

# **CDC 2T251**

## **Air Transportation Journeyman**

### **Volume 3. Passenger Services, Fleet Services, and Air Terminal Operations Center**



**Air Force Career Development Academy  
The Air University  
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THIS THIRD volume of *Air Transportation Journeyman* is entitled *Passenger Services, Fleet Services, and Air Terminal Operations Center*. It consists of three units, the first two of which pertain to passengers, to include their eligibility for air travel, authorization, and comfort. The third unit details effective load planning and records management, as well the critical nature of computerized aircraft configuration information.

Unit 1 discusses the vital nature of customer service then considers passenger eligibility issues, categories of passengers and their authorizations, as well as any restrictions. Further, this unit discusses loading and offloading passengers, as well as the coordination it takes for delayed and diverted passengers. Finally, this unit discusses how to process passengers' baggage, including accepting baggage for flight, documenting irregularities, and processing delayed or misplaced baggage.

Unit 2 discusses Fleet Service, which has one overriding goal: passenger and crew comfort. This goal is supported through the use of Fleet Service's own supply function and provides for the proper use of numerous equipment and supplies, including in-flight meal delivery, and the air transportable galleys/lavatories (ATGL).

Unit 3 explores the Air Terminal Operations Center (ATOC), which provides a hub of information or command center. This discussion includes the main duty positions or functions, directives and policies, effective load planning and records management. Within the discussion of load planning and records management, the proper use of computer inventory and tracking systems are provided to emphasize the critical nature of Air Mobility Command's (AMC) capability of providing detailed computerized aircraft configuration information Air Force wide, in order to make vitally important mission decisions. In addition to automated systems, manual procedures are also covered in detail to ensure a solid understanding of effectively managing aircraft load for correct weight and balance to ensure the safety of the aircraft, its crew and passengers.

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This volume is valued at 18 hours and 6 points.

**NOTE:**

In this volume, the subject matter is divided into self-contained units. A unit menu begins each unit, identifying the lesson headings and numbers. After reading the unit menu page and unit introduction, study the section, answer the self-test questions, and compare your answers with those given at the end of the unit. Then complete the unit review exercises.



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# Unit 1. Passenger Processing

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**I**F YOU SURVEY 100 Air Force members and ask them why they joined the Air Force, how many would answer “to travel”? Whether our passengers are traveling for leisure or for duty, chances are they will be processed through our passenger terminals. From the moment a passenger comes into our terminal, the passenger service agent is the focus of their attention. The passengers that present themselves to the counter for travel are at the complete mercy of the agent processing them. This is why it is so important to know each step in this process. It is up to the agent behind the counter to make sure each passenger is eligible for travel, the accompanying documentation is filled out correctly, and the passengers’ bags are within the allowable limits.

In this unit, we will discuss customer relations, passenger eligibility, categories of passengers, selection of passengers, loading and offloading passengers, as well as the coordination it takes for delayed and diverted passengers. We will also discuss how to process and handle passengers’ baggage.

## 1-1. Customer Relations and Flight Information

The image Air Mobility Command (AMC) projects to its Department of Defense (DOD) customers is influenced by the customer service its passengers receive when traveling via AMC. You, as a passenger service agent (PSA), function as an AMC ambassador; you 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.

### 401. Customer relations

Anytime you deal with another human being, you relate *to* or *with* the individual. No matter where you work, you should develop good customer relations skills. But nowhere is this more important than in the passenger terminal. You will deal with people from all walks of life and in special circumstances in which you must exercise great care. A major part of customer relations is providing accurate information to passengers the *first* time to avoid potential problems later.

Another major part of customer relations is doing your job well. This lesson will focus on how you interact with passengers to present a professional and positive military image to them as a representative of AMC and the Air Force.

### **Types of customers**

Throughout this lesson, keep in mind that although we are focusing on customer relations as a passenger service function, customer relations is a function of every section you will work. As a result, you will have both *internal* and *external* customers.

#### ***Internal customers***

Internal customers can include your coworkers, other people in your squadron, aircrew members, and so forth.

#### ***External customers***

External customers can include passengers, truck drivers, couriers, and commercial carrier personnel.

These lines are not always clear cut; however, one thing is clear. Your job is to move cargo and passengers to their destinations, while providing the best customer service possible to both your internal customers and external customers, whoever they may be.

### **Communicating nonverbally**

How you communicate is a huge part of how well you relate to your customers. But before you even open your mouth, you are communicating more than your words ever could. Without speaking a word to your customer, how would you communicate that you are professional, respectful, and can be relied upon for providing the accurate and complete information he or she wants to know? The following are three important ways:

- Dressing and grooming yourself appropriately.
- Do not make the passengers wait in line for service for unreasonably long periods of time.
- Use nonverbal communication skills.

#### ***Dressing and grooming yourself appropriately***

When a customer looks at you, does he or she see a neat, clean, and properly dressed person or can he or she see from your appearance that you woke up late, forgot to shower and – oh, by the way – your ribbons are upside down? Air Force Instruction (AFI) 36–2903, *Dress and Appearance of Air Force Personnel*, explains how to wear your uniform and groom yourself properly. This is something you should already be doing well. You must always adhere to the standards in this AFI.

As a PSA, in addition to dressing and grooming yourself appropriately, you will wear a blue badge while you are on duty to identify yourself as an “AMC Passenger Service Agent.” Your supervisor and passenger service officer will wear a red badge identifying themselves as an “AMC Passenger Service Supervisor.” Follow guidance in Air Mobility Command Instruction (AMCI) 24–101, Volume 14, *Military Airlift Passenger Service*, for the proper wearing of these badges.

#### ***Do not make customers wait for unreasonably long periods of time***

You have several time-related standards of performance to follow when dealing with passengers, which will be discussed as we proceed throughout this volume. For now, as an example, you should open additional check-in counters when passengers stand in line longer than 15 minutes. You should be able to process passengers within an average of five minutes of presenting themselves.

#### ***Using nonverbal communication skills***

When a customer looks at you, does he or she see you slouching in your chair with one leg up on the counter or your feet up on the desk? Do you have a “perma-scowl” on your face because you have

had a bad week? Or are you sitting up straight with a smile and a positive attitude, ready to answer his or her questions? Your nonverbal language says a lot about you and the service you are providing.

Follow these tips:

1. Never smoke, eat, or drink behind processing counters and while working in public areas. Be aware that chewing gum can also be unprofessional.
2. Never slouch, slump, or lean in your chair. Sit up straight and face the customer.
3. Never put your feet up on the desk or counter.
4. Never roll your eyes or scowl at customers.
5. Make natural, conversational eye contact with your customers, but avoid staring them down.
6. Never do another task while answering a customer's question. Your customers deserve your undivided attention.
7. Get plenty of rest before your shift. Work is not the place to sleep or go into fits of yawning in front of customers.
8. Never lie your head down on the desk or counter.
9. Never horseplay. Not only is it unsafe, it is unprofessional.
10. Use proper manners in front of passengers (cover your mouth when you cough; perform personal hygiene activities, such as flossing and blowing your nose, in the bathroom, etc.).
11. Avoid distracting activities, such as tapping on the counter, jingling keys or money, scratching or rubbing yourself persistently, adjusting eye glasses or clothing repeatedly, or clearing your throat repeatedly.

Although tone of voice sounds like it should be a verbal skill, it is actually a nonverbal skill. You can say the exact same words and use two different tones that have very different meanings. Take the phrase, "I'll get right on that." Say it with an eager tone and positive attitude, and your customer will be impressed by your enthusiasm. Say it with a sarcastic tone and negative attitude, and your customer may be offended.

### **Listening**

*Listening* is the most important thing you can do. As with any situation, you may not always be able to solve the problem to the customers' satisfaction, but listening to them "get it off their chest" will go a long way. This skill is easier said than done and is one of the most difficult and neglected skills when communicating with people. Here are some things you can do to improve your listening skills when interacting with your customers:

- Give the customer your undivided attention.
- Do not think about other things while they are speaking. People often think about what they are going to say next or what they are doing for lunch. Avoid this. Pay attention.
- Do not interrupt the customers. Let them finish, even if they may be chatty.
- While customers are talking, pay attention to their body language and tone of voice. It can either conflict with what they are saying or help you understand what they are saying, allowing you to clarify the message and respond appropriately.
- Paraphrase what the passenger said to show you were listening and to make sure you understood what he or she said.
- In this diverse world, many customers do not speak more than one language fluently; they may have heavy accents or dialects. Be patient with these customers and pay close attention. Repeat what they said to make sure you understood.

### **Communicating verbally**

Communicating effectively is important. If you do not, you can confuse people or cause misunderstandings and more work for yourself and others. Part of communicating effectively is to provide the customer *all* the information he or she needs and ensure it is accurate.

#### ***Communicating in person***

For example, let's say a passenger comes to the counter and asks if there is a car rental agency nearby. You very politely say yes, and using a map, show him or her how to get there. Good job. What you failed to mention to the passenger is that it is closed on Sundays, which is today. So, the passenger catches a taxi to the rental car agency only to find its doors are locked. You did provide the passenger accurate information with what you did tell him or her, but you failed to provide complete information and just wasted that passenger's time and money.

Another part of communicating effectively is your word choice and how you put your words together (syntax). Speak clearly, slowly, and loud enough for the passenger to hear and understand you. Enunciate your words. Do not mumble or race through your words, even if you are busy. If you do, you will probably have to repeat yourself and that will make the customer feel unimportant or rushed.

Through verbal and nonverbal communication, you should display a positive attitude, show your customers respect, and build rapport with them.

#### ***Display a positive attitude***

Displaying a positive attitude includes smiling when talking with your customers. Also, use proactive and positive language, and avoid sarcasm.

#### ***Show your customers respect***

It displays respect to use your customers' names at least once during a transaction; at other times, sir or ma'am is also appropriate. Be professional. Use manners. Say "please" and "thank you." Avoid foul language, slang, and jargon. Provide accurate and complete information. Use a clean sense of humor appropriate to the situation. Be accessible to the customer. Give him or her time to ask questions and clarify answers. Use gentle persuasion instead of barking orders at him or her.

#### ***Build rapport with your customers***

Building rapport is taking time to show a sincere interest in another person. While your job probably will not give you much time to "shoot the breeze", you can do your best to build rapport with customers in the little time you do have. This includes listening to the customer and asking good questions. Using the car rental agency example, it is reasonable to assume that if a customer asks about a car rental agency, he or she plans on going there today. Operating hours are something this customer would be interested in; especially considering the agency is closed. But let's say you did not know the customer was going there today. What might be a good question to ask? "When were you planning on going, sir or ma'am?" Then you could explain that the agency is closed on Sundays and offer the customer other alternatives.

#### ***Communicating via the telephone***

You will likely receive phone calls from customers all over the world, especially in the passenger terminal. You can take positive steps to make it a good conversation for you and the customer.

Although phone etiquette rules vary, your goal should be to answer the phone within three to five rings. That does not mean that if the phone rings for a sixth time or ignore it completely.

Greet customers with a standard greeting and speak slowly. Customers can get irritated having to listen to someone spit out a greeting only to have to ask "To whom am I speaking?" Do not waste anyone's time by rushing the greeting. Simply say, "Good morning; Ramstein Air Base passenger terminal; Airman Alvarez speaking. How may I help you?"

Smile. Why would you need to smile through the telephone? No one can see you. That is true; however, they can hear the smile in your voice. Smiling conveys friendliness and enthusiasm.

When you must place customers on hold, ask them for permission first and wait for them to say “yes.” Again, the rules for telephone etiquette vary. Ideally, you do not want the customer on hold for more than a minute; however, sometimes you will need longer than a minute to provide a good answer, especially with complicated questions. In that case, always check back with the customer after two or three minutes. If you need more time, ask customers if you can take their name and number and call them back, or if they prefer, customers can call you back at a specified time. When you do return to the phone call, always thank them for holding. If it took a long time, apologize for the wait.

Keep a pen and paper by the telephone to take good notes. Sometimes you will need information from a passenger to research the issue properly. No matter what, write down the necessary information in case you need to use it again. Let’s say you are researching a passenger in the computer and you did not write down the name. You typed it into the computer the first time and nothing came up. You may have another way to search, except now you have forgotten how to spell the name. You now have to ask the customer to repeat the information so you can do another search. Having a pen and paper available allows you to write it down the first time to avoid this.

### *Telephone issues*

Ideally, if you are dealing with customers in person, there should be someone else assigned to take phone calls. But sometimes, you will have to balance helping customers face-to-face and on the telephone by yourself. If you are working at the counter and the phone rings, say “excuse me” to the customer in front of you to dismiss yourself from the conversation. Then ask coworkers if they can answer the phone. If there is no one else, ask the customer if he or she minds if you answer the call.

More and more people carry cell phones these days, which poses a particular challenge for communicating via telephone. For example, there are a variety of reasons that may cause a call from a cell phone to have a bad connection. If you answer the phone and notice a bad connection, try your best to let them know you are having a hard time understanding them because of the bad connection. Ask them to repeat themselves until you receive the full message. Be patient; do not get frustrated; do not hang up. If the connection does not improve, recommend they call back from a landline. They can also send an e-mail or fax or visit your website for more information. Calling the flight information recording number may also be easier for them. In any case, give them as many options as possible.

### *Anticipating customers’ needs*

We are not asking you to predict the future. We are simply asking you to step in the customer’s shoes, which requires you do two things: show empathy and anticipate needs. What information would you want to know in the same situation? What can you do for the customer now and later to make the process smoother for everyone? How would you want to be treated?

*Empathy* is understanding the situation from the customer’s perspective. How would you feel if you were in the same situation? How would you want to be treated? Some passengers traveling on emergency leave or special circumstances require extra care and sensitivity, due to the nature of their travel. However, they are not the only ones who require empathy. All of your passengers do. They are not just a number; they are people. Treat them with respect and how you would like to be treated.

Anticipating customers’ needs requires thinking ahead. If you know an aircraft is coming in later than expected and will strand several passengers overnight, work with your coworkers, supervisors, and other agencies to work out the details of lodging, phone access, transportation, meal vouchers, and so forth. When the passengers arrive, you will already have many of the answers they are looking for and things will go a lot smoother among the chaos that usually ensues during a delayed aircraft. If your bags were lost while you were traveling, what items would you need? Where could you get such

items, and how would you get there? The same questions you would ask yourself are the same questions passengers will ask. Anticipate those questions and do your best to provide answers.

### **Dealing with difficult situations**

Customers who experience delayed flights, mishandled bags, pet mishaps, meal-related issues, and flight eligibility problems can become emotional. Additionally, certain passengers in certain situations must be handled with extra care. It is important for you to understand how to respond because you could be the first person they see. Dealing with these types of situations is difficult; it requires experience and practice, you do not have to do it alone. If you do not know how to deal with any type of difficult situation, ask your supervisor for help.

#### ***First thing to do***

The *first thing* you should do in dealing with any type of difficult situation is to listen to your customer attentively.

- Make eye contact with him or her.
- Nod your head to show you understand.
- Repeat or paraphrase what the customer said back to him or her so the customer can provide the necessary feedback and ensure you both are clear with each other.

#### ***Second thing to do***

The *second thing* you should do is show empathy for your customer. Use phrases like, “I understand,” “I know how frustrating that can be,” or “I’m sorry to hear that.”

#### ***The final thing to do***

The *final thing* you should do, but no less important, is solve the problem. This may require you to explain a process again or provide options to the customer. This is what your focus should be. If their documentation is incorrect, help them correct it or refer them to the right agency that can. Give them the information they need to get where they need to go (e.g., directions, transportation information, hours of operation, etc.).

Angry passengers present a real problem to some Airmen. The important thing to remember is to not take it personally, remain calm and professional, and ask your supervisor for help if you need it. Move angry passengers to another area so other passengers can be processed. If you or someone under AMC control made the mistake, admit it, apologize for it, and make every effort to correct it. If it cannot be corrected or you simply have to say no, say no and in the most tactful way possible explain the reasons why. If they do not calm down, end the conversation politely and refer them to the appropriate agency.

Some other types of passengers that may require more sensitivity and caution are intoxicated passengers, unaccompanied minors, large-bodied passengers, passengers with bad hygiene, passengers dressed inappropriately, passengers with disabilities, passengers who have lost a pet (missing or deceased) while traveling, or any passenger who is considered special category or unique. We will talk about special category and unique passengers in another lesson. Here, it is important to remember that everyone is an individual, every situation is different, and you should treat each person professionally and respectfully, regardless of the situation. The more you practice, the better you will get at handling these types of situations.

### **Customer feedback**

Leadership within AMC is interested in the passengers’ welfare and wants to hear about the service passengers receive. To encourage comment, your passenger terminal will display a locally-produced “Commander Letter to the Passenger” next to a collection box. When passengers wish to comment on the service they receive while traveling within AMC, they can either complete an AMC Form 253, Air Passenger Comments, (fig. 1-1), or an Interactive Customer Evaluation (ICE) to measure



passenger satisfaction at their location. This completed form can be placed in the collection box (which should be checked at the beginning of each shift), or given directly to a PSA.



| AIR PASSENGER COMMENTS   |                                  |  |   |                       |       |     |
|--|----------------------------------|--|---|-----------------------|-------|-----|
|   |                                  | Please provide a copy to terminal management by placing in the slot marked for Squadron/Port Operations Officer. Terminal addresses are listed on the reverse in case you desire to mail your comments to a terminal you have passed through. Your comments to Squadron/Port Operations Officers will let them take immediate action. If you feel we need to know about a particular item, send a copy of your comments to us: |   |                       |       |     |
|  |                                  | HQ AMC/A4TP<br>402 Scott Drive Unit 2A2<br>Scott AFB IL 62225-5308   |   |                       |       |     |
| FLIGHT NUMBER<br>4367  | DEPARTING FROM<br>SUU            | DESTINATION<br>DNA   | DATE FORM PREPARED (YYYYMMDD)<br>20160213 |                       |       |     |
| Please read the following questions and check the appropriate response   |                                  |  |   |                       |       |     |
|  | Excellent                        | Good   | Ok  | Poor                  | Awful | N/A |
| 1. Facility Appearance   |                                  | ✓  |   |                       |       |     |
| 2. Employee/Staff Attitude   | ✓                                |  |   |                       | ✓     |     |
| 3. Timeliness of Service   |                                  | ✓  |   |                       |       |     |
| 4. Hours of Service  |                                  | ✓  |   |                       |       |     |
|  |                                  |  |   | Yes                   | No    | N/A |
| 5. Did the product or service meet your needs?   |                                  |  |   | ✓                     |       |     |
| 6. Were you satisfied with the service you received from this service provider?  |                                  |  |   | ✓                     | ✓     |     |
| Please provide any other comments that might be used to help us improve the passenger terminal.<br><br>First off, I had I really good and really bad experience. Let me start off with the really good, PSC Agent Kolodny was the most professional and respectful person I have ever had the pleasure to meet. SrA Kolodny was very observant and helpful during my travels. He helped me with the processing line and even went as far as to give me a hand with my luggage when I wasn't selected for the flight. Nice guy and definitely deserves recognition for going above and beyond.<br><br>Now for the bad, After I had such a wonderful experience the previous day with SrA Kolodny I was expecting the same type of service but I was mistaken. When I came up to the counter to check in I met SrA Delgado. He was chewing gum and not really paying attention to anything I had to say. He was rude and very disrespectful to a person who has retired after serving there country for over 20 years. SrA Delgado seemed more distracted by his phone that was sitting right next to him than helping me out. This was just an out right disgrace to all service members past and present to be treated this way. |                                  |  |   |                       |       |     |
|  <b>Interactive Customer Evaluation</b>   |                                  | This form can also be filled out online using the Interactive Customer Evaluation (ICE) system located at <a href="https://ice.disa.mil/">https://ice.disa.mil/</a> .  |   |                       |       |     |
| If you prefer a response to your comment, please provide relevant contact information below.   |                                  |  |   |                       |       |     |
| NAME (Last, First, M.I.) (Optional)<br>Smathers, Eric  | GRADE (Optional)<br>SMSgt (ret.) | DUTY ADDRESS (Optional)  |   | DUTY PHONE (Optional) |       |     |

Figure 1-1. AMC 253, Air Passenger Comments.

## **402. Brief passenger flight information and travel restrictions**

Part of giving excellent customer service is giving passengers the information they need to get where they are going. The information you give them can come in many forms. Briefing passengers and making announcements on the public address system are important duties for you to master; however, there are other ways to give passengers the information they need which we'll discuss in this lesson.

### **Briefing passengers**

Working as a passenger service agent, you will have many opportunities to brief passengers. Briefing passengers regularly with accurate and complete information is critical to giving good customer service. This way the passengers will know exactly what the rules are and what they need to do to get to their destination. When briefing passengers about any subject in person or over the public address system, the first step is to prepare yourself so you know exactly what information you need to brief them about the subject. Try to remember all the rules we talked about when communicating with passengers.

Next, always ask if they have any questions and answer them to the best of your ability, but do not guess if you do not know the answer. If you guess incorrectly, you could set yourself up for dealing with an angry customer or worse. In the case of travel restrictions and border clearance requirements, if the passenger makes it on the aircraft, but does not meet the country's entrance requirements because you guessed, you could help set them up for an unsafe situation, including heavy fines, document confiscation, deportation, and other serious consequences. Always seek help from your supervisor if you do not know the answer to any question or do not understand any entrance requirements or travel restrictions.

### **Travel restrictions**

Passengers must meet travel eligibility requirements, but travel restrictions and border clearance requirements can sometimes be complicated. Countries around the world—in an instant— can become unstable and travel restrictions to that country can change. You learned about the Foreign Clearance Guide (FCG) in volume one which is where you can find travel restrictions and border clearance requirements for every country in the world. It is updated constantly to match the changing environments of world nations.

If a passenger is eligible to travel, you must brief him or her on the restrictions and requirements of the country or countries he or she is traveling to. After verifying eligibility to travel, which we will discuss in a future lesson, you will have to determine the status the passenger is traveling (space-required or space-available) and to which countries the passenger is traveling. You will have to find out details about the passenger; for example, whether the passenger is a US citizen or a contractor or traveling with dependents or pets. The entry rules could be different, depending on the passenger details and the destination country. The FCG can be found at the following URL:

<https://www.fcg.pentagon.mil/>

Once you've checked the travel restrictions and requirements, it may be helpful to provide the passenger a copy of this information to follow along as you brief. Providing the travel information to the passenger if he or she does not already have it will be extremely helpful. Ensure that you politely brief passengers on why they can or cannot travel based on their travel status and the documentation and immunizations required. Also, while passengers are there, check the documents they have with them to make sure they are valid, current, accurate, and complete. Brief them on items that need to be corrected and updated and do not forget to tell them where they can go to get their documentation corrected and directions to those offices. Finally, ask passengers again if they have any questions.

## **403. Make public address announcements**

Each passenger terminal uses an announcement system to pass information to passengers. At commercial gateway, PSAs will use the local airport public address (PA) system for announcements. This allows you to pass information all at once instead of to each passenger as they approach the counter. You can announce any information you feel is important to multiple passengers, but you

should keep your announcements as short as possible. Remember, you do not want to raise more questions than you answer.

Learn how to use your terminal's particular PA system before you make any announcements. Also, make sure the system is on and properly working before making your announcement. Do not make the announcement until you have all the information you need to make it and have a standard announcement script in front of you, if available. This will prevent you from rambling during the announcement. Do not tap or blow into the microphone or say "test test" before you begin your announcement. As with any microphone, make sure the volume is at an appropriate level and that you are not too close or too far away from it when you speak. The appropriate distance depends on the type of microphone. Do not mumble, ramble, or speak too fast. Enunciate your words and speak slowly enough for passengers to get the message.

Some terminals play pre-recorded messages throughout the day, but if the system is down or unavailable, remember to make live announcements. AMC created examples of standard announcements for certain common situations that you can use. They are listed in AMCI 24-101, Volume 14, Military Airlift Passenger Service. There are several types of announcements you should make, depending on the situation. Let's go over each one. Throughout the standard scripts, you will see several blank lines. These lines are meant for you to insert the proper information, such as greetings (good morning/good afternoon/ good evening), flight numbers, destinations, gate numbers, times, and so forth.

### **Making terminal information announcements**

Terminal information announcements include information about what services are offered within the terminal and their hours of operation. Services can include the United Services Organization (USO), barber shop, snack bar, shoppette, and others.

Here is an example of this type of announcement:

*"For passengers not familiar with the services available in our terminal area, we would like to point them out."*

You should then describe the various services available. This announcement should be made periodically during the terminal operating hours, particularly when a large number of passengers are in the terminal.

### **Making security announcements**

When traveling through a commercial airport, you will hear these announcements all the time. It is no different with a passenger terminal. Passengers need to be regularly reminded about security policies while traveling. Make these types of announcements at least three times per hour, especially during periods with a lot of people in the terminal.

Here is an example:

*"Good (morning/afternoon/evening) ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a passenger service agent immediately."*

### **Making flight information announcements**

These types of announcements include anything about a flight people in the terminal may want to know. For either arriving or departing flights, include the flight number, arrival or departure time, and gate number. Include any information about delayed or cancelled flights. When announcing delayed flights, include the new departure time and the reason for the delay, if the information is available. Also, try to repeat the announcement or provide updates every 20 minutes or as they become available.

For these types of announcements, always repeat the information in case passengers did not hear it the first time.

Here are some examples of standard announcements:

*“Air Mobility Command flight number \_\_\_\_\_, is now arriving. Passengers on board the 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 the flight may be met outside the baggage claim area located \_\_\_\_\_.”*

*“Good \_\_\_\_\_ ladies and gentlemen, passengers holding confirmed reservations and 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.”*

*“For those passengers awaiting the departure and boarding of AMC flight number \_\_\_\_\_, we are sorry to announce your flight has been temporarily delayed for \_\_\_\_\_. We expect to begin boarding in about \_\_\_\_\_. Please remain close by in the event we are able to start boarding sooner than expected. We regret this inconvenience and thank you for your patience.”*

*“Good \_\_\_\_\_ ladies and gentlemen, in a few minutes we will begin the final processing and boarding of flight \_\_\_\_\_ destined for \_\_\_\_\_. Please remain seated until you are called forward for final boarding. We will board families with small children, unaccompanied children, and those requiring assistance first. At this time, I want to remind you that your carryon 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 will be placed in the baggage compartment of the aircraft. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. Again, please remain seated. We will announce the final boarding of your aircraft in a few minutes.”*

### **Making roll call and unique mission announcements**

You should cover certain areas when making roll call announcements. First, announce your rank and name and give the mission number and destination(s) of the flight. Notify the passengers to be travel ready and give them a brief explanation of the roll call process, to include categories and date and time of sign up. Be sure to inform passengers when you are changing space-available categories during the roll call.

Finally, give them any operational details about the flight that may make them uncomfortable. For example, tell them if the flight will be a low-level training flight, an air refueling mission, or an unpressurized flight. Low-level training and air refueling flights sometimes make passengers sick due to the bumpiness or motion of the aircraft. Unpressurized flights can cause ear pain or ruptures, especially for people with asthma, head colds, or congestion. If the flight will be carrying hazardous cargo that requires a passenger deviation or human remains (HR), the passengers will need to know that as well. Passengers may feel uncomfortable with these on board and choose not to be selected for flight. If the flight is going to a destination that has little base support available, tell them that also, so they will not be surprised when they get there.



### Making announcements on aircraft

The passenger terminal is not the only place you will make PA system announcements. You will make announcements on aircraft as well. This can be a little tougher because aircraft can be very loud when the engines or auxiliary power units (APU) are running. On arriving or intransit aircraft, assume that you are the first or only impression of your base a passenger will get. This means you must use the same principles we talked about in the last lesson. Dress sharply, speak slowly and clearly, and smile. Greet him or her enthusiastically.

The following table shows an example of both an intransit and a terminating announcement.

| An Intransit Aircraft Announcement  |
|---|
| <p><i>"Good _____ ladies and gentlemen. Welcome to _____. The local time is _____. For those passengers terminating their travel at _____ please check around your seating area and in the overhead compartments for any personal belongings. Please secure all items such as hats, gloves, pencils, pens, identification badges, coins, cell phones, etc. Any loose items can cause serious damage to the aircraft or injury to personnel. For those passengers continuing on to _____, the aircraft will be on the ground for approximately _____. We recommend you stay on board, but if you wish to deplane, you may do so. The aircraft will be refueled and the restrooms serviced while on the ground. Once refueling begins, we cannot allow anyone to deplane. Please refrain from using the restrooms while they are being serviced and for safety reasons please limit your movement about the cabin. Again, welcome to _____ and thank you for flying with Air Mobility Command."</i></p> |
| A Terminating Aircraft Announcement   |
| <p><i>"Good _____ ladies and gentlemen. Welcome to _____. Baggage from AMC flight _____ is (now arriving/will be arriving in _____ minutes). As many bags look alike, please check the number on your baggage claim ticket with the number on your bag. If you have any problems in claiming your baggage, please check with the AMC representative in the baggage claim area or with the lost and found baggage office located _____."</i></p>   |

Sometimes, on departing flights, the number of passengers actually on the aircraft will not match the manifest. You must verify that each passenger is on the right aircraft and make adjustments accordingly. In this case, you will need to make an announcement that you will need each passenger to show you his or her boarding pass so you can verify that each one is manifested properly. When you make the announcement, be sure to identify the flight number, so passengers can assist with verification.

### Other ways to provide information

You have several ways to get information to your passengers besides briefings and announcements. In fact, these other ways may save you time because you will not have to brief the information or make the announcements. Be sure to answer any follow-up questions your passengers may have.

#### *Flight information display system and status boards*

An effective way to provide flight information to passengers is with the Flight Information Display System (FIDS) and/or flight status boards. This is accomplished by using Global Air Transportation Execution System (GATES) FIDS software or a locally designed presentation. The FIDS software can be tailored to display only certain information, depending on threat con levels and mission type. During normal operations, using FIDS, post flight schedules for the next 48 to 72 hours. Any local conditions or information displayed in addition to the FIDS information is at the discretion of the local unit commander and must be displayed on a separate monitor.

#### *Air Mobility Command Gram*

AMC Form 76, Passenger Travel Information, otherwise known as the AMC Gram, contains information most requested by travelers, such as the cost, availability, location of billeting and

transportation, and AMC's no-smoking/tobacco use policy. It may also contains recommendations to passengers with no apparent disabilities (e.g., hearing impairment, asthma, or pacemakers) to advise passenger service agents of this disability at the time of check-in. Your commander can choose to add more information to increase customer service and convenience. Also, maps of the base with major facilities identified should be printed and placed near the AMC Gram to help passengers get around. Having this information readily available for passengers saves them time waiting in line at the counter. Be sure to keep your AMC grams updated with the most current information available.

### ***Flight information recording lines and websites***

Many terminals have automated flight information recording lines passengers can call to get departure, arrival, and other information. In addition, many terminals also have websites and social media pages for passengers to visit to obtain information about meal rates, travel restrictions, document requirements and other common information.

Each of these gives passengers several ways to get the information they need and helps you save time by not having to brief the same information over and over again to several passengers individually.

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## **Self-Test Questions**

**After you complete these questions, you may check your answers at the end of the unit.**

### **401. Customer relations**

1. What are the two types of customers?
2. Without speaking a word, what are three ways to communicate to customers that you are professional, respectful, and can be relied upon to provide accurate and complete information?
3. When is it OK to eat, or drink in front of passengers?
4. Which type of distracting activities should you avoid when working with customers?
5. Which activity is the most important thing you can do and the most difficult when dealing with customers?
6. Name six things you can do to improve your listening skills when interacting with customers.
7. Part of communicating effectively is to provide the customer what two things?

8. Which three things should you do through verbal and nonverbal communication?
9. Within how many rings should you answer the telephone?
10. Give an example of what you would say when you answer the phone if you were working at the Ramstein Air Base passenger terminal.
11. Why should you smile when answering the telephone?
12. How often should you check back with a customer when you put him or her on hold?
13. What should you keep by the telephone to give the customer smoother service?
14. Which activity involves understanding the situation from the customer's perspective?
15. What does anticipating customers' needs require?
16. When dealing with a difficult situation, what is the first thing you should do?
17. What type of phrases would be helpful to say to show empathy?
18. Describe how to deal with an angry passenger.
19. Name some types of passengers you may deal with that may require more sensitivity and caution.

**402. Brief passenger flight information and travel restrictions**

1. What is the first step you should take when briefing passengers?
2. What should you do if a passenger asks you a question to which you do not know the answer?
3. Where can you find travel restrictions and border clearance requirements for Spain?
4. What type of information must you know about a passenger to brief him or her on travel restrictions and border clearance requirements?
5. When briefing passengers on why they can or cannot travel, what should you check and what should you do if they need corrections or updates?

**403. Make public address announcements**

1. To help prevent you from rambling, what should you do before you make an announcement?
2. You are about to make an announcement over the PA system and want to test it. What three things should you avoid doing?
3. Give an example of what you would say if you wanted to make a terminal information announcement.
4. Give an example of what you would say if you wanted to make a security announcement.
5. When announcing a delayed flight, which information should you include, if available, and how often should you provide updates?
6. Give an example of what you would say if you wanted to make an announcement of a delayed flight.
7. Describe how to make a roll call announcement.



8. Why should you brief passengers about low-level training and air refueling flights?
9. Give an example of what you would say if you were greeting a terminating aircraft full of passengers?
10. What is the AMC Form 76 or AMC gram?

## 1-2. Passenger Eligibility, Authorizations, and Restrictions

Not just anyone can walk into a passenger terminal and expect to get on a flight. Only certain people are allowed to fly on AMC aircraft. Even then, they may be restricted to where they can fly and for what purpose. It is your job to make sure any passenger who comes to the terminal is eligible to fly and has the proper documentation. In this section, we will talk about determining eligibility for space-required and space-available travelers and what a special category and unique passenger is. First let's go over determining eligibility.

### 404. Determine travel eligibility and verify transportation authorizations

As a PSA, it is your responsibility to make sure all passengers are eligible to travel on DOD aircraft. Department of Defense Instruction (DODI) 4515.13, *Air Transportation Eligibility*, provides detailed guidance on who is and is not eligible for DOD travel. If passengers do not meet requirements outlined in this publication, you must deny them travel. Allowing ineligible passengers to travel can result in serious consequences: including possible deportation, unnecessary costs to the government, and wasted seats. Determining eligibility for any traveler, space-required or space available, involves checking the following three main items:

- Proper identification.
- Travel category and supporting documents.
- Travel restrictions and clearances.

#### Checking identification

When you are checking identification (ID), ask for a valid ID card from all travelers. Check to make sure the photo matches the person to whom it belongs, check the passenger's name, and make sure the ID card is not expired. Anyone 10 years and older must have a valid ID card to travel.

#### Checking travel category

Eligible passengers can travel in two major categories: space-required and space-available. DODI 4515.13 lists 21 subcategories to help you determine if a passenger is eligible to travel within the space-required category. It is the passenger's responsibility to produce evidence that he or she has the authority to travel. We cannot list each individual situation in which a passenger is eligible to travel within this career development course (CDC); however, DODI 4515.13 contains more details to assist you.

Before we discuss some these subcategories, you should become familiar with some terms we will use, to include the Uniformed Services, group travel status, command-sponsored dependent, and noncommand-sponsored dependent.

### *Uniformed Services*

The term Uniformed Services refers to the Army, Navy, Air Force, Marine Corps, Coast Guard, National Oceanic and Atmospheric Administration (NOAA) Corps, and Public Health Service.

### *Group travel status*

Group travel status refers to a “group” of personnel traveling together on the same order number, from the same origin, traveling to the same destination, and no per diem authorized. Group travel personnel will receive a government meal at no charge.

### *Command-sponsored dependent*

A command-sponsored dependent is a dependent who is residing with a member at an OCONUS (outside the continental US) location at which an accompanied-by-dependents tour is authorized, the member is authorized to serve that tour, and the dependent is authorized by the appropriate authority to be at the member’s permanent duty station.

### *Noncommand sponsored dependent*

Noncommand sponsored dependents are dependents that are not authorized/approved to reside with a member at an OCONUS location. Now let’s take a look at specific categories of individuals who are eligible for space-required travel, as shown in the following table.

| Space-Required Eligibility Categories   |   |
|---|---|
| Category  | Description   |
| Uniformed Services members  | <ul style="list-style-type: none"> <li>Active duty members of military departments traveling under official permanent change of station (PCS), temporary duty (TDY), or temporary additional duty (TAD) orders.</li> <li>Reserve members when traveling to perform inactive or active duty for training, with or without pay.</li> <li>Members of the Uniformed Services on funded emergency leave.</li> <li>Members of the Uniformed Services traveling with leave taken between consecutive overseas assignments.</li> <li>Members and their dependents on funded environmental morale leave (FEML).</li> </ul> |
| DOD civilian employees  | <ul style="list-style-type: none"> <li>Civilian employee traveling under official PCS, TDY, or TAD orders or on rest and recuperation (R&amp;R) or FEML travel.</li> <li>DOD civilians, who have defaulted on their transportation agreement, and command-sponsored dependents, only when commercial transportation is unavailable.</li> <li>US citizen DOD civilians traveling under an immediate family emergency.</li> </ul>   |
| Command-sponsored dependents of Uniformed Services members and DOD civilian employees | <ul style="list-style-type: none"> <li>Dependents, as defined in the Joint Travel Regulation (JTR), traveling under official PCS orders.</li> <li>Command-sponsored and noncommand-sponsored dependents of Uniformed Services members, DOD civilians, and other employees when issued official travel orders under emergency leave conditions.</li> <li>Command-sponsored dependents of Uniformed Services members when traveling accompanied or unaccompanied, under FEML orders.</li> </ul>   |
| Nonappropriated funds (NAF) employees   | <ul style="list-style-type: none"> <li>US citizen NAF officials or employees when issued official travel orders under emergency leave conditions or performing official travel on orders.</li> </ul>  |

| Space-Required Eligibility Categories            |  |
|--|--|
| Category   | Description  |
| Nonprofit service organizations employees        | <ul style="list-style-type: none"> <li>American Red Cross full-time paid employees assigned overseas traveling under official PCS, TDY, TAD, or emergency leave orders.</li> <li>USO upper-level overseas employees invited by overseas commanders and directly serving Armed Forces members.</li> </ul> |
| Athletes and entertainers                        | <ul style="list-style-type: none"> <li>Military member coaches, officials, and athletes participating in DOD-sponsored, sports clinics intramural games or contest.</li> <li>Military member entertainers participating in DOD-sponsored events.</li> </ul>  |
| Civil Air Patrol (CAP) cadets and senior members | <ul style="list-style-type: none"> <li>Must be performing official CAP duties or supporting an authorized operational mission or approved curriculum. Other restrictions apply.</li> </ul>   |
| Reserve Officer Training Corp (ROTC) students    | <ul style="list-style-type: none"> <li>Travel must be for approved training or competitions or students must be actively enrolled and participating in academic training during the school year. Other restrictions apply.</li> </ul>  |
| Junior ROTC students                             | <ul style="list-style-type: none"> <li>Students must be actively enrolled and participating in academic training during the school year. Other restrictions apply.</li> </ul>  |
| Youth program participants                       | <ul style="list-style-type: none"> <li>Participants in congressionally-sanctioned, DOD-approved National Guard Youth Challenge Programs may be provided transportation on DOD aircraft for travel to and from a program site and to a program activity.</li> </ul>                                       |

Not all space-required travelers are authorized to travel everywhere. Some can only travel between the CONUS (continental US) and overseas; some can travel overseas to overseas to include transiting the CONUS; and some can travel CONUS to CONUS. You must check DODI 4515.13 to determine the locations authorized for travel and under what circumstances. Sometimes, if a passenger is not eligible to travel in space-required status, he or she may be eligible to fly in a space-available status. If necessary, check for both and make sure the passenger has the proper documentation for whatever status he or she is traveling.

### Checking supporting documents

Usually, while you are figuring out if a passenger is eligible to travel in the space-required category, you will also verify the passenger's transportation authorization. This is the supporting document space-required travelers need to travel. Verifying the passenger's transportation authorization will ensure the passenger has the proper permission to travel and that the appropriate agency is billed for the passenger's travel. In order to accomplish this, the following three items are required:

- Passenger has the correct documents.
- Travel order information correctly corresponds to the passenger's ID.
- Customer identification code (CIC) on the travel authorization or billing address with point of contact.

### Verify the presence of transportation authorizations

A transportation authorization can come in many forms; however, it is simply a written or electronic document that directs an individual or group of individuals to travel. It is also used to reimburse travel and transportation expenses and establishes the conditions for official travel and transportation at government expense. You may also hear the transportation authorization referred to as a travel authorization or travel order. When you PCS or go TDY or in some cases, on emergency leave, you will be on "orders" or a transportation authorization.

A space-required passenger must have some sort of authorization to travel. The most common type of transportation authorization is the DD Form 1610, Request and Authorization for TDY Travel of DOD Personnel; however, several other forms and documents exist for various travel situations. Most of the time, passengers will present valid travel orders; however, sometimes their travel is so urgent they may not have been able to get them in time.

If passengers arrive at the terminal without valid orders or the nature of travel is so urgent, they were unable to get copies of their orders in time, they must bring a letter of authorization which lists the authority for travel and billing instructions with a fund cite. This type of movement is only authorized for emergency situations and is not authorized or intended to replace valid orders. If you suspect abuse from orders issuing agencies, report it to your supervisor who will report it to Headquarters (HQ) AMC.

### *Verifying information on the authorization*

When passengers present orders to you, you must check certain pieces of information, depending on why the passenger is traveling.

#### *Permanent change of station orders*

If the passenger is on PCS orders, check the name and grade against the passenger's ID card and solicit the social security number (SSN) from the passenger to verify they are the correct passenger. Additionally, check to see if dependent travel is authorized and check the identification of all dependents.

#### *Temporary duty orders*

If the passenger is on TDY orders, check the name and grade, and solicit the SSN from the passenger to verify they are the correct passenger. Check the type of orders (routine or all other type) and purpose of the TDY. Check the itinerary on the orders to determine whether the passenger is going to or returning from the TDY so you can assign the proper priority of travel. If the passenger is traveling alone, verify the orders are for that passenger. If the passengers are traveling on group orders (more than one person on a set of orders), verify that each person traveling is listed on the orders. And do not forget to check each passenger's information on the orders against each passenger's ID card.

#### *Letter of authorization only*

If a passenger arrives at the terminal with only the letter of authorization (LOA), ensure the letter includes the name of the commanding officer directing travel, phone number, unit mailing address, and billing address with a point of contact and phone number to the billing agency. The LOA must be signed by the contracting officer or designated representative.

**NOTE:** Do not permit duty passengers to travel if some form of billing documentation and point of contact is not available.

#### *Questionable travel orders*

If a passenger arrives at the terminal with questionable travel orders, let your supervisor know so he or she can take action. Passengers with questionable orders should be informed that their orders are questionable and that copies of their orders will be forwarded to HQ AMC/A4TP for possible billing to the passenger. The individual services will make the final determination whether the passenger or orders issuing agency will be billed.

### *Verifying the customer identification code on the authorization*

Verify the travel order for each space-required passenger and check that they have funding data and a CIC. At GATES stations, ensure the data on the GATES check-in screen is the same as the travel order. If it is different, change the data on the screen to match the travel order. The CIC and the signature of an authorizing official are two of the most important pieces of information on any travel

orders, so make sure the orders have both. To understand just how critical a CIC is to AMC operations, you need to know a little bit about the Transportation Working Capital Fund (TWCF).

### *Transportation Working Capital Fund*

The TWCF is a fund managed and operated by AMC to finance airlift mission support for the government and operates just like a commercial company. AMC provides airlift services and gets paid or reimbursed for those services. The TWCF receives money by providing airlift services through the following four means:

1. Military aircraft assigned to TWCF.
2. Commercial aircraft with contracts to TWCF.
3. Other Air Force aircraft tasked to fly TWCF missions.
4. Opportune airlift which occurs when a non-TWCF airlift mission moves TWCF cargo or passengers manifested at AMC aerial ports across an established AMC channel.

### *Customer identification code*

To reimburse the TWCF, passengers who use airlift services must pay for their travel. They do this by presenting a valid set of travel orders with a valid CIC number on them. A CIC is a 15-digit code that looks something like this:

**4 5 777 0060 525725**

CICs are the basis for passenger travel billing and tell the TWCF managers at AMC who is responsible to pay for that particular passenger's travel. Travel authorizations for reimbursable space-required passenger transportation must contain the following information approved by the funds-certifying official (the person managing the money who says the funds are available and authorized for use):

1. A chargeable appropriation (or account number).
2. CIC.
3. The full billing address with point of contact and phone numbers.

Passengers might arrive at the terminal with an incomplete CIC on their orders, but have all the data in the accounting information so managers can get the CIC information from it. You do not have to construct CICs from that information.

Sometimes, passenger orders do not contain a clearly identified CIC. In these cases, special account handling information is used in place of a CIC. You must collect at least one complete set of travel orders (front and back) with the unique control number included on them. Records and reports personnel will send a copy to AMC with a passenger manifest for payment.

### **Checking travel clearances**

Finally, once you have determined if passengers are eligible to travel, you must figure out if they are eligible to travel to the destination they want. If they are traveling overseas, this is when you will check the FCG to determine which documents they will need to enter the country they wish to go. Even though the passengers may be eligible to travel, you must ensure they meet the entrance requirements, otherwise you will cause them considerable trouble when they get there. It is your responsibility to make sure they are allowed to enter the country they want or need to enter.

You must look for which travel documents the passenger will need to enter the country. If the passenger has the required documents (e.g., passport, visa, and immunization record), check these documents against the passenger's ID card. Check to make sure he or she has all required documents for entry into the applicable country; check that the documents are not expired; and check that they contain the complete information necessary to properly enter the country. In other words, check the document's presence, currency, accuracy, and completeness. Check pictures on passports to verify the

passenger's identity. If you find discrepancies on any of the documentation, tell the passenger everything that needs to be corrected before he or she is eligible to enter that country.

#### **405. Determine eligibility for space-available passengers**

Determining eligibility for space-available travelers involves the verifying the same three items as space-required travelers:

- Proper identification.
- Travel category and supporting documents.
- Travel restrictions and clearances.

Since the procedures for verifying a passenger's ID, travel restrictions, and clearances are the same as for space-required travelers we will not cover this information again. However, documentation requirements and travel eligibility details for space-available passengers are different than for space-required passengers. As a result, within this lesson we will consider checking/verifying the travel category.

#### **Purpose of space-available travel**

Space-available travel is a privilege (not an entitlement). Authority of space on DOD assets is to be used for the transportation of personnel after space required passengers and cargo have been accommodated.

#### **Leave or pass status**

Service members on active duty must be in a leave or pass status to be allowed to use space-available travel. In fact, they must be in this status to register for space-available travel, remain in a leave or pass status while awaiting travel, and be in a leave or pass status the entire period of travel. DOD civilian employees, when afforded space-available privileges, must be in a leave or non-duty (i.e., weekend or holiday) status to register for space-available travel.

Space-available passengers must have a valid leave form or indicate pass status. Make sure the leave form is not expired and check the passenger's name and personal information against the document. Allow active duty military members whose leave orders have expired to remain on the space-available register if they are attempting to have their leave extended. They should not be moved until their leave is actually extended; however, if there are extenuating circumstances your leadership can choose to let them travel. If the passenger is declared AWOL (absent without leave), let your supervisor know so they can report them to the security forces/airport police.

#### **Determining ineligible space-available travel**

Passengers may not use space-available travel in place of space-required travel for movements such as PCS, TDY, or TAD. However, they may use it *in conjunction with* space-required travel as long as the space-available travel does not substitute for any one flight segment that the passenger has a space-required entitlement. For example, a passenger may take leave with a TDY and may travel space-available while on leave. Travel between the member's permanent duty station and the TDY location, however, must be space-required.

Dependents, command sponsored or noncommand sponsored, may *not* use space-available travel options to accompany their sponsor on space-required travel unless traveling in accordance with noncommand sponsor programs. Do *not* accept children less than 18 years old as of the date of travel for unaccompanied space-available travel; however, children between ages 10 and 18 can be accepted for space-required travel under very specific conditions.

Sometimes, a dependent will need to receive authorization to leave an OCONUS location before the sponsor's PCS in a program called early return of dependents (ERD). Dependents in the ERD program are not eligible for category five, command sponsored, environmental moral leave (EML), or noncommand-sponsored programs and will move space-required.



Although 100 percent disabled veterans and widows/widowers of active duty/retired military personnel receive privileges such as the Base Exchange, commissary and morale, recreation and welfare programs, these individuals are *not* entitled to space-available privileges.

### **Determining bad conduct ineligibility**

Sometimes, passengers can be placed on the ineligible list based on their unacceptable conduct or behavior. These individuals have been identified by their respective service headquarters to be ineligible to travel on DOD-owned aircraft and banned from worldwide space-available travel.

If you encounter any instances of unacceptable passenger conduct or behavior, report the passenger(s) to your supervisor. Your supervisor can forward the information to HQ AMC. He or she should include all supporting documentation (e.g., travel documents, your statement of what happened, police reports, etc.). HQ AMC will review all reports, make a recommendation, and forward it to the appropriate service headquarters. The passenger's respective service headquarters will make the final decision on whether the passenger is eligible to fly space-available.

Check the latest HQ AMC message listing the people whose space-available privileges have been withdrawn. This list must be available at the passenger service counter. GATES stations will refer to this list if the name is flagged during registration. HQ AMC personnel will automatically update the list in GATES. If the passenger's name is on the list, notify your shift supervisor. The shift supervisor or passenger service superintendent/officer should deal with a traveler whose travel privileges have been suspended or revoked. If the passenger becomes unruly, contact the security forces or airport police for assistance.

### **Determining eligible space-available travel**

Space-available travelers are not eligible to travel everywhere in all situations. There are quite a few restrictions depending on the traveler's individual situation. Although we cannot go over all of them in this CDC, let's go over some.

The situations listed in these tables are organized by space-available category, which you will learn about more in detail in a future lesson. The first category includes emergency leave travel.

| <b>Category I – Emergency Leave Unfunded Travel</b>  |                      |                            |  |
|--|----------------------|----------------------------|--|
| <b>Traveler's Status and Situation</b>   | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Uniformed Services members with emergency status annotated on leave documentation.   | Yes                  |                            |  |
| US citizen civilian service employees or NAF employees stationed overseas whose travel from the US was because of a PCS assignment at NAF expense. |                      | Yes                        | Yes                                      |
| Dependents of military members when accompanied by their sponsor.  | Yes                  |                            |  |
| Dependents of military members, accompanied or unaccompanied who are assigned to and live in the CONUS.  |                      |                            | Yes                                      |
| Noncommand-sponsored dependents of military members, residing overseas with the sponsor.   |                      |                            | Overseas-CONUS only                      |
| Command-sponsored dependents of US citizen civilian employees of the DOD stationed overseas.   |                      | Yes                        | Yes                                      |
| Dependents of retired service-members who die overseas.  |                      | Yes                        | Yes                                      |

The second category deals with EML travel. Combatant commanders and DOD leaders identify certain overseas locations where conditions are tougher than most. Sponsors and their dependents are authorized a break from these locations in one or two appointed “relief” destinations called EML locations.

| <b>Category II – Environmental and Morale Leave Travel</b>  |                      |                            |  |
|---|----------------------|----------------------------|--|
| <b>Traveler’s Status and Situation</b>  | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Sponsors in EML status and their dependents traveling with them in the same status. Sponsors include: service members and certain US citizen civilian, American Red Cross, USO, and DOD dependents schools (DODDS) employees. |                      | Yes                        | Yes                                      |

The third category deals with many situations, such as ordinary leave, close blood or affinitive relatives, permissive TDY for house hunting, Medal of Honor holders, Foreign Service personnel, and others.

| <b>Category III – Ordinary Leave Travel, Relatives, House Hunting Permissive TDY, Medal Of Honor Holders, and Foreign Military</b>                                    |                      |                            |  |
|---|----------------------|----------------------------|--|
| <b>Traveler’s Status and Situation</b>  | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Uniformed Services members, including Reserves on active duty, in a leave or pass status <i>other than</i> emergency leave, EML, or excess appellate leave.           | Yes                  | Yes                        | Yes                                      |
| Dependents of a Uniformed Services member when accompanied by their sponsor in a leave status <i>other than</i> emergency leave, EML, or excess appellate leave.      | Yes                  | Yes                        | Yes                                      |
| Uniformed Services members (and one dependent when accompanying the service member) traveling under permissive TDY orders for house hunting for an upcoming PCS move. | Yes                  | Yes                        | Yes                                      |
| Medal of Honor recipients and their accompanying dependents   | Yes                  | Yes                        | Yes                                      |
| Command-sponsored dependents of Uniformed Services members accompanying their sponsor on approved circuitous travel.  |                      | Yes                        | Yes                                      |
| Foreign exchange service members on permanent duty with the DOD, when in a leave status.  | Yes                  | Yes                        | Yes                                      |

The fourth category deals with unaccompanied dependents and DODDS teachers or dependents.

| <b>Category IV – Unaccompanied Dependents on EML and DODDS Teachers</b>                      |                      |                            |  |
|--|----------------------|----------------------------|--|
| <b>Traveler’s Status and Situation</b>   | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Unaccompanied dependents traveling under the EML program.                                    |                      | Yes                        | Yes                                      |
| DODDS teachers or dependents (unaccompanied or accompanied) traveling under the EML program. |                      | Yes                        | Yes                                      |



| <b>Category IV – Unaccompanied Dependents on EML and DODDS Teachers</b>   |                      |                            |  |
|---|----------------------|----------------------------|--|
| <b>Traveler's Status and Situation</b>  | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Unaccompanied dependents of deployed active duty<br>Uniformed Services members when the deployment is for at least 30 consecutive days. | Yes                  | Yes                        | Yes                                      |

The fifth category deals with other permissive TDYs, student and dependent travel and others.

| <b>Category V – Permissive TDY (Non-house Hunting), Students, Dependents and Others</b>   |                      |                            |  |
|---|----------------------|----------------------------|--|
| <b>Traveler's Status and Situation</b>  | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Military personnel traveling on permissive TDY orders, other than for house hunting.  | Yes                  | Yes                        | Yes                                      |
| Dependents of active duty US military personnel stationed overseas who, at the time of PCS, were not entitled to transportation at the government's expense. Travel is to join the sponsor at the duty station. |                      |                            | CONUS-Overseas only                      |
| Noncommand-sponsored dependents, acquired in an overseas area during a military member's current tour of assigned duty, not otherwise entitled to transportation at the government's expense.                   |                      |                            | CONUS-Overseas only                      |
| Command-sponsored dependents of Uniformed Services members, accompanied or unaccompanied, who are stationed overseas.   |                      | Yes                        | Yes                                      |

The sixth and last category deals with retirees, dependents, Reserve members and students or candidates of the Reserve Officer Training Corp (ROTC) and other programs.

| <b>Category VI – Retired, Dependents, Reserves, and ROTC</b>   |                      |                            |  |
|--|----------------------|----------------------------|--|
| <b>Traveler's Status and Situation</b>   | <b>CONUS - CONUS</b> | <b>Overseas - Overseas</b> | <b>CONUS - Overseas Overseas - CONUS</b> |
| Retired Uniformed Services members.  | Yes                  | Yes                        | Yes                                      |
| Dependents of retired Uniformed Services members when accompanied by sponsor.  | Yes                  | Yes                        | Yes                                      |
| Authorized Reserve members entitled to retirement pay at age 60.   | Yes                  |                            |  |
| ROTC and other select students of the Army, Navy, or Air Force, receiving financial assistance or enrolled in advanced training, in uniform, during authorized absences from school. | Yes                  |                            |  |
| ROTC graduates who are newly commissioned officers and are awaiting call to extended active duty.  | Yes                  |                            |  |

#### 406. Special category and unique passengers

You must pay special attention to certain passengers because of their status or other conditions. These passengers usually will require special precautions for travel so you must know what they are and what their requirements are for traveling.

##### Special category passengers

With special category passengers, passenger service personnel must review the pre-manifest for each flight, check for special category passenger codes, and pass any necessary requirements to the shift supervisor.

With the exception of *stowaways* and *deportees*, allow all special category passengers to use the special category lounge and provide them premium service. When a Patriot Express (PE) aircraft is configured with business or first class seats, give priority to special category passengers. The first two rows on commercial PE aircraft without business or first class seating will be used for distinguished visitor (DV) seating as much as possible.

##### *Stowaways*

A stowaway is an unauthorized person aboard an aircraft not listed on the flight manifest. If a suspected stowaway arrives on an inbound aircraft, ask for security forces assistance to remove the stowaway, if necessary. You should also contact immigration and customs inspectors, if applicable. When returning a stowaway, notify the Air Terminal Operations Center (ATOC) so they can notify the downline station(s).

##### *Deportees*

Passengers who fail to meet border clearance requirements and are refused entry into a country must be returned by AMC to the nearest station within time limitation set by that country where they can secure the proper documentation. Unit CIC are responsible for space-required passengers but space-available passengers are responsible for their own fees. Notify ATOC for inclusion in the Mission Load Report.

##### *Distinguished visitors*

DVs are passengers that are senior officers (O-6 or civilian equivalent and above) or senior public officials. Your passenger service officer will ensure your terminal meets the needs and desires of these passengers. When mission requirements permit, give DVs the option to board/deplane the aircraft before or after the other passengers. When airlifting DVs, give ATOC the appropriate DV code (which can be found in AMCI 24-101, Volume 14, *Military Airlift Passenger Service*) and any special requests of the DVs. ATOC personnel will notify the downline station(s) of the code and special requests.

##### *Blue Bark passengers*

Blue Bark passengers are 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 when returning to the CONUS following the death of the member, employee, or dependent. If passengers escort human remains, treat them and give them all the same services as Blue Bark passengers.

The passenger service supervisor will personally assist all passengers presenting themselves at the counter or arriving on station as Blue Bark passengers. Give Blue Bark passengers all possible DV privileges and notify ATOC personnel so they can notify the downline station(s). If the passengers have no special requests, tell ATOC personnel that so they can pass that specifically to the downline station(s).

**NOTE:** When loading Blue Bark passengers on an aircraft brief the loadmaster, boom operator, or flight attendant. *Do not* remove or rotate any Blue Bark passenger from any flight at originating or enroute stations.

### *Coin Assist passengers*

Coin Assist passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by the DOD. Provide Coin Assist passengers the same services provided to Blue Bark passengers, including being personally assisted by a passenger service supervisor.

### *Medal of Honor holders*

The passenger service shift supervisor will personally assist these passengers and give them DV privileges. Unless the passenger is active duty, Medal of Honor holders will present a copy of the Medal of Honor award certificate to receive these travel privileges.

### *Next of kin of very seriously ill*

Next of kin (NOK) of very seriously ill (VSI) are passengers that are traveling because a DOD member or dependent with whom they are affiliated is very seriously ill. The passenger service shift supervisor will personally assist these passengers and give them DV privileges.

### *Unique passengers*

Although every passenger is unique, there are a few who will require specialized treatment or situations that you will need to handle on a case-by-case basis.

### *Passengers with disabilities*

When processing passengers with disabilities, determine their eligibility to travel using the normal procedures we went over in the last lessons. In addition to normal eligibility requirements, however, evaluate the passenger to determine how much assistance they would need to travel. The passenger assistance depends largely on how mobile they are and the type of aircraft on which they will travel. For example, if a passenger is selected for a C-5 mission and the passenger can, with assistance, negotiate the internal stairs, he or she can travel.

Once you determine the passenger can travel, let ATOC personnel know when a passenger with special needs (e.g., wheelchair-bound) is likely to be selected for a flight. ATOC personnel will coordinate with the aircrew to ensure the aircraft configuration provides proper access and safe transport for the passengers. AMC aircrew will make every effort to accommodate them. Allow passengers with disabilities to be boarded early, preferably in seats close to latrine facilities if desired. You and aircrew personnel will provide enough assistance to these passengers to ensure their safety throughout the boarding process.

Sometimes, operational or equipment limitations will not allow you to serve these passengers. This determination will be made at no lower than the shift supervisor. If this happens, you must tactfully and sensitively brief the passenger why air transport is not possible on the mission in question. If you are in doubt whether a passenger will be able to travel, ask your supervisor for help.

Sometimes passengers with disabilities will travel with seeing-eye or assist animals. When the owners are eligible to travel, allow transportation of their assist animals free of charge. The animal must be properly harnessed or leashed to safeguard other passengers, must remain at the passenger's feet, and cannot create a safety hazard to other passengers by being in the aisle. These animals are still subject to quarantine rules.

### *Large-bodied passengers*

Large-bodied passengers are those people who are too large to be safely restrained in a single aircraft seat using a single seatbelt. Handle these passengers as you would a passengers with disabilities. There will be times when they cannot be accepted for flight aboard AMC aircraft for 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. They can be transported on other organic aircraft only if the aircraft are equipped with sidewall seats. In this case, because these seat belts are designed to carry fully-equipped paratroopers, the passengers can use the standard seat belts. For all other organic aircraft, these passengers will not use seat belt extensions or cargo straps.

### ***Prisoners and guards***

Prisoners requiring armed guards can be moved only on organic missions, and will be seated before any other passengers are loaded. Upon arrival, download all passengers before the prisoners and guards. Prisoners with unarmed guards and prisoners traveling on their own recognizance can be moved on government-arranged commercial seats and require no special loading procedures. If briefed of the hazard, dependents may travel on aircraft carrying prisoners and armed guards. There is no penalty for those dependents that choose not to fly.

Notify ATOC when prisoners are manifested aboard AMC flights so they can notify downline stations. ATOC personnel at those downline stations will notify passenger service and security forces personnel of these prisoners.

### ***Pregnant and post-partum mothers and newborns***

Pregnant women up to the 34<sup>th</sup> week of gestation may travel as passengers. Women who are six or more weeks postpartum (after delivery) and infants six or more weeks old may also travel as passengers. Infants less than six weeks old and women who are less than six weeks postpartum may be accepted only if a responsible medical officer or civilian physician certified them to be medically sound. Infant car seats are not mandatory for travel aboard AMC flights, but you should strongly encourage parents to use them. When they are used, car seats must meet Federal Aviation Administration (FAA) certification requirements.

### ***Other passengers with special privileges***

The one thing these passengers have in common is that they each have unique CICs.

### ***Air Mobility Command mobility mission observers***

Passengers designated as AMC mobility mission observers (MMO) have been invited by the AMC commander to accompany AMC aircrew on AMC organic military aircraft. Give them DV privileges but manifest them with other passengers. They can go to the aircraft with the aircrew and use crew compartment seats, if available. MMOs are authorized only on AMC organic military aircraft.

### ***Mission route support passengers***

Passengers holding orders with mission route support (MRS) authority may request that 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. When the cargo is downloaded, MRS passengers will be accommodated ahead of other duty passengers competing for the additional seats, since they directly support the AMC airlift mission. MRS authorization is limited to those people required to perform short-notice, time-sensitive actions that are critical to AMC missions.

### ***Mission essential personnel/aircrew member***

Mission essential personnel (MEP) travel includes mobility Air Force (MAF) personnel performing unique duties directly associated with and essential to a particular mobility aircraft, aircrew, or mission. Mobility support duties include chaplains, maintenance personnel (including mission recovery teams [MRT], security forces and Detainee Movement Team (DMT). MEPs must process through the passenger terminal as space-required passengers.

**EXCEPTION:** Maintenance, command and control flight program, MRT, and Phoenix Raven (PR) personnel on organic aircraft are not required to process through the passenger terminal and may be manifested by the aircrew on a DD Form 2131, Passenger Manifest, or included on approved flight

orders. However, if they elect to do so they will process under the passenger terminal rules and restrictions.

Aircrew member (ACM) travelers normally travel in the crew compartment and will not process through the passenger terminal.

MEP/ACM travelers must notify ATOC if they intend to travel aboard a specific mission no later than three hours prior to aircraft departure. They will not normally be added to the mission after that point if it will adversely impact already-manifested passengers.

#### *Defense Courier Service passengers*

Passenger terminals are responsible for manifesting couriers. Courier travel orders and other required information can be delivered or faxed to the passenger terminal no later than 2 hours 20 minutes prior to flight block time. Defense Courier Service (DCS) couriers are not required to process through the passenger terminal and may go directly to the aircraft.

#### *Phoenix Raven passengers*

The PR program is designed to protect AMC organic and commercial contract aircraft where security is unknown or insufficient. PRs observe passengers during flight processing and board aircraft outside of normal procedures (load first, offload last, and remain on the aircraft until mission termination).

When traveling on organic missions, PRs will process with MEP orders through the command post or base operations. When traveling on commercial contract missions, PRs must process through the passenger terminal to be manifested. Upon arrival, PRs will identify themselves to AMC personnel and show identification and appropriate travel authorizations.

#### *Inactive duty training*

Reserve members may travel space-required on DOD aircraft to attend inactive duty training (IDT) assemblies outside the CONUS, but must provide valid travel authorizations signed by an approving authority other than the traveler.

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## Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

### **404. Determine travel eligibility verify transportation authorizations**

1. What can happen if you allow an ineligible passenger to travel?
2. What are the three main items to check for when determining eligibility for a space-required or space-available passenger?
3. What will you look for when checking identification?
4. Which publication will help you determine which passengers are eligible to travel?
5. Whose responsibility is it to produce evidence that a passenger is eligible to travel?

6. What is group travel status?
7. What is a command-sponsored dependent?
8. What is a noncommand-sponsored dependent?
9. What types of Uniformed Services members are eligible to travel?
10. When may DOD civilian employees travel?
11. What are two ways in which dependents and family members may travel?
12. Which types of agencies fall under the non-profit service organization?
13. When can CAP cadets travel?
14. What will verifying a transportation authorization ensure?
15. What items are required to verify to ensure transportation authorization?
16. What is a transportation authorization and for what is it used?
17. When is a passenger authorized to bring in a letter of authorization and what is required on the letter?
18. Describe which information to check on a passenger's PCS orders.
19. Describe which information to check on a passenger's TDY orders.

20. Describe which information to check on a letter of authorization.
21. Describe what to do if a passenger arrives at the terminal with questionable travel orders.
22. What is the TWCF?
23. Which four ways of providing airlift services does the TWCF use in order to receive money?
24. What is opportune airlift?
25. How do space-required passengers pay for their travel?
26. What is a CIC?
27. What is used in place of a CIC if passenger orders do not contain a clearly identified CIC?
28. Which common documents might passengers need to enter the country of their destination?

**405. Determine eligibility for space-available passengers**

1. What is space-available travel?
2. What status must service members be in to be allowed to use space-available travel? What time frames must this status be effective?
3. What document(s) must space-available passengers have to travel and what should you check on them?
4. Describe what to do if active duty members' leave orders have expired.

5. What are the conditions for using space-available travel in conjunction with space-required travel?
6. When may dependents use space-available travel to accompany their sponsors on space-required travel?
7. When can a 100 percent disabled veteran, widow, or widower of an active duty or retired military member travel space-available?
8. If you encounter a passenger whose behavior is unacceptable, what should you do?
9. If you are checking in a passenger whose name is on the list of people whose space-available privileges have been withdrawn, what should you do?
10. Determine whether the passengers listed below are *eligible* or *ineligible* to fly space-available. Match each special category passenger in column B to its description in column A. Items in column B may be used more than once.

| <i>Column A</i>   | <i>Column B</i> |
|---|-----------------|
| ___(1) Active duty SSgt with emergency status annotated on his leave documentation flying from Travis AFB, CA, to Tinker AFB, OK.                     | a. Eligible.    |
| ___(2) Noncommand-sponsored dependent of a military member, residing overseas with the member traveling from McGuire AFB, NJ to Ramstein AB, Germany. | b. Ineligible.  |
| ___(3) Dependent accompanying a sponsor in EML status traveling from Aviano AB, Italy, to Mildenhall AB, England.                                     |                 |
| ___(4) Active duty Reservist on ordinary leave traveling from McChord AFB, WA, to Elmendorf AFB, AK.  |                 |
| ___(5) Army private traveling on permissive TDY orders (other than for house hunting) from Pope AFB, NC to McChord AFB, WA.                           |                 |
| ___(6) Unaccompanied command-sponsored dependent of a Marine Corps Lt Col, residing overseas, traveling from Charleston AFB, SC, to Travis AFB, CA.   |                 |
| ___(7) Dependent of a retired Navy Petty Officer traveling from Dover AFB, DE, to MacDill AFB, FL.  |                 |



**406. Special category and unique passengers**

1. When a Patriot Express aircraft is configured with business or first class seats, to whom must you give priority?
  
2. Match each special category passenger in column B to its description in column A. Items in column B may be used once, more than once, or not at all.

| <i>Column A</i>  | <i>Column B</i>                       |
|--|---------------------------------------|
| ___(1) Dependent whose sponsor is missing in action.   | a. Stowaway.                          |
| ___(2) A passenger who is being returned to the nearest AMC station to correct border clearance discrepancies.     | b. Deportee.                          |
| ___(3) A dependent traveling in conjunction with the death of the member.  | c. Distinguished visitor.             |
| ___(4) An unauthorized person aboard an aircraft not listed on the flight manifest.                                | d. Blue bark passenger.               |
| ___(5) A Navy Rear Admiral (O-7) on ordinary leave.  | e. Coin assist passenger.             |
| ___(6) A passenger escorting human remains will receive the same treatment and services as this type of passenger. | f. Medal of Honor holder.             |
|  | g. Next of kin of very seriously ill. |

3. Match each unique passenger in column B to its description in column A. Items in column B may be used once, more than once, or not at all.

| <i>Column A</i>   | <i>Column B</i>  |
|---|--|
| ___(1) Can be transported on organic aircraft only if the aircraft is equipped with sidewall seats.       | a. Passengers with disabilities.                               |
| ___(2) May be accepted only if a responsible medical officer certified them to be medically sound.        | b. Large-bodied passengers.                                    |
| ___(3) Allow these passengers to board early, preferably in seats next to latrine facilities, if desired. | c. Prisoners and guards.                                       |
| ___(4) When armed, seat these passengers before any other passengers are loaded.                          | d. Pregnant women up to the 34 <sup>th</sup> week of gestation |
| ___(5) When briefed, dependents will not be penalized for choosing not to fly with these passengers.      | e. Women less than six weeks post-partum.                      |
| ___(6) You must evaluate how much assistance these passengers would need to travel.                       | f. Infants six weeks or older.                                 |
| ___(7) These passengers may travel with assist animals free of charge.                                    | g. Infants younger than six weeks.                             |

4. Match each type of passenger in column B to its description in column A. Items in column B may be used once, more than once, or not at all.

| <i>Column A</i>  | <i>Column B</i>    |
|--|--------------------|
| ___(1) Passengers in a program designed to protect AMC aircraft where security is unknown or insufficient.                         | a. AMC MMO.        |
| ___(2) Must notify ATOC if they intend to travel aboard a specific mission no later than three hours prior to flight departure.    | b. MRS passengers. |
| ___(3) Passengers who have been invited by the AMC commander to accompany AMC aircrew on AMC organic military aircraft.            | c. MEP.            |
| ___(4) May request that TWCF cargo be downloaded up to 2 hours and 20 minutes prior to aircraft block to provide additional seats. | d. ACM.            |
| ___(5) People required to perform short-notice, time-sensitive actions critical to AMC missions.                                   | e. DCS personnel.  |
| ___(6) MAF personnel performing duties essential to a particular mobility aircraft.  | f. PR passengers.  |
|  | g. IDT passengers. |

### 1-3. Passenger Processing Fundamentals

So far, we have talked about a variety of passenger service activities. This section will focus on processing passengers. You will learn about standby listings, how to maintain them, and how to select passengers for movement from them. You will also learn how to complete passenger boarding passes and manifests manually. In addition, you will learn how to prepare meal requests for passengers, compute passenger costs, and turn in cash collections. Finally, you will learn how to on- and offload passengers and move passengers that have been delayed. Let's begin this section by first discussing standby listings.

#### 407. Select passengers and maintain standby listings manually

Each base offering space-available or space-required air travel maintains a space-available and a space-required register. When referring to both registers, they are called "standby listings." Each passenger will sign up on the register for the type of travel he or she desires. During the selection process, the Passenger Service Center (PSC) will use the standby listings to select passengers for air travel. As the PSC agent, it is your responsibility to maintain these rosters.

#### Preparing standby movement transactions manually

GATES makes processing passengers quick and almost effortless. But what happens when computers crash or the power goes out? Knowing how to prepare and maintain standby listings manually will help you signup, select, and check-in passengers without missing a beat. Most importantly, it keeps the mission moving.

#### *Space-required registration*

In most cases, space-required passengers will have a confirmed reservation for air travel on AMC flights. However, when this does not happen, passengers must sign-up and compete for air travel using the space-required standby register. During registration, collect two copies of their travel authorizations and write the date and time of sign-up, travel priority, type travel code, and dependent information if applicable on both copies. At minimum, brief passengers on the next available flight to their destination and the time they should arrive for the flight, most commonly referred to as their show time. You can then enter the passenger into the space-required backlog. Give one copy of the passenger's orders back to the passenger and retain the other copy for further processing. File that copy of the orders according to travel priority and then by date and time of signup, at the PSC. After

the passenger is selected for a flight, file the travel orders with the mission folder so the records section can begin the billing process.

Keep in mind, space-required passengers can only register and travel to the destination stated on their travel orders and not all passengers will originate at your station. If a passenger is enroute (traveling through your station), consider them intransit passengers and handle these passengers no differently. Collect two copies of their travel authorizations and write the date and time of sign-up, travel priority, type travel code, and dependent information. If applicable, file one copy according to their priority and date and time of arrival. Return the second copy to the passenger.

### Space-available registration

Many of the passengers you process through your terminal will be traveling space-available. Treat these passengers with the same top-notch service as you would provide space-required travelers. For customer convenience, AMC provides space-available passengers the option of remote sign-up using one of three options: fax, parcel post, or e-mail. However, you will find that many passengers prefer to sign up for travel face-to-face.

Passengers can register for space-available travel by completing an AMC Form 140, Space Available Travel Request (fig. 1-2), and presenting all required travel documentation. Allow space-available passengers to sign-up for up to five destinations, ensuring you stamp this form with the date and time of sign-up. Brief passengers that their date and time of sign-up will follow them until they reach their final destination and that they should retain the AMC Form 140 with the original date and time of sign-up as proof of registration. Complete the sign-up process by entering their information into the space-available register. Once sign-up is complete, the passenger is considered placed in the backlog.

| SPACE-AVAILABLE TRAVEL REQUEST   |                       | INSERT HERE<br>SPACE AVAILABLE SIGNED UP AT<br>TRAVIS AFB.<br>CALIFORNIA<br>PASSENGER REPRESENTATIVE SIGNATURE<br>D/OL<br>PRIORITY/TYPE TRAVEL<br>03 Apr 16/0800<br>SIGN-UP DATE/TIME |                        |
|--|-----------------------|---|------------------------|
| This information is required for Space-Available travel registration. Upon completion, place the upper right corner of this form, and the back of your leave form into the date/time validator. Be sure to deposit one copy of this request into the box; retain a copy for the Space-A roll call. Space-A sign-up is good for a 60-day period, or when your leave expires, whichever comes first. For facsimile (fax) requests, telefax header will establish date/time of sign-up. |                       |   |                        |
| PLEASE PRINT CLEARLY   |                       |   |                        |
| 1. RANK/GRADE<br>MSgt  |                       |   |                        |
| 2. LAST NAME<br>Kallio   | FIRST NAME<br>Matthew | MI<br>A   | 3. SEATS REQUIRED<br>3 |
| 4. TRAVEL STATUS (Type of Leave)   |                       | FOR OVERSEAS TRAVEL:  |                        |
| <input type="checkbox"/> CATEGORY I -- Civ, Mil and Dependent on Emergency Leave   |                       | Border Clearance  |                        |
| <input type="checkbox"/> CATEGORY II -- Environmental Morale Leave (EML)   |                       | Documents Current?  |                        |
| <input checked="" type="checkbox"/> CATEGORY III -- Active Duty on Ordinary Leave / House Hunting  |                       | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                        |
| <input type="checkbox"/> CATEGORY IV -- (EML) Unaccompanied Dependents   |                       |   |                        |
| <input type="checkbox"/> CATEGORY V -- Permissive TDY or TAD / Student Travel / Overseas Command - Sponsored Dependents  |                       |   |                        |
| <input type="checkbox"/> CATEGORY VI -- Retired Military / Reserves  |                       |   |                        |
| 5. SERVICE: <input type="checkbox"/> ARMY <input type="checkbox"/> NAVY <input checked="" type="checkbox"/> AF <input type="checkbox"/> MARINES <input type="checkbox"/> OTHER   |                       |   |                        |
| 6. DATE LEAVE BEGINS (Active Duty Only)<br>20160405  |                       | 7. DATE LEAVE ENDS (If extended, you must notify PSC before this date)<br>20160425  |                        |
| 8. COUNTRY CHOICES (List up to 5)<br>GBN   SPN   ITA   GER   USA   |                       |   |                        |
| 9. LIST NAMES OF DEPENDENTS TRAVELING AND TYPE OF PASSPORT (US or Foreign)<br>Nikki Kallio US Passport<br>Cheeto Kallio US Passport  |                       |   |                        |
| 10. You must be on leave or pass status at the time you register for Space-Available travel and must remain in such status when awaiting and/or have been accepted for Space-Available travel. Transportation via DOD-owned or controlled aircraft cannot be for personal gain, or in connection with business of any nature. Any violation of the above could result in billing and/or punitive action.   |                       |   |                        |
| NOTE: BORDER CLEARANCE REQUIREMENTS VARY BY COUNTRY. IF YOU ARE UNSURE OF THE SPECIFIC REQUIREMENTS FOR YOUR DESIRED DESTINATION, CONTACT THE NEAREST AMC PASSENGER TERMINAL FOR ASSISTANCE.   |                       |   |                        |

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| SPACE-AVAILABLE TRAVEL REQUEST   |                       | INSERT HERE<br>SPACE AVAILABLE SIGNED UP AT<br>TRAVIS AFB.<br>CALIFORNIA<br>PASSENGER REPRESENTATIVE SIGNATURE<br>D/OL<br>PRIORITY/TYPE TRAVEL<br>03 Apr 16/0800<br>SIGN-UP DATE/TIME |                        |
|--|-----------------------|---|------------------------|
| This information is required for Space-Available travel registration. Upon completion, place the upper right corner of this form, and the back of your leave form into the date/time validator. Be sure to deposit one copy of this request into the box; retain a copy for the Space-A roll call. Space-A sign-up is good for a 60-day period, or when your leave expires, whichever comes first. For facsimile (fax) requests, telefax header will establish date/time of sign-up. |                       |   |                        |
| PLEASE PRINT CLEARLY   |                       |   |                        |
| 1. RANK/GRADE<br>MSgt  |                       |   |                        |
| 2. LAST NAME<br>Kallio   | FIRST NAME<br>Matthew | MI<br>A   | 3. SEATS REQUIRED<br>3 |
| 4. TRAVEL STATUS (Type of Leave)   |                       | FOR OVERSEAS TRAVEL:  |                        |
| <input type="checkbox"/> CATEGORY I -- Civ, Mil and Dependent on Emergency Leave   |                       | Border Clearance  |                        |
| <input type="checkbox"/> CATEGORY II -- Environmental Morale Leave (EML)   |                       | Documents Current?  |                        |
| <input checked="" type="checkbox"/> CATEGORY III -- Active Duty on Ordinary Leave / House Hunting  |                       | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                        |
| <input type="checkbox"/> CATEGORY IV -- (EML) Unaccompanied Dependents   |                       |   |                        |
| <input type="checkbox"/> CATEGORY V -- Permissive TDY or TAD / Student Travel / Overseas Command - Sponsored Dependents  |                       |   |                        |
| <input type="checkbox"/> CATEGORY VI -- Retired Military / Reserves  |                       |   |                        |
| 5. SERVICE: <input type="checkbox"/> ARMY <input type="checkbox"/> NAVY <input checked="" type="checkbox"/> AF <input type="checkbox"/> MARINES <input type="checkbox"/> OTHER   |                       |   |                        |
| 6. DATE LEAVE BEGINS (Active Duty Only)<br>20160405  |                       | 7. DATE LEAVE ENDS (If extended, you must notify PSC before this date)<br>20160425  |                        |
| 8. COUNTRY CHOICES (List up to 5)<br>GBN   SPN   ITA   GER   USA   |                       |   |                        |
| 9. LIST NAMES OF DEPENDENTS TRAVELING AND TYPE OF PASSPORT (US or Foreign)<br>Nikki Kallio US Passport<br>Cheeto Kallio US Passport  |                       |   |                        |
| 10. You must be on leave or pass status at the time you register for Space-Available travel and must remain in such status when awaiting and/or have been accepted for Space-Available travel. Transportation via DOD-owned or controlled aircraft cannot be for personal gain, or in connection with business of any nature. Any violation of the above could result in billing and/or punitive action.   |                       |   |                        |
| NOTE: BORDER CLEARANCE REQUIREMENTS VARY BY COUNTRY. IF YOU ARE UNSURE OF THE SPECIFIC REQUIREMENTS FOR YOUR DESIRED DESTINATION, CONTACT THE NEAREST AMC PASSENGER TERMINAL FOR ASSISTANCE.   |                       |   |                        |

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Figure 1-2. AMC Form 140.

### Maintaining manual standby listings

When working the PSC, you will quickly learn the importance of having information readily accessible to passengers. “Where am I in the backlog? How many people are ahead of me? Will I make it on this flight?” The space-required and space-available standby registers can answer all these questions, leaving you with much needed time to answer more challenging questions and conduct more roll calls. Maintaining these registers give passengers a way to check where they are in the backlog. It’s good practice to clearly mark the location of your standby registers and ensure they are readily available to your passengers. Keep in mind, producing an outdated standby listing is almost as bad as not having one at all.

Each day, generate an updated space-required register according to the “*channel*” or desired destination of passengers. Because most space-required passengers have confirmed flight reservations, there may be times when there are no passengers in the backlog awaiting air travel. If this is the case, you do not have to produce a space-required standby register.

Space available passengers remain on the register until they are selected for air travel or until their leave authorization expires. Never allow any passenger, regardless of category, to remain on the register longer than 60 days. If passengers still want to travel after being purged from the register, give them the opportunity to sign-up again with a new date and time. Active duty military may travel on a pass, but may only stay on the space-available register for its duration. Generate an updated space-available register daily, either alphabetically or by priority. As PSAs, you are challenged with living by the Air Force core values, beginning with integrity. Never use your position or allow others to reserve any space-available passenger seating on any aircraft. Everyone, regardless of rank, branch of service, or status competes equally for space-available travel.

### Selecting passengers for movement

Passengers previously entered into the backlog are selected for air travel during the space-available roll call. Before starting, allow all passengers time to be marked “*present*” for the flight to help prevent delay during roll call. Each passenger must make the PSA aware that they’re in the terminal and ready to travel. Do not consider passengers “travel ready” if they do not have all their required documentation, baggage, and dependents (if traveling) in the terminal area. Roll call times are established by each terminal based on passenger convenience, how many people are on duty, type of mission, and the number of seats available. Once all passengers desiring travel have checked in with the PSA, you may begin the selection process.

### Selecting space-required passengers

Give an introductory briefing to passengers at the beginning of the space-available roll call. Begin by providing your rank, name, mission number, and flight destination. Remind passengers again that in order to be considered for selection, they must be marked present and travel ready. Select passengers from the space-required register first according to the four travel priorities.

| Selecting Space-required Passengers    |   |
|--|---|
| Priority                               | Questions   |
| Priority 1 – Emergency                 | Is the passenger going to the emergency location?<br>Does the passenger have emergency leave orders?  |
| Priority 2 – Urgent (deadline arrival) | Does the passenger have a deadline to meet?<br>Will the government lose money if the passenger does not reach his or her destination in time? |
| Priority 3 – Urgent (important)        | Is the passenger returning home from their TDY location?<br>Is the passenger moving to a new base?  |
| Priority 4 – All other reasons         | Is the passenger traveling on “student” orders?   |

Check the passenger's documentation for accuracy before selecting him or her for a flight. Documents include travel orders, leave authorizations, identification card, and passports/visas (if needed). Remedy all discrepancies found, if any, before selecting the passenger for travel. Refer the passenger to the passenger service supervisor and continue selecting passengers if the discrepancy cannot be fixed easily. Select the passenger having the earliest date and time of signup within priority one. Continue selecting until all priority one passengers have been called or all seats are filled. Once all priority one passengers have been selected, begin selecting priority two. Continue this process until all space-required passengers have been selected or all available seats have been filled.

### *Selecting space-available passengers*

If seats on the aircraft are still available after you've selected all eligible space-required passengers, begin the selection of space-available passengers. These passengers are divided into the following six travel categories.

1. Category I – Emergency leave unfunded.
2. Category II – Uniformed Services members on EML.
3. Category III - Uniformed Services members on ordinary leave, close blood or affinitive relatives, house hunting permissive TDY, Medal of Honor holders, foreign military, unaccompanied dependents as applicable and others.
4. Category IV – Unaccompanied dependents on EML, DODDS teachers on EML during summer and unaccompanied dependents as applicable.
5. Category V – Permissive TDY (non-house hunting), students, dependents, and others.
6. Category VI – Retired, dependents, Reservist, etc.

Use your space-available register to select passengers in Category I with the earliest date and time of sign-up. Although no space-available passengers are removed in favor of another, Category I passengers are the exception. Accommodate any Category I passenger who arrives at the terminal after roll call has begun, even if you have already completed selection for that category. However, if at any time during the space-available roll call duty or space-required passengers arrive late and seats are available, process them ahead of any Category I through VI.

Continue selecting passengers for each remaining category. Do not forget to announce the completion of one category before proceeding to the next. Keep in mind, as you are going down your register, passengers are not required to show up at all space-available calls to their destination and will not be removed from the space-available register if they are not present. Simply skip their names and continue with the selection process.

As previously mentioned, passengers should be marked present prior to roll call, but this is not always the case. Sometimes passengers show up late or do not check in with agents when they arrive. Brief passengers not marked present prior to roll call that you will accommodate them only after all other passengers have been selected, assuming all seats were not filled. Hold another roll call, beginning with category I passengers. Encourage passengers not selected for travel to remain in the terminal area until aircraft departure in case additional seating becomes available. When additional seats are released for a mission, continue the space-available call where it previously ended. However, if you had to pass over a family because there were not enough seats on the aircraft and additional seats do become available, let the families that were passed over take these seats and resume your space-available roll call where you previously left off.

Remember, as a PSA, keep passengers informed of any and all changes to flight arrival, departure, or available seating. When a flight changes its destination, immediately brief your passengers on the change and begin a new roll call for the new destination.

Installation commanders or passenger terminal managers may upgrade space-available passengers to the bottom of Category I for leave under emergency conditions (unfunded) or extreme humanitarian



reasons when the documents (i.e., Red Cross verification, unit commander's memo) they present support such an exception. Extreme humanitarian reasons, such as Hurricane Katrina in 2005 that greatly affected service men and women, may be granted an upgrade. Limit the time passengers can depart under this upgrade to one week to prevent abuse. Passengers will maintain the origin station upgrade until they reach their specified destination; however, do not allow use of this upgrade for the return trip. Passengers will return to the original category of travel for the return trip.

### Passenger check-in

As each passenger is selected for the flight, tell him or her to proceed directly over to the check-in counters for further processing. Have at least one counter open and be ready to begin checking in passengers. Never make passengers go to more than one counter to check-in for a flight. As the check-in agent, verify all duty passengers have their travel authorizations in their possession so you can keep a copy. Perform another check of the passenger's documents and make sure nothing was overlooked during selection. Issue boarding passes, assign seats, and brief passengers on flight information. Weigh and tag all baggage being loaded onto outbound airlift and collect all charges and fares that passengers may occur.

For commercial contracted or pre-manifested (i.e., deployments) missions, passenger check-in agents will be available at least six hours prior to a scheduled departure time. This benefits passengers by allowing them to drop off their baggage early and benefits you because the terminal is less congested immediately before aircraft departure (when it's at its busiest).

### 408. Prepare passenger documentation manually

Like any other activity we have gone over in this CDC, you must know how to prepare paperwork manually if GATES is unavailable due to power outages, system maintenance, or other reasons. This lesson will go over how to prepare two very critical forms to passenger services: the AMC Form 148/2, Boarding Pass/Ticket/Receipt and the DD Form 2131.

### Preparing manual boarding passes

Boarding passes provide proof that passengers have been selected for and checked in for a flight. Boarding passes also act as a receipt in the case of flight meals. Refund transactions for flight meals must be completed using the passenger's boarding pass. During power outages or GATES failure, manually prepare an AMC Form 148/2 in two copies (fig. 1-3). Give the passenger one copy and maintain one copy for passenger service records. Not all passengers require boarding passes such as duty passengers manifested on administrative airlift, such as presidential support, receive boarding passes only when purchasing meals. If seats are released to the passenger terminal, provide boarding passes for all space-available passengers selected for the flight. Use a pen to complete both copies of the AMC Form 148/2. Completing each block is not required; leave blocks blank that do not require an entry unless otherwise specified. This will minimize passenger confusion.

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| AMC- BOARDING PASS/TICKET/RECEIPT                   |                                    |   |                              |  |                                 |
|---|------------------------------------|---|------------------------------|--|---------------------------------|
| NAME (Last, First, Middle)<br><i>Dragton, Kenny</i> | FLIGHT NO.<br><i>02W5</i>          | CLATE<br><i>1</i>                                 | BOARDING TIME<br><i>0730</i> | SEAT NO.<br><i>N/A</i>   | TAX/INSP. FEE<br><i>\$ 0.00</i> |
| DESTINATION<br><i>RMS</i>                           | DEPARTURE DATE<br><i>15 Jun 12</i> | BAGGAGE WEIGHT/PIECES<br><i>25/12</i>             | EXCESS WEIGHT                |  | BAGGAGE COST<br><i>0.00</i>     |
| VIA   | OTHER WEIGHT                       | MEAL (Kind/Type/Quantity)<br><i>Chicken/Box/1</i> |                              | MEAL COST<br><i>No charge</i>                                      |                                 |
| ORIGIN<br><i>BWI</i>                                | REMARKS                            |   |                              | OTHER COST<br><i>0.00</i>  |                                 |
| CARRIER<br><i>Air Mobility Command</i>              | REASON/DATE OF REFUND              |   |                              | CASH COLLECTED<br><i>\$ 0.00</i>                                   |                                 |
| PASSENGER SERVICE AGENT SIGNATURE                   | PASSENGER SIGNATURE                |   |                              | SPACE AVAILABLE CHARGE/PAID TO (Specify Destination)<br><i>JPN</i> |                                 |

AMC FORM 148/2, AUG 2013 REPLACES AMC FORM 148/2, JUN 1992 PASSENGER COPY

Figure 1-3. AMC Form 148/2, Boarding Pass/Ticket/Receipt.

Complete the main section of the AMC Form 148/2 as follows in the following table:

| <b>AMC Form 148/2, Boarding Pass/Ticket/Receipt</b>   |   |
|---|---|
| <b>Block</b>  | <b>Description</b>  |
| Line Number   | Record the passenger's line number in the top, left-hand corner after the word AMC. Line numbers are assigned to passengers in order of selection and are used for quick identification on the boarding manifest. |
| <b>NOTE:</b> Line number "series" help determine passenger's booking status (i.e., 601–699, 701–799).   |   |
| Name  | Self explanatory.   |
| Flight Number   | Enter the core mission number (i.e., 02R3, MC11).   |
| Gate  | Enter the departure gate number from where passengers will board the aircraft.  |
| Boarding Time   | Enter the time passengers should begin processing through the departure gate. Use local times to minimize passenger confusion.  |
| Seat No.  | Use this block only when assigning seats. Do not assign seats on Category M missions, with the exception of the C–5.  |
| Smoking   | Smoking is prohibited on all AMC flights. Leave blank.  |
| Destination   | Enter the aircraft final destination. Always spell this block out (i.e., Andrews AFB, MD).  |
| Departure Date  | Enter the scheduled mission departure date using the clear text date to avoid passenger confusion (i.e., 6 May 11).   |
| Baggage Weight/Pieces   | Enter the combined checked bagged weight and total pieces.  |
| Excess Weight   | Reserved for space-required passengers. Enter the total pieces of excess baggage checked in.  |
| Via   | Enter the three letter air terminal identifier (ATI) code of the aircraft transit location. If there are no stops enroute, leave blank.   |
| Other Weight  | Reserved for space-required passengers. Enter the combined weight of the passenger's pet weight/container. If no pets are shipped, leave blank.   |
| Meal  | If ordered, enter the kind, type, and quantity (i.e., Box, 1, 1).   |
| Origin  | Enter the three letter ATI code from where the aircraft is departing.   |
| Remarks   | Enter any extra information the passenger may find helpful.   |
| Carrier   | Most commercial carriers have codes that can be entered here. Otherwise, enter AMC.   |
| Reason/Date of Refund   | Self explanatory (when used). If no refunds are given, leave blank.   |
| PSA Signature   | Self explanatory (when used). Have the passenger sign only when a refund is given.  |
| Passenger Signature   | Self explanatory (when used). Have the passenger sign only when a refund is given.  |
| Space Available Charge/Tax  | Enter the federal inspection fee and head tax (if traveling from overseas to the CONUS) for space-available passengers.   |
| Meal Cost   | Enter charges for meals purchased.  |
| <b>NOTE:</b> If a passenger orders a meal, but is not required to pay for it, annotate the boarding pass with words "no charge" in the Meal Cost block. When there are other cash transactions and no meals are ordered, enter "no meal" in the Meal Block and a zero in the Meal Cost block. |   |
| Baggage Cost  | Enter charges for all excess baggage not authorized in passenger's travel orders.   |
| Other Cost  | Enter costs of items not previously covered (i.e., pet charges).  |

After completing the AMC Form 148/2, block-by-block, use it to brief passengers on important mission information. Ensure passengers clearly understand their departure gate, boarding time, and any costs incurred for the flight before giving them their copy of the boarding pass. At enroute stations, if passengers want to leave the departure gate area, keep their copy of the AMC Form 148/2 at the departure gate and return it to them when they re-enter.

The DD Form 2131 (fig. 1–4), is the primary manual manifest used to record the movement of passengers transported on DOD missions. The passenger manifest is a very important document used to track passengers departing your station until their arrival at their destination. If a DD Form 2131 is unavailable, you may use a generic spreadsheet. It must include the same information found on the DD Form 2131 to include an anti-hijacking statement. Passenger service gate agents or the unit troop commanders (during unit moves) will sign the anti-hijacking statement certifying no unauthorized items have entered the departure gate.

**Figure 1–4. DD Form 2131, Passenger Manifest.**



Prepare the DD Form 2131 as follows in the table below:

| DD Form 2131, Passenger Manifest   |   |   |
|--|---|---|
| BLOCK NO.  | TITLE   | DESCRIPTION   |
| 1  | MISSION NUMBER/CALL SIGN                            | Enter the departing aircraft mission number.  |
| 2  | AIRCRAFT TYPE ( <i>Tail Number</i> )/VEHICLE/VESSEL | Enter the type of aircraft and tail number (i.e., C-17/80012).  |
| 3  | POE (port of embarkation)                           | Enter the three-letter ATI code or the actual name of the base manifesting the passengers, unless the location is classified. If it is, write "classified."   |
| 4  | POD (port of debarkation)                           | Enter the three-letter ATI code or the actual name of the base where passengers are manifest to, unless the location is classified. If it is, write "classified."                                     |
| <p><b>NOTE:</b> Enter only one destination in this block. If the aircraft has two or more stops before arriving at the final destination, create a separate manifest for each base that is receiving passengers. For example, a C-17 will depart Pope AFB heading to its final destination, Travis AFB. Before arriving at Travis, the C-17 stops at Scott AFB and drops off eight passengers. Pope PSAs will create two separate manifests, one for passengers disembarking at Scott AFB and another for passengers disembarking at Travis AFB.</p> |   |   |
| 5  | DEPARTURE DATE (YYYYMMDD)                           | Enter the scheduled departure date of YYYYMMDD format.  |
| 6  | TIME (ZULU)   | Enter the scheduled departure time (ZULU). Enter the Greenwich Mean Time (GMT) or ZULU to stay consistent throughout the AMC terminals. No matter where you are, the departure time remains the same. |
| 7a – g   | PASSENGER INFORMATION                               |   |
| <p><b>NOTE:</b> List passengers on the DD Form 2131 in the same order selected for travel. Place the highest priority on top and the lowest priority passenger last. This way, if passengers need to be removed (or rotated) from a flight, the last selected or lowest priority passenger is easily identified.</p>   |   |   |
| 7a   | NAME (Last, First, Middle)                          | Self explanatory.   |
| 7b   | RANK  | Enter the passenger's grade or title. Use END for enlisted dependents or OFD for officer dependents.  |
| 7c   | SSN   | Enter each passenger's social security number.  |
| 7d   | STATUS  | Enter the status of each passenger (i.e., active duty, civilian, Guard/Reserve, dependent).   |
| 7e   | ULN   | Enter the line number when processing unit deployments. Otherwise, leave blank.   |
| 7f   | LINE NO.  | Enter each passenger's line number.   |
| 7g   | SVC   | Enter the service to which the passenger or passenger's sponsor reports (i.e., Air Force = FZ, Army = AZ, etc.).  |
| 7h – i   | BAGGAGE   |   |
| 7h   | CHECKED PIECES/WEIGHT                               | Enter the number of pieces and total weight of checked baggage.   |
| 7i   | CARRY-ON WEIGHT                                     | Enter weight of carry-on baggage.   |

| DD Form 2131, Passenger Manifest |   |   |
|----------------------------------|---|---|
| BLOCK NO.                        | TITLE   | DESCRIPTION   |
| 7j                               | PAX WEIGHT  | Enter the actual body weight of passengers. Use discretion when requesting the passenger's weight. An accurate body weight is very important due to the aircraft's "weights and balances checklist" requirements and to help maintain the aircraft's center of gravity in flight; however, never insult passengers.   |
| 7k – l                           | EMERGENCY CONTACT INFORMATION                       |   |
| 7k                               | NAME ( <i>Last, First, Middle</i> )                 | Enter the name of the passenger's emergency point of contact.   |
| 7l                               | TELEPHONE ( <i>Include area code</i> )              | Enter the telephone number for the passenger's emergency point of contact (include the area code).  |
| 8                                | MANIFEST TOTAL                                      |   |
| 8a                               | ACTIVE  | Enter the total number of active duty passengers (from column 7d).  |
| 8b                               | DEPENDENT   | Enter the total number of dependents (from column 7d).  |
| 8c                               | RETIREE   | Enter the total number of retirees (from column 7d).  |
| 8d                               | CIVILIAN  | Enter the total number of civilians (from column 7d).   |
| 8e                               | GUARD/RES   | Enter the total number of Guard/Reserves (from column 7d).  |
| 8f                               | BAG/PCS   | Enter the total pieces of baggage.  |
| 8g                               | CHECKED BAG WT                                      | Enter the total weight of checked baggage.  |
| 8h                               | CARRY-ON BAG WT                                     | Enter the total weight of carry-on baggage.   |
| 8i                               | PAX WT  | Enter the total weight of passengers.   |
| 9                                | TOTAL WEIGHT PAX AND ALL BAGGAGE                    | Enter the combined weight of passengers and baggage (checked and carry-on).   |
| 10                               | N/A   | The individual filling out and signing blocks 10a – d is certifying that no unauthorized weapons/ ammunition/ explosive devices, or other prohibited items are in the possession of those personnel for whom the designated manifesting representative or troop commander is taking responsibility, and that any authorized weapons have been cleared (ammunition removed). |
| 10a                              | DATE (YYYYMMDD)                                     | Enter the actual date passengers are cleared through the departure gate. Use format YYYYMMDD.   |
| 10b                              | PRINTED NAME ( <i>Last, First, Middle Initial</i> ) | Enter the printed name of the individual signing the DD Form 2131 certifying that anti-hijacking measures have been conducted.  |
| 10c                              | GRADE   | Enter the grade of the individual listed in block 10b.  |
| 10d                              | SIGNATURE   | Signature of the individual listed in block 10b.  |

Obtain emergency point of contact (EPC) information for all passengers traveling onboard DOD-operated or -controlled missions. *Never* allow passengers to use individuals traveling on the same mission as their EPC. Make the passengers aware of the importance of accurate information. Public law requires all carriers to make initial notification of an aircraft disaster within a certain period of time. Travelers may list their first sergeant or orderly room if they cannot produce another EPC. When passengers refuse, write "declined" in the information field of the manifest. Manifest will accompany aircraft to the final destination. Sufficient copies of the DD Form 2131 will be made available for enroute, downline and terminating stations and all applicable border clearance agencies. Retain one copy for the station file.

## 409. Compute passenger costs and turn in cash collections

After you have prepared the in-flight meal request, you can compute the charges for meals and other travel costs, such as space-available travel fees and pet shipping. Let's talk about how to compute these charges and how to turn in the money from the cash that you collect.

### Determining charges for travel

In most cases, travel costs are billed to space-required passengers' orders; but, when travel authorizations are exceeded, such as excess bags, have passengers discard or pay for the unauthorized items.

### *Determining charges for the head tax/federal inspection fee*

Do not charge space-available passengers any fees when traveling on military aircraft. However, when selected for movement on commercial-contracted missions going overseas and returning from overseas, collect a transportation tax from each space-available passenger. This is sometimes referred to as the *head tax*. In addition to the head tax, space-available passengers returning to the US from overseas must pay a federal inspection fee (FIS). Because both of these charges are reviewed annually by HQ AMC, prices may change.

### *Determining pet shipping charges*

Space-required passengers in PCS status can ship up to two household pets, at their own expense, on commercial-contracted aircraft. Brief passengers that AMC recognizes only domesticated cats and dogs as household pets. Certain rules apply to the shipments of pets on DOD airlift. The sponsor must accompany the pet to its final destination. If no pet spaces are available on a mission, passengers will coordinate with the Respective travel office for a different reservation or find an alternate means. At no time will a pet be shipped unaccompanied.

Get the combined weight of the pet and container before figuring costs. To get the most accurate weight, ask passengers to place their pet(s) inside the container while on the scale. Because your safety is always our number one concern, AMC only allows pets up to 150 pounds to be shipped (this includes pet, carrier or container, and any other items within the container), helping prevent back injuries during transport to the aircraft. The following list shows how to charge passengers for pet shipments:

- Charge passengers for one piece when the combined pet and container weight does not exceed 70 pounds.
- Charge passengers with combined pet weights between 71 and 140 pounds for two pieces.
- If the container and pet weight exceed 140 pounds, but not more than 150, charge passengers for three pieces.

Since pet shipments are considered excess baggage, use the US government DOD or non-DOD rate tariff, or GATES, to determine the cost. The DOD tariff rate breaks down each channel pair which allows you to figure the cost of movement per piece or container. Follow the steps in the following table to compute excess charges:

| Steps to Compute Excess Charges  |   |
|--|---|
| Step   | Description   |
| <b>Step 1</b> – Determine the total pieces to charge                                     | Follow steps previously discussed in the bulleted list.   |
| <b>Step 2</b> – Using the US government channel tariffs, determine single passenger rate | Tariffs can be found in GATES or at following link <a href="http://www.ustranscom.mil/rates/fy16rates/">http://www.ustranscom.mil/rates/fy16rates/</a> (change fiscal year [FY] date to current FY. |

| Steps to Compute Excess Charges  |  |
|--|--|
| Step   | Discription  |
| <b>Step 3</b> – Using the Excess Baggage Piece Rate Chart, determine the charge for each piece of excess baggage | In order to determine the amount to charge for each piece of excess baggage, use the Excess Baggage Piece Rate Chart. As an example, let's consider the single passenger fare for channel pair Aviano-Osan, which is determined to be \$1,250. Since \$1,250 falls within the "\$571 and above" category, each additional piece will cost \$85. As a result, the passenger will be charged for two pieces at \$85 for each piece:<br>2 pieces x \$85 = \$170 for shipping the pet. |

The following table illustrates excess baggage charges to help you see the comparisons:

| PASSENGER FARE | RATE PER PIECE | PASSENGER FARE  | RATE PER PIECE |
|----------------|----------------|-----------------|----------------|
| \$27 - \$60    | \$10 minimum   | \$341 - \$400   | \$65           |
| \$61 - \$115   | \$20           | \$401 - \$455   | \$70           |
| \$116 - \$170  | \$30           | \$456 - \$510   | \$75           |
| \$171 - \$230  | \$40           | \$511 - \$570   | \$80           |
| \$231 - \$285  | \$50           | \$571 and above | \$85 maximum   |

### *Determining baggage charges*

All passengers, no matter their travel category, are authorized two pieces of checked baggage not to exceed 62 linear inches or 70 pounds each. Consider any bag exceeding the normal baggage allowance to be in excess. Never allow space-available passengers to check-in excess baggage. Although this is an entitlement reserved for space-required passengers, verify that each travel order authorizes excess baggage before checking-in the passenger. Do not assume every passenger is authorized to ship excess baggage. Add the authorized excess baggage with the normal baggage allowance, the total pieces, and total weight; then annotate this on the individual's travel orders. Any excess baggage not authorized in the travel order is considered personal excess.

To determine passenger costs, figure out the total number of pieces the passenger is in excess. Base the cost on rates outlined in the US Government DOD Rate Tariffs or the non-DOD Rate Tariffs. After determining the passenger's single passenger fare, use it to figure the excess baggage fee. Multiply the amount by the total pieces of excess baggage for the passenger's total cost. The minimum charge for excess baggage will be \$11 per piece and the maximum is \$112 per piece. Remember, some bags will count as two pieces, while certain larger bags are seen as being one piece. Refer to the following chart.

| DESCRIPTION   | COUNT AS ONE PIECE | COUNT AS TWO PIECES |
|---|--------------------|---------------------|
| Bag weighing more than 70   |                    | X                   |
| Bag larger than 62 linear   |                    | X                   |
| Duffle bag, sea bag, B-4 bag weighing up to 100 pounds (space-required passengers only) | X                  |                     |

### *Accepting payment*

Passengers can use any of the following methods of payments to cover travel charges:

1. US dollars. (**NOTE:** At no time will foreign currency be accepted. Pay special attention to coins since they may look like US coins.)
2. Personal checks (drawn only on US banks).
3. Credit/debit cards (depending on the terminal).

When paying by check, have passengers include their name, rank or grade, organization, home address and duty/business/home phone number. Once endorsed, place checks inside the cash drawer until the end of shift.

#### **410. Load/offload passengers**

To this point, you have done the hard parts. You have prepared passengers for travel and you are now ready to load them. This duty combines many of the skills you have already learned: how to drive the bus or staircase truck, how to keep passengers safe, how to brief them, how to maintain control over them throughout the loading process, and how to provide excellent customer service while doing so. Let's talk about how to load and offload passengers first.

As PSAs, passenger safety should be your number one priority. Do not allow anyone without a boarding pass entry into the boarding gate area, unless escorted by a PSA. Each shift, a gate agent will be assigned to maintain control of passengers on arriving and departing missions, inform passengers of flight information, and assist where needed.

#### **Transporting passengers to/from an aircraft**

Passengers can be delivered to an aircraft by either a passenger services vehicle or by foot. When transporting passengers it is imperative to maintain positive control of all passengers both to and from an aircraft. Prior to on-loading or off-loading passengers, a passenger agent is responsible for providing a detailed brief to all passengers regarding unauthorized items and specific flight line procedures (i.e., no hats, no photography). Use road guards when crossing vehicle traffic areas and light wands during hours of darkness or inclement weather to ensure passenger safety. Passengers driven to an aircraft must be transported in a vehicle with adequate seats to accommodate each passenger. Passengers must remain seated until instructed to exit the vehicle. Passengers standing up while a vehicle is in motion is considered a safety hazard. Your duty station will have base-specific operating instructions (OI) that will go into further detail.

#### **Loading passengers**

Before allowing passengers into the gate area, you, as the gate agent, must ensure the area is clean, orderly, and free of unauthorized items and personnel. Close and secure all exits to ensure passengers will not exit onto the flight line.

Make an announcement reminding passengers of the boarding gate number, aircraft boarding time, and the items they will need to process through (i.e., boarding pass, identification card). As a courtesy, begin processing families with small children and passengers with disabilities. Once complete, continue with the remaining passengers. Check all passengers' identification cards against their boarding passes and the passenger manifest before allowing them entry into the boarding gate. Give special category passengers, including DVs, the option to load before or after all the others have been loaded. Escort them and their families to the DV lounge until aircraft boarding begins.

There are times when you will come across passengers that are behaving inappropriately or in some cases intoxicated. Do not allow these passengers inside the boarding gate area. Notify the shift supervisor immediately to take appropriate action.

Dispatch will alert you when the aircraft is ready to accept passengers. Passengers should remove all head gear before entering the flight line and you should brief them to do so. For larger missions, load passenger buses according to aircraft seat numbers beginning with passengers who will be seated at the rear of the aircraft. Continue calling passengers until the buses are completely loaded. Because most buses do not come equipped with seatbelts, make sure passengers are seated and carry-on baggage is secure before heading to the aircraft.

**NOTE:** For security reasons, do not allow passengers to take pictures of the flight line.

Brief loadmasters on the number of passengers expected to board, passengers requiring assistance loading, or any DVs before allowing passengers to board the aircraft. AMC standard is that passenger

upload time should begin no earlier than 30 minutes prior to aircraft block time and complete 10 minutes prior to block time. Terminal leadership will establish a specific sequence of events depending on factors.

Once everyone is seated, begin a passenger head count. When less people are counted than on the manifest, check each restroom and ensure you have accounted for all infants that may be seated with a parent to confirm no one was missed. Check each passenger's boarding pass while accomplishing a final head count. Mark off passenger names as they are accounted for. When passengers are not physically on the aircraft, remove their bags and correct the boarding manifest. If there are more passengers on the aircraft than manifested, check each passenger's boarding pass against the manifest to determine who is not manifested. Check the un-manifested passenger's boarding pass to make sure he or she is not on the wrong flight. If so, escort the passenger off the aircraft and provide assistance, when needed. Return to the departure gate and perform security checks.

**NOTE:** All baggage belonging to originating passengers who are removed from the manifest should be removed before aircraft departure.

### **Offloading passengers**

ATOC will notify passenger services of all inbound passenger missions prior to their arrival. When needed, meet all arriving missions with a passenger service vehicle standing by until the aircraft is blocked in and staircase truck positioned. For safety reasons, never approach an aircraft before aircraft maintenance gives the approval. Before downloading passengers, brief them of any flight line hazards they may encounter as they deplane. Keep announcements short and to the point; cover only the most important information.

After making your arrival announcements, perform the following steps:

- Collect the passenger manifests.
- Download the passengers.
- Escort to the passenger inbound baggage terminal.

When identified on the manifest, allow special category passengers to deplane first. All passengers should be deplaned within five minutes of aircraft arrival time or within 10 minutes on C-5.

Download and escort intransit passengers to the terminal holding area. Passengers should be able to clear all inbound immigration/border agencies within 45 minutes after aircraft block-in. Most terminals provide snack and soda machines, televisions, and reading material for passengers' convenience as they wait. When released into the terminal area, give them an intransit boarding pass for identification upon return.

### **411. Coordinating movement of delayed or diverted space-required passengers**

Flights that do not take off by their scheduled departure times are considered delayed. At times, the terminal is held responsible for aircraft delays, but this is not always the case. Flights may delay due to weather or when aircraft maintenance is required prior to departure. Remember to keep passengers informed of delays and new arrival and departure times.

Sometimes, regardless of your customer service efforts, passengers will choose to remove themselves from the flight. Do not penalize these passengers; instead, remove them from the manifest, re-enter them into the backlog with their original date and time of sign-up, and allow them to compete for travel on another mission to any previously requested destinations. On the other hand, if passengers want to travel to a destination they did not originally sign-up for, issue them a new date and time of sign-up. The Patriot Express is the most commonly used commercial-contracted mission. For these and other contracted missions, when delays occur, these passengers are sometimes left without a place to sleep and transportation. When delays are controllable, or "avoidable," the carrier cares for all passengers manifested. Aircraft maintenance issues and flight crew absences are both controllable

delays. The carrier is responsible for coordinating and will provide meals, lodging and transportation at no cost to passengers.

### **Meals**

Carriers will issue meal vouchers that cover the duration of the delay. Meal vouchers can most commonly be redeemed at any Army and Air Force Exchange Service (AAFES) establishment.

### **Lodging**

Carriers will reserve rooms at lodging to accommodate passengers when the duration of the delay is expected to last overnight.

### **Transportation**

Carriers will provide transportation to and from lodging.

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## **Self-Test Questions**

**After you complete these questions, you may check your answers at the end of the unit.**

### **407. Select passengers and maintain standby listings manually**

1. When must space-required passengers sign-up and compete for space-required air travel using the space-required standby register?
2. During registration, what will you annotate on a space-required passenger's travel authorization?
3. During registration, *at a minimum* what will you brief the passenger?
4. During registration, how many copies of the travel authorization will you collect and how are they distributed?
5. What options are available for remote sign-up for space-available passengers?
6. How will passengers register for space-available travel?
7. How often should you generate an updated space-required standby register?

8. How long will passengers remain on the space-available register?
9. If passengers still want to travel after being purged from the space-available register, what can they do?
10. How often should you generate an updated space-available register?
11. What should you do *before* starting a roll call in order to help prevent delays *during* the roll call?
12. When should you not consider passengers travel ready?
13. List the four space-required travel priorities in order of selection from highest to lowest.
14. You have two space-required passengers within priority 1 and only one seat available on an aircraft. Passenger A signed up on the 214 Julian date at 2000 GMT. Passenger B signed up on the 214 Julian date at 1950 GMT. Which passenger will be selected for the flight?
15. Match each space-available category in column B with its description in column A. Items in column B may be used once or more than once.

| <i>Column A</i>                                      | <i>Column B</i>  |
|--|------------------|
| ___(1) Unaccompanied dependents on EML.              | a. Category I.   |
| ___(2) Emergency leave unfunded.                     | b. Category II.  |
| ___(3) Retired members.                              | c. Category III. |
| ___(4) Uniformed Services members on EML.            | d. Category IV.  |
| ___(5) Uniformed Services members on ordinary leave. | e. Category V.   |
| ___(6) Permissive TDY (non house hunting).           | f. Category VI.  |
| ___(7) Permissive TDY (house hunting).               |                  |



16. Match each number in column B with the type of passenger in column A. Match the passenger in order of selection for a flight. (i.e. 1 will be the first passenger selected, 2 will be the second passenger selected, etc.) Each passenger has all required travel authorizations and border clearance paperwork. All passengers are awaiting travel for the same destination. Items in column B will be used only once.

| <i>Column A</i>   | <i>Column B</i> |
|---|-----------------|
| ___(1) Passenger traveling on emergency leave authorization. Date/time of sign-up: 214 day at 0615 GMT.   | a. Seat 1.      |
| ___(2) Uniformed Services members traveling on EML. Date/time of sign-up: 213 day at 1530 GMT.  | b. Seat 2.      |
| ___(3) Passenger traveling on permissive TDY (non-house hunting). Date/time of sign-up: 214 day at 0725 GMT.                                      | c. Seat 3.      |
| ___(4) Passenger traveling on unfunded emergency leave. Date/time of sign-up: 213 day at 1950 GMT.  | d. Seat 4.      |
| ___(5) Passenger traveling as a retiree. Date/time of sign-up: 213 day at 1715 GMT.   | e. Seat 5.      |
| ___(6) Active duty passenger traveling on ordinary leave. Date/time of sign-up: 214 day at 0345 GMT.  | f. Seat 6.      |
| ___(7) Duty passenger returning home from his or her TDY location under urgent (important) conditions. Date/time of sign-up: 213 day at 1235 GMT. | g. Seat 7.      |

17. What types of space-available passengers will be processed ahead of all other space-available passengers, even if they arrive late?
18. When may commanders or passenger terminal managers upgrade space-available passengers and to which category and for how long will the passengers be upgraded?
19. To how many counters should passengers have to go to check in once they are selected for a flight?

#### **408. Prepare passenger documentation manually**

1. What do boarding passes provide?
2. How many copies of the AMC Form 148/2 are prepared and how are they distributed?
3. What is a passenger line number and for what is it used?

4. When entering the boarding time on the boarding pass, which time should you use to minimize passenger confusion?
5. When must you and the passenger sign the AMC Form 148/2?
6. When a passenger is authorized to receive a government meal at no charge and orders a meal, what will you enter in the meal cost block of the AMC Form 148/2?
7. After completing the AMC Form 148/2, what should you make sure passengers understand?
8. At enroute stations, if passengers want to leave the departure gate area, what should you do with their AMC Form 148/2?
9. What is the DD Form 2131 used for?
10. During unit moves, who will sign the anti-hijacking statement on the DD Form 2131 certifying no unauthorized items have entered the departure gate?
11. When the three-letter ATI code of the POE or POD is classified, how will you annotate those blocks of the DD Form 2131?
12. An aircraft will be departing Travis AFB with a routing of Elmendorf AFB, Yokota AB and Kadena AB with passengers embarking at Travis and disembarking at each stop thereafter. How many different manual passenger manifests will you create?
13. How should you list passengers on a DD Form 2131 and why?

14. When will you enter the ULN on the DD Form 2131?
15. What will you enter in the PAX WEIGHT block of the DD Form 2131?
16. If travelers cannot provide an EPC, who may they list instead?
17. At a minimum, how many copies should you prepare of the DD Form 2131 for each flight departure and how are they distributed?

**409. Compute passenger costs and turn in cash collections**

1. Which type of passenger will you charge a head tax and when?
2. Which type of passenger will you charge an FIS and when?
3. What information must you know before determining pet shipping charges?
4. What is the *maximum allowable* weight of a pet (including the pet, carrier or container, and any other items within the container) that can be shipped?
5. For how many pieces will you charge passengers when the combined pet and container weighs 104 pounds?
6. For how many pieces will you charge passengers when the combined pet and container weighs 148 pounds?

**NOTE:** Use the following table to answer self-test questions 7 and 8.

| PASSENGER FARE | RATE PER PIECE | PASSENGER FARE  | RATE PER PIECE |
|----------------|----------------|-----------------|----------------|
| \$27 - \$60    | \$10 minimum   | \$341 - \$400   | \$65           |
| \$61 - \$115   | \$20           | \$401 - \$455   | \$70           |
| \$116 - \$170  | \$30           | \$456 - \$510   | \$75           |
| \$171 - \$230  | \$40           | \$511 - \$570   | \$80           |
| \$231 - \$285  | \$50           | \$571 and above | \$85 maximum   |

7. A passenger is traveling from Travis AFB to Kadena AB with one pet weighing 75 pounds. The passenger's channel pair equals \$1398. How much will you charge the passenger for excess baggage?
8. A passenger is traveling from Dover AFB to Tyndall AFB with two pets in two containers, one weighing 75 pounds and one weighing 40 pounds. The passenger's channel pair equals \$359. How much will you charge the passenger for excess baggage?
9. How many pieces of baggage are passengers authorized, and what are the allowed dimensions and weight?
10. How do you check that a passenger is authorized excess baggage?
11. What should you do before annotating the individual's travel orders with excess baggage information?
12. After determining the passenger's single passenger fare, describe how to calculate the excess baggage costs.
13. Which type of bags will count as two pieces?
14. List the ways passengers can pay for travel charges.
15. If a passenger's check does not come pre-printed, which information should you have the passenger write on the check before accepting it for payment?

**410. Load/offload passengers**

1. What should you do before you allow passengers into the gate area?
2. What passenger documents should you check before allowing them entry into the boarding gate area?
3. Which type of passengers should you give the option to load before or after all the others passengers have been loaded?
4. For larger missions, how will passengers be loaded on the bus?
5. Before loading passengers, what should you brief the loadmaster?
6. According to the AMC Standard what the earliest time you can start loading passengers? What is the latest time the last passenger should be loaded?
7. What should you brief passengers before you download them?
8. After making your arrival announcement, which three steps should you take?
9. Who should you allow to deplane first when identified on the manifest?
10. Within how many minutes of aircraft arrival should passengers be deplaned?

**411. Coordinating movement of delayed or diverted space-required passengers**

1. When is a flight considered delayed?
2. How will you handle passengers who choose to remove themselves from delayed flights?
3. When delays are controllable or avoidable on commercial-contracted missions, what is the carrier responsible for providing and coordinating at no cost to the passengers?

## 1-4. Baggage

You have learned a lot so far about moving passengers. Passengers almost always come with bags, so you must know how to process both. In this section, we will focus on moving passengers' bags. Specifically, we will go over the procedures for accepting baggage and how to deal with mishandled baggage. Let's first cover the topic of accepting baggage.

### 412. Accepting baggage

With the exception of the ever-changing rules on prohibited items, accepting baggage is a fairly simple process. You must first determine the passengers' category of travel and baggage allowances, check for any prohibited items in their bags, and finally, weigh and tag their bags to prepare for loading.

#### Determining the passenger's category of travel and baggage allowances

Before you can accept a passenger's baggage, you must know if he or she will be traveling space-required or space-available and if they are one of the following types of passengers:

- DV.
- Blue Bark passenger.
- Coin Assist passenger.
- Emergency leave passenger.
- Overbooked passenger.

These are important because allowances are different. Their baggage will be tagged and loaded slightly differently.

#### *Checked baggage allowances*

Both space-required and space-available passengers are authorized two pieces of checked baggage. Checked baggage may not exceed 62 linear inches (length plus width plus height) or 70 pounds for each piece. 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.

For duty passengers only, a duffle bag, sea bag, B-4 bag, flyers kit bag, or diver's traveling bag, any of which exceeds 62 linear inches, may be substituted for one of the 62 linear inch items. But they may not exceed 80 linear inches or 100 pounds. Do not accept any item more than 100 pounds or 80 linear inches; these items must move as air freight. Exception applies to large garment bags, golf clubs, surfboards, snow skis, bicycles, fishing equipment, rucksacks, wheel chairs, and/or musical instruments. Snow skis, bicycles, and fishing equipment should be properly packed to avoid injury to baggage handlers and damage to other baggage. Passengers are allowed only one of these bags per person. The second bag must still comply with size restrictions and is limited to 70 pounds.

Passengers traveling together as a group on common orders may pool their baggage as long as the total baggage does not exceed the total baggage authorized by the travel document. Families traveling together (space required or space available) may also pool their baggage. All other allowances and limitations apply.

#### *Hand-carried baggage allowances*

Each passenger is allowed to hand-carry one article (e.g., small luggage, garment bags, backpack, etc.) and one personal item (e.g., cosmetic case, purse, briefcase, small boxes, packages, etc.) for storage in the passenger cabin area. The weights of these items do not count toward the passenger's baggage authorization on military aircraft. Hand-carried or carry-on baggage must fit under the seat or in the overhead compartment and may not exceed 45 linear inches (length plus width plus height).

Weigh all hand-carried baggage for all commercial-contracted missions. When manifesting passengers using GATES, add the actual hand-carried weight to the passenger's body weight. When

manifesting passengers manually on the DD Form 2131, write the actual hand-carried weight in the column for hand-carried weight. Items that are too large will not be accepted for carry-on and must be checked-in.

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

Passengers traveling on operational support airlift (OSA) C-21 will be limited to 30 pounds total baggage weight. Passengers traveling on Navy Air Logistics Office (NALO) C-40/C-9 aircraft will be limited to two bags not to exceed 40 pounds total weight. Gulfstream C-20/C-37 aircraft will be limited to two bags not to exceed 70 pounds (50 pounds in baggage compartment and 20 pounds at seat location) per passenger.

### ***Excess baggage allowances***

Certain space-required passengers may be authorized to carry excess baggage free of charge. If they are, their travel orders will state the number of excess pieces authorized. If it is stated in terms of weight however, use the 70-pound allowance per bag to determine how many pieces they are authorized. Excess baggage is not authorized for space-available passengers.

Sometimes passengers' baggage will exceed the weight allowance, but they will not have proper authorization. In the case of personal excess baggage charge the passengers for excess baggage on a per piece basis and on the passenger's airfare. Charge authorized excess baggage at the government rate and unauthorized excess baggage at the nongovernment rate. If the passenger does not want to pay for the excess fee they are responsible for disposition.

When traveling as a unit on orders, military or military-sponsored bands may transport their musical instruments regardless of established size and weight limitations. Each item will count as one piece regardless of size or weight and will be stowed in the baggage compartment or area of the aircraft. Some musical equipment is difficult to load through the belly compartments of narrow body aircraft, so bands must provide advance notification when they travel.

If a traveler is required to accompany an unusually bulky item authorized in their orders, the squadron/port operations officer and passenger service officer will determine if the item will be handled as passenger baggage or processed as cargo. Air freight personnel will assist in handling these items if necessary.

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.

To expedite lost and found baggage checked baggage will not be accepted without owner identification. This identification may be in the form of luggage ID tag, airline ID tag, DD Form 1839, *Baggage Identification*, or AMC Form 20-ID. Encourage passengers to include identification on hand-carried items.

### **Checking for prohibited items**

We have already discussed weapons in great detail. If your terminal has a single point of entry, passengers will need to declare the weapons prior to going through security at the entrance. If not, ask the following question when the passenger is at the check in counter:

*"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.

If the passenger answers "yes," you must physically inspect the item(s) identified to determine if they can be legally transported. Do not hesitate to question any suspicious activity or person. Follow the procedures to secure weapons in checked bags and prevent passenger access to the bags.

Certain items *cannot* be accepted for transportation under any circumstances in hand-carried or checked baggage, such as those listed in the following table:

| Items Not Accepted for Transportation   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Shotguns having a barrel length of less than 18 inches.</li> <li>• Gun lighters.</li> <li>• Blasting caps.</li> <li>• Gun powder.</li> <li>• Lighters with fuel.</li> <li>• Plastic explosives.</li> <li>• Gas torches.</li> <li>• Strike-anywhere matches.</li> <li>• Realistic replicas of explosives and incendiaries.</li> </ul> | <ul style="list-style-type: none"> <li>• Incendiary devices.</li> <li>• Dynamite and fireworks.</li> <li>• Flares (in any form).</li> <li>• Hand grenades.</li> <li>• Mace.</li> <li>• Lighter fluid.</li> <li>• Tear gas.</li> <li>• Primers.</li> </ul> |

Edged or sharp objects, or other items that could be used as a weapon, regardless of length, must be in-checked baggage. Examples include but are *not limited* to those listed in the following table:

| Items that Must Be In-checked Baggage  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Knives of any length</li> <li>• Corkscrews</li> <li>• Carpet knives</li> <li>• Box cutters</li> <li>• Ice picks</li> <li>• Straight razors</li> <li>• Metal scissors</li> </ul> | <ul style="list-style-type: none"> <li>• Metal nail files</li> <li>• Hockey sticks</li> <li>• Pool cues</li> <li>• Baseball bats</li> </ul> |

Check the Transportation Security Administration (TSA) website at <http://www.tsa.gov>, under “Travelers Tips and Prohibited Items” for a more complete list. Advise all passengers these items may not be allowed in the cabin of the aircraft or beyond the screening checkpoints and must be disposed of or placed in their checked baggage prior to boarding the aircraft. If the items are confiscated at the gate while boarding or at the single point of entry, they will be disposed of.

For those aircraft where checked baggage is located in the main cabin with passengers, the aircrew will ensure passengers do not have access to their baggage while in flight or on the ground. You must notify the loadmaster and ATOC of checked baggage with firearms inside.

Passengers may carry allowed quantities of alcoholic beverages in their checked baggage but you must check the FCG and TSA website for details.

Passengers may hand-carry cremated remains 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. Remains must be properly packaged and passengers who are hand-carrying the remains must be discreet when doing so.

### Weighing and tagging bags

Once you have made sure passengers are not carrying any prohibited items<sup>2</sup> - ID or the items have been properly secured or disposed of, ask passengers to place their baggage on the scale. If you are using GATES, enter the baggage number and weight into the passenger check-in screen. Gummy-



backed baggage tags will automatically print when you finish the check-in process and you can attach each one to its respective bag.

If you are using manual procedures, enter the weight in column E of the manual passenger manifest and attach the appropriate AMC Form 20-ID, AMC Baggage Identification Tag to the item. The AMC Form 20-ID identifies passenger baggage and helps return mishandled baggage to its proper owner. On the form (fig. 1-5), enter the mission number, line number, piece count, date and three-letter originating station code.

The figure displays four AMC Form 20-ID baggage tags. Each tag has a hole at the top for a string. The first tag is for Charleston AFB, South Carolina (CHS) and is labeled 'AMC AMC'. The second tag is also for Charleston AFB, South Carolina (CHS) and includes a mission number '35-31-36' and a 'Baggage Claim Check' section. The third tag is for Rhein-Main AB, Germany (FRF) and is labeled 'AMC AMC'. The fourth tag is also for Rhein-Main AB, Germany (FRF) and includes a mission number '65-43-18' and a 'Baggage Claim Check' section. All tags include the text 'BAGGAGE CHECKED TO' and 'AIR MOBILITY COMMAND'.

Figure 1-5. AMC Form 20-ID.

Checked baggage will not be accepted without some kind of owner identification. This identification can be in the form of a luggage ID tag; an airline ID tag; a DD Form 1839, Baggage Identification; or an AMC Form 20-series, AMC Baggage Identification Tag. Encourage identification on hand-carried items as well.

Implement the following in order to reduce the chance of mishandled baggage claims:

- Remove all previous baggage tags from the passenger's bags except for the identification tags.
- Verify the mission number and destination with the passenger and write the line number and pieces on the baggage tag (e.g., line number 200; piece 1 of 2, 2 of 2, etc.). This will help you locate the bag more quickly if you need to and will help you remove the bag from the aircraft more quickly if the passenger does not show up at the gate.
- Attach the baggage claim checks to the front of the passenger's boarding pass to permit locating and identifying the bags at the passenger's destination.
- Finally, brief the passenger on the number of bags he or she checked and to which destination.

In addition, for DVs, Blue Bark, Coin Assist, and passengers traveling on emergency leave, attach the appropriate color-coded AMC Form 20–DV, AMC Baggage Tag–Distinguished Visitor, or AMC Form 20–EL, AMC Baggage Tag–Emergency Leave (EL) strap to each piece of checked baggage. For overbooked passengers, attach a color-coded AMC Form 20–OB, Overbooked Passengers Baggage strap (fig. 1–6) to each piece. These tags help identify those passengers’ baggage so it can be kept separate from other passengers’ bags. These bags will be loaded last (for easy access) on the aircraft and offloaded first to help provide the premium service we discussed in previous lessons.



Figure 1–6. AMC Form 20–series straps for special category passengers.

### **Handling, loading, and unloading passenger baggage**

After you have accepted a passenger’s baggage, you and your coworkers are responsible for them. This means you must keep the bags in a secure area or under close watch. During periods of inclement weather, cover all baggage or place it in a sheltered area. Use proper lifting procedures while handling baggage to ensure safety. Handle baggage so you will not damage the contents or the aircraft. Be mindful of any unsecure straps as you are handling bags.

### ***Handling originating and in-transit baggage***

If you are on the baggage loading crew, you will be responsible for handling, loading, and unloading all passengers’ baggage, other than hand-carried articles. Do not make passengers carry their checked

baggage to and from the aircraft. Also, make sure each piece of checked baggage has a baggage tag attached and is sorted correctly by flight and destination. Load planners will leave one pallet position open to accommodate baggage for every 20 passengers planned on narrow and wide bodied cargo aircraft. In these circumstances you will need to build a baggage pallet. Always ensure you have your required safety equipment, such as gloves and steel-toed footwear. Load dense baggage on the pallet first. Ensure baggage is stacked together with no gaps and distributed evenly. Stack crushable and light density baggage on top of the load. Build pallets safely to allow pallet utilization. Evenly distribute heavy items from the center of the pallet outward. Make sure if you have multiple destinations that you use the “first off- last on” technique when building these pallets and remember baggage pallets will follow the same height and contour restrictions based on pallet position.

Load special category baggage after all other baggage to ensure quick off-load and delivery to the owner upon arrival at the destination. If it becomes necessary to off-load this baggage enroute for customs inspections or any other reason, keep DV and EL-tagged baggage separated from other baggage. Reload DV and EL baggage last to ensure immediate availability at the destination station.

If a passenger is manifested and is not present on the aircraft, remove that passenger’s baggage from the aircraft. In addition, remove a passenger’s baggage if he or she is removed or rotated from a flight. No aircraft will be allowed to depart a station until terminal personnel are certain there is a positive match between passengers and baggage on board the aircraft.

### *Handling terminating baggage*

When an aircraft arrives at your station, you must be ready and pre-positioned if possible to download passengers’ bags. This will depend on the number of missions you are working at the time. Make sure you have enough people to download baggage so that baggage begins to arrive at the baggage claim area no later than 20 minutes after the aircraft blocks in or available for offload. If there are any delays at the aircraft during download, let your passenger dispatch person know so he or she can inform the passengers. During periods of inclement weather, protect all baggage from the elements.

Most of the time, when the baggage claim area is accessible only to arriving passengers and passenger services personnel, passengers will self-claim their bags. They do not need to present their claim stubs for retrieving their bags. However, if the baggage-claim area is open or considered high risk (pilferage area), collect and check all claim stubs for each article claimed by a passenger. If passengers lose their claim stubs, ask them to identify each bag and its contents before releasing it to the passenger.

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

### *Accepting pets*

Dogs and cats may be shipped and charged as excess baggage to certain locations during PCS moves and sponsors must accompany the pet to the final destination. Pets will normally travel in the aircraft cargo compartment but may be allowed in the cabin area if they meet the requirements. Families can ship no more than two pets and no more than three pets can be shipped in the cabin area per aircraft.

The care of pets is an important quality-of-life issue. Pets’ health and well-being must be of utmost concern. Sponsors must ship their pets only in hard-shell, hard-sided International Air Transport Association (IATA) or US Dept of Agriculture (USDA) containers approved for air shipment. These containers must provide adequate ventilation and be large enough for the pet to stand up, turn around, and lie down in with normal posture and body movements. Do not accept pets in containers that are too small. Soft-sided pet containers shall be accepted in-cabin.

Kennels in cabin area must be no larger than 20 inches long, 16 inches wide, and 8 inches high (20L x 16W x 8H). Additionally, prebooked in-cabin pets will not be moved to the belly of the aircraft. 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. The sponsor is also responsible for complying with all documentation, immunization, and border clearance requirements. If the container does not meet requirements or if documentation is not complete, place the passenger in a duty standby status under administrative hold until the pet is travel-ready. Do not allow the pet to travel if these requirements are not met.

Handle cages containing pets with care to keep animals from becoming agitated. Load young animals of the same species next to each other; keep animals that are natural enemies apart. Two small animals of the same species may be shipped in the same container as long as the following conditions are met: they must be younger than six months old, they must be roughly the same size and up to 20 pounds; they must be used to sharing the same space; and they must be able to stand up, turn around, and lie down in the container with normal posture.

The sponsor will maintain custody of the pet until 45 minutes prior to departure unless there is a suitable holding area available. Position cages in the aircraft to allow air to flow freely in climate-controlled and ventilated cargo compartments. If at any time on any flight you suspect a pet's health, safety, or well-being is in jeopardy due to its appearance or the climate and ventilation on the aircraft, let your supervisor know. You must make every effort to ensure pets are safe and healthy as they travel.

### **413. Preparing baggage irregularity reports manually**

Even when you perform your job to the best of your ability, baggage can sometimes still be mishandled and you will have to know how to deal with that. Mishandled baggage can be any baggage that is lost or found, damaged, pilfered, disposed of, or receipted for.

- A lost bag is when a passenger reports the bag missing. A found bag is an unclaimed bag.
- Damaged bags have some sort of damage to them (other than normal wear and tear).
- Pilfered bags have items stolen from them.
- Disposed of baggage is anything passengers may have had to leave behind because it was prohibited or because they had excess baggage.
- Receipted for bags or "courtesy claim," as we will refer to them in this lesson, are mishandled bags that AMC receives from sources other than AMC-owned or controlled aircraft (i.e., commercial airlines, bus companies, etc.).

Passenger terminal lost and found section personnel are responsible for processing all mishandled baggage. During all arrivals, a representative will be available until all passengers have claimed their bags to address any mishandled baggage situations that may arise. This will ensure passengers needing assistance with mishandled baggage will be serviced in a prompt, courteous, and professional manner.

If a passenger discovers his or her bags were mishandled, part of solving this problem is to prepare the necessary documentation. One of the main forms you will need to learn how to complete is the AMC Form 134, Mishandled Baggage Report. If you are using GATES, you will complete the form electronically within the system. If GATES is down or unavailable, complete the AMC Form 134 manually.

Before you complete this form, you need to find out if the originating and enroute stations have reported any mishandled baggage for the item or passenger in question. For example, let's suppose a passenger departed from Aviano AB, Italy and arrived at Dover AFB, DE, with an enroute stop at Ramstein AB, Germany. You are the lost and found representative at Dover and the passenger is reporting a lost bag. If you were using GATES, you would be able to query the system for both Aviano and Ramstein to determine if they reported a found bag that matched the passenger's claim stub or description. Using manual procedures, you would have to call both locations to determine this information.

When a passenger reports mishandled baggage, collect the passenger's AMC boarding pass, baggage claim checks, and a copy of his or her orders and amendments (if applicable). If the passenger cannot provide the boarding pass or baggage claim checks, cross-reference the passenger manifests to make sure he or she was manifested on the flight(s) and make a copy for the case file.


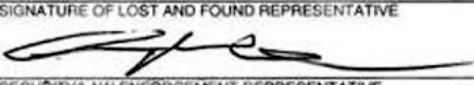
### Preparing the AMC Form 134

The number of copies of the AMC Form 134 prepared will depend on the type of mishandled baggage the items are. The following table shows how many copies you will prepare and how they are distributed for each type of situation.

| Type of Report | Copies                            | Original  | Copy 2  | Copy 3                         | Copy 4                                  |
|----------------|-----------------------------------|---|---|--------------------------------|---|
| Lost           | 3                                 | Retain in AMC Form 136 or after five days forward to the Baggage Service Center (BSC) | Retain or give to carrier or Traffic Management Flight (TMF) representative | Give to the passenger          | N/A                                     |
| Found          | 3 + 1 for each additional article | Retain in AMC Form 136 or after five days forward to the BSC                          | Retain or give to commercial travel office (CTO)/TMF representative         | Attach or place inside article | N/A                                     |
| Damaged        | 3                                 | Give to the passenger or BSC on commercials   | Give to the passenger   | Station files                  | N/A                                     |
| Pilfered       | 4                                 | Give to the passenger or BSC on commercial aircraft                                   | Give to the passenger   | Station files                  | Give to security forces representative. |
| Courtesy       | 2                                 | Give to the passenger   | Station files   | N/A                            | N/A                                     |

Figure 1-7 contains an example of a completed AMC Form 134 for two pieces of lost baggage. The form is used to report several different types of mishandled bags and you will complete the form slightly differently depending on the type of mishandled situation.

| Block             | Lost  | Found | Damaged  | Pilfered | Courtesy     |
|-------------------|---|-------|--|----------|--------------|
| Reporting Station | Enter the three-letter code of the station initiating the report.   |       |  |          |              |
| Date              | Enter the calendar date in the Y2K format (YYYYMMDD). Applies to all dates.   |       |  |          |              |
| Case File Number  | Assign case file numbers in consecutive order starting with a new series each month. Lost and found numbers will begin with the number of the calendar month (e.g., 08 for August) and followed by a dash. Lost case numbers will begin in numerical sequence from 001 to 499. Found case numbers will be numbered 501 – 999. |       | Assign case file numbers in consecutive order starting with a new series each calendar year (i.e., 001, 002, etc.). Damaged case file numbers will be preceded by the letter "D" and pilfered case numbers will be preceded by the letter "P." (i.e., D-001, D-002 and P-001, P-002, etc.) |          | Leave blank. |

| <b>MISHANDLED BAGGAGE REPORT</b><br>(Please read Privacy Act Statement on reverse before completing this form.)  |                                   | REPORTING STATION<br>TCM   | DATE (YYYYMMDD)<br>20121017               | CASE FILE NUMBER<br>12457         |
|--|-----------------------------------|--|---|-----------------------------------|
| <b>SECTION I - IDENTIFICATION DATA</b>   |                                   |  |   |                                   |
| Check Applicable Block <input checked="" type="checkbox"/> LOST <input type="checkbox"/> FOUND   |                                   | <input type="checkbox"/> PILFERED  | <input type="checkbox"/> DAMAGED          | <input type="checkbox"/> COURTESY |
| NAME (Last, First, Middle Initial)<br>SATRIANI, JOE P.   |                                   | GRADE<br>A1C   | SPONSORING SERVICE<br>USAF                | SSN<br>501-22-7703                |
| BAGGAGE CHECK NUMBER(S)<br>1014<br>1015  | TYPE CODE                         | COLOR<br>BLACK<br>GREEN  | BAGGAGE WEIGHT (See AMC Form 148/1)<br>85 |                                   |
| MISSION AND DATE<br>TKA033700 20081017   | COMPLETE MISSION ROUTE<br>LGS-BWI | CARRIER<br>DOD   | STATION LAST SEEN<br>LGS                  |                                   |
| OTHER DETAILS AND REMARKS (If additional space is required, use separate sheet.)<br>Both bags have pink hand-kerchiefs on handles of bags as well as JPS stenciled on each side. |                                   |  |   |                                   |
| <b>ASSIGNED MILITARY ORGANIZATION ADDRESS</b>  |                                   | <b>HOME ADDRESS (Self, Relative or Friend)</b>   |   |                                   |
| UNIT/STREET NUMBER<br>37 FW/123 Bomber Dr  | TELEPHONE NUMBER<br>555-5555      | STREET AND NUMBER<br>6905 Willow LN  | HOME PHONE NUMBER<br>(210) 555-5555       |                                   |
| BASE, CITY AND STATE<br>LACKLAND AFB, SATX, TX   | APO/ZIP<br>78233-6888             | CITY AND STATE<br>SAN ANTONIO, TX  | ZIP CODE<br>78458-9865                    |                                   |
| DISPOSITION DESIRED WHEN LOCATED (Check Only One)<br><input checked="" type="checkbox"/> HOME <input type="checkbox"/> DUTY ADDRESS  |                                   | FORWARD CORRESPONDENCE TO (Check Only One)<br><input checked="" type="checkbox"/> HOME <input type="checkbox"/> DUTY ADDRESS       |   |                                   |
| <b>SECTION II - FINAL DISPOSITION OF PROPERTY</b>  |                                   |  |   |                                   |
| FORWARDED TO   |                                   |  | DATE (YYYYMMDD)                           |                                   |
| TCN/GBL OR MANIFEST NUMBER AND STRAP CHECK NUMBER(S)   |                                   | MISSION/AIRCRAFT NUMBER  |   |                                   |
| I Acknowledge Receipt of Property Set Forth Above Except As Noted On Attached Sheet.   |                                   | SIGNATURE OF PERSON RECEIVING PROPERTY   | DATE (YYYYMMDD)                           |                                   |
| <b>SECTION III - DAMAGED BAGGAGE REPORT</b>  |                                   |  |   |                                   |
| EXACT DESCRIPTION AND LOCATION OF DAMAGE AND APPROXIMATE REPLACEMENT COST  |                                   |  |   |                                   |
| <b>SECTION IV - PILFERED BAGGAGE REPORT</b>  |                                   |  |   |                                   |
| ARTICLE LOCKED<br><input type="checkbox"/> YES <input type="checkbox"/> NO   |                                   | DATE/TIME SLE NOTIFIED   |   |                                   |
| LIST ITEM(S) MISSING AND ESTIMATED VALUE   |                                   |  |   |                                   |
| <b>SECTION V - LOST OR FOUND BAGGAGE ITEMIZED CONTENTS</b>   |                                   |  |   |                                   |
| LIST CONTENTS OF FOUND BAGGAGE OR CONTENTS AND ESTIMATED VALUE OF BAGGAGE REPORTED LOST (Use separate sheet, if additional space is required.)                                   |                                   |  |   |                                   |
| SIGNATURE OF PASSENGER<br>X   |                                   | CARRIER REPRESENTATIVE   |   |                                   |
| SIGNATURE OF PASSENGER SERVICE/STATION TRAFFIC OFFICER   |                                   | SIGNATURE OF LOST AND FOUND REPRESENTATIVE<br> |   |                                   |
|  |                                   | SECURITY/LAW ENFORCEMENT REPRESENTATIVE  |   |                                   |

AMC FORM 134, JUN 92 (IMT-V1)

REPLACES MAC FORM 134, JAN 91

Figure 1-7. AMC Form 134.

Section I provides information about the owner of the baggage, if available, and identifying information about the baggage and where it has been.

| Section I – Identification Data          |  |       |         |          |          |
|--|--|-------|---------|----------|----------|
| Block                                    | Lost   | Found | Damaged | Pilfered | Courtesy |
| Check Applicable Block                   | Check one of the five blocks available depending on the type of mishandling.   |       |         |          |          |
| Name                                     | Enter the name of the passenger reporting lost, damaged, or pilfered baggage. For found or courtesy baggage, enter the name of the probable owner of the property. If you do not know, enter UNKNOWN.  |       |         |          |          |
| Grade                                    | Enter the grade/rank of the passenger or probable owner, if known.   |       |         |          |          |
| Sponsoring Service                       | Enter the name of the sponsoring service or DOD agency, if known.  |       |         |          |          |
| Social Security Number                   | Enter the SSN of the passenger or the probable owner, if known.  |       |         |          |          |
| Baggage Check Numbers                    | Enter the baggage tag numbers from the claim stubs provided by the passenger. If the passenger lost or misplaced them, enter "NA" and give additional information in the remarks and attach a copy of the manifest. OR Enter the baggage strap check number(s), if known. If no strap check is attached, enter NA. |       |         |          |          |
| Type Code                                | Enter correct baggage type code. If the article is a watch, camera, or other expensive item, if available, enter the serial number in the remarks block.   |       |         |          |          |
| Color                                    | Enter the color of the lost or found article. For damaged or pilfered items, leave this block blank.   |       |         |          |          |
| Baggage Weight                           | Enter the total weight of all bags or articles reported lost. This block will never be left blank when reporting a lost claim. For found and courtesy bags, enter the estimated weight. For damaged and pilfered bags, enter the actual weight.  |       |         |          |          |
| Mission and Date                         | For lost baggage, enter the flight number and date the baggage was checked. For articles found in the baggage claim or customs areas, enter the flight number and date on which the bag or article actually arrived. Enter the flight number and date on which the bag was claimed to be pilfered or damaged.      |       |         |          |          |
| Complete Mission Route                   | Enter the three-letter station code of the originating, enroute, and terminating stations.   |       |         |          |          |
| Carrier                                  | Enter the airline/carrier (i.e., FDX, NWA, and WOA). For military aircraft, enter DOD. For courtesy bags, enter the airline/carrier releasing the found baggage into AMC's custody.  |       |         |          |          |
| Station Last Seen                        | For lost bags, enter the three-letter station code where the passenger last saw his/her property. For found bags, cross out the words "last seen" and enter the three-letter station code of where the bag entered the AMC system. If unknown, leave blank.  |       |         |          |          |
| Other Details and Remarks                | Enter any information that would assist in locating or returning the baggage to the appropriate owner. For courtesy bags, enter the name, organization, and phone number of the party bringing the bag to the lost and found section and note any damage to the bag upon receipt.                                  |       |         |          |          |
| Assigned Military Organization Address   | For lost, damaged, or pilfered bags, enter a firm address and phone number of the unit or organization where the passenger can be reached for the next 60 days. For found bags, leave blank until you receive a confirmed address.   |       |         |          |          |
| Home Address (Self, Relative, or Friend) | For lost, damaged, or pilfered bags, enter a permanent civilian address and phone number for the passenger, friend, or relative where correspondence or property can be forwarded to the passenger. For found bags, leave blank until you receive a confirmed address.   |       |         |          |          |
| Disposition Desired When Located         | For lost bags, check either duty address or home address where the passenger wants their bags forwarded. For other types of mishandled baggage, leave blank.   |       |         |          |          |

| Section I – Identification Data |   |       |         |          |          |
|---------------------------------|---|-------|---------|----------|----------|
| Block                           | Lost  | Found | Damaged | Pilfered | Courtesy |
| Forward Correspondence To       | For lost bags, check either duty or home address where the passenger desires all correspondence regarding the lost baggage claim forwarded. For other types of mishandled baggage, leave blank. |       |         |          |          |

Complete Section II only for found baggage.

| Section II – Final Disposition of Property               |   |
|--|---|
| Block  | Description   |
| Forwarded To   | Enter the TMF address or the address the property was forwarded to.   |
| Date   | Enter the date the property was forwarded.  |
| TCN/GBL/CBL or Manifest Number and Strap Check Number(s) | Enter the transportation control number (TCN)/government/commercial bill of lading (GBL/CBL) number. If the article was forwarded as <i>RUSH</i> baggage, enter the manifest number and record the baggage tag numbers. |
| Mission/Aircraft Number                                  | Enter the mission/aircraft number if forwarded as <i>RUSH</i> baggage.  |
| Signature of Person Receiving Property                   | The person to whom the property was released will sign this block.  |
| Date   | Enter the date the property was picked up/delivered.  |

Complete Section III for damaged baggage.

| Section III – Damaged Baggage Report  |
|---|
| In detail, give the exact location and description of the damage. Also, provide an estimated repair or replacement cost. If the item is beyond repair, state that here. |

Complete Section IV for pilfered baggage.

| Section IV – Pilfered Baggage Report |  |
|--------------------------------------|--|
| Block                                | Description  |
| Article Locked                       | Check YES or NO.   |
| Date/Time SLE Notified               | Enter the calendar date and local time security and law enforcement (SLE) or airport police were notified. |
| List Items Missing                   | List all items reported missing and their estimated value. If more room is needed, use Section V.          |

Complete Section V for all types of mishandled baggage.

| Section V – Lost or Found Baggage Itemized Contents |  |
|---|--|
| Block   | Description  |
| List Contents and Estimated Value                   | Obviously, if a bag is reported lost, you will not have it available to conduct an inventory; however, you may include any information the passenger gives you about the contents that may help identify or return the bag to the owner. For found baggage, 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. Prepare a separate inventory for each found article. During the inventory, if the baggage contains any dangerous materials, explosives, flammables, or illegal narcotics, notify the Security Forces or Airport Police. |



| Section V – Lost or Found Baggage Itemized Contents    |   |
|--|---|
| Block  | Description   |
|  | On the report, make sure you list each of these types of materials on the inventory and that they were turned over to security personnel.                                       |
| Signature of Passenger                                 | Ensure the passenger reviews the form for accuracy and signs this block.  |
| Signature of Passenger Service/Station Traffic Officer | Self explanatory.   |
| Signature of Carrier Representative                    | A carrier representative must sign this block, if applicable, to ensure he or she is aware of damage or pilferage that occurred while the baggage was in the carrier's custody. |
| Signature of Lost and Found Representative             | Self-explanatory.   |
| Signature of Security/Law Enforcement                  | Security and law enforcement personnel will sign this block when baggage is reported pilfered or when a found bag contains any of the dangerous articles mentioned previously.  |

Report all mishandled baggage to the BSC. The BSC is located at Charleston AFB SC and traces mishandled baggage AMC-wide, determines the final action of case files, and compiles statistical data for HQ AMC. *Never ship baggage to the BSC.* Let's go over some additional guidelines for mishandled baggage.

### Preparing the AMC Form 47

Sometimes, baggage will be lost by a commercial carrier (e.g., airline, bus, or train) before the passenger enters the AMC system. In this case, you will need to complete the AMC Form 47, Report and Disposition of Unaccompanied Passenger Baggage (fig. 1-8) in four copies. The difference between completing a courtesy claim on the AMC Form 134 and completing a claim on the AMC Form 47 is that to use the AMC Form 134, the carrier will present the found bag(s) to you. To use the AMC Form 47, the passenger will report the lost bags to you. Follow these guidelines to complete the form.

### Section I-General Passenger Information

The passenger completes this section. Make sure he or she completes all the information to make expediting the baggage quicker.

### Section II-Passenger's Air Movement Designator

You will complete this section based on the passenger's travel documentation.


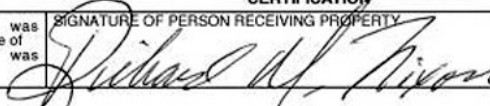
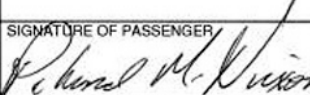

### Section III-Passenger's Outbound Flight Information

Enter the passenger's flight information. Obtain the *authorized* baggage weight from the passenger's orders. Ask passengers the weight of all baggage that accompanied them on the flight.

### Section IV-Baggage Identification

Enter the commercial baggage tag numbers of the lost baggage. Do not collect the baggage tag claim stubs. Enter the type baggage code and enter the date the baggage arrives. When the baggage is prepared as *RUSH* baggage, enter the AMC Form 20-series baggage tag claim number opposite the commercial baggage tag number. Remove the commercial baggage tag and all other nonrelated baggage tags (except the baggage identification tag) and staple them to the reverse side of the fourth copy of AMC Form 47. Also attach the AMC Form 20-series baggage tag to this form. Enter the total weight of all baggage to be forwarded as *RUSH* baggage. If the total weight of the unaccompanied baggage and

the baggage that accompanied the passenger exceeds the passenger's authorized baggage weight, passenger service personnel at the destination terminal will collect excess baggage fees before they release it to the passenger.

| REPORT AND DISPOSITION OF UNACCOMPANIED PASSENGER BAGGAGE (AMC)   |  |  |                                  |   |
|---|--|--|----------------------------------|---|
| (THIS FORM IS AFFECTED BY THE PRIVACY ACT OF 1974 -- SEE REVERSE)   |  |  |                                  |   |
| <b>SECTION I. GENERAL PASSENGER INFORMATION</b>   |  |  |                                  |   |
| OWNER'S LAST NAME, FIRST NAME, MI<br>Price, Caren D.  |  | GRADE<br>TSGT  | SSN<br>458-88-7979               | DATE OF REPORT<br>20120507                |
| ADDRESS WHERE BAGGAGE TO BE FORWARDED<br>1015 Femoyer Street<br>Baltimore, MD 78555   |  |  | NUMBER OF PIECES<br>1            | AMC DESTINATION<br>BWI                    |
| <b>SECTION II. PASSENGERS AIR MOVEMENT DESIGNATOR</b>   |  |  |                                  |   |
| APOE<br>BWI   | APOD<br>ADA  | MOVEMENT PRIORITY<br>A   | MODE OF TRAVEL<br>A              | SPONSOR SERVICE<br>FZ                     |
| MTA NUMBER  |  | CIC  |                                  |   |
| <b>SECTION III. PASSENGERS OUTBOUND FLIGHT INFORMATION</b>  |  |  |                                  |   |
| MISSION PREFIX<br>PBP   | MISSION NUMBER<br>0675   | DEPARTURE TIME<br>5:50   | CATEGORY SERVICE<br>M            | DEPARTURE DATE<br>20120506                |
| BAGGAGE WEIGHT AUTHORIZED<br>140  |  | WEIGHT OF CHECKED BAGGAGE<br>84  |                                  |   |
| <b>SECTION IV. BAGGAGE IDENTIFICATION</b>   |  |  |                                  |   |
| COMMERCIAL TAG NO.<br>960053966   | DATE RECEIVED<br>20120506  | TYPE CODE  | AMC TAG NO. ATTACHED<br>23-30-52 | UNACCOMPANIED<br>BAGGAGE WEIGHT<br><br>84 |
|   |  |  |                                  |   |
|   |  |  |                                  |   |
|   |  |  |                                  |   |
|   |  |  |                                  |   |
| <b>SECTION V. BAGGAGE SHIPMENT INFORMATION</b>  |  |  |                                  |   |
| MISSION PREFIX<br>ABA   | MISSION NUMBER<br>02W5   | DEPARTURE TIME<br>21:30  | CATEGORY SERVICE<br>M            | DEPARTURE DATE<br>20120507                |
| AMC APOD<br>ADA   | SIGNATURE OF PASSENGER SERVICE REPRESENTATIVE<br>   |  |                                  | DATE<br>20120508                          |
| The passenger baggage described above was found to be in excess of the weight allowance authorized in the passenger's travel orders and was shipped to the owner as, "Unaccompanied Baggage." | TCN/OBL NUMBER   |  |                                  |   |
|   | SIGNATURE OF CTO/TMO REPRESENTATIVE  |  |                                  | DATE                                      |
| <b>SECTION VI. CERTIFICATION</b>  |  |  |                                  |   |
| The above baggage was received prior to departure of the passenger and was released.  | SIGNATURE OF PERSON RECEIVING PROPERTY<br>  |  |                                  | DATE<br>20120509                          |
|   | <p>I understand that acceptance of my commercial baggage by the commercial transportation office or the passenger service office, does not in any way obligate the government in the event my baggage is not received and/or is received damaged or pilfered while in the custody of the commercial carrier. I have reported my baggage lost to <u>World Airways</u> (Carrier) at <u>BWI</u> (Location), and I will present a copy of this form to the passenger service office at my AMC destination.</p> |  |                                  |   |
| SIGNATURE OF PASSENGER<br>   |  | SIGNATURE OF PASSENGER SERVICE REPRESENTATIVE<br> |                                  | DATE<br>20120509                          |

AMC IMT 47, 20040201 (IMT-V2)

REPLACES MAC FORM 47, JAN 91

09L50H14

Figure 1-8. AMC Form 47.

### Section V–Baggage Shipment Information

Enter the appropriate flight data for the *RUSH* baggage. Sign and date the passenger service representative block when the baggage has departed. If the baggage is turned over to TMO for forwarding, enter the TCN or CBL number and get a signature and date from the TMO representative.

### Section V–Certification

If the baggage arrives before the passenger has departed, contact the passenger and release the baggage. The passenger will sign and date the original copy. File the original and discard any duplicates. You will also sign the form and enter the name of the base where the report was prepared.

Give the original and one copy of the form to the passenger. You must brief the passenger that he or she will keep one copy and give the other to the lost and found baggage representative at the destination. Retain the third and fourth copy with the passenger's orders in a suspense file until you receive the baggage. When you receive the property, inspect it 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 and tag to the bag. If you are forwarding more than one article or bag to the same person, attach a packing list to each piece. Once you forward the baggage to the passenger, retain the fourth copy, a copy of the passenger's orders, and the commercial baggage tags that you removed from the bag in the station files. Once you receive the baggage, you must forward it as quickly as possible.

### Preparing the AMC Form 136

Another document you will need to prepare is the AMC Form 136, Baggage Mishandled Report File (fig. 1–9). This is where you will keep the original signed copy of the AMC Form 134, and copies of the boarding pass, baggage tags, or flight manifest, all of which you will send to the BSC. Prepare the AMC Form 136 as described in the following table:

| Block  | Description   |
|--|---|
| Name   | For lost, damaged, and pilfered baggage, enter the name of the passenger that is reporting the mishandled baggage. For found baggage, enter the name of the passenger to whom the article apparently belongs, if known. If you cannot determine ownership, enter UNKNOWN. |
| Reporting Station  | Enter the three-letter station code of the station making the report.   |
| Mishandled   | Circle one of the following choices: DAMAGED, PILFERED, LOST, or FOUND.   |
| Case File Number   | Enter the baggage case file number from the AMC Form 134.   |
| Date   | Enter the calendar date.  |
| Action Taken (TO)  | Enter the three-letter station code to which messages are addressed. The first block is for notification of the BSC. Notification of the BSC is mandatory on all mishandled baggage.  |
| Date (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> )      | Enter the date and time of the message sent for each message (i.e., 212030Z)  |
| Date (Results)   | Enter the replies received. If a reply is affirmative, enter "See Below" and then annotate the information or comments in the remarks section.  |
| Report Closed and Filed in Station Files<br>(Signature and Date) | You, as the lost and found agent will sign this block when the baggage is recovered and/or forwarded to the rightful owner and the case file is closed.<br><br>Also include the calendar date. Enter all dates on the form in the Y2K format: YYYYMMDD.                   |

| Block                              | Description  |
|------------------------------------|--|
| Remarks                            | <p>For <i>lost baggage</i>, annotate the name and rank of individuals you contacted by telephone and the date you contacted them. Obtain the signature of the passenger service officer/superintendent after reviewing the case file.</p> <p>For <i>found baggage</i>, annotate the name and rank of the individuals contacted; the date and time baggage arrived at the passenger terminal, and the date and time the baggage was delivered to TMO. Also annotate what date and time TMO released the baggage to the carrier and the estimated date and time of carrier delivery.</p> |
| Checklist for Supporting Documents | Check each of the documents you have available for that particular item and include them in the file before sending the file to the BSC.   |
| Signature and Date                 | Sign and enter the calendar date in these blocks when you forward the case file to the BSC. Your signature certifies that all other documents are enclosed prior to filing.  |

|  |          |                          |   |  |                            |                   |
|--|----------|--------------------------|---|--|----------------------------|-------------------|
| NAME (Last, First, Middle Initial)<br>FRANKLIN, JOE P.   |          | REPORTING STATION<br>SUU | MISHANDLED (CIRCLE ONE)<br>DAMAGED      LOST<br>PILFERED      FOUND |  | CASE FILE NUMBER<br>1245-G | DATE<br>20121017  |
| <b>ACTION SUMMARY</b>  |          |                          |   |  |                            |                   |
| FOR USE BY REPORTING STATION   |          |                          |   | FOR USE BY BAGGAGE SERVICE CENTER ONLY |                            |                   |
| ACTION TAKEN (MESSAGES)  |          |                          |   | DATE FILE RECEIVED                     |                            | BSC FILE REGISTER |
| DATE   |          |                          |   |  |                            |                   |
| TO   | 1ST      | 2ND                      | 3RD   | RESULTS                                |                            |                   |
| BSC  | 20081017 | 20081017                 |   | SEE BELOW                              |                            |                   |
|  |          |                          |   |  |                            |                   |
|  |          |                          |   |  |                            |                   |
|  |          |                          |   |  |                            |                   |
|  |          |                          |   |  |                            |                   |
| REPORT CLOSED AND FILED IN STATION FILES   |          |                          |   |  |                            |                   |
| SIGNATURE  |          | DATE 20121017            |   |  |                            |                   |
| REMARKS<br>BAGGAGE HAS BEEN FOUND AT UAM. WILL BE FORWARDED ON NEXT MSN.   |          |                          |   |  |                            |                   |
| CHECKLIST FOR SUPPORTING DOCUMENTS   |          |                          |   |  |                            |                   |
| <input checked="" type="checkbox"/> CLAIM STUB(S) ON BAG TAGS ENCLOSED (MANIFEST IF NOT AVAILABLE)<br><input type="checkbox"/> BOARDING PASS (MANIFEST IF NOT AVAILABLE)<br><input type="checkbox"/> AMC FORM 134<br><input type="checkbox"/> ESTIMATED VALUE ON AMC FORM 134<br><input type="checkbox"/> COMPLETE PASSENGER ADDRESS |          |                          |   |  |                            |                   |
| I CERTIFY THAT THE BSC WAS NOTIFIED AND ALL SUPPORTING DOCUMENTS ARE ENCLOSED  |          |                          |   |  |                            |                   |
| SIGNATURE  |          | DATE 20121017            |   | SIGNATURE                              |                            | DATE              |
|  |          |                          |   |  |                            |                   |

AMC FORM 136, JUN 92 (IMT-V1)

REPLACES MAC FORM 136, JAN 73

BAGGAGE MISHANDLED REPORT FILE

Figure 1-9. AMC Form 136.

Keep the AMC Form 136 in a suspense file, filed alphabetically, until the baggage is forwarded to the owner or presented to the property disposal officer (PDO).

#### 414. Preparing *RUSH* baggage documents

Baggage or articles (excluding weapons) which have been misrouted or separated from the owner will be forwarded as *RUSH* baggage. Before we cover *RUSH* baggage procedures, you will need to know a little bit about each type of mishandled baggage to know how a lost or found item might become a *RUSH* baggage item.

##### Lost baggage procedures

The reporting station has five days to find lost baggage and update the remarks section of the AMC Form 134. After the fifth day, only the BSC can update the remarks on this form.

You will also need to give the passenger a copy of your terminal's mishandled baggage letter and a copy of the completed AMC Form 134 with all applicable signatures. Your terminal's mishandled baggage letter will look something like figure 1-10.

**Dear Passenger**

We regret the inconvenience caused by mishandling your baggage while traveling with Air Mobility Command (AMC). Every effort will be made to locate and return your baggage as soon as possible.

Our lost and found baggage personnel will immediately contact our Baggage Service Center (BSC) and other stations to locate your baggage. You will be contacted with a status report within 24 hours. If your bag has not been located after five days from the reported loss, your case file will be forwarded to the BSC. Within five duty days of receiving your case file, the BSC will dispatch a letter informing you of actions taken and ask if you received your baggage. After you respond to this letter, BSC will furnish the airline with correspondence concerning your case and start claims actions with the airline. If your baggage was lost while traveling on a military aircraft, you will receive a release form, a copy of your case file and be instructed to contact the local Military Claims Office. The BSC representative will monitor all reimbursements made in the event your lost baggage is located.

If we can be of further assistance or if you have more information that would help with our search; do not hesitate to call. Our telephone number is, [provide your station's phone number]. The BSC can be reached 0800L-1700L EST daily at 1-800-851-5761 (toll-free within the continental United States), Commercial 1-843-963-2895, or DSN 673-2895.

If services provided by the BSC are unsatisfactory please contact our Passenger Terminal Flight Commander or Flight Chief at DSN: 673-3070 or 3071, Commercial: 1-843-963-3070 or 3071, e-mail: [passengerservice@us.af.mil](mailto:passengerservice@us.af.mil).

//Signed//  
**PASSENGER SERVICE OFFICER**

Figure 1-10. Mishandled baggage letter.

When a passenger reports a lost bag, you must make every effort to locate it. Within GATES, create a priority "LAST SEEN" message to the BSC and each downline station as soon as possible, but no later than four hours after the passenger reported the lost baggage. Within 24 hours of reporting the loss, contact the passenger and update him or her on the status of the lost baggage. You can accept collect calls from passengers asking about mishandled baggage.

The BSC will respond back within 72 hours of receipt of your “LAST SEEN” message on the status of baggage. If the baggage is found, the BSC will notify the finding and losing stations of what they each should do about the bag(s). If the baggage is *not* found, the BSC will notify the losing station of no match. If the baggage is still lost after five days, the BSC will assume responsibility for the claim and take further action. Lost and found agents will check mishandled bag notices every 24 hours in GATES until the case file is forwarded to the BSC.

### **Found baggage procedures**

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. You must make sure that all articles are secured at all times. Items having high value will be stored in a safe or other secure location and only designated passenger service personnel will be allowed access to the property on hand.

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 *RUSH* bag procedures, which we will talk about a little later in this lesson. Attach one copy of the AMC Form 134 to each bag or article.

Before securing the baggage, present it to customs officials for clearance, if required, and reflect this action in the remarks section of AMC Form 134. Cross-reference the line number on the baggage tag with the manifest to determine the owner. You can trace the owner in GATES (or manually by checking the records section for a copy of the member’s orders).

Within GATES, create and send a priority “ON HAND” message to the BSC and each down line station as soon as possible but no later than four hours of finding the baggage. Match each item against previously reported lost baggage claims.

If you find baggage without any identification on it, the passenger service officer/superintendent or designated representatives will inventory it to determine ownership. Two people must conduct the inventory and verification. If you have to cut the owner’s lock to conduct an inventory, place the removed lock inside the bag. When you are finished, seal the bag right away with a plastic or metal fastener to prevent pilferage and do not re-open the bag.

There may be times when you know who owns the bag, but the bag remains unclaimed. In this case, inventory the bag to obtain information to return it to the owner faster. However, you do not need to conduct an inventory until 24 hours after finding the item. This allows the passenger or another station to identify it. When you determine ownership of a found bag or article, check GATES to determine if a mishandled baggage report is on file and if the passenger can be contacted.

If a bag or article was erroneously offloaded somewhere it should not have been, handle the item as found baggage. Immediately send an “ON HAND” baggage message to the destination station and the BSC to indicate the bag is on hand.

How the items are returned to the owner depends on where owners are located. If they are located on station, notify them the item has been located and ask them to provide disposition instructions. When the item is delivered, the owner must show proper personal identification. The AMC air terminal finding the baggage will provide military or contract delivery of the baggage within a 60-mile radius of the terminal. Give passengers the option to pick up baggage in person if it is more convenient. Outside of the 60-mile radius, use AMC airlift when feasible using *RUSH* baggage procedures. When AMC airlift is not feasible, turn the bag over to the base transportation office for shipment to the passenger in the fastest method available, regardless of cost. Before releasing the property, enter the passenger’s personal information, including addresses and phone numbers, on the AMC Form 134 and have the passenger sign it.



After 30 days, release all unclaimed found property with an estimated value less than \$25 to the installation PDO for immediate disposition. For an item valued more than \$25, hold it for 90 days before releasing it to the PDO. Unclaimed articles can be donated to a local charity (e.g., Airman's Attic, Red Cross, etc.) in coordination with the PDO. *Immediately* turn over unclaimed weapons to local Security Forces personnel.

### **Damaged and pilfered baggage procedures**

AMC and AMC-contracted carriers are not responsible for normal wear and tear, to include wheels, handles or shoulders straps; over-packed baggage; fragile or perishable items. When passengers claim their baggage and discover pilferage or damage to the container or contents that occurred while in the custody of AMC, you must give them all the assistance they need to complete their claim and give instructions for contacting a military claims office. Although passengers need to report damage or pilferage as soon as possible, no matter how late they report it, always accomplish a mishandled baggage report.

If the bag is excessively damaged, report contents missing or lost in connection with this type of damage on the AMC Form 134 with the following statement: "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, but do *not* notify SLE agencies in this case. For all other pilfered baggage on military installations, notify the Security Forces at the time the report is prepared and they will take a statement from the passenger for their records.

Immediately send a copy of the boarding pass or boarding manifest, baggage claim stub or baggage tag, and the completed AMC Form 134 with applicable signatures to the BSC for all damaged and pilfered baggage cases.

### ***RUSH* baggage procedures**

When you finally determine who the owner is for a particular item, you will need to send it to them as soon as possible. As we previously discussed, there are several methods for sending bags to passengers. When forwarding baggage via AMC-owned or -controlled aircraft as *RUSH* baggage, you will need to complete two documents: the AMC Form 57, AMC Expedite Tag (fig. 1-11), and AMC Form 70, *RUSH* Baggage Manifest (fig. 1-12).

### ***AMC Form 57, AMC Expedite Tag***

Attach one AMC Form 57 for each article forwarded. 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.

| <b>FRONT and BACK of AMC Form 57</b>  |   |
|---------------------------------------|---|
| <b>Complete the Front as follows:</b> |   |
| <b>Block</b>                          | <b>Description</b>  |
| Weight this Piece (in pounds)         | Enter the weight of the piece to which you are attaching the tag. |
| Final Destination                     | Enter the final destination of the baggage.                       |
| Airline                               | Enter AMC.  |
| Flight                                | Enter the mission number.   |

| BACK of AMC Form 57                   |   |
|---------------------------------------|---|
| Complete the Reverse side as follows: |   |
| Block                                 | Description   |
| To                                    | Enter the destination of the baggage.   |
| From                                  | Enter the originating station.  |
| Reference Number                      | Enter the case file number or other reference number.                                   |
| Orig. Baggage Tag Number              | Enter the originating station's baggage tag number.                                     |
| Name                                  | Enter the passenger's name.   |
| Address                               | Enter the passenger's address.  |
| Phone Number                          | Enter the passenger's phone number.   |
| At Expense Of                         | Enter AMC or another carrier that is responsible for shipping the baggage to the owner. |
| Information/Instruction               | Enter complete disposition instructions.  |

**Left Form (EXPEDITE BAGGAGE):**

MC  
AMC FORM 57, JUL 92 (Reverse)

**EXPEDITE BAGGAGE**

TO (Station/Office/Airline) Suu  
FROM (Station/Office/Airline) SKF  
REFERENCE NUMBER 12345  
ORIG. BAGGAGE TAG NUMBER 960053966  
NAME Okkerse, Tim  
ADDRESS 1212 Lone Star St  
San Antonio, TX 78230  
PHONE NUMBER 210-671-1110  
AT EXPENSE OF AMC  
INFORMATION/INSTRUCTION

**RUSH**

**RUSH**

U.S. GPO: 1995 657-036

**Right Form (RUSH):**

AMC FORM 57, JUL 92  
REPLACES MAC FORM 57, MAY 88

**AIR MOBILITY  
COMMAND  
EXPEDITE TAG**

WEIGHT THIS PIECE  
LBS

**RUSH**

FINAL DESTINATION Suu  
AIRLINE AMC FLIGHT 2E36  
MC23-30-52  
Suu  
AMC 2E36  
MC23-30-52  
TO Suu  
AIRLINE AMC FLIGHT 2E36  
MC23-30-52

Figure 1-11. AMC Form 57.

You do not need to attach a separate destination tag to the item because the AMC Form 57 contains all the information needed for that.

### AMC Form 70, RUSH Baggage Manifest

Do not assign these manifests passenger manifest numbers. File one copy of the originating AMC Form 70 in the AMC Form 136 for the station file. Place a second copy in the packing list along with AMC Form 134 and attach it to the baggage.



| AMC Form 70, RUSH Baggage Manifest   |  |
|--------------------------------------|--|
| Complete the AMC Form 70 as follows: |  |
| Block                                | Description  |
| Mission Number/Date                  | Enter the mission number and date.   |
| Origin                               | Enter the originating station information.   |
| Destination                          | Enter the destination station information.   |
| Owner's Grade/Name                   | Self-explanatory.  |
| Number Pieces                        | Enter the number of pieces you are "RUSHING" for the listed owner.                       |
| Total Weight                         | Enter the total weight of all the bags in the shipment.                                  |
| Remarks                              | Enter any remarks or information that will help people identify or expedite the baggage. |
| Lost and Found Representative        | Sign your name.  |

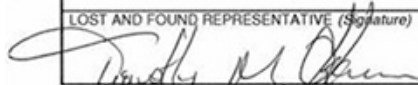
|  |                  |                              |  |                                  |
|--|------------------|------------------------------|--|----------------------------------|
| MISSION NUMBER/DATE<br>PBP067500027      20120927  |                  | ORIGIN<br>SEATTLE-TACOMA IAP |  | DESTINATION<br>KADENA AFB, JAPAN |
| OWNER'S GRADE/NAME (Last, First, MI)   | NUMBER<br>PIECES | TOTAL<br>WEIGHT              | REMARKS  |                                  |
| E-9, HEIFNER, MATTHEW  | 1                | 68                           | Black bag with red bandana tied around the handle. |                                  |
| LOST AND FOUND REPRESENTATIVE (Signature)<br> |                  |                              |  |                                  |
| AMC FORM 70, AUG 92 (IMT-V1)   |                  | REPLACES MAC FORM 70, AUG 90 |  | RUSH BAGGAGE MANIFEST            |

Figure 1-12. AMC Form 70.

Because of the nature of its priority, move *RUSH* baggage on the first available aircraft to the end destination. This means you must 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. If you are at the sending station and have not received a receipt confirmation from the receiving station within 48 hours, initiate a follow-up transaction.

If you are at a receiving station, acknowledge receipt of *RUSH* baggage by routine message, e-mail, or through GATES and expedite the baggage to its owner. If baggage will be transshipped via commercial transportation, or again as *RUSH* baggage, update the AMC Form 134 in the packing list in the REMARKS section to show the baggage was received as *RUSH* baggage and is awaiting further movement. Do not assign a new baggage case file number. If you are using GATES, immediately respond with an "ON HAND" message when you receive *RUSH* baggage. Complete AMC Form 134, section II, to indicate final disposition of the property and get passenger signatures when possible. File the AMC Form 134 in station files.

Do not move weapons using *RUSH* baggage procedures. Instead, move weapons as cargo. Provide the down line station with the TCN (military movement) or tracking number (commercial movement).

## Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

### 412. Accepting baggage

1. When determining a passenger's category to accept his or her baggage, which types of passengers must you make note of because of slight differences in baggage processing?
2. How many pieces of baggage are space-required and space available passengers authorized and what are the maximum weights and dimensions?
3. For duty passengers only, which types of bags that exceed the allowable dimensions may be substituted as one bag?
4. When must a passenger's bag move as air freight?
5. When can passengers pool their bags?
6. Describe the restrictions for hand-carried bags.
7. If a passenger is traveling on a C-5, what should you advise him or her of concerning hand-carried baggage?
8. When are space-required passengers authorized to carry excess baggage free of charge?
9. When are space-available passengers authorized to carry excess baggage?
10. If a passenger's bags exceed the weight allowance, but they do not have proper authorization, what should you do?
11. Describe how charges for excess baggage are based.

12. If passengers are refused excess baggage, what are their options for disposing of the excess items?

13. Describe how military bands on orders transport their musical instruments.

14. Which question should you ask passengers when checking for prohibited items?

15. If a passenger answers “yes” to the prohibited items question, what should you do?

16. Match each restriction in column B with the item in column A. Items in column B will be used more than once.

*Column A*

- \_\_\_(1) Shotguns with a barrel length of less than 18 inches.
- \_\_\_(2) Hockey Sticks.
- \_\_\_(3) Straight razors.
- \_\_\_(4) Hand grenades.
- \_\_\_(5) Lighters with fuel.
- \_\_\_(6) Box cutters.
- \_\_\_(7) Knives of any length.

*Column B*

- a. Not authorized in hand-carried or checked bags.
- b. Only authorized in checked bags.

17. Where can you check for a more complete list of prohibited items?

18. Name four ways passengers can identify their baggage.

19. Name four ways to reduce the chance of mishandling baggage.

20. Which form will you attach to a DVs baggage? A passenger on emergency leave? An overbooked passenger? Why will you attach these forms to their bags?

21. Describe the sequence to load baggage. Describe when to load special category passengers' bags.

22. What should you do if a passenger is manifested but is not present on the aircraft?

23. How long after aircraft block-in should baggage begin to arrive in the baggage claim area?
24. When can you mark any unclaimed baggage articles and transfer them to the lost and found section?
25. Describe the container requirements for shipping a pet.
26. If you suspect a pet's health, safety, or well-being is in jeopardy, what should you do?

**413. Preparing baggage irregularity reports manually**

1. When a passenger reports mishandled baggage, which documents will you collect from him or her?
2. If a passenger cannot provide the documentation to report mishandled baggage, what action should you take?
3. How many copies of the AMC Form 134 will you prepare for a found article?
4. What should you do with the fourth copy of the AMC Form 134 for pilfered baggage?
5. Create a case file number for the fifth bag reported lost in August, 2009.
6. Create a case file number for the second bag reported pilfered for the year in December, 2010.
7. What will you enter in the name block of section I of the AMC Form 134 for a found or courtesy bag?
8. When entering the assigned military organization address in section I of the AMC Form 134, enter the passenger's firm address where the passenger can be reached for how many days?

9. Besides sections I and V, which section(s) of the AMC Form 134 will you complete for found baggage?
10. Besides sections I and V, which section of the AMC Form 134 will you complete for damaged baggage and which type of information will you enter?
11. When conducting an inventory, when should you notify Security Forces or airport police?
12. Where is the BSC located and what does it do?
13. Which form will you need to complete if a passenger reports a lost bag by a commercial carrier?
14. When completing the AMC Form 47, if the total weight of the unaccompanied and accompanied baggage exceeds a passenger's authorized baggage weight, what will happen?
15. How many copies of the AMC Form 47 will you give to the passenger and what will he or she do with it/them?
16. What is the AMC Form 136 used for?
17. Which document do you refer to in order to find the case file number which you then enter in the appropriate block of the AMC Form 136?
18. What will you enter in the date blocks of the AMC Form 136?
19. How long will you keep the AMC Form 136 in a suspense file?

#### **414. Preparing *RUSH* baggage documents**

1. How many days does a reporting station have to find lost baggage and update the remarks section of the AMC Form 134?

2. Within how many hours must you create a priority “LAST SEEN” message to the BSC for lost baggage?
3. When a passenger reports a lost bag, within how many hours must you contact the passenger to provide an update on the status of that bag?
4. How often should lost and found agents check mishandled baggage notices?
5. How will found items having high value be stored?
6. How many people will conduct an inventory on found baggage?
7. How do you handle a bag that was erroneously offloaded somewhere it should not have been?
8. When an AMC air terminal finds missing baggage, within how many miles of that specific terminal will the baggage be delivered?
9. After how many days can you release all unclaimed found property less than \$25? More than \$25?
10. Which types of damage are AMC and AMC-contracted carriers not responsible for found on baggage?
11. When a bag is excessively damaged and contents are lost or missing due to the damage, which statement must you annotate on the AMC Form 134?
12. Which two forms must you complete for *RUSH* baggage?
13. What type of information will you enter in the information/instruction block of the AMC Form 57?

14. How many copies of the AMC Form 70 are prepared and how are they distributed?
15. What type of information will you place in the remarks section of the AMC Form 70?
16. Within how many hours must you receive a receipt confirmation from the receiving station of a piece of *RUSH* baggage before you initiate a follow-up transaction?
17. If a piece of *RUSH* baggage will be transshipped via commercial transportation from the receiving station, how will you update the AMC Form 134?

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## Answers to Self-Test Questions

### 401

1. Internal and external.
2. By dressing and grooming yourself appropriately; do not make them wait in line or for service for unreasonable long periods of time; and through your nonverbal communication skills.
3. Never.
4. Tapping on the counter, jingling keys or money, scratching or rubbing yourself persistently, adjusting eye glasses or clothing repeatedly, or clearing your throat repeatedly.
5. Listening.
6. Give the customer your undivided attention; do not think about other things while they are speaking; do not interrupt; while customers are talking, pay attention to their body language and tone of voice; paraphrase what the passenger said; be patient with customers who do not fluently speak your language, and repeat back to them what you think they said to make sure you understood.
7. All the information he or she needs and ensuring it is accurate.
8. Display a positive attitude, show your customers respect, and build rapport with them.
9. Three to five rings.
10. "Good morning; [your Air Base] passenger terminal; Airman [your name] speaking. How may I help you?"
11. It conveys friendliness and enthusiasm.
12. After two or three minutes.
13. A pen and paper.
14. Empathy.
15. Thinking ahead.
16. Listen to your customer attentively.
17. "I understand," "I know how frustrating that can be," or "I'm sorry to hear that."
18. Do not take it personally, remain calm and professional, and ask your supervisor for help if you need it. Move them to another area so other passengers can be processed. If you or someone under AMC control made the mistake, admit it, apologize for it, and make every effort to correct it. If it cannot be corrected or you simply have to say no, say no and clearly in the most tactful way possible explain the reasons why. If they do not calm down, end the conversation politely and refer them to the appropriate agency.

19. Intoxicated passengers, unaccompanied minors, large-bodied passengers, passengers with bad hygiene, passengers dressed inappropriately, passengers with disabilities, passengers who have lost a pet (missing or deceased) while traveling, or any passenger who is considered special category or unique.

**402**

1. Prepare yourself so you know exactly what information you need to brief them about the subject.
2. Seek help from your supervisor.
3. The Foreign Clearance Guide.
4. Passenger's eligibility to travel, the status the passenger is traveling (space-required or space-available), and to which countries the passenger is traveling. Unique details about the passenger; for example, is the passenger a US citizen or a contractor.
5. Specific information about which documents are required for travel to that country, which immunizations and other medical requirements are necessary for entry into the country, and whether the passenger can be in leave status when traveling to that country. This section also contains information about immigrations, customs, and quarantine inspections, as well as uniform or other requirements.

**403**

1. Get all the information you need to make the announcement and a standard announcement script in front of you, if available.
2. Do not tap or blow into the microphone or say "test test" before you begin your announcement.
3. "For passengers not familiar with the services available in our terminal area, we would like to point them out."
4. "Good (morning/afternoon/evening) ladies and gentlemen. AMC passengers are reminded that they must keep their bags with them at all times. Any unattended bags will be confiscated. If you notice an unattended bag in the terminal, please notify a passenger service agent immediately."
5. The new departure time and the reason for the delay, if available; every 20 minutes or as they become available.
6. "For those passengers awaiting the departure and boarding of AMC flight number \_\_\_\_\_, we are sorry to announce your flight has been temporarily delayed for \_\_\_\_\_. We expect to begin boarding in about \_\_\_\_\_. Please remain close by in the event we are able to start boarding sooner than expected. We regret this inconvenience and thank you for your patience."
7. Announce your rank and name and give the mission number and destination(s) of the flight. Notify the passengers to be travel ready and give them a brief explanation of the roll call process, to include categories and date and time of sign up. Inform passengers when you are changing space-available categories during the roll call.
8. Because they can sometimes make passengers sick due to the bumpiness or motion of the aircraft.
9. "Good \_\_\_\_\_ ladies and gentlemen. Welcome to \_\_\_\_\_. Baggage from AMC flight \_\_\_\_\_ is (now arriving/will be arriving in \_\_\_\_\_ minutes). As many bags look alike, please check the number on your baggage claim ticket with 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 \_\_\_\_\_."
10. It contains information most requested by travelers, such as the cost, availability, location of billeting and transportation, and AMC's no-smoking policy. It also contains recommendations to passengers with disabilities with non-apparent disabilities (such as hearing impairment, asthma, or pacemakers) to advise passenger service agents of this disability at the time of check-in.

**404**

1. Possible deportation, unnecessary costs to the government and wasted seats.
2. Identification, travel category and supporting documents, and travel restrictions and clearances.
3. Valid ID with the photo matching the person to whom it belongs, the passenger's name, and make sure the ID card is not expired.
4. DODI 4515.13.
5. The passenger's.



6. A "group" of personnel traveling together on the same order number, from the same origin, traveling to the same destination, and no per diem authorized; however, group travel personnel will receive a government meal at no charge.
7. A dependent residing with a member at an OCONUS location at which an accompanied-by-dependents tour is authorized, the member is authorized to serve that tour, and the dependent is authorized by the appropriate authority to be at the member's permanent duty station.
8. Dependents not authorized/approved to reside with a member at an OCONUS location.
9. Active duty members of military departments traveling under official PCS, TDY, or TAD orders; Reserve members when traveling to perform inactive or active duty for training, with or without pay; members of the Uniformed Services on authorized emergency leave; members of the Uniformed Services traveling with leave taken between consecutive overseas assignments.
10. Civilian employee traveling under official PCS, TDY, or TAD orders or on rest and recuperation (R&R) or FEML travel. DOD civilians, who have defaulted on their transportation agreement, and command-sponsored dependents, only when commercial transportation is unavailable. US citizen DOD civilians traveling under an immediate family emergency.
11. Command-sponsored and noncommand sponsored dependents of Uniformed Services members, DOD civilians, and other employees when issued official travel orders under emergency leave conditions; and command-sponsored dependents of Uniformed Services members when traveling accompanied or unaccompanied, under FEML orders.
12. American Red Cross full-time paid employees assigned overseas traveling under official PCS, TDY, TAD, or emergency leave orders. USO upper-level overseas employees invited by overseas commanders and directly serving Armed Forces members.
13. Must be performing official CAP duties or supporting an authorized operational mission or approved curriculum. Other restrictions apply.
14. The passenger has the proper permission to travel and that the appropriate agency is billed for the passenger's travel.
15. Passenger has the correct documents; travel order information correctly corresponds to the passenger's ID; and customer identification code (CIC) on the travel authorization.
16. A written or electronic document that directs an individual or group of individuals to travel. It is also used to reimburse travel and transportation expenses and establishes the conditions for official travel and transportation at government expense.
17. Only authorized for emergency situations and is not authorized or intended to replace valid orders; the authority for travel and billing instructions with a fund cite.
18. The name, grade and SSN against the passenger's ID card; and finally, check to see if dependent travel is authorized and check the identification of all dependents.
19. Check the name, grade, and SSN against the passenger's ID card. Check the type of orders (routine or all other type) and purpose of the TDY. Check the itinerary on the orders to determine whether the passenger is going to or returning from the TDY so you can assign the proper priority of travel.
20. Ensure the letter includes the name of the commanding officer directing travel, phone number, unit mailing address, and billing address with a point of contact and phone number to the billing agency. The LOA must be signed by the contracting officer or designated representative...
21. Let your supervisor know so he or she can take action.
22. A fund managed and operated by AMC to finance airlift mission support for the government and operates just like a commercial company.
23. Military aircraft assigned to TWCF; commercial aircraft with contracts to TWCF; other Air Force aircraft tasked to fly TWCF missions; and opportune airlift.
24. When a non-TWCF airlift mission moves TWCF cargo or passengers manifested at AMC aerial ports across an established AMC channel.
25. By presenting a valid set of travel orders with a valid CIC number on them.
26. The basis for passenger travel billing tells the TWCF managers at AMC who is responsible to pay for that particular passenger's travel.

27. Special account handling information.
28. Passport, visa, and immunization record.

**405**

1. Space-available travel is a privilege (not an entitlement). Authority of space on DOD assets is to be used for the transportation of personnel after space required passengers and cargo have been accommodated.
2. Leave or pass status. When registering for space-available travel, while awaiting travel, and the entire period of travel.
3. A valid leave form or pass. Make sure each has not expired and check the passenger's name and personal information against the document.
4. Allow the members to remain on the space-available register if they are attempting to have leave extended. They should not be moved until their leave is actually extended; however, if there are extenuating circumstances your leadership can choose to let them travel.
5. The space-available travel must not substitute for any one flight segment that the passenger has a space-required entitlement.
6. Never.
7. Never.
8. Report the passenger(s) to your supervisor.
9. Notify your shift supervisor.
10. (1) a.  
(2) a.  
(3) a.  
(4) a.  
(5) a.  
(6) b.  
(7) b.

**406**

1. Special category passengers.
2. (1) e.  
(2) b.  
(3) d.  
(4) a.  
(5) c.  
(6) d.
3. (1) b.  
(2) e, g.  
(3) a.  
(4) c.  
(5) c.  
(6) a.  
(7) a.
4. (1) f.  
(2) c, d.  
(3) a.  
(4) b.  
(5) b.  
(6) c.

**407**

1. When space-required passengers do not have a confirmed reservation for air travel on AMC flights.
2. The date and time of sign-up type travel priority and dependents if applicable.
3. The next available flight to their destination and the time they should arrive for the flight.
4. Collect two copies of their travel authorizations. After writing the date and time of the sign-up in the remarks section of both copies, give one copy of the passenger's orders back to the passenger and retain the other copy for further processing.
5. Fax, parcel post, or e-mail.
6. By completing an AMC Form 140, and presenting all required travel documentation.
7. Each day.
8. Until they are selected for air traveler their leave authorization expires; however, regardless of category, never allow any passenger to remain on the register longer than 60 days.
9. Sign-up again with a new date and time.
10. Daily.
11. Allow all passengers time to be marked "*present*" for the flight before calling the roll.
12. If they do not have all their required documentation, baggage, and dependents (if traveling) in the terminal area.
13. Priority 1 – Emergency; Priority 2 – Urgent (deadline arrival); Priority 3 – Urgent (important); Priority 4 – All other reasons.
14. Passenger B.
15. (1) d.  
(2) a.  
(3) f.  
(4) b.  
(5) c.  
(6) e.  
(7) c.
16. (1) a.  
(2) d.  
(3) f.  
(4) c.  
(5) g.  
(6) e.  
(7) b.
17. Any category I space-available passenger and duty or space required passengers.
18. To the bottom of category I for leave under emergency conditions (unfunded) or extreme humanitarian reasons when the documents they present support such an exception. One week.
19. One.

**408**

1. Proof that passengers have been selected for and checked in for a flight.
2. Two. Give the passenger one copy and maintain one copy for passenger service records.
3. Line numbers are assigned to passengers in order of selection and are used for quick identification on the boarding manifest.
4. Local times.
5. Only when a refund is given.
6. "No charge."

7. Their departure gate, boarding time, and any costs incurred for the flight before giving them their copy of the boarding pass.
8. Keep their copy of the AMC Form 148/2 at the departure gate and return it to them when they re-enter.
9. To record the movement of passengers transported on DOD missions, tracking them as they depart your station until their arrival at their destination.
10. Unit troop commanders.
11. Write "classified."
12. Three. One for Elmendorf AFB, one for Yokota AB, and one for Kadena AB.
13. List passengers on the DD Form 2131 in the same order selected for travel. Place the highest priority on top and the lowest priority passenger last. This way, if passengers need to be removed (or rotated) from a flight, the last selected or lowest priority passenger is easily identified.
14. When processing unit deployments.
15. The actual body weight of passengers.
16. Their first sergeant or orderly room.
17. Sufficient copies of the DD Form 2131 will be made available for enroute, downline and terminating stations and all applicable border clearance agencies. Retain one copy for station file

**409**

1. Space-available travelers when selected for movement on commercial-contracted missions going overseas and returning from overseas
2. Space-available passengers when returning to the US from overseas.
3. The combined weight of the pet and container.
4. 150 pounds.
5. Two.
6. Three.
7. \$170.
8. \$195.
9. Two pieces of checked baggage not to exceed 62 linear inches or 70 pounds each.
10. Verify that each travel order authorizes it.
11. Add the authorized excess baggage with the normal baggage allowance, the total pieces, and total weight.
12. Multiply the amount by the total pieces of excess baggage for the passenger's total cost.
13. Any bag weighing more than 70 pounds and any bag larger than 62 linear inches.
14. US dollars, personal checks (drawn only on US banks), personal checks (drawn only on US banks).
15. The passenger's name, rank or grade, organization, home address and duty/business/home phone

**410**

1. Ensure that the area is clean, orderly, and free of unauthorized personnel. Close and secure all exits to ensure passengers will not exit onto the flight line.
2. Passenger identification cards against their boarding passes and the passenger manifest.
3. Special category passengers, including DVs.
4. According to aircraft seat numbers beginning with passengers who will be seated at the rear of the aircraft.
5. The number of passengers expected to board, passengers requiring assistance loading, or any DVs before allowing passengers to board the aircraft.
6. 30 minutes prior to aircraft blocktime; 10 minutes prior to block time to protect against mission delays.
7. Flight line hazards they may encounter as they deplane.
- .
8. Collect the passenger manifests, download the passengers, and return to the passenger inbound baggage terminal.
9. Special category passengers.

10. Five minutes for all aircraft except C-5 10 mins

#### 411

1. When it does not take off by its scheduled departure time.
2. Do not penalize these passengers; instead, remove them from the manifest, re-enter them into the backlog with their original date and time of sign-up, and allow them to compete for travel on another mission to any previously requested destinations.
3. Meals, lodging and transportation.

#### 412

1. Whether he or she will be traveling space-required or space-available and if he or she is one of the following types of passengers: DV, a blue bark passenger, a coin assist passenger, an emergency leave passenger, or an overbooked passenger.
2. Two pieces of checked baggage that may not exceed 62 linear inches (length plus width plus height) or 70 pounds for each piece.
3. A duffle bag, sea bag, B-4 bag, flyers kit bag, or diver's traveling bag.
4. When it exceeds 80 linear inches or 100 pounds.
5. When passengers travel together as a group on common orders or when families travel together (space required or space available).
6. Each passenger is allowed to hand-carry one article (small luggage, garment bags, backpack, etc.) and one personal item (cosmetic case, purse, briefcase, small boxes, packages, etc.) for storage in the passenger cabin area. The weights of these items do not count toward the passenger's baggage authorization on military aircraft. Hand-carried or carry-on baggage must fit under the seat or in the overhead compartment and may not exceed 45 linear inches (length plus width plus height).
7. The difficulty and safety issues in climbing the deck access ladder with bulky hand-carried items.
8. When their travel orders state the number of excess pieces authorized.
9. Never.
10. If they do, charge the passengers for excess baggage.
11. Charges are on a per piece basis and on the passenger's airfare. Charge authorized excess baggage at the government rate and unauthorized excess baggage at the non-government rate.
12. Passenger responsible
13. Each item will count as one piece regardless of size or weight and will be stowed in the baggage compartment or area of the aircraft. Some musical equipment is difficult to load through the belly compartments of narrow body aircraft, so bands must provide advance notification when they travel.
14. "Do you have any firearms or hazardous materials to declare?"
15. Physically inspect the item(s) identified to determine if they can be legally transported. Do not hesitate to question any suspicious activity or person. Follow the procedures to secure weapons in checked bags and prevent passenger access to the bags.
16. (1) a.  
(2) b.  
(3) b.  
(4) a.  
(5) a.  
(6) b.  
(7) b.
17. TSA website.
18. A luggage ID tag; an airline ID tag; a DD Form 1839; or an AMC Form 20-series, AMC Baggage Identification Tag.
19. Remove all previous baggage tags from the passenger's bags except for the identification tags; verify the mission number and destination with the passenger and write the line number and pieces on the baggage tag; attach the baggage claim checks to the front of the passenger's boarding pass so he or she can locate

and identify the bags at the destination; and brief the passenger on the number of bags he or she checked and to which destination.

20. AMC Form 20-DV; AMC Form 20-EL; AMC Form 20-OB. To help identify those passengers' baggage so it can be kept separate from other passengers' bags, which will be loaded last on the aircraft and offloaded first to provide the passenger premium service.
21. By destination using the first-off, last-on sequence. Load special category baggage after all other baggage.
22. Remove that passenger's baggage from the aircraft.
23. No later than 20 minutes block or available for download.
24. Within 30 minutes after the last passenger has claimed his or her baggage.
25. Hard-shell, hard-sided IATA or USDA containers approved for air shipment. They must provide adequate ventilation and be large enough for the pet to stand up, turn around, and lie down in with normal posture and body movements.
26. Let your supervisor know.

### 413

1. The AMC Boarding Pass, baggage claim checks, and a copy of his or her orders and amendments (if applicable).
2. Cross-reference the passenger manifests to make sure he or she was manifested on the flight(s) and make a copy for the case file.
3. 3 + 1 for each additional article.
4. Give to a security forces representative.
5. Case file number 08-005, where 08 represents August, and 005 is a sequence number based on 001 to 499, for example. Any sequence number between 001 and 499 would suffice.
6. Case file number P-002, where, as the text describes, a new series for each calendar year is sequential.
7. The name of the probable owner of the property. If you do not know, enter UNKNOWN.
8. 60 days.
9. Section II – Final Disposition of Property.
10. Section III – Damaged Baggage Report. In detail, give the exact location and description of the damage. Also, provide an estimated repair or replacement cost. If the item is beyond repair, state that here.
11. If the baggage contains any dangerous materials, explosives, flammables, or illegal narcotics.
12. Charleston AFB SC. It traces mishandled baggage AMC-wide, determines the final action of case files, and compiles statistical data for HQ AMC.
13. AMC Form 47.
14. Passenger service personnel at the destination terminal will collect excess baggage fees before they release it to the passenger.
15. Give the original and one copy. The passenger will keep one copy and give the other to the lost and found baggage representative at the destination.
16. This is where you will keep the original signed copy of the AMC Form 134, and copies of the boarding pass, baggage tags, or flight manifest.
17. The AMC Form 134.
18. The date and time of the message sent for each message.
19. Until the baggage is forwarded to the owner or presented to the Property Disposal Office.

### 414

1. Five days.
2. No later than four hours.
3. Within 24 hours.
4. Every 24 hrs. in GATES until the case file is forwarded to the BSC.
5. In a safe or other secure location; only designated passenger service personnel will be allowed access to the property on hand.

6. Two.
7. As found baggage.
8. 60-mile radius.
9. 30 days; 90 days.
10. Normal wear and tear, to include wheels, handles or shoulders straps, over packed baggage, fragile or perishable items.
11. "Articles listed are reported missing or lost due to extensive damage to outer container of the bag."
12. AMC Form 57 and AMC Form 70.
13. Complete disposition instructions.
14. Two File one copy of originating *RUSH* baggage manifest in the AMC Form 136 for the station file; place a second copy in the packing list along with AMC Form 134 and attach it to the baggage
15. Any remarks or information that will help people identify or expedite the baggage.
16. 48 hours.
17. In the REMARKS section to show the baggage was received as *RUSH* baggage and is awaiting further movement.

**Complete the unit review exercises before going to the next unit.**

## Unit Review Exercises

**Note to Student:** Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter. When you have completed all unit review exercises, transfer your answers to the Field Scoring Answer Sheet.

**Do not return your answer sheet to Air Force Career Development Academy (AFCDA).**

1. (401) What are the two types of customers?
  - a. Internal and external.
  - b. Proximal and distant.
  - c. Verbal and nonverbal.
  - d. Outbound and inbound.
2. (401) Which communication skill is one of the most difficult and neglected skills when communicating with people?
  - a. Displaying proper telephone etiquette.
  - b. Enunciating your words.
  - c. Making eye contact.
  - d. Listening.
3. (401) What can you do for your passengers to show you were listening and make sure you understood what they said to you?
  - a. Communicate verbally.
  - b. Paraphrase what they said.
  - c. Plan what you are going to say next.
  - d. Brief them on what will happen next.
4. (401) How often should you check back with a customer after placing them on hold?
  - a. 30 seconds to one minute.
  - b. Two or three minutes.
  - c. Four to five minutes.
  - d. Five to six minutes.
5. (401) What term is used to describe understanding the situation from the customer's perspective?
  - a. Accountability.
  - b. Reliability.
  - c. Feedback.
  - d. Empathy.
6. (401) Which should you *not* do when dealing with an angry passenger?
  - a. Move them to another area so other passengers can be processed.
  - b. Ask your supervisor for help if you need it.
  - c. Remain calm and professional.
  - d. Take their anger personally.



7. (401) The Air Mobility Command (AMC) Form 253 and AMC IMT 19 are used for passengers to
  - a. clear customs while traveling from overseas to the Continental United States (CONUS).
  - b. comment on the service received while traveling within AMC.
  - c. obtain border clearance requirements while traveling overseas.
  - d. sign up on the space-available register.
8. (402) What is the *first* step in briefing passengers?
  - a. Ensure they have all been downloaded from the aircraft and have secured all of their hand-carried items.
  - b. Prepare so you know exactly which information you need to brief them about the subject.
  - c. Ask to see their travel documents.
  - d. Ask if they have any questions.
9. (402) When briefing passengers, if they have questions and you do not know the answer, what should you do?
  - a. After attempting to look up the information, give your best educated guess.
  - b. Refer them to the regulation that governs their travel.
  - c. Provide them with the passenger terminal website.
  - d. Seek help from your supervisor.
10. (402) After checking passengers' border clearance and travel authorization documents for validity, currency, and completeness, what should you do if you discover items that need correction?
  - a. Have them fax the documents to customs and border clearance officials in their destination country.
  - b. Refer them to the Foreign Clearance Guide (FCG) for further information about travel restrictions.
  - c. Brief them on what needs correction, where they go to get the corrections, and how to get there.
  - d. Have them place their name on the applicable standby register for travel up to five destinations.
11. (403) When making a flight information announcement about a departing flight that has been delayed, you should update passengers every
  - a. 5 minutes.
  - b. 10 minutes.
  - c. 15 minutes.
  - d. 20 minutes.
12. (403) When making a roll call announcement, which information should you give passengers *first*?
  - a. Your rank, name, mission number, and destination of the flight.
  - b. Operational details about the flight that may make them uncomfortable.
  - c. To be travel ready and let them know when you change space-available categories.
  - d. A brief explanation of the roll call process to include categories and date and time of sign-up.
13. (404) Which item is *not* needed when determining if a passenger is eligible to travel?
  - a. Travel category and supporting documents.
  - b. Travel restrictions clearances.
  - c. Baggage allowances.
  - d. Proper identification.

14. (404) When checking the travel category to determine travel eligibility, one-way dependents and family members are authorized to travel in space-required status is when they are
  - a. participating in school activities during the school year.
  - b. traveling on temporary duty accompanied by the sponsor.
  - c. unaccompanied on ordinary leave or traveling accompanied.
  - d. issued official travel orders under emergency leave conditions.
15. (404) When verifying transportation authorizations for space-required passengers, what information should you check against the passenger's identification (ID) card if they are traveling on permanent change of station (PCS) orders?
  - a. Name, grade, and solicit social security number.
  - b. Unit, major command, and unit address.
  - c. Dependent travel authorization and priority of travel.
  - d. Signature of the unit commander and clear text address.
16. (404) When verifying transportation authorizations for space-required passengers, which two items are important to verify for Transportation Working Capital Fund (TWCF) purposes?
  - a. Commander's signature transportation control number (TCN).
  - b. Customer identification code (CIC) and an authorizing official's signature.
  - c. Government bill of lading (GBL) number and deployment manager's signature.
  - d. Transportation training line number (TLN) and the transportation officer's signature.
17. (404) After determining travel eligibility for space-required passengers, to check travel clearances, you must determine if the passenger is eligible to travel to the destination by checking the required documents such as passports, visas, and immunization records for
  - a. tendency, ingenuity, and deftness.
  - b. suitability, reliability, and proficiency.
  - c. capacity, presence, creativity, and ineffectiveness.
  - d. presence, currency, accuracy, and completeness.
18. (405) During the task of determining eligibility for space-available travel, which continental United States (CONUS) or overseas travel options may a dependent of a military member use during emergency leave unfunded travel when accompanied by his or her sponsor?
  - a. CONUS to CONUS.
  - b. CONUS to overseas.
  - c. Overseas to overseas.
  - d. Overseas to CONUS.
19. (405) During the task of determining eligibility for space-available travel, under which travel category may Uniformed Services members travel while on permissive temporary duty (TDY) orders for house hunting?
  - a. Category I.
  - b. Category II.
  - c. Category III.
  - d. Category IV.
20. (405) During the task of determining eligibility for space-available travel, a retired Uniformed Services member may travel under
  - a. Category II.
  - b. Category IV.
  - c. Category VI.
  - d. Category VIII.

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21. (406) A passenger can be categorized as a Blue Bark passenger when the passenger is
    - a. a dependent whose sponsor is missing in action or a prisoner of war.
    - b. traveling in conjunction with the death of a family member.
    - c. either a senior officer or senior public official.
    - d. onboard an aircraft but not on the manifest.
  22. (406) When a passenger is too large to be safely restrained in a single aircraft seat using a single seatbelt, handle him or her as you would
    - a. a distinguished visitor.
    - b. a Phoenix Raven passenger.
    - c. a disabled passenger.
    - d. an AMC mission mobility observer (MMO).
  23. (406) If a mission essential ground personnel (MEGP) passenger wants to travel on a specific mission that departs at 0800 Greenwich Mean Time (GMT), when is the *latest* time the MEGP can notify the Air Terminal Operations Center (ATOC) of that intention?
    - a. 0700 GMT.
    - b. 0600 GMT.
    - c. 0500 GMT.
    - d. 0400 GMT.
  24. (407) When a passenger registers for space-required travel, *after* you collect two copies of the passenger's orders and *before* you enter the passenger into the backlog, you must write in the remarks section on the passenger's orders the passenger's
    - a. social security number and number of dependents traveling.
    - b. date and time of sign-up.
    - c. required arrival date.
    - d. destinations.
  25. (407) Before space-available passengers can be entered into the space-available register, which form must they complete?
    - a. DD Form 988.
    - b. AMC Form 35.
    - c. DD Form 1610.
    - d. AMC Form 140.
  26. (407) While updating and maintaining the space-available standby listing on 23 Apr 09, which passenger with the following date of sign-up will you purge from the listing?
    - a. 22 Feb 09.
    - b. 25 Feb 09.
    - c. 22 Mar 09.
    - d. 25 Mar 09.
  27. (407) While selecting passengers for a flight, you would *first select* space-available passengers traveling on
    - a. unfunded emergency leave.
    - b. environmental morale leave.
    - c. student orders to the academic location.
    - d. emergency orders to the emergency location.
  28. (407) Which passenger would you select *first* for a flight?
    - a. Space-required, Priority 1 passenger with a date and time of sign-up of 1 May 09 at 0900.
    - b. Space-required, Priority 1 passenger with a date and time of sign-up of 1 May 09 at 0700.
    - c. Space-available Category I passenger with a date and date of sign-up of 30 Apr 09 at 1100.
    - d. Space-available Category I passenger with a date and date of sign-up of 30 Apr 09 at 1130.

29. (407) If a space-available passenger is *not* present for a roll call, you should
- remove the passenger's name from the space-available register.
  - skip the passenger's name and continue with the selection process.
  - mark the passenger as not present on the space-available standby listing.
  - pull the passenger's AMC Form 140 from the station file and call the passenger.
30. (408) If a passenger orders a meal, but is not required to pay for it, what should you enter in the "Meal Cost" block of the Air Mobility Command (AMC) Form 148/2, Boarding Pass/Ticket/Receipt?
- "No charge."
  - "No meal."
  - "Exempt."
  - "0000.00."
31. (408) After completing the Air Mobility Command (AMC) Form 148/2, Boarding Pass/Ticket/Receipt,
- file both copies in the AMC Form 35.
  - use it to brief passengers on important mission information.
  - attach it to the in-flight meal request form as proof of payment.
  - keep the passenger's copy until he or she enters the departure gate area.
32. (408) When preparing the Air Mobility Command (AMC) Form 148/2, Boarding Pass/Ticket/Receipt, how many copies will you complete and how are they distributed?
- One copy; to the passenger.
  - One copy; for passenger service records.
  - Two copies; one to the passenger and one for passenger service records.
  - Three copies; one to the passenger, one for passenger service records, and one for the in-flight kitchen.
33. (408) When preparing the Department of Defense (DD) Form 2131, Passenger Manifest, individuals enter their name, grade, signature and date in the manifest certification blocks, to certify that
- anti-hijacking measures have been conducted.
  - next of kin have been identified and contacted.
  - emergency point of contact information has been verified.
  - all copies of the manifest have been distributed appropriately.
34. (408) When preparing the Department of Defense (DD) Form 2131, Passenger Manifest, *at a minimum*, how many copies will you complete and how are they distributed?
- One copy; to the passengers.
  - Two copies; one to the passenger and one for the destination station.
  - Three copies; one accompanies the aircraft to its final destination, one for the station file records, and one to the aircrew.
  - Sufficient copies will be made available for enroute, downline and terminating stations and all applicable border clearance agencies and retain one copy for station file.
35. (409) When determining head tax charges for passengers, in which circumstance will you charge the tax for a passenger traveling from McGuire Air Force Base, NJ to Ramstein Air Base, Germany?
- Space-required passenger traveling on a military aircraft.
  - Space-available passenger traveling on a military aircraft.
  - Space-required passenger traveling on a commercial-contracted aircraft.
  - Space-available passenger traveling on a commercial-contracted aircraft.

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36. (409) When determining pet shipping charges, you will charge a passenger for *one* excess baggage piece when the combined container and pet weight
- a. exceeds 150 pounds.
  - b. exceeds 140 pounds.
  - c. does not exceed 70 pounds.
  - d. ranges between 71 and 140 pounds.
37. (409) While determining excess baggage fees, you identify that a passenger's fare amount is \$529.00, which shows a rate per piece figure of \$80.00. The next step is to determine how much the space-required passenger will be charged for one duffel bag weighing 80 pounds and an additional suitcase weighing 80 pounds by multiplying the
- a. rate per piece amount by two.
  - b. rate per piece amount by one.
  - c. passenger fare amount by two.
  - d. passenger fare amount by one.
38. (410) If you are loading passengers on a C-17 that departs at 1630, at what time should the last passenger be loaded on the aircraft to protect against mission delays?
- a. 1600.
  - b. 1615.
  - c. 1620.
  - d. 1625.
39. (410) When you are downloading passengers off of a C-5, the first passenger you would allow to deplane would be a
- a. space-available passenger traveling on ordinary leave.
  - b. space-required passenger traveling on emergency leave.
  - c. space-available distinguished visitor traveling on ordinary leave.
  - d. space-required passenger traveling on permanent change of station orders.
40. (411) If a commercial-contracted flight has been delayed for aircraft maintenance issues and will not be fixed until the next day, the carrier is responsible (at no cost to the passengers) to provide
- a. meals and lodging only.
  - b. lodging, meals, and per diem only.
  - c. meals, lodging, and transportation only.
  - d. lodging, transportation, meals, as well as per diem.
41. (412) When the following bags are presented to you for check-in, which one must be shipped as air freight because it exceeds authorizations for a space-required traveler?
- a. Sea bag weighing 60 pounds and 70 linear inches.
  - b. Suitcase weighing 70 pounds and 60 linear inches.
  - c. Duffel bag weighing 90 pounds and 50 linear inches.
  - d. B-4 bag weighing 110 pounds and 80 linear inches.
42. (412) When manifesting passengers on a Department of Defense (DD) Form 2131, Passenger Manifest, how will you account for the passengers' hand-carried baggage on the manifest?
- a. Add the hand-carried weight to the passengers' body weight.
  - b. Write the hand-carried weight in the column for hand-carried weight.
  - c. Add the hand-carried weight to the passenger's checked baggage weight.
  - d. You do not need to account for the passengers' hand-carried weight on the manifest.

43. (412) You are checking in baggage for a passenger traveling on emergency leave, which Air Mobility Command (AMC) baggage tag strap should you attach to that passenger's bags?
- AMC Form 20-DV.
  - AMC Form 20-EL.
  - AMC Form 20-OB.
  - AMC Form 20S-R.
44. (412) When receiving baggage from a terminating flight in the baggage claim area, if you discover two unclaimed articles 30 minutes after the last passenger has claimed his or her baggage, what is your next step?
- Search the aircraft for the passenger who owns the baggage.
  - Turn the articles over to the Traffic Management Flight (TMF).
  - Mark them with the mission number and transfer them to the lost and found section.
  - Mark them with the mission number, remove all baggage tags, and secure them in a locked area.
45. (412) When prebooked pets are accepted in soft-sided containers, what is the *maximum* number of pets allowed in the cabin?
- 2.
  - 3.
  - 4.
  - 6.
46. (412) A passenger is presenting two pets for travel, but the border clearance documentation for the animals does *not* meet the requirements. What is your *next* step?
- Remove the passenger from the space-required register.
  - Place the passenger in duty standby status until the pet is travel ready.
  - Call the veterinary office and base to make an appointment for the passenger.
  - Let the passenger leave the pets behind the counter until she is able to fix the documents.
47. (413) If a passenger has just reported a mishandled bag to you but *cannot* provide the boarding pass or baggage claim checks, what is your *next* step?
- Cross-reference the passenger manifest to make sure the passenger was manifested on the flight.
  - Tell the passenger to report to the baggage service center for mishandled baggage tracer action.
  - Report the passenger to the security forces for making a false baggage claim report.
  - Process the passenger's baggage claim without documentation.
48. (413) A passenger has just reported a lost bag to you and you are preparing an Air Mobility Command (AMC) Form 134, Mishandled Baggage Report. How many copies of the form will you prepare and what is done with the original?
- 3; retain in the AMC Form 136 or forward it to the Baggage Service Center (BSC) after five days.
  - 2; retain in the AMC Form 136 or forward it to the BSC after five days.
  - 3; attach to the number one article.
  - 2; attach to the number one article.
49. (413) When you are preparing an Air Mobility Command (AMC) Form 134, Mishandled Baggage Report, for a damaged bag, which of the following would represent a valid case number?
- 09-299.
  - 09-501.
  - D-009.
  - P-009.

- 
- 
50. (413) When completing the Air Mobility Command (AMC) Form 134, Mishandled Baggage Report, which type of information will you provide in Section III, Damaged Baggage Report?
- Information of the person to whom the baggage was released.
  - Calendar date and local time the security forces were notified.
  - Description of the damage and estimated repair or replacement cost.
  - Traffic Management Flight (TMF) address of where the baggage was forwarded.
51. (413) When a passenger has reported a lost bag from a commercial carrier before he or she entered the Air Mobility Command (AMC) system, which form will you complete and provide to the passenger?
- AMC Form 47, Report and Disposition of Unaccompanied Passenger Baggage.
  - AMC Form 136, Baggage Mishandled Report File.
  - AMC Form 134, Mishandled Baggage Report.
  - AMC Form 70, *RUSH* Baggage Report.
52. (413) Once you have prepared an Air Mobility Command (AMC) Form 136, Baggage Mishandled Report File, the documents you must include before you send the file to the Baggage Service Center (BSC) are the original AMC Form 134,
- and baggage tags only.
  - and boarding pass only.
  - AMC Form 70, and boarding pass.
  - copies of the boarding pass, baggage tags, or flight manifest.
53. (414) If you are at the station where a passenger reported a lost bag on 23 April 12, how much time do you have to find the lost baggage and update the remarks section on Air Mobility Command (AMC) Form 134, Mishandled Baggage Report before only the Baggage Service Center (BSC) will assume responsibility for the claim?
- 2 days.
  - 3 days.
  - 5 days.
  - 10 days.
54. (414) When you discover an unaccompanied bag, what must you do before you secure the baggage?
- Tag it with an Air Mobility Command (AMC) Form 20-D with the case number on the form.
  - Send it to the Baggage Service Center (BSC) for tracer action within five days of finding it.
  - Present it to customs officials for clearance and reflect this action on the AMC Form 134.
  - Complete a mishandled baggage letter and place it inside the bag.
55. (414) If a bag is excessively damaged and articles from it have become lost or missing, what must you do after annotating the Air Mobility Command (AMC) Form 134, Mishandled Baggage Report with the necessary statement?
- Present it to customs officials for clearance.
  - List all articles reported missing and the estimated value of each.
  - Inventory the contents of the bag and place an AMC Form 70, *RUSH* Baggage Manifest inside.
  - List all articles reported missing and the estimated value of each and notify the security and law enforcement agencies.
56. (414) After you have determined who the owner is for a particular item, which two forms will you use to send it to them as soon as possible?
- AMC Form 57 and AMC Form 70.
  - AMC Form 57 and DD Form 2131.
  - AMC Form 70 and AMC Form 20-ID.
  - AMC Form 20-ID and DD Form 2131.

57. (414) If you sent a piece of RUSH baggage to Elmendorf AFB, Alaska, on 23 Apr 12 at 1400 and you have not received confirmation that they received the bag, when is the latest you should follow-up with them to receive confirmation?
- a. 22 Apr 12 at 1400.
  - b. 23 Apr 12 at 1800.
  - c. 24 Apr 12 at 1400.
  - d. 25 Apr 12 at 1400.

**Please read the unit menu for unit 2 and continue ➔**



## Unit 2. Fleet Service Procedures

|   |             |
|---|-------------|
| <b>2-1. Equipment and Documentation .....</b>                             | <b>2-1</b>  |
| 415. Inventory expendable and nonexpendable supplies and equipment .....  | 2-1         |
| 416. Load and install supplies and equipment on aircraft.....             | 2-5         |
| 417. Prepare Fleet Service documents .....                                | 2-9         |
| <b>2-2. Fleet Service Duties .....</b>                                    | <b>2-15</b> |
| 418. Clean ovens, galleys, and air transportable galleys/lavatories ..... | 2-15        |
| 419. Deliver meals .....  | 2-20        |
| 420. Fill freshwater tanks and containers .....                           | 2-23        |
| 421. Flush and fill lavatories .....                                      | 2-25        |

**F**LEET SERVICE is the activity responsible for a variety of duties, which all have one thing in common: passenger and crewmember comfort. Fleet Service activities include picking up, loading and unloading fleet service equipment and supplies, air transportable galleys/lavatories (ATGL), portable lavatories, in-flight meal delivery, aircraft latrine and water servicing, and aircraft interior cleaning. You have a direct impact on the comfort of passengers wherever they may be headed, whether it's on their first deployment, home on emergency leave, or on vacation. You can make that aircraft a gleaming representation of how well you perform your job in Fleet Service that passengers will remember. In this unit, we will discuss all the duties of the Fleet Service section, including operating the vehicles, inventorying supplies and equipment, servicing the aircraft, and preparing all the documents used to record it all.

### 2-1. Equipment and Documentation

The Fleet Service activity is not just about servicing the aircraft. A big part of it deals with equipment and supplies; so much so, that many Fleet Service activities have their own supply function. This function is responsible for requisitioning, storing, issuing, and controlling supplies and equipment required for servicing aircraft. This function is critical because it ensures the supplies and equipment necessary to service the aircraft are available for issue at all times. In this section, we will discuss how to inventory these supplies and equipment.

#### 415. Inventory expendable and nonexpendable supplies and equipment

In order to meet mission requirements and provide the best support possible to airlift customers, you must control, inventory, and account for the supplies and equipment you use to service aircraft. You cannot possibly service an aircraft without having the appropriate supplies on hand. Fleet supply and equipment support activities are responsible for ensuring these items are on hand and ready for you to use. First, let's go over the different types of supplies and equipment.

#### Expendable items

Expendable supplies are items that are used once and not returned. The following items are considered expendable:

- Air sickness bags.
- Plastic trash bags.
- Aerosol insecticide (not for use in flight).
- Hot drink cups.
- Deodorant (Air Freshener).
- Ear plugs.
- Scouring pads.

- Paper towels.
- Soap.
- Sponges.
- Wooden stirring sticks.
- Drinking straws.
- Moist towelettes.
- Facial tissue.
- Toilet paper.
- Human waste clean-up kit.

This list does not include everything considered expendable; it is only a basic list. You would not want to reuse any of these items after they had been used by anyone else. That is why they are called expendable. But, just because they are expendable does not mean they should be wasted or given away without control. Fleet Service supply activities will establish and maintain 30 - 45 days worth of expendable supplies based on how long it takes the item to arrive from the supplier (procurement lead time), how quickly the supplies are used (consumption data), and projected mission requirements. They will also select and preassemble expendable supplies into standard aircraft loads as determined by your local management and workload. This makes your job of loading them easier.

### **Nonexpendable items**

Nonexpendable items are reused. They have to be controlled, signed for, and returned when the mission is complete. Nonexpendable supplies include, but are not limited to, the following:

- Blankets.
- Igloo containers.
- Coffee pots.
- Toilet paper spools.
- Sheets.
- Pillows.
- Pillowcases.
- Mattresses.
- Mattress covers.

Nonexpendable items like pillows, blankets, and other linens must be stored in sanitary conditions. Blankets must be packaged in polyethylene protection bags in standard lots (quantities) determined by the Fleet Service manager. For quantities other than the standard, make sure package is noticeably marked to reflect the actual quantity. This will make both the inventory and loading of items easier. Exchange clean blankets and pillows for soiled blankets and pillows on a one-for-one basis to maintain the initial stock level at home and at enroute stations with a fleet function.

### **Aircraft support equipment**

Your station may or may not have an equipment support function. Regardless of the exact function that performs it, Fleet Service personnel are responsible for cleaning, storing, and providing minor specified maintenance on the ATGLs, portable lavatory units, electrical and insulated items, and seat kits.

### ***Air transportable gally/lavatory***

Fleet Service personnel must keep track of these assets very closely; this includes cleaning, resupplying, transporting, and minor specified maintenance of the ATGL. When mission

requirements dictate that ATGLs be downloaded at enroute or terminating stations, that station must notify the owning base. Without proper servicing and maintenance, the ATGL will deteriorate. Every effort must be made to return the ATGL to its assigned station as soon as possible. Store mission-ready ATGLs under weatherproof covers until just prior to loading. Ensure the unit is placed on three-point dunnage, a 463L pallet dolly, or a suitable roller system to prevent damage.

### **Portable lavatory units**

Portable lavatory units include portable urinals, which require cleaning, transporting, and minor maintenance.

### **Electrical and insulated items**

Electrical and insulated items include electric hot cups and hot plates, as well as insulated hot/cold jugs. Each of these requires transporting and minor maintenance only.

### **Conducting an inventory**

Use the AMC Form 249, Fleet Service Equipment Record (fig. 2-1), to inventory expendable and nonexpendable items. Expendables are inventoried every 30 days and stock levels are adjusted every 90 days based on inventory and consumption data. Nonexpendables are inventoried weekly. The Fleet Service manager will review the inventory and take action to adjust discrepancies, return loaned equipment, and ensure timely return of items in maintenance. At a minimum, this inventory should include the following items (taken from AMCI 24-101, Volume 10, *Military Airlift – Fleet Service*), as well as any regulated items unique to a specific station, such as DV tablecloths, napkins, and so forth.

- Blankets, ordinary (OD).
- Blankets, passenger.
- Pillows, large and small.
- Pillowcase, linen.
- Mattress, foam.
- Mattress, cover.
- Sheets, linen.
- Igloo, 5 gallon (with handles only).
- Igloo, 2 gallon.
- Hot plate, electric (C-5).
- Plastic coffee canister.
- C-5B coffee pot.
- C-5B coffee brew cup oven insert racks (C-9).
- Oven insert rack handles weatherproof cover refuse containers.
- Drink station/lavatory cup dispenser.
- Toilet paper spools.
- Kit, pax service (tool box).

The AMC Form 249 will be completed as explained in the following table:

| AMC Form 249, Fleet Service Equipment Record |                   |
|--|-------------------|
| Block  | Entry Description |
| National Stock Number (NSN)                  | NSN of the item.  |



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## **416. Load and install supplies and equipment on aircraft**

Let's now talk about how to actually load and install the supplies on an aircraft. We will also talk a little bit about intransit and terminating procedures. In order to perform these duties, you must first possess all required driving and flight line documentation and personal protective safety equipment.

### **Obtaining equipment and supplies**

Before you can load anything on the aircraft, the first step is to gather everything you need. When loading equipment and supplies, your goal is to make sure the passengers have everything they need and make sure the aircraft interior is clean and presentable. Before you can do this, you need to gather some information from dispatch personnel, including the aircraft type, tail number, and parking spot. You will also need an AMC Form 4128 (fig. 2-2 and fig. 2-3), if you are issuing nonexpendable supplies to an AMC aircraft. Normally, equipment is only issued to AMC aircraft; however, upon request, Fleet Service personnel will issue nonexpendable supplies and equipment to non-AMC aircraft carrying TWCF passengers and cargo, using an AF 1297, Temporary Issue Receipt. (Use the AMC Form 12-1 for equipment placed on the ATGL or portable lavatory unit.)

Using Part II of the AMC Form 4128, gather the applicable nonexpendable items for your aircraft. Verify that all the equipment is serviceable, meaning that it is clean, functional, and has no tears or damage. Gather the appropriate type of expendable kit or items for the type of mission and the appropriate number of passenger information cards. Be sure to obtain any items that were removed from the aircraft for cleaning, such as serving trays, dishes, coffee jugs, coffee pots, hot cups, hot plates, drawers, and other equipment. Once you have everything you need, load them in the vehicle. Remember to use safe lifting techniques.

### **Loading and installing the equipment and supplies**

When you arrive at the aircraft and are ready to load your equipment and supplies, notify the dispatcher of the time you start loading and stow equipment in the appropriate location on the aircraft. Neatly place a blanket and pillow in each seat on passenger and dual-configured missions, cross the seat belt over both items, and straighten the seat if necessary. For missions with troop seats, provide pillows and blankets based upon the seat release from ATOC. A crew member will issue the items to the passengers.

Place one passenger information card in the seat pocket of each airline-type seat and ensure crew bunks are equipped according to the appropriate aircraft configuration publication (flight crews are responsible for making up the bunks). Complete and sign the appropriate blocks on the AMC Form 4128 or AF 1297. Finally, notify the dispatcher of the loading completion time and return the form to the dispatcher.

### ***Terminating aircraft***

For terminating aircraft, you will inventory all nonexpendable items on the aircraft using the AMC Form 4128 and remove them. Return in-flight feeding equipment to the flight kitchen for cleaning and sanitizing and return comfort items to fleet supply. Return items not requiring cleaning to the equipment storage area.

Remove all expendable items from the aircraft. Throw away used items and return unused items to fleet supply for restocking and re-issue.

### ***Intransit aircraft***

If an aircraft is intransit at your station, treat it as both originating and terminating. The service you provide will depend on the aircraft's ground time and mission requirements. Be sure to inventory nonexpendable items using the AMC Form 4128 and replace any items that are unserviceable. Return in-flight feeding equipment to the flight kitchen for cleaning, but be sure to return those items to the aircraft or exchange the dirty items for clean items.

| FLEET SERVICE CHECKLIST  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
|--|--------------|--------------|----------------|------------------------------------|------------------------------------|----|----|---|-------------------------------|--|---|---|---|---|---|-------------------|
| AIRCRAFT NUMBER:<br>90671  |              |              | MODEL:<br>C-17 |                                    | MISSION NUMBER:<br>PBP 6249 00 070 |    |    |   | HOME BASE:<br>McChord AFB, WA |  |   |   |   |   |   |                   |
| I. CERTIFICATION - FLEET SERVICE/AIRCREW (The undersigned Aircrew Rep has been briefed on items in Section II, appropriate column) |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| STATION CODE   |              | DATE         |                | FLEET SERVICE REP (Print and Sign) |                                    |    |    |   |                               | AIRCREW REP (Print Name, Rank, Unit, and Sign) |   |   |   |   |   |                   |
| 1  | SUU          | 03112016     |                | Phillip May <i>[Signature]</i>     |                                    |    |    |   |                               | Kyle Modell Capt 62 AMW <i>[Signature]</i>     |   |   |   |   |   |                   |
| 2  | DNA          | 03122016     |                | Shawn Murdoch <i>[Signature]</i>   |                                    |    |    |   |                               | Bryant Jarrell Maj 62 AMW <i>[Signature]</i>   |   |   |   |   |   |                   |
| 3  | OKO          | 03132016     |                | Sato Driggers <i>[Signature]</i>   |                                    |    |    |   |                               | Attila Csipes SSgt 62 AMW <i>[Signature]</i>   |   |   |   |   |   |                   |
| 4  | EDF          | 03142016     |                | Bob Weatherly <i>[Signature]</i>   |                                    |    |    |   |                               | Chad Humphries TSgt 62 AMW <i>[Signature]</i>  |   |   |   |   |   |                   |
| 5  | TCM          | 03152016     |                | Ken Griffiths <i>[Signature]</i>   |                                    |    |    |   |                               | Tim Pratt CMSgt 62 AMW <i>[Signature]</i>      |   |   |   |   |   |                   |
| 6  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| 7  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| 8  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| II. EQUIPMENT (Explain inventory changes in Section III and IV as applicable)  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| ITEM   | 1            | 2            |                | 3                                  |                                    | 4  |    | 5 |                               | 6  |   | 7 |   | 8 |   | TERMINATION CHECK |
|  |              | A            | D              | A                                  | D                                  | A  | D  | A | D                             | A  | D | A | D | A | D |                   |
| BLANKETS, CREW   | 6            | 6            | 6              | 6                                  | 6                                  | 6  | 6  |   |                               |  |   |   |   |   |   | 6                 |
| PILLOWS, LARGE   | 6            | 6            | 6              | 6                                  | 6                                  | 6  | 6  |   |                               |  |   |   |   |   |   | 6                 |
| BLANKETS, PASSENGERS   | 15           | 15           | 8              | 8                                  | 0                                  | 0  | 13 |   |                               |  |   |   |   |   |   | 13                |
| PILLOWS, SMALL   | 15           | 15           | 8              | 8                                  | 0                                  | 0  | 13 |   |                               |  |   |   |   |   |   | 13                |
| MATTRESS COVERS  | 6            | 6            | 6              | 6                                  | 6                                  | 6  | 6  |   |                               |  |   |   |   |   |   | 6                 |
| CUP, ELECTRIC, HOT   | 2            | 2            | 2              | 2                                  | 1                                  | 1  | 2  |   |                               |  |   |   |   |   |   | 2                 |
| COFFEE POUCH HOLDER (C-5)  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| COFFEE POT   | 2            | 2            | 2              | 2                                  | 1                                  | 1  | 2  |   |                               |  |   |   |   |   |   | 1                 |
| HOT PLATE  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| JUG, THERMOS, 2 GAL, ELECTRIC  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| SHEETS, COTTON   | 6            | 6            | 6              | 6                                  | 6                                  | 6  | 6  |   |                               |  |   |   |   |   |   | 6                 |
| PILLOW CASE, COTTON  | 6            | 6            | 6              | 6                                  | 6                                  | 6  | 6  |   |                               |  |   |   |   |   |   | 6                 |
| PORTABLE URINAL  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| THERMOS JUG, 2 GAL (C-130)   |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| IGLOO, 2 GAL   |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| IGLOO, 5 GAL   | 2            | 2            | 1              | 1                                  | 1                                  | 1  | 2  |   |                               |  |   |   |   |   |   | 2                 |
| SERVING TRAYS  | 25           | 25           | 15             | 15                                 | 10                                 | 10 | 20 |   |                               |  |   |   |   |   |   | 20                |
|  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
|  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
|  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| III. CHANGES IN INVENTORY  |              |              |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| ITEM   | AMOUNT       |              | STATION        | DATE                               | REASON                             |    |    |   |                               |  |   |   |   |   |   |                   |
|  | INCREASE (+) | DECREASE (-) |                |                                    |                                    |    |    |   |                               |  |   |   |   |   |   |                   |
| Blanket, Passenger   |              | 7            | DNA            | 03122016                           | Less Pax                           |    |    |   |                               |  |   |   |   |   |   |                   |
| Pillow, Small  |              | 7            | DNA            | 03122016                           | Less Pax                           |    |    |   |                               |  |   |   |   |   |   |                   |
| Igloo, 5 gal   |              | 1            | DNA            | 03122016                           | Less Pax                           |    |    |   |                               |  |   |   |   |   |   |                   |
| Serving Trays  |              | 10           | DNA            | 03122016                           | Less Pax                           |    |    |   |                               |  |   |   |   |   |   |                   |
| Blanket, Passenger   |              | 8            | OKO            | 03132016                           | Cargo Mission Only                 |    |    |   |                               |  |   |   |   |   |   |                   |
| Pillow, Small  |              | 8            | OKO            | 03132016                           | Cargo Mission Only                 |    |    |   |                               |  |   |   |   |   |   |                   |
| Cup, Electric, Hot   |              | 1            | OKO            | 03132016                           | Cargo Mission Only                 |    |    |   |                               |  |   |   |   |   |   |                   |
| Coffee Pot   |              | 1            | OKO            | 03132016                           | Cargo Mission Only                 |    |    |   |                               |  |   |   |   |   |   |                   |

Figure 2-2. AMC 4128, Fleet Service Checklist (front).

| IV. UNRECOVERED SUPPLIES AND EQUIPMENT   |                 |                         |                           |
|--|-----------------|-------------------------|---------------------------|
| STATEMENT OF MISSING ITEMS AND RECOVERY ATTEMPT (Use additional information/continuation section if necessary):<br>SSgt Wagnon (loadmaster) believes it was left on a cargo pallet. SrA Koutnik (Fleet Member) went to cargo docks to locate it. |                 |                         |                           |
| I certify that the property listed above was, to the best of my knowledge, lost through no fault or misconduct on the part of the person who had custody of the property.  |                 |                         |                           |
| AIRCRAFT COMMANDER / DESIGNATED REP:<br>Dennis Slowinski   | GRADE:<br>LtCol | ORGANIZATION:<br>62 AMW | ROUTE SEGMENT:<br>EDF-TCM |
| ADDITIONAL INFORMATION / CONTINUATION:   |                 |                         |                           |

Figure 2-3. AMC 4128, Fleet Service Checklist (back).

### Completing the AMC Form 4128

The AMC Form 4128 is used to issue and account for all standard nonexpendable equipment placed aboard an AMC aircraft and accompanies the aircraft throughout its entire mission. The originating station prepares the form and places the original copy onboard the aircraft. Prepare the form in enough copies so that each en route station will receive a copy. Place one signed copy in the AMC Form 244, which we will go over later.

The form includes three sections, plus header information. Complete the form as follows:

| Header Information |                                |
|--------------------|--------------------------------|
| Heading            | Data to Enter                  |
| Aircraft Number    | Tail number of the aircraft.   |
| Model              | Type of aircraft.              |
| Trip Number        | Mission number.                |
| Home Base          | Station the aircraft is based. |

In Part I, the originating station completes line one and each enroute station annotates the form starting on line two. If the plane arrives at an intransit station with no form, initiate a new one. Annotate “no original” in line one and place the new “original” copy on the aircraft, and keep a copy for your station.

| Part I: Certification—Fleet Service |   |
|-------------------------------------|---|
| Column Heading                      | Data to enter   |
| Station Code                        | Three-letter station code of the base.  |
| Date                                | Date the inspection was conducted.  |
| Fleet Service Representative        | Printed name and signature of the Fleet Service representative performing the inspection. |
| Aircrew Representative              | Print name, rank, unit, and sign.   |

Part II is a listing of all standard equipment placed aboard the aircraft and is used for accomplishing the inventory. If an item is placed onboard the aircraft that is not listed on the form, add the item in one of the blank lines as part of the inventory. The aircraft commander or designated representative is responsible for inventorying the Fleet Service equipment onboard and ensuring adequate quantities are present and available.

| Part II: Equipment   |   |
|----------------------|---|
| Column Heading       | Data to Enter   |
| Item                 | A list of items that could be placed on the aircraft, plus several blank lines to add unlisted items.   |
| Column 1             | The amount of each item placed onboard at the home station.   |
| Columns 2 – 8, A & D | Column 2A is used to inventory the equipment upon arrival at the first enroute station. Column 2D is used to inventory the equipment upon its departure from that station. Each subsequent enroute station will use the additional columns annotating both arrival and departure inventory numbers. |
| Terminating Check    | When the plane returns to its home station, Fleet Service personnel will conduct a terminating inventory.   |



Part III is annotated anytime a change in inventory occurs.

| Part III: Changes in Inventory |  |
|--------------------------------|--|
| Column Heading                 | Data to Enter  |
| Item                           | Name of the item that increased or decreased.            |
| Amount                         | Amount of the item that has been increased or decreased. |
| Station                        | Station that made the changes.                           |
| Date                           | Date the change was made.                                |
| Reason                         | Reason the change was made.                              |

Part IV is entitled *Unrecovered Supplies and Equipment*. When an item is missing or lost, aircrew will complete Part IV. Provide as much information as possible on missing/lost items (e.g., item, amount, station, and date). Aircraft commander or designated representative will enter his signature, grade, organization and the route segment in which the item was believed to be lost.

### **Fleet Service security**

While performing Fleet Service duties, as you will learn in the following lessons, you are in areas of the aircraft where many items can be forgotten or hidden. In addition, considerable harm could be done to our people, passengers, and equipment if an adversary had access to the fleet storage areas. In this duty, it is especially important for you to be extremely vigilant and take the following actions while servicing aircraft:

- Check all ATGLs, portable lavatories, and portable urinals to ensure there is no contraband.
- Be alert for suspicious articles when servicing aircraft in any way. Even if you are simply delivering meals, keep your eyes open. If you do see a suspicious article, do not touch, move, or investigate it. Report it to ATOC personnel so they can take the necessary action and provide further instructions.
- If you find any personal items left by passengers or aircrew, turn them in to the passenger terminal's lost and found or the Security Forces (if no passenger terminal lost and found exists). Remain alert and heighten security in storage areas used for aircraft supplies and equipment.
- Challenge anyone you do not know while working on the aircraft or in the fleet storage areas and report them if necessary.

### **417. Prepare Fleet Service documents**

You, your dispatcher, or other designated personnel will use an AMC Form 244 (fig. 2-4 and fig. 2-5), to keep track of all the important work you do to service an aircraft. Normally, the form is completed in GATES and much of the information is already loaded into the system for you. But, the manual version is also important to know in case of power or GATES system failure. This form, a two-sided "folder," is used to record all ground handling Fleet Service operations on military transport aircraft, and commercial contract carrier missions. It is critical to complete this folder accurately so the Fleet Service manager has a clear picture of the day-to-day workload.

Normally, you will use a single AMC Form 244 for each aircraft, regardless of mission number changes. Home stations prepare the departure side for the originating mission and complete the arrival side upon mission return. Enroute stations prepare the arrival side for the arriving mission and complete the departure side when it leaves. If for any reason you must reservice an aircraft, that data will be entered in the Remarks section of the form as well as the AMC Form 65, Aircraft Reserviced Workload.

## FLEET SERVICE - INBOUND

|  |                   |                                       |                 |   |                         |                              |             |                              |                     |
|--|-------------------|---------------------------------------|-----------------|---|-------------------------|------------------------------|-------------|------------------------------|---------------------|
| MISSION NUMBER<br>PAM128801192           | OPERATOR<br>60AMW | MDS<br>C005M                          | TAIL #<br>70032 | DATE<br>15 JUL 2016 2312                  | ATA<br>13 JUL 2016 0239 | ATB<br>13 JUL 2016 0249      | FROM<br>RMS | SPOT<br>412                  | GROUND TIME<br>TERM |
|  |                   |                                       |                 | ETA<br>13 JUL 2016 0233                   |                         |                              |             |                              |                     |
| SET UP RECEIVED BY                       |                   | ETA CHANGE RECEIVED BY                |                 | ETA CHANGE RECEIVED BY                    |                         | ATOC NOTIFIED OF COMPLETION  |             | CONFIGURATION                |                     |
| INITIALS                                 | TIME              | INITIALS                              | TIME            | INITIALS                                  | TIME                    | DISP INITIALS                | TIME        | CP1                          |                     |
| ATOC                                     | TIME              | ATOC                                  | TIME            | ATOC                                      | TIME                    | ATOC                         | TIME        |                              |                     |
| INITIALS                                 | TIME              | INITIALS                              | TIME            | INITIALS                                  | TIME                    | INITIALS                     | TIME        |                              |                     |
| EQUIPMENT OFFLOADED BY                   |                   | AIRCRAFT CLEANED AND TRASH REMOVED BY |                 | COMFORT PALLET AND CREW GALLEY CLEANED BY |                         | LATRINES SERVICED BY         |             | COMFORT PALLET OFFLOADED BY  |                     |
| INITIALS (COMP)                          | TIME              | INITIALS (COMP)                       | TIME            | INITIALS (COMP)                           | TIME                    | INITIALS (COMP)              | TIME        | INITIALS (COMP)              |                     |
| TIME STARTED                             | TIME              | TIME STARTED                          | TIME            | TIME STARTED                              | TIME                    | TIME STARTED                 | TIME        | TIME STARTED                 |                     |
| TIME COMPLETED                           | TIME              | TIME COMPLETED                        | TIME            | TIME COMPLETED                            | TIME                    | TIME COMPLETED               | TIME        | TIME COMPLETED               |                     |
| PORTABLE WATER SYSTEM DRAIN SANITIZED BY |                   | AIRCRAFT INSPECTED BY                 |                 | FORMS INCLUDED IN WORKSHEET FOLDER        |                         | SHIFT SUPERVISOR             |             | DISPATCHER                   |                     |
| INITIALS                                 | TIME              | INITIALS                              | TIME            | AMC FORM 4128 <input type="checkbox"/>    |                         | PRINTED NAME<br>Craig Heckel |             | PRINTED NAME<br>John Fashing |                     |
| TIME STARTED                             | TIME              | TIME STARTED                          | TIME            | AMC FORM 12-1 <input type="checkbox"/>    |                         | SIGNATURE                    |             | SIGNATURE                    |                     |
| TIME COMPLETED                           | TIME              | TIME COMPLETED                        | TIME            |   |                         | SIGNATURE                    |             | SIGNATURE                    |                     |

FLEET REMARKS:  
195/0419/C-S TAIL 70032 HAS FOREIGN TRASH 2 BAGS AT 36LBS TOTAL/GNC  
GATES FORM 244

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Figure 2-4. AF Form 244, Fleet Service arrival/departure worksheet (Inbound side).

## FLEET SERVICE - OUTBOUND

|                                    |                   |  |                 |   |                         |                                      |
|------------------------------------|-------------------|--|-----------------|---|-------------------------|--------------------------------------|
| MISSION NUMBER<br>PBC0379XD196     | OPERATOR<br>60AMW | MDS<br>C005M                           | TAIL #<br>60015 | DATE<br>15 JUL 2016 2306                  | ATB<br>14 JUL 2016 2149 | ATD<br>14 JUL 2016 2159              |
| SPOT<br>901                        | ETD               | MISSION ROUTING<br>SUU-OKO-OSN-DNA-SUU |                 |   |                         |                                      |
| SET UP RECEIVED BY                 |                   | ETD CHANGE RECEIVED BY                 |                 | ETD CHANGE RECEIVED BY                    |                         | ATOC NOTIFIED OF COMPLETION          |
| INITIALS                           | TIME              | INITIALS                               | TIME            | INITIALS                                  | MAE TIME                | DISP INITIALS                        |
| ATOC                               | TIME              | ATOC                                   | TIME            | ATOC                                      | TIME                    | ATOC                                 |
| INITIALS                           | TIME              | INITIALS                               | TIME            | INITIALS                                  | TIME                    | INITIALS                             |
| FOOD AND BEVERAGE RECEIVED BY      |                   | AIRCRAFT SET UP EQUIPMENT LOADED       |                 | COMFORT PALLET AND CREW GALLEY CLEANED BY |                         | POTABLE WATER SYSTEM DRAIN/SANITIZED |
| TENTATIVE (INITIAL)                | TIME              | INITIALS                               | PCT             | NO  |                         | INITIALS                             |
| FIRM (INITIAL)                     | TIME              | TIME STARTED                           | 196/1216        | TIME STARTED                              |                         | 196/1620                             |
| TENT                               | TIME              | TIME COMPLETED                         | 196/1223        | TIME COMPLETED                            |                         | 196/1645                             |
| PAX (INITIAL)                      | TIME              |  |                 | ATGL NUMBER                               |                         |                                      |
| FIRM                               | TIME              |  |                 |   |                         |                                      |
| PAX (INITIAL)                      | TIME              |  |                 |   |                         |                                      |
| PAX MEAL BREAKDOWN                 |                   |  |                 |   |                         |                                      |
| NUMBER BOX LUNCHES                 |                   | TENTATIVE                              |                 | COFFEE POUCHES                            |                         | WATER (Gallons)                      |
| TENTATIVE                          | 50 FIRM 26        | TENTATIVE                              |                 | TENTATIVE                                 |                         | 15                                   |
| NUMBER SNACK                       |                   | COMP SNACKS                            |                 | COFFEE (Gallons)                          |                         | TIME ONLOAD COMPLETED                |
| TENTATIVE                          | 0 FIRM 0          | TENTATIVE 73 FIRM 60                   |                 | TENTATIVE 0 FIRM 0                        |                         | 196/2105                             |
|                                    |                   |  |                 |   |                         | PICKUP TIME                          |
|                                    |                   |  |                 |   |                         | LOADED BY                            |
|                                    |                   |  |                 |   |                         | JAC                                  |
| CREW MEAL BREAKDOWN                |                   |  |                 |   |                         |                                      |
| NUMBER BOX LUNCHES                 |                   | TENTATIVE                              |                 | COFFEE POUCHES                            |                         |                                      |
| TENTATIVE                          | 0 FIRM 0          | TENTATIVE                              |                 | TENTATIVE                                 |                         |                                      |
| NUMBER SNACK                       |                   | COMP SNACKS                            |                 | COFFEE (Gallons)                          |                         |                                      |
| TENTATIVE                          | 0 FIRM 0          | TENTATIVE                              |                 | TENTATIVE                                 |                         |                                      |
|                                    |                   |  |                 |   |                         |                                      |
|                                    |                   |  |                 |   |                         |                                      |
|                                    |                   |  |                 |   |                         |                                      |
| FORMS INCLUDED IN WORKSHEET FOLDER |                   | DISPATCHER                             |                 | SHIFT SUPERVISOR                          |                         |                                      |
| AMC FORM 4128                      | X                 | AMC FORM 129                           | PRINTED NAME    | Kevin Edwards                             | PRINTED NAME            | Philip Waters                        |
| AMC FORM 12-1                      |                   |  | SIGNATURE       |   | SIGNATURE               |                                      |

FLEET REMARKS:  
GATES FORM 244

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Figure 2-5. AF Form 244, Fleet Service arrival/departure worksheet (Outbound side).

Let's go over how to complete the AMC Form 244.

| Arrival Side: Header Section |   |
|------------------------------|---|
| Mission Number/Date          | Enter mission number and date.                    |
| Operator                     | Enter the operator of the aircraft.               |
| Aircraft Type/Tail Number    | Enter the aircraft type and tail number.          |
| Date                         | Enter the date and time the folder was finalized. |

| <b>Arrival Side: Header Section</b>           |  |
|---|--|
| <b>Arrival Data</b>                           |  |
| ATA   | Enter the actual Julian date and actual time of arrival (ATA) of the aircraft.   |
| ATB   | Enter the actual Julian date and actual time of block (ATB) of the aircraft.   |
| From  | Enter the three-letter code of the previous station.   |
| Spot  | Enter the parking spot of the aircraft.  |
| Ground Time                                   | Enter the time the aircraft will be on the ground.   |
| ETA   | Enter the estimated arrival date (ETA) and time of the aircraft.   |
| <b>Service Data</b>                           |  |
| Set Up Received By                            | Enter the initials of the person receiving the set-up, the initials of the ATOC person that passes the information and the Julian date and time the information was passed.              |
| ETA Change Received By                        | Complete this area only when there is a change in the ETA of the aircraft. Enter the same information as entered in the 'Set Up Received By' block.                                      |
| ATOC Notified of Completion                   | Complete this area when the dispatcher inputs the time that Fleet Service completes operations at the aircraft. Enter the same information as entered in the 'Set Up Received By' block. |
| Configuration                                 | Enter the code that represents how the aircraft is configured.   |
| Equipment Offloaded By                        | Enter the initials of the person who offloaded the equipment along with the Julian date, start time and completion time.   |
| Aircraft Cleaned and Trash Removed By         | Enter the initials of the person who cleaned the aircraft along with the Julian date, start time and completion time.  |
| Comfort Pallet and Crew Galley Cleaned By     | Enter the initials of the person who cleaned the ATGL and crew galley, the ATGL number, along with the Julian date, start time and completion time.                                      |
| Latrines Serviced By                          | Enter the initials of the person who serviced the latrines, along with the Julian date, start time and completion time.  |
| Comfort Pallet Offloaded By                   | Enter the initials of the person who offloaded the ATGL, along with the Julian date, start time and completion time.   |
| Potable Water System Drained and Sanitized By | Enter the initials of the person who serviced the potable water system, along with the Julian date, start time and completion time.  |
| Aircraft Inspected By                         | Enter the initials of the person who inspected the aircraft, along with the Julian date, start time and completion time.   |
| <b>Record Set Data</b>                        |  |
| Forms Included in the Worksheet Folder        | Mark the applicable boxes for the forms that are placed in the folder.   |
| Shift Chief                                   | The shift supervisor will review the folder to make sure everything is correct, print his/her name, and sign the folder in ink.  |
| Dispatcher                                    | The dispatcher will review the folder to make sure everything is correct (usually before the shift supervisor), print his/her name, and sign the folder in ink.                          |
| Remarks                                       | Enter any information that is important to the mission.  |

Complete the departure side of the folder almost the same as the arrival side, with a few exceptions.

| <b>Departure Side: Header Section</b> |                                     |
|---------------------------------------|-------------------------------------|
| Mission Number/Date                   | Enter mission number and date.      |
| Operator                              | Enter the operator of the aircraft. |

| Departure Side: Header Section            |  |
|---|--|
| Aircraft Type/Tail Number                 | Enter the aircraft type and tail number.   |
| Date                                      | Enter the date and time the folder was finalized.  |
| Departure Data                            |  |
| ATB                                       | Enter the actual Julian date and ATB of the aircraft.  |
| ATD                                       | Enter the actual Julian date and ATD of the aircraft.  |
| Spot                                      | Enter the parking spot of the aircraft.  |
| ETD                                       | Enter the estimated date and estimated time of departure (ETD).  |
| Mission Routing                           | Enter the three-letter codes of the routing of the aircraft.   |
| Service Data                              |  |
| Set Up Received By                        | Enter the initials of the person receiving the set-up, the initials of the ATOC person that passes the information and the Julian date and time the information was passed.              |
| ETD Change Received By                    | Complete this area only when there is a change in the ETD of the aircraft. Enter the same information as entered in the 'Set Up Received By' block.                                      |
| ATOC Notified of Completion               | Complete this area when the dispatcher inputs the time that Fleet Service completes operations at the aircraft. Enter the same information as entered in the 'Set Up Received By' block. |
| Configuration                             | Enter the code that represents how the aircraft is configured.   |
| Food and Beverage Received By:            | Used to keep track of the meals ordered.   |
| (1) Tentative and Time                    | Enter the initials and time of the:  |
| (2) Firm and Time                         | (1) Fleet member taking the tentative meal order.  |
| (3) Tent Pax and Time                     | (2) Fleet member taking the firm meal order.   |
| (4) Firm Pax and Time                     | (3) Passenger service member giving the tentative meal order.  |
|   | (4) Passenger service member giving the firm meal order.   |
| Aircraft Set Up Equipment Loaded          | Enter the initials of the person who set up and loaded the equipment on the aircraft along with the Julian date, start time and completion time.   |
| Comfort Pallet and Crew Galley Cleaned By | Enter the initials of the person who cleaned the ATGL and crew galley, the ATGL number, along with the Julian date, start time and completion time.                                      |
| Potable Water System Drained/Sanitized    | Enter the initials of the person who serviced the water system, along with the Julian date, start time and completion time.  |
| Number Box Lunches                        | Enter the tentative and firm number of box lunches ordered.  |
| Service Data                              |  |
| Number Snack                              | Enter the tentative and firm number of snacks ordered.   |
| Number Frozen Meals                       | Enter the tentative and firm number of frozen meals ordered.   |
| Number Industrial Fund                    | Enter the tentative and firm number of industrial fund or complimentary snacks ordered.  |
| Coffee Pouches                            | Enter the tentative and firm number of coffee pouches ordered.   |
| Coffee (Gallons)                          | Enter the tentative and firm number of gallons of coffee to be loaded.   |
| Water (Gallons)                           | Enter the tentative and firm number of gallons of water to be loaded.  |
| Pick-Up Time                              | Enter the Julian date and time the meals/snacks were picked up from the flight kitchen.  |

| Departure Side: Header Section         |   |
|--|---|
| Time Onload Completed                  | Enter the Julian date and time the meals/snacks were loaded onboard the aircraft.   |
| Loaded By                              | Enter the initials of the person who loaded the aircraft.   |
| Record Set Data                        |   |
| Forms Included in the Worksheet Folder | Annotate any forms that are placed in the folder.   |
| Shift Chief                            | The shift supervisor reviews the folder to make sure everything is correct, prints his/her name, and signs the folder in ink.                                 |
| Dispatcher                             | The dispatcher reviews the folder to make sure everything is correct (usually before the shift supervisor), prints his/her name, and signs the folder in ink. |
| Remarks                                | Enter any information that is important to the mission.   |

Turn the signed and completed AMC Form 244, and its accompanying documentation, into the records section for inclusion in the station file.

### Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

#### 415. Inventory expendable and nonexpendable supplies and equipment

- Which type of supplies are used only once and not returned?
- How many days worth of expendable supplies will Fleet supply activities establish and maintain?
- Expendable supply levels are based on which factors?
- List five examples of nonexpendable supplies.
- How should ATGLs be stored?
- Which form is used to inventory expendable and non-expendable items?
- How often are expendables and non-expendables inventoried?
- Who reviews the inventory and takes action to adjust discrepancies, return loaned equipment, and ensure timely return of items in maintenance?

**416. Load and install supplies and equipment on aircraft**

1. Which form is used to issue non-expendable supplies to AMC aircraft?
2. Which form is used to issue supplies to non-AMC aircraft?
3. How are blankets and pillows placed on seats on passenger and dual-configured missions?
4. Where are in-flight feeding equipment items returned to be cleaned and sanitized?
5. If an aircraft is in transit at your station, how should it be treated?
6. How many copies of the AMC Form 4128 are prepared for an AMC aircraft and how are they distributed?
7. If you load an item on the aircraft that is not listed on the AMC Form 4128, what should you do?
8. Which areas of the aircraft should you check for contraband?
9. If you find any personal items left by passengers on the aircraft, what should you do with them?

**417. Prepare Fleet Service documents**

1. How is the AMC Form 244 used?
2. Normally, how many AMC Form 244s are used for each aircraft?

3. Which type of information is entered in the remarks section of the AMC Form 244 in addition to the AMC Form 65?
4. When entering the initials of the Fleet Service personnel performing each duty, what other information is entered?
5. Who signs the AMC Form 244?
6. On the outbound side of the AMC Form 244, which information is entered into the “Pick-up Time” block?
7. How must you turn the AMC Form 244 into the records section?

## 2-2. Fleet Service Duties

As we learned in the previous lesson, maintaining an inventory of supplies and equipment is vital to a smooth running operation. Imagine what commercial air travel would be like if there were no cleaning crews that serviced the aircraft in between flights. Not a pretty picture right? Just as critical is the physical aspect of Fleet Service. In this role you will perform many jobs, from cleaning equipment and aircraft galleys, to flushing and filling lavatories and servicing potable water systems. You will also deliver and remove meals and the equipment needed to support that particular mission.

### 418. Clean ovens, galleys, and air transportable galleys/lavatories

Some aircraft, like the C-5, have built-in galleys and lavatories. A galley is simply a kitchen area on an aircraft with cooking and food storage areas. It is your responsibility as a Fleet Service representative to clean and supply these areas. Other aircraft require an ATGL to be loaded onboard to support its passengers.

#### Air transportable galleys/lavatories

An ATGL is a self-contained system with a built-in galley, lavatory, and potable water system. The ATGL will support 160 passengers and crew members with up to 15 hours of lavatory service and each eating two meals and one snack.

#### Galley

The galley is the heart of the ATGL system. It contains the main power control panel, four convection ovens, two coffee brewers, three thermal electric refrigerators, and adequate drawer and cabinet space for nonperishables.

Each oven houses nine cooking trays, which can each fit up to three meals. Each oven has three temperature settings: 185 degrees Fahrenheit (°F), 250°F, or 350°F. The coffee brewers will provide 48 ounces of hot coffee and hot or cold water for other beverages.

Each refrigerator should maintain a temperature range of 38°F +/- 5°F at +110°F. The period of operation required to obtain this temperature is directly related to the cabin temperature and temperatures inside and outside the refrigerators. Each refrigerator is equipped with a digital thermometer that is accurate within 0.5°F.

### *Lavatory*

Each of the two lavatories on the ATGL contains a toilet, oxygen system, smoke detector, ventilation fan, and an emergency call button. A single toilet assembly services both lavatory compartments and will safely hold up to 59 gallons of waste plus 11 gallons of chemical precharge for flushing the toilets (70 gallons total). Liquid level indicator lights, located on the servicing end of the toilet assembly, indicate when the tank is full. The lower light indicates the system is precharged. The light immediately above will illuminate when the system is full.

### *Potable water system*

The ATGL is equipped with a 39-gallon stainless steel potable water tank. A water pump pressurizes the water system to 40 pounds per square inch (psi). The potable water tank is not designed to store water at extreme temperatures (hot or cold). Hot water tends to sour the water and cold will freeze and damage the system. Stations with extreme temperatures may require personnel to drain the water system during long ground times.

### *Transporting*

Transport ATGLs to and from the aircraft using a K-loader when possible. If you must use a forklift, use the forklift area provided on the side of the unit. To prevent damage, the forklift tines must be a minimum of five feet long.

### *Installation, removal, and maintenance*

Fleet Service personnel are required to clean, service, and perform minor specified maintenance on the ATGL. Minor specified maintenance includes the following:

- Replacing light bulbs.
- Tightening loose screws.
- Attaching hoses and performing minor plumbing within station capability.
- Installing/removing ovens, refrigerators, and coffee brewers on units not installed aboard aircraft.
- Pre- and post-flight inspections.
- Oven and refrigerator temperature checks.
- Post-load operational checks if power is available.
- Performing winterization on ATGLs when the aircraft remains at locations over four hours where freezing temperatures are expected. Aircrew or maintenance personnel will do this when Fleet Service personnel are not available.

Maintenance personnel provide power to the aircraft to test and provide required maintenance for installed units. In addition, only qualified maintenance personnel may connect and disconnect the vent hose, oxygen hose, and cannon plug. During offload of the ATGL, do not release the rail system locks until these items are disconnected and aerial port personnel are prepared to offload the unit. Fleet Service personnel are not required to perform electrical repairs.



### **Inspection**

Loadmasters and Fleet Service personnel will use Air Force Technical Order (AFTO) Form 244, Industrial/Support Equipment Record and AFTO Form 245, Industrial/Support Equipment Record Continuation Sheet, to record discrepancies, corrective action, and scheduled inspections on the ATGL, portable lavatory, and portable urinal. Retain the form with its respective equipment until the 180-day inspection point. When the inspection is complete, initiate a new form and place it on the front of the equipment in accordance with requirements outlined in AMCI 24-101, Volume 10.

### **Fleet responsibilities**

You are responsible for the surface cleanliness of passenger and cargo compartments, latrines, galleys, drawers, and associated passenger comfort equipment. Home stations will provide full service. All other AMC stations will provide services to the maximum extent possible based on equipment, ground time, and available personnel.

During flight, the aircraft commander is responsible for ensuring the aircrew maintains each galley and related equipment in a suitably sanitary condition. You will thoroughly wipe down and clean the galley, ovens, and ATGL of each passenger and dual-configured aircraft during authorized ground times of 12 or more hours at turnaround stations. Use paper towels or cleaning rags and mild soapy water or spray cleaner. Dry with a clean, soft cloth. To clean the ovens, remove the dirty racks, clean the oven interior, and install clean racks. Make sure the ovens are operational in accordance with the applicable TO. Wipe out the refrigerators and wipe down the coffee brewers. You will take items from the galley to the flight kitchen for cleaning. These items can include oven racks, igloos, serving trays, dishes, water and coffee jugs, coffee pots, hot cups, hot plates, drawers, and other similar equipment.

Make sure the clean equipment is placed in plastic bags to maintain a sanitary condition before taking them from the flight kitchen to the aircraft. Bundle serving trays in stacks of five for the crew, in stacks of ten for passengers, and wrap in plastic. Ensure igloo and coffee jug spouts are covered in plastic as well.

Remove all trash from airline-type seat pockets and the floor, then sweep and mop as required to remove residue. Spot clean any areas on the aircraft that are soiled. Empty all trash containers and replace all plastic liners. If the trash containers are dirty, remove and clean them as necessary. Remove all garbage from the aircraft. Replace or replenish expendable items such as toilet paper, paper towels, and cups, as necessary.

Maintenance personnel will clean up spills beyond Fleet Service capabilities, which can include seepage or avionics deck spills. Only qualified maintenance personnel will remove ovens, coffee brewers, and potable water tanks as required. In addition, latrines and galleys are for in-flight use only. Maintenance personnel are responsible for emptying and cleaning trash containers before release of the aircraft to Fleet Service operations.

### **Issuing supplies and accounting for ATGLs and associated equipment**

Issue and inventory nonexpendable equipment for the ATGLs and portable lavatories using an AMC Form 12-1 (fig. 2-6). Prepare enough copies for each enroute station to keep a copy. When you prepare the AMC Form 12-1 at home station, the original copy will accompany the ATGL/portable lavatory throughout its entire mission.

REPLACES AMC FORM 12-1, JUN 92 (IMT-V1)

**Figure 2–6. AMC Form 12–1, Air Transportable Galley/Lavatory (ATGL) Unit Checklist.**

The AMC Form 12-1 is very similar to the AMC Form 4128 and is prepared as follows:

| Header Information     |   |
|------------------------|---|
| Organization           | Enter the squadron to whom the ATGL/porta lav belongs.              |
| Serial Number          | Enter the ATGL/porta lav identification number.                     |
| Home Station           | Enter the station the aircraft is based.                            |
| Inspection Due (hours) | Enter the date the next periodic inspection is due at home station. |

In Part I, if the aircraft is in transit and the form is missing, initiate a new form and write “no original” in block one. Return the new original to the aircraft.

| Part I: Certification—Fleet Service |   |
|-------------------------------------|---|
| Station Code                        | Enter the three-letter station code of the base.  |
| Date                                | Enter the date the inspection was conducted.  |
| Fleet Service Representative        | Enter the signature of the Fleet Service representative performing the inspection.                  |
| Grade                               | Enter the grade of the Fleet Service representative.  |
| Termination Check                   | Enter applicable information when the aircraft arrives back at home station for mission completion. |

Part II is broken down into A and B sections. Section A contains a listing of all the equipment placed onboard the ATGL: section B, the portable lavatory. Annotate the applicable section depending on which equipment you are inventorying or issuing. If you are issuing an item that is not on the list, write it in one of the blank lines as part of the inventory.

| Part II: Equipment   |   |
|----------------------|---|
| Item                 | A list of items that could be placed on the ATGL or portable lavatory plus several blank lines to add unlisted items.   |
| Column 1             | The amount of each item placed the unit at the home station.  |
| Columns 2 – 6, A & D | Column 2A is used to inventory the equipment upon arrival at the first enroute station. Column 2D is used to inventory the equipment upon its departure from that station. Each subsequent enroute station will use the additional columns annotating both arrival and departure inventory numbers. |
| Termination Check    | When the plane returns to its home station, Fleet Service personnel will conduct a terminating inventory.   |

Part III is annotated anytime a change in inventory occurs and is filled out exactly the same as the AMC Form 4128, Fleet Service Checklist.

| Part III: Changes In Inventory |  |
|--------------------------------|--|
| Item                           | Enter the name of the item that increased or decreased.            |
| Amount                         | Enter the amount of the item that has been increased or decreased. |
| Station                        | Enter the station that made the changes.                           |
| Date                           | Enter the date the change was made.                                |
| Reason                         | Enter the reason the change was made.                              |

Part IV is annotated anytime items are missing after an inventory is completed.

| Part IV: Unrecovered Supplies and Equipment |   |
|---|---|
| Item  | Enter the name of the item that is missing.   |
| Amount                                      | Enter the quantity of the missing item.   |
| Station                                     | Enter the name of the station that inventories the item and determines it is missing.   |
| Date  | Enter the current date.   |
| Signature                                   | Enter your signature.   |
| Statement                                   | Enter a statement of how the item was lost/missing and the actions taken to recover it. |
| Signature                                   | Enter your signature again.   |
| Grade                                       | Enter your grade.   |
| Organization                                | Enter your organization.  |
| Aircraft Commander                          | The aircraft commander will enter his/her signature.                                    |
| Grade                                       | The aircraft commander will enter his/her grade.  |
| Organization                                | The aircraft commander will enter his/her organization.                                 |
| Route Segment                               | Enter the prior station and the current station.  |

#### 419. Deliver meals

Picking up and delivering flight meals (including meals, snacks, and beverages), is also a Fleet Service responsibility. Let's go over this important duty.

##### Receive a firm meal order

To deliver meals, you must first know how many you are supposed to deliver. Passenger service personnel will provide both a *tentative* meal order and a *firm* meal order to the flight kitchen and Fleet Service.

The tentative meal order must be called in no later than three hours prior to aircraft departure and is estimated based on realistic historical information and estimated passenger load. This way, the flight kitchen will have a fairly good idea of how many meals to prepare and will have enough time to prepare them.

Firm meal orders of 60 meals or less must be called in no later than 90 minutes prior to meal pick-up. Firm meal orders of 61 meals or more must be called in no later than two hours prior to meal pick-up. This is the *confirmed* meal order after all the passengers have been processed for the flight. Flight kitchen personnel will prepare an AF form 3516, Food Service Inventory Transfer Receipt (fig. 2-7). The AF Form 129, Tally In/Out, can be used in place of the AF Form 3516.



Although the flight kitchen will fill out most of the form, you will need to look over it and make sure the information is correct. Let's go over the form and your responsibilities.

| AF IMT 3516, Food Service Inventory Transfer Receipt |   |  |
|--|---|--|
| Block  | Responsibility  | Description  |
| 1 – 5  | Flight kitchen  | The flight kitchen may complete the form differently at each station. They may include such information as aircraft tail number, mission number, parking spot, departure time, etc.  |
| 6 – 13   | Flight kitchen to complete;<br>Fleet Service to ensure accuracy | This portion may also be filled out differently. However, it is your responsibility to ensure that the types and quantities of items are accurate. By signing the form, you are signing for everything listed on the form.   |
| 14 - 15  | Flight kitchen<br><br>Fleet Service                             | <b>Original copy:</b> Flight kitchen personnel will print their names and grades in block 14 and sign in block 15.<br><br><b>Second copy:</b> Fleet Service personnel will print their names and grades in block 14 and sign in block 15.  |
| 16 – 17  | Fleet Service<br><br>Designated Aircrew Personnel               | <b>Original copy:</b> You will, after verifying you have every item listed on the form, print your name and rank in block 16 and sign the form in block 17.<br><br><b>Second copy:</b> The aircrew member will, after verifying they have every item listed on the form, print his/her name and rank in block 16 and sign the form in block 17.<br><br>By signing, you are taking possession of all the items listed on the form and are responsible for them. |

### Pick up meals from the flight kitchen

You will pick up and sign for the meals from the flight kitchen on an AF form 3516. The flight kitchen will retain the original copy for their records. You will keep two copies of the form when you pick up the meals. If you have several meals to pick up, place them in bags or boxes to make loading them easier. Ensure all igloos and coffee jugs are clean and filled.

Any meals ordered by the aircrew after final fleet servicing, or within 45 minutes prior to block time, must be picked up by the aircrew.

You must use an authorized food service vehicle to pick up and deliver meals. The lavatory service truck (LST) will never be used to transport food or food service items. In addition, if you have performed LST or cleaning duties, you are not allowed to pick up, deliver, or handle meals or food service items unless you have showered and changed your clothes.

You must know which aircraft the meals will go on before you can deliver them to the aircraft. Radio the Fleet Service dispatcher to obtain the aircraft type, tail number, and parking spot.

### Deliver meals to the aircraft

Notify the dispatcher when you arrive at the appropriate aircraft and start loading the meals. While you are loading the meals, conduct an inventory with the loadmaster or other appropriate aircrew member and help them stow the meals in the galley or ATGL storage areas. Frozen meals are stored in the refrigerators, but boxed meals are not. The aircrew member will print and sign his or her name in blocks 16 and 17 of the AF Form 3516. Make sure you keep the copy he or she signs and give the aircrew member the other copy. Once you have completed loading the meals, notify the Fleet Service dispatcher of the completion time and turn the AF form 3516 in to the dispatcher for inclusion in the station file records.

### **Offloading foodstuffs**

To protect ourselves from foreign disease, bacteria, viruses, contamination, and insects/pests, we all must comply with the rules and regulations of the USDA. Prior to landing at a port of entry, the aircrew will ensure all food waste, including peelings, is collected in tight, leak-proof, covered receptacles. Taped or double-tied plastic bags will satisfy this requirement.

Place all garbage, regardless of what it's made of, in disposable containers. Garbage is defined as any fruit, meat, vegetable, and so forth – whole or in part. You must remove this material and promptly incinerate or sterilize it at an approved facility.

On CONUS flights, unused meals will be turned back in to the flight kitchen using the AF Form 3516 or AF Form 129. This is not the case with overseas flights. Unused meals on flights that have arrived from overseas must be inspected for insects and contamination. The USDA will also check for disease, bacteria, viruses, and so forth. After the inspection and USDA approval, place unused meals in two plastic bags and incinerate or sterilize them at an approved facility. If at an overseas location, dispose of international food and food waste in accordance with the host nation requirements. You must not consume any excess meals or give them to others to consume.

After the passengers deplane, thoroughly inspect the aircraft for any additional fruit, food waste, or trash. Include the seats, floors, latrine areas, and any other places of storage or concealment. Remove all trash from the floor and sweep and mop as required to remove residue.

### **420. Fill freshwater tanks and containers**

Fleet Service also provides water service for transport aircraft. We have already gone over the major components of the potable water truck. This lesson will include how to service the aircraft water tank and the water tank on the ATGL using the potable water truck.

#### **Filling the aircraft water tank**

Before you perform any duty, make sure you have the appropriate personal protective equipment (PPE) and documentation (i.e., valid line badge, driver's licenses, flight line competency card, etc.). You will also need to know the type, tail number, and parking spot of the aircraft you will be servicing. In order to fill the aircraft water tank, you will need to accomplish three things: (1) position the potable water truck, (2) set up the potable water truck and aircraft for servicing, and (3) fill the aircraft water tank.

#### ***Step 1: position water truck***

When you approach the aircraft, you will need to position the potable water truck appropriately and notify the dispatcher of your start time. In order to position the truck, you must locate the aircraft potable water system access panel and then position the truck following the spotter's signals.

#### ***Aircraft potable water system access panel***

The location of the aircraft potable water system access panel will depend on the type of aircraft you are servicing. Once you have determined its location, then it is time to place the truck.

#### ***Proper placement of truck***

Position the truck appropriately following your spotter's signals. Now put the truck in the following configuration: leave the engine running, set the parking brake, and chock the vehicle. Be sure to place the gear in park for automatic transmissions or neutral for manual transmissions. If you are pumping alcohol and water mixture into the aircraft, connect the anti-static cables either to the aircraft or a grounding point on the flight line.

#### ***Step 2: set up for servicing***

Now you will need to set up the potable water truck and aircraft for servicing. To do this, open and secure the pump compartment's rear doors on the truck. Remove the protective caps and attach the

appropriate fitting to the truck's servicing hose. Open the aircraft's potable water service panel. Activate the aircraft's potable water service panel power switch (if equipped) and remove the service port cover. Connect the truck's servicing hose to the aircraft and reset the flow meter on the truck to zero. Open the potable water service panel fill/drain valve, if equipped. Then open valves "A" and "D" in the water truck pump compartment. "B" and "C" valves remain closed.

### ***Step 3: fill the aircraft water tank***

Now that you are ready to fill the aircraft water tank, do these steps:

1. Rotate the pump switch on the truck to the ON position. The pump indicator light should illuminate.
2. Pull the throttle control lever in the cab to the maximum position. 1,400 revolutions per minute (rpm) is the optimum speed.
3. Fill the water tank until water discharges from the overflow fitting or to the requested capacity. Release the throttle control lever and rotate the pump switch to the OFF position.

Finishing the task is as easy as going in reverse order. After rotating the pump switch to the OFF position, close valves "A" and "D." Disconnect the hoses and rewind them onto the hose reel. It is important not to let the hose rewind freely. Be sure to remove the fittings as well. Re-install the protective caps onto the filler connections and disconnect the anti-static cables, if used. Finally, close the fill valve and secure the access panel covers. Notify the dispatcher of your completion time and safely follow your spotter's signals away from the aircraft.

### **Filling the air transportable galley/lavatory**

Filling the ATGL is similar to filling an aircraft water tank. You must ensure you have the appropriate PPE and documentation. You will also need the type, tail number, and parking spot of the aircraft you are servicing. While positioning the water truck requires the same steps as mentioned previously, they are slightly different.

While you must still set up the truck and the ATGL for servicing, the following are the modified procedures:

- Open and secure the pump compartment's rear doors on the truck.
- Close the drain valve on the ATGL.
- Remove the protective caps and attach the appropriate fitting to the service hose.
- Remove the ATGL fill valve protection cap.
- Connect the hose to the fill valve.
- Open valves "A" and "D" in the pump compartment. "B" and "C" valves remain closed.
- Reset the truck flow meter to zero.
- Begin filling the tank.
- Rotate the pump switch on the truck to the ON position. Again the pump indicator light should illuminate.
- Pull the throttle control lever in the cab to the maximum position (1,400 rpms is optimum).
- Fill the water tank until the gauge indicates that it is full or 39 gallons.
- Release the throttle control lever in the vehicle cab.
- Rotate the pump switch to the OFF position.

You will complete the same steps to finish the task as you did in filling the aircraft water tank.



## 421. Flush and fill lavatories

Aircraft and ATGL lavatories should be serviced and cleaned at all home stations, enroute stations, and terminating stations, as required.

The water in the LST will be mixed 50/50 with anti-icing fluid and the appropriate ratio of deodorizer. The amount of deodorizer used will depend on the type and its concentration. The anti-icer will help prevent freezing in the tank, which can damage the system and hinder you from performing proper service. In the winter months, from November to April, all stations will change the mixture to 70/30 anti-icing fluid to water for aircraft destined for or transiting extreme cold weather locations.

If you come into contact with human waste while servicing latrines, your risk of disease transmission from the waste increases. Some waste material usually vents to the ground when connecting and disconnecting the drainage system. This material can become airborne in gusty wind conditions and contaminate personnel servicing the aircraft. Using risk management (RM) principles to reduce the risk of this happening, ensure the following:

- In the event that a seal is missing or faulty, use extreme caution when opening the lavatory service panel to avoid accidental contamination by discharged waste.
- Use appropriate PPE, including rubber gloves and face shields. Coveralls or aprons are recommended to reduce the chance of contamination. Never wear this PPE outside of your work center.
- Seek immediate medical attention if you receive cuts or scratches while servicing aircraft latrines.
- If you do come into direct contact with waste from any source, wash immediately and change clothes.
- Wash the LSTs at least weekly with hot, soapy water and rinse them thoroughly with clear water in accordance to the applicable TO. Pay special attention to exterior surfaces and storage compartments subject to rapid corrosion or deterioration.

For the same reason, care will be taken to ensure that personnel and vehicles used to handle flight food/feeding equipment do not perform duties that including handling human waste/materials removal. You will not service latrines and handle food or food service items in the same day unless you have properly showered and changed your uniform. Ensure vehicles used to transport flight food or flight feeding equipment are cleaned and sanitized. You risk transmitting diseases to the passengers if you do not abide by this guidance.

### Servicing the aircraft lavatory

Like other Fleet duties, before you start, you will need to obtain the type, tail number, and parking spot of the aircraft requiring lavatory servicing. Once you arrive at the aircraft, locate the lavatory access panel and notify the dispatcher of your start time. Safely following your spotter's signals, properly position the LST. Make sure the vehicle is chocked, place the gear in neutral, set the parking brake, leave the truck running and connect the static discharge cable. For your own protection, put on your PPE, *including* rubber gloves, an apron or coveralls, and face shields or goggles.

### Drain the latrine

After you have safely positioned the LST and are properly protected, the first step is to drain the latrine.

1. Open the access panel cover.
2. Connect the waste hose and the water hose to the aircraft.
3. Remove the doughnut plug assembly using the T-handle.
4. Pull the release handle to start the gravity flow of waste from the aircraft.

5. Engage the suction pump switch to the ON position to help drain the latrine until it is empty.

### *Rinse or flush the lavatory*

Next, you must rinse or flush the lavatory with water to make sure it is clean and remove any remaining waste.

1. Close the waste tank drain valve on the aircraft and re-install the doughnut plug assembly.
2. Fill the latrine with 11 gallons of water.
3. Remove the doughnut plug assembly again and pull the release handle again to start the flow of waste.
4. Engage the suction pump switch to the ON position again to help the waste drain from the tank until empty.
5. Close the waste tank drain valve.
6. Re-install the doughnut plug assembly and fill the latrine one more time with 11 gallons of fresh water.

### *Charge the lavatory*

Finally, you must charge the lavatory and complete the task.

1. From inside the lavatory, place one deodorant packet in the toilet and flush it several times until the water turns blue.
2. At the LST, disconnect the waste drain hose, water hose, and static discharge cable.
3. Store the hoses on the LST.
4. Re-install the caps and covers removed for servicing.
5. Close and secure the access panel door.
6. Notify the dispatcher of your completion time.
7. Safely follow your spotter's signals away from the aircraft.

### **Servicing the air transportable galley/lavatory**

Flushing and filling the ATGL is much like flushing and filling the aircraft lavatory. After you have obtained the aircraft information, notified the dispatcher of your start time, positioned the LST near the ATGL latrine service panel, and donned all of your PPE, you can service the ATGL lavatory.

- Open the access panel and connect the waste drain and fill hoses.
- Open the toilet tank shut-off valve to start gravity draining the waste.
- Engage the LST's waste suction pump to the ON position and drain the tank until it is empty.
- Close the toilet tank shut-off valve.

You will perform the same rinse and fill procedures you performed servicing the aircraft lavatory, rinsing the tank with 11 gallons and refilling with 11 gallons. The rest of the procedures are the same as well. Disconnect all hoses and store them properly, close and secure the access panel cover, notify the dispatcher of your completion time, and safely follow your spotter's signals away from the aircraft.

### **Draining the lavatory service truck**

Eventually, after draining several aircraft, the LST will become full and you will have to drain the waste out of it, which is a fairly simple procedure.

- Position the dump (pinch) valve over an authorized disposal manhole.
- Open the dump (pinch) valve to allow the LST to gravity drain.
- Rinse the LST with ten gallons of water.
- Close the dump (pinch) valve.

**Portable lavatory unit**

Portable lavatory units (porta lavs) provide airline-type latrine facilities for crew members and passengers. Only maintenance personnel can connect/disconnect the electrical cable from the outlet or secure/release porta lavs from the aircraft floor. Fleet Service personnel are responsible for cleaning, servicing, and inspecting portable lavatories (porta lavs) in accordance with the applicable technical order (TO). Porta lavs may be transported via K-loader or forklift. When using a forklift, be sure to strap it to the carriage to avoid tipping or shifting. Padding is recommended to prevent damage.

**Portable urinal**

You are responsible for delivering and picking up the portable urinals to/from the aircraft and cleaning and storing portable urinals in accordance with the applicable TO. Only maintenance personnel or loadmasters will install and remove the units on the aircraft.

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**Self-Test Questions**

After you complete these questions, you may check your answers at the end of the unit.

**418. Clean ovens, galleys, and air transportable galleys/lavatories**

1. How many passengers and crew members can an ATGL support, and what types of service does it provide?
2. Which part of the ATGL is the “heart” of the system and what does it contain?
3. How much waste and chemical precharge will the single toilet assembly on the ATGL safely hold?
4. How many gallons of potable water will the ATGL hold?
5. Describe how to transport an ATGL.
6. What does *minor* maintenance on the ATGL include?
7. Who will connect and disconnect the vent hose, oxygen hose, and cannon plug on the ATGL?
8. What are AFTO Form 244, Industrial Support Equipment Record, and AFTO Form 245, Industrial Support Equipment Record Continuation Sheet used for?

9. Describe how to clean aircraft and ATGL ovens.
10. Which form is used to issue and inventory non-expendable equipment for the ATGLs and portable lavatories?
11. When is Part III of the AMC Form 12-1 annotated?

**419. Deliver meals**

1. When must a tentative meal order be called in to the flight kitchen and Fleet Service and on what is it based?
2. When must a firm meal order be called in to the flight kitchen and Fleet Service?
3. How many copies of the AF form 3516 must you receive when you pick up meals from the flight kitchen?
4. When must the aircrew pick up any meals they order?
5. Where are frozen and boxed meals stowed on the aircraft, respectively?

**420. Fill freshwater tanks and containers**

1. After you position the truck appropriately following your spotter's signals, what configuration do you put the truck in?
2. Which valves in the water truck pump compartment will you open before servicing the aircraft water tank?
3. What is the optimum speed in rpms for the throttle control level in order for the pump on the truck to fill the aircraft water tank?
4. How full do you fill the water tank on the aircraft?

5. How full do you fill the water tank on the ATGL?

#### **421. Flush and fill lavatories**

1. Describe the mixture of anti-icing fluid to water in the LST truck.
2. Describe the PPE requirements for flushing and filling lavatories.
3. With how much water will you fill the aircraft waste tank when rinsing or flushing?
4. Which switch must you engage to help the waste drain from the aircraft or ATGL waste tank?
5. With how much water will you fill the ATGL waste tank when rinsing or flushing?
6. What are Fleet Service personnel responsible for doing with a portable lavatory unit?
7. What are Fleet Service personnel responsible for doing with a portable urinal?

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### **Answers to Self-Test Questions**

#### **415**

1. Expendable supplies.
2. 30 - 45 days.
3. How long it takes the item to arrive from the supplier (procurement lead time), how quickly the supplies are used (consumption data), and projected mission requirements.
4. Blankets, igloo containers, coffee pots, toilet paper spools, sheets, pillows, pillowcases, mattresses, and mattress covers.
5. Under weatherproof covers until just prior to loading and placed on three-point dunnage, a 463L pallet dolly, or a suitable roller system to prevent damage.
6. AMC Form 249, Fleet Service Equipment Record.
7. Expendables are inventoried every 30 days and non-expendables are inventoried weekly.
8. Fleet Service Manager.

#### **416**

1. AMC Form 4128.
2. AF 1297, Temporary Issue Receipt.

3. Placed neatly, cross the seat belt over both items, and straighten the seat if necessary.
4. Flight kitchen.
5. As both originating and terminating.
6. In enough copies so that each en route station will receive a copy, with the original being placed onboard the aircraft and one signed copy for inclusion in the AMC Form 244, Fleet Service Arrival/Departure Worksheet.
7. Add the item in one of the blank lines as part of the inventory.
8. All ATGLs, portable lavatories, and portable urinals.
9. Turn them into the passenger terminal's lost and found or the Security Forces (if no passenger terminal lost and found exists).

**417**

1. To record all ground handling Fleet Service operations on military transport aircraft, and commercial contract carrier missions.
2. One.
3. The data of reservicing an aircraft.
4. Julian date, start time and completion time.
5. The shift supervisor and the dispatcher.
6. The Julian date and time the meals/snacks were picked up from the flight kitchen.
7. Signed and completed with its accompanying documentation.

**418**

1. 160 passengers and crew members with up to 15 hours of lavatory service and each eating two meals and one snack.
2. The galley; it contains the main power control panel, four convection ovens, two coffee brewers, three thermal electric refrigerators, and adequate drawer and cabinet space for non-perishables.
3. Up to 59 gallons of waste plus 11 gallons of chemical precharge for flushing the toilets (70 gallons total).
4. 39 gallons.
5. Use a K-loader when possible. If you must use a forklift, use the forklift area provided on the side of the unit. To prevent damage, the forklift tines must be a minimum of six feet long.
6. Replacing light bulbs; tightening loose screws; attaching hoses and performing minor plumbing within station capability; installing/removing ovens, refrigerators, and coffee brewers on units not installed aboard aircraft; pre- and post-flight inspections; oven and refrigerator temperature checks; post-load operational checks if power is available; performing winterization when the aircraft remains at locations over four hours where freezing temperatures are expected.
7. Only qualified maintenance personnel.
8. To record discrepancies, corrective action, and scheduled inspections on the ATGL, portable lavatory, and portable urinal.
9. Use paper towels or cleaning rags and mild soapy water or spray cleaner. Dry with a clean, soft cloth. Remove the dirty racks, clean the oven interior, and install clean racks. Make sure the ovens are operational in accordance with the applicable TO.
10. AMC Form 12-1.
11. Anytime a change in inventory occurs.

**419**

1. No later than three hours prior to aircraft departure and is estimated based on realistic historical information and estimated passenger load.
2. Firm meal orders of 60 meals or less must be called in no later than 90 minutes prior to meal pick-up. Firm meal orders of 61 meals or more must be called in no later than two hours prior to meal pick-up.
3. Two copies.
4. After final fleet servicing or later than 45 minutes prior to block time.

5. While both are stowed in the galley or ATGL storage areas, frozen meals are stowed in the refrigerators while boxed meals are not.

**420**

1. Leave the engine running, parking brake set, and vehicle chocked. Place the gear in park for automatic transmissions or neutral for manual transmissions.
2. A and D.
3. 1400 rpms.
4. Until water discharges from the overflow fitting or to the requested capacity.
5. Until the gauge indicates that it is full or 39 gallons.

**421**

1. 50/50; however, in the winter months, from November to April, all stations will change the mixture to 70/30 anti-icing fluid to water.
2. Rubber gloves and face shields. Coveralls or aprons are recommended to reduce the chance of contamination.
3. 11 gallons.
4. Suction pump switch.
5. 11 gallons.
6. Cleaning, servicing, and inspecting in accordance with the applicable TO.
7. Delivering them to and picking them up from the aircraft and cleaning and storing them in accordance with the applicable TO.

**Complete the unit review exercises before going to the next unit.**

## Unit Review Exercises

**Note to Student:** Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter.

**Do not return your answer sheet to AFCDA.**

58. (415) In order to prevent damage, which item is placed on three-point dunnage, a 463L pallet dolly, or a suitable roller system?
- a. Net sets.
  - b. Portable lavatory unit.
  - c. Air transportable galley/lavatory.
  - d. Electrical hotplates and insulated hot/cold jugs.
59. (415) When documenting the Air Mobility Command (AMC) Form 249, Fleet Service Equipment Record, in order to conduct an inventory, which other form will be used as a source document to annotate the total number of items out on a mission aircraft?
- a. AF IMT 129, Tally In/Out.
  - b. AF IMT 4128, Fleet Service Checklist.
  - c. AMC Form 268, Passenger Service Kit/Inventory List.
  - d. AF IMT 3516, Food Service Inventory Transfer Receipt.
60. (416) When you are tasked to load non-expendable supplies on an Air Mobility Command (AMC) C-5, which form should you use?
- a. AF IMT 4128, Fleet Service Checklist.
  - b. AF IMT 1297, Temporary Issue Receipt.
  - c. AFTO Form 244, Industrial/Support Equipment Record.
  - d. AMC Form 12-1, Air Transportable Galley/Lavatory (ATGL) Unit Checklist.
61. (416) If you are servicing an arriving aircraft and notice a personal item left by a passenger, what action must you take?
- a. Turn it over to the passenger terminal's lost and found or Security Forces.
  - b. Turn it over to the Customer Service Branch (CSB) so it can be shipped to the passenger.
  - c. Drive the article to the passenger, who will be waiting at the baggage pick-up conveyor.
  - d. Annotate the article in the statement block of the AF IMT 4128 and describe the action you took to recover it.
62. (417) When recording the various Fleet Service activities on an Air Mobility Command (AMC) Form 244, such as "latrine serviced by," you should include the initials of the
- a. person recording the information, the Julian date, and start and complete times.
  - b. person who serviced the latrine, the Julian date, and start and complete times.
  - c. person who serviced the latrine and the start and complete times.
  - d. dispatcher and the start and complete times.
63. (417) As a Fleet Service dispatcher, after you have completed and signed an Air Mobility Command (AMC) Form 244, Fleet Service Arrival/Departure Worksheet, who else needs to sign it before it can be given to the records section?
- a. An aircrew member.
  - b. The air terminal manager.
  - c. A flight kitchen representative.
  - d. The Fleet Service shift supervisor.



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64. (418) Which describes the proper way to clean and service an oven?
- a. Wipe down the oven racks and interior then ensure the oven is operational.
  - b. Remove the dirty racks, clean the oven interior, install clean racks and ensure the oven is operational.
  - c. Take the oven racks to Fleet supply for cleaning and use a 5% sodium hypochlorite solution to wipe down the oven interior.
  - d. Take the oven racks to the flight kitchen for cleaning and use a 5% sodium hypochlorite solution to wipe down the oven interior.
65. (419) If a flight is leaving with a departure time of 0800, what is the latest time passenger service personnel can call in a tentative meal order for that flight?
- a. 0500.
  - b. 0545.
  - c. 0600.
  - d. 0615.
66. (419) What must you do before you print and sign your name on the AF IMT 3516, Food Service Inventory Transfer, when picking up meals from the flight kitchen?
- a. Notify the dispatcher of your start time.
  - b. Verify you have every item listed on the form.
  - c. Call in the meal numbers to the passenger terminal.
  - d. Help the aircrew member stow the meals in the proper storage areas.
67. (419) If a C-17 blocks out at 0800, after what timeframe would aircrew be required to pick up their own meals?
- a. 0610.
  - b. 0615.
  - c. 0645.
  - d. 0715.
68. (419) After you have delivered meals to a C-5, who will stow those meals in the galley or air transportable galley lavatory (ATGL) storage areas?
- a. Aircrew members only.
  - b. Fleet Service and maintenance personnel.
  - c. Aircrew members and maintenance personnel.
  - d. Fleet Service personnel and aircrew members.
69. (419) You are stationed at McChord AFB, WA, and a flight just arrived from Kadena AB, Japan that has unused meals onboard. What must you do with these meals?
- a. After US Department of Agriculture (USDA) inspection and approval, turn them into the flight kitchen using the AF IMT 3516 or AF IMT 129.
  - b. After USDA inspection and approval, place them in two plastic bags and incinerate or sterilize them at an approved facility.
  - c. After USDA inspection and approval, they are free to consume during one of your breaks.
  - d. Turn them into the flight kitchen using the AF IMT 3516 or AF IMT 129.
70. (420) When servicing an aircraft with potable water, you should fill the aircraft water tank until the
- a. flow meter reads 11 gallons.
  - b. water discharges from the overflow fitting or to the requested capacity.
  - c. flow meter zeroes out or until water discharges from the overflow fitting.
  - d. water reaches the requested capacity or 11 gallons, whichever comes first.

71. (420) When servicing the air transportable galley/lavatory (ATGL) water tank, you should fill it with potable water until the
- a. flow meter reads 11 gallons.
  - b. gauge indicates that it is full or 39 gallons, whichever comes first.
  - c. water discharges from the overflow fitting or to the requested capacity.
  - d. water discharges from the overflow fitting or until water discharges from the overflow fitting.
72. (421) You serviced the C-17 with the lavatory service truck (LST); the doughnut seal was faulty, and you came into direct contact with waste from the aircraft. You were wearing all required personal protective equipment (PPE). What actions should you take?
- a. Wash immediately and change clothes.
  - b. Change clothes only; your PPE protected you.
  - c. Call the ambulance to treat you for contamination.
  - d. Change clothes and discontinue latrine service until the doughnut gets fixed.
73. (421) How much water or solution do you use to rinse and fill the air transportable galley/lavatory (ATGL) waste tank?
- a. 39 liters.
  - b. 11 liters.
  - c. 39 gallons.
  - d. 11 gallons.

**Please read the unit menu for unit 3 and continue ➔**

## Unit 3. Air Terminal Operations Center and Records Management

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**E**VERY AERIAL PORT requires a hub of information, or command center, where all of the individual sections receive and update operations communications, simplifying all information and data retrieval. Imagine being the commander of an Army unit currently moving in the AMC system. If you needed to retrieve information on your cargo and passenger movements, would it be easier for you to track down the individual numbers for the cargo and passenger sections and attempt to retrieve your information, or to simply contact one section and get real-time updates for the entire movement? This is why ATOC is so critical, and is at the very heart of this vital information.

Included within ATOC's operations communications and information is load planning and records management. This is crucial to ensure each aircraft that departs is carefully planned and loaded, and that all records are effectively maintained for current and future use. Headquarters makes major impacting decisions based on the records that each aerial port keeps. Everything from where missions will be based out of to how many people will get stationed at each port is made based on the records kept by the records management section of each port.

### 3-1. Air Terminal Operations Center

The Air Terminal Operations Center sits a level above other air terminal work centers to effectively exercise command and control over them. You must have extensive knowledge of all directives, policies, and procedures pertaining to passengers and cargo and mail handling when working in this section. ATOC is required to perform four functions: senior controller, information control, ramp control, and capability forecasting; all report directly to the ATOC flight/section chief. Data records is also part of ATOC.

At some aerial ports, the load planning section may be located or associated with Air Freight; however, for our purposes we will discuss load planning as a function of ATOC. In this section, you will learn how to manually prepare mission folders, logs, and flight-set up; how to receive and disseminate information, basic load planning duties and how to perform capability forecasting functions. Let's begin our discussion with the main focus and purpose of ATOC.

## 422. Arrival/departure messages, mission folders, logs, and trip setup sheets

ATOC's main focus is to provide accurate and timely mission information to all aerial port work centers. All sections use this information to manage their equipment and people when moving passengers, cargo, and mail throughout the Defense Transportation System (DTS).

ATOC controls all the space on each assigned mission and is responsible for making sure the air terminal maximizes the amount of passenger and cargo space for each mission. At some locations, ATOC will be collocated in the consolidated command post. The ATOC information control function provides current arrival and departure information based upon inbound and outbound load messages or other notifications from upline and downline stations. ATOC personnel must ensure the information is clear and complete enough to allow the other work centers to do their jobs.

### Arrival and departure messages

Enroute and destination stations must know what cargo and passengers are coming to or through them. The mission load report (MLR) provides this information. For departing missions, ATOC will send the report as soon as the load is firm, but no later than 30 minutes after the aircraft's actual time of departure (ATD). Once the MLR is sent, downline stations will be able to see the information they need to do their jobs and know what to expect.

The MLR is the main way AMC aerial ports communicate mission related cargo and passenger information between ports. As a result, it is critical the information not only be in the correct format, but be *absolutely* accurate. Once all information is loaded correctly in GATES from all terminal work centers, the system will automatically update the required MLR fields. The senior controller on duty will review the MLR and ensure all data entry errors/omissions are corrected prior to sending it down line. Stations without GATES will fax, e-mail, or telephone all required information to the next down line station. Information about the load for stations without GATES comes from the AF Form 4080, Load Sequence/Breakdown Worksheet or an Integrated Computerized Deployment System (ICODES) load plan, which load planners prepare. Use the following format to create the MLR.

The first page of the MLR (fig. 3-1) contains the details as presented in the following table:

| Mission Load Report (First Page)   |   |
|--|---|
| Header Information   | This header provides the main information for a particular mission, including the mission number, type aircraft, tail number, configuration, departing, next station, ETA next station, and routing.                      |
| Part I: Aircraft Information   |   |
| This section includes general aircraft information, including the aircraft's operating weight, passenger summary, cargo summary, pax baggage summary, pax baggage breakdown by aerial port of debarkation (APOD), and payload summary. |   |
| Passenger Summary  | The number of passengers and their total weight.  |
| Cargo Summary  | The number of pallet positions aboard, available, and getting off at the next station, as well as the total cargo cube.   |
| Pax Baggage Summary  | The number of baggage pallets.  |
| Pax Baggage Breakdown by APOD  | The number of bags and the weight getting off at the next station(s).   |
| Payload Summary  | The number of pieces (loose and baggage), pallets, rolling stock and trains onboard, the number of pallet positions used and the gross weight. It also lists which of those items will be downloaded at the next station. |

| Mission Load Report (First Page)  |  |
|---|--|
| Part II Passenger Breakdown   |  |
| The number of passengers throughload, on at this station and total aboard and a breakdown of some of the types we need to know about such as DVs, civilians, patients, foreign nationals and even pets. This section also outlines how many of those will be getting off at the next station and will list any passenger deviations that apply to the mission due to hazardous cargo being onboard. |  |
| Passenger Remarks   | This section allows ATOC personnel to breakdown special passengers and pets even further. You can enter remarks about foreign nationals, patients, and pets and breakdown patient litter quantities and weights and other patient information. |

## MISSION LOAD REPORT

| REPORT STATUS: INITIAL                      |          |                             |                     | AS OF:        |              |        |     |
|---|----------|-----------------------------|---------------------|---------------|--------------|--------|-----|
| MISSION #                                   | MDS      | TAIL #                      | CONFIG              | PRTY          | MSN TYPE     |        |     |
| PVYM50057119                                | C005B    | 50008                       | CP2                 | 1             |              |        |     |
|   |          |                             |                     |               |              |        |     |
| DEPARTING                                   | NEXT STA | ETA NEXT STATION            | ROUTING             |               |              |        |     |
| DOV   | SUU      | 30 Apr 2012 1510            | SUU                 |               |              |        |     |
|   |          |                             |                     |               |              |        |     |
| PART I: AIRCRAFT INFORMATION                |          |                             | OPERATING WEIGHT    | MOMENT INDEX  | ACL          |        |     |
|   |          |                             |                     |               |              |        |     |
| PASSENGER SUMMARY                           |          |                             | CARGO SUMMARY       |               |              |        |     |
| TOTAL SEATS ABOARD                          | 73       | TOTAL PP ABOARD             | 34                  |               |              |        |     |
| TOTAL SEATS AVAIL THIS STATION              | 72       | TOTAL PP AVAIL THIS STATION | 34                  |               |              |        |     |
| TOTAL PASSENGERS                            | 17       | PP AVAIL NEXT               | 34.0                |               |              |        |     |
| PAX WEIGHT                                  | 2542     | TOTAL CARGO CUBE            | 2007                |               |              |        |     |
|   |          |                             |                     |               |              |        |     |
| PAX BAGGAGE SUMMARY:                        |          |                             |                     |               |              |        |     |
| BAGGAGE PALLET QTY                          |          |                             |                     | 0             |              |        |     |
|   |          |                             |                     |               |              |        |     |
| PAX BAGGAGE BREAKDOWN BY APOD               |          |                             |                     |               |              |        |     |
| APOD  | PCS      | WEIGHT                      |                     |               |              |        |     |
| SUU   | 21       | 661                         |                     |               |              |        |     |
| TOTAL NET BAG WT:                           |          | 661                         | TOTAL GROSS BAG WT: |               | 661          |        |     |
|   |          |                             |                     |               |              |        |     |
| PAYLOAD SUMMARY                             |          |                             |                     |               |              |        |     |
|   | PCS      | PLTS                        | RSS/TRAINS          | TOTAL PP USED | GROSS WEIGHT |        |     |
| Cargo/Mail                                  |          | 9                           | 0                   | 9.0           | 21347        |        |     |
| Loose                                       | 0        | 0                           |                     | 0.0           | 0            |        |     |
| Pax/Bags                                    | 21       | 0                           |                     | 0.0           | 3223         |        |     |
| Total Payload                               | 21       | 9                           | 0                   | 9.0           | 24570        |        |     |
|   |          |                             |                     |               |              |        |     |
| C/M Off Next                                | 21       | 9                           | 0                   | 9.0           | 24570        |        |     |
|   |          |                             |                     |               |              |        |     |
| PART II: PASSENGER BREAKDOWN                |          |                             |                     |               |              |        |     |
| PAX ACLS: SUU: 19                           |          |                             |                     |               |              |        |     |
|   | PAX      | FN                          | CIV                 | DV            | PAT          | FTE    | PET |
| THRU-LOAD                                   | 1        | 0                           | 0                   | 0             | 0            | 0      | 0   |
| ON THIS STATION                             | 16       | 0                           | 8                   | 0             | 0            | 0      | 0   |
| TOTAL ABOARD                                | 17       | 0                           | 8                   | 0             | 0            | 0      | 0   |
|   |          |                             |                     |               |              |        |     |
| OFF NEXT STATION                            | 17       | 0                           | 8                   | 0             | 0            | 0      | 0   |
|   |          |                             |                     |               |              |        |     |
| PASSENGER DEVIATION NUMBERS AND DESTINATION |          |                             |                     |               |              |        |     |
|   |          |                             |                     |               |              |        |     |
| PASSENGER REMARKS                           |          |                             |                     |               |              |        |     |
|   |          |                             |                     |               |              |        |     |
| FOREIGN NATIONALS:                          |          |                             |                     |               |              |        |     |
|   |          |                             |                     |               |              |        |     |
| PATIENTS:                                   |          |                             |                     |               |              |        |     |
|   | Lit Qty  | Lit Wt                      | Pat Qty             | Pat Wt        | NMA Qty      | NMA WT |     |
| Thru  | 0        | 0                           | 0                   | 0             | 0            | 0      |     |
| On  | 0        | 0                           | 0                   | 0             | 0            | 0      |     |
| Total                                       | 0        | 0                           | 0                   | 0             | 0            | 0      |     |
| PERSONAL PETS                               |          |                             |                     |               |              |        |     |

Figure 3-1. Mission load report (first page).

The second page of the MLR (fig. 3-2) contains the details as presented in the table below.

| PART III: CARGO BREAKDOWN   |                            |        |              |            |                |               |      |
|---|----------------------------|--------|--------------|------------|----------------|---------------|------|
| LOAD BREAKDOWN  |                            |        |              |            |                |               |      |
| PP  | COMMENTS                   |        |              |            | START FUSELAGE | STOP FUSELAGE |      |
| 06  | 06 /SUU/OSNY3147/PC/E/HT50 |        |              |            | 0              | 0             |      |
| 08  | 08 /SUU/OSNY3555/PC/L/HT90 |        |              |            | 0              | 0             |      |
| 10  | 10 /SUU/3390/PC/L/HT98     |        |              |            | 0              | 0             |      |
| 12  | 12 /SUU/MSJY2900/PC/L/HT88 |        |              |            | 0              | 0             |      |
| 14  | 14 /SUU/MSJY1000/PC/R/HT48 |        |              |            | 0              | 0             |      |
| 16  | 16 /SUU/OSNY800/PC/E/HT30  |        |              |            | 0              | 0             |      |
| 18  | 18 /SUU/1675/BC/E/HT54     |        |              |            | 0              | 0             |      |
| 20  | 20 /SUU/OSNY2580/PC/L/HT90 |        |              |            | 0              | 0             |      |
| 22  | 22 /SUU/2300/PC/E/HT99     |        |              |            | 0              | 0             |      |
| SPECIAL INTEREST CARGO  |                            |        |              |            |                |               |      |
| HUMAN REMAINS, RE-ICING/REFRIGERATION SHIPMENTS, REGISTERED MAIL SHIPMENTS, DEFENSE COURIER CARGO, ETC. |                            |        |              |            |                |               |      |
| PP  | CATEGORY                   | DEST   | NOMENCLATURE | TCN        | PCS            | WGT           |      |
| COMMENT   |                            |        |              | REICE INFO |                |               |      |
| HAZARDOUS CARGO   |                            |        |              |            |                |               |      |
| ALL HAZARDOUS, ARMS, AMMUNITION AND EXPLOSIVES (AA&E).  |                            |        |              |            |                |               |      |
| PP  | PSN                        | UN NBR | HAZ CLASS    | P CODE     | PCS            | WGT           | CUBE |
| NEW   |                            |        |              |            |                |               |      |
| PART IV: LOAD/UNLOAD REMARKS  |                            |        |              |            |                |               |      |
| C-WIDE-BODY LOAD: UNLOAD:   |                            |        |              |            |                |               |      |
| LOAD/UNLOAD REMARKS:  |                            |        |              |            |                |               |      |
| SPECIAL PURPOSE VEHICLES REQUIRED:  |                            |        |              |            |                |               |      |
| SECURITY GUARDS REQUIRED: NO  |                            |        |              |            |                |               |      |
| PART V: FLEET REMARKS   |                            |        |              |            |                |               |      |
| INOPERATIVE AIRCRAFT EQUIPMENT:   |                            |        |              |            |                |               |      |
| INOPERATIVE EQUIPMENT ON ATGL:  |                            |        |              |            |                |               |      |
| FLEET REGULATED ITEMS TO RECOVER:   |                            |        |              |            |                |               |      |
| PART VI: PAYLOAD ADJUSTMENT REMARKS   |                            |        |              |            |                |               |      |
| PART VII: MISSION LOAD REMARKS  |                            |        |              |            |                |               |      |

Figure 3-2. Mission load report (second page).

| Mission Load Report (Second Page)   |  |
|---|--|
| Part III: Cargo Breakdown   |  |
| Load Breakdown  | This section contains detailed information about each pallet position so load crews at the downline stations will know what they need to download the aircraft and can arrive to the aircraft with the right number of people and the proper equipment. It must be loaded in a specific format and includes such information as the pallet position, destination (to include where the pallet is manifested and its actual final destination), the gross weight, type cargo (pallet, train, rolling stock, etc.), configuration ("R" for ramp pallet, etc.) and other information. For items like rolling stock and trains, it includes the fuselage station on the aircraft of where the item starts and stops. |
| Special Interest Cargo  | This section is critical and lists details about any special cargo onboard, including human remains, re-icing/refrigerated shipments, registered mail, DCS cargo and others.   |
| Hazardous Cargo   | This section lists all hazardous cargo, arms, ammunition and explosives onboard.   |
| Part IV: Load/Unload Remarks  |  |
| This section lists the equipment that will be needed to on/offload the cargo and any remarks that may be helpful to the downline station. It also outlines whether security guards are required for any part of the load. |  |
| Part V: Fleet Remarks   |  |
| This section lists any inoperative fleet equipment on the aircraft and which regulated items fleet personnel placed onboard.  |  |

| <b>Mission Load Report (Second Page)</b>  |
|---|
| <b>Part VI: Payload Adjustment Remarks</b>  |
| This section can include any information about payload adjustments that occurred.                       |
| <b>Part VII: Mission Load Remarks</b>   |
| This section allows ATOC personnel to include any other information that is not included anywhere else. |

Information in the special interest section is critical, especially concerning AMC mission capable (MICAP) shipments and human remains. When inputting information about AMC MICAP, make sure you include it in the special interest cargo section and provide a specific location aboard the aircraft. Obtain all information about the human remains from the local mortuary affairs activity. MLR information will include the deceased individual's name, rank, branch of service and the agency or individual who will receive the remains.

### **Mission folders, logs, and flight set up**

The AMC Form 77, Aircraft Ground Handling Record, provides aerial port units with sequential records of events for all channel mission aircraft serviced by AMC air transportation personnel. The AMC Form 68, Aerial Port Movement Log, is designed to provide units with a sequential record of tracking events for special missions. Any aircraft that is not a channel is considered to be a special mission. The information control personnel in ATOC must ensure that all information for each AMC channel or special mission is accurate and properly annotated on the correct form. GATES has the capability to prepare mission folders, logs and flight set-up, but you must know how to manually complete these activities.

### ***Setting up the flight***

To set up a flight for a channel mission, fill out the aircraft information of the AMC Form 77 for each inbound and outbound mission you are controlling. This is done well in advance of when operations will start for the mission. The load planning process begins with the set-up information from you (at least 12 hours prior to departure). As a result, you cannot wait until the last minute to set up a flight; other aerial port work centers are relying on you in order for them to do their jobs. Get all the information you can about the flight in advance (i.e., seat release, available pallet positions, etc.) so you can pass the information along to the work centers.

If you are in a manual environment, your other terminal work centers cannot just open GATES and view the information; consequently, you will need to contact each one and pass the information through telephone, runner, or other means. This way these work centers will have a good idea of what's coming up and are better prepared to minimize the chaos that can sometimes surround manual operations.

Ideally, in a manual environment, the information controllers will have all the AMC Form 77s in front of them with the aircraft information already entered. When they receive or pass information about a particular flight, they will pull the folder for that mission and log the information on it in detail. The following details each step in the process:

1. Obtain an inbound and outbound flight schedule from the command post.
2. Obtain detailed information about each flight (e.g., seat release, available pallet positions, etc.).
3. Complete one AMC Form 77 for each inbound and outbound mission in advance with as much information as you have at the time. Alternatively, you may complete the AMC Form 68.
4. Pass the AMC Form 77 to aerial port work centers the information you obtained as it pertains to them.

5. As you pass along and receive information, log the entries on the AMC Form 77 or AMC Form 68 in the appropriate blocks.

Let's talk more in depth about the AMC Form 77.

### Completing the Air Mobility Command Form 77

There are some general rules to follow when you are making entries on the form. In all instances, the times you record on the form should reflect the *actual* times each task was started and the *actual* times each task was completed. If a work center completes all tasks and later returns to the aircraft, the subsequent handling is recorded in the AMC Form 77 remarks section. Be sure to record times in GMT time zone.

We do not want just a semi-accurate log of work completed; we want a detailed timeline of the sequence of events for loading or downloading an aircraft. This way, if an aircraft delays, we will have all the data to explain why we were or were *not* responsible for the delay.

Prepare one AMC Form 77 for each channel mission handled. Legibly write all entries in pencil, leaving blank any blocks not needed. Other terminal work centers furnish a considerable amount of the information contained on the form; therefore, these work centers must ensure the information they provide is accurate, timely, and complete.

Each folder must *always* contain (but not be limited to) the documents listed in the folder checklist located in block 26 of the AMC Form 77. Once mission folders are complete, your shift supervisor will review each item for accuracy and content, and sign before forwarding to Records, Reports, and Analysis section.

There are two sides to the AMC Form 77, an inbound side (fig. 3-3) and an outbound side (fig. 3-4).

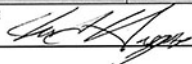

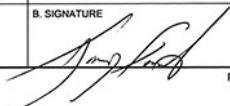
| AIRCRAFT GROUND HANDLING - INBOUND                     |                                |                                 |                            |                    |                               |  |                             |                              |                      |                        |
|--|--------------------------------|---------------------------------|----------------------------|--------------------|-------------------------------|--|-----------------------------|------------------------------|----------------------|------------------------|
| 1. MISSION NUMBER / DATE<br>TBCKU820G131 / 11 MAY 2012 |                                | 2. MDS<br>B74710                | TAIL #<br>N480E            | 3. OPERATOR<br>EIA | 4. FROM<br>OKO                | 5. ETA<br>11 MAY 2012 1541   | 6a. ATA<br>11 MAY 2012 1552 | 6b. ATB<br>11 MAY 2012 1603  | 7. SPOT<br>901       | 8. GROUND TIME<br>TERM |
| PASSENGER DATA   |                                |                                 |                            |                    |                               |  |                             |                              |                      |                        |
|  | SPACE REQUIRED<br>A.           | SPACE AVAILABLE<br>B.           | TOTAL<br>C.                |                    | FOREIGN NATIONALS<br>D.       |  | CIVILIANS<br>E.             | DISTINGUISHED VISITORS<br>F. | PATIENTS<br>G.       |                        |
| 9. OFFLOAD   | 0                              | 0                               | 0                          |                    | 0                             |  | 0                           | 0                            | 0                    |                        |
| 10. THRU   | 0                              | 0                               | 0                          |                    | 0                             |  | 0                           | 0                            | 0                    |                        |
| CARGO / MAIL DATA                                      |                                |                                 |                            |                    |                               |  |                             |                              |                      |                        |
| 11. OFFLOAD  | A. CARGO GROSS WEIGHT<br>68055 |                                 | B. MAIL GROSS WEIGHT<br>56 |                    | C. CARGO CONFIGURATION<br>275 |  |                             |                              | D. TOTAL N.E.W.<br>9 |                        |
| 12. THRU   | A. CARGO GROSS WEIGHT<br>0     |                                 | B. MAIL GROSS WEIGHT<br>0  |                    | C. PALLET POSITIONS<br>0      |  |                             |                              | D. TOTAL N.E.W.<br>0 |                        |
| 13. SPECIAL HANDLING / HUMAN REMAINS:                  |                                |                                 |                            |                    |                               |  |                             |                              |                      |                        |
| 14. INBOUND COORDINATION                               |                                |                                 |                            |                    |                               |  |                             |                              |                      |                        |
| SECTION A.   |                                | (Initials Only)                 |                            |                    | E. OFFLOAD                    |  |                             | (Initials)                   |                      |                        |
|  |                                | C. REVISED ETA                  |                            | D. ATA/ATB         | TIME                          |  |                             |                              |                      |                        |
|  |                                | B. ETA                          | (1)                        |                    | (2)                           |  | START                       | COMPLETE                     |                      |                        |
| CCC  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| PASSENGER  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| BAGGAGE  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| PASSENGER SERVICE CENTER                               |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| FLEET SERVICES   |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| AIRCRAFT SERVICES                                      |                                | 1630                            |                            |                    | 1552 / 1603                   | 1627   | 1726                        |                              | VTK                  |                        |
| SPECIAL HAND   |                                | 1615                            |                            |                    | 1552 / 1603                   | 1611   | 1629                        |                              | DJL                  |                        |
| LOAD PLAN  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| DEFENSE COURIER SERVICES                               |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| SECURITY FORCES  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| PUBLIC HEALTH  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| CUSTOMS  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| AGRICULTURE  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| IMMIGRATION  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| PASSED BY  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| PASSED FROM ATOC TIME                                  |                                |                                 |                            |                    | /                             |  |                             |                              |                      |                        |
| 15. COMPLETED BY                                       |                                | A. PRINTED NAME<br>TSGT HUGGINS |                            |                    |                               | B. SIGNATURE<br> |                             |                              |                      |                        |

Fig 3-3. AMC Form 77 (Inbound).



| AIRCRAFT GROUND HANDLING - OUTBOUND  |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
|--------------------------------------|--|------------------------------------|--|---|--|---|--|---|--|--------------------------------|--|---|--|--------------------------------|--|--|--|--|--|
| 1. MISSION NUMBER<br>TBCKU790A130    |  | 2. MDS<br>B74720                   |  | 3. OPER<br>EIA  |  | 4. MISSION ROUTING<br>HIK UAM DNA OKO SUU |  | 5. ETD<br>10 MAY 2012 1605  |  | 6. ATB<br>10 MAY 2012 1450     |  | 7. ATD<br>10 MAY 2012 1500                  |  | 8. SPOT<br>901                 |  | 9. DATE<br>11 MAY 2012 2112                              |  |  |  |
| 10. ETIC/C (1)                       |  | (2)                                |  | (3)   |  | IC  |  | 11. CONFIG  |  | 12. OPERATING WEIGHT<br>520505 |  | 13. OPERATING MOMENT/INDEX<br>91154         |  | 14. RAMP FUEL WEIGHT<br>100000 |  | 15. ALLOWABLE CABIN LOAD<br>130000                       |  |  |  |
| 16. CRITICAL LEG ACL<br>150000       |  | 17. AIRCRAFT RAMP WEIGHT<br>705207 |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| 18. LOADMASTER DATA                  |  |                                    |  | A. SCHEDULE SHOW<br>TIME 1135 CCC GII ATOC TJU                                    |  |   |  | B. TIME AVAILABLE<br>130/1135   |  |                                |  | C. MISSION BRIEFING<br>TIME 130/1224 BY MER |  |                                |  | D. LOADMASTER'S NAME/GRADE<br>REED/ C/V                  |  |  |  |
| 19. PASSENGER CLOSEOUT/ANTIHAJACKING |  |                                    |  | A. # PAX<br>0   |  |   |  | B. CLOSEOUT BY  |  |                                |  | C. ANTIHAJACKING BY                         |  |                                |  | 20. TIME CARGO/MAIL MANIFEST RECEIVED<br>A. PRE B. FINAL |  |  |  |
| 21. AIRCRAFT AVAILABLE FOR LOADING   |  |                                    |  | A. TIME<br>130/1135   |  |   |  | B. CCC<br>GII   |  |                                |  | C. ATOC<br>TJU                              |  |                                |  |  |  |  |  |
| 22. NOTIFICATION OF AC/SEATS         |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| AC/SEATS                             |  | PAX                                |  | PSC   |  | LOAD PLAN                                 |  | FLEET SRVCS   |  | DATE/TIME                      |  | ATOC  |  | FOR                            |  | TOTAL PAX  |  |  |  |
| A.                                   |  | B.                                 |  | C.  |  | D.  |  | E.  |  | F.                             |  | G.  |  | H.                             |  | I.   |  |  |  |
| (1) 0                                |  | 0                                  |  | NA  |  | NA  |  | RIC   |  | KEN                            |  | 130/0907                                    |  | tjune00                        |  | THRU 0   |  |  |  |
| (2) 180000                           |  | 0                                  |  |   |  |   |  |   |  | 130/0908                       |  | tjune00                                     |  | ON 0                           |  | 0  |  |  |  |
| (3) 0                                |  | 0                                  |  |   |  |   |  |   |  | 130/0608                       |  | merygu00                                    |  | TOTAL 0                        |  | 0  |  |  |  |
| (4) 0                                |  | 0                                  |  |   |  |   |  |   |  |                                |  |   |  |                                |  | 0  |  |  |  |
| 23. MANIFESTED LOAD DATA             |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| BAGGAGE WEIGHT                       |  | CARGO WEIGHT                       |  | MAIL WEIGHT   |  | PALLETS G.                                |  | TOTAL GROSS   |  |                                |  |   |  |                                |  |  |  |  |  |
| D.                                   |  | F.                                 |  | F.  |  | #   |  | TOTAL WEIGHT  |  |                                |  |   |  |                                |  |  |  |  |  |
| 0                                    |  | 0                                  |  | 0   |  | 0   |  | 0   |  |                                |  |   |  |                                |  |  |  |  |  |
| 69847                                |  | 0                                  |  | 36  |  | 14855                                     |  | 84702   |  |                                |  |   |  |                                |  |  |  |  |  |
| 69847                                |  | 0                                  |  | 36  |  | 14855                                     |  | 84702   |  |                                |  |   |  |                                |  |  |  |  |  |
| 24. MISSION ABORT                    |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| A. ETA                               |  | B. ATA                             |  | C. ATB  |  | D. SPOT                                   |  | E. TIME   |  | F. CCC                         |  | G. OTHER ABORT DATA                         |  |                                |  |  |  |  |  |
| SECTION                              |  | ETD                                |  | C. REV ETD  |  | ATD                                       |  | E. ETIC/C   |  | F. ONLOAD DATA                 |  | G. PAX                                      |  |                                |  |  |  |  |  |
| 25 A.                                |  | B.                                 |  | (1) (2)   |  | D.  |  | (1) (2) (3)   |  | IC                             |  | START COMP INIT                             |  |                                |  |  |  |  |  |
| CCC                                  |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | OFF PAX MANIFEST               |  |  |  |  |  |
| PASSENGER                            |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | THRU PAX MANIFEST              |  |  |  |  |  |
| BAGGAGE                              |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | ON PAX MANIFEST                |  |  |  |  |  |
| PASSENGER SERVICE CENTER             |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | OFF CARGO MANIFEST             |  |  |  |  |  |
| FLEET SERVICES                       |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | THRU CARGO MANIFEST            |  |  |  |  |  |
| AIRCRAFT SERVICES                    |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | ON CARGO MANIFEST              |  |  |  |  |  |
| SPECIAL HAND                         |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | OFF MAIL MANIFEST              |  |  |  |  |  |
| LOAD PLAN                            |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | THRU MAIL MANIFEST             |  |  |  |  |  |
| DEFENSE COURIER SERVICES             |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | ON MAIL MANIFEST               |  |  |  |  |  |
| SECURITY FORCES                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | REG MAIL MANIFEST              |  |  |  |  |  |
| PUBLIC HEALTH                        |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | MICAP MANIFEST                 |  |  |  |  |  |
| CUSTOMS                              |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | DEVIATION WAIVER               |  |  |  |  |  |
| AGRICULTURE                          |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | LOAD PULL SHEETS               |  |  |  |  |  |
| COM POST                             |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | HUMAN REMAINS                  |  |  |  |  |  |
| PUBLIC HEALTH                        |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | PERMIT TO PROCEED              |  |  |  |  |  |
| PASSED BY                            |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | AMC FORM 101                   |  |  |  |  |  |
| FM ATOC TIME                         |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | DD FORMS 1387-2                |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | PAX PRE MANIFEST               |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | LOAD PLANS                     |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | BUMP SHEET                     |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | MISSION LOAD INBOUND           |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | MISSION LOAD OUTBOUND          |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | LIFE / DEATH MANIFEST          |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | SDDG                           |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | AMC FORM 1015                  |  |  |  |  |  |
|                                      |  |                                    |  |   |  |   |  |   |  |                                |  |   |  | BRIEF SHEET                    |  |  |  |  |  |
| 26. FOLDER CONTENT                   |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| 27. TELECON COORD                    |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |
| A. RECEIVER                          |  | A. PRINTED NAME                    |  | B. SIGNATURE  |  | A. PRINTED NAME                           |  | B. SIGNATURE  |  |                                |  |   |  |                                |  |  |  |  |  |
| B. PASSER                            |  | SSGT ROSS                          |  |  |  | MR. FORD                                  |  |  |  |                                |  |   |  |                                |  |  |  |  |  |
| C. TIME PASSED                       |  |                                    |  |   |  |   |  |   |  |                                |  |   |  |                                |  |  |  |  |  |

AMC FORM 77, 20130815

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Fig 3-4. AMC Form 77 (Outbound).

### Completing the Air Mobility Command Form 68

An AMC Form 68 will be prepared, in lieu of AMC Form 77, for the following missions:

- AMC exercise or contingency.
- Joint airborne and air transportability training (JA/ATT).
- Expeditionary operational readiness inspection (EORI).
- Operational plans (OPLAN).
- Special assignment airlift missions (SAAM).
- Local training missions.

**NOTE:** When channel and opportune traffic, including space-available passengers, are transported on any of the above missions, prepare the AMC Form 77 in lieu of the AMC Form 68.

Non-GATES stations or operations that require a hard copy AMC Form 68 are only required to enter mission-specific data; all other fields will be left blank. Folders will be closed at 2400 GMT each day and the shift supervisor will review it for accuracy, sign it, and send the folder and contents to the Records, Reports, and Analysis section. If a mission operates for more than one day, transfer all pertinent information to a new AMC Form 68. Units with low workloads will use the previous day's AMC Form 68 until a complete day's mission can no longer be recorded.

### 423. Receive and disseminate information

The information control function is responsible for gathering, processing, and disseminating all information pertaining to air terminal operations. Working in conjunction with the command and control (C2) agency, base operations, maintenance control, and other ATOCs around the world, information control personnel give each aerial port work center the necessary information to

effectively accomplish their assigned mission tasks. Work centers will not rely on any outside agency to provide information that is within the designated responsibility of the ATOC— they are the single focal point for aerial port operations.

Think of information control as the nerve center for the aerial port. Working in conjunction with the senior controller/duty officer and ramp control, information control in essence manages all day-to-day aerial port operations. Let's discuss in more detail the duties of information control.

### **Inbound and outbound documentation**

Information control ensures that documentation is distributed to respective terminal work centers and that original copies are forwarded to the records and reports section. Passenger service will collect and send terminating and through load passenger/baggage manifests to ATOC in accordance with AMCI 24-101, Volume 14, *Military Airlift Passenger Service*. If documentation is incomplete or missing, information control pulls as many copies as needed from GATES. If documentation is missing that originated from a non-GATES station, information control contacts origin and enroute stations in an attempt to locate and recover missing documents.

Information control will establish close coordination with load planning in order to ensure timely preparation and receipt of outbound documentation. Information control will verify the aircraft document packet (except for passenger boarding manifests) and account for completeness of its contents prior to delivery to the aircraft. Information control will ensure the ramp coordinator delivers mission document packets to outbound aircraft when the documentation is not available at the time of crew briefing.

### **Other functions of information control**

Receiving and disseminating information to aerial port work centers is vital, and for the information controller, there is no shortage of information. In addition to monitoring inbound and outbound mission status, information controllers must update work centers on MLR information and aircraft maintenance status.

They are additionally responsible to monitor aircrew notification and load briefings, hazardous cargo briefings, C2 agency coordination, meal closeout times, military handling equipment (MHE)/vehicle/equipment availability, border clearance issues, delay reporting, and rehandled workload.

## **424. Brief aircrew load information and deliver/retrieve aircraft documentation**

Information is only important if someone needs it; as a result, when it comes to sharing aircrew load information, it is a vitally important two-way information highway between the aircrew and aerial port. For example, the aircrew requires information the aerial port provides pertaining to outbound flights; similarly, the aerial port requires information from the aircrew regarding inbound flights. For the first part of this lesson, let's turn our attention to briefing the aircrew on load information.

### **Briefing aircrew on load information**

Information control or the ramp coordinator will brief the aircraft commander or designated representative (i.e., loadmaster/boom operator) concerning prisoners/guards, couriers, number of pallets, load characteristics (i.e., overhang, rolling stock, etc.), total tonnage, and other important information about the load. They will also notify the appropriate command and control agency of the applicable load briefing information. The loadmaster/boom operator may receive the briefing by telephone at the one-stop facility or in person at ATOC. Sometimes the loadmaster will receive the cargo briefing long before any of the passenger information is available. So, as soon as information concerning the number of passengers, deportees, special category passengers, and differently-abled passengers is available, ensure the ramp coordinator briefs aircraft commanders or designated representative.

### Using documents to help you brief

You can use quite a few forms and documents to help conduct a load briefing. Three of these include the AMC Form 302, Cargo/Passenger Envelope and Checklist, AMC Form 30 APEX Mission Load Brief Cover Sheet, and AF Form 4080, Load Sequence Breakdown Worksheet or Integrated Computerized Deployment System (ICODES) load plan.

### Air Mobility Command Form 302

AMC Form 302 is used to ensure ATOC personnel have all required documentation for the aircraft load and also lists six major areas to cover while giving the briefing. Figure 3-5 shows an example of a completed AMC Form 302.

| CARGO/PASSENGER ENVELOPE AND CHECKLIST   |   |  |
|--|---|--|
| BRIEFING TO AIRCRAFT COMMANDER/DESIGNATED REPRESENTATIVE   |   | "X"  |
| 1. I am <u>SFA PETTIT</u> . I'm here to brief you on the hazardous material being shipped on your aircraft according to AFJMAN 24-204. The following items are being shipped |   | <input checked="" type="checkbox"/> LOAD PLAN                  |
| <u>SEE REMARKS</u> : (FOR EACH HAZARD)   |   | <input checked="" type="checkbox"/> CARGO MANIFEST             |
| A. Proper shipping name  |   | <input checked="" type="checkbox"/> SHIPPER'S DECLARATION FORM |
| B. Hazard class.   |   | <input checked="" type="checkbox"/> INSPECTION FORM (DD 2133)  |
| C. Load storage group  |   | <input checked="" type="checkbox"/> PASSENGER MANIFEST         |
| D. Quantity of hazard  |   | OTHER CONTENTS (Specify)                                       |
| E. Special information in case of emergency  |   |  |
| F. Net explosive weight (NEW) (1.1, 1.2, 1.3 explosives)   |   |  |
| 2. The item is located <u>PP-4, 5</u> (exact location).  |   |  |
| 3. Escorts/couriers <u>are</u> not required.   |   |  |
| 4. Protective clothing is <u>is not</u> required.  |   |  |
| 5. Passengers <u>are</u> not permitted on aircraft.  |   |  |
| 6. Has aircraft commander/designated representative sign cargo manifest that he or she has been briefed (using hazardous cargo stamp).                                       |   |  |
| MISSION NUMBER / CHALK / TAIL NUMBER   | REMARKS   |  |
| <u>PBPOB 12 00295 / 03 / 00297</u>   | <u>Vehicle, Flammable, gas powered</u>                |  |
| TOTAL PAX AND CARGO WEIGHT (Pounds)  | <u>Class 9 Hazard</u>                                 |  |
| <u>43,687</u>  | <u>No Deviation Required</u>                          |  |
| TOTAL PAX  | <u>(Aircraft will remain overnight @ destination)</u> |  |
| <u>18</u>  |   |  |
| TROOP COMMANDER  |   |  |
| <u>MAJ CAPTIAN USA</u>   |   |  |
| CARGO COURIERS (Printed Name/Grade)  |   |  |
| <u>Joe, Labowski / Sgt.</u>  |   |  |

AMC FORM 302, JAN 98 (IMT-V1)

PREVIOUS EDITION IS OBSOLETE.

09L50H22

Figure 3-5. AMC Form 302.

### Air Mobility Command Form 30

AMC Form 30 is used to complete briefings for aircraft that are loaded using aerial port expeditor (APEX) criteria.

### Air Force Form 4080

The last two and most important documents you should use to conduct a briefing are the hazardous brief sheet and AF Form 4080 or the ICODES load plan. The brief sheet contains every detail the loadmaster needs about the special and hazardous material onboard. The AF Form 4080 or load plan helps illustrate where hazardous and all other cargo are located on the aircraft.

### Giving the hazardous cargo briefing

Giving a hazardous cargo briefing is critical to safety of flight. The loadmaster needs to know where all of the hazardous material is so that if something happens in-flight, he or she will have the necessary information to respond quickly and avert disaster. You have a direct impact in the safety of flight.

When briefing the loadmaster, you should do the following:

*Step 1: Prepare yourself*

Get to know what is on the aircraft before you start the briefing. Be prepared to answer any questions regarding the aircraft's load. The more prepared you are, the smoother the briefing will go and the less questions the loadmaster will have about the load. You will also be more knowledgeable and professional and represent yourself and your squadron well. You must brief both onload and throughload cargo, so if you are unfamiliar with the throughload cargo, get to know it so you can properly brief.

*Step 2: Introduce yourself*

The AMC Form 302 contains a standard introduction to help you get started.

*I am \_\_\_\_\_. I am here to brief you on the hazardous material being shipped on your aircraft according to AFMAN 24-204(I), Preparing Hazardous Materials for Military Air Shipments. The following items are being shipped.*

*Step 3: Brief the load master on each hazard or special piece of equipment*

For each hazard or special piece of cargo, brief the loadmaster on the following information:

- The identification (ID) number, proper shipping name, hazard class, and packing group (i.e., UN2920; Corrosive Liquid, Flammable, N.O.S; class 8; subsidiary risk: class 3; packing group II).
- Total quantity in weight or volume (i.e., 53 kilograms [kg]).
- Special information in case of emergency. (This information will be identified on the Shipper's Declaration for Dangerous Goods.)
- Net explosive weight (NEW) for explosive cargo (i.e., 154 kg NEW).
- Exactly where the item is/will be located on the aircraft (i.e., pallet position 3).
- If the load consists of incompatible hazardous materials, brief it and provide the approved waiver to the loadmaster.

*Step 4: Brief the loadmaster on other considerations dealing with hazardous cargo*

When dealing with hazardous cargo, be sure to brief the loadmaster on other necessary considerations, such as the following:

- Whether escorts or couriers are required for the cargo.
- Whether protective clothing or equipment is required.
- Whether passengers are allowed on the aircraft with the cargo and how many.

AMC commercial-contracted missions require special permits to carry hazardous cargo. Brief and provide copies of these permits to carrier representatives.

*Step 5: Statement on the manifest*

On the manifest, an air terminal representative must include and sign a statement of proper condition of the hazardous material, such as the following:

*All hazardous materials covered by this manifest have been inspected and found to be packaged in the proper outside container, free of visible damage and leaks, and are properly certified.*

Loadmasters must also acknowledge they have been briefed appropriately by signing the certification statement on the manifest. They must legibly print their names directly below their signatures on the manifest or hazardous brief sheet.

*I have been briefed according to AFMAN 24-204(IP),  
paragraph 1.2.9., on hazardous cargo covered by this manifest*

Make sure you keep the copies of all documents with the loadmaster's signature. These copies will be filed in the station file.

### **Retrieving and delivering cargo documentation to and from the aircraft**

The ramp controller acts as the eyes and ears of the information control function of ATOC and is responsible for closely monitoring all aerial port operations while maintaining a constant line of communication with the information control function.

#### ***Retrieving cargo documentation from an arriving aircraft***

While performing the ramp control function, you will meet all arriving aircraft and collect all cargo documents (special handling personnel will retrieve documentation for cargo or mail requiring signature service). Deliver all other mission documentation to ATOC for distribution to respective aerial port work centers. Stamp or hand-write the GMT and Julian date of aircraft block time in the upper right-hand corner on copies of manual inbound cargo manifests. GATES manifests do not require this information as this process occurs automatically when the actual arrival and block times are input into GATES by information control.

When documentation is incomplete or missing, the ramp controller will search the aircraft to recover it, if possible. If the search fails, ATOC will contact originating and enroute stations to locate and recover the missing documents. ATOC will include a brief explanation in the remarks section of AMC Form 77 and ensure they obtain the documents.

Accomplish the following to ensure you receive all paperwork from an arriving mission:

1. Meet all inbound aircraft. Verify the type of aircraft, tail number, parking spot, etc.
2. Collect all cargo and mail manifests for all cargo being off-loaded.
3. Physically inventory intransit cargo aboard the aircraft by pallet position, weight, destination, and pallet ID using an AF Form 4080 or locally produced worksheet. File one copy with the AMC Form 77 and send one copy to Load Planning.
4. Make sure special handling personnel will have enough copies of registered mail and other special cargo manifests to transfer accountability of the cargo.

#### ***Delivering cargo documentation to a departing aircraft***

Once you receive the necessary documents, prepare the aircraft package (except for passenger boarding manifests) and make sure it is complete prior to delivering it to the aircraft. Make sure you have the right copies and a sufficient number of copies of each type of document required. If the documentation is not available at the time of crew briefing, make sure you deliver it to the aircraft loadmaster when it is ready. The AMC Form 302 or a suitable substitute can be used as a checklist to make sure you have all required paperwork.

Include the following documents if they apply to the load:

- AF Form 4080 or ICODES load plan.
- Cargo and mail manifests (GATES or manual) including the hazardous cargo brief sheet.
- AMC IMT 1033, Shipper's Declaration for Dangerous Goods.
- DD Form 2133, Joint Airlift Inspection Record.
- Passenger Manifests, GATES or manual, if available at the time of briefing.



- DD Form 1252, US Customs and Border Protection (CBP) Declaration for Personal Property Shipments, Part 1.
- DD Form 1387-2, Special Handling Data/Certification.
- Air Transportability Testing and Loading Agency Certification (ATTLA).

You may have one aircraft package for each destination if cargo or passengers are manifested there. All documents should be separated by destination so when the aircraft lands at the next station, ATOC personnel do not have to sift through mounds of paperwork to pull the documents for their station.

#### **425. Perform capability forecasting**

The capability forecasting function provides each terminal work center with daily or monthly airlift capability forecasts. The forecasts consist of known airlift capability based upon current operations bulletins, schedules, or changes and will include all available opportune airlift and explosives, foreign military sales (FMS) shipments, and diplomatic cargo clearance information. It is important to provide accurate and timely information to help work centers schedule equipment and manage their people and schedules. You must also provide the most current and up-to-date information available by coordinating closely with local agencies involved in the forecasts (i.e., DCS personnel, etc.).

If you are assigned to the capability forecasting section, you will perform duties such as accomplishing airlift capability schedules, monitor cargo capability, monitor opportune airlift, coordinate special assignment airlift/air missions, monitor and clear explosive shipments, and accomplishing port-to-port explosives clearance requirements.

##### **Accomplishes airlift capability schedules**

Cape (short for “capability”) forecasters extract the necessary data from appropriate C2 systems (i.e., GATES, Global Decision Support System (GDSS)-II, etc.) or published schedules and amendments to prepare a daily mission schedule. They will do this well in advance of operations and distribute the schedules to terminal work centers. They must also monitor schedules and update terminal work centers with new information immediately upon receipt.

##### **Monitors cargo capability**

Cape forecasters receive and monitor airlift space assignments and control the port management levels by channel. This gives aerial port leadership a tool to accurately portray the port’s workload, identify high and low workload periods, and when necessary, request reductions or increases in airlift to move the cargo.

##### **Monitor opportune airlift**

Cape forecasters monitor all known opportune airlift. The forecast will include intransit or inbound missions which will depart that station on the operating day.

##### **Coordinates special assignment airlift/air missions**

Cape forecasters coordinate SAAM/Air Missions (SAM) requirements with users, air terminal work centers, and higher headquarters. Sometimes SAAM and SAM missions do not have to comply with normal rules for hazardous cargo fuel levels, compatibility, and packaging; however, to do so they must be specifically authorized in the GDSS Form 59. Cape forecasters must monitor GDSS and let aerial port work centers know if a particular mission is authorized these exceptions or if they must abide by normal channel hazardous cargo restrictions.

##### **Monitors and clears explosives shipments**

Cape forecasters coordinate inbound or outbound clearance for channel and opportune explosives shipments and monitor the terminal’s explosive movement requirements and capability.

### Accomplishing port-to-port explosives clearance requirements

The aerial port of embarkation (APOE) cape forecasters will request port-to-port clearance for air shipment of explosives and applicable FMS shipments at the earliest possible date, but no later than 24 hours prior to the mission's departure time. The APOD will respond to the request as soon as possible. An APOE will not ship explosives or applicable FMS shipments without APOD approval except when free-flow (when certain amount of explosives can be moved without needing an approval request) is authorized. Enroute stations must ensure upline and downline stations are aware of their requirements to move cleared explosives and applicable FMS shipments.

Cape forecasters use the Explosives Clearance Worksheet (fig. 3-6) to coordinate explosives clearances.

| EXPLOSIVE CLEARANCE WORKSHEET (REQUEST/NOTIFICATION)  |  |   |             |   |                 |                        |                |  |                    |  |                   |                                 |                      |                          |               |                   |  |
|---|--|---|-------------|---|-----------------|------------------------|----------------|--|--------------------|--|-------------------|---------------------------------|----------------------|--------------------------|---------------|-------------------|--|
| <input checked="" type="checkbox"/> CHANNEL<br><input type="checkbox"/> INBOUND<br><input type="checkbox"/> ENROUTE<br><input checked="" type="checkbox"/> OUTBOUND |  | <input checked="" type="checkbox"/> HOT SPOT?<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO |             | MISSION # / TYPE AIRCRAFT / TAIL #<br>XBP527900126 KC10 |                 |                        |                | ROUTING (APOE / APOD)<br>HIK UAM DNA           |                    |  |                   | ETD<br>SUU 1100 06 MAY 126 1800 |                      | ETA<br>HIK 1630 126 2330 |               |                   |  |
| REQUESTING OFFICIAL / STATION<br>TRAVIS AFB, CA. MR. Cape Forecaster  |  |   |             | TELEPHONE NUMBER<br>837-4545                            |                 | FAX NUMBER<br>837-4555 |                | EMAIL ADDRESS<br>SOAPS@capeforecast@AMC.AF.MIL |                    |  |                   |                                 |                      |                          |               |                   |  |
| NOMENCLATURE (PSN)<br>1 ROCKETS   |  | T.C.N.<br>R2110490668319EXX   | Dest<br>HIK | PCS<br>1  | WEIGHT<br>1,320 | CUBE<br>72             | UN #<br>UN0183 | Cla/Div<br>1.3C                                | NEW(Kg)<br>74.0800 | C/C<br>44  | Cnsigne<br>N68297 | Pack-Para.<br>A5.13.1           | NSN<br>1320015189857 | IBD<br>P4                | P-Code<br>PLT | REMARKS<br>SUUHTL |  |
| TOTAL SHIPMENT WEIGHT:  |  |   |             | 1,320   |                 | TOTAL SHIPMENT NEW:    |                | 74.080   |                    | KGS  |                   | 163.318                         |                      | LBS                      |               |                   |  |
| AGENCIES NOTIFIED<br>HIK CAPE   |  |   |             | MODE<br>EMAIL   |                 | JULIAN DATE<br>121     |                | TIME-Z<br>1900                                 |                    | STATION CONTROL NUMBER:  |                   |                                 |                      |                          |               |                   |  |
| Cleared BY<br>HIK CAPE  |  |   |             | JULIAN DATE<br>125                                      |                 | TIME-Z<br>1551         |                | REMARKS<br>LADRIGAN                            |                    |  |                   |                                 |                      |                          |               |                   |  |
| THIS REQUEST IS CLEARED OR DENIED?  |  |   |             |   |                 |                        |                |  |                    | <input checked="" type="checkbox"/> CLEARED<br><input type="checkbox"/> DENIED |                   | IF DENIED, REASON WHY:          |                      |                          |               |                   |  |

Figure 3-6. Explosives clearance worksheet.

### 426. Verify intransit visibility

Units and commanders need to know where their people and equipment are at any given time in order to make the right decisions. This is especially true when their personnel and equipment are deploying or redeploying. Your job, as one of the people that move personnel and equipment, is to ensure they have that visibility. You accomplish this through a process called intransit visibility (ITV). In this lesson, we will discuss the ITV process and how to verify if ITV has occurred.

#### Intransit visibility process

ITV is defined as the ability to track the identity, status, and location of DOD unit and non-unit cargo, passengers, patients, forces, military and commercial airlift, sealift, surface assets and personal property from origin to consignee or destination during peace, contingencies, and war. It provides commanders the capability to determine if a particular force or capability (equipment) has reached its destination and is ready to perform its mission. It also gives commanders the ability to reprioritize or redirect the movement of those forces.

ITV becomes especially important when forces and equipment are transloaded. For example, let's say a unit and its equipment leave from the CONUS on a C-5 to a specific theater. When that aircraft gets to that destination, the unit needs to go further within that theater, but the C-5 cannot land at that destination. As a result, the unit needs to be loaded onto another aircraft, or more than one aircraft, to get to its final destination. Commanders are then able to prioritize and track which equipment and personnel are sent on which aircraft based on their requirements.

So, how are units able to obtain ITV? They use a system called Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) to query whatever information they are looking for. GTN was the DOD's single source of intransit shipment information; however, as of this writing, GTN is being phased out. As you can decipher from the name, IGC is a *convergence* of IDE and GTN. IGC will create a single source for HQ Defense Logistics Agency (DLA) and US

Transportation Command (USTRANSCOM) to access common, authoritative data, business standards, and information. Its mission is to provide DOD with an integrated set of networked, end-to-end visibility, deployment, and distribution capabilities. The end goal of IGC is to effectively support the Joint Force commander's ability to make decisions based on actionable logistics information. IGC collects information from various other systems within the DOD. If the information is successfully transferred to IGC, it is considered *drillable* and drillable data provides proper ITV.

It is absolutely critical to the ITV mission that the information entered into these various other systems that feed IGC is accurate. You know the phrase "garbage in; garbage out." Inaccurate information does nothing for the commanders or other people that need it and in fact, compounds problems because commanders cannot make the informed decisions they are charged with making. It is important to enter the information correctly, both at the origin and at every stop in between. Personnel at each intransit station should review and correct any errors in the data as soon as possible. Let's take a look at one of the systems used to feed IGC and provide ITV.

### **Global Air Transportation Execution System**

GATES is an AMC web-based system used by large, fixed aerial ports, smaller enroute locations and remote deployed locations. GATES has two other versions, RGATES (remote GATES) and DGATES (deployed GATES), which are all web-based systems and are virtually the same in operation and function. The only difference is the supporting infrastructure and the way they are set up. GATES allows users to process, manifest, and track passengers and cargo. It also allows users to run reports at headquarters and unit level and provides message routing and delivery through the system. GATES updates movement information in IGC once the mission is departed. ATOC personnel are required to query IGC to ensure movement data is *drillable*. Data must be available in IGC as follows: two hours for all intratheater and CONUS air movements, one hour for all sustainment airlift and unit/non-unit strategic air movements. If the data is not present or is inaccurate, they must contact the IGC help desk for assistance.

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## **Self-Test Questions**

**After you complete these questions, you may check your answers at the end of the unit.**

### **422. Arrival/departure messages, mission folders, logs, and trip setup sheets**

1. What is ATOC responsible for ensuring?
2. Which document tells enroute and destination stations what cargo and passengers are coming through or to them?
3. How quickly will ATOC send the MLR for departing missions?
4. Why is it critical that the information on the MLR be in the correct format and absolutely accurate?
5. Who reviews the MLR and makes sure all data entry errors/omissions are corrected prior to sending?



6. How will stations without GATES send the MLR information to the next downline station?
7. Which type of information does the header data of an MLR contain?
8. Which part of the MLR contains total cargo cube information?
9. What does the hazardous cargo section of the MLR list?
10. In which sections of the MLR will AMC MICAP information be included and what specific detail must you include?
11. What information must be included for human remains and where will you obtain that information?
12. Which process begins with the flight set-up information?
13. Part of manual flight set-up is to pass the information you obtain to the other work centers. What does passing this information do?
14. What are steps one and two in setting up a flight?
15. After you complete the AMC Form 77 with as much information as you have at the time, what must you do?
16. When making entries on the AMC Form 77, what should be reflected by the times you record on the form?
17. Which time zone is used when recording all time entries on the AMC Form 77?
18. Which type of writing utensil is used for all entries on the AMC Form 77?

19. What is each item reviewed for on the AMC Form 77 once mission folders are complete? Which individual will perform this review and sign the form?
20. For what type of missions will you complete the AMC Form 68 in lieu of the AMC Form 77?
21. When will the AMC Form 68 be closed?
22. Describe how units with low workloads will complete the AMC Form 68.

**423. Receive and disseminate information**

1. What action is the information control function responsible for?
2. Who is the single focal point for all aerial port operations information?
3. Who will verify the aircraft document packet (except for passenger boarding manifests) and account for completeness of its contents prior to delivery to the aircraft?
4. In addition to monitoring inbound and outbound mission status, what else is information control responsible for?

**424. Brief aircrew load information and deliver/retrieve aircraft documentation**

1. Which forms can help you give aircrew briefings?
2. Why is a hazardous cargo briefing important?
3. Explain the first step when conducting a load briefing?
4. What information would you brief the loadmaster about each hazardous or special piece of cargo?

5. What other considerations must you brief on when dealing with hazardous cargo?
6. Which two people must sign statements on the manifests?
7. What is the ramp controller responsible for?
8. What must you stamp or write on copies of manual inbound manifests?
9. What happens when documentation from arriving aircraft is incomplete or missing?
10. Which four things must you do to ensure you receive all paperwork from an arriving mission?
11. Which form will you use to physically inventory intransit cargo aboard the aircraft?
12. Which documents should you include in an aircraft package if they apply to the load?
13. How many aircraft packages will you have if the aircraft contains cargo and passengers for RAF Mildenhall, England, and Aviano AB, Italy?

#### **425. Perform capability forecasting**

1. What does the capability forecasting function provide?
2. How do capability forecasters prepare a daily mission schedule?
3. What should cape forecasters let aerial port work centers know of concerning SAAM/SAM missions?
4. Within what timeframe must APOE cape forecasters request port-to-port clearance for explosives?

**426. Verify intransit visibility**

1. What type of “people and equipment” is the ITV process defined as having the ability to track the identity, status and location of from origin to destination?
2. What does ITV give commanders the capability to do?
3. What system do units use to obtain ITV?
4. Which system is an AMC web-based system used by large, fixed aerial ports, smaller enroute locations and remote deployed locations to feed information into IGC?
5. How long after mission departure are ATOC personnel required to query IGC to determine if cargo and passenger data is drillable?

**3-2. Load Planning**

As a load planner, you fill a critical role. You must ensure that the cargo you load plan will safely fit and fly on the aircraft you plan it on; it must not negatively impact the safety of the aircrew or passengers that fly on the aircraft. All cargo must be prepared and manifested properly and the aircraft weight and balance properly calculated to assist the aircrew in maintaining the aircraft’s center of gravity in flight. In this section, we will consider some training requirements, air terminal inventory, manual procedures, and computing the critical leg allowable cabin load (ACL).

**427. Accomplish air terminal inventory**

Before jumping into the lesson on accomplishing an air terminal inventory, we need to understand what training is required to become a fully qualified load planner.

**Training requirements**

The load planning function is responsible for planning, selecting, sequencing, and monitoring each cargo and mail load. In addition, they will initiate and prepare all cargo and mail manifests. Load planning is responsible for planning as much cargo on the aircraft as possible, based upon available airlift, aircraft capabilities, and existing cargo backlogs.

In order to become a qualified load planner, you must possess extensive job knowledge and be totally familiar with the equipment and procedures used within the airlift system. Current knowledge of aircraft design, configuration, and limitations is essential. Additionally, personnel should have a minimum of six months ramp services experience.

Air transportation personnel must meet the following requirements to be load planning qualified:

- Possess a 5-skill level or higher.
- Be identified in writing by their unit commander as being fully qualified to load plan a specific type of aircraft.

- Be hazardous cargo inspector/preparer qualified according to Air Force Manual (AFMAN) 24-204 (I), *Preparing Hazardous Materials for Military Air Shipments*.
- Capable of selecting loads by priority using on-hand files and flight data.
- Capable of manifesting cargo/mail, preparing pre-load/pre-manifest documents, using both manual and mechanized methods.
- Capable of accomplishing air terminal inventory.
- Be familiar with capability forecasting functions.
- Be familiar with aircraft configurations listed in the aircraft TOs.
- Capable of computing aircraft weight and balance.
- Capable of determining aircraft ACL and critical leg ACL limitations.
- Capable of completing manual AF Form 4080. (Only authorized automated form is the AF Form 4080.)
- Capable of accomplishing load planning functions using GATES/ICODES.
- Capable of determining hazardous material compatibility.
- Be familiar with passenger restrictions associated with the movement of hazardous cargo.
- Capable of computing center of balance for rolling stock and pallet trains.
- Capable of computing cargo tie down restraint.
- Be familiar with proper pallet build up and aircraft contour restrictions.
- Successfully complete all associated air transportation web-based training (ATWBT) lessons.
- Complete associated qualification training packages (QTP).

Formal training courses do not qualify load planners to perform load planning functions. Additional on-the-job training (OJT) must take place in the unit prior to the commander designating the individual as a load planner. This additional OJT has no specific time requirements, only that the load planner must gain confidence and experience, under the direction of their supervisor, in all load planning procedures on each airframe.

### **Air terminal inventory**

In order to load plan cargo, you must know which cargo you actually have on hand at the air terminal. It is true, at automated stations, you can look in GATES and get a good idea; however, as we discussed before, the data entered into the system is subject to error if users are not careful. This is why you must accomplish an inventory to verify the accuracy of the data in GATES and account for cargo that may not have been entered in the system at all.

Using manual procedures, accomplishing an inventory is even more critical, allowing you to reconcile the pallet contents listings you have on file and ensure your cargo and documentation matches. During manual procedures, you probably will not have a prepared list of cargo on hand. You will have to take the pallet content listings and transportation control and movement documents (TCMD) with you to inventory and check the information against each pallet and piece, or you can just write all the required information down on a piece of paper as you go and compare that paper to the pallet content listings and TCMDs. Regardless of the method you use, you must be thorough.

We have already talked a little bit about inventories. Traffic Management Office (TMO)/Air Freight is responsible for inventorying terminating cargo and mail daily and special handling is responsible for inventorying security cage cargo at each shift change. Load planning is responsible for inventorying outbound cargo and mail daily.

The inventory will include the entire air terminal except the special handling section. The inventory is not restricted to a count of the cargo on hand, but will also consist of quality control actions to include correction of TCMD data, mislocation of cargo, physical appearance (leaks, damage, and condition of

packaging), validity of pallet data, placarding, and so forth. The inventory will also include updating GATES, as required.

Data discrepancies noted during the inventory that are correctable will be remedied by the person accomplishing the inventory in conjunction with other functions. For those discrepancies unable to be corrected during the inventory, load planning will monitor the discrepancies sent to functional areas to ensure timely corrective action. Discrepancies involving cargo that fail to appear in the inventory after having previously been listed (or listed but not on hand) will be reconciled with the Records, Reports, and Analysis section using “can’t locate” files, over or short shipment procedures.

### *Loose cargo*

To inventory nonpalletized, nonsecurity cargo, you must, at a minimum, list and verify the data provided in the following table:

| Items to Include and Verify  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Warehouse location</li> <li>• APOD</li> <li>• Commodity/special handling code</li> <li>• TCN</li> </ul> | <ul style="list-style-type: none"> <li>• Date received</li> <li>• Number of pieces</li> <li>• Weight</li> <li>• Cube</li> <li>• Priority</li> </ul> |

Using GATES, the Bay Inventory/Cargo in Loose Locations Report provides an itemized list of all TCMD data GATES has on file for selected bay locations. Select Cargo Reports from the GATES menu and the Select Report screen appears (fig. 3-7).

**Cargo Report Home** Resource Management Please select a page

Activities: Home / Help / About / Logout

**Cargo Reports**

**General**

- ☐ DCS Inbound Cargo
- ☐ Advanced Pallet Listing
- ☐ Consignee Comparison Report
- ☐ Consignee File List
- ☐ Container Contents Listing
- ☐ Daily Inventory Report
- ☐ Deleted Records
- ☐ Detail Movement Report
- ☐ Inbound New Surface Conveyance Manifest
- ☐ Inbound Surface Conveyance Control Status
- ☐ Inbound TDR Listing
- ☐ Lifted Cargo Listing
- ☐ Manifest Header Summary
- ☐ Mission Recap
- ☐ Movement Report
- ☐ Outbound Surface Conveyance Control Status
- ☐ Over/Short Shipment Report
- ☐ Pallet Placard-Contents Listing
- ☐ Port Level by Destination
- ☐ TCMD

**On Hand**

- ☐ Bay Location/Loose Locations
- ☐ Pallet Grid Inventory
- ☐ HAZMAT/Explosives
- ☐ Old Age Cargo
- ☐ Onhand by Consignee
- ☐ Outsize Cargo

**Inventory Reports**

- ☐ Grid Inventory Report
- ☐ Bay Inventory Report
- ☐ DCS SCIF Inventory Report
- ☐ Form 214

**By Mode**

- ☐ Cargo by CC/SH Code
- ☐ Cargo by Project
- ☐ Cargo by TAC
- ☐ Excessive PHT/SET
- ☐ Frustrated Cargo
- ☐ MICAP/Greensheet/999
- ☐ Pallet Listing
- ☐ Unchanged Status

**Figure 3-7. Select Report screen.**

Select the Bay Location/Loose Locations button and GATES will display the options you can choose. You can choose up to 10 bay locations or choose none and GATES will ask you if you want to query them all. You can also choose the status you want to inventory, as figure 3-8 shows. You can then choose how you want the information sorted, by bay location or priority.

Figure 3–8. Report Criteria screen.

You can also choose to display the report, e-mail the report, or schedule the report in the next screen. Choose “display the report” and an inventory report like the one in figure 4–9 will display, depending on what you chose to include in your report. You will use this to accomplish your inventory.

### *Palletized cargo*

Palletized cargo must also be inventoried. Again, using manual procedures, you can go to each grid location and write down the information or using GATES, create inventory reports to list the pallets in the system. The following table provides information that should be included and verified in a pallet grid inventory.

| Items to Include and Verify   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Pallet ID</li> <li>• Hour and date of oldest system entry time (SET) on pallet</li> <li>• Bay or zone location</li> <li>• APOE</li> <li>• APOD</li> <li>• Configuration</li> </ul> | <ul style="list-style-type: none"> <li>• Module type code</li> <li>• Type cargo code</li> <li>• Transportation priority</li> <li>• Total pieces on pallet</li> <li>• Total weight on unitized cargo</li> <li>• Total cube of unitized cargo</li> </ul> |

You can access a list of pallets in GATES through the Cargo Reports menu as described for the bay location inventory. Instead of selecting Bay Inventory/Cargo in Loose Locations, select Pallet Grid Inventory in the On Hand column (fig. 3–9). You can again choose to display, e-mail or schedule the report. After selecting “display the report,” GATES will display a listing of pallets instead, which you will use to inventory the grid locations.

Load planning will maintain a copy of the current outbound inventory to provide its own historical data as well as port management use.

| UNCLASSIFIED   |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
|--|--------------------|-----|-----|-----|----|----|----|-------|-------|-----|-------|-----------|--------|-----|------|------|----|------------|------|
| BAY INVENTORY/CARGO IN LOOSE LOCATIONS REPORT  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| PREPARED: 18 OCT 2004 16322 -291-  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| CRM - PCN: T0010012<br>REQUESTER NAME: Web Req Test  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| REMARKS: THIS REPORT INCLUDES ALL ON-HAND CARGO IN YOUR POST SEQUENCED BY BAY LOCATION. ALL HAZARDOUS CARGO ALSO. INCLUDES A REMARKS AREA. |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| BAY LOCATION: *, STATUS: INCHECKED, PROCESSED, LOAD PLANNED, MANIFESTED, FRUSTRATED  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| -----TCN-----  | PC                 | BAY | FOR | DOO | CC | SH | AD | FWT   | PWT   | PCS | WGT   | CURR STAT | CNCRKE | EDD | TP   | TAC  | CM | CNCRKE/EDD | SCAC |
| PF Name  | -----REMARKS-----  |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 01                 | 01  | TCN | CNS | U  | 1  | A  | 3326  | 440   | 1   | 142   | 0 LDP     | FE4484 | 1   | 0001 | S    |    | FE4487     |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 04                 | 01  | CNS | RMS | U  | 1  | A  | 4343  | 1153  | 1   | 142   | 0 LDP     | FE4481 | 1   | 0001 | L    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 07                 | 01  | CNS | RMS | U  | 1  | A  | 4343  | 1153  | 1   | 200   | 0 LDP     | FE4482 | 1   | 0001 | L    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 08                 | 01  | CNS | RFP | U  | 1  | A  | 4384  | 1672  | 1   | 49    | 0 LDP     | FE4481 | 1   | 0001 | A    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 09                 | 01  | TCN | RSL | U  | 1  | A  | 4384  | 1616  | 1   | 49    | 0 LDP     | FE4481 | 1   | 0001 | L    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 13                 | 01  | TCN | CNS | U  | 1  | A  | 4384  | 1652  | 1   | 49    | 0 LDP     | FE4484 | 1   | 0001 | S    |    | 124345677  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 17                 | 01  | TCN | CNS | U  | 1  | A  | 4384  | 1653  | 1   | 49    | 0 LDP     | FE4484 | 1   | 0001 | S    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 19                 | 01  | CNS | RMS | U  | 1  | A  | 4072  | 4073  | 1   | 49    | 0 FE4     | FE4481 | 1   | 0001 | A    |    | 124345679  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081001XXX   | 20                 | 01  | CNS | RMS | U  | 1  | A  | 4075  | 4076  | 1   | 49    | 0 FE1     | FE4481 | 1   | 0001 | A    |    | 124        |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0035061081002XXX   | 01                 | 01  | CNS | RMS | U  | 1  | A  | 4343  | 0     | 1   | 10    | 0 MAL     | FE4481 | 1   | 0001 | A    |    | FE4481616  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0045951021003XXX   | 0C                 | 01  | RMS | CNS | U  |    | A  | 3579  | 3579  | 1   | 1     | 0 FE2     | FE3089 | 999 | 1    | 0001 | S  |            |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 004646101001XXX  | 02                 | 01  | RMS | CNS | U  |    | A  | 4580  | 4580  | 1   | 20000 | 0 INC     | FE3089 | 999 | 1    | 0001 | S  |            |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0046461021001XXX   | 0C                 | 01  | RMS | CNS | U  | 1  | A  | 2853  | 0     | 5   | 447   | 0 LDP     | FE4484 | 999 | 1    | 0001 | S  | 062189322  |      |
|  | Registered Mail    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0422062461124XXX   | 01                 | 01  | CNS | DOV | U  | 1  | A  | 560   | 560   | 1   | 16    | 0 FE2     | FE4487 | 2   | 0001 | A    |    | FE4484     |      |
|  | LIFE OR DEATH MAIL |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0422062461124XXX   | 02                 | 01  | CNS | DOV | U  | 1  | A  | 560   | 560   | 1   | 16    | 0 FE2     | FE4487 | 2   | 0001 | A    |    | FE4484     |      |
|  | LIFE OR DEATH MAIL |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 0422062461124XXX   | 03                 | 01  | CNS | DOV | U  | 1  | A  | 560   | 560   | 1   | 16    | 0 FE1     | FE4487 | 2   | 0001 | A    |    | FE4484     |      |
|  | LIFE OR DEATH MAIL |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| PREPARED: 18 OCT 2004 16322 -291-  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| BAY INVENTORY/CARGO IN LOOSE LOCATIONS REPORT  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| CRM - PCN: T0010012<br>REQUESTER NAME: Web Req Test  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| REMARKS: THIS REPORT INCLUDES ALL ON-HAND CARGO IN YOUR POST SEQUENCED BY BAY LOCATION. ALL HAZARDOUS CARGO ALSO. INCLUDES A REMARKS AREA. |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| -----TCN-----  | PC                 | BAY | FOR | DOO | CC | SH | AD | FWT   | PWT   | PCS | WGT   | CURR STAT | CNCRKE | EDD | TP   | TAC  | CM | CNCRKE/EDD | SCAC |
| PF Name  | -----REMARKS-----  |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1127609400000XXX   | 01                 | 89  | CNS | CRS | V  | 2  | Z  | 13947 | 0     | 1   | 44    | 4 FE0     | W91Y27 | 103 | 1    | 81LM | A  | EW3123     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1127609400000XXX   | 02                 | 89  | CNS | CRS | V  | 2  | Z  | 13947 | 0     | 1   | 44    | 4 FE0     | W91Y27 | 103 | 1    | 81LM | A  | EW3123     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1127609400000XXX   | 0C                 | 89  | CNS | CRS | V  | 2  | Z  | 13947 | 0     | 2   | 88    | 12 FE0    | W91Y27 | 103 | 1    | 81LM | A  | EW3123     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1127611000000XXX   | 03                 | 89  | CNS | CRS | V  | 2  | Z  | 147   | 1     | 1   | 1305  | 184 FE0   | W91Z0W |     | 1    | 81LM | A  | EW3123     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1246460070000XXX   | 0C                 | 89  | CNS | FLA | B  | 2  | Z  | 13440 | 0     | 1   | 384   | 20 FE0    | W9080X |     | 1    | 81LM | A  | EW3123     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1462432770001XXX   | 0C                 | 91  | ANT | DOV | A  | 2  | A  | 13413 | 11741 | 1   | 2400  | 433 FE4   | FE3299 | 777 | 2    | S    | A  | FE4624     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1709746190001XXX   | 0C                 | 86  | RMS | NIX | A  | 2  | A  | 5840  | 3437  | 1   | 16    | 3 FE0     | FE4484 |     | 1    | FE07 | A  | FE4484     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1447053360003XXX   | 03                 | 86  | RMS | NIX | N  | 2  | A  | 5840  | 3437  | 1   | 10    | 2 FE0     | FE4471 |     | 2    | FE20 | A  | FE4470     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1167761940001XXX   | 0C                 | 86  | CNS | CNS | L  | X  | A  | 3329  | 0     | 1   | 1     | 1 MEL     | FE4484 | 999 | 1    | 0003 | S  | FE4484     |      |
|  | COURIER MATERIAL   |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1167761940002XXX   | 0C                 | 86  | CNS | EDA | L  | X  | A  | 3329  | 0     | 1   | 1     | 1 FE0     | FE4484 | 999 | 1    | 0003 | A  | FE4484     |      |
|  | COURIER MATERIAL   |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1167761940101XXX   | 0C                 | 86  | CNS | CNS | L  | X  | A  | 3329  | 0     | 1   | 1     | 1 MEL     | FE4484 | 999 | 1    | 0003 | S  | FE4484     |      |
|  | COURIER MATERIAL   |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1167761940102XXX   | 0C                 | 86  | CNS | RMS | L  | X  | A  | 3329  | 0     | 1   | 2     | 1 MAL     | FE4484 | 999 | 1    | 0003 | A  | FE4484     |      |
|  | COURIER MATERIAL   |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1709746190003XXX   | 0C                 | 89  | CNS | RMS | D  | C  | A  | 1127  | 3     | 4   | 100   | 2 MAL     | FE4487 |     | 3    | FE20 | A  | FE4416     |      |
|  | SIGNATURE SERVICE  |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1709746190004XXX   | 0C                 | 89  | CNS | RMS | D  | C  | A  | 1127  | 3     | 2   | 20    | 1 FE0     | FE4487 |     | 3    | FE20 | A  | FE4416     |      |
|  | SIGNATURE SERVICE  |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 1300095997644XXX   | 0C                 | 89  | CNS | RMS | J  | 2  | A  | 144   | 21    | 2   | 1000  | 100 INC   | FE4484 |     | 2    | FE2M | S  | FE4484     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| 156050960044XXX  | 0C                 | 89  | CNS | RMS | A  | 2  | A  | 6227  | 0     | 1   | 879   | 367 MAL   | FE3029 | 777 | 1    | FE2E | A  | FE5506     |      |
|  | GENERAL CARGO      |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |
| TOTAL PAGES: 1605  |                    |     |     |     |    |    |    |       |       |     |       |           |        |     |      |      |    |            |      |



## 428. Compute critical leg allowable cabin load and select loads manually

The load planning process begins after information control sets up and *opens* the flights. This normally happens the day before the mission departs, or sometimes even earlier. If you remember in the last unit, load planning maintains pallet content listings for each pallet on hand, including partially-built pallets and loose processed cargo. Using manual procedures, load planning will tentatively select loads using those on-hand files.

### Criteria for selection

As a load planner, you have many things to consider when selecting loads. You must select cargo based on primary considerations such as destination, priority, and SET. Space blocked cargo and passengers will be moved head of other designated missions, regardless of SET. Space blocked cargo is when a shipper requests, through the Tanker Airlift Control Center (TACC), designated space to move their cargo. If cargo or passengers are space blocked, TACC will usually notify aerial ports through GDSS and GATES or by telephone at non-automated stations.

Select AMC MICAP/very, very important parts (VVIP), registered mail, 999 cargo, and perishable rations ahead of other cargo or mail regardless of SET. Human remains (HR) and any escorts must move ahead of cargo and mail on an appropriate missions. Select green sheet cargo ahead of the requesting service's cargo only, without regard to SET.

You must also consider things like cargo compatibility, hazardous cargo compatibility with passenger missions, the type of cargo being moved, whether the cargo has couriers, aircraft-specific considerations, and other criteria.

If a shipment had to be split during processing because it did not fit on one pallet, you must make every effort to keep those pallets together on one aircraft. For shipments that cannot fit onto one aircraft, you must make every effort to move those shipments onto the minimum number of aircraft possible. (This will help maintain shipment integrity and alleviate equipment from becoming lost.)

Handle personal property shipments the same way. If a personal property shipment had to be split to maximize aircraft utilization, ship the remaining pieces on the next available aircraft and ship them to the same APOD to maintain shipment integrity.

### Aircraft critical leg allowable cabin load

You must also consider how much weight an aircraft can carry when determining the cabin load. Sometimes certain cargo is so heavy or flight times are so long that an aircraft will not be able to carry its maximum number of pallet positions or passengers. The weight an aircraft is allowed to carry (as determined by the weight or flight length) is referred to as the allowable cabin load (ACL).

### Critical leg allowable cabin load

A critical leg ACL is defined as "the maximum payload (cargo, mail, passengers, patients, and baggage) which may be carried over the most restrictive segment of a mission." The critical leg is normally the segment with the longest flying time and will usually be the most restrictive as to how much weight an aircraft can carry. Load planners will make every effort to load the maximum payload up to the constraint of the ACL for each leg segment of the flight. The total weight of cargo, mail, passengers, and baggage for the critical leg will never exceed the critical leg ACL.

Each type of aircraft has a maximum allowable weight that they can never exceed. For a C-5, its maximum allowable gross weight at 2.5 G-forces (G) is 769,000 lbs. That means that aircraft flying at 2.5 Gs can never exceed that weight, including the total combined weight of the aircraft, its fuel, its installed and removable equipment, its aircrew and their baggage, and its passengers and cargo. Exceeding this weight can damage the structure of the aircraft and make it unsafe to fly.

When an aircraft flies long distances, it requires more fuel. This increased amount of fuel adds more weight to the plane and lowers the amount of cargo and passengers that can be loaded onto the plane.

If an aircraft has several stops, the longest distance and flying time will determine what the critical leg ACL should be. If an aircraft refuels in-flight or has several refueling stops, it can usually hold more cargo and passengers because it doesn't need as much fuel on takeoff to make it to the next refueling point.

### *Aircraft's operating weight*

The command post is able to furnish much of the information needed to compute a firm ACL, especially for originating aircraft. However, for transiting aircraft, the ATOC ramp controller will meet the aircraft upon arrival to obtain the actual operating weight and balance data for computation of a firm ACL.

An operating weight is the aircraft basic weight, plus the weight of the aircraft equipment on board, such as emergency and steward's equipment. The aircrew's body weight and their baggage weight are also included in this number. This information can be found on a DD Form 365-4, Weight and Balance Clearance Form F – Transport/Tactical, or more commonly called a "Form F" (fig. 3-10). This information, along with revised fuel figures provided by the command post, will be used to compute the new or revised flight plan ACL. At originating stations, the Form F is usually not accomplished by the loadmasters until they show up at the aircraft; however, the aircraft basic weight can be obtained to calculate an estimated operating weight.

### *Aircraft configuration*

Operating weights are based on the configuration of the aircraft. If a mission is taking out an aeromedical evacuation mission, the equipment required and stored on the aircraft for that mission will be different than the equipment required for a cargo mission. The AFI 11 series publications we discussed in volume one lists the required equipment for each type of mission and required aircraft configuration. It also lists how much that equipment weighs and where it is stored on the aircraft. Using this information, you can find the applicable aircraft configuration and add the required equipment weight.

### *Crew members and amount of fuel*

You can obtain the number of crew members from the command post and use the standard planning weights listed in the publication to calculate their weight and baggage weight. Then you will have an estimated operating weight. You can obtain preliminary fuel weights from the command post or the flight planner to determine the rest. Although more accurate numbers will become available closer to mission departure, performing preliminary calculations will still provide you with a good idea of how much the aircraft can carry even before load planning cargo on a mission.

## **Inspection**

Once you tentatively select the cargo, you must physically inspect the load to ensure it is airworthy and will fit the aircraft configuration for which it is planned. You must ensure the cargo can safely be loaded on the aircraft you are planning – in fact load planners are the last thorough inspection the cargo receives. Aircraft services personnel will do some minor inspection; however, if they find discrepancies at that point, the mission could be delayed or the cargo could get bumped from the aircraft. The following list does not include everything, but load planners must at least inspect for each of these:

- Appropriate tie down and couplers, correct usage, and the right quantity.
- Overhang. Overhang is not a reason to reject a pallet, necessarily, but on certain aircraft it may be reason to reject it or load plan it a different way.
- Center of balance markings, if required.
- Weight, height and pallet/equipment contour.
- Cleanliness.
- Appropriate shoring accompanying the load.

[illegible]

**Figure 3–10. DD Form 365-4, “Form F”.**

If any discrepancies are found during the inspection, coordinate corrective action with the appropriate work center. If the work center is able to fix it in time, you should make every effort to load plan the item. If not, you can replace the item to make sure the aircraft is as full as possible (maximum aircraft utilization).

### **Preparing preload documents**

After selecting and inspecting the cargo, you must prepare a load plan to direct loading and other personnel how to prepare the aircraft for the load you have planned. For example, if you plan rolling stock, the rollers on the aircraft must be flipped down so the rolling stock will not damage them. If you plan pallets, the rollers must be up.

The aircraft ramp must be in the proper position to accept whatever cargo you have planned, whether it's down for rolling stock or up for pallets. Sometimes C-5 aircraft must hydro-mechanically kneel (forward, aft or level) to accept certain items like extremely tall pieces of rolling stock (e.g., 18-wheeler, etc.). If a particular item is very tall, the nose of the C-5 must be opened to load the item. The load plan gives everyone involved in loading the aircraft a clear picture of what is required.

### **Load plans**

There are several types of load plans. Currently we use ICODES for mobility moves, contingencies, and channel missions outside of AMC. This is an automated system with all the aircraft and their loading specifications loaded in it.

The system will not tell you everything about loading aircraft; however, if the cargo data is properly entered, the system will *flag* or *alert* load planners to certain aircraft limitations that have been exceeded. When units use this system for mobility moves, qualified air transportation load planners must inspect this document and accompanying cargo for validity. If it is correct, co-sign as a load validator and distribute the form as discussed in the following paragraphs.

You will use the AF Form 4080 to prepare load plans for AMC channel missions (figs. 3-11 and 3-12). At a minimum, prepare the form in three copies. The original and one copy goes to ATOC so they can make necessary coordinations, prepare the MLR, and brief the loadmaster/boom operator, who will use one of them as a working copy to load the aircraft. The third copy goes to aircraft services personnel to pull and set up the cargo and load the aircraft. If there are any discrepancies or changes, the ramp supervisor will annotate this copy and forward it to ATOC after the aircraft upload.

For commercial aircraft, the carrier representative sequences the load and forwards it to load planning personnel on a carrier-specific form. Load planning personnel then transfer the information to an AF Form 4080.

Load planners will make every effort to sequence cargo to facilitate easy offload at downline stations, especially where there is limited capability, or short ground time (3+15 or less); however, safety of flight must remain the highest priority. Load planners who are not fully qualified must have their AF Form 4080 inspected and countersigned by a qualified load planner.

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PREVIOUS EDITION IS OBSOLETE

**Figure 3–11. AF Form 4080, Load/Sequence Breakdown Worksheet (front).**

| IV. HAZARDOUS AND SPECIAL HANDLING CARGO INFORMATION            |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|---|---------------|----------------------|--------|------------------------------|------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------|
| A. PALLETIZED HAZARDOUS CARGO                                   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| DESTINA-  | LOCA-<br>TION | PCS                  | WEIGHT | PROPER SHIPPING NAME         | HAZARDOUS  | N.E.W.                              | P<br>CODE                           | REMARKS                             |                                     |           |
| KDH   | 1L            | 1                    | 3600   | ENGINES, INTERNAL COMBUSTION | 9          |                                     | P5                                  | UN3166                              |                                     |           |
| RMS   | 9R            | 4                    | 320    | FIRE EXTINGUISHERS           | 2.2        |                                     | P5                                  | UN1044                              |                                     |           |
| RMS   | 9R            | 5                    | 100    | FLAMMABLE LIQUID, NOS        | 3          |                                     | P3                                  | UN1993, PGT                         |                                     |           |
| RMS   | 9R            | 2                    | 60     | MAGNETIZED MATERIAL          | 9          |                                     | P5                                  | UN2807                              |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| B. LOOSE HAZARDOUS CARGO  |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| DESTINA-  | LOCA-<br>TION | PCS                  | WEIGHT | PROPER SHIPPING NAME         | HAZARDOUS  | N.E.W.                              | P<br>CODE                           | REMARKS                             |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
|   |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| C. LOOSE MAIL AND CARGO (Non-Hazardous)                         |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| DESTINA-  | LOCA-<br>TION | TCN                  | PCS    | WEIGHT                       | BAY<br>LOC | FSS/<br>(X)                         | MAIL<br>(X)                         | REG<br>(X)                          | 999<br>(X)                          | REMARKS   |
| KDH   | 9L            | FB4408 9008 3900 XXX | 1      | 5                            | 09         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | AMC MICRO |
| KDH   | 9L            | 009623 9008 X001 XXX | 1      | 2                            | 03         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | REG MAIL  |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
|   |               |                      |        |                              |            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |           |
| V. REMARKS  |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |
| No pay authorized from DOV-RMS due to P3 cargo loaded in PP 9R. |               |                      |        |                              |            |                                     |                                     |                                     |                                     |           |

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Figure 3-12. AF Form 4080, Load/Sequence Breakdown Worksheet (back).

### Load planning concepts

To help us understand basic facts about load planning, let's consider some of the terms used, as provided in the following table:

| Term  | Description   |
|---|---|
| Reference datum line (RDL)                  | We went over this term when we talked about center of balance. It is used for aircraft as well as cargo and represents an imaginary line at or near the front of an aircraft from which all of the following measurements are taken.  |
| Chord                                       | The distance between the leading edge and trailing edge of an aircraft wing, measured in inches, in the direction of normal airflow.  |
| Mean aerodynamic chord (MAC)                | Refers to the wing's lift point represented by an imaginary line running through the wing. The wing leading edge reference is 0 percent and increases 100 percent at the trailing edge.   |
| Center of gravity (CG)                      | This is the point from which you can suspend an aircraft in the air and have it remain perfectly level. We express it as the percent MAC (i.e., a CG may be 30% MAC).   |
| Leading edge mean aerodynamic chord (LEMAC) | This is the most forward edge of MAC or zero percent MAC measured in inches.  |
| Fuselage station                            | Any distance marked within the main body of an aircraft, measured in inches from the RDL.   |
| Weight                                      | The actual weight of an item, always expressed in pounds.   |
| Arm   | The distance in inches from the RDL to the center of balance of an item.  |
| Moment                                      | The product of multiplying an item's weight by its arm.   |
| Simplified moment                           | When dealing with aircraft weight and balance data, the numbers can be even larger than the calculations for vehicles. Each aircraft is assigned a number such as 10,000 or 100,000 that is used to divide those large numbers and reduce their size to make calculating center of balance easier. For example, for all calculations involving the C-17, you must either divide or multiply by 10,000 to calculate the center of balance for that aircraft. |

What does all this mean? To safely fly, each aircraft's center of balance (also referred to as the CG) must fall within a certain range. This range is measured in stations (in inches) and as a percentage of MAC. Figure 3-13 generalizes what we have learned so far and illustrates these concepts.

It is your job as a load planner to ensure that you sequence the cargo on the aircraft so that the aircraft CG falls within that range. We will not go over the details of how to calculate the CG for each aircraft because each one has its own very specific limitations; however, calculating the CG of an aircraft is somewhat similar to calculating the center of balance for a multi-pallet train.

Each piece of equipment loaded on the plane has a center of balance that, once loaded, will line up with a particular aircraft fuselage station. Multiply the weight of that item by its coinciding fuselage station to obtain the moments and divide by 10,000 (or the aircraft's assigned simplifier) to simplify the moment. The center of balance for single pallets is assumed to be in the middle of the pallet and each pallet position on the aircraft has a corresponding fuselage station. You then calculate the moments for each piece of equipment, multi-pallet train or single pallet on the aircraft and total both the weight and the moment.



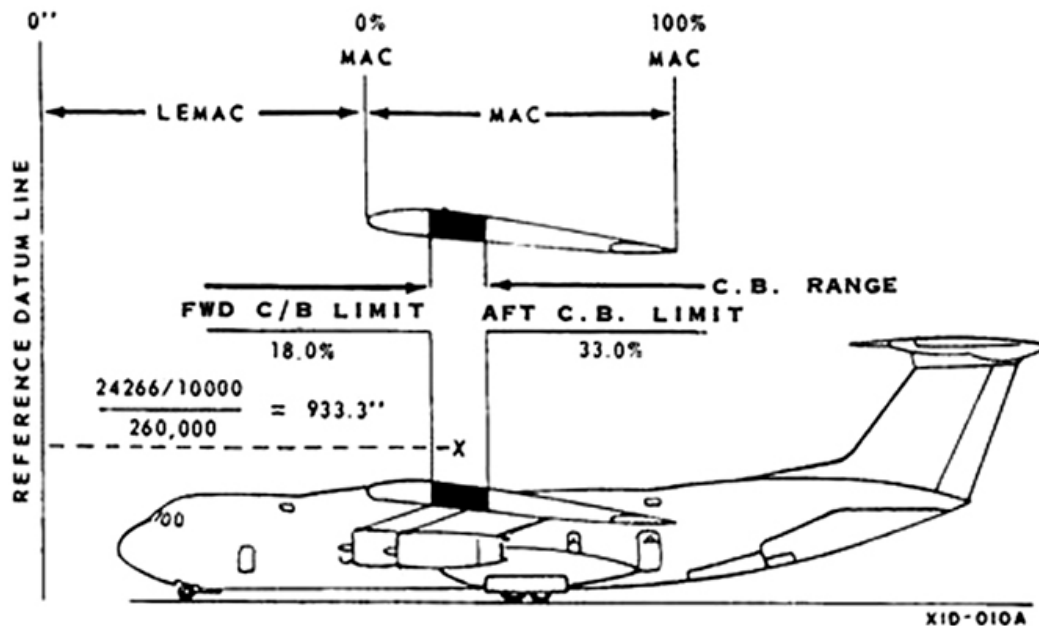


Figure 3-13. Aircraft center of gravity concept and terms.

To finalize the calculation, you will add those figures to actual operating weight and moment of the aircraft. This will give you a zero fuel weight and moment, which is just that – the weight and moment before any fuel has ever been added to the aircraft. Divide the total aircraft moment by the total aircraft weight and you will get an aircraft CG station. This number is the fuselage station in inches where the aircraft balances. To figure out the percent of MAC for your aircraft, you will need the already established LEMAC and MAC, in inches, for the type of aircraft you are planning. If your percent MAC falls within acceptable limits for that particular aircraft, your load plan and aircraft are balanced.

#### 429. Prepare manual manifests

In addition to load plans, load planners will prepare final manifests, using GATES or manual procedures, for each offload station along the route of the aircraft. Prepare a separate manifest for each of the following categories of cargo and mail for each manifest destination:

- General cargo.
- Ordinary mail.
- AMC MICAP/VVIP cargo.
- Registered mail.
- Life or death shipments.
- DCS material
- Each pallet or container moving via category “A” airlift.
- Human remains of deceased personnel.
- Signature service shipments.

Each manifest will be assigned a separate reference and number either manually, by the load planner or automated, by GATES. When terminals use GATES, the system will assign manifest numbers in numerical order according to the type of manifest. A manifest number consists of four parts: the manifesting air terminal identifier code, the last digit of the fiscal year, the type of manifest (cargo or mail), and a five-digit manifest number. The manifest number would look like this: SUU 9C 00001 (cargo) or SUU 9M 00001 (mail).



Each time a new manifest is created for each type of cargo, the manifest numbers continue in numerical order. Every fiscal year (October through September), the five-digit manifest numbers start over. In addition to the manifest number, each manifest has a manifest reference that corresponds with the number. These manifest references start with AA and continue alphabetically. Manifest reference “AA” is the first manifest; “AB” is the second manifest, and so forth. Load planners should keep track of each number and reference used to avoid duplication, especially when using manual procedures.

At each originating station, produce a minimum of six copies of each final cargo or mail manifest for all cargo and mail placed aboard DOD-owned, controlled, or contracted aircraft. The originating and terminating stations each require three copies for their operations. One copy and its accompanying documentation will remain at the originating station for inclusion in the “station copy file” after all appropriate signatures have been obtained by loading personnel. Each enroute station in between the originating and terminating stations needs one additional copy of each manifest. Originating and terminating stations each require four copies of registered mail and AMC MICAP/VVIP shipment manifests; each enroute station requires two additional copies.

If an enroute station requires more copies of any manifest, they are responsible for making the copies they need. There are a few exceptions, however: Dover requires five terminating registered mail manifests; Elmendorf requires six copies of the manifest(s) for shipments or aircraft transiting Elmendorf from offshore areas destined for CONUS stations.

Load planning must also prepare a GATES manifest disk for all deployment missions and any downline station that specifically requests it. The disk will be forwarded with the manifest package.

Ballast loads are not required to be manifested unless local management desires non-TWCF (transportation capital working fund) documentation to keep track of them. Aircraft assets which are installed components are not required to be manifested and are not governed by any DTS publication because the items are not being entered into the DTS as cargo. This applies to both non-hazardous and hazardous aircraft assets being shipped as spares in the mission support kit (MSK). The MSK must be for exclusive use by the transporting aircraft. MSKs moved to support other aircraft must be prepared and manifested as cargo.

Use of a computer-generated load plan from ICODES does not relieve the aerial port of responsibility for creating cargo manifests. For the downline stations to receive the cargo manifest and aircraft information and ITV capture, missions must be lifted no later than 30 minutes after aircraft block.

### **Documents accompanying the manifest**

When compiling the aircraft manifest package, a copy of all associated shipping documentation must be attached to that manifest. These documents can include the following but is not limited to:

- DD Form 1252, US Customs and Border Protection (CBP) Declaration for Personal Property Shipments.
- Shippers Declarations for Dangerous Goods (SDDG).
- DD Form 1387-2, Special Handling Data/Certification.
- DD Form 1907, Signature and Tally Record.
- Hazardous materials exemptions.

In addition, when manifesting hazardous materials on commercial-contract aircraft, the Department of Transportation Exemption (DOT-E) must be included in the manifest package along with a statement on the manifest that reads “DOT-E-7573 applies.”

### **Manual manifest**

When automated manifesting in GATES is not possible, load planners will manually manifest all cargo and mail loaded on the aircraft using the DD Form 1385, Cargo Manifest. When this form is

used as a backup manifest, the manifest header must be completed, but only pallet header and loose cargo/mail data is required in the body of the manifest. However, a pallet content listing (such as the AMC Form 39, Pallet Invoice or another automated listing) for each pallet will be attached to the manifest. ATOC will state the action taken at the originating station and action required by the destination station in the remarks section of the ALLOAD message.

When completing a manual manifest, you must prepare separate manifests for each type of cargo listed in the beginning of this listing. Manual manifesting procedures does not relieve you of this responsibility. If a single manifest contains both palletized and loose cargo, list pallet data first, filling in as much information as applicable to the pallet header data. Loose cargo should be listed in transportation control number (TCN) sequence within each manifest. Prepare a manifest correction for any significant errors (i.e., incorrect pieces, weight, or cube, etc.) made on the manifest and mark it as "Corrected Manifest." Send this manifest to the destination station or APOD.

It is especially important to keep track of manifest references and numbers, because if or when you are able to use GATES again, you must go back and remanifest the cargo in GATES to reconcile the system with what actually happened during manual procedures. Otherwise, any cargo you inchecked using GATES and then had to manually manifest will still show up in the system as on-hand, even though it has actually departed. In order to remanifest in GATES, you need to know on which manifest number and reference you placed each piece of cargo.

Figure 3-14 shows an example of a completed manual manifest. Notice at the top, there are two lines marked on the left side, one for air and one for surface. This manifest can be used for either type of transportation, but we will only go over air manifest completion. The line marked surface is not used in air manifesting. This top section is called header data and instructions to fill out this portion of the manifest are located in Table 203-15 in Part II of the *Defense Transportation Regulation (DTR)*. The bottom portion of the manifest is called prime data; instructions are located in Table 203-16 in Part II of the DTR. In order to assist you with filling out this form, refer to the follow table:

| Air Manifest Header Data         |   |
|----------------------------------|---|
| Block Title                      | Description   |
| Carrier                          | Enter the carrier abbreviation (i.e., AMC). The block can hold up to five characters, so insert zeros in front of anything shorter (i.e., 00AMC).   |
| A/C No                           | Enter the aircraft tail number.   |
| A/C Model                        | Enter the aircraft model and series number (i.e., 005 [for a C-5]).   |
| Dest Code                        | Enter the POD air terminal identifier code.   |
| REF                              | Enter the manifest reference code associated with the manifest number.  |
| Destination                      | Enter the in-the-clear destination.   |
| Mission Data<br>(No and Date)    | Enter the mission number assigned to the aircraft in the first two blocks and the Julian date of the mission number in the date block.  |
| Manifest ID<br>(STA, FY, TY, NO) | STA: Enter the air terminal identifier code of the manifesting station.<br>FY: Enter the last digit of the fiscal year.<br>TY: Enter the type of manifest (C for cargo; M for mail).<br>NO: Enter the last five digits of the manifest number. If it's less than five numbers, precede the number with zeros (00001). |

| Air Manifest Header Data          |   |
|-----------------------------------|---|
| Block Title                       | Description   |
| Doc ID                            | Enter the three-digit document identifier code as follows: <ul style="list-style-type: none"> <li>• First position: Always "T."</li> <li>• Second position: Same as the second position on the TCMD.</li> <li>• Third position: "A" for a loose shipment and "D" for a shipment loaded on a 463L pallet.</li> </ul> |
| Vehicle Trailer or Cntnr Number   | Enter the pallet ID on which the shipment is loaded.  |
| Commodity Descrip                 | For non-palletized mail, enter the registry number. For all other shipments, enter the consignor Department of Defense activity address code (DODAAC). Also enter the GMT hour/day code the shipment leaves the APOE.   |
| Com Code/Cargo Exc                | Enter the commodity/air special handling or mail code.  |
| Air DM                            | Enter the air dimension code.   |
| Port of Disch                     | Enter the POD air terminal identifier code.   |
| Type Pack                         | Enter the onward method code.   |
| Transportation Control Number     | Enter the TCN.  |
| Consignee (Serv/Activity Address) | Enter the consignee DODAAC.   |
| Priority                          | Enter the transportation priority.  |
| RDD                               | Enter the required delivery date (RDD) or movement indicator (444, 555, 999, N_, E_, etc.), if applicable. If not, leave blank.   |
| PROJ                              | Enter the project code. If none, leave blank.   |
| STOW LOC                          | Enter the GMT hour/day code the shipment was processed into the system at the APOE.   |
| TRANS ACCT                        | Enter the transportation account code (TAC).  |
| Pieces                            | Enter the total number of pieces.   |
| Weight                            | Enter the total weight.   |
| Cube                              | Enter the total cube.   |

### Bumped cargo

A bumped pallet or shipment is any pallet or shipment of cargo/mail that is manifested, but removed from the manifest or aircraft. Manifested cargo/mail shipments will not be bumped without ATOC's approval. Loadmasters/boom operators will accept loads when properly prepared by authorized load planners. Personal preference is not a reason for a loadmaster/boom operator to refuse loads. Loads will be refused only when they exceed aircraft limitation or affect flight safety.

Once ATOC approves bumping a shipment, they will initiate a bumped cargo worksheet with the shipment's information and send it to every affected section. Load planners must make every effort to replace the bumped cargo with another shipment, if time permits. Load planning may also generate a new manifest reflecting the changes. If time does not permit, ATOC will correct the existing manifest by circling the shipment that was bumped and writing "Pallet [or shipment] bumped at [three letter air terminal identifier code]." Load planners will then ensure the original bumped cargo worksheet with all required signatures is given back to ATOC.

**Figure 3–14. DD Form 1385, Cargo Manifest.**

## Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

### **427. Accomplish air terminal inventory**

1. What are the responsibilities of the load planning function?
2. As a minimum, how many months of ramp services experience should load planners have?
3. What skill level must you possess to be a load planner?
4. Which cargo is load planning responsible for inventorying and how often?
5. The inventory must include a count of the cargo on hand and what other quality control actions?
6. During the inventory, which discrepancies are load planners responsible for remedying?
7. For loose cargo inventories, which information, at a minimum, must you list?
8. For palletized cargo inventories, which information must you list and verify?

### **428. Compute critical leg allowable cabin load and select loads manually**

1. Using manual procedures, which documents do load planners use to select the cargo to load plan?
2. What are the primary considerations for selecting cargo for load planning?
3. Which types of shipments must be moved ahead of other cargo regardless of SET?
4. What is a critical leg ACL?

5. What factors are included in an aircraft's maximum allowable gross weight?
6. Where can you get the information you need to compute a firm ACL?
7. What factors are included in an aircraft's operating weight?
8. Which Air Force publication series list the required equipment for each type of mission and configuration?
9. List some of the requirements you must inspect as a load planner.
10. If you find a discrepancy during your inspection, what must you do?
11. Which types of load plans are authorized for mobility and contingency missions?
12. For which type of missions is the AF Form 4080 used?
13. How many copies *at a minimum* of the AF Form 4080 are prepared and how are they distributed?
14. How does ATOC use the AF Form 4080?
15. How do aircraft services personnel use the AF Form 4080?
16. Who is responsible for sequencing loads for commercial aircraft?
17. In which two ways are an aircraft's CG range measured?
18. What is a zero fuel weight?

19. How do you know your load plan and aircraft are balanced?

**429. Prepare manual manifests**

1. Other than general cargo, which type of shipments must be manifested separately?
2. What are the four parts of a manifest number?
3. How many copies *minimum* of a manifest must be prepared at originating stations?
4. When must a manifest disk be prepared in addition to the manifests?
5. Which types of shipments are not required to be manifested?
6. What types of documents must be attached to the aircraft copy of the cargo manifest?
7. Which form is used to manually manifest cargo and mail?
8. While the header data must be completed on a manual cargo manifest, how will the body of the manifest be completed?
9. When a manifest contains both pallets and loose cargo/mail, how are they arranged?
10. Who must approve a bumped shipment?
11. When may loadmasters/boom operators refuse a load?
12. When time does not allow load planners to generate a new manifest for bumped cargo, what must ATOC personnel do?

### 3-3. Records Management

In this section, we will discuss the maintenance and disposition of transportation documents created within the DTS. We will consider how to accomplish rehandled logs, how to conduct tracer action on cargo, and how to maintain, review, and reconcile the various documents you have learned about throughout this course.

Even though we use computer systems like GATES and Cargo Movement Operating System (CMOS) to process and track cargo, mail and passengers within the airlift system, you will need to maintain automated and hard copies of these documents. You must not only know how to use the systems, but how to complete, review and maintain the manual versions of the documents.

#### 430. Rehandled work load logs

The AMC Form 56, Rehandled Workload, is designed to provide aerial port sections and squadron-level management with an overview of the rehandled workload for their units. All entries on AMC Form 56 will be in ink, pencil, or typed. Leave blocks not requiring an entry blank.

At the end of each month, ATOC and each section handling passengers, cargo and mail will forward their completed AMC Forms 56 to their section leadership for review. After reviewing and verifying the information, the section leadership will forward the completed AMC Form 56s to the Records, Reports, and Analysis section (Data Records) to consolidate and include in the Reports Control Symbol (RCS): AMC-A4 7107 report no later than the 20<sup>th</sup> of each month. The 7107 report is used to justify personnel, equipment, and facility levels. Data is also used to project future workloads and document facts for various studies. That is why it is critical that you complete all transportation documents, including the AMC Form 56, as accurately and completely as possible. Not doing so could result in less manpower, equipment, and facilities for your unit.

Rehandled aircraft workload is defined as those aircraft rehandled or reworked due to requirement changes outside the control of the air terminal. Examples include extended delays (i.e., delays of 24 hours or greater), routing changes, load changes, or aircraft swaps resulting in the re-accomplishment of any previously completed aerial port task, excluding the ATOC information control function. The following illustrates when ATOC and cargo processing functions should complete the AMC Form 56 (fig. 3-15).

ATOC will fill out the AMC Form 56 if an ATOC representative is required to make additional trips to an aircraft during any of the following reasons:

- Extended delays.
- Mission re-routes.
- Load or aircraft swaps.

Cargo Processing will fill out the AMC Form 56 if any of the following occurs:

- Cargo is bumped from a flight.
- A properly load-planned load is resequenced to meet loadmaster approval.
- Cargo is transferred from one aircraft to another (tail swapped).
- Cargo is downloaded from a cancelled mission.
- Pallets are reconfigured due to opportune airlift.
- Cargo is frustrated to Air Clearance Authority/Customer Service Branch (ACA/CSB).
- Pre-built pallets arrived improperly configured and are reconfigured by aerial port personnel.
- Cargo load is switched.
- Loads are returned to storage locations after mission changes.
- Cargo requiring re-icing more than one time.



09L50H24

The following table describes how to complete the AMC Form 56:

The following table describes how to complete the AMC Form 56:

| Block Title   | Required Entry   |
|---|--|
| Authentication (Signed):  | Requires a review/validation signature from the appropriate officer in charge (OIC)/superintendent of section performing the rehandled aircraft workload.  |
| Date Block:   | From= Enter the day, month and year.<br>To= Enter the day, month, and year.  |
| Page _____ of _____ pages:  | Self-explanatory.  |
| Mission number/call sign:   | Enter the 12-position mission number (e.g., PQC T657Y0186).  |
| Aircraft Type/Number:   | C-17, B-747, DC-10, etc.   |
| Cargo rehandled:<br><br>This section applies to the Cargo Processing and Ramp Operations functions.<br><br>Complete as follows using gross weights: | Pounds offloaded. Enter the gross weight of cargo offloaded.<br><br>Pounds on-loaded. Enter the gross weight of cargo on-loaded.<br><br>Pounds reprocessed. Enter the gross weight of cargo reprocessed (e.g., load resequence, pallet reconfiguration, frustrated cargo, etc.). |

| Block Title            | Required Entry   |
|------------------------|--|
| Aircraft Rehandled:    | This section applies only to ATOC.<br>Enter the number of rehandled actions performed for each mission.  |
| Affected Work Center:  | Enter the work center performing the rehandled work.   |
| Reason for Rehandling: | State reasons for task indicated. Do not omit this item. Provide rationale for all rehandle actions. Attach a continuation page if you can't provide complete rationale in the space provided. |

Fleet Service personnel use the AMC Form 65, Aircraft Reserviced Workload, to capture rehandled data for fleet operational tasks to include mission set-ups, expendables and meal delivery, potable water and lavatory servicing, and trash pickup. Passenger Service personnel use the AMC Form 108, Passenger Rehandled Workload, to capture passenger rehandles.

Both forms are designed to provide section and squadron leadership with an overview of their monthly rehandled workload. The AMC Forms 65 and 108 are submitted at the end of each month and are source documents for the AMC A4 7107 report.

### **431. Review and reconcile transportation documentation**

We define transportation documents as forms and documents used in transportation operations to record the receipt, storage, movement, delivery, and other processing of passengers, baggage, cargo, and mail. These documents consist of DOD, AF, AMC, and other forms. In some cases, documented correspondence, locally reproduced documents, other military services forms, or case files of documents related to or used to substantiate transportation forms, may be considered as transportation documents. In this lesson, we will discuss how to review and reconcile transportation documentation.

While reviewing and reconciling transportation documentation, your job is to make sure the documents are correct and complete so that AMC can be reimbursed the money it spends on transportation. The users of our airlift must pay for those services and you are critical to making sure this is accomplished.

#### **Reviewing transportation documentation**

At a minimum, aerial port management must review the following reports *daily*:

- Frustrated cargo.
- Deleted records.
- AMC MICAP/green sheet/"999."
- Excessive port hold time (PHT) or SET.

While port management can view other reports as local policy dictates, they must review the following at least *weekly*:

- Over/short shipment report.
- Port level by destination.
- Pallet listing report.
- Manifest header summary.
- Movement report (outbound).
- Mission recap.
- Detail movement report.

You can help them by doing your job to the best of your ability and making sure the documents you complete are filled out correctly and completely. Due to the limited scope of this unit, we will not discuss how to review each form we have covered within this CDC.

You can also monitor cargo and passenger data for incorrect or incomplete information such as incorrect onward modes, excessive PHT hours, wrong ports of debarkation (POD), and misuse of deleted records. Completing and monitoring these reports will identify problem shipments and ensure the proper corrective actions are taken to reconcile any discrepancies. Always be vigilant for errors in transportation documents and make necessary corrections when you find them.

### **Reconciling transportation documentation**

Although the billing process for cargo shipments and passengers begins with *you* when you properly complete or review the documents, the official billing process begins when manifests are transmitted via GATES to the Airlift Service Industrial Fund Integrated Computer System (ASIFICS) located at Scott AFB, IL. Every day, manifests are run through edits and are processed for billing via ASIFICS. Each aerial port or Revenue Traffic Data Processing Center (RTDPC) is responsible for controlling and reporting manifests, storing records, and overseeing assigned down line stations.

Cargo, mail, and passenger manifests are transmitted to ASIFICS through GATES either directly or through RTDPCs. Each air terminal (GATES sites) or RTDPC (non-GATES sites) is responsible for making sure ASIFICS is able to process the manifests.

GATES tracks manifests automatically when they are produced within the aerial port manifest register. To reconcile or process manifests, we use either the aerial port manifest register (GATES sites) or the aerial port manifest receipt control listing (non-GATES sites). These registers/listings show the control numbers for all manifests sequentially that were approved by ASIFICS for billing. When manifests are created out of sequence, notify HQ AMC immediately to ensure proper billing. Reconciling manifests involves three steps:

- Researching all skipped manifest numbers on the manifest register.
- Accounting for all the skips (e.g., was the manifest deleted, cancelled, etc.?).
- Correcting the data to ensure proper billing.

There is another very critical part of reviewing and reconciling transportation documentation. After the shift supervisor of ATOC signs the AMC Form 77 and sends it to data records for review and filing, data records personnel must review the folder to ensure all aircraft data and events are accurately captured and all transportation documents that apply to that mission are included in the package. For example, if there is cargo, mail and passengers on the mission, the AMC Form 77 should have all of those manifests. When reviewing the AMC Form 77, you must perform the following:

- Review the package to ensure all manifests and other documents are included.
- Make sure all other supporting documentation, such as passenger orders and SDDGs are included when they apply.
- Compare the manifests to the AMC Form 77 to ensure the manifest totals are accurately reflected on the form.

If you notice any discrepancies, you must make sure the necessary corrections or updates are made. This means you must either send the package back to ATOC for correction or correct it yourself, if possible. Once this is accomplished, you can file the package and rest assured that the airlift will be properly billed.

### **Conducting tracer action**

Another way to review and reconcile transportation documentation is by conducting tracer action. Sometimes shippers, receivers, or other transshippers will want to know where their cargo is within the DTS and will call aerial port personnel to find out. Normally, CSB personnel will do most



The information contained within GATES is only as good as the person who has input it. Remember: “Garbage in, garbage out.” Just because a TCN shows up in GATES at your station does not mean it is physically there. When you suspect GATES is incorrect, or if your computer system is nonoperational, you will need to physically search the warehouse and cargo yards to locate a piece of cargo.

Conducting tracer action is especially important when dealing with lost, short shipped, overshipped, and pilfered cargo. Sometimes tracer action will be the first steps to initiating transportation discrepancy reports. When dealing with shipments that were inchecked, but cannot be located in the terminal, you must conduct a tracer action both in GATES and a physical search of the warehouse. If, after 30 calendar days the shipment is still unaccountable, the shipment is considered lost; air terminal management will initiate a Standard Form (DD) 361, Transportation Discrepancy Report (TDR). So even though conducting tracer action is a simple task, it is very important to reconciling transportation records.

### **432. Maintain transportation documentation files**

Due to our continuous need to research past flight information, and occasional direction by higher headquarters to maintain documents indefinitely, AMC must consolidate all source documents for each mission into a single file per mission, referred to as a consolidated flight package (CFP). Consolidate all acquired documentation into one folder or envelope marked with the mission number. As a minimum, CFPs will contain only one copy of each of the following:

- Cargo/mail/passenger and *RUSH* baggage manifest.
- Thruload, originating and terminating manifests (complete with all annotations of over and short shipments).
- Final signed copy of the AMC Form 77.
- Copy of each travel order attached to the final TWCF passenger manifest.
- Additionally, file any source documentation acquired not already in the AMC Form 77 (e.g., pertinent notes specific to mission operations).

All stations performing operations on behalf of AMC or those using AMC systems for manifesting must use the CFP filing process. Each port must maintain access to the CFP for the active fiscal year plus one inactive year for a total of two fiscal years. File each CFP by Julian date beginning with the start of the fiscal year. Continue filing under the date, classifying all missions as terminating, originating, or thruload, using the filing plan for an electronic consolidated flight package (ECFP), as shown in figure 3-17.

If a mission number changes, print the last copy of the AMC Form 77 and attach to the new mission number. For example:

*PBP0375EO223 is scheduled to transit EDF, but is recut to support PAM0595EA0220. Print an additional copy of the inbound folder of mission “0375” AMC Form 77 and attach to the “0595” AMC Form 77. Terminate the “0375” mission” and file.*

Maintain CFPs for both missions intact and file separately under appropriate heading; there is no need to duplicate all information maintained within the “0375” CFP into the “0595” CFP. At stations with thruload missions, maintain one CFP and file all documents for each thruload mission as “thruload.” For missions that originate and terminate at the same station (i.e., RMS-TZL-TZR-RMS), consolidate information into one CFP and file under “originating” regardless of the minor mission number changes. Take every effort to not duplicate records. In these circumstances, do not separate by TWCF and non-TWCF.

Stations generating AMC Forms 68 (including deployed sites or austere locations) will maintain the completed and signed AMC Forms 68 and all supporting documentation in lieu of the AMC Form 77, and dispose of them in the same manner as above. Remember to close out AMC Forms 68 every day at 2400Z. Maintain the current and previous fiscal year on station, and forward all remaining data to

the base staging area. All stations performing port operations will consider CFPs as permanent documents and will retire them to the base staging area after two fiscal years. If working data records or RTDPC functions, you may receive requests for information. Consult your supervisor to make sure you are complying with *Freedom of Information Act (FOIA)* guidelines.

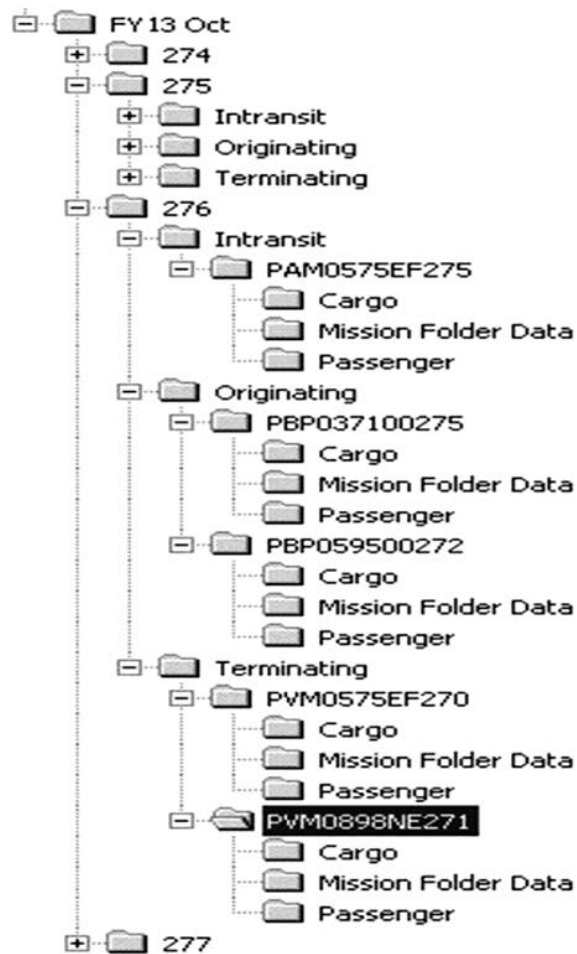


Figure 3-17. Filing Plan for Electronic Consolidated Flight Package.

The following table outlines how long you should maintain transportation records.

| If Records are or Pertain To  | If Records Consist Of   | Which Are   | Then   |
|---|---|---|--|
| Military airlift (MILAIR) originating, terminating, and intransit airlift, using automated and manual documents | Air cargo and passenger boarding manifests for AMC Form 77, Aircraft Ground Handling Form.  | Filed separately or in CFP. Filed as CFP after 1 Oct 2003.<br><br>Maintain current year plus 1 inactive fiscal year at the base staging as permanent. |  |
| Manifest Registers  | Cargo and passenger air manifest registers: surface conveyance and land bridge manifest registers.                                    |   | Maintain current year plus 1 inactive fiscal year at the port. |
| Transportation Discrepancy Reports  | Reports pertaining to traffic irregularities, packaging and handling deficiencies, over short, damaged, pilfered, and lost shipments. | SF Form 361, Transportation Discrepancy Report and SF 364, Report of Discrepancy.   | Maintain current year plus 1 inactive fiscal year at the port. |

| If Records are or Pertain To               | If Records Consist Of   | Which Are     | Then                   |
|--|---|---------------|------------------------|
| MILAIR Baggage Irregularities              | Inventories, tracer actions, baggage identification tags and related correspondence that are records of lost, found, pilfered, and damaged baggage. |               | Destroy after 1 year.  |
| MILAIR Baggage Irregularities – HQ AMC BSC |   | At HQ AMC BSC | Destroy after 2 years. |

### Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

#### 430. Rehandled work load logs

1. What is the AMC Form 56 designed to provide?
2. How are all entries made on the AMC Form 56?
3. Into which HQ AMC report will data records personnel consolidate AMC Form 56 data?
4. What report is used to justify personnel, equipment, and facility levels?
5. Not completing the AMC Form 56 accurately and completely as possible could result in what?
6. Define rehandled aircraft workload and provide some examples?
7. List the reasons ATOC personnel would fill out the AMC Form 56?
8. If a load plan was resequenced to meet loadmaster approval, who would accomplish this entry on the AMC Form 56?
9. Who is required to sign the Authentication block on the AMC Form 56?

10. What additional forms are used to capture rehandled workload?
11. When are the AMC Forms 65 and 108 required to be submitted for inclusion into the AMC A4 7107 report?

#### **431. Review and reconcile transportation documentation**

1. Define transportation documents.
2. What is your job in reviewing and reconciling transportation documents and why is it so important to the AMC mission?
3. Which reports must aerial port management review daily?
4. What reports will aerial port management review at least weekly?
5. Provide examples of incorrect or incomplete information you will need to monitor on all cargo and passenger data documents?
6. When the official billing process begins, what system transmits manifests and where are they transmitted?
7. Who is responsible for controlling and reporting manifests, storing records, and overseeing assigned downline stations?
8. What system automatically tracks manifests once they are produced within the aerial port manifest register?
9. What will be used to reconcile cargo, mail, and passenger manifest at non-GATES sites?
10. Who must be notified immediately to ensure proper billing when manifests are created out of sequence?



11. List the three steps in reconciling manifests.
12. When reviewing the AMC Form 77 what steps must you accomplish?
13. What is another way to review or reconcile transportation documentation?
14. When is conducting tracer action especially important?

**432. Maintain transportation documentation files**

1. What is the consolidated source documentation for each AMC mission called?
2. List the *minimum* required source documents located within a CFP?
3. How long must each port maintain access to its CFPs?
4. When a mission number changes, what will you do with the AMC Form 77?
5. When you are working data records or RTDPC functions, you may receive requests for information. What should you do before providing this information?

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### **Answers to Self-Test Questions**

**422**

1. The air terminal maximizes the amount of passenger and cargo space for each mission.
2. The MLR.
3. As soon as the load is firm, but no later than 30 minutes after aircraft departure.
4. It is the main way AMC aerial ports communicate mission related cargo and passenger information between ports.
5. The senior controller on duty.
6. By fax, e-mail, or telephone.
7. Main information for a particular mission, including the mission number, type aircraft, tail number, configuration, departing, next station, estimated time of arrival (ETA) next station, and routing.
8. Cargo summary.

9. All hazardous cargo, arms, ammunition, and explosives onboard the aircraft.
10. Special Interest Cargo Section; provide a specific location of where the shipment is located on the aircraft.
11. The deceased individual's name, rank, branch of service, and the agency or individual who will receive the remains.
12. Load planning.
13. Help these work centers to better prepare to minimize the chaos for manual operations.
14. Obtain an inbound and outbound flight schedule from the command post, and obtain detailed information about each flight (seat release, available pallet positions, etc.).
15. Pass on the completed AMC Form 77 to the other aerial port work centers as it pertains to them.
16. The actual times each task was started and completed.
17. GMT.
18. Pencil.
19. Accuracy and content; shift supervisor.
20. AMC exercise or contingency, JA/ATT, EORI, OPLANS, SAAM, and local training missions.
21. 2400 GMT each day.
22. Use the previous day's AMC Form 68 until complete day's missions can no longer be recorded.

#### **423**

1. Gathering, processing, and disseminating all information pertaining to air terminal operations.
2. Air Terminal Operations Center.
3. Information control.
4. They must update work centers on MLR information and aircraft maintenance status. In addition, they must monitor aircrew notification and load briefings, hazardous cargo briefings, C2 agency coordination, meal closeout times, MHE/vehicle/equipment availability, border clearance issues, delay reporting, and re-handled workload.

#### **424**

1. AMC Form 302, AMC Form 30, hazardous brief sheet and AF Form 4080 or ICODES load plan.
2. The loadmaster needs to know where all of the hazardous material is so that if something happens in-flight, he or she will have the necessary information to respond quickly and avert a potential disaster.
3. Prepare yourself. Know what's on the aircraft before you start the briefing. Be prepared to answer any questions. You must brief both onload and thruload cargo, so if you are unfamiliar with the thruload cargo, get to know it so you can properly brief.
4. The identification number, proper shipping name, hazard class, and packing group; total quantity in weight or volume; special information in case of emergency; NEW for explosive cargo; exactly where the item is/will be located on the aircraft; and if the load consists of incompatible hazardous materials, then brief it and provide the approved waiver to the loadmaster.
5. Whether escorts or couriers are required for the cargo; whether protective clothing or equipment is required; whether passengers are allowed on the aircraft with the cargo, and how many; AMC commercial-contracted missions require special permits to carry hazardous cargo. Brief and provide copies of these permits to carrier representatives.
6. Air terminal representative and the loadmaster.
7. Closely monitoring all aerial port operations while maintaining a constant line of communication with the information control function.
8. The GMT and Julian date of aircraft block time in the upper right-hand corner.
9. The ramp controller will search the aircraft to recover it, if possible.
10. Meet all inbound aircraft; collect all cargo and mail manifests for all cargo being off-loaded; physically inventory in-transit cargo aboard the aircraft; and make sure special handling personnel will have enough copies of registered mail and other special cargo manifests to transfer accountability of the cargo.
11. AF Form 4080 or locally produced worksheet.

12. AF Form 4080 or ICODES load plan, cargo and mail manifests (GATES or manual) including the hazardous cargo brief sheet, AMC IMT 1033, DD Form 2133, Passenger Manifests, GATES or manual (if available at the time of briefing), DD Form 1252, and DD Form 1387-2, Air Transportability Testing and Loading Agency Certification (ATTLA).
13. Three separate copies, one for each destination.

**425**

1. Daily or monthly airlift capability forecasts.
2. They extract the necessary data from appropriate C2 systems (i.e., GATES, GDSS-II, etc.) or published schedules and amendments to prepare a daily mission schedule.
3. Whether a particular mission is authorized specific exceptions from normal rules for hazardous cargo fuel levels, compatibility, and packaging, or if they must abide by normal channel hazardous cargo restrictions.
4. At the earliest possible date, but no later than 24 hours prior to the mission's departure time.

**426**

1. DOD unit and non-unit cargo, passengers, patients, forces, military and commercial airlift, sealift, surface assets and personal property.
2. To determine if a particular force or capability has reached its destination and is ready to perform its mission and also the ability to reprioritize or redirect those forces.
3. IGC.
4. GATES.
5. Two hours for all intra-theater and CONUS air movements, and one hour for all sustainment airlift and unit/non-unit strategic air movements.

**427**

1. Planning, selecting, sequencing, and monitoring each cargo and mail load.
2. Six.
3. 5-skill level or higher.
4. Outbound cargo (as well as mail) daily.
5. Correction of TCMD data, mislocation of cargo, physical appearance, validity of pallet data, placarding, etc.
6. Data discrepancies that are correctable.
7. Warehouse location, APOD, commodity/special handling code, TCN, priority, date received, number of pieces, weight, and cube.
8. Pallet ID, hour/date of oldest SET on pallet, bay/zone location, APOE, APOD, configuration, module type code, type cargo code, transportation priority, total pieces, total weight, and total cube.

**428**

1. Pallet contents listings.
2. Destination, priority and SET.
3. Space blocked, AMC MICAP/VVIP, registered mail, 999, and human remains.
4. The maximum payload which may be carried over the most restrictive segment of a mission.
5. Weight of the aircraft, its fuel, its installed and removable equipment, its aircrew and their baggage, and its passengers and cargo.
6. The command post or ATOC ramp controller.
7. The aircraft basic weight, plus the weight of the aircraft equipment on board, such as emergency steward's equipment, and the aircrew weight and baggage weight.
8. AFI 11-series publications.
9. Appropriate tie down and couplers, correct usage, and the right quantity; overhang; center of balance markings; weight, height, pallet/equipment contour; cleanliness, appropriate shoring accompanying the load.

10. Coordinate corrective action with the appropriate work center and try to load plan the item if can be corrected.
11. ICODES.
12. AMC channel missions.
13. Three copies; the original and one copy go to ATOC, while the third copy goes to aircraft services personnel.
14. Make necessary coordinations, prepare the MLR, and brief the loadmaster/boom operator.
15. Pull and set up the cargo and load the aircraft.
16. The carrier representative.
17. In stations (in inches) and as a percent of MAC.
18. The weight and moment of an aircraft before fuel has been added.
19. When your percent MAC falls within acceptable limits for the particular aircraft you're planning.

**429**

1. Ordinary mail, AMC MICAP/VVIP cargo, registered mail, life or death shipments, DCS material, each pallet/container moving via category "A" airlift, human remains of deceased personnel, signature service shipments.
2. The manifesting air terminal identifier code, the last digit of the fiscal year, the type of manifest, and a five-digit manifest number.
3. Six.
4. For all deployment missions and any downline station that specifically requests it.
5. Ballast loads, aircraft assets which are installed components or being shipped in the mission spares kit exclusive for that aircraft.
6. DD Form 1252, SDDG, DD Form 1387-2, DD Form 1907, hazardous materials exemptions, etc.
7. DD Form 1385.
8. Only pallet header and loose cargo/mail data will be included in the body; however, a pallet content listing for each pallet will be attached to the manifest.
9. Pallets first and then loose cargo in TCN sequence.
10. ATOC.
11. Only when it exceeds aircraft limitations or affects flight safety.
12. Correct the existing manifest by circling the shipment that was bumped and writing "Pallet [or shipment] bumped at [three letter air terminal identifier code]."

**430**

1. It provides aerial port sections and squadron-level management with an overview of the rehandled workload for their unit.
2. In ink, pencil, or typed.
3. The RCS: AMC-A4 7107 report.
4. 7107 Report.
5. Less manpower, equipment, and facilities for your unit.
6. Aircraft rehandled or reworked due to requirement changes outside the control of the air terminal. Examples include extended delays (delays 24 hours or greater), routing changes, load changes, or aircraft swaps resulting in the re-accomplishment of any previously completed aerial port task.
7. When an ATOC representative is required to make additional trips to an aircraft during extended delays, mission re-routes, or load or aircraft swaps.
8. The cargo processing section.
9. The OIC/superintendent of the section performing the rehandled aircraft workload.
10. AMC Form 65 and AMC Form 108.
11. At the end of each month.

**431**

1. Forms and documents used in transportation operations to record the receipt, storage, movement, delivery, and other processing of passengers, baggage, cargo, and mail..
2. Make sure the documents are correct and complete; this allows AMC to be reimbursed the money it spends on transportation.
3. Frustrated cargo, deleted records, AMC MICAP/greensheet/"999," excessive PHT or SET.
4. Over/short shipment report, port level by destination, pallet listing report, manifest header summary, movement report (outbound), mission recap, detail movement report.
5. Incorrect onward modes, excessive PHT hours, wrong PODs, misuse of deleted records.
6. GATES; ASIFICS located at Scott AFB, IL.
7. Each aerial port or RTDPC.
8. GATES.
9. The aerial port manifest receipt control listing.
10. HQ AMC.
11. Research all skipped manifest numbers on the manifest register; accounting for all the skips (was the manifest deleted, cancelled, etc.?); and correct the data to ensure proper billing.
12. Review the package to ensure all manifests and other documents are included; make sure all other supporting documentation, such as passenger orders and Shipper's Declarations for Dangerous Goods are included when they apply; and compare the manifests to the AMC Form 77 to ensure the manifest totals are accurately reflected on the form.
13. By conducting tracer actions.
14. When dealing with lost, short shipped, overshipped, and pilfered cargo.

**432**

1. A CFP.
2. Cargo/mail/ passenger and *RUSH* baggage manifest; thruload, originating and terminating manifests; final signed copy of the AMC Form 77; copy of each travel order attached to the final TWCF passenger manifest; any source documentation acquired not already in the AMC Form 77.
3. The active fiscal year plus one inactive year for a total of two fiscal years.
4. Print the last copy of the AMC Form 77 and attach to the new mission number.
5. Consult your supervisor to make sure you are complying with *Freedom of Information Act (FOIA)* guidelines.

## Unit Review Exercises

**Note to Student:** Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter. When you have completed all unit review exercises, transfer your answers to the Field Scoring Answer Sheet.

**Do not return your answer sheet to AFCDA.**

74. (422) Within how many minutes after aircraft departure must Air Terminal Operations Center (ATOC) personnel send the mission load report (MLR)?
- 10.
  - 20.
  - 30.
  - 45.
75. (422) Which part of the mission load report (MLR) lists details on items such as human remains, registered mail, and re-icing and refrigerated shipments?
- Part III: Cargo Breakdown - Special Interest Cargo.
  - Part I: Aircraft Information - Payload Summary.
  - Part III: Cargo Breakdown - Hazardous Cargo.
  - Part V: Fleet Remarks.
76. (422) Which part of the mission load report (MLR) lists the equipment that will be needed to on/offload cargo and whether security guards are required for the load?
- Part III: Cargo Breakdown - Special Interest Cargo.
  - Part I: Aircraft Information - Payload Summary.
  - Part III: Cargo Breakdown - Load Breakdown.
  - Part IV: Load/Unload Remarks.
77. (422) Before a manually completed mission's Air Mobility Command (AMC) Form 77, Aircraft Ground Handling Record is forwarded to the Records, Reports, and Analysis section, the shift supervisor will
- use it to brief the aircrew.
  - review it for accuracy and content and signs it.
  - transfer all of the data into the AMC Form 68, Aerial Port Movement Log.
  - file it in your personal information file for later use in your performance appraisal.
78. (422) The Air Mobility Command (AMC) Form 68, Aerial Port Movement Log may be used for any type of mission, with the *exception of*
- joint airborne and air transportability training (JA/ATT) missions.
  - special assignment airlift missions (SAAM).
  - AMC exercise or contingency missions.
  - AMC channel missions.
79. (422) When completing the Air Mobility Command (AMC) Form 68, Aerial Port Movement Log, manually, at what point is the folder be closed out?
- Each day of the month at 2400 Greenwich Meantime (GMT).
  - Last day of each month at 2400 local time.
  - Each day of the month at 2400 local time.
  - Last day of each month at 2400 GMT.

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80. (423) Who is responsible for gathering, processing, and disseminating *all* information pertaining to air terminal operations?
- Data records section.
  - Squadron commander.
  - Processing control function.
  - Information control function.
81. (423) Information control ensures that documentation is distributed to respective terminal work centers and that originals are forwarded to the
- air terminal operations center (ATOC) senior controller.
  - Headquarters Air Mobility Command (HQ/AMC) A4T.
  - records and reports section.
  - aircraft commander.
82. (424) What is the *first* step when giving a hazardous cargo briefing?
- Signing the brief sheet.
  - Briefing the net explosives weight (NEW).
  - Preparing yourself by learning about the load.
  - Briefing the identification number of all hazards.
83. (424) When giving the hazardous cargo briefing to the aircrew, where will you find information about what to do in case of emergency for each hazard?
- AMC Form 302, Cargo/Passenger Envelope and Checklist.
  - AF Form 4080, Load/Sequence Breakdown Worksheet.
  - Shipper's Declaration for Dangerous Goods.
  - DD Form 2131, Passenger Manifest.
84. (424) When loadmasters sign the hazardous brief sheet, below their signature they must legibly print
- their unit.
  - their name.
  - the mission number.
  - the certification statement in full.
85. (424) After you have received the necessary cargo documents from load planning personnel to allow you to prepare the aircraft package (except for passenger boarding manifests), what must you do before delivering it to the aircraft?
- Make sure it is complete.
  - File it in the station file copy.
  - Have the duty officer make necessary copies.
  - Send it to the records section for quality assurance.
86. (425) Which is *not* a function of capability forecasting?
- Monitor and clear explosives shipments.
  - Accomplish aircraft capability schedules.
  - Deliver documentation to and from the aircraft.
  - Coordinate Special Assignment Airlift/Air Missions (SAAM/SAM).
87. (425) What is the *maximum* time allowed prior to the mission's departure for aerial port of embarkation (APOE) cape forecasters to request port-to-port clearance for air shipment of explosives?
- 12 hours.
  - 24 hours.
  - 36 hours.
  - 48 hours.

88. (426) Intransit Visibility (ITV) provides commanders the capability to
- connect and replicate.
  - enter data into feeder systems accurately.
  - interface with X-MAN, Logistics (LOGMOD), and MANPER-B systems.
  - determine if a force has reached its destination and is ready to perform its mission.
89. (426) The Global Air Transportation Execution System (GATES) allows users to
- prepare commercial bills of lading.
  - create airlift schedules and mission numbers.
  - process, manifest, and track passengers and cargo.
  - issue command and control (C2) responsibilities to work centers.
90. (427) At a *minimum*, how many months of ramp services experience should load planning personnel have?
- 3.
  - 6.
  - 12.
  - 24.
91. (427) What hazardous material qualification must load planners have?
- Packer.
  - Handler.
  - Inspector.
  - Technical specialist.
92. (427) If you are working in load planning and have conducted an inventory of cargo and mail on Wednesday morning, at the latest when should you conduct your next inventory?
- Wednesday, on the next shift.
  - Thursday.
  - Friday.
  - Saturday.
93. (427) If you are conducting an inventory of the loose cargo in the bays, besides the warehouse location, aerial port of debarkation (APOD), transportation control number (TCN), and commodity/special handling code, what other information must you verify on each piece of cargo?
- Number of pieces, weight, and cube.
  - Date received, type pack, and number of pieces.
  - Number of pieces, weight, date received, priority, and cube.
  - Date received, type pack, priority, number of pieces, weight, and cube.
94. (428) The allowable weight an aircraft can carry is called the
- leading edge of mean aerodynamic chord (LEMAC).
  - mean aerodynamic chord (MAC).
  - reference datum line (RDL).
  - allowable cabin load (ACL).
95. (428) The *maximum* payload that can be carried over the most restrictive flight segment of a mission is called the
- reference datum line (RDL).
  - mean aerodynamic chord (MAC).
  - critical leg allowable cabin load (ACL).
  - leading edge of mean aerodynamic chord (LEMAC).



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96. (428) What must remain the highest priority when load planning cargo?
- a. Ease of offload at the downline station.
  - b. Ease of onload at the onload station.
  - c. Loadmaster preference.
  - d. Safety of flight.
97. (429) At a *minimum*, how many copies of each manifest must load planning produce?
- a. Two.
  - b. Four.
  - c. Six.
  - d. Eight.
98. (429) Which form would you use when you need to manually manifest cargo?
- a. DD Form 1385, Cargo Manifest.
  - b. DD Form 2130-XX series load plans.
  - c. AF IMT 4080, Load/Sequence Breakdown Worksheet.
  - d. Automated Air Load Planning System (AALPS) load plans.
99. (429) Which form do you attach to the manual manifest when the pallet header data is listed in the body of the manifest?
- a. AMC Form 39, Pallet Invoice.
  - b. DD Form 2130-XX series load plan.
  - c. AF IMT 4080, Load/Sequence Breakdown Worksheet.
  - d. DD Form 1384, Transportation Control and Movement Document.
100. (430) Air Terminal Operations Center (ATOC) personnel prepare the Air Mobility Command (AMC) Form 56, Rehandled Workload when
- a. an ATOC representative is required to make additional trips to an aircraft during extended delays, mission reroutes, or load or aircraft swaps.
  - b. cargo is frustrated to Air Clearance Authority/Customer Service Branch (ACA/CSB).
  - c. loads are returning to storage locations after the mission changes.
  - d. cargo requires re-icing more than one time.
101. (430) After reviewing Air Mobility Command (AMC) Form 56, Rehandled Workload, section leadership will forward it to the
- a. property disposition office for filing.
  - b. base staging agency for inclusion in the national archives.
  - c. Records, Reports, and Analysis section to consolidate and include in the 7107 report.
  - d. HQ AMC for inclusion in the Revenue Traffic Data Processing Center (RTDPC) files.
102. (430) In the Air Mobility Command (AMC) Form 56, Rehandled Workload, within the cargo handled blocks, you would annotate the on-loaded cargo as
- a. cube.
  - b. net weight.
  - c. tare weight.
  - d. gross weight.
103. (431) What is the *first* step to reviewing and reconciling manifests on the manifest register?
- a. Correcting the data to ensure proper billing.
  - b. Researching all skipped manifest numbers on the manifest register.
  - c. Making sure all supporting documentation is attached to the manifest.
  - d. Filling out the AMC Form 1003, Transportation Project Action Request.

104. (431) If a shipper has called looking for a shipment when your computers are down, how will you locate the shipment?
- a. Conduct a physical search of the warehouse and cargo yard.
  - b. Tell the shipper to call back when the computers come back up.
  - c. Call the receiver and ask if he or she has received the shipment.
  - d. Fill out a Standard Form (SF) 361, Transportation Discrepancy Report (TDR).
105. (431) When conducting tracer action in the Global Air Transportation Execution System (GATES), which shipment information will you enter into the system to track the cargo?
- a. Project code or document identifier code (DIC).
  - b. Transportation control number (TCN) or pallet ID.
  - c. Customer identification code (CIC) or accounting code.
  - d. Transportation account code (TAC) or manifest register number.
106. (432) How long do you maintain transportation documentation that pertains to military originating, terminating, and intransit airlift?
- a. One current year plus one inactive fiscal year as permanent at the base staging area.
  - b. Two current years plus one inactive fiscal year as permanent at the base staging area.
  - c. One current year plus one inactive calendar year as permanent at the base staging area.
  - d. Two current years plus one inactive calendar year as permanent at the base staging area.

# Glossary of Terms, Abbreviations, and Acronyms

## Terms

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

**boarding manifest** – A listing of all passengers who have boarded the aircraft on a specific mission and accompanies the aircraft to its final destination.

**Coin Assist** – These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by the DOD.

**deportees** – Passengers who fail to meet border clearance requirements and are refused entry must be returned by AMC to the nearest station where the passenger may secure proper border clearance documents.

**differently abled passengers** – The normal process for determining travel eligibility will be followed, along with an evaluation of required assistance for the differently abled passenger.

**distinguished visitor** – These passengers are senior officers (O-6 or civilian equivalent and above) or senior public officials.

**final passenger manifest** – Once a mission has departed; GATES automatically records the boarding manifest as the final manifest.

**head tax** – The head tax applies to all Space-Available passengers who arrive/depart the customs territories of the United States (CTUS) to/from overseas locations on these missions.

**ineligible passengers** – Individuals are placed on the ineligible list based on their conduct, behavior, or illegal activity.

**invited travelers** – Passengers traveling at the invitation of a DOD Component, as authorized by the Joint Federal Travel Regulation, Volume 1, and the Joint Travel Regulation, Volume 2 shall have in their possession ITOs published by an approving authority.

**Medal of Honor holders** – These passengers will be personally assisted by the passenger service shift supervisor and afforded all privileges associated with DV assistance.

**next of kin (NOK) of very seriously ill (VSI)** – These passengers will be personally assisted by a passenger service supervisor and afforded all privileges associated with DV assistance.

**opportune airlift** – Any aircraft not on a scheduled channel mission which offers space for passengers, cargo, and/or mail is designated as opportune airlift.

**oral communication** – Generally consists of talking face to face with a passenger, communicating by telephone, or making announcements over the terminal public address system.

**other travelers/passengers** – Travelers/passengers who do not fit into any of the categories shall have in their possession documentation showing their travel aboard DOD aircraft has been approved.

**over shipments** – Unmanifested air shipments of cargo or mail arriving at an AMC air terminal are considered over shipped.

**pregnant and post partum mothers and newborn infants** – Accept pregnant women up to week 34 of gestation for air transportation.

**pre-manifest** – A pre-manifest is a listing of all passengers currently booked on a specific mission.

**short shipments** – Manifested air shipments of cargo or mail not located upon air cargo in-checking are considered short shipped cargo.

**space-required type travel codes** – Codes used to identify the status and type of travel for a space-required passenger.

**stowaway** – An unauthorized person aboard an aircraft not listed on the flight manifest.

**TWCF passenger manifest** – Manifest used to produce accurate billing information.

## Abbreviations and Acronyms

|                |  |
|----------------|--|
| <b>AAFES</b>   | Army and Air Force Exchange Service                        |
| <b>ACA</b>     | Air Clearance Authority                                    |
| <b>ACL</b>     | allowable cabin load                                       |
| <b>ACM</b>     | aircrew member   |
| <b>AFI</b>     | Air Force Instruction                                      |
| <b>AFMAN</b>   | Air Force Manual   |
| <b>AFTO</b>    | Air Force Technical Order                                  |
| <b>AMC</b>     | Air Mobility Command                                       |
| <b>AMCI</b>    | Air Mobility Command Instruction                           |
| <b>APEX</b>    | aerial port expeditor                                      |
| <b>APOD</b>    | aerial port of debarkation                                 |
| <b>APOE</b>    | aerial port of embarkation                                 |
| <b>APU</b>     | auxiliary power unit                                       |
| <b>ASIFICS</b> | Airlift Service Industrial Fund Integrated Computer System |
| <b>ATA</b>     | actual time of arrival                                     |
| <b>ATB</b>     | actual time of block                                       |
| <b>ATD</b>     | actual time of departure                                   |
| <b>ATGL</b>    | air transportable galley/lavatory                          |
| <b>ATI</b>     | air terminal identifier                                    |
| <b>ATOC</b>    | Air Terminal Operations Center                             |
| <b>ATTLA</b>   | Air Transportability Testing and Loading Agency            |
| <b>ATWBT</b>   | associated air transportation web-based training           |
| <b>AWOL</b>    | absent without leave                                       |
| <b>BSC</b>     | Baggage Service Center                                     |
| <b>C2</b>      | command and control  |
| <b>CAP</b>     | Civil Air Patrol   |
| <b>CBL</b>     | commercial bill of lading                                  |

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|----------------|--|
| <b>CBP</b>     | Customs and Border Protection                  |
| <b>CDC</b>     | career development course                      |
| <b>CFP</b>     | consolidated flight package                    |
| <b>CG</b>      | center of gravity                              |
| <b>CIC</b>     | customer identification code                   |
| <b>CMOS</b>    | Cargo Movement Operating System                |
| <b>CONUS</b>   | continental United States                      |
| <b>CSB</b>     | customer service branch                        |
| <b>CTO</b>     | commercial travel office                       |
| <b>DCS</b>     | Defense Courier Service                        |
| <b>°F</b>      | degrees Fahrenheit                             |
| <b>D-GATES</b> | deployed GATES (see GATES)                     |
| <b>DLA</b>     | Defense Logistics Agency                       |
| <b>DOD</b>     | Department of Defense                          |
| <b>DODACC</b>  | Department of Defense activity address code    |
| <b>DODDS</b>   | DOD dependent school                           |
| <b>DODI</b>    | Department of Defense Instruction              |
| <b>DOT-E</b>   | Department of Transportation Exemption         |
| <b>DMT</b>     | Detainee Movement Team                         |
| <b>DTR</b>     | Defense Transportation Regulation              |
| <b>DTS</b>     | Defense Transportation System                  |
| <b>DV</b>      | distinguished visitor                          |
| <b>ECFP</b>    | Electronic Consolidated Flight Package         |
| <b>EML</b>     | environmental moral leave                      |
| <b>EORI</b>    | expeditionary operational readiness inspection |
| <b>EPC</b>     | emergency point of contact                     |
| <b>ERD</b>     | early return of dependents                     |
| <b>ETA</b>     | estimated time of arrival                      |
| <b>ETD</b>     | estimated time of departure                    |
| <b>FAA</b>     | Federal Aviation Administration                |
| <b>FCG</b>     | Foreign Clearance Guide                        |
| <b>FEML</b>    | funded environmental moral leave               |
| <b>FIS</b>     | federal inspection fee                         |
| <b>FIDS</b>    | Flight Information Display System              |
| <b>FMS</b>     | foreign military sales                         |
| <b>FOIA</b>    | Freedom of Information Act                     |

|               |   |
|---------------|---|
| <b>FY</b>     | fiscal year   |
| <b>GATES</b>  | Global Air Transportation Execution System                            |
| <b>GBL</b>    | government bill of lading   |
| <b>GDSS</b>   | Global Decision Support System  |
| <b>GMT</b>    | Greenwich Mean Time   |
| <b>GTN</b>    | Global Transportation Network   |
| <b>HQ</b>     | headquarters  |
| <b>IATA</b>   | International Air Transport Association                               |
| <b>ICE</b>    | Interactive Customer Evaluation                                       |
| <b>ICODES</b> | Integrated Computerized Deployment System                             |
| <b>ID</b>     | identification  |
| <b>IDE</b>    | Integrated Data Environment   |
| <b>IDT</b>    | inactive duty training  |
| <b>IGC</b>    | Integrated Data Environment/Global Transportation Network/Convergence |
| <b>ITV</b>    | intransit visibility  |
| <b>JA/ATT</b> | joint airborne and air transportability training                      |
| <b>JTR</b>    | Joint Travel Regulation   |
| <b>LEMAC</b>  | leading edge mean aerodynamic chord                                   |
| <b>LOA</b>    | letter of authorization   |
| <b>LST</b>    | lavatory service truck  |
| <b>MAC</b>    | mean aerodynamic chord  |
| <b>MAF</b>    | mobility Air Force  |
| <b>MEP</b>    | mission essential personnel   |
| <b>MHE</b>    | military handling equipment   |
| <b>MILAIR</b> | military airlift  |
| <b>MICAP</b>  | mission capable   |
| <b>MLR</b>    | mission load report   |
| <b>MMO</b>    | mobility mission observer   |
| <b>MRS</b>    | mission route support   |
| <b>MRT</b>    | mission recovery team   |
| <b>MSK</b>    | mission support kit   |
| <b>NAF</b>    | nonappropriated fund  |
| <b>NALO</b>   | Navy Air Logistics Office   |
| <b>NEW</b>    | net explosives weight   |
| <b>NOAA</b>   | National Ocean Atmospheric Administration                             |

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|                |   |
|----------------|---|
| <b>NOK</b>     | next of kin                               |
| <b>OCONUS</b>  | outside the continental US                |
| <b>OD</b>      | ordinary                                  |
| <b>OI</b>      | operating instructions                    |
| <b>OIC</b>     | officer in charge                         |
| <b>OJT</b>     | on-the-job training                       |
| <b>OPLAN</b>   | operational plans                         |
| <b>OSA</b>     | operational support airlift               |
| <b>PA</b>      | public address                            |
| <b>PCS</b>     | permanent change of station               |
| <b>PDO</b>     | property disposal officer                 |
| <b>PE</b>      | Patriot Express                           |
| <b>PHT</b>     | port hold time                            |
| <b>POD</b>     | port of debarkation                       |
| <b>PPE</b>     | personal protective equipment             |
| <b>PR</b>      | Phoenix Raven                             |
| <b>PSA</b>     | passenger service agent                   |
| <b>PSC</b>     | Passenger Service Center                  |
| <b>QTP</b>     | qualification training packages           |
| <b>R&amp;R</b> | rest and recuperation                     |
| <b>RCS</b>     | reports control symbol                    |
| <b>RDD</b>     | required delivery date                    |
| <b>RDL</b>     | reference datum line                      |
| <b>R-GATES</b> | remote GATES (see GATES)                  |
| <b>RM</b>      | risk management                           |
| <b>ROTC</b>    | Reserve Officer Training Corp             |
| <b>rpm</b>     | revolutions per minute                    |
| <b>RTDPC</b>   | Revenue Traffic Data Processing Center    |
| <b>SAAM</b>    | special assignment airlift mission        |
| <b>SDDG</b>    | Shippers Declarations for Dangerous Goods |
| <b>SET</b>     | system entry time                         |
| <b>SLE</b>     | security and law enforcement              |
| <b>SSN</b>     | social security number                    |
| <b>TAC</b>     | transportation account code               |
| <b>TACC</b>    | Tanker Airlift Control Center             |
| <b>TAD</b>     | temporary additional duty                 |

|                   |  |
|-------------------|--|
| <b>TCMD</b>       | transportation control and movement document |
| <b>TCN</b>        | transportation control number                |
| <b>TDR</b>        | Transportation Discrepancy Report            |
| <b>TDY</b>        | temporary duty status                        |
| <b>TMO</b>        | Traffic Management Office                    |
| <b>TO</b>         | technical order                              |
| <b>TSA</b>        | Transportation Security Administration       |
| <b>TWCF</b>       | Transportation Working Capital Fund          |
| <b>USDA</b>       | United States Department of Agriculture      |
| <b>USO</b>        | United Services Organization                 |
| <b>USTRANSCOM</b> | United States Transportation Command         |
| <b>VSI</b>        | very seriously ill                           |
| <b>VVIP</b>       | very, very important part                    |



## **Student Notes**

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