Defense of the linked web sites, or the information, products or services contained therein. For other than authorized activities such as military exchanges and Morale, Welfare and Recreation (MWR) sites, the United States Department of Defense does not exercise any editorial control over the information you may find at these locations.

All links are provided consistent with the mission of the U.S. Air Force and Air Mobility Command. Please let us know about existing external links which you believe are inappropriate.

Comment policy: Comments are welcome. However, please observe the following rules or your comment will be deleted:

No profanity

No sexual content

No overly graphic, disturbing or offensive material, no vulgar or abusive language, no hate speech or offensive language targeting any specific demographic, no personal attacks of any kind, no spam, and no promotions for commercial products or services.

This forum is intended to provide predictability to our passengers and a forum for productive discussions. We welcome participation from all visitors.

Attachment 35

SERVICE ANIMALS



DEPUTY UNDER SECRETARY OF DEFENSE FOR
LOGISTICS AND MATERIEL READINESS

3010 DEFENSE PENTAGON
WASHINGTON, DC 20301-3010

NOV 24 2009

MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
UNDER SECRETARIES OF DEFENSE
ASSISTANT SECRETARIES OF DEFENSE
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE
DIRECTOR, OPERATIONAL TEST AND EVALUATION
INSPECTOR GENERAL OF THE DEPARTMENT OF
DEFENSE
ASSISTANTS TO THE SECRETARY OF DEFENSE
DIRECTOR, ADMINISTRATION AND MANAGEMENT
DIRECTOR, COST ASSESSMENT AND PROGRAM
EVALUATION
DIRECTOR, NET ASSESSMENT
DIRECTOR, FORCE TRANSFORMATION
DIRECTORS OF DEFENSE AGENCIES
DIRECTORS OF THE DOD FIELD ACTIVITIES

SUBJECT: Transportation of Service Animals on DoD-owned and Controlled Aircraft

Effective immediately, the attached guidance implements the provisions of 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel. DoD 4515.13-R, "Air Transportation Eligibility," Chapter C.1.6.1. is rescinded in its entirety.

This guidance will be incorporated in DoD 4515.13-R, "Air Transportation Eligibility," which is under revision. My point of contact is Lt Col Michael Holmes, OADUSD (TP), 703-601-4461, extension 109.

Alan F. Estevez
Acting

Attachment:
As stated

Interim policy change for DoD 4515.13-R, "Air Transportation Eligibility" (November 1994) (through Change 3, April 9, 1998), to partially incorporate provisions of 14 CFR Part 382.117, as amended at 74 FR 11471, Mar 18, 2009.

C.1.6.1 is rescinded in its entirety and replaced as follows:

C1.6.1. SERVICE ANIMALS

C1.6.1.1 A service animal is allowed to accompany a passenger with a disability within the cabin on DOD owned and controlled aircraft.

C1.6.1.1.1. Commercial aircraft chartered by DOD, or on behalf of DOD, may be subject to the provisions of 14 CFR, Part 382, Nondiscrimination on the Basis of Disability in Air Travel, relating to service animals.

C1.6.1.1.2. Service animals may be accommodated on other DOD owned or controlled aircraft, subject to reasonable limitations required by the configuration of the aircraft and/or operational necessity.

C1.6.1.2. Service animals are working animals, not pets. Service animals are individually trained to perform specific tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

C1.6.1.1.2.1. An animal's weight, size, State and foreign country restrictions may limit the transport of a service animal within the cabin and/or cargo hold.

C1.6.1.1.2.2. Certain unusual service animals pose unavoidable safety and/or public health concerns and are not required to be transported (e.g., snakes, other reptiles, ferrets, rodents, and spiders) as service animals.

C1.6.1.3. Transportation of a service animal in the cabin or cargo hold is authorized without charge when accompanying the passenger who is otherwise authorized transportation under this Regulation. DOD personnel will make every effort to ensure individuals with disabilities are not separated from their service animal.

C1.6.1.4. The service animal must be properly harnessed or leashed. To avoid creating a safety hazard, the service animal should not occupy the aisle. The service animal shall be permitted to accompany the passenger in all areas in which persons without disabilities are normally allowed to go. If a service animal cannot be accommodated at the seat location of the passenger with a disability, offer the passenger the opportunity to move with the animal to another seat location, if present on the aircraft, where the animal can be accommodated.

C1.6.1.5. Passengers will provided identification cards or other written documentation, issued by a bona fide agency, to verify the animal is trained as a service animal. Additional guidance to

assist transportation/terminal personnel in determining if an animal is a qualified service animal may be found on the Department of Transportation web site at <http://airconsumer.ost.dot.gov/>.

C1.6.1.6. Emotional Support/Psychiatric Service Animals. Proper documentation is required for a passenger to travel with an animal that is used as an emotional support or psychiatric service animal. Letters may be no older than one year from the date of the passenger's scheduled initial flight on the letterhead of a licensed mental health professional (e.g., psychiatrist, psychologist, licensed clinical social worker) stating the following:

C1.6.1.6.1. The passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders—Fourth Edition (DSM IV).

C1.6.1.6.2. The passenger needs the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination.

C1.6.1.6.3. The individual providing the assessment is a licensed mental health professional and the passenger is under his or her professional care.

C1.6.1.6.4. The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

C1.6.1.7. Proper sanitation is the responsibility of the passenger and must be maintained at all times. Terminal personnel are not required to provide care or food for a service animal or provide a special location for the animal to relieve itself.

C1.6.1.8. Transportation of service animals shall be subject to country quarantine procedures. Passengers intending to travel outside the CONUS with a service animal are required to check on possible restrictions with the embassy or consulate of each country to be visited. Specific information may be found on each country's Country Specific Information website at <http://travel.state.gov>. When it is necessary to detain the service animal pending determination of admissibility, the passenger shall provide detention facilities satisfactory to the cognizant quarantine officer. The passenger shall bear the expense of such detention, including necessary examinations and vaccinations, and other expenses incurred due to the service animal accompanying the passenger.

C1.6.1.9. A service animal may be removed from the premises if the animal is out of control and the owner does not take effective action to control the animal, or the animal poses a direct threat to the health or safety of others. Every effort should be made to mitigate the problem before excluding the animal from the terminal area or aircraft cabin.