# **U.S. TRANSPORTATION COMMAND**

# **DEFENSE COURIER DIVISION**



# CUSTOMER SERVICE GUIDE 10 March 2010

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# **CHAPTER 1 - INTRODUCTION**

# 1.1. Vision

1.1.1. USTRANSCOM team providing world class secure distribution for our nation and its allies.

## **1.2.** Mission Statement

1.2.1. The USTRANSCOM Defense Courier Division exists to provide secure, timely, and efficient end-to-end global distribution of classified and sensitive material for the United States and its allies.

# 1.3. Command

1.3.1. As single manager for defense transportation, the Commander, United States Transportation Command (USTRANSCOM), possesses combatant command and control of the three Transportation Component Commands and all transportation assets of the military departments except those that are Service-unique or theater-assigned. Since 2005 oversight and management of the defense courier capability has been assigned to the Defense Courier Division under the USTRANSCOM Operations and Plans Directorate.

1.3.2. Defense Courier Division (TCJ3-C) reports directly to USTRANSCOM Director of Operations (TCJ3) the Chief, Defense Courier Division will:

1.3.2.1. Establish, staff, operate, and maintain an international network of couriers and courier stations to execute the safe, expeditious, cost-effective, and secure distribution of qualified material.

1.3.2.2. Manage all defense courier activities in accordance with approved policies, procedures, and guidance contained in joint service regulations and directives.

# 1.4. Security

1.4.1. TCJ3-C ensures security of qualified material by:

1.4.1.1. Restricting handling to appropriately cleared and trained personnel

1.4.1.2. Use of accredited SCIF

1.4.1.3. Continuous accountability

1.4.1.4. Material in defense courier possession is afforded the highest degree of protection in accordance with national level policy during transportation and storage.

## **1.5. Defense Courier Stations**

1.5.1. Each station is responsible for all aspects of local operations, management and customer service. They establish and maintain active liaison with federal, state and local agencies, transportation authorities and customers to ensure mission accomplishment.

## **1.6. Defense Transportation System**

1.6.1. Defense Transportation System (DTS) is the worldwide transportation infrastructure which supports the Department of Defense (DOD) in peace and war. USTRANSCOM Defense Courier Division (TCJ3-C) provides courier service for classified/sensitive material that is transported within the DTS.

# 1.7. Defense Transportation Regulation

1.7.1. DTR 4500.9-R, *Defense Transportation Regulation*, Part II, "Cargo Movement" governs the procedures used in the entry, distribution and delivery of cargo material within the DTS.

# 1.8. Defense Courier Customer Service Guide

1.8.1. This unofficial guide was created to assist customers who enter and/or receive qualified material through defense courier system. The information in this guide is applicable to all courier stations. But customers are encouraged to work closely with their servicing station as local conditions may vary slightly.

## **1.9.** Customer Service

1.9.1. TCJ3-C encourages all couriers and customers to seek and implement new ideas to improve customer service and efficiency. Station Chiefs are empowered to implement ideas which:

1.9.1.1. Do not affect material security or accountability.

1.9.1.2. Do not affect established schedules, existing contracts, or another station's operations, unless thoroughly coordinated in advance.

1.9.2. All customers are encouraged to interact closely with their servicing defense courier station. Any suggestions, recommendations, questions should be directed to your servicing station. For station contact information access <u>http://www.transcom.mil/dcd/</u>

## 1.10. Links

1.10.1. USTRANSCOM <u>http://www.transcom.mil/</u>

1.10.2. Defense Courier Portal http://www.transcom.mil/dcd/

1.10.3. ATCMD <u>https://lsotools.wpafb.af.mil/dc-atcmd/</u> account registration required

1.10.4. GTN https://www.gtn.transcom.mil/, CAC and account registration required

1.10.5. DTR 4500-R *Defense Transportation Regulation* – Part II Cargo Movement <u>http://www.transcom.mil/j5/pt/dtr\_part\_ii.cfm</u>

# **CHAPTER 2 - ESTABLISHMENT OF DEFENSE COURIER ACCOUNTS**

## 2.1. Authorized Users.

2.1.1. Department of Defense. All DOD components, agencies, activities and other organizational entities and their contractors, to the maximum extent possible, shall use USTRANSCOM's courier network to transport material requiring escort.

2.1.2. Non DOD agencies and activities of the U.S. Government, U.S. Government contractors, North Atlantic Treaty Organization (NATO) seeking to ship qualified material classified and sensitive material through the Defense Transportation System (DTS).

# 2.2. Qualified Material.

2.2.1. DOD Instructions 5200.33 "Defense Courier Operations (DCO)" May 19, 2007, defines Qualified and Prohibited Material.

2.2.2. Except for material specifically prohibited from entry (<u>Prohibited Material</u>), any sensitive material requiring courier escort is qualified for entry into the USTRANSCOM courier network. Examples of material which should be transported by the Defense Courier include:

- DOD Material
- TOP SECRET information
- Classified Cryptographic and Communications Security material.
- Classified Cryptologic material.
- Cryptographic keying material designated and marked "CRYPTO" by the National
- Security Agency.
- Sensitive Compartmented Information.
- Air and Spaceborne imagery material classified SECRET or higher.
- Controlled Cryptographic Items for shipment when no other means of secure
- transportation is available.
- Sensitive FMS material, if otherwise qualified.
- Any U.S. classified material that may not be transmitted in U.S. custody by any other
- means.
- Nuclear Command and Control (NC2) material and SECRET or more highly classified
- operational and/or targeting support material.
- End of Cruise Data Packages.
- SECRET collateral material for Intelligence Community customers to addressees.
- Technical Surveillance Countermeasures material
- 2.2.4. Other Qualified Material
  - DOS-accompanied diplomatic courier pouches.
  - Qualified Material of other U.S. Government Agencies
  - Qualified NATO Material
  - Qualified Material of foreign governments, when used for combined operations

- Qualified Material of Federal Government contractors, when specifically provided for in their contracts

# 2.3. Prohibited Material

2.3.1. The following material is not authorized for entry into USTRANSCOM courier network, regardless of classification or other qualifying criteria:

- 2.3.2. Contraband as defined in section 812 of title 21, U.S.C., including:
  - Alcohol
  - Controlled substances (particularly narcotics and dangerous drugs)
  - Cash, currency, military payment certificates, bonds, securities, precious metals, jewels, postage stamps, and/or other negotiable instruments
- 2.3.3. Hazardous materials including any item governed by AFMAN 24-204 (I), *Preparing Hazardous Materials for Military Air Shipments*, and include:
  - Explosives, ammunition, firearms, and their components.
  - Radioactive or etiological material
  - Flammables
  - Liquids
  - Batteries that are regulated or prohibited from air shipments under international
  - regulations or AFMAN 24-204(I) "Preparing Hazardous Materials For Military Air Shipments".
  - Other material hazardous to humans

# 2.4. Account Authorizing Official

2.4.1. By signing the USTRANSCOM IMT 10, Defense Courier Account Record, Authorizing Officials certify individuals listed on their Form 10 have a valid need-to-know and possess a current security clearance to the degree of the highest classified material that could be received and/or entered by their Defense Courier Account.

2.4.2. DOD Components: Personnel authorized to authenticate security clearance information within DOD Components, are as follows:

- Commander
- Commanding officer
- Deputy Commander
- Executive Officer
- Top Secret Control Officer (TSCO)
- Special Security Officer (SSO)
- COMSEC custodian

2.4.3. Other Federal Agencies: Authorized representatives of a Federal Agency will authenticate security clearance information as required by their respective agency.

2.4.4. Contractors: Personnel authorized to authenticate security clearance information are:

- Facility Security Officer (FSO)
- COMSEC custodian
- Alternate COMSEC custodian

# 2.5. Certifying Official

2.5.1. Depending on level of classification the account may support; the Government Contracting Activity (GCA), Cognizant Security Agency (CSA), Cognizant Security Officer (CSO), DOD Component, Federal Agency, contractor and other authorized users have various requirements ensuring individuals working on a classified contract possess the need-to-know and the level of security clearance required. It is incumbent upon the Authorized Official to ensure compliance with all applicable policies, directives, instructions, standard practice procedures and other requirements applicable to their unit, agency or contract. SCI contractors have a requirement for GCA, CSO, COAR or other authorized individuals to certify clearances. With exception for SCI accounts, in most cases the Authorizing Official and the Certifying Official may be the same.

2.5.2. The following contact information may assist contractors to determine who is authorized to certify clearances of individuals on their account.

2.5.2.1. Army and Air Force contractors must forward their Form 10 to their servicing US Government Special Security Office (SSO), Industrial Security Officer, or Contract Management Division/Office to verify individual clearances. The requirement is for a US Government representative to verify contractor personnel clearances. The government representative verifying the clearance may use a digital signature on the Form 10.

2.5.2.2. Navy contractors must forward their Form 10 to the Director, Office of Naval Intelligence, ATTN: ONI-532-O/SCI Contracts Management Division, 4300 Suitland Road, Washington DC 20395 to verify individual clearances. The requirement is for US Government representative to verify contractor personnel clearances. The government representative verifying the clearance may use a digital signature on the Form 10.

2.5.2.3. National Security Agency (NSA) contractors will send their Form 10 to the NSA Industrial and Acquisitions Security Officer, 9800 Savage Road, Suite 6670, Ft Meade MD 20755-6000, phone: (443) 479-1069 to verify individual clearances. The requirement is for a US Government representative to verify contractor personnel clearances. The government representative verifying the clearance may use a digital signature on the Form 10.

2.5.2.4. Other authorized contractors will forward their Form 10 to the COR or security manager of the component/agency responsible for the contract to verify the clearances. The COR or security manager will certify their review by signing Part II of the USTRANSCOM IMT 10. The government representative verifying the clearance may use a digital signature on the Form 10.

2.5.3. For non-SCI contracts. COMSEC and collateral (non-SCI) accounts do not require special annotations or statements on the Form 10. The security clearances are verified by the authorizing official, normally the COR, or an official of the responsible government agency. Army and Air Force contractors – contact servicing SSO.

# **2.6.** Consolidated Control Account (CCA)

2.6.1. Customers may authorize representatives of another Defense Courier Account to enter/receipt for material on their behalf. When establishing CCAs, the customers must ensure that the CCA is accredited for the highest classification and type of material being accepted on their behalf. NC2-ESI material will not be delivered to a CCA except for Forces Afloat accounts. The account authorizing official must certify the CCA statement by completing and signing the Form 10, Part III. The AO may use a digital signature to certify Part III of the Form 10.

2.6.2. If final delivery is to be done by Department of State, a CCA statement is not required on the "*Defense Courier Authorization Record*". However, a message with instructions for Department of State delivery, submitted by the addressee will be required.

# 2.7. Category of Account (COA) Funding

2.7.1. After verifying documents authorizing use of the Defense Courier, the servicing station's account manager and/or customer will determine appropriate Category of Account (COA). Account managers will determine and verify the agency accepting responsibility to fund your shipments. Defense Courier Accounts will not be established until COA has been confirmed.

# 2.8. Establishing a Defense Courier Account (for other than Government Contractors).

2.8.1. Each DOD Component, Federal Agency, or other organization desiring Defense Courier service must first establish an account through its servicing Defense Courier Station (Appendix B or <u>http://www.transcom.mil/dcd/</u>).

2.8.2. A written request for service on official letterhead from an Authorized Official with the following information will usually suffice. See Figure 2.1 for a sample Request for Courier Account. At a minimum, the request shall include:

- Location of activity
- Name and telephone number for Point of Contact
- Type of Account; COMSEC or Non COMSEC
- DOD component, security office or agency authorized to certify clearance of authorized users for this account.

# 2.9. Establishing Defense Courier Account (for Government Contractors)

2.9.1. The DOD Components and Federal Agencies that issue classified contracts shall submit a written request (classified, if required) for service to the servicing Defense Courier Station (See

Figure 2.2 for a sample Request for Courier Account for Government Contractor). At a minimum, the request shall include:

- Name and location of contractor
- Contract Number
- Duration of contract
- Type of account; COMSEC or Non COMSEC
- COMSEC account number and short title, if issued
- Name and telephone number of Contractor's Authorized Official.
- Name and telephone number of Contracting Officer's Authorized Representative.
- DOD component, security office or agency authorized to certify clearance of authorized users for this account.

2.9.2. Attach a copy of the DD Form 254, "*Contract Security Classification Specification, Department of Defense*" or similar document which lists the contract number, expiration date and/or anticipated contract length. This document must state that courier service is required to support the contract.

# 2.10. Special Authority to Use Courier Services.

2.10.1. Customers may request Special Authority to use courier support to:

2.10.1.1. Transport qualified material to and/or from an agency without an established account.

2.10.2. Personnel authorized to enter and/or receive material must be identified in the letter and provide

- Name
- Signature sample
- Fund-cite, MIPR, or similar accounting data.

2.10.3. The following procedures apply:

2.10.3.1. Initial requests may be made via e-mail/fax. Request must be followed-up with a record copy (letter/memo/message).

2.10.3.2. Request coordinated through TCJ3-C for approval.

2.10.3.3. TCJ3-C will provide approval/disapproval for one time movement by letter/message/E-mail to the servicing station.

2.10.3.4. Activities receiving special TCJ3-C authorization to dispatch material must use the appropriate account identification provided by TCJ3-C on the material to be moved. This ensures proper billing to the one-time user.

#### 2.11. Defense Courier Account Address

2.11.1. After confirmation of the COA, the servicing station's account manager will provide the customer with a Defense Courier account address.

2.11.2. Each Defense Courier Account Address is strictly formatted as follows:

5CE001 RS00	449321 BA88
HKR000 KLT RS 026	HKD098 DC6 BA 011
3BCT/1ID	AE CAIRO

2.11.3. First Line consists of six alpha-numeric COMSEC account number assigned by COMSEC Central Office of Record (COR) or Non-COMSEC account number assigned by your servicing station's account manager, followed by one space and four alpha-numeric "station delivery and routing suffix".

2.11.4. Second line consist of six alpha-numeric Department of Defense Activity Address Code (DODAAC), space, followed by three character Aerial Port code servicing the account, space, two character station diagraph owning the account, space, and three character COA.

2.11.5. The third line will indicate an UNCLASSIFIED organizational identifier. The purpose of the third line is to aid shippers and couriers to more easily and accurately identify the intended recipient.

2.11.6. If the last two digits of the first line ends with "88", then a third line (free flow text) is required to indicate a specific geographic location. These accounts require Department of State delivery for customers located in countries without Defense Courier Support.

## 2.12. Department of Defense Activity Address Code (DODAAC)

2.12.1. The DODAAC is the primary means of identifying your account. When defense couriers ask for your DODAAC, please provide them with the first six characters of the second line. First two characters will always begin with "HK". The servicing courier station's account manager assigns your DODAAC.

2.12.2. Your agency, unit or company may have other DODAAC(s) assigned for normal DTS shipments. However, if you are using the Defense Courier system to ship your material, the Consignor and the Consignee DODAAC must begin with "HK". Couriers are not authorized to receipt material if the Consignor or Consignee is not a valid Defense Courier Account Address.

# CHAPTER 3 – USTRANSCOM IMT 10, DEFENSE COURIER ACCOUNT RECORD

## (Replaces DCS FORM 10)

## 3.1. General

3.1.1. USTRANSCOM IMT 10, *Defense Courier Account Record* (Form 10) (Figure 3.1) is the primary authentication document providing confirmation to defense couriers that individuals identified on the form are authorized and possess a valid security clearance to the degree of the highest classified material that could be received and/or entered by account(s). See Figure 3.2 for step-by-step instructions.

3.1.2. The Form 10 is valid for maximum of one year and must be typed or computer generated. Handwritten forms will not be accepted. Your servicing courier station will contact you regarding updating your current account with the new Form 10.

#### 3.2. Defense Courier Account Delivery Address

3.2.1. Use the Defense Courier account delivery address provided by your servicing station, include your unclassified short title, unit, agency, or company name on a third line below the delivery address. *It is absolutely critical* that you ensure the delivery address applied to the package exterior is correct for your intended recipient. We have had numerous instances of address mismatches between outer package and inner package labeling. In some cases the inner packaging was opened before the receiving individual realized the material was not intended for their account. Incorrect package addressing can lead to material compromise.

3.2.2. Multiple Addresses may be listed on a single Form 10 provided:

3.2.2.1. When the authorizing official signs the Form 10, he/she authorizes courier service for all accounts listed on the Form 10.

3.2.2.2. The personnel listed on the Form 10 are authorized to enter/receive material for all of the listed accounts.

3.2.2.3. Each account has a separate account delivery address

3.2.7. If additional space is needed to list all accounts, attach a second USTRANSCOM IMT 10 signed by the same authorizing and certifying official.

#### **3.3. Organizational contact information**

3.3.1. Enter telephone number for duty hours and non-duty hours. If DSN is available; include both DSN and commercial telephone numbers. Please identify the numbers as DSN/FTS and provide commercial area codes, extension numbers, STE, etc. also include an organization E-mail for both SIPR and NIPR

### 3.4. Individuals authorized to enter and receive material.

3.4.1. Individuals who have a need-to-know and possess a valid security clearance equal to or greater than the highest classified material that could be received and/or entered by account can be listed on "Defense Courier Authorization Record" for that account. All records must have at least two authorized users listed. Enter:

- Complete name (Last Name, First Name, Middle Initial)
- Rank/Grade, Contractors use "CTR"
- Telephone Number or Extension
- Email address
- Signature Customers may reproduce the "Defense Courier Authorization Record"; however, all signatures must be clear, legible, and must match the signature on the identification card used for the transaction
- Enter "LAST ITEM" immediately below the last name or any supplemental instructions and use slashes or dashes to close out the line.

## **3.5.** Authorizing Official

3.5.1. Refer to Section 2.4 for Authorizing Official requirements

3.5.2. Name, title, telephone number, email, and expected rotation or departure date, signature and date are required. If the rotation date is unknown or indefinite, state "indefinite".

## 3.6. Consolidated Control Account (CCA) – Part III

3.6.1. Customers may authorize representatives of another Defense Courier Account to enter/receipt for material on their behalf. This authorization must be typed on all copies of "Defense Courier Authorization Record".

3.6.2. This agent referred to, as a Consolidated Control Account (CCA), must be identified by its Defense Courier Account Address in the authorization statement.

#### **3.7.** Changes and Corrections

**3.7.1.** Pen and ink changes are only authorized to correct contact information. I.e. account mailing address, email addresses, and phone numbers.

#### **3.8.** Account Expiration

**3.8.1.** Defense Courier Accounts are valid for one year from date of validation unless: A contract is terminated or closed. Customer must notify the servicing station's account manager.

The authorizing official has changed. Customers have 30 days to provide a new/updated Form 10 without causing the account to lapse

Additions are made to listed personnel.

A new Form 10 is requested by your servicing station's account manager

#### **3.9.** Courier Station Validation

**3.9.1.** Only USTRANSCOM assigned Defense Couriers are authorized to review the "Defense Courier Authorization Record" for compliance and validation.

**3.9.2.** Defense Couriers and customers may use the checklist at figure 3.3 to ensure validation proceeds smoothly.

#### 3.10. Exceptions to using the USTRANSCOM IMT 10

**3.10.1.** Command Messenger appointed in writing on official command letterhead: The senior representative of several units operating together may designate, by letter or message, a properly cleared command messenger to receive/dispatch material for all units. This authority must clearly identify both the messenger, units concerned, and effective period. Prior coordination between the senior representative and delivering station is required. See Figure 3.4 for a sample letter.

**3.10.3.** One Time Authorization Letter or Message issued from TCJ3-C when service has been coordinated in advance between the customer and TCJ3-C.

Part I: All Account 1 toosant Delivery Address		4						
	-	ACCOUNT M	siling Address and Fax Num	ber	After	Duty Hours Conta	ct.	Account Expiration Date
			Account making Account and Pac Martine					
					Organiza	tion/Group NIPE	R and SIP	E-Mail Address
					NIPR:			
					SIPR:			
Justomers must cor	ardinate with their servicing	Defense Con	rier Station if there are	any ad		r deletions cor	remina	the authorizing official or th
ndividuals named b	velow.	Defense ova	The Station is there are	any au		i deletions con	. crang	are sourceasing our case of a
	Name	Grade/Rank	Telaphora	Stanber				Signature
			E-Mail A	óànes				
bate	personal security cleanance for Authorizing Official (Name, o			_	ion Date	Signature		
	E Meil:							
art II for Governme	ent Contractor Accounts:							
HIS CERTIFIES THAT	THE INDIVIDUALS IDENTIFIE AND/OR ENTERED BY THE AC	D HEREIN POSS COUNT.	ESS A VALID SECURITY	CLEARA	ANCE TO THE I	BOREE OF THE	HIGHEST	CLASSIFIED MATERIAL THAT
Date	Government Security verifics	tion suthority (Na	ena/Grade/Position/Organiz	ation)		Signature		
	T 1 4 1							
	E Mail:							
art III for Consolid	ated Control Account (CCA)	Authorization	2					
ERSONNEL LISTED C (IAL ON BEHALF OF )	IN THE USTRANSCOM IMT 10 H THE ACCOUNT (S) LISTED IN P	OR ACCOUNT  ART I.	[Specify Courier Account N	mber—St	tation Pan Code-	-DaD44C] ARE /	AUTHORE	ZED TO ENTER/RECEIVE MATE
Nate	Authorizing Official (Name, Orade, Title) Rotation Date		on Date	Signature				
						1		
	E Mail:							
art IV Forces Afloat	t Required Contact Informati	on						
	Point of Contact		POTS Number (Surface	Versels)	Commerc	rial/DSN		E-Mail Address
Operations Office								
perations Officer								
zəcutivə Officer								
Account Validation (For Courier Station Use Only) Validating Courier (Name and Grade)			Date	8	Signature			

Figure 3.1: USTRANSCOM IMT 10 Defense Courier Account Record

#### Figure 3.2: Instructions for Preparing USTRANSCOM IMT 10

The USTRANSCOM IMT 10 is in four parts. Part I is for all account types, Part II is for Government contractor accounts, Part III for CCA authorization and Part IV is for additional contact information for Forces Afloat accounts. Complete only the parts needed for a particular account.

#### **Part I – All Account Types**

- Account Delivery Address. Enter the Accounts delivery address. The third line of the delivery address is an unclassified unit identification to be used by couriers and customers to more easily and accurately identify the intended recipient. More than one account number may be entered. Ensure the Category of account is accurate as this will be used to bill the customer. Courier stations will create the customer DODAAC.

Example:	438229 RS00
	HKR016 RMS RS 026
	CONSTANT HAWK

- Account Mailing Address. Enter the Accounts official US Postal Service mailing address and Fax number. This address will only be used for communication with the customer. The address will not be used on documents or shipments packages.

- After Hours Contact. Account's after hours contact phone number. DSN, Commercial, and Secure phone are requested

- **Organization /Group NIPR and SIPR email address:** Customer should provide a UNCLAS and CLASSIFIED email address for the account which does not rely on a single individual

- Account Expiration Date: The account is valid for one year from the account validation date.

- **Individual information.** Provide Name, Grade and Rank, telephone, email and signature specimen of at least two individuals with a clearance equal to or greater than the highest level of material entered and/or received by the account.

- **Clearance Statement.** By signing in this block, the account authorizing official certifies the individuals named on the form possess the security clearance and need to know equal to or greater than the highest classification of material entered and/or received by the account and that the individuals will enter only qualified material for movement.

#### Part II: Government Contractor Accounts

- A Government representative must certify the clearance and need to know of contractor personnel. See Paragraph 2.5.1 of this instruction for details.

**Part III: Consolidated Control Account (CCA) Authorization**: The Account authorizing official signs the statement authorize another account to enter/receive material on their behalf. Specify the 6 digit courier account number, station run code, and DODAAC of the CCA.

**Part IV: Forces Afloat Required Contact Information:** This section is included to assist delivering courier stations by providing additional avenues for contacting forces afloat customers. Enter name and grade of each point of contact along with the Plain Old Telephone System, Commercial/DSN phone and email addresses for each contact

**Account Validation**: For Courier Station Use Only. The courier verifying the information contained on the form will print, sign and date the form to certify the information provided is complete and accurate. If the form is for a newly established account, the validating courier contact the COA to verify payment authority for the account. The form and account is valid for one year from the date of validation.

# Figure 3.3: "Defense Courier Authorization Record" Checklist

1. Is the Account Delivery Address complete and correct?	Y	Ν
2. Does the Account Address match the DODAAD webpage for this account?	Y	Ν
3. Is there a Short Title address? (Third Line)	Y	N
4. Has the validating courier Verified COA financial information? (New accounts only)-	Y	N
5. Is the accounts postal address included on the form	Y	N
6. Does the form include organizational contact information for both normal and after-hours phone numbers?	Y	N
7. Are SIPR and NIPR account email addresses provided?	Y N/	
8. Does the form have at least two personnel listed? (AO counts as one) -	Y	N
9. Are all signatures on the form clear and legible?	Y	Ν
10. Is "Last Item" displayed after the final name entry (may be filled by hand)?	Y	N
<ul> <li>11. Is the Authorizeing Official block correctly filled out? -</li> <li>All entries are required even if the rotation date is Indefinite</li> <li>Name, Grade, Title, e-mail, Phone Number, and Rotation Date</li> </ul>	Y	N
12. Did the Account Authorizing Official sign the security clearance certification?	Y	N
13. For Contractor Accounts, did the Certifying official complete, sign and date the security clearance certification Statement in Part II?	Y	N
14. Does the CCA statement in Part III include the complete (first two lines) Defense Courier Account Address of the CCA?	Y	N
15. Did the Account Authorizing Official complete, sign and date the CCA statement in Part III?	Y	Ν
16. For Forces Afloat accounts, have the required additional contacts been provided in Part IV?	Y	Ν
17. Did the validating courier complete, sign and date the account validation block	Y	N
18. Did the validating courier annotate the account expiration date to the top of the form? Account expires one year from the validation date.	Y	N
	Y	N
NOTE: Pen and ink changes are only authorized to correct contact information. I.e. account mailing address, email addresses, and phone numbers.		

#### Figure 3.4 Sample Memorandum for One Time Entry/Receipt of Courier Material

(Agency/Activity Letterhead)

MEMORANDUM FOR (Servicing station) FROM: (Agency/Activity Concerned) SUBJECT: One-Time Entry/Receipt of Courier Material

1. Reference: (Cite requirement for this one time entry/receipt.)

2. Individuals listed below are authorized to enter/receipt for material addressed to (accounts address i.e. DODAAC and account number; others use the unique address provided in the TCJ3-C authorization memorandum).

3. Refer questions to (list unit/activity POC and telephone number).

Authorizing Official Signature Block

**NOTE:** If this authorization is provided via message, the sample shown above will be modified as per electrical message format.

# CHAPTER 4 – CUSTOMER AUTHORIZATION AND IDENTIFICATION PROCEDURES

## 4.1. Customer Authorization and Identification Procedures

4.1.1. Most individuals seeking to ship or receive qualified material through courier system must be listed on a valid "*Defense Courier Authorization Record*" and present valid personal identification. Defense couriers must be satisfied with the individual's identification before the transaction can begin and may ask to verbally confirm any information contained on the identification document(s) or Defense Courier Authorization Record.

4.1.2. The following are acceptable forms of identification:

- Department of Defense Common Access Card
- US Government civilian identification card/credentials
- Contractor company identification card/badge
- State issued driver's license
- DOS Diplomatic Courier Service courier credentials
- Passport
- Foreign national identification that provides at minimum, a photograph and a signature specimen

4.1.3. The individual physically presenting material for defense courier movement does not have to be the same person who completed or signed the DD Form 1384 (ATCMD) but both individuals must be listed on the customer's "*Defense Courier Authorization Record*".

4.1.4. Since the Department of Defense Common Access Card does not have a signature specimen, couriers will verify your signature on the manifest against the "Defense Courier Authorization Record" prior to transferring material.

# **CHAPTER 5 – DEFENSE COURIER MOVEMENT SYSTEM**

# **5.1.** Categories of Movement

5.1.1. There are two levels of Defense Courier service for movement of qualified material - regular and special.

### 5.1.2. REGULAR Movement

5.1.2.1. Accounts for the majority of material moved by Defense Couriers. This material is receipted for, processed, and delivered via normally scheduled transportation. Billing for movement of regular material is performed monthly by USTRANSCOM J8 invoice to individual COA on a per pound basis. See Appendix C for a complete listing of Categories of Account.

#### 5.1.3. SPECIAL Movement

5.1.3.1. Material of such urgency that in order to preclude mission impairment, it must be moved more expeditiously than regular movement schedules permit. To ensure rapid delivery, couriers make special arrangements to meet customer demand. For speed of delivery, customers may be required to rendezvous with the mission couriers at a pre-coordinated site.

5.1.3.2. Requesting customers must fund all costs associated with SPECIAL Movement in advance. Servicing stations will provide expense estimates to include commercial airline tickets, per diem and any other unfunded costs necessary to accomplish the movement.

5.1.3.3. Customers must request SPECIAL movement, in writing. Requests will contain the following information: (See Figure 5.1 for a sample SPECIAL Movement request)

- Consignor's account information
- Consignee's account information
- Weight, dimensions, and TCN(s)
- Date and location the material will be made available for movement.
- Required delivery dates (if applicable).
- Fund cite for courier travel and material movement
- Points of contact at the requesting agency, originator, and recipient
- Desired delivery location
- Any other pertinent or requested information (for Nickname specials include the required period and frequency of movement)

5.1.3.4. Approval to execute SPECIAL movements may be granted verbally, followed up in writing by USTRANSCOM J3-C.

## 5.2. Establishing Pickup/Delivery Service.

5.2.1. Over-the-counter service and consolidated service points (CSP)

5.2.1.1. As a general rule, customers located within a 90 mile or 1.5 hr. one way driving distance of their servicing courier station will be asked to pick up and deliver material over-the-counter at their servicing station. Similarly, when scheduling service, customers may be asked to travel 90 miles or 1.5 hours to a common location where multiple customers can meet. While we strive to provide the best service possible, our resources are limited so door to door service for every customer simply is not possible or practical.

# 5.2.2. Over the Road Service

5.2.2.1. Customers located a significant distance from the supporting Defense Courier Station will normally be serviced by established over-the-road delivery routes. Local arrangements will be coordinated between the servicing Defense Courier Station and its customers.

5.2.2.2. Defense Courier Stations may consolidate service to multiple distant customers by using central servicing points (CSPs) and consolidated control accounts (CCAs), when possible. transactions will be conducted only at locations affording sufficient security and safety for the couriers and material, e.g., on military, federal, or similar controlled-access facilities.

# 5.2.3. Delivery by Air

5.2.3.1 Defense Couriers use a mix of commercial, charter, and military aviation to transport material for delivery to customers. Delivery to Geographically separated customers by air requires coordination and cooperation from all parties involved. Extensive coordination with commercial and/or military airfields, Transportation Security agency, other security personnel, various airfield support agencies and customers is required for each transaction. Delivery by air is the most expensive means of transport in terms of cost for movement. It is imperative that customers uphold the meeting arrangement as agreed with the servicing station. Again, customers may be asked to drive to a central airport where multiple customers can be serviced at once.

5.2.3.2. Contact your servicing Defense Courier Station for specific information. Appendix B contains a listing of courier station contact information.

# 5.3. Special Handling Requirements

5.3.1. Customers are responsible for identifying any special handling requirements for material to be moved by Defense Courier.

## Figure 5.1: SAMPLE REQUEST FOR SPECIAL MOVEMENT

#### (Customer Letterhead)

NOTE: The customer's memo/letter format may vary from that shown below.

MEMORANDUM FOR USTC J3-C

FROM: (Name & address of agency/activity)

SUBJECT: Request for SPECIAL Movement

1. Request Defense Courier assistance for expeditious transportation of classified/sensitive material for the purpose of (outline parameters, special project, frequency of movement, etc.).

2. Place material is originating: (list location or Defense Courier Account Number of where material is originating)

3. Place material is destined: (list location or Defense Courier Account Number of where the material is going) and Required Delivery Date

- 4. List TCN, weight and dimensions of material(s)
- 5. Date and location the material will be made available for movement
- 6. Points of contact:
  - a. Originator of material point of contacts are: (Name, phone number)
  - b. Addressee of material points of contacts are: (Name, phone number)

7. Funding instrument or funding organization. (How is the shipment of the material going to be funded)

Signature & Signature Block of Customer Representative

# **CHAPTER 6 – PREPARATION OF MATERIAL**

## 6.1. General

6.1.1. Originators of material are responsible to enter only qualified material IAW DODD 5200.33R and to package and prepare material for movement IAW DTR 4500.9-R, Part II, to preclude damage or compromise during movement, couriers will not accept improperly packaged material. Courier stations will incorporate packing and wrapping training in local customer training programs.

# 6.2. Minimum Packaging Standards

Minimum standards for packing and wrapping qualified material are:

- Double wrapped with prescribed opaque material.
- Equipment packaged by manufacturer in accordance with contract specifications and double wrapped.
- Packaged so that contents will not shift during transitStandard GSA Kraft envelopes not less than 8 ½ inches by 11 inches.
- Wooden crates, Double-faced corrugated fiberboard, Heavy Kraft wrapping paper, Canvas shipping bags are acceptable outer packaging materials subject to restrictions further specified below.
- Tape-gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent. Masking, cellophane, or translucent nylon-reinforced tape will not be used.
- Staples (limited to stapled cartons provided by equipment manufacture or corrugated fiberboard containers that have been corner stapled with heavy duty clinch type staples by the carton manufacture). Distribution points also must apply the prescribed tape to the stapled seam.
- Strapping bands made of rayon, nylon, or plastic. Metal strapping bands will not be used due to safety considerations.

## 6.3. Size and Weight Standards

6.3.1. Customers with shipments that do not meet the size and weight restrictions defined below must obtain the approval of their servicing station in advance of offering the shipment for movement. This allows the station to coordinate handling capabilities with all stations concerned.

6.3.2. The minimum acceptable size for a package is an 8"x 11" flat envelope.

6.3.3. Single items will not normally exceed 150 pounds or have dimensions in excess of 45 x 26 x 22 inches. Customers can request exception to weight or size restrictions by contacting the servicing station in advance of the shipment. The servicing station must coordinate with all down-line courier stations prior to movement of excessively large or heavy items.

# 6.4. Department of State (DOS) Packaging Requirements – See Chapter 12 and Appendix–D

# 6.5. Reinforcement Methods

6.5.1. After sealing small fiberboard cartons (less than 20 pounds) and envelopes, all seams will be reinforced with the prescribed tape-gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent to completely cover the seams

6.5.2. Flaps and open seams of the fiberboard carton will be sealed completely with the prescribed Tape-gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent

6.5.3. If a paper outer wrapper is used, it will be of prescribed material. All exposed seams will be Tape-gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent, completely and reinforced.

6.5.4. Packages 20 to 49 pounds will be packaged with a first and second wrapper of doublefaced corrugated fiberboard carton. All seams will be sealed completely with prescribed Tapegummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent.

6.5.5. All equipment cases regardless of weight will be banded with a minimum of two nylon, rayon, or plastic bands for security.

6.5.6. All packages weighing 50 pounds or more will be banded with a minimum of two nylon, rayon, or plastic bands for security.

# 6.6. Shipping Bags/White Canvas Bags

6.6.1. The total weight of shipping bags will not exceed 50 pounds. They will not be used to pack exposed wooden or metal boxes that can rupture the bag during shipment.

6.6.2. Shipping bags will be secured at the neck at least 6 inches below the top of the bag with strong cord and sealed using a lead seal. The seal will be pulled tight to prevent it from being removed, except by cutting the cord. The military shipping label will be affixed to a hardened material, i.e., plastic or cardboard.

6.6.3. Exposed stitching of the shipping bag must be turned to the inside.

6.6.4. Shipping bags with holes, tears, or defective seams will not be used.

6.6.5. US Postal Service bags, pouches, or sacks will not be used.

6.6.6. DOS bags, pouches, or sacks will not be used for non-DOS material.

## 6.7. Military Shipping Labels

6.7.1. A separate TCN will be assigned to each shipment unit entered.

6.7.2. Each article will be affixed with a DD Form 1387, Military Shipping Label (MSL)

6.7.3. Overweight / Oversize articles will be affixed with two Form 1387, Military Shipping Label (MSL)

6.7.4. Use of actual/geographic mailing addresses of customers is not authorized.

6.7.5. When replacing or updating a military shipping label with a new one, completely cover or otherwise obliterate the old DD Form 1387 to prevent confusion.

## 6.8. Overweight / Oversize Material

6.8.1. At a minimum, provide the following overweight/oversize information to your servicing station at least 48 hours in advance prior to entering material into the courier system.

6.8.2. TCN(s), weight, dimensions, and consignee of each piece.

6.8.3. Proposed date of shipment.

6.8.4. Method of courier receipt – Over the counter or scheduled courier pick up

6.8.5. Special handling instructions, if any.

6.8.6. En route/destination stations or consignees that cannot support the planned movement of overweight/ oversized material will be notified by the servicing station as soon as possible to determine alternative courses of action.

# CHAPTER 7 – DD FORM 1384 TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT

# 7.1. TCMD Preparation.

7.1.1. All shipments moving within the DTS must comply with DTR 4900.1-R-Part II, "Cargo Movement". The basic shipping document, DD Form 1384, "Transportation Control and Movement Document", (TCMD) used to control the movement of cargo while in the DTS; the TCMD performs functions similar to a bill of lading in the commercial transportation system.

7.1.2. Customer seeking to ship qualified material using the Defense Courier system can now advance their material, print TCMD and DD Form 1387, "Military Shipping Label" (MSL) by accessing the Defense Courier Advanced Transportation Control Movement Document (DC-ATCMD) web site at <u>https://lsotools.wpafb.af.mil/dc-atcmd/</u> alternatively, we have a link to the ATCMD website on our Defense Courier Division website at <u>http://www.transcom.mil/dcd/</u>

# 7.2. Purpose and Function of the ATCMD

7.2.1. The goal of DC-ATCMD is to provide users with a common interface to quickly communicate transportation data required to successfully ship material by Defense Courier. It is imperative that the data you enter is correct as it will determine the address to which your material is delivered. Please verify your entries and double check your shipping labels to ensure you have correctly addressed your shipment before physically transferring the material to Defense Couriers.

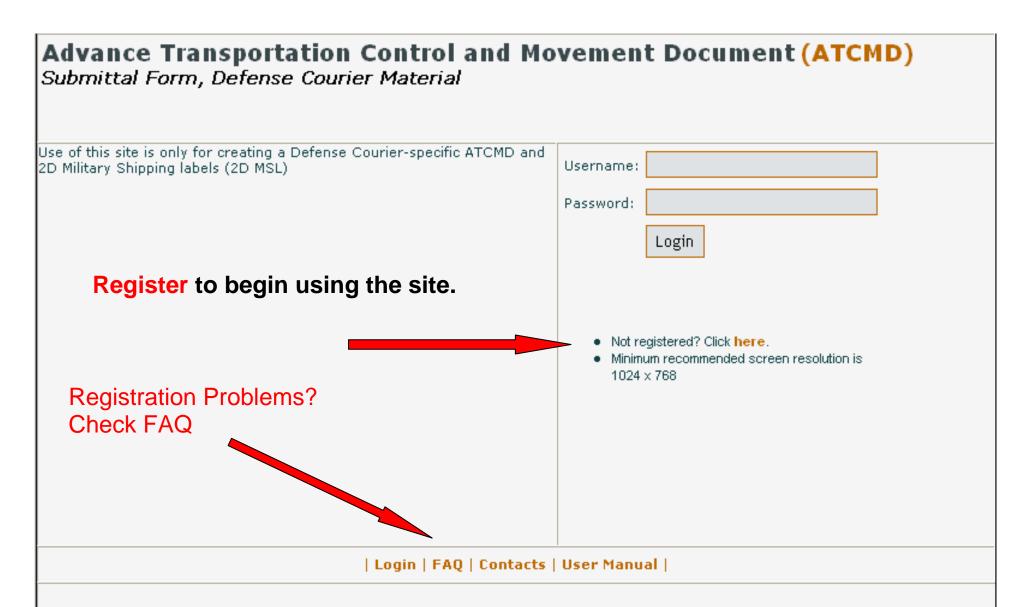
# 7.3. Additional Notes

7.3.1. Contact your servicing station to coordinate entry of material.

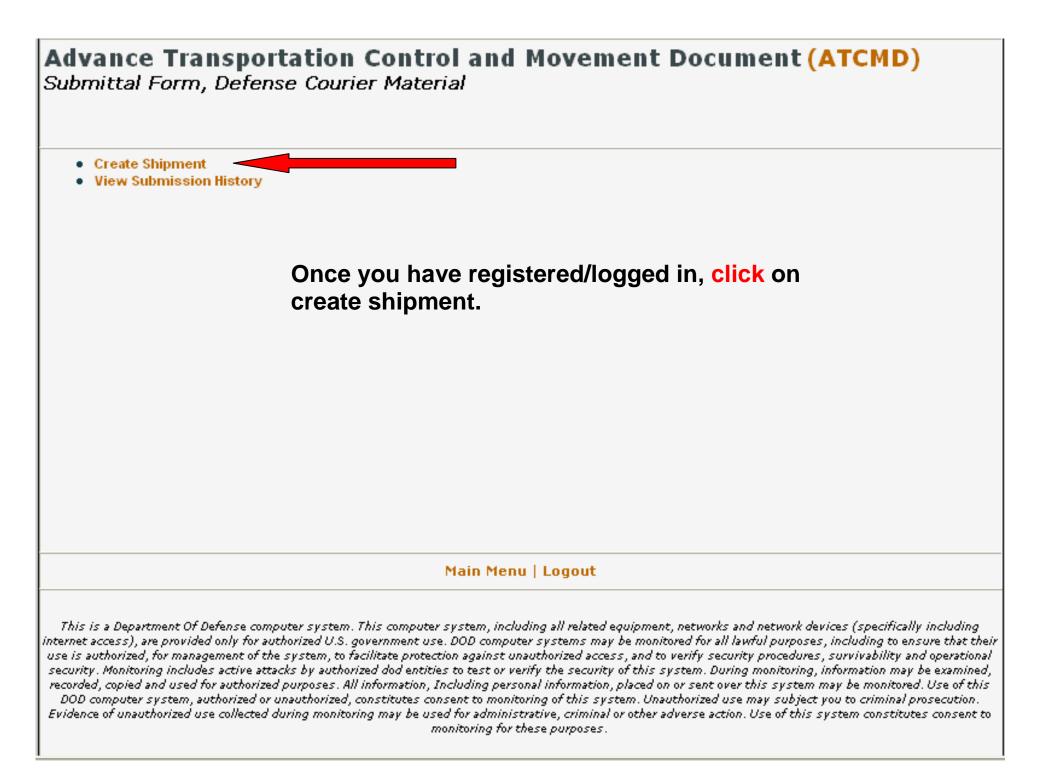
7.3.2. If piece(s) are time sensitive, please inform the couriers of a required delivery date (RDD)

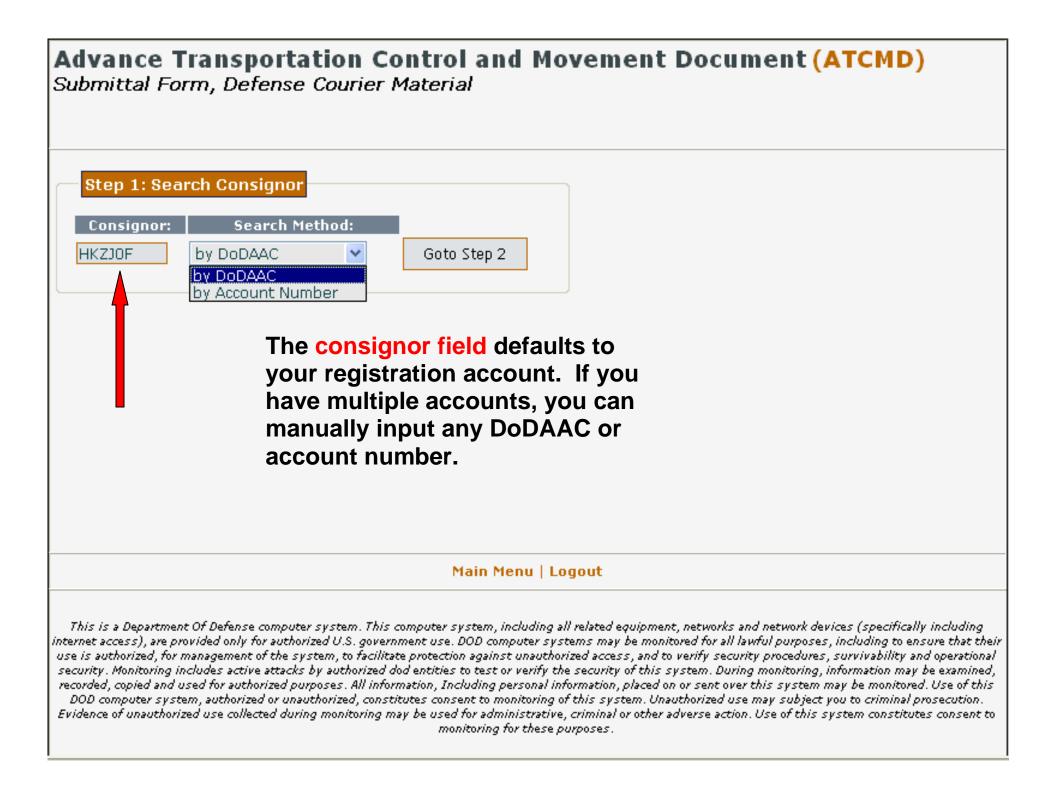
7.3.3. Please contact your servicing station for DC-ATCMD website questions and comments.

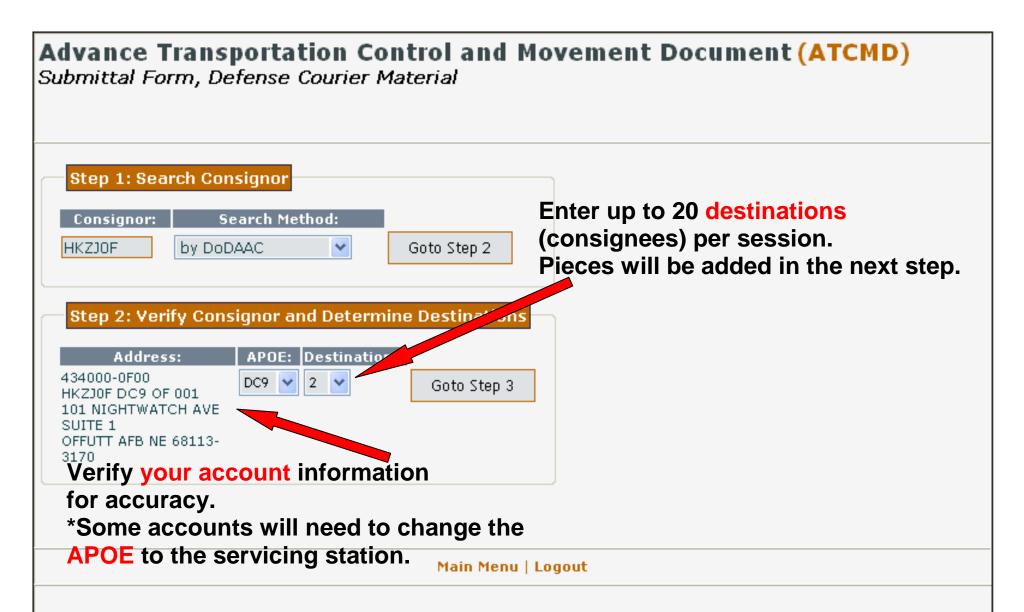
# 7.4. Guide to Using the DC-ATCMD website:



This is a Department Of Defense computer system. This computer system, including all related equipment, networks and network devices (specifically including internet access), are provided only for authorized U.S. government use. DOD computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. Monitoring includes active attacks by authorized dod entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, Including personal information, placed on or sent over this system may be monitored. Use of this DOD computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action. Use of this system constitutes consent to monitoring for these purposes.





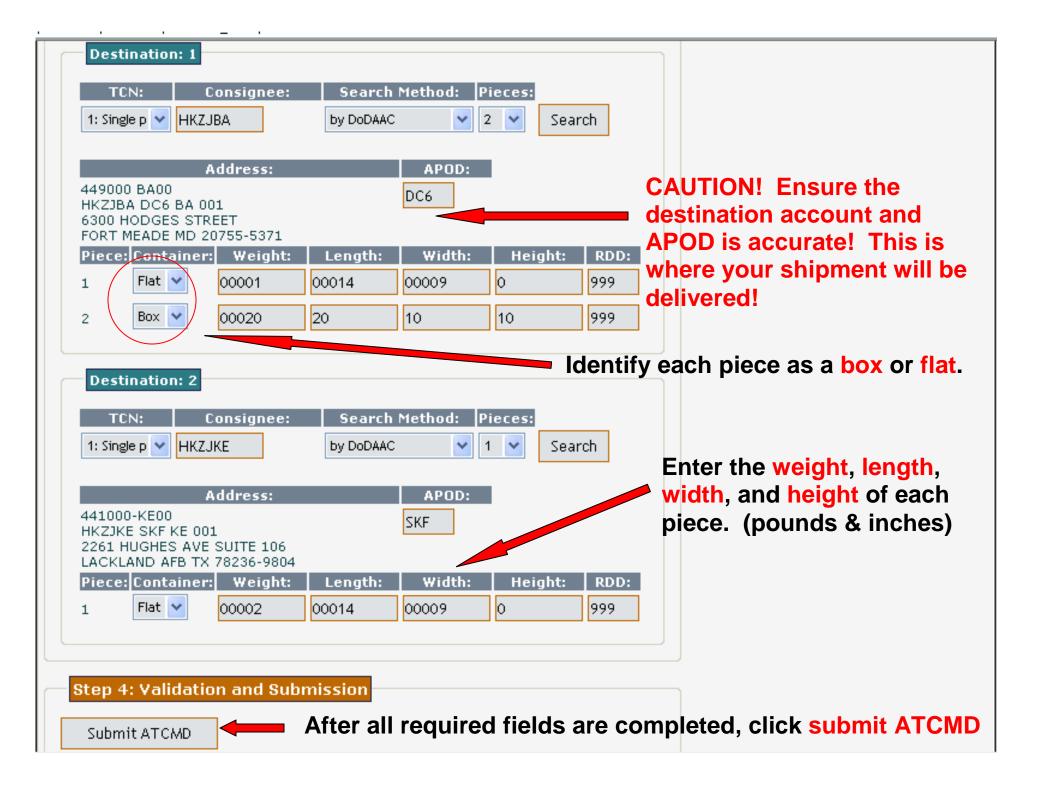


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Step 3: Create Shipments Destination: 1	Enter up to 20 pieces per consignee.
TCN:       Consignee:       Search Method:       Pieces:         1: Single p       by DoDAAC       1       Search         Destination: 2       2       2       2	ALWAYS use "Single piece per TCN"
TCN:       Consignee:       Search Method:       Pieces:         1: Single p       by DoDAAC       1       Search	In the consignee field, enter the destination DoDAAC or account number. CAUTION!
Submit ATCMD	Ensure the Consignee DODAAC is accurate! This is where your shipment will be delivered!

#### Main Menu | Logout

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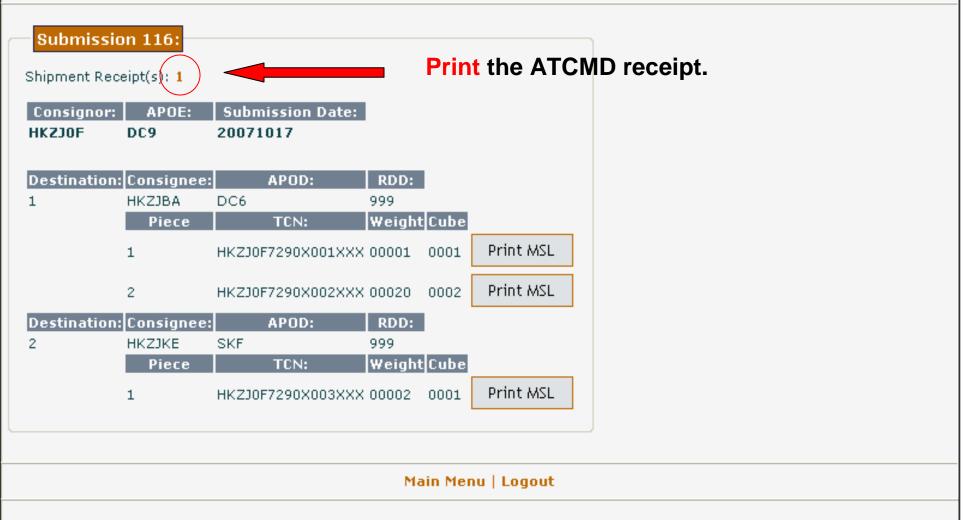
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# Advance Transportation Control and Movement Document (ATCMD) Submittal Form, Defense Courier Material



## Advance Transportation Control and Movement Document (ATCMD)

Submittal Form, Defense Courier Material



This is a Department Of Defense computer system. This computer system, including all related equipment, networks and network devices (specifically including internet access), are provided only for authorized U.S. government use. DOD computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. Monitoring includes active attacks by authorized dod entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, Including personal information, placed on or sent over this system may be monitored. Use of this DOD computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action. Use of this system constitutes consent to monitoring for these purposes.

## ADVANCED TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT RECEIPT DEFENSE COURIER MATERIAL

HKZJ0F 434000-0F00 HKZJ0F DC9 OF 001			071017 ohn Doe			
TCN CONSIGNEE	ADDRESS LINE 1	ADDRESS LINE 2	APOD	RDD	WEIGHT	CUBE
HKZJOF7290X001XXX HKZJBA	449000 BA00	HKZJBA DC6 BA 001	DC6	999	00001	0001
HKZJOF7290X002XXX HKZJBA	449000 BA00	HKZJBA DC6 BA 001	DC6	999	00020	0002
HKZJ0F7290X003XXX HKZJKE	441000-KE00	HKZJKE SKF KE 001	SKF	999	00002	0001

## Change the printing preference to Landscape.

## Print 2 copies of this form.

## The couriers will sign both copies.

## One will be a your receipt; the other will be filed at the servicing station.

	· · · · · · · · · · · · · · · · · · ·	
CURRENT PAGE PIECES: 3	CURRENT PAGE WEIGHT: 23	CURRENT PAGE CUBE: 4
TOTAL SHIPMENT PIECES: 3	TOTAL SHIPMENT WEIGHT: 23.0	TOTAL SHIPMENT CUBE: 4.0

Customer / Date / Time

Customer / Date / Time

## Please print, sign, date and time the form here.

## **CHAPTER 8 - ENTERING QUALIFIED MATERIAL FOR MOVEMENT**

## 8.1. General

8.1.1. This chapter is intended to provide our customers instructions on the steps required to enter material for movement by Defense Courier.

## 8.2. Material Documentation

8.2.1. Material being offered for movement must be properly packaged and labeled. Customers are responsible for creating an advance record for their shipment, producing a military shipping label and applying the MSL to the package. Customers can use the following website to create the advance record and MSL: <u>https://lsotools.wpafb.af.mil/dc-atcmd/</u>. Customers will need two copies of the Advanced TCMD Receipt printed from the Advanced TCMD webpage when entering material for movement.

8.2.2. The security of your material depends on accurate addressing of the DD Form 1387. We rely on your care and attention when labeling packages to ensure the courier delivery address on the DD Form 1387 is correct for the intended recipient and that the label is securely affixed to package in a way that prevents loss or damage to the label.

8.2.3. Pen and ink changes to the MSL are not authorized except for weight and cube entries. If changes to these two blocks are necessary, each copy of the advanced TCMD will be corrected and initialed by the person making the change.

8.2.4. Transfer of Custody and liability for the item(s) from the consignor to USTRANSCOM Courier Division is certified by upon signature of the Consignor (or CCA) along with the printed name, date, time and signature of the two defense couriers on the ATCMD.

8.2.5. Material for customers located in Qatar. Customers entering material for delivery to customers in Qatar must submit preclearance requests to the Qatari government in advance of physically shipping the material. Origin station couriers must verify the preclearance has been submitted before they will accept material for movement. See fig. 8.1 for a sample preclearance request form.

## 8.3. Special Handling Material

8.3.1. Entry of items identified as special handling material must be fully coordinated between the consignor and servicing station prior to physically presenting the material to defense couriers for movement.

## 8.4. Process for transferring material from origin shippers to Defense Couriers for movement.

8.4.1. Couriers will establish a perimeter to maintain control over material and separate customers from any distractions. We ask for your patience and cooperation as couriers will transact with only one customer at a time

8.4.2. Customer provides ATCMD or equivalent

8.4.3. Couriers will verify the identity and signature of the individual who signed the ATCMD and the individual physically entering the material against the authorization document (Defense Courier Authorization Form or letter). (Refer to Chapter 4 – Authorization and Identification Process)

8.4.4. Couriers will visually inspect the material to ensure it has been properly packaged.

8.4.5. The couriers will compare and verify that all information on each DD Form 1387 (MSL) matches the entries on the ATCMD.

8.4.6. Material will be re-weighed to verify accuracy (this may be done after the couriers return to station).

8.4.7. Couriers will conduct a physical piece count of all material entered to ensure it matches the number of "Total Shipment Pieces" on the ATCMD. This piece count serves as a final added security check.

8.4.8. The couriers will review the ATCMD to ensure the entering customer information is complete and legible (i.e., printed name, printed rank, signature, etc.).

8.4.9. Both couriers will sign two copies of the ATCMD

8.4.10. Customer will be given a copy of the signed ATCMD

NOTE 1: All actions identified above must be accomplished by two couriers, working as a team. As a result, couriers will only provide service to one customer at a time.

NOTE 2: It is not necessary to verify customer's identification more than once during multiple transactions involving the same customer.

## Figure 8.1 Customs Clearance Request for Material Destined for Qatar.

CUSTOMS CLEARA	NCE REQUEST	FOR TRAVEL TO QATA	R (AUAB or D	oha In	ternatio	nal)
				ľ		
TO: HNCC	FROM:				DATE:	
		to arrival. Any non-personal ele arranged. (exceptions: personal o the FCG				
						Airline:
Equipment Description EXA	MPLE in <b>BLUE</b>	Serial # 125-654A	Arrival Date	TBD	Flight	TBD
Hard Drives		TCN HKB20X8355X001XXX	Depart Date	TBD	Flight	Airline: <b>TBD</b>
Equipment Description		Serial #	Arrival Date	TDD	Flight	Airline:
Equipment Description			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
A			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Equipment Description		Serial #	Arrival Date		Flight	Airline:
			Depart Date		Flight	Airline
Point of Contact: Name			Tel # DSN		E-mail	
Forward to Host Nation Coordination Cell: 379aewhncustoms@auab.centaf.af.mil FAX 011-974-450-3477 Attn: Customs						

Customs PH# 011-974-450-3471 DSN 318-437-6101

## **CHAPTER 9 – DELIVERY OF MATERIAL TO DESTINATION CUSTOMERS**

## 9.1. Movement Security.

9.1.1. Any movement of classified material away from a secured storage location exposes the material and the couriers to risk. USTRANSCOM, the servicing courier station and individual couriers will take all precautions necessary to minimize risks and ensure secure movement and delivery of classified material.

9.1.2. Security is optimal when physical transfer of classified material is conducted within the secure facility of a servicing courier station. For this reason, customers within a reasonable geographic range from the station are asked to conduct business over-the-counter at their servicing station.

9.1.3. When travel to the courier station is not logistically practical, the next most secure option is to consolidate delivery to multiple customers at a pre-determined secure rendezvous point or Central Servicing Point (CSP). Your servicing courier station will work with you to determine the most convenient and practical delivery point for you given your unique situation.

## 9.2. Delivery Coordination

9.2.1. Your servicing courier station will coordinate with customers at least the day before your scheduled pickup. Coordination may be by phone or E-mail and should include number of articles and total weight for your account. You will be informed of any special handling instructions you may need to know.

9.2.2. To ensure material security, couriers will not transport material for your account unless the couriers are able to confirm pick-up/delivery arrangements with an authorized individual listed on your account's *"Defense Courier Authorization Record"* 

9.2.3. Servicing stations monitor accounts that do not meet couriers for delivery or pick up as coordinated. A "Customer No Show" is recorded when an authorized individual for your account commits to a rendezvous with our couriers but fails to show at the time and place as scheduled. Your servicing station will notify the account authorizing official or COR if/when No Shows occur. Costs associated with returning shipments after a no show will be charged to the COA of the offending account. A negative no show trend may result in account suspension.

## 9.3. Manifest.

9.3.1. A separate manifest (two copies) will be prepared for each account receiving material on a given delivery run. After completing the delivery transaction and verifying all material is accounted for, the two defense couriers and the authorized receiving individual will print, date, time and sign two copies of the manifest. Customers will keep one copy and couriers will keep the second. No material will be transferred until both manifests are signed.

9.3.2. Consolidated Control Accounts (CCA) receive material on behalf of other accounts. CCA's will be provided an additional copy of the delivery manifest for use during subsequent transfer of material between the CCA and the ultimate customer account.

9.3.3. The printed name, date, time and signature of the Consignee (or CCA) on the delivery manifest certifies the item was receipted for by the customer. Proof of delivery establishes transfer of custody and liability from Defense Courier Division to the authorized user.

## **9.5.** Delivery Process for transferring material from Defense Couriers to receiving customers.

9.5.1. Couriers will establish a perimeter to maintain control over courier material and separate customer(s) from any distractions. We ask for your cooperation and patience while the couriers meticulously prepare for the transfer and transact with only one customer at a time.

9.5.2. Upon request, couriers will present their credentials

9.5.3. Customer identification will be verified against appropriate authorization document (i.e., "*Defense Courier Authorization Record*" or authorization letter). (See Chapter 4 – Authorization and Identification Process)

9.5.4. Defense Couriers will Generate or locate the applicable delivery manifest and compare the information on the Defense Courier Authorization Record with entries on the delivery manifest.

9.5.5. Customer's material will next be located, separated and remain separated from other material until the transaction is completed.

9.5.6. Customers and couriers will jointly inspect the material being delivered to ensure it is correctly addressed for the customer about to take possession and is in good condition. This additional inspection serves as an additional security measure.

9.5.7. Next the couriers will compare each piece of material against the delivery manifest to ensure the TCN and consignee DODAAC on the manifest matches that of the military shipping label on the package.

9.5.8. Once accuracy of material is assured, couriers will sign the delivery manifest(s).

9.5.9. Now the couriers, together with the customer, will again compare the delivery manifest (TCN and consignee DODAAC) against the military shipping label for each piece of material to be delivered.

9.5.10. Together the couriers and customer will then count the physical pieces of material and compare to the manifest total pieces on the delivery manifest(s). This piece count serves as a final added security check.

9.5.11. When you are satisfied all packages are accounted for and are indeed correctly addressed for your account you, the receiving customer(s), will print your name, date, time and signature on two delivery manifests. (Three copies if acting as a CCA.)

9.5.12. Couriers keep the original and provide the customer(s) all remaining copies of the signed delivery manifest(s).

NOTE 1: All actions identified above must be accomplished by two couriers, working as a team. As a result, couriers will only provide service to one customer at a time.

NOTE 2: It is not necessary to verify customer's identification more than once during multiple transactions involving the same customer.

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Figure 9.1 Sample of a Delivery Manifest

## **CHAPTER 10 – FORCES AFLOAT / DEPLOYED UNITS**

## 10.1. General

10.1.1. Forces Afloat material includes all material destined for US ships, submarines, and other units embarked aboard ships.

10.1.2. Forces Afloat accounts and Deployed units must contact their servicing station at least seven working days prior to deployment, to confirm material routing instructions.

10.1.3. Forces Afloat units with two teams must ensure their Form 10 lists individuals from both teams. Alternatively, the teams can establish separate Forms 10 for each team.

## **10.2. Routing Instructions**

10.2.1. In addition to the address, originators of material destined to Forces Afloat (Navy, Marine Corps or Coast Guard) elements must provide precise routing instructions (e.g., "in port San Diego" or "Singapore") on the third line of the address to help the accepting courier station route the material. For embarked units, originators will provide the vessel identification to help in material routing.

10.2.2. Defense Couriers will route material in accordance with the originator's guidance. The routing process should blend the unit's schedule (provided by the originator) with movement schedules to ensure proper and timely routing to the addressee. If the third line information you provide conflicts with your two line address, your servicing station will attempt to determine delivery method based on actual or projected unit location. If current operating information is not available, the station holding the material will request delivery instructions from the unit, its parent command, or TCJ3-C.

10.2.3. Keep in mind, operational security requires that vessel port visits and deployment schedules are FOR OFFICIAL USE ONLY or higher classification and must be disseminated with discretion. Contact your servicing station via secure means if the projected location of your unit, or the vessel you are attached to, is classified.

10.2.4. Service to units operating in areas with which the US does not have a Status of Forces Agreement (SOFA), or similar agreement that protects material from search and seizure, will be accomplished via Department of State Diplomatic courier. This material will be passed to the American Embassy, US Consulate General, or Defense Attaché Office for delivery. If unsure, contact TCJ3-C-Operations to determine if a SOFA or international agreement exists with the country in which you will be located. Depending on Department of State Delivery schedules to the country involved, there may be additional transit time for your material so plan ahead when operating in these areas.

## **10.3.** Delivery Instructions

## 10.3.1. Command Messenger

10.3.1.1. The senior representative of several forces afloat units operating together may designate, by letter or message, a properly cleared command messenger to receive/dispatch material for all units. This authority must clearly identify both the messenger, units concerned, and effective period. Prior coordination between the senior representative and delivering courier station is essential.

## 10.3.2. Consolidated Control Account (CCA)

10.3.2.1. A CCA is an arrangement whereby a customer has authorized another customer to act as intermediary and receive/enter material on their behalf. The CCA will be listed on the customer account form. Servicing stations will deliver material to the CCA for further delivery to the ultimate consignee.

10.3.2.2. For delivery to a CCA, couriers will notify all addressees by phone, E-mail, or message. Notify the ultimate material consignee and the CCA. Couriers will discuss the number of articles for delivery, date of delivery, and any special handling instructions.

10.3.2.3. A CCA is not authorized to receipt for TPC material.

10.3.2.4. Only Forces Afloat CCA(s) are authorized to receipt for NC2-ESI material.

10.3.3. Delivery may be accomplished by alternative means when approved by TCJ3-C. Contact your servicing station as far in advance as possible to discuss options for delivery in unique situations.

## **CHAPTER 11 – SPECIAL HANDLING**

## 11.1. Return to Sender (RTS)

11.1.1. If couriers are not able to deliver your material within 30 days, a notification message will be sent to receiving customers with an info copy to the consignor. The message will advise receiving customers that material will be returned to the originator if it has not been delivered or picked up within 30 days of the message date. Customers receiving these messages should immediately contact the sending courier station to coordinate material disposition instructions.

11.1.2. Whenever possible, the COA of the addressee unit (Consignee) will be billed for shipping charges associated with RTS material. In cases where the Consignee COA cannot be determined or cannot be billed for some reason then billing for RTS movement will default to the COA of the originating consignor.

## 11.2. Re-routing Material (Customer Request)

11.2.1. Originating Customers (Consignors) who want to change the destination of a package already entered in the courier movement system must do so in writing (email is acceptable) to their servicing courier station. Only individuals listed on the originating account's Courier Account Authorization Form may request material re-route. Since your shipment is likely moving or being planned for movement, contact your servicing station as soon as possible to advise of your intentions and to request that the material be stopped or "Frustrated" from further movement until disposition instructions are finalized.

11.2.2. The consignor is responsible for all any additional movement costs associated with material reroutes.

## 11.3. Two Person Control (TPC) (including NATO-TPC)

11.3.1. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3260.01B, Joint Policy Governing Positive Control Material and Devices, sets forth policy and procedures for the control and handling of TPC material. Due to sensitivity and limited units involved, handling instructions for Two Person Control material is not provided in this guide however, it is imperative that the utmost attention to detail is given to all aspects related to the transfer of TPC material. All documents, signatures, packaging, and addressing must be perfect before couriers will accept material from a shipper or deliver to an addressee. Contact your servicing station via secure means for assistance.

## 11.4. NC2-ESI

11.4.1. Nuclear Command and Control-Extremely Sensitive Information (NC2-ESI) Material. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3231.01B, sets forth JCS policy on the security, handling, and control of NC2-ESI material. As mentioned in the preceding paragraph, it is imperative that the utmost attention to detail is given to all aspects related to the transfer of NC2-ESI material. All documents, signatures, packaging, and addressing must be perfect before couriers will accept material from a shipper or deliver material to an addressee. Please contact your servicing station via secure means for assistance.

## 11.5. Two Signatures Required

11.5.1. USAFE Instruction 33-201, 21 December 2007, Operational Doctrine for Safeguarding and Control of Weapons Storage and Security System (WS3) (Limited Distribution) contains guidance on this program. Please contact your servicing station for assistance.

## **11.6.** Special Access Programs

11.6.1. Defense couriers transport material in support of various special access operations and programs known by their standing nicknames. Material for nickname programs is handled by normal Defense Courier business processes and moved via routine delivery schedules. Contact your servicing station if the material or situation requires unique handling or when movement and delivery must meet time-sensitive deadlines.

## CHAPTER 12 – DELIVERY BY DEPARTMENT OF STATE

## 12.1. General.

12.1.1. Material destined to customers located in, temporarily assigned to, or transiting nations with which the United States does not have a Status of Forces Agreement (SOFA) or similar agreement that protects material from search and seizure, may be transferred to Department of State (DOS) for ultimate delivery to the addressee.

12.1.2. Department of State couriers are not authorized to receive or transport TPC or NC2-ESI material for any account.

12.1.3 Material that will be transferred to Department of State must be pre-cleared with DOS by the shipper prior to entry. The shipper will e-mail the DOS CCA/pre-clearance letter (see fig. 12.1) to the DOS points of contact. As proof of pre-clearance, and to grant DOS movement authority, DOS will e-mail the approved DOS CCA/pre-clearance letter to the originating courier station. When coordinating material pick up, courier stations will verify they have received the pre-clearance letter from DOS by comparing the TCNs on the letter to those advanced by the customer. Customers are encouraged to work with their servicing courier station in advance to ensure the requirements for DOS delivery are understood.

## **12.2.** Package Requirements

12.2.1. DOS restrictions on material size/weight may not match TCJ3-C. DOS reserves the right to refuse courier material for movement and delivery. Material refused by DOS will be returned to sender (RTS) at consignor expense. For any problems that cannot be resolved with your servicing station, contact TCJ3-C for assistance.

12.2.2. Articles with dimensions exceeding 29"x29"x30" must be wrapped in burlap and cross-banded before acceptance by DOS Couriers. The burlap must be taut and tightly closed at the seams. All seams must be sealed with adhesive and/or staples. Nylon or plastic banding straps must be applied in perpendicular directions so that the bands cross themselves. At least two sides of the burlap article must be stenciled "Dept. of State, Diplomatic Pouch."

## **12.3.** Delivery Instructions

12.3.1. Originators must contact the destination account (consignee) and the receiving DOS agency (Embassy, Consulate, Defense Attaché Office (DAO), etc.) and advise of:

- Article number.
- DOS consignment number.
- Date material was given to DOS for movement.
- Material quantity and weight.
- Anticipated delivery date.
- Name/telephone number/location of DOS representative (Embassy, Consulate, DAO, etc.).

12.3.2. If final delivery is to be done by Department of State, a message with instructions for Department of State delivery, submitted by the addressee is required. A CCA statement on the "*Defense Courier Authorization Record*" is not required.

12.3.3. Due to various global situations, availability of aircraft, delivery schedule frequency and material weight, packaging, and destination country restrictions, DOS service may require additional lead times and in some cases may not be possible. See Appendix C for DOS Service Schedule and table of Restrictions. We recommend you contact one of the Diplomatic Security Courier points of contact listed on Appendix C to obtain the latest information.

## Figure 12.1 Sample CCA/ Pre-clearance Letter for Department of State Material

#### AGENCY LETTERHEAD

#### MEMORANDUM FOR USTRANSCOM TCJ3-C-BA

FROM: {DODAAC/Account #}

SUBJECT: Authorization for Department of State Couriers to Enter/Receive Material

1. Personnel listed on the USTRANSCOM IMT 10 for Account 449321 BA88/HKD098 DC6 BA 011 (Department of State) are authorized to enter/receive material on behalf of the account listed in the FROM line of this memorandum.

2. The following individuals are authorized to pick up material at the {name of Embassy/Consulate the material will be sent to.} (If the location is sensitive send via secure means through local courier station.)

Name (Include title/grade)	Phone if applicable	Email, if applicable

### 3. This authorization is valid until **DD MMM YYYY**.

4. The following material has been pre-coordinated and approved for movement by Department of State, POC: Jerry Haley at (703) 922-3018. Include the following addressees in your e-mail request: <u>HaleyJH@state.gov</u>, <u>WRDCD-OPS@state.gov</u>. If additional space is needed, please include an attachment in the following format.

TCN #	Weight (Kgs)	Dimensions (Ins)	Required Delivery Date

5. I understand DOS reserves the right to refuse courier material for movement and delivery if not correctly packed or configured. Material refused by DOS will be returned to sender (RTS) at shipper expense. Further, additional delivery costs may be incurred in certain circumstances. DOS will advise shippers if/when additional costs are involved.

6. Refer questions to {list shipper POC and telephone number}.

{Account Authorizing Official} {Signature Block}

## **APPENDIX A - REFERENCES**

Department of Defense Regulation (DODR) 5200.1-R, Information Security Program

DOD Instruction 5200.33, Defense Courier Operations

DODR 5200.33-R, Defense Courier Service Regulation

DOD 4500.9-R, Part II, Defense Transportation Regulation, Cargo Movement

DOD 4500.9-R Part V, Defense Transportation Regulation Department of Defense Customs and Border Clearance Policy and Procedures

DODR 5105.21-M-1, Sensitive Compartmented Information Administrative Security Manual

Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3231.01B, *Safeguarding the Single Integrated Operational Plan (SIOP)* 

CJCSI 3260.01B, Joint Policy Governing Positive Control Material and Devices

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

USAFE Instruction 33-201, 21 December 2007, Operational Doctrine for Safeguarding and Control of Weapons Storage and Security System (WS3) (Limited Distribution)

DD Form 254, "Contract Security Classification Specification, Department of Defense"

#### Defense Courier Division United States Transportation Command

508 Scott Drive Scott AFB IL 62225-5357

#### ustcj3-c@ustranscom.mil

DSN:	779-2338	COMM: (618) 229-2338
FAX:	576-8097	COMM: (618) 256-8097
STE:	779-1730	COMM: (618) 229-1730

#### ANCHORAGE - TCJ3-C (AN)

USTRANSCOM/DCS-AN 8197 Fairchild Avenue Elmendorf AFB, AK 99506-3040

E-mail dcs.elmendorf@elmendorf.af.mil SIPR dcss-an@elmendorf.af.smil.mil

DSN: 317-552-1618 / 1023 / 1024 / 1440 / 9091 COMM: (907) 552-1618 / 1023 / 1024 / 1440 / 9091

STE: DSN 317-552-9343 COMM: (907) 552-9343 FAX: DSN 317-552-8376 COMM: (907) 552-8376 DUTY HOURS: 0730-1500 Monday - Friday AFTER DUTY HRS: Dial DSN 317-552-1618 or COMM: (907) 552-1618, then follow instructions provided on the answering machine.

SERVICES: Alaska

BALTIMORE -- TCJ3-C (BA) USTRANSCOM/DCS-BA 6300 Hodges Street Fort George G. Meade, MD 20755-5371

E-mail <u>BA\_courierall@conus.army.mil</u> (BA"underscore"courierall) SIPR: <u>defcouriersvcbaltsc@sbelvoirdms.army.smil.mil</u>

DSN: (OPS) 622-6911/2297/6908 (Duty9/Vault) 622-3786/5807 COMM: (301) 677-XXXX

DUTY HOURS: 0700-1600 Mon-Thur AFTER DUTY: (301) 252-8650/9535 SERVICES: Maryland, Northern Virginia, District of Columbia, Pentagon, Azores

#### BAHRAIN -- TCJ3-C (BH)

USTRANSCOM/DCS-BH PSC 451 Box 150 FPO AE 09834

NIPERNET E-MAIL: <u>dcsbh@me.navy.mil</u> SIPERNET E-MAIL: <u>dcsbh@me.navy.smil.mil</u>

NORMAL DUTY HRS: Sun-Thu 0800-1600, Fri/Sat/Holidays-Closed

DSN: 318-439-4215/4429 (voice mail) COMM: 011-973-178-54215/54429 FAX: DSN: 318-439-4430 COMM: 011-973-178-54430

AFTER DUTY HOURS: Contact Base Operator, DSN 318-439-4000 or Comm: (011) 178-54000 ask them to forward your call to the Couriers: Superintendent, or Station Chief

SERVICES: CENTCOM

#### COLORADO SPRINGS – TCJ3-C (CS) USTRANSCOM/DCS-CS 5769 Wallace St., Bldg 1045 Ft. Carson, CO 80913-4113

E-Mail: carsdcspers@us.army.mil

NORMAL DUTY HRS: 0730-1530 Wednesday/Thursday 0930-1530 Monday/Tuesday/Friday DSN PREFIX: 691 (all lines) FAX: COMM: (719) 526-1833

AFTER DUTY HRS: The Station Chief or Superintendent at the above cellular phone numbers. To leave a message for the next working day, call the Duty 9 desk: (719) 526-1835

SERVICES: Colorado, Wyoming, Utah, Montana, Idaho, Eastern Oregon, South Dakota

## Attachment B APPENDIX B - DEFENSE COURIER STATIONS

#### HONOLULU -- TCJ3-C (HO)

USTRANSCOM/DCS-HO 240 McChord Street Hickam AFB, HI 96853-5000

SIPR <u>dcshonolulu.cc@dms.hickham.af.smil.mil</u> DSN: 315-449-6905/6912 COMM: (808) 449-6905/6912

NORMAL DUTY HRS: 0800-1500, Monday – Thursday 0800-1200, Friday

DSN: (315) 449-6912/6913/6910 COMM: (808) 449-6912/6913/6910 FAX: DSN: (315) 449-6938 COMM: (808) 449-6938

AFTER DUTY HRS: Cellular Phones: Duty A: (808) 864-2800; Duty B: (808) 864-3072 Answering machine (808) 449-6912 DSN: (315) 449-6912

SERVICES: Hawaii, Pacific Basin, Australia

#### JACKSONVILLE -- TCJ3-C (JA)

USTRANSCOM/DCS-JA P.O. Box 32 NAS Jacksonville, FL 32212-0032

E-mail DCS\_Jacksonville\_All@navy.mil

NORMAL DUTY HRS: 0830-1500, Monday, Wednesday 0630-1500, Tuesday, Thursday, Friday

DSN 942-2784/2785 COMM (904) 542-2784/2785

STU-III: DSN: 942-8131 COMM: (904) 542-5032 / 8131 FAX: DSN: 942-5032 COMM: (904) 542-5032

AFTER DUTY HRS: Call Duty Courier's cellular telephone (904) 625-4227. To leave a message for the next working day, call DSN: 942-2784/85 or (904) 542-2784/85/79/

SERVICES: Alabama, Florida, Georgia, Mississippi, South Carolina, Guantanamo Bay

#### KELLY -- TCJ3-C (KE)

USTRANSCOM/DCS-KE 2261 Hughes Avenue, Suite 106 Lackland AFB, TX 78236-9804

Email dcs.ke.all@lackland.af.mil

NORMAL DUTY HOURS: M-W-F 0830 - 1600 hrs T-TH 0630 - 1600 hrs DSN: Prefix 945 COMM: (210) 925-3704/5/6 and 1553 FAX: COMM: (210) 925-1602 DSN: 945-1602 STU-III: DSN:945-1554 COMM: (210) 925-1554

AFTER DUTY HOURS: Contact after duty personnel by calling DSN 945-3704 or Commercial (210) 925-3704

SERVICES: Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Texas

LOUISVILLE -- TCJ3-C (LV) USTRANSCOM/DCS-LV 911 Grade Lane, Bldg 1, Suite 117 Louisville, KY 40213-2678

E-mail:DCS.123AW@KYLOUI.ANG.AF.MIL

NORMAL DUTY HRS: 0800 – 1630 Monday – Friday (Day Ops)

DSN: 741-4694COMM: (502) 413-4694 FAX: DSN: 741-4598 COMM: (502) 413-4598 STE: DSN: 741-4571 COMM: (502) 413-4571

AFTER DUTY HOURS: Leave a message on the answering machine, (502) 338-8430/338-8431

SERVICES: Illinois, Indiana, Kentucky, Michigan, Missouri, Ohio, Tennessee, Western Pennsylvania, West Virginia, Wisconsin, Puerto Rico, Virgin Island, Alabama

#### MCCHORD -- TCJ3-C (MC)

USTRANSCOM/DCS-MC 1422 Union Avenue, Suite M McChord AFB, WA 98438-1003

NORMAL DUTY HRS: 0730 - 1630, Monday - Friday

DSN 382-5171 / 9911 / 9913 COMM: (253) 982-5171 / 9911 / 9913

 STU-III:
 DSN 382-3006 / COMM: (253) 982-3006

 FAX:
 DSN 382-5908 / COMM: (253) 982-5908

AFTER DUTY HRS: Contact on-call courier by calling the duty cell phone at (253) 219-0563. If an immediate response is not required, call the station's voice mail and leave a detailed message.

SERVICES: Washington, Western Oregon

#### MCGUIRE -- TCJ3-C (MG)

USTRANSCOM/DCS-MG 1719 West Arnold Street McGuire AFB, NJ 08641-5527

NORMAL DUTY HRS: 0730-1630, Monday – Friday TELEPHONE: DSN 650-4900 / 4901 COMM: (609) 754-4900 / 4901

STU-III: DSN 650-2820; COMM: (609) 754-2820

FAX: DSN 650-4940; COMM: (609) 754-4940

AFTER DUTY HRS: Call the Station Chief, Station Superintendent or another courier at the cellular phone numbers listed above.

SERVICES: New England, New Jersey, New York, Delaware, Eastern Pennsylvania

#### MILDENHALL -- TCJ3-C (MN)

USTRANSCOM/DCS-MN Unit 5005, Box 450 APO AE 09459-5000

SIPR: dcs.dcsv3@mildenhall.af.smil.mil

NORMAL DUTY HRS: 0800 – 1600, Monday - Friday DSN: 314-238-2283 / 4144 COMM: 011-44-1638-54-2283 / 4144 / 7459 STU-III: DSN: 314-238-4144 FAX: DSN: 314-238-3465

COMM: 011-44-1638-54-4144 COMM: 011-44-1638-54-3465

#### AFTER DUTY HRS:

Operations NCO: Comm: 011-44-7876-148-762 Sr. Vault Courier: Comm: 011-44-7876-148-763 Jr. Vault Courier: Comm: 011-44-7876-148-764

Above numbers can also be reached by calling the Command Post (DSN 238-2121) and asking them to transfer your call or give them your contact information. They will pass it on and we'll contact you.

SERVICES

#### NORFOLK -- TCJ3-C (NF)

USTRANSCOM/DCS-NF 8479 Air Cargo Road, Bldg. LP-82 Norfolk, VA 23511-4498

E-mail <u>DCS.Everyone@airtermnorva.navy.mil</u> SIPR: <u>DCSStationNorfolk@airtermnorva.navy.smil.mil</u> NORMAL DUTY HRS: 0730 - 1530, Monday – Friday DSN 564-3471 / 72 / 73 COMM: (757) 444-3471 / 72 STU III: DSN 565-4574 COMM: (757) 445-4574 FAX: DSN 564-6322 COMM: (757) 444-6322

AFTER DUTY HRS: Contact on-call courier by calling the station's duty cell phones. If an immediate response is not required, call the station's answering machine at 445-4574 and leave a detailed message.

SERVICES: Central/Southern Virginia, North Carolina, South Carolina,

#### OFFUTT -- TCJ3-C (OF)

USTRANSCOM/DCS-OF 101 Nightwatch Ave., Suite 1 Offutt AFB, NE 68113-3170

SIPR: <u>mark.oelschlager@offutt.af.smil.mil</u> E-mail: <u>DCSS-OF@offutt.af.mil</u>

NORMAL DUTY HRS: 0700 - 1500, Monday - Friday DSN 271-5354/5355 COMM: (402) 294-5354 / 5355 AFTER HOURS: COMM: (402) 681-7078 STU-III: COMM: 402-294-7452 / 5355 DSN 271 FAX: DSN 271-5356 COMM: (402) 294-5356

SERVICES: Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin

#### RAMSTEIN -- TCJ3-C (RS)

USTRANSCOM/DCS-RS Unit 3400 APO AE 09094-5000

Email: <u>dcs@ramstein.af.mil</u> SIPR: <u>dcs@ramstein.af.smil.mil</u>

NORMAL DUTY HRS: 0730 - 2200 - Monday and Wednesday 0730 - 1630 - Tuesday & Thursday 0730 - 1400 – Friday

DSN 314-480-6037/2392 COMM: 011-49-6371-47-6037 / 2932 FAX: DSN 314-480-6739 COMM: 011-49-6371-47-6739 STE: DSN 314-480-3815

AFTER DUTY HRS: Contact Ops-Cell: 011-49-160939-46095/46096

SERVICES:

### **APPENDIX B - SERVICING DEFENSE COURIER STATIONS AND CONTACT**

#### SAN DIEGO -- TCJ3-C (SN)

USTRANSCOM/DCS-SN P.O. Box 357134 San Diego CA 92135-7134 E-mail: DCS\_SDNI\_ALL@NAVY.MIL

NORMAL DUTY HRS: 0730 - 1600, Monday - Friday

DSN: 735-0099/98/97/96/95/9802/9804 COMM: (619) 545-0099/98/97/96/95/9802/9804

STU-III: DSN: 735-9804 COMM: (619) 545-9804 FAX: DSN: 735-0094 COMM: (619) 545-0094

AFTER DUTY HRS: COMM: (619) 756-3628 / 3629

SERVICES: Southern California, Arizona

#### SIGONELLA -- TCJ3-C (SG)

USTRANSCOM/DCS-SG PSC 812, Box 3050 FPO AE 09627-3050 Email DLNASSIGDCS@nassig.sicily.navy.mil SIPR: dcssigonella@dms-sicily.navy.smil.mil

NORMAL DUTY HRS: 0730 - 1600, Monday - Friday DSN: 314-624-5328/5958 COMM: 011-39-095-86-5328/5958 FAX: DSN 314-624-6351 COMM: 011-39-095-86-6351

AFTER DUTY HRS: DUTY COURIER: 335-606-0293 OPERATIONS NCO: 335-642-8227

SERVICES

This book contains information which must be protected IAW DoD 5400.11R and is designated "For Official Privacy Act of 1974 Applies. Use Only (FOUO)"

#### **Attachment B**

## **APPENDIX B - SERVICING DEFENSE COURIER STATIONS AND CONTACT**

#### TRAVIS -- TCJ3-C (TV)

USTRANSCOM/DCS-TV 141 W. Street, Bldg. 934 Travis AFB CA 94535-6448

SIPRNET: DCS@travis.af.smil.mil

NORMAL DUTY HRS: 0900 – 1530, Monday/Tuesday/Thursday/Friday

DSN 837-2293 / 2641 / 0243 / 0246 / 0247 COMM: (707) 424-2293 / 2641 / 0243 / 0246 / 0247

STU-III: DSN 837-5568 or 0242 (Station CC) COMM: (707) 424-5568 or 0242 FAX: DSN 837-0244 COMM: (707) 424-0244

AFTER DUTY HRS: Leave message on station answering machine or call duty couriers at above listed numbers. If situation dictates, phone Station Superintendent/Chief, as necessary. For a DSN patch, call the Travis operator at DSN 837-1110.

SERVICES: Northern California, Southern Oregon, Nevada

#### YOKOTA -- TCJ3-C (YO)

USTRANSCOM/DCS-YO Unit 5099 APO AP 96328-5099

E-Mail <u>dcs.yokota@yokota.af.mil</u> NORMAL DUTY HRS: 0730 - 1530, Monday - Friday

DSN: (315) 225-9706 / 9707 / 9708 COMM: 011-81-3117-5-59706 / 9707 / 9708 STU-III: DSN: (315) 225-5727 FAX: DSN: (315) 225-2110 COMM: 011-81-3117-5-52110

AFTER DUTY HRS: Duty Couriers may be reached at the following commercial cellular phone numbers: Senior Duty Courier: 011-81-90-9376-1990. Junior Courier: 011-81-90-9376-1991.

SERVICES

## **APPENDIX C - DEPARTMENT OF STATE SCHEDULE AND RESTRICTIONS**

## As of 08 November 2007

ALL CUSTOMERS SHOULD NOTE THAT DUE TO VARIOUS GLOBAL SITUATIONS THIS GUIDE CAN AND WILL BE CHANGED WITHOUT PRIOR NOTICE. ALL CUSTOMERS WILL BE ADVISED AS SOON AS POSSIBLE TO ANY ROUTE OR POST POUCH RESTRICTION CHANGES.

ALL MAXIMUM WEIGHT IN KGS ALSO INCLUDES THE BAG WEIGHT, NOT JUST THE ITEM WEIGHT.

ANY QUESTIONS CONCERNING THE SHIPMENT OF CLASSIFIED MATERIAL SHOULD BE DIRECTED TO THE FOLLOWING:

BRANCH CHIEF CPM: Jeff Meyer 703-922-3080

**DIPLOMATIC SECURITY COURIER LIAISON:** Jerry Haley 703-874-9888

**DIPLOMATIC COURIER SUPPORT FLIGHT COORDINATOR**: Mike Meeker 703-874-9888, FAX 703-922-3288

**CUSTOMER SERVICE DEPARTMENT:** Dorothy Howerton 703-874-6420

## POUCH TRACKING: <u>DPM-ANSWERPERSON@STATE.GOV</u>

Post	Restrictions	Additional Weeks
Abidjan	Restrictions	5
Abiujan		5
	Manama will secure post clearance for	
	all pouches & crates. Takes ten	4
Abu Dhabi	working days	4
	Max. size crates 132cm wide 74cm	
Abuja	height	6
	Max. size crates 132cm wide 74cm	
Accra	height	6
Adana	Ankara restrictions apply	3
	Items not to exceed 97W x 190H x	
	150L cm and 150 kgs, due to aircraft	
Addis Ababa	limitations	4
Algiers		4
Almaty		n/a
Amman		4
Amsterdam	Via The Hague	4
	Maximum pouch weigh of 32 KG.	
Ankara	Crates by support flight only.	3
Antananarivo		5

As of 08 November 2007

* Apia	Via Wellington	4
Ashgabat		6
	No classified pouch service available at	
Asmara	present.	6
Astana		6
/ lotaria	Maximum size Crates\W-bags 58cm	0
Asuncion	height 81cm wide	5
Asuncion	Maximum size Crates	5
Athens	140cmX140cmX110cm	3
* Auckland	Via Wellington	4
Baghdad		6
Baku		
Bamako		<u> </u>
Bandar Seri		5
Bagewan		6
Dayewan	No electified pouch convice subjects	0
Bangui	No classified pouch service available at present	n/a
	present	7
Banjul Bali (Doppasar)		6
Bali (Denpasar)		*
Bangkok		2
Barcelona	Max Dimension 79 wide	4
	Will take B-bags, X-bags and OT-	
	bags. Pieces must not exceed	
	89cmX53cmX43cm NOT TO	
Beijing	EXCEED 90 kilograms	4
Beirut		4
*Belfast	VIA London	2
Belgrade		4
Belmopan		7
Berlin	Distributed by Berlin: Hamburg, Leipzig	4
Bern		3
*Bilbao	Via Madrid	4
	Serviced by DCS. Material entered into	
Bishkek	the DCS from Washington	3
	Max. size crates 132cm wide 74cm	-
Bissau	height	7
Bogota		4
Bonn	CLOSED	 n/a
Brasilia	NO EXPOSED WOOD	5
Bratislava		6
Bridgetown		7
Brisbane	Via Sydpov	6
Brussels	Via Sydney	4
DI 022612		4
Duchartet	Maximum size crates	4
Bucharest	140cmX140cmX110cm	4
Dudensst	Pieces shouldn't be any larger than	4
Budapest	89cmX89cmX173cm	4
Buenos Aires		5
	Pouches must not exceed	
	112cmX94cmX69cm and not to exceed	
	135 kilograms, due to aircraft	
Bujumbura	limitations.	4
Cairo		3

Calgary	Once every two months	12
Camp Smith, HA		8
Canberra		4
Cape Town		5
Caracas		5
	Max. size crates 132cm wide 74cm	-
Casablanca	height	4
	Will take B-bags, X-bags and OT-	
	bags. Pieces must not exceed	
	89cmX53cmX43cm nor 90 kilograms in	
Chengdu	weight	4
Chennai	No crates	6
Chiang Mai		6
Chisinau		6
CINPAC		8
Ciudad Juarez		6
Colombo		6
Conakry	Max. size crates 52" wide 29" height	5
Copenhagen	Max size 74cmX127cmX119cm	4
Cotonou		7
Croughton		3
Curacao		16
Dakar		3
Damascus	No crates	4
	Items not to exceed 97W x 190H x	
	150L cm and 150 kgs , due to aircraft	
Dar Es Salaam	limitations.	4
	NO CRATES, except VIA Support	
	Flight. Manama will secure country	
	cliearance on items over 25 KGS. It	
Dhahran	takes 10 working days for approval.	4
Dhaka		6
Dili	No Crates to Indonesia	6
	Items not to exceed 97W x 190H x	
	150L cm and 150 kgs, due to aircraft	
Djibouti	limitations	4
	No inbound classified pouch service	
	available at present. No restrictions on	
Doha	outbound.	4
Douala		7
	Manama will secure post clearance for	
	all pouches & crates. Takes ten	
Dubai	working days	2
Dublin		6
	Via Almaty Max size	
	198cmX79cmX58cm. 80KGS max	
*Dushanbe	weight	2
*Dusseldorf	Via Frankfurt	2
Durban	Via Pretoria	7
*Edinburgh	Via London	2
Frankfurt		2
Freetown		5
Fukuoka		*
	65	

Gaborone		7
Geneva		3
	Special Flights NO Restrictions. Normal delivery - 61cmx61cmx102cm maximum with a 90 kilograms weight	
Georgetown	limit	7
Grenada	Temporary suspension	n/a
Guam ATO		10
Guanzhou	Accepting all bags. Pieces must not exceed 97cm in any dimension or exceed 90 kilograms. NO CRATES	4
Guadalajara	No crates	4
Guatelmala		5
Guayaquil		5
The Hague		4
Halifax	Call DS\C\DC	10
*Hamburg	Via Berlin	2
Hamilton	Call DS\C\DC	10
Hanoi		4
Harare		5
Havana	No crates larger than 109cmX109cmX63cm. No pouch, or crate, is to exceed 45 kilograms in weight.	4
Helsinki	Max size piece no larger than 79cmX79cmX99cm or 57 kilograms. Anything over these restrictions must be coordinated with Helsinki.	4
Heremosillo	No crates	4
Ho Chi Minh		6
Hong Kong		4
Islamabad	Crates accepted provided that the dimensions do NOT exceed 150X120X120cm with a max weight of 150 kilograms per pouch	3
Istanbul	Max 50 kilogram pouches. Larger items via support flight. Concurrence for crate shipment required.	3
Jakarta	No crates	4
Jeddah	NO CRATES, except VIA Support Flight. Manama will secure country cliearance on items over 25 kilograms. It takes 10 working days for approval.	4
Jerusalem		3
Johannesburg	Crotop and noushes routed through	7
	Crates and pouches routed through Bangkok, provided that the dimensions do NOT exceed 150X120X120cm with a max weight of 150 kilograms per	
Kabul	pouch.	4
Kaduna		3

Kampala	Items not to exceed 97W x 190H x 150L cm and 150 kgs, due to aircraft limitations.	4
	Crates accepted provided that the dimensions do NOT exceed	
Karachi	150X120X120cm with a max weight of 150 kilograms per pouch.	*
Khartoum		6
Kathmandu	No CRATES without prior clearance	6
	Should be coordinated with DS/C/DC.	
Kyiv	Crates no large that 140cmX140cmX110cm	6
	Items not to exceed 97W x 190H x 150L cm and 150 kgs, due to aircraft	
Kigali	limitations.	4
Kinshasa		5
Kingston	No grata polichea	5
Kolkata Kolonia	No crate pouches	6
Koror		10 4
Kuala Lumpur Kuwait		4 4
Kwajalein Atoll		10
Lagos		6
Lagus		0
	Crates accepted provided that the dimensions do NOT exceed	
Lahore	150X120X120cm with a max weight of 150 kilograms per pouch.	*
La Paz		5
*Leipzig	Via Berlin	2
Libreville		7
Lilongwe		7
Lima	No crates	5
Lisbon	Crates no larger than 140cmX140cmX110cm	4
	Crates no larger than	
Ljubljana	140cmX140cmX110cm	6
Lome		5
London		5
London (ATO)		2
Luanda	No CRATES till further notice	7
Ljubjlana		6
Lusaka		7
Luxembourg		6
MacDill AFB		7
Chennai	No crates	2
Madrid	Bilbao, Seville	4
Majuro		2
Malabo		7
Managua		5
Manama		
Manila		4

Maputo		7
Maseru		7
Matamoros		3
Mbabane		7
Melbourne	No item can weigh more than 32 kilograms. This also incudes bag weight	6
	Crates shipments must be coordinated	
Mexico City	with post and DS/CIS/DC	5
Merida	NO CRATES	3
Miami		3
Milan		6
Minsk		4
Monrovia		5
Monterrey	No crates	3
Montevideo		5
Montreal		5
Moscow	Max size 107cmX140cmX140cm	3
Mumbai	No Crates	4
Munich		4
Muscat	No crates	4
Naha		*
Nairobi		4
Nassau		7
Nagoya		*
Naples		7
New Delhi	No crates	3
N'djamena		7
Niamey		5
Nicosia		4
Nouakchott		5
Nuevo Laredo	Up to secret through registered mail	3
*Osaka-Kobe	Via Tokyo	*
Oslo	Max size 74cmX127cmX119cm	4
		5
Ottawa Ouagadougou		7
Panama		5
Paramaribo	Max 68 kilograms per pouch	7
Falallalio		1
Paris	Crates not to exceed 180x100x100cm or 250 kg	3
r ans		5
Perth	No item can weigh more than 32 kilograms. This also incudes bag weight	20
Peshawar	Crates accepted provided that the dimensions do NOT exceed 150X120X120cm with a max weight of 150 kilograms per pouch.	*
Phnom Penh		6
	Crate dimensions not to exceed	
Podgorica	125X125cm or 300 kilograms in weight	6
Pohnpei		10

	Maximum size crates	
Ponta Delgada	140cmX140cmX110cm	2
Port Au Prince		5
Port Louis		7
Dort Morechy	No item can weigh more than 32 kilograms. This also incudes bag	C
Port Moresby	weight	6
Port of Spain		7
Prague		4
Praia		3
Pretoria	Orata dimensiona natita avasad	3
Pristina	Crate dimensions not to exceed 125X125cm	4
*Pusan	Via Seoul	2
Quebec		5
Quito		5
Rabat	Max. size crates 132cmX 74cm	4
Rangoon	No CRATES without prior clearance	4
Recife	NO EXPOSED WOOD	7
Reykjavik		6
	Max size 51cmX99cmX51cm . Post clearance required for crates/WT pouches - info Frankfurt crates will be	
Riga	held for truck shipments from Helsinki.	4
Rio De Janeiro	NO EXPOSED WOOD	5
Riyadh	NO CRATES, except VIA Support Flight. Manama will secure country cliearance on items over 25 kilograms. It takes 10 working days for approval.	4
Rome	All pouches must be less than 119cm on each side.	3
Sanaa	Only 10 pouches per week total. Dimensions cannot exceed 76cmX61cmXx33cm Each pouch must not exceed 50 kilograms.	3
San Jose	, , , , , , , , , , , , , , , , , , ,	5
San Salvador		5
Santiago		5
Santo Domingo		5
Sao Paulo	NO EXPOSED WOOD	7
Sapporo		*
Sarajevo	Crate dimensions not to exceed 125X125cm	4
*Seville	Via Madrid	2
Seoul		2
Shanghai	Will take B-bags, X-bags and OT- bags. Pieces must not exceed 89cmX53cmX43cm NOT TO EXCEED 90 kilograms	4
Shenyang	Will take B-bags, X-bags and OT- bags. Pieces must not exceed 89cmX53cmX43cm NOT TO EXCEED 90 kilograms	4
Shonyang	60	

Singapore		4
Skopje	Crate dimensions not to exceed 125X125cm	4
0.5	Maximum size crates	
Sofia	140cmX140cmX110cm	3
St. Petersburg	SBU only	9
Stockholm	Max size 74cmX127cmX119cm	4
Surabaya	NO CRATES	6
Suva	No item can weigh more than 32 kilograms. This also incudes bag weight	6
Sydney	No item can weigh more than 32 kilograms. This also incudes bag weight	4
Taipei	Weight	3
	Max size 51cmX99cmX51cm . Post clearance required for crates/WT pouches - info Frankfurt crates will be	
Tallinn	held for truck shipments from Helsinki.	4
Tashkent		4
Tbilisi		4
Tegucigalpa		5
Tel Aviv		2
	Maximum size crates	
Thessaloniki	140cmX140cmX110cm	2
Tijuana	No crates	6
Tirana	Crate dimensions not to exceed 125X125cm	4
Tokyo		3
Toronto		5
Tripoli	No scheduled service. Arrangements for trip (takes 3 weeks) made in Frankfurt. Pouches 20 kilograms maximum, No crates, No W-bags.	n/a
Tunis	Hand Carry Only No crates	4
Turns	Post clearance required for crate and	4
Ulaanbaatar	WT bags. 50 kilograms maximum.	6
USMission NATO		4
USMission UN	Larger Shipments VIA JFK Truck	2
Valletta		4
Vancouver	EVERY 4 WEEKS	5
	Maximum size crates	
Vienna	140cmX140cmX110cm	3
Vientiane		6
Vilnius	Max size 51cmX99cmX51cm . Post clearance required for crates/WT pouches - info Frankfurt crates will be held for truck shipments from Helsinki.	4
Vladivostok	Max 76cmX76cmX107cm including any attached legs or pallet. All crates and bags must weigh no more than 50 kilograms. ONLY SBU MATERIAL.	6

Warsaw		4
Wellington	No item can weigh more than 32 kilograms. This also incudes bag weight	4
Windhoek		5
Yaounde		7
Yekaterinburg	SBU Only	10
Yerevan		4
Zabgreb	Maximum size crates 140cmX140cmX110cm	6

## **APPENDIX D - LOCAL SERVICING STATION INFORMATION**

## **RAMSTEIN SAMPLE**

- F-1. Units geographically separated and serviced by DCS Ramstein aircraft routes require additional support from our customers and the local port authorities. Arrangements have been established with port authorities around the world to provide freight handling and cargo manifesting support for DCS Ramstein couriers and our customers.
  - F-1.1. It is the customer's responsibility to contact the appropriate port authority, <u>listed below</u>, to coordinate proper manifesting of material aboard the aircraft. Your DD Form 1384, possibly DD Form 1387-2, and aircraft mission number will provide port authorities with all the necessary data to manifest your material.
  - F-1.2. Each location varies somewhat in their procedures for accepting the DD Form 1384 and DD Form 1387-2. Please check with your local port authority for required documentation and times for receiving your paperwork. Your material should never be turned over to the local port authorities. Only credentialed couriers have the proper clearance to handle your material.
  - F-1.3. Large shipments requiring a 463L pallet will require advance notice to DCS Ramstein, so that we can properly reserve space on aboard the aircraft. Local port authorities may need to inspect larger shipments to ensure airworthiness for proper load and balance of the aircraft. Please check with your local port authority prior to shipping material on 463L pallets. Again, material should never be left with your local port authority. Only credentialed couriers have the proper clearances to handle your material.

POC DSN 318-443-7245
POC DSN 318-231-2114
POC DSN 318-450-1813
POC DSN 314-632-7936
POC DSN 314 676-3288
POC DSN 314 672-4118
POC DSN 314 675-3442 / 6811
POC DSN 318-441-5439
POC DSN 314 781-3972 / 3975

## **RAMSTEIN SAMPLE**