



*Operations*

**DEFENSE COURIER OPERATIONS**

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## **CHAPTER 1: INTRODUCTION**

**1.1. Mission.** DODI 5200.33 assigns the defense courier mission to the commander, USTRANSCOM to provide secure, timely, and efficient end-to-end global distribution of classified and sensitive material for the United States and its allies.

**1.1.1.** Material security is the overriding priority for all actions involving courier material and its movement. At no time will material security be compromised for any other consideration. Secure movement is the unique aspect of the service provided by Defense Courier. Key to security is getting the right piece of material to the right place and delivering it to the right person.

**1.1.2.** Timeliness is the second most important aspect of courier movement. Material must be delivered to customers on time. Customers may or may not provide an actual required delivery date (RDD). When an RDD is provided, couriers will make the necessary coordination and use the RDD to guide movement decisions. Couriers will make every effort to deliver the item on or before the RDD, contacting TCJ3-C-OPS for assistance as necessary. In the absence of a customer-stated RDD, couriers will move material through the system as quickly as possible but with increasing emphasis on movement efficiency.

**1.1.3.** As responsible stewards of taxpayer dollars, we are charged to take all prudent steps to keep costs at a minimum while ensuring security and meeting velocity requirements. Stations must look for opportunities and work with customers to reduce costs while increasing operational efficiency where possible. Combining routes, adjusting service schedules, and consolidating delivery points are just a few ways stations can increase efficiency without compromising security or speed of service.

**1.2 Organization and Chain of Command.** The Chief, Defense Courier Division, (TCJ3-C) reports directly to the Director, Operations and Plans (TCJ3) and provides oversight of all assigned defense courier personnel and operational issues. Formal command authority rests with the individual Service Element Commanders and their deputies assigned within USTRANSCOM. TCJ3-C is assigned as the supervisor/rating official for all courier station chiefs.

**1.2.1.** TCJ3-C Staff responsibilities:

**1.2.1.1.** Establish, staff, operate, and maintain the international network of couriers and courier stations to execute the defense courier mission.

**1.2.1.2.** Manage all defense courier activities in accordance with DOD instructions and regulations, Service specific guidance affecting the members assigned, and this instruction. Provide appropriate liaison to higher headquarters and other agencies as necessary.

**1.2.1.3.** Serve as the functional and subject matter expert on courier operations and issues for USTRANSCOM.

- 1.2.1.4.** Coordinate with the Under Secretary of Defense for Intelligence (USD-I) to develop and publish policy and procedures in DOD directives and instructions that govern or regulate courier operations.
- 1.2.1.5.** Establish handling procedures for special categories of qualified courier material in coordination with the Chairman of the Joint Chiefs of Staff (CJCS).
- 1.2.1.6.** Develop wartime courier doctrine in coordination with Joint Chiefs of Staff (JCS) and combatant commanders to provide contingency courier support in response to theater requirements.
- 1.2.1.7.** Establish and maintain direct communications with defense agencies, Joint Staff, the military Services, and combatant commanders concerning courier operations, special programs, support activities, contingency and mobilization planning necessary to execute TCJ3-C responsibilities.
- 1.2.1.8.** Establish written Memorandums of Agreement (MOA) with host installations responsible for providing material support to TCJ3-C elements. (See paragraph 2.10. for more information)
- 1.2.1.9.** Perform liaison and maintain Special Security Office (SSO) relationship with the Defense Intelligence Agency (DIA), USTRANSCOM and host installation SSO to administer the TCJ3-C Sensitive Compartmented Information (SCI) security program and maintain SCI policies and personnel standards.
- 1.2.1.10.** Develop and manage an effective physical and personnel security program at each courier station.
- 1.2.1.11.** In conjunction with host installations, establish and maintain effective anti-terrorism and force protection programs.
- 1.2.1.12.** Develop and operate an effective courier training program to include an initial orientation course, job qualification standard (JQS) and annual recertification procedures.
- 1.2.1.13.** Assist the USTRANSCOM Inspector General (TCIG) to investigate and resolve complaints, and fraud, waste, and abuse matters. Provide subject matter expert augmentation to the TCIG staff to execute courier station compliance inspections.
- 1.2.1.14.** Coordinate with USTRANSCOM Program Analysis and Financial Management Directorate (TCJ8) to determine unit costing, tariff development, and any other budgetary or execution requirements relating to defense courier operational expense and revenue estimates.
- 1.2.1.15.** Coordinate with USTRANSCOM Command, Control, Communications and Computer Systems Directorate (TCJ6) on all matters relating to communications, computer and/or network support to courier stations.

**1.2.1.15.1.** Assist stations in completing an annual review of tech refresh requirements in coordination with TCJ6 to ensure equipment needs are forecasted properly.

**1.2.1.16.** Issue TCJ3-C policy updates to provide interim guidance for courier operations and to clarify existing procedures as required. Once issued, the policies set forth in these documents shall remain in effect until either rescinded or incorporated into future revisions of the appropriate publication.

**1.2.1.17.** Provide monthly reports related to courier evaluations and decorations to help stations meet established timelines and suspense dates.

**1.2.1.17.1.** Evaluations are due 30-days prior to closeout unless TCJ3 signature is required, these reports must be to TCJ3-C not later than 45-days prior to the closeout. Evaluation packages must include last three evaluations, service data sheet (SURF, DVV, ERB, etc...) and printout of the physical training scores.

**1.2.1.17.2.** Decorations nominations are due to TCJ3-C 120-days prior to the requested presentation dates. Packages must include all documents required based on the appropriate checklist.

**1.2.1.17.3.** It is essential that stations provide all documents with the initial submission to avoid delays in processing.

**1.2.1.18.** Maintain a centralized personnel data base to track relevant data for each station and all assigned couriers. Stations will provide updates immediately upon change in status or in accordance with staff directed reviews. Reviews should be completed at least quarterly or as required.

**1.2.1.19.** Publish and maintain Division Standard Operating Procedures (SOP) to serve as guidance pending rescission or incorporation into this or other publications.

**1.3. Transportation Working Capital Fund (TWCF).** TCJ3-C operates under TWCF financial procedures that fund operating expenses by charging customers a fee for service. Customer reimbursement rates are established annually at a level projected to recover TCJ3-C operational and support costs. The reimbursement rates remain constant throughout the applicable fiscal year.

**1.3.1.** All Courier Division operating costs, including fixed operating expenses, travel, cargo movement charges and station expenses are factored into the reimbursement rate charged to customers.

**1.3.2.** TCJ8 bills courier division customers on a per pound basis regardless of shipment origin and destination. Except in certain situations, bills are generated upon first movement of the shipment from the originating station. Accurate package weight at the time of initial shipment is critical to billing accuracy.

**1.3.3.** In summary, the Courier Division's annual budget is based on a projected movement volume and reimbursement income from charging our customers a fixed rate per pound for moving that volume. The key for all couriers to understand is the need to keep costs as low as possible while meeting demands for security and delivery timeliness.

**1.4. Waivers.** Deviations from any provision specified in this instruction requires advance approval by TCJ3-C or higher authority. Submit requests for deviation/waiver through the Station Chief to TCJ3-C-OPS. Waivers will be granted for the minimum time needed to meet operational necessity and all waivers will expire not later than one year from the date of issue.

**1.5. Revisions.** In accordance with USTRANSCOM policy, this instruction will be reviewed annually. Submit recommendations for revisions through the Station Chief to TCJ3-C. When making a recommendation, provide page and paragraph number along with a description and rationale for the change.

## **CHAPTER 2: ADMINISTRATION**

**2.1. General.** This chapter describes the general responsibilities of all couriers, specific responsibilities of key duty positions within a courier station, and details administrative program requirements.

**2.2. Instruction Familiarity and Availability.** Station Chiefs will ensure personnel are thoroughly familiar with this instruction and will enforce its provisions. Each courier/courier team will have access to this instruction, with all changes and revisions, and copies of the Defense Courier Division (DCD) Quarterly Policy Updates, during the performance of courier missions. Stations will maintain either a printed or electronic version of this instruction and associated policy updates in mission trip books/laptop computers.

**2.3. Fitness for Duty.** All personnel will maintain the ability to perform their assigned duties and will notify their station leadership of any temporary limitations. Personnel will also notify their supervisors if taking medication that could affect their judgment or performance. Station Chiefs will, in turn, notify TCJ3-C when individuals have duty restrictions lasting more than one day.

**2.3.1.** Personnel who are injured or otherwise acquire permanent or long-term restrictions that inhibit their ability to perform the physical or mental requirements and those who are unable to maintain the requisite TOP SECRET (TS)/SCI clearance to be a credentialed courier are subject to be reassigned by the TCJ3-C in coordination with USTRANSCOM Service Element commanders.

**2.3.2.** Couriers are prohibited from consuming alcoholic beverages while on duty and within eight (8) hours of performing courier duties or while on missions.

**2.4. Key Station Positions and Responsibilities.** The following are key functions within a courier station. Station Chiefs may employ additional duties and commensurate titles to further define subordinate functions, as appropriate, to the local situation. Continuity or program binders are required for each major station program to organize all related material and ensure requirements will be executed in the program manager's absence.

**2.4.1. Station Chief.** Responsible to the Division Chief for executing policy and complying with division directives and guidance.

**2.4.1.1.** Responsible for maintaining regular communications with TCJ3-C staff on station initiatives and status. Communication requirements are not meant to hinder creativity but are necessary to maintain continuity of purpose across the division and to ensure station operational initiatives do not impact contractual requirements.

**2.4.1.2.** Responsible for all aspects of station operation and management. Ensures accomplishment of the courier mission through effective leadership, management, employment, and training of all assigned personnel. Takes necessary actions to improve operational effectiveness and maintain or improve morale. Proactively ensures station collateral duty

programs are established and maintained in accordance with applicable directives and this instruction. Program management maybe delegated to the station superintendent, however, the station chief retains overall compliance responsibility.

**2.4.1.3.** Ensures efficient use and control of station resources including operating budget, equipment, and facilities. Directs station operations to ensure material is securely transported, stored, and accounted for in strict compliance with established procedures and guidance, while observing economy of operations.

**2.4.1.4.** Establishes and maintains active liaison with counterintelligence and law enforcement agencies regarding potential threats to assigned couriers and station operations.

**2.4.1.5.** Exercises a proactive relationship with federal, state, and local agencies, “transportation authorities,” and courier customers to ensure mission accomplishment.

**2.4.1.6.** Executes the TCJ3-C training plan. Establishes local training requirements, continually assesses courier qualifications, and ensures appropriate training is used to achieve and maintain technical proficiency. Certifies couriers as fully qualified and initiates Special Duty Assignment Pay upon completion of all JQS and local training requirements. Leads by example and motivates subordinates to demonstrate the highest levels of integrity, commitment, loyalty, concern for people, and professionalism. Submits reports in accordance with applicable regulations and directives.

**2.4.1.7.** Ensure all station members have access to both USTRANSCOM Portal and SharePoint.

**2.4.1.7.1.** For Portal access go to <http://www.transcom.mil/accountrequest.cfm> and complete the account request form. In the “systems or resources required” block make a request for access to the USTRANSCOM portal.

**2.4.1.7.2.** For SharePoint access, complete a DD Form 2875, *System Authorization Access Request*, parts I and II though Block 20, leaving block 21-25 blank. Digital signatures are required on the DD Form 2875.

**2.4.1.7.3.** Forward the completed Form to TCJ3-C Division Admin for further processing. Individuals will receive an automated email when the accounts are finalized.

**2.4.1.8.** In addition to performing station management functions, Station Chiefs will be fully qualified couriers. They will train to and maintain courier qualifications according to the current TCJ3-C courier training plan. Additionally Station Chiefs will remain familiar with courier processes, customers, and routes by regularly performing active courier missions. The number of missions will vary by station and situation but the intent is for station chiefs to remain familiar with each route and the conditions faced by their couriers.

**2.4.1.9.** Station Chief Defense Travel System (DTS) travel requests/vouchers, with copies of all appropriate receipts, shall be routed to the TCJ3-C Staff for approval. For overseas travel provide the foreign currency exchange rate and show calculations.

**2.4.2. Station Superintendent.** Acts as Station Chief during incumbent's absence. Along with the station chief, oversees morale, welfare, and health of station personnel and performs duties as assigned by the station chief.

**2.4.2.1.** Performs quality assurance (QA)/quality control (QC) evaluations and spot checks on couriers to ensure processes and individual performance are in accordance with established procedures and directs appropriate corrective action and training.

**2.4.2.2.** In addition to performing station management functions, station superintendents will be fully qualified couriers. They will train to and maintain courier qualifications according to the current TCJ3-C courier training plan.

**2.4.2.3.** Additionally, station superintendents will remain familiar with courier processes, customers, and routes by regularly performing active courier missions. The number of missions will vary by station and situation but the intent is for station superintendents to remain familiar with each route and the conditions faced by station couriers.

**2.4.3. Operations Noncommissioned Officer (NCO).** Responsible to the station chief and superintendent for managing all aspects of station operations involved in the safe and secure processing and accountability of courier material.

**2.4.3.1.** Duties include, but are not limited to, oversee Sensitive Compartmented Information Facility (SCIF) operations and mission activities, maintain mission trip books, manage station customer accounts, and advise the station chief and superintendent on operational matters, as appropriate.

**2.4.3.2.** Prepare all station inputs and maintain information in Distribute.mil. This action requires SIPR access.

**2.4.3.3.** Submit all mission requests, i.e., JOSAC, space block, Federal Express (FEDEX), etc. to TCJ3-C-OPS as required in a timely manner. Avoid late submission and last minute request to allow time to ensure the issue can be worked. (See appropriate Division SOPs for additional information).

**2.4.3.4.** Perform other duties as assigned by the station chief.

**2.4.4. Duty/Vault Courier.** Responsible to the Operations NCO for command and control of mission and SCIF operations during the duty period established by the station chief. Ensures the security and accountability for all material entering, leaving, or stored within the SCIF. Provides mission support and interface with customers, coordinates mission planning with other courier stations, and performs other related operational functions. Monitors any ongoing missions using the appropriate monitoring system, such as the Intelligent Road/Rail Information System (IRRIS) or Single Mobility System (SMS).

**2.4.5. Mission Couriers.** Prepares and executes all requirements/checklists to deliver and receipt for material while on a mission. Receives all mission information, date/time, etc. from the Operations NCO to determine delivery schedule and to arrange for the temporary storage of material on multi-day missions. Contacts customers to determine if available to receive material, etc. Prepares all documentation necessary to complete required missions.

**2.4.6. On Call Courier:** Station chiefs will maintain a two-person, 24/7 response capability. Ensure the on call couriers are made aware of their responsibilities and have the on-call telephone. Station chiefs are encouraged to rotate on-call personnel when after hour duties interrupt individual's sleep cycles.

**2.4.7. Dedicated Courier.** Dedicated couriers are qualified military or civilian personnel assigned to TCJ3-C DCD and have been issued courier credentials.

**2.4.8. Collateral/Additional Duties.** Station chiefs will appoint primary and alternate personnel for each collateral duty. Except when an appointment letter is specifically required, the station's master list of collateral duties will suffice for assigning individuals to those duties. Station chiefs remain responsible to ensure collateral duties are accomplished in accordance with applicable directives.

**2.4.8.1. Automated Data Processing Equipment (ADPE) NCO.** Maintains current inventories of all ADPE assigned and as required by command and host directives. Prepares and maintains the station ADPE recapitalization plan.

**2.4.8.2. Emergency Management (EM) NCO.** Manages all facets of the station's EM program. Ensures program complies with DOD, USTRANSCOM, and host installation guidance. Schedules, coordinates, and reports EM exercises and ensures all assigned personnel are prepared to respond to real-world events.

**2.4.8.3. Anti-terrorism/Force Protection (AT/FP) NCO.** Manages the station's AT/FP program in accordance with all appropriate DOD, USTRANSCOM, and host base directives. Interfaces with host installation AT/FP program managers and serves as station liaison for AT/FP issues.

**2.4.8.4. Customer Account Manager.** Station chiefs assign a primary and alternate customer account manager to manage the station's USTRANSCOM IMT 10, *Defense Courier Account Record*. Verifies the accuracy of customer information provided for each account, updates address information, and works with customers and USTRANSCOM TCJ3-C and/or TCJ8-BR staff to establish new accounts, delete accounts, and reconcile account problems. Updates the Defense Logistics Agency (DLA) Department of Defense Activity Address Code (DODAAC) website to reflect current/accurate account address information. Monitors movement of forces afloat and other mobile units and ensures affected stations are appraised of address/account updates, as necessary. Maintains account records in accordance with the station file plan (see 2.4.8.9.).

**2.4.8.5. Government Travel Card (GTC) Coordinator.** Manages the station's GTC program in accordance with DOD, Service, and USTRANSCOM policies. Ensures station cardholders understand their responsibilities and restrictions when using the GTC for official travel. Reports irregularities to the station chief.

**2.4.8.6. Government Purchase Card (GPC) Holder and Approving Official.** The station chief is the GPC approving official for their station purchases and is responsible for effective, efficient, and economical use of the GPC. The station chief will appoint the station GPC holder to manage station expenditures. Both the GPC approving official and holder must complete the appropriate level of training prior to assuming these duties.

**2.4.8.7. Operations Security (OPSEC) Program Manager (PM).** Station chiefs will appoint a primary and alternate OPSEC PM. The OPSEC PM is responsible to advise the station chief on all OPSEC-related matters and for facilitating, implementing, and managing the station's OPSEC program. The Station's OPSEC program will comply with host installation requirements in addition to those specified by TCJ3-C. The OPSEC PM must be familiar with station missions, operations, activities, and personnel. Station OPSEC programs will include activities to orient family members to OPSEC vulnerabilities and ways to minimize those vulnerabilities. The OPSEC PM will establish and maintain close relationships with local intelligence, law enforcement and installation public affairs agencies to ensure station personnel have access to current threat information and mitigation strategies.

**2.4.8.8. Physical Fitness Coordinator.** Acts as primary coordinator for station physical fitness programs. Ensures station personnel comply with respective Service regulations. Station chiefs will provide direct oversight to ensure the physical fitness program is maintained and that station personnel comply with Service physical fitness testing. Stations will ensure members actively participate in a physical exercise program at least three times per week.

**2.4.8.9. Records Manager (RM).** Responsible for managing station administrative and operational files and records. All file plans will be coordinated through TCJ3-C Information Manager and approved by USTRANSCOM Operations and Plans Directorate Functional Area Records Manager (TCJ3-FARM) and USTRANSCOM Chief of Staff Information Management Office (TCCS-IM). Further guidance can be found in USTRANSCOM Instruction 33-32, *Records Management Program*. The basis for all USTRANSCOM file plans is CJSM 5760.01 Volume II. Records Managers must review a records management Power Point slide package available from TCJ3-C. Document the training in accordance with the TCJ3-C training plan.

**2.4.8.10. Resource Advisor (RA).** Station chief's will select and appoint a mature, responsible and reliable individual with at least 2 years (except DCS-Bahrain) remaining on station to this important additional duty. Station chiefs must plan ahead to ensure a suitable replacement is identified in advance to allow sufficient overlap between the incoming and outgoing RA. The RA acts as an advisor on all budget and travel issues. The RA manages the station's operating budget and ensures timely submission and processing of all financial documents through the local Finance Servicing Office (FSO) and USTRANSCOM TCJ8. Submits monthly status of funds report to TCJ8, tracks monthly expenses, oversees station DTS processes, validates Air Mobility Command (AMC) charges for accuracy, and submits all discrepancies to TCJ8 for

reconciliation. RAs compose statements of work and negotiate all contracts through the host installation contracting support element. Tracks station GPC expenses through the Customer Automation and Reporting Environment System or other Service specific system.

**2.4.8.11. Special Security Representative (SSR).** The Station chief will be appointed, in writing, as the SSR. The SSR is responsible for all aspects of station and substation SCIF management to include maintenance of all security documentation. The Station chief may not delegate this responsibility but may appoint an NCO, in writing, as an assistant to perform administrative functions associated with this responsibility. Maintain appointment letters in the SSR Handbook. The SSR shall adhere to published security procedures and installation-specific requirements, and will be familiar with all pertinent physical security references.

**2.4.8.12. Security Manager.** Station chiefs are the Security Managers responsible for their stations, however, they may delegate administrative duties associated with the stations security program, in writing to a subordinate. Security managers will ensure the proper protection of SCI material and station resources by enforcing SCI administrative, information, personnel, physical, communications, and ADPE security rules. They will develop sound security procedures to practice, foster, and maintain a culture of security consciousness within the station. See Chapter 3 of this instruction for more information.

**2.4.8.13. System Administrator (SA).** The station's primary point of contact (POC) for all computer-related and system administration functions. They act as liaison with host agencies and the Global Air Transportation Execution System (GATES) representatives. Where possible, the primary and alternate SA should be scheduled for duty in a way that provides for continuous station coverage during daily operations.

**2.4.8.14. Unit Safety Representative (USR).** Manages the station safety program in conjunction with command and host installation safety requirements. The safety representative will actively coordinate with host base safety program managers to ensure complete integration within the base safety program. See Chapter 4 of this instruction for more information.

**2.4.8.15. Vehicle Control NCO (VCNCO).** Monitors station vehicle operations, maintenance, and use. Advises the station chief on motor vehicle activities and issues. Ensures compliance with host regulations and instructions regarding the proper use and operation of vehicles under their control. Coordinates scheduled and unscheduled maintenance and repair with the host installation or leasing agent.

**2.5. Official Passports.** All couriers will obtain an official passport. Official passports will be used for official travel only. Obtain passports through local host passport offices.

**2.6. International Driver's License.** All couriers assigned to stations with official road missions which involve duty couriers driving in foreign countries, other than their host country of assignment (e.g., Ramstein, Yokota (Korea), and Mildenhall), will obtain an international driver's license. The cost for obtaining an international driver's license for official use is a local voucher reimbursable expense. Couriers may use the international driver's license for personal travel as well as official.

**2.6.1.** Couriers assigned to overseas stations without official road missions which involve couriers driving in foreign countries, other than their host country of assignment, are encouraged to procure an international driver's license on their own for personal travel outside the host country. Reimbursement is not authorized in cases where there is not an official requirement.

**2.7. Customer Education Program.** Courier stations must establish a dynamic relationship with their customers, beginning with initial training when an account is established and continuing throughout the life of the account. Information should be shared through a combination of means in addition to the TCJ3-C Customer Service Guide. Examples of other initiatives include newsletters, seminars and targeted training events on specific topics. The DCD website provides new or prospective customers with information about TCJ3-C. All couriers are encouraged to be creative in thinking of ways to foster and maintain a positive relationship with customers.

**2.8. Customer Surveys.** Customer surveys provide a valuable tool for division leadership and station chiefs to determine if customer needs and expectations are being met. The TCJ3-C staff will develop surveys for use at all stations. Contact TCJ3-C for a copy of the latest version. Stations will administer the division surveys to all customer representatives at least annually. Station chiefs must maintain a continuous close working relationship with customers and use current feedback on customer satisfaction to make adjustments to local procedures, as necessary, to improve customer satisfaction. Occasionally, efforts to improve customer support may conflict with station and division efforts to reduce cost. Station chiefs should engage TCJ3-C on all recommendations to improve customer support across the division.

**2.9. TCJ3-C Recognition Program.** TCJ3-C will follow USTRANSCOMI 36-6, *Military and Civilian of the Quarter and Year Awards Program*, for awards and recognition. Refer to USTRANSCOMI 36-6, Division Awards Program SOP, and the TCJ3-C Manpower and Personnel Handbook for further details.

**2.9.1.** Stations are authorized to establish their own local recognition program in addition to the division program. Stations are authorized funding to support their recognition program. TCJ8 will establish maximum amounts annually. Local recognition programs must be in writing and include award selection, criteria, and nomination instructions in order to expend TWCF funds. USTRANSCOMI 36-6 may be used as a guide for establishing the program.

## **2.10. Support Agreements.**

**2.10.1. Host Tenant Support Agreements.** All host tenant support agreements must be coordinated through the USTRANSCOM staff. Support agreements must cover all aspects of support provided to the station by the provider. Station chiefs, or their designated representative, will forward electronic drafts of all local support agreements to TCJ3-C for review. Station chiefs will maintain a copy of all local support agreements and will act as the division POC between TCJ3-C and local supplier agencies. Stations composed of personnel from multiple Services may also require Inter-Service Support Agreements (ISSA) to accommodate personnel or other Service-unique support that is otherwise unavailable at the host installation.

**2.10.1.1.** Advise the host-base of the timelines required for staffing by the command. Typically this process may take 3-4 weeks.

**2.10.2. Agreements with State and Local Law Enforcement.** Station Chief's will coordinate agreements with state and local law enforcement agencies for emergency response to courier incidents. Agreements should focus on explaining the nature of the courier mission and the need for rapid response to courier emergencies. Agreements should further detail the need for local law enforcement assistance in protecting access to courier material should the couriers be incapacitated. These agreements may be signed locally by station chiefs but coordinate the agreement wording with TCJ3-C and provide an electronic copy to TCJ3-C when finalized. Maintain a copy of these agreements in mission trip kits.

**2.10.3. Safe Haven and Alternate Storage Sites.** Coordinate agreements with agencies that are able to provide safe haven or alternate storage for material along courier mission routes. Plan for safe havens at routine strategic stopping points and for potential unplanned emergencies along each mission route. Agreements may be signed locally by the station chief unless funds are required. If funding is required the agreement must be coordinated, in advance through the USTRANSCOM staff. Provide an electronic copy of the agreement to TCJ3-C when finalized.

**2.10.4.** Many support agreements have indefinite expiration dates, but station chiefs will review the agreements at least once every two years to determine if revisions are required or when support requirements have changed (E.g. manning level changes, change in installation management, facilities, mission, etc). Information within support agreements must be kept current since some reimbursable charges are based entirely on the number of personnel assigned or the square footage of facilities.

**2.11. Station Sponsorship Program.** Stations will maintain a sponsorship program for newly assigned, inbound couriers in concert with the host installation. The program will meet the intent of the USTRANCOM TCJ3 Sponsorship Program Operating Instruction but will be tailored for and comply with the host installation program.

**2.12. Manager's Internal Control (MIC) Program.** MIC Program requirements are defined in USTRANSCOM Instruction 65-3, *Manager's Internal Control Program*. Station chiefs are responsible for ensuring the station's MIC Program meets instruction requirements and reporting requirements are completed.

**2.12.1.** The intent of the program is to ensure assets are safeguarded against fraud, waste, abuse, and mismanagement. Station Chiefs will maintain a MIC program and will ensure quarterly internal audits of all station programs.

**2.12.2.** Any program involving accountability over expended funds requires monthly review. The Government Travel and Purchase card programs and travel vouchers are examples of programs requiring monthly review that apply to all stations. Most stations have host tenant support agreements which require the station to reimburse the host for utilities, subsequently, these stations should complete monthly audits of utility bills.

**2.13. Station Operating Instructions (OI) and Checklists.** Station chiefs are expected to interpret policy into clear, executable guidance at the station level. Some topics are mandatory; other topics are at the station chief's discretion. OIs will clarify host installation guidance or local station procedures. Station chiefs will conduct an annual review/update of all station OIs. At a minimum, the following topics require local OIs/Checklists:

- Safety incident response and reporting
- Station evacuation
- Fire and bomb threat procedures
- Station relocation
- Material recovery for aircraft/vehicle accidents
- Recall procedures
- Emergency destruction of material

**2.14. Courier Standardization and Evaluation Program (CSEP) and Self-Inspection Programs.** TCIG is responsible for conducting CSEP inspections of all courier stations worldwide.

**2.14.1. Courier Standardization and Evaluation Program Inspection (CSEPI).** A CSEPI will occur biannually or as required. It is designed to provide a snapshot assessment of the station's operational and administrative posture and facilitate setting goals and prioritizing areas for improvement. Inspections will include evaluations of Force Protection and Emergency Management programs, to include TCIG scenarios or exercises. Upon completion of a CSEPI, station chiefs will receive a detailed report of findings/observations which station leadership can use to prioritize corrective actions and forecast changes to mission and/or administrative procedures.

**2.14.2. Station Self-Inspection (SSI).** Station chiefs are responsible to ensure their stations are operationally capable and administratively sound through regular, thorough self-inspection. Station chiefs will perform a complete self inspection within 60 days of arrival at the station and at least once annually thereafter. Conduct a complete review of the station's operational and administrative procedures to ensure compliance with applicable references and requirements. Station chiefs may use their discretion in determining the exact method by which the SSI is completed, as long as the SSI is capable of identifying any discrepancies, shortfalls, and areas for improvement. The current CSEP checklists are useful tools for conducting the SSI. Although not reportable to TCJ3-C, results/findings of an SSI must be documented for use at the station level and are a CSEP inspection item.

**2.14.3. Station Quality Control Program.** In addition to the self-inspection program, stations will establish a process for routine spot checks of station operational processes and documentation. The intent of the program is to ensure routine courier processes are in compliance with DCD and station policies. The individual conducting the QC process checks will be no lower than the station Operations NCO and will be in a position to immediately correct operational processes within the station, when appropriate. Stations will document these checks as part of their station self-inspection process.

**2.15. Supplies.** Courier stations are responsible for the requisition, purchase, and distribution of supplies unique to courier operations. Supplies and packing materials will be conserved and reused so long as they remain useful.

**2.15.1.** Damaged canvas bags may be repaired locally when practical (i.e., repairs will not be visible).

**2.15.2. Movement of DCD Supplies or Equipment between Stations.** DCD supplies and equipment may be moved as part of a courier shipment only when the following conditions are met. The intent of these restrictions is to comply with Defense Transportation Regulations and international border clearance requirements and to protect couriers from suspicion and delays by Customs officials.

**2.15.2.1.** Material must be government owned, for official use only. No personal items and no hazardous materials are permitted.

**2.15.2.2.** When consolidated on an aircraft pallet or container, courier supplies will be physically separated from bona fide courier material.

**2.15.2.3.** Supply items will never be consolidated with Two-Person Control (TPC), Nuclear Command and Control – Extremely Sensitive Information (NC2-ESI), or other special handling material during shipment.

**2.15.2.4.** Supply items will be manifested, labeled, and documented on a separate manifest from courier material and couriers will annotate “*Courier Supplies*” on the shipping label and manifest. Use origin and destination station Department of Defense Activity Address Code (DODAAC) as Consignor and Consignee.

**2.15.2.5.** Mission couriers will offer supplies for inspection by customs and/or security personnel screening when asked.

**2.16. Reports.** Station reporting is the means by which stations keep TCJ3-C apprised of developing situations. Station chiefs must ensure reports are accurate, timely, and objective. Some reports will be used by the TCJ3-C and others will be forwarded to USTRANSCOM senior leaders for situation awareness or possible action. See Table 2.1 for a listing of current reporting requirements.

**2.17. CLOSE WATCH Mission Updates.**

TCJ3-C will designate missions of particular interest as CLOSE WATCH missions. Examples include missions supporting high level interest projects, mission critical RDDs, high risk or high threat missions, etc. Stations executing a CLOSE WATCH mission will provide updates to TCJ3-C anytime the status of the mission changes, i.e., mission departure/wheels up, arrival at destination, departure or enroute delays, diversions, etc. Normally, these missions and subsequent updates will be briefed to senior USTRANSCOM leaders so it is imperative updates are as timely and accurate as possible.

**2.18. Station Duty Log.** Stations will maintain a station duty log. Stations may use a locally developed product. Electronic station duty logs are authorized; however, stations must be prepared to maintain manual products when electric power is unavailable. The station duty log will be used to record all pertinent operational, security, and administrative events on each day the station is open. At a minimum, station duty logs will contain the following entries:

**2.18.1.** Station opening and closing.

**2.18.2.** Last names of responsible couriers who open and close the SCIF.

**2.18.3.** Inventory balance (number of pieces on hand) and names of couriers conducting inventory.

**2.18.4.** Annotate the number of pieces all material receipt, transfer, delivery transactions.

**2.18.5.** Mission courier communications checks. Couriers will contact the station at least once per hour and at all stops along a mission to provide a status update and report all material transactions to the home station.

**2.18.6.** Mission departure/return time, along with courier names.

**2.18.7.** Significant operational events (e.g., mission delay, cancellation, or diversion).

**2.18.8.** Designated courier personal information and designation details.

**2.18.9.** Inter-station coordination.

**2.18.10.** Security/safety incidents or material deviations

**2.18.11.** Host installation Command Post notifications (e.g., weather, battle staff meetings, and emergencies).

**2.18.12.** Exercise/real world emergencies/Force Protection events. At a minimum, record event description and start/end times.

**2.18.13.** Very important person (VIP) entry/exit/significant events.

**2.18.14.** Maintenance/inspection personnel entry/exit.

**2.18.15.** Last item to close the station duty log will be “-----Nothing Follows-----“.

**2.19. Situation Reports (SITREP).** To facilitate timely and accurate notification to TCJ3-C for incidents involving security, safety mishaps, and lost, damaged, or destroyed material, TCJ3-C will serve as the initial point of notification. Stations will use USTRANSCOM Form 11, *Defense Courier Situation Report*, for compiling and transmitting the SITREP. Once notified, TCJ3-C will immediately notify the appropriate personnel/office for action. All correspondence

involving TPC incidents will be classified SECRET in accordance with CJCSI 3260.01B. See table 2.2. for a list of Commander Critical Information Requirements (CCIR). See figures 2.3. for an example of the USTRANSCOM Form 11.

**2.19.1. Non-Material Incidents.** The couriers involved or first having knowledge of the incident will immediately notify their parent station of the incident. The station chief or designated representative will, in turn, notify TCJ3-C via SITREP. For incidents involving security, TCJ3-C will notify TCJ3-C SSR.

**2.19.2. Material Incidents.** Incidents involving material that is mishandled, out of courier control, destroyed, damaged, or subjected to possible compromise. The couriers involved or first having knowledge of the incident will immediately notify their parent station. The station chief or designated individual will, in turn, notify TCJ3-C verbally and follow up with a complete SITREP as soon as possible but not later than 48 hours after the initial report.

**2.19.3.** TCJ3-C will review each incident involving material and conduct a preliminary investigation and will report security incidents according to USTRANSCOM policy and procedures.

**2.19.4.** Report situations to TCJ3-C as soon as possible and monitored until the SITREP is closed by TCJ3-C. Initial and updated SITREPS must be sent to [USTCJ3-C-OPS@ustranscom.mil](mailto:USTCJ3-C-OPS@ustranscom.mil).

**2.19.5.** Primary SITREP responsibility belongs to the courier station where the couriers involved in the situation are assigned. If there are multiple stations involved, responsibility will be shared, however, any courier that is aware of the situation and can add pertinent information may be requested to provide feedback regardless of station of assignment.

**Table 2.1 Station Reports**

REPORTS	TRANSMISSION	OPR	FREQUENCY
Destruction of Courier Credentials	Memorandum/E-mail	SSR/TCJ3-C-OPS	As Required
Lost Courier Credentials	Most Expeditious	SSR/TCJ3-C-OPS	As Required
Request for Reissue of Courier Credentials	Memorandum/E-mail	SSR/TCJ3-C-OPS	As Required
Security Eligibility Report	E-mail	SSR/TCJ3-C-OPS	As Required
Weekly Activity Reports (WAR)	E-mail	TCJ3-C	As Required
Other Reports Directed by TCJ3-C	As requested	TCJ3-C	As required
Decoration/Eval Tracker Updates	E-mail	TCJ3-C-ADMIN	As Required
Station Manpower Updates	E-mail	TCJ3-C-ADMIN	Monthly
Bumped Cargo on DTS Flights	Most expeditious	TCJ3-C-OPS	As Required
Loss of TPC (incl NATO Material)	Most Expeditious Secure method	TCJ3-C-OPS	As Required
Planned TPC/NC2 Movement	Secure Distribute.mil and SIPR E-Mail	TCJ3-C-OPS	As Required
Mission Schedule Updates	Secure Distribute.mil	TCJ3-C-OPS	As Required
CLOSE WATCH Mission Updates	Secure Distribute.mil/E-Mail/Telecon	TCJ3-C-OPS	As Required
Joint Personnel Status Report (JPERSTAT)	Secure Distribute.mil	TCJ3-C-OPS	Weekly
End-of-Month Status of Funds	E-mail	TCJ8-BR	Monthly

**Table 2.2 Reporting Requirements**

**REPORT TRANSMISSION** **OPR** **Frequency**  
 Situation Report (SITREP) E-mail/Message/Phone/Fax TCJ3-C OPS as required

Station chiefs use USTRANSCOM Form 11 to inform TCJ3-C of critical events that affect the station, its people and its mission. The following are USTRANSCOM Commander Critical Information Report (CCIR) items. Station chiefs must report these events as soon as possible after knowledge of the event by the most expeditious means, then follow up with full SITREP as soon as possible. TCJ3-C will up-channel these reports as specified in the TCJ3 CCIR matrix. In the event station personnel cannot reach TCJ3-C staff, report incidents directly to the USTRANSCOM (TCJ33 - Deployment Distribution Operations Center (DDOC)). In accordance with USTRANSCOM Instruction 31-8, *Information Security Program*. All security violation incidents will be reported to USTRANSCOM Operations and Plans Directorate, Force Protection Division, Physical Security (TCJ3-FP).

<b>Event</b>	<b>Short Description</b>	<b>TCJ3 Action/Impact</b>
Physical Loss of, damage to, or Loss of Two Person Control over TPC Material	Any loss of two-person control is a basis for compromise.	All communication regarding TPC will be via most expeditious secure means: Station notifies TCJ3-C, TCJ3-C notifies the Fusion Center Chief and reports incident to TCJ2-SSO, TCJ3-FP, the Fusion Center notifies TCJ3 & TCCC. TCCC notifies Joint Staff ATT J-3/DDGO for action with info to DIRNSA Att: I51, I55, I513, & I01P3.
Physical Loss of, damage to, or loss of control over NC2-ESI material	Loss or damage leading to actual or possible compromise of Nuclear Command and Control – Extremely Sensitive Information	All communication regarding NC2-ESI will be via secure means: Station notifies TCJ3-C, TCJ3-C notifies the Fusion Center Chief, TCJ2-SSO and TCJ3-FP. The Fusion Center Chief notifies TCJ3 & TCCC. TCCC notifies the Chairman, JCS, and the Commander, USSTRATCOM by the most expeditious means consistent with security requirements
Incidents resulting in possible or actual compromise of Courier Material other than TPC and NC2-ESI.	Any time the outer packaging of a courier shipment is damaged or opened exposing the inner contents, TCJ3-C Operations officer will notify the Fusion Center Chief, TCJ2-SSO and TCJ3-F and begin the initial investigation	Fusion Center Chief will provide information only report to TCJ3. TCJ3-C will contact the originator for disposition instructions and for compromise determination based on the situation facts.

Natural Disaster or Other Damage to Station or Material	Self Explanatory	Fusion Center Chief will provide information only report to TCJ3; TCJ3 notifies TCCC as appropriate. TCJ3-C will contact the originator for disposition instructions and for compromise determination based on the situation.
Serious Injury or Loss of Life	Any injury resulting in loss of duty time is reportable. In addition to SITREP, Station Chiefs will also comply with host installation mishap reporting instructions.	The Fusion Center Chief will provide information only report to TCJ3; TCJ3 will notify TCCC as appropriate. TCJ3-C will contact the originator for disposition instructions and for compromise determination based on the situation.
Material Out of Control Incident	Any time courier material is outside of an approved SCIF and outside the immediate possession or control of couriers or appropriately cleared guards.	J3-C will report the incident to the Fusion Center Chief, TCJ2-SSO and J3-F as a security incident. The Fusion Center Chief will provide information only report to TCJ3. TCJ3-C will contact the originator for disposition instructions and for compromise determination based on the situation facts.
Aircraft/vehicle Incident/Accident	Any air or ground incident involving courier vehicles, couriers or courier material.	TCJ3-C will notify the Fusion Center Chief who will then inform the TCJ3. TCJ3-C will contact the originator for disposition instructions and for compromise determination based on the situation facts.
Emergency Destruction of Material	Emergency destruction can be directed by TCJ3-C, the cognizant area commander, the TCJ3-C Operations Officer, or the Station Chief.	J3-C will report the incident to the Fusion Center Chief, TCJ2-SSO and J3-F as a security incident. The Fusion Center Chief will provide information only report to TCJ3. TCJ3-C will notify the originator.

The following are other mandatory items which require SITREP reporting:

- Suspected or Actual Contraband/Hazardous Material
- Counter-Intelligence Reporting
- Improper Use of Credentials
- Physical Security Deficiencies
- Mis-routed, Mis-addressed, and/or Mis-delivered Material Incidents
- Other Incidents Involving Courier Material
- Changes in Force Protection Condition (FPCON) Levels
- Unsecured SCIF, Safe, or Station

Safety Incidents involving station personnel  
Inventory Discrepancies

**Figure 2.3 USTRANSCOM FORM 11, *Defense Courier Situation Report (SITREP)***

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<b>United States Transportation Command Defense Courier Situation Report (SITREP)</b>		1. SITREP ID (Provided by TCJ3-C-OPS)
		12-090
2. DATE: <input type="text" value="16 Apr 2012"/>	3. STATION(S): <input type="text" value="Offutt"/>	
4. CATEGORY - PRIMARY: <input type="text" value="P"/>	6. DESCRIPTION	
5. CATEGORY - SECONDARY: <input type="text" value="K"/>	<input type="text" value="Aircraft Mishap Exercise"/>	
7. INDIVIDUAL(S) COMPLETING REPORT (RANK FULL NAME, STATION)		
<input type="text" value="TSgt Max Force, Offutt"/>		
8. COURIER(S) INVOLVED (RANK FULL NAME, STATION) - NOTE PREVIOUS INCIDENTS		
<input type="text" value="TSgt Johnny B. Good&lt;br/&gt;SSgt Angelic N. Saintly"/>		
9. CUSTOMERS INVOLVED AND CONTACT INFORMATION (DUTY PHONE AND DUTY ADDRESS)		
<input type="text" value="HKF999 DSN: 987-6543 Whiteman AFB 5432 One Way Ave&lt;br/&gt;HKF111 DSN: 123-4567 Whiteman AFB 987 Loud Bomber Road"/>		
10. CONSIGNOR OF SHIPMENT/CONTACT INFORMATION. *REQUIRED FOR ALL MATERIAL RELATED SITREPS*		
<input type="text" value="n/a"/>		
11. NARRATIVE (CONTINUE ON PAGE 2 IF NECESSARY) INCLUDE NAMES, DATES, TIMES, LOCATIONS, VEHICLE ID, SPECIAL MATERIAL, LOCAL CONDITIONS, ETC.		
<p>BEGIN EXERCISE...</p> <p>A station Aircraft Mishap exercise was initiated at (0720) by TSgt Max Force on 16 Apr 2012. The scenario reads... Scenario – Mission couriers were involved in aircraft mishap at Offutt AFB, NE. While taxiing for departure the aircraft struck a deer damaging its landing gear. Mission couriers, TSgt Johnny Good and SSgt Angelic Saintly, reported no bodily injuries and no material damage for 36 pieces at 600lbs. However, they were unable to continue their mission due to aircraft damage sustained during this incident. TSgt Good/SSgt Saintly were located at the south end of the runway and all material was still located in the aircraft with tail number OF28.</p> <p>TSgt /SSgt Bo Jangles/SSgt Ben Franklin immediately went into action to initiate associated checklists. They all discussed what their roles would be and followed the checklist step by step. Every step was discussed and verified by each before any action was taken. ART Kit was retrieved and prepared for action.</p>		
12. CORRECTIVE ACTIONS TAKEN (CONTINUE ON PAGE 2 IF NECESSARY) INCLUDE TRAINING AND DISCIPLINARY ACTIONS TAKEN		
<input type="text" value="n/a"/>		
13. ALL STATIONS CONTACTED:	<input type="text"/>	14. CUSTOMER CONTACTED: <input type="text" value="16 Apr 2012"/>
15. COURIER STATEMENTS COMPLETE:	<input type="text" value="16 Apr 2012"/>	16. CUSTOMER STATEMENT: <input type="text" value="16 Apr 2012"/>
17. PACKAGE DISPOSITION/RECEIVED:	<input type="text" value="16 Apr 2012"/>	18. MATERIAL COMPROMISED: <input type="text" value="16 Apr 2012"/>
19. NON-DISCLOSURE STATEMENT:	<input type="text" value="16 Apr 2012"/>	20. TCJ3 NOTIFIED: <input type="text" value="16 Apr 2012"/>
21. DATE CLOSED (TCJ3-C ONLY):	<input type="text" value="17 Apr 2012"/>	22. TRACKING SYSTEM (TCJ3-C ONLY): <input type="text" value="16 Apr 2012"/>

**Figure 2.3 USTRANSCOM FORM 11, *Defense Courier Situation Report (SITREP)*(back page.)**

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23. ADDITIONAL INFORMATION (EXPAND INFORMATION FROM BLOCKS 1-22)

(Note: During the exercise, the opportunity to inventory was taken.) When all items on the checklist were accomplished via simulation and tabletop discussion, the exercise was terminated.

END EXERCISE...0740 16 Apr 2012

Lessons Learned: Not all couriers knew exactly where the ART kit was located. After brief discussion all couriers now understand where the kit is located. This was the first exercise conducted for three new couriers, all did a great job understanding the checklists and how to react to this type of mishap.

CATEGORIES FOR REPORTING (CAN BE BOTH PRIMARY AND SECONDARY)			
A	Material - Mis-Delivery (Courier Caused)	M	SCIF Security-lock/alarm issues (Courier Caused)
B	Material - Mis-Routed/Partial Delivery	N	Safety-Duty Related (on duty or time lost)
C	Material - Mis-Addressed (Customer Caused)	O	Miscellaneous Operational Issue not otherwise identified
D	Material - Damaged/Destroyed	P	Exercise Scenario/SITREP used as After Action Report
E	Material - Out of Control	Q	Approved Division Level Waiver
F	Material - Compromised	R	Reserved
G	Material - Other (Unqualified Material, Oversized, etc)	S	Reserved
H	Reserved	T	Reserved
I	Reserved	U	Reserved
J	Reserved	V	Reserved
K	Vehicle - Accident/Damage	W	Reserved
L	Facility (includes non-courier SCIF/alarm issues)	X	Reserved

## **CHAPTER 3: SECURITY**

**3.1. Personnel Security Clearances.** Personnel assigned to TCJ3-C must be able to hold a final Top Secret clearance based on a current Single Scope Background Investigation (SSBI) and be eligible for SCI access.

**3.1.1. Clearance Status.** If the individual's security clearance status is not final and has not been approved for an interim clearance, Defense Courier Division Security Representative (TCJ3-C-SSR) will work with TCJ3-C and TCJ1 to terminate the individual's assignment. If assignment termination is not possible, TCJ3-C-SSR will notify the gaining station who will assign the individual to administrative duties and ensure that the individual is escorted at all times when in the presence of courier material.

### **3.2. Individual Conduct.**

**3.2.1.** Station chiefs will report to TCJ3-C-SSR all circumstances or incidents that may have a bearing on an individual's SCI access eligibility. Circumstances and incidents which warrant a report are listed in ICD 704. In addition, if station chiefs have concerns about a courier's trustworthiness or ability to continue performing courier duties for any reason, they will notify TCJ3-C-SSR and TCJ3-C. TCJ3-C-SSR will coordinate security-related actions through TCJ2-SSO, as appropriate.

**3.2.2.** ICD 704 identifies broad areas of concern used to determine ones eligibility for continued access to classified information. In addition, it contains guidelines which detail the specific concerns for following areas:

**3.2.2.1.** Allegiance to the United States

**3.2.2.2.** Foreign influence

**3.2.2.3.** Sexual behavior

**3.2.2.4.** Personal conduct

**3.2.2.5.** Financial considerations

**3.2.2.6.** Alcohol consumption

**3.2.2.7.** Drug involvement

**3.2.2.8.** Psychological conditions

**3.2.2.9.** Criminal conduct

**3.2.2.10.** Handling protected information

### **3.2.2.11. Outside Activities**

### **3.2.2.12. Use of Information Technology Systems**

**3.2.3.** As appropriate, station chiefs will submit a Security Eligibility Report (SER) via mail or pre-coordinated fax. All SERs will be double-wrapped and annotated: "Contains personal security data, "to be opened only by TCJ3-C-SSR or TCJ3-C" on the inner envelope.

**3.2.4.** Courier personnel planning to visit a foreign country while in a leave status must inform their station chief and station security manager. The station chief or security manager will consult the Foreign Clearance Guide to determine country specific restrictions.

**3.2.4.1.** Station chief or Security Managers will then report the planned travel to the TCJ3-C-SSR.

**3.2.4.2.** Station Chiefs will also provide the traveler with the latest Defense Security Briefing for SCI-indoctrinated personnel available through TCJ3-C or TCJ3-C-SSR.

**3.3. SCI Billets.** Station chiefs will ensure all personnel are properly indoctrinated and/or debriefed as required.

**3.3.1.** For personnel departing TCJ3-C stations for another assignment which does not require SCI access, TCJ3-C-SSR will request that the local SSO debrief the individual prior to departure. If this cannot be accomplished in a timely manner, the station chief will notify TCJ3-C-SSR by the most expeditious means.

**3.3.2.** TCJ3-C-SSR will provide debriefing instructions to the station chief. Once the departing member is debriefed, the signed documents oath will be forwarded to TCJ3-C-SSR for filing.

### **3.4. Physical Security.**

**3.4.1. Sensitive Compartmented Information Facility (SCIF) Accreditation.** All courier station storage vaults must be accredited for open storage of SCI and be designated as a SCIF. In agreement with the DIA, TCJ3-C-SSR, in coordination with TCJ2-SSO, will conduct initial SCIF inspection for all courier facilities and forward results to DIA who will issue the final accreditation. Station chiefs will complete pages 90-108 of ICD 705 Technical Specifications for Construction and Management of Sensitive Compartmented Information Facilities

**3.4.1.1.** Accreditation must be updated when the facility is modified. A change to the Fixed Facility Checklist, by itself, does not mandate a new/updated accreditation. TCJ3-C-SSR, in concert with TCJ2-SSO, is authorized to conduct the accreditation inspection when required.

**3.4.1.2.** Station chiefs are appointed as the Special Security Representative for their stations. This responsibility cannot be dedicated but station chiefs may appoint an NCO, in writing, to

assist in SCIF administrative matters. Maintain appointment letters in the Special Security Representative's Handbook.

**3.4.1.3.** Station chiefs will work with host installation facility security managers and the TCJ3-C-SSR on all SCIF accreditation and facility matters. TCJ3-C-SSR will coordinate with TCJ2-SSO and DIA on all SCIF accreditation matters, including final submission of SCIF accreditation requests.

**3.4.1.4.** Station chiefs will advise TCJ3-C-SSR of physical security deficiencies and corrective actions as they are taken.

### **3.5. Controlling Access to Defense Courier Stations.**

**3.5.1.** Courier stations on Army and Navy installations are designated as RESTRICTED AREAS; stations on Air Force installations are designated as CONTROLLED AREAS. The following designations/definitions apply:

**3.5.2.** The administrative area is a CONTROLLED AREA controlled movement does not permit access to classified information and is designed to provide administrative control, safety, or a security buffer for a LIMITED AREA. If an administrative area is routinely used for processing or discussing classified information, it must be designated a LIMITED AREA.

**3.5.3.** The SCIF area is designated as a LIMITED AREA uncontrolled/unescorted movement will permit access to classified material. All entrances to limited areas will be clearly marked. Authorization to enter and work within a LIMITED AREA does not constitute authorization to open or have access to the contents of any courier material.

**3.5.4.** An access roster of all persons authorized access to the SCIF will be posted at or near the SCIF point of entry. Intent is to verify authority to access before granting access. Rosters are for Official Use Only and will contain the member's full name and security clearance type. Social Security numbers will not be listed on the access roster. Electronic systems, including coded security identification cards or badges, may be used in lieu of security access rosters.

**3.5.5.** Each SCIF will have written procedures for identifying and controlling visitors and will maintain a visitor log with the following information: name of visitor, organization, citizenship, purpose of visit, point of contact, and date/time of the visit. Retain visitor logs for 1 year after the date of the last entry.

**3.5.5.1.** Regardless of status or rank, all individuals including couriers and staff personnel not assigned to the station must be properly identified and will sign in on the visitor control log prior to entering the SCIF. Exception: Unless otherwise required by local station policy, couriers performing an active courier mission transferring material do not need to sign in on control rosters.

**3.5.6.** Only TCJ3-C assigned couriers, with a valid Form 9, *Defense Courier Identification*, on official business and USTRANSCOM IG inspectors while conducting station inspections, are authorized unescorted access to the SCIF. All other visitors will be escorted at all times.

### **3.6. Controlling Access to Courier Material**

**3.6.1.** TPC storage areas are NO-LONE ZONES. At no time will a lone individual have direct access to TPC material or a TPC storage area. If TPC material is stored in the main SCIF, the entire SCIF is a NO-LONE ZONE and no individual will be permitted lone access.

**3.6.2.** While not required by ICD 704, TCJ3-C policy is that the courier station SCIF, courier vehicle cargo compartments, and all other areas in which courier material (other than TPC) is stored and/or processed are to be treated as NO-LONE zones to the maximum extent possible. Station chiefs must outline station specific NO-LONE procedures in writing. The intent is to provide the maximum possible security for all courier material at all times while allowing some operational flexibility. Convenience is not considered an operational necessity.

**3.6.3.** The following exceptions to policy are authorized for material other than TPC.

**3.6.3.1.** When two couriers are working in a SCIF, one courier may briefly leave the SCIF to perform mission-related tasks in the immediate vicinity of the SCIF. For example, a courier may leave the SCIF to retrieve a forklift or shipping container.

**3.6.3.2.** One lone courier is authorized to perform official, non-material related duties in the SCIF only when at least one courier is in the adjoining administrative space and periodically observes SCIF activities. A minimum of two couriers working together are still required when processing material and conducting SCIF inventories and at no time will a single courier conduct material transactions with a customer.

**3.6.3.3.** On road and air missions, one courier may leave the material for brief periods to perform mission related tasks. For example, one courier may leave to process through an AMC passenger terminal, coordinate with aerial port personnel, use latrines, or retrieve meals.

**3.6.3.3.1.** When a courier must leave a vehicle, the material must be secured in the vehicle cargo compartment with two S&G Model 8077 padlocks, and whenever possible, the departing courier will take the vehicle keys so that the vehicle is disabled until the courier returns with the keys. Exceptions apply in certain situations where the keys must remain with the vehicle for safety/emergency reasons, e.g., during short stops at commercial airport passenger loading/unloading zones.

**3.6.3.4.** On longer road and air missions and when couriers are stranded and must guard material, one courier may rest while the other remains alert.

**3.6.3.4.1.** Example 1, an aircraft carrying two couriers is delayed overnight for maintenance issues. One courier may go to billeting to sleep while the other remains with the material.

**3.6.3.4.2.** Example 2, two couriers are performing a long air mission to Japan. One courier may sleep while the other remains alert. The alert courier will accompany civilian crew members if they enter the cargo compartment.

**3.6.3.4.3.** Mission couriers will work out an equitable work/rest cycle between them. The intent is to ensure at least one courier is always alert and remains with the material at all times.

**3.6.3.5.** When TPC material is involved, it is imperative that both couriers remain with the material at all times however, should a situation arise where it is absolutely necessary for the couriers to be separated for essential mission-related activities, the following applies. The material must be secured inside a pouch or container sealed with a tamper-evident seal and locked with two (A and B combination) S&G Model 8077 padlocks to prevent access by a single person. The period of any mission essential separation must be held to the absolute minimum and will not exceed 5 minutes. If it is not possible to prevent a single courier from having lone access to TPC material, then both couriers must remain with the material at all times. See Chapter 9 on Special Handling Material.

**3.6.3.5.1.** Emergency situations when NO-LONE procedures are no longer possible, i.e., when a courier has been injured or otherwise incapacitated. Immediately notify the home courier station and TCJ3-C. The remaining courier will not leave the material until it is again secured in an approved storage location or the courier is relieved by other qualified couriers. Use cell phones, law enforcement officials, emergency response personnel, or other individuals, including members of the public, to relay messages and/or transport the incapacitated courier to care.

**3.6.3.5.2.** If TPC material is involved, the remaining courier will request a law enforcement escort to remain until a relief courier is available. TCJ3-C will report the situation in accordance with Table 2.1.

**3.6.4. Lock and combination requirements.** Special security representatives will ensure SCIF/TPC containers are controlled by at least two locking devices and/or combinations.

**3.6.4.1.** The entrance door to the SCIF will be secured with a Mas-Hamilton X-0 series digital spin-dial lock set with two combinations to permit split-access to the facility. Two combinations will provide a means of segregating combinations so no one person will have access to both combinations or be permitted lone access to courier material.

**3.6.4.1.1.** If operational requirements dictate, stations may use one combination on the X-0 series lock and two individually-controlled S&G Model 8077 series locks to secure the SCIF.

**3.6.4.1.2.** All SCIF openings and closings must be logged on the SF 702, *Security Container Checklist*, and recorded in the station duty log. Entries on the SF 702 will include the date, time, names and hand-written initials of personnel opening and closing the SCIF locks.

**3.6.4.1.3.** Disarming/arming the SCIF alarm will be done simultaneous with SCIF opening/closing.

**3.6.4.2.** TPC cages will be secured by two Sargent & Greenleaf (S&G) Model 8077 series combination locks and fastened to a wall/fixed object or be of sufficient size/weight to prevent removal by one person. Cages will be constructed of 16 gauge or thicker metal wire mesh. Spaces in mesh will not exceed two inches in size.

**3.6.4.3.** Station SCIF/TPC combinations must be changed at least every six months, whenever an individual with access to the combination terminates their service with the station, whenever a courier's security clearance is suspended, or whenever an individual gains unauthorized access to the combination.

**3.6.4.4.** A copy of SF 700, *Security Container Information List*, will be maintained for each SCIF/TPC safe used to store classified material. The SCIF SF700 will be posted on the inside of the SCIF door; the TPC SF 700 will be posted on the TPC door or near the TPC locks.

**3.6.4.5.** An SF 702 will be maintained on/near the outside of each security container or lock. These records will be annotated with the date, time, and initials of two authorized couriers each time the SCIF is accessed (alarm deactivated) or secured (alarm activated). Each time the SCIF is secured, it will be verified by the second individual.

**3.6.4.6.** The file copy of each SF 700 container entrance combination will be separately stored in another SCIF of equal or higher accreditation. If a station cannot locate a SCIF of equal or higher accreditation on their installation, the combinations may be filed at another courier station. As an alternative, both combinations to a single door may be stored within the same SCIF provided they are stored in separate approved safes and no one person has access to the combination of both safes.

**3.6.4.7.** Use S&G Model 8077 series padlocks to secure all portable locking devices used on station SCIF doors and TPC containers. At a minimum, secure SCIF roll-up doors with two keyed padlocks. Local key control procedures must be established in writing.

**3.7. Unattended/Unlocked SCIF.** If a SCIF containing classified information is found unlocked and unattended, or if courier material is found outside of prescribed control, notify the station chief/superintendent by the fastest means possible. Station chiefs will then notify TCJ3-C by the most expeditious means. IAW Table 2.2, TCJ3-C will notify TCJ2-SSO and TCJ3-F. Station chiefs will also comply with host installation physical security reporting requirements and appropriate Service physical security regulations.

**3.8. Inventory of Material.** Station chiefs are responsible for the security of all courier material in their station or being transported by station personnel. To ensure proper accountability of material, an inventory is required whenever the SCIF is opened and closed and when SCIF custody changes. Make an entry in the station duty log to reflect the names of the couriers performing the inventory, the time the inventory was completed, and the number of pieces in the inventory.

**3.8.1.** Conduct a complete physical inventory of all individual shipments using hand-held terminals (HHT) or by manually checking labels against the bay location inventory for loose

shipments and containers. Use the pallet grid inventory for palletized loads. A pallet or container and all contents will be counted as a single item. Two couriers working together will accomplish and certify the accuracy/completeness of the inventory. In all cases, the SCIF opening inventory must match the last closing inventory. Take immediate action to determine the source of any discrepancies noted between the closing and opening inventories and record the discrepancy and all actions taken in the station duty log. Report the situation to TCJ3-C.

**3.8.2.** Inventory discrepancies must be resolved prior to closing or transferring custody of the SCIF. Every piece of material must be accounted for. When discrepancies require GATES Help Desk intervention, identify the discrepancy and initiate corrective action (trouble ticket if required) before closing the SCIF. Annotate actions taken in the station duty log. (e.g. TCN HKC0017077X001XXX reflected on GATES inventory but piece not physically present. Track and trace showed delivery May 07. YN1-Diligent submitted GATES trouble ticket #000345).

**3.8.3.** For SCIF custody changes (i.e., shift changes) the two on-coming duty couriers will complete and sign the inventory.

#### **3.8.4. Exceptions to a Detailed Inventory:**

**3.8.4.1.** When accessing the SCIF outside of normal duty hours for administrative purposes such as SIPR access or checking a label on a piece of material, a SCIF inventory is not required. Annotate the station duty log with the name of all individuals entering the SCIF and the purpose for access.

**3.8.4.2. Dispatching missions outside of normal duty hours.** If the mission material is manifested and separated from other SCIF material during the previous duty period and a detailed SCIF inventory was accomplished prior to closing the SCIF, then the afterhours couriers do not need to perform a SCIF inventory if no other material is handled. Mission couriers will perform a detailed inventory of the mission material against the mission manifest(s). Annotate the station duty log with the names of the couriers who accessed the SCIF after hours and the number of pieces removed from the SCIF. If the material was not prepared in advance as specified above or if any material other than mission material is handled then a complete, detailed inventory is required.

**3.8.4.2.1.** Material packed and manifested for after hours missions may be departed in GATES prior to the station closing inventory provided the material is separated from other material and sealed in a way that prevents access by anyone other than the mission couriers. Record the number of pieces prepared for after hours missions, manifest number(s), planned mission number(s), and names of mission couriers in the station duty log. Numbered, tamper-proof seals may be used to restrict material access. When used, record the seal numbers in the station duty log. Do not depart manifests earlier than one closing inventory period before physical material departure. In other words, manifest departure in GATES will not be earlier than the duty day immediately prior to an after hour's mission departure.

**3.8.4.2.2.** Manifested Air Pallets planned for movement over AMC channels may be departed in GATES prior to physical departure from the station to meet aerial port load planning timelines.

During inventory, scan the pallet ID then add the pallet back into the inventory to maintain accountability over the pallet and its contents until final departure.

**3.8.4.3. Receiving missions outside of normal duty hours.** Mission couriers will place items received after hours in the SCIF ensuring the material is kept together and physically segregated from all other material. Place a placard or other station chief-approved indicator on or with the material to clearly identify the material. For example, couriers might place all the material on a cart and tape a piece of paper to the stack of material that indicates the number of pieces, mission number or run code material was received on, and the statement “Material Not in Inventory”. A locally created sign post or taping a copy of the manifest to a box might perform the same function. Station chiefs may approve local variations. The intent is to clearly identify the material and eliminate guess work the next duty day. The couriers will also annotate the mission number and number of pieces brought into the station after hours in the station duty log. The mission couriers will also place a copy of the DD Form 1384, *Transportation Control and Movement Document*, or manifest in a fire proof container within the SCIF that will be used the next duty day to account for and process the material.

**3.8.4.3.1.** Upon opening the SCIF the next duty day, conduct a complete inventory prior to processing the material received after hours. The intent is to avoid any activity that will affect the balance between the last closing inventory and the first opening inventory until the opening inventory is complete.

### **3.9. Alarm Tests.**

**3.9.1.** Ensure all alarm tests are fully coordinated with local emergency response forces prior to conducting the test.

**3.9.2. Non-response test.** Conduct SCIF alarm tests without security response at least semiannually in conjunction with routine openings. Local policy may require more frequent tests. Stations will record the alarm test in the Special Security Representatives Handbook, noting the test date, specific equipment tested, personnel performing the test, and results e.g., malfunctions and corrective action.

**3.9.3. Alarm test with security force response:** An unannounced test of the security response force will be coordinated with the proper security agency and conducted at least semiannually. Enter the results of the test(s), but not actual response times, in the Special Security Representatives Handbook.

**3.9.4.** All emergency power sources for the alarm system must be tested quarterly and logged in the Special Security Representatives Handbook. Stations unable to test all power sources, due to equipment or other situations beyond the station’s control, must request TCJ3-C waiver to the test requirement. Include in the request all pertinent information of system design and/or factors preventing a complete test.

**3.10. Special Security Representatives Handbook.** Special Security Representatives will maintain files on all SCIF matters for an indefinite period in accordance with DOD 5105.21-M-

1., *DOD Sensitive Compartmented Information administrative Security Manual*. These records will be filed within a General Services Administration (GSA) approved security container. Include the following records at a minimum:

**3.10.1.** Inspection reports/messages

**3.10.2.** Copy of Annex A, ICD 705, Fixed Facility Checklist (FFC) and Annex J of DOD 5101.21-M-1, TEMPEST addendum to the FFC.

**3.10.3.** SCIF accreditation authorization report/message

**3.10.4.** Appointment letters for the Special Security Representative and assistants

**3.10.5.** Copy of any waivers granted by DIA or USTRANSCOM

**3.10.6.** Log of semiannual alarm system tests

**3.10.7.** Log of quarterly back-up power test

**3.10.8.** Log of semiannual unannounced alarm test of response force

**3.10.9.** Documentation of any false/nuisance alarm, malfunction of alarm equipment, and known instances of activation, including date/time, source, and corrective actions taken.

**3.10.10.** Emergency destruction plan

**3.10.11.** Historical documentation pertaining to the SCIF

**3.10.12.** Log of quarterly drug/bomb dog sweeps

**3.10.13.** Most current annual SCIF Self Inspection checklist

**3.11. Accountable Courier Items.** The following items are managed and issued by TCJ3-C and will be strictly controlled and accounted for: courier credentials and official passports. When not in use, store these items in the SCIF or other security container.

**3.11.1. Courier Credentials**

**3.11.1.1.** A Courier Credential set consists of the USTRANSCOM Form 9 placed in a leather wallet with embedded courier badge.

**3.11.1.2.** Credentials will be issued to properly cleared military or civilian personnel after having successfully completed the courier orientation training course.

**3.11.1.3.** As a controlled item, when not in use, courier credentials will be secured within the station and will be inventoried daily to account for each credential set.

**3.11.1.4.** The USTRANSCOM Form 9, *Courier Identification Card*, will be a CONTROLLED item. TCCS-IM will maintain the original master electronic template. TCJ3-C will maintain an operational stock of forms in a secure storage container.

**3.11.1.5.** The Form 9 will consist of two-parts printed on a single sheet of white, lightweight, 8 ½ x 11 card stock with pre-cut 3 ½ x 2 3/16 punch out cards for each part.

**3.11.1.6.** Each part of the Form 9 will contain an embossed, raised serial number. Serial numbers will never be duplicated. When a Form 9 must be replaced for any reason, the original will be destroyed and a new card with new serial number will be issued. Each issuance will be recorded on a control log, strictly maintained by TCJ3-C. TCJ3-C will provide a copy of the control log to TCCS-IM annually each December.

**3.11.1.7.** A digital image of the courier will be applied to the Form 9. The image will consist of the courier's head and shoulders, in uniform, against a plain, white background with a USTRANSCOM flag on a vertical pole positioned behind the courier's left shoulder. No other items shall be visible in the image.

**3.11.1.8.** Each part of the Form 9 will be signed by the TCJ3-C division chief or designee and will be laminated before issuance.

**3.11.1.9.** At the completion of each shift inventory station will account for all credential sets, official passports, STE cards, and customs seals. Annotate the station duty log with entries to show the number of each item assigned, the number on hand, and remarks to account for missing items.

**3.11.1.10.** When a courier leaves the division or is permanently disqualified for continued service as an active courier, station chiefs will destroy the courier identification card by burning/shredding or mutilation sufficient to preclude reconstruction. Stations will report credential destruction to TCJ3-C-SSR within three days and identify the courier's name, courier identification card number, date, and reason. TCJ3-C-SSR will maintain an up-to-date roster of all credentials issued along with current disposition. The intent is to maintain a full accounting record of all issued credentials. Badges will not be destroyed or transferred with the courier, they will be retained by the station/TCJ3-C and reissued to an incoming courier/staff member.

**3.11.1.11.** Credentials for couriers transferring within the courier division, either to the staff or another station, will be hand-carried to the gaining station, shipped via courier mission, or sent via registered mail. Note: If a transferring courier is taking leave en route, credentials will be forwarded to the gaining station by registered mail or courier. The losing element will inform the gaining element and TCJ3-C-SSR of the individual's transfer and report their corresponding courier identification number.

**3.11.1.12.** Newly assigned couriers will normally be issued the courier identification card immediately upon graduation from the courier training course. In the event they cannot be made available immediately, or when the courier is taking leave en route, the signed courier

identification card will be forwarded to the gaining station by registered mail or as defense courier material. Station chiefs will ensure accountability of all new courier credentials. Stations will issue the credential set.

**3.11.2. Loss of Credentials.** Station chiefs must immediately report the loss of credentials to TCJ3-C SSR with full details surrounding the loss. TCJ3-C-SSR will initiate investigations into report of lost, stolen or mishandled credentials.

**3.11.2.1.** TCJ3-C-SSR issues a memorandum listing lost, stolen, or missing courier credentials annually, each January, and throughout the year as necessary in response to reported credential loss. The memo (see fig 3.1) will contain the name and rank, credential identification card number, date of loss, and the credential expiration date. Credentials will continue to be listed on the letter until the credential expiration date has passed. All stations shall post a copy of this letter near the SCIF entrance and in all trip kits. When TCJ3-C approves the use of designated couriers, stations will include a list of lost, stolen, or missing credentials in the designated courier's mission package.

**3.11.2.2.** Should an individual attempt to use the lost credentials posing as a courier, gain possession of the credentials and alert the local military police and the station chief only if it is safe to do so. Do not place yourself or others at risk to secure the credentials or detain the individual. As soon as possible report the incident to TCJ3-C.

**3.12. Operations Security (OPSEC).** OPSEC involves those actions taken to prevent inadvertent compromise of sensitive or classified activities, capabilities, or intentions at the tactical, operational and strategic levels. OPSEC measures must focus on actions that eliminate patterns or practices that can be exploited and avoid inadvertent release of critical information. To reduce risk and improve OPSEC, as well as AT/FP posture, stations will:

**3.12.1.** Vary delivery routes, schedules, and meeting points. Stations should have at least 3 route options to reach each routine customer service point and, whenever possible, should coordinate multiple customer service point options for each customer. Use staggered mission start times and alternate routes as much as possible. Station trip books will identify alternate routes, military installations, safe havens, and related sites of possible use to couriers during emergencies. Such actions will reduce risk by reducing predictability.

**3.12.2.** When not immediately required for identification, conceal courier credentials and other items that identify the individual as a defense courier. The intent is to maintain as low a profile as possible and avoid any item or action which might raise public interest in couriers or mission activities.

**3.12.3.** Maintain close liaison with local MI/NCIS/OSI, security police, and similar organizations that can provide the status of local terrorist, criminal, and other activities that could pose a threat to courier activities. Coordinate formal counterintelligence/anti-terrorism briefings from local MI/NCIS/OSI at least annually.

**3.12.4.** Obtain and quickly disseminate intelligence reports/messages threat warning, and terrorist alert information received by the station, to all mission couriers. Information flow must be timely enough to allow real-time mission adjustments.

**3.12.5.** Couriers will contact their station chief and counterintelligence activity (MI/NCIS/OSI) to report attempts by individuals to cultivate their friendship or place them under obligation to provide information on U.S. military organizations or activities. Couriers will take no further action with suspect individuals until the counterintelligence activity or TCJ3-C provides guidance. Station chiefs will inform TCJ3-C about suspicious incidents that are referred to local counterintelligence activities.

**3.13. Vehicle Security Requirements (derived from DODI 5200.33, Defense Courier Operations (DCO)).**

**3.13.1.** The vehicle cargo compartment must be constructed of metal, fiberglass, or comparable sturdy material on top, bottom, and all sides. The construction material must prevent direct access and show evidence in the event of attempted forced entry.

**3.13.2.** The cargo compartment must be separated from the driver/passenger area by a minimum of 16-gauge or thicker steel mesh or steel grating which completely prevents passage of a person or material. The openings in the mesh and any gaps between the grating and vehicle walls/roof will be no greater than two inches. Windows in the cargo compartment must also be covered with 16-gauge or thicker steel mesh or grating.

**3.13.3.** Vehicles must have a device or devices installed to allow the courier to disable the vehicle with hidden fuel cut off and/or ignition disabling devices.

**3.13.4.** A fiberglass shell added to the cargo compartment of pick-up trucks is acceptable provided the windows and access doors are covered with 16-gauge or thicker steel mesh or grating.

**3.13.5.** S&G Model 8077 series padlocks will be used to provide two-lock integrity on mission vehicles. Standard, factory-installed vehicle locks are not adequate. Lock control will be split between mission couriers so that no single person has unrestricted access to the cargo compartment.

**3.13.5.1.** Stations should lubricate combination locks using WD-40, graphite powder, or similar product to prevent issues caused by moisture, salt and humidity.

**3.13.6.** Any vehicle or closed trailer used to temporarily store material will be continuously guarded 24 hours a day. A fifth wheel lock must be installed on trailers used for temporary storage.

**3.13.7.** Open vehicles (including pick-up trucks without shells) do not provide adequate security to transport small packages. However, when approved by TCJ3-C, after all other options have

been exhausted, open trucks or trailers may be used as a last resort for movement of large, bulky items. When open trucks or trailers must be used the following apply:

**3.13.7.1.** All material must be secured and/or covered in a manner that will prevent items from falling off the truck or being damaged by weather.

**3.13.7.2.** A courier will follow immediately behind the truck in a second vehicle and maintain visual surveillance. If a non-courier driver will operate the open truck, a courier will accompany the assigned driver in the cab.

**3.13.7.3.** When the vehicle is stopped for any reason, ensure all vehicle and other locks are engaged and vehicle disabling devices are activated. Couriers must maintain constant surveillance of any open vehicle throughout its journey whenever material is not enclosed in an accredited SCIF.

**3.13.8.** Generally, couriers are prohibited from using privately owned vehicles (POV) and rental vehicles to transport material. However, when all other options have been exhausted, TCJ3-C-OPS may approve the use of POVs or rental cars on a case-by-case basis. Request approval and detail all circumstances and actions taken leading to POV or rental car use in the station duty log and send a SITREP with the information to TCJ3-C-OPS.

Figure 3.1 Sample Lost Courier Credential Memorandum.



## UNITED STATES TRANSPORTATION COMMAND

508 SCOTT DRIVE  
SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

00 Jan 2011

MEMORANDUM FOR ALL DEFENSE COURIER STATIONS

FROM: USTRANSCOM/TCJ3-C

SUBJECT: Notice of Lost Courier Credentials

1. The following courier credentials have been reported lost. All stations will post a copy of this letter near the SCIF entrance and in all trip kits. Should an individual attempt to use the lost credentials posing as a courier, gain possession of the credentials and alert the local military police and the station chief only if it is safe to do so. Make a full report of the incident to TCJ3-C. Do not place yourself or others at risk to secure the credentials or detain the individual.

Credential Credential

Name/Rank Number Date Lost Expiration Date

YN1 Seurat C. LostDCD000100 Aug 1000 May 12

2. This letter will remain posted until superseded. The TCJ3-C Special Security Representative will issue a new lost credential message annually each January and throughout the year as necessary in response to a reported loss. Credentials will continue to be listed as lost until the credential expiration date has passed.

ROBIN KLINE  
Special Security Representative  
Defense Courier Division

## CHAPTER 4: SAFETY

**4.1. Responsibilities.** Although all station personnel are responsible for monitoring accident prevention in their workplace, the Station Chief retains overall responsibility for the stations safety program. They will strive to maintain a safe and healthy workplace, ensure station personnel observe appropriate safety and occupational health rules and regulations, and ensure all personnel are properly outfitted with safety equipment prior to being scheduled for missions or vault work. Supervisors will report hazards and mishaps to the unit safety representative. Each individual is responsible for their own personal safety and the safety of co-workers.

**4.2. Implementation.** Station chiefs will implement a safety program for their station. They will appoint a unit safety representative (USR) and assistants to manage the program. Station chiefs and the USR will:

**4.2.1.** Ensure station personnel are trained in safety procedures, practice safety both on and off duty, and report known/suspected safety hazards.

**4.2.2.** Conduct monthly safety inspections.

**4.2.3.** Include safety briefings in the station's monthly training session. Monthly safety training will be documented in training records on the AF Form 1098, *Special Task Certification and Recurring Training*.

**4.2.4.** Actively participate in local base safety program.

**4.2.5.** Report mishaps to TCJ3-C-OPS via SITREP and their host installation safety office.

**4.3. Safety Program Guidance.** The station safety program will be described in a Standard Operating Procedure (SOP). Station safety SOPs will be comprehensive and outline the following:

**4.3.1.** Safety briefings for newly assigned personnel and initial issue of safety equipment will be documented on AF Form 55, *Employee Safety and Health Record*, and filed in the individual's training records.

**4.3.2.** Safety equipment will include hearing protection, sturdy work gloves, safety-toed boots, and reflective vests/belts. Other safety equipment will be worn as directed by the station chief.

**4.3.3.** Hearing protection, either earplugs or headsets, will be used when operating or working near material handling equipment (MHE). Hearing protection will be worn on the flightline and military cargo aircraft.

**4.3.4.** All personnel will wear leather or leather palmed work gloves when manually handling objects that have sharp or burred edges or splintered surfaces. This includes but is not limited to material or equipment such as warehouse skids, 463L pallets and nets, and commercial airline cans or other tie-down materials.

**4.3.4.1.** Gloves are also required when handling material that is: greater than 50 lbs, banded, wrapped in burlap, crates, or hardened cases. Wearing of glove is highly recommended when handling any material, however, they are not required when material is less than 50 lbs and packaged in regular cardboard boxes or flats.

**4.3.4.2.** This guidance is applicable in uniform and civilian clothes.

**4.3.5.** Stations will comply with host installation reflective vest/belt policy. At least two reflective vests/belts will be kept in all trip kits.

**4.3.6.** Per Air Force Occupational Safety and Health Standard, (AFOSHSTD) 91-501, paragraph 9.1, jewelry (including wedding rings) will not be worn while conducting courier duties. **WARNING:** Placing tape over rings or wearing gloves on the hand with a ring does not provide protection or eliminate the requirement to remove finger rings.

**4.3.7.** Safety in the work place and flying missions will include back injury prevention. Annotate on AF Form 1098. Per AFOSHSTD 91-501, paragraph 4.4, supervisors must train personnel who regularly perform manual lifting duties. Review AFOSHSTD 91-501, chapter 4 on manual material handling and lifting techniques.

**4.3.8.** Accident prevention, procedures, and reporting.

**4.3.9.** Safety inspections and checklists.

**4.3.10.** Fire prevention and use of fire extinguishers.

**4.3.11.** Subjects appropriate to specific station's operations/location.

**4.4. Workplace Familiarization.** All newly assigned personnel will be familiarized with the hazards of the workplace, work environment, and the local area within their first 5 duty days. The briefing will include at a minimum:

**4.4.1.** Tips on maintaining a safe working environment, identification and reporting of hazards, and location/use of first aid kits.

**4.4.2.** Availability, use, and assignment of protective equipment.

**4.4.3.** Location/use of fire alarms and firefighting equipment and fire reporting procedures.

**4.4.4.** Station/building evacuation procedures.

**4.4.5.** Flight line, vehicle, and equipment safety.

**4.4.6.** Location/use of first aid kits, safety bulletin board and information.

#### **4.4.7. Operation of station forklift, pallet jacks, and other MHE.**

**4.4.7.1.** Station chiefs will ensure all personnel complete the Qualification Training Package (QTP) for the type of equipment assigned prior to operating the equipment

**4.4.8.** Participation in any required host installation safety orientation/training (scheduled within 30 days of arrival)

**4.4.9.** Proper lifting techniques and review.

**4.5. Air Mission/Flightline Safety.** Prior to performing flying missions, couriers will be familiar with airport/airfield vehicle operations and safety requirements. Generic requirements will be provided in the station mission SOP. Couriers will comply with local installation airport/airfield local operating instructions/procedures. Where host installation or commercial airport procedures are not as stringent as Air Force Flight line Safety instructions, the Air Force standard (AFOSHSTD 91-100) will take precedence.

**4.5.1.** Prior to executing contract or government air taxi missions, couriers will become familiar with aircraft egress and other safety requirements. Upon boarding an aircraft, couriers will familiarize themselves with the location and operation of the aircraft's emergency equipment. Couriers will receive required safety briefing from flight crew.

**4.5.2.** Hearing protection will be worn on the flight line and military cargo aircraft. On small aircraft configured primarily for carrying cargo, double hearing protection, (ear plugs and headset) is recommended. Check with the host installation Bio-Environmental or Safety office to determine hazardous noise levels for the installation flight line. In all cases, hearing protection must attenuate noise below 96 decibels for exposures less than 8 hours and below 85 decibels for exposures longer than 8 hours. Consult AFOSHSTD 48-20 for more information about hearing protection.

**4.5.3.** Personnel under medical supervision and/or taking prescription medication of any kind must consult with a physician and the station chief prior to participating in air operations.

**4.5.4.** Courier personnel who fly into host service airfields will be familiar with the appropriate service airfield safety regulations. Consult AFI 13-series publications for Air Force fields and/or AR 385-series for Army field safety operating procedures.

#### **4.6. Accident Reporting.**

**4.6.1.** The station receiving notification of an accident in which material is involved will notify TCJ3-C- OPS via the most expeditious means. Follow-up reports will be submitted via SITREP.

**4.6.2.** Report all duty-related accidents to TCJ3-C-OPS, military and/or civilian police, and the host installation safety office.

**4.6.3.** Report the date and time of the accident, the names of personnel involved, whether hospitalization or quarters were required, the events preceding the accident, and an explanation of the accident. Provide a copy of the police report.

**4.6.4.** Report off-duty accidents that require first aid or medical attention via SITREP to TCJ3-C-OPS, civil authorities and the host installation safety office.

**4.7. Rendering Assistance.** Station personnel will know and understand local laws concerning rendering of aid/assistance at an accident site. In some locations, assistance is required by law. If rendering assistance, one courier will remain in the vehicle and ensure material security.

**4.8. Inspections.** Station chiefs will actively participate in their host installation safety programs. The USR will perform monthly safety inspections using a locally prepared checklist. Results will be documented and discrepancies expeditiously corrected. Discrepancies that are not corrected within 5 duty days will be reported to TCJ3-C-OPS via SITREP. SITREP will include execution plan and date to correct discrepancy.

**4.9. Vehicle Safety and Equipment.** Each vehicle used to transport material will be equipped with appropriate safety and emergency equipment. Stations will prepare emergency situation checklists (see Chapter 5 for more information). Post checklists in the cab compartment of vehicles used for courier missions.

**4.9.1.** A safety spotter will be used when backing government-owned or controlled vehicles. This includes all military vehicles, GSA-leased vehicles, and rental vehicles used on courier missions. Spotters will position themselves to ensure they are constantly visible to the driver without placing themselves in the path of the vehicle.

**4.9.2.** The following emergency equipment will be carried in courier vehicles. If the vehicle lease prevents the required safety equipment, a copy of lease agreement must be in the vehicle.

**4.9.2.1.** Spare tire (not applicable for vehicles with 3 or more axles).

**4.9.2.2.** Jack (not applicable for vehicles with 3 or more axles).

**4.9.2.3.** Tire iron/lug wrench (not applicable for vehicles with 3 or more axles).

**4.9.2.4.** Flares or reflective devices (as required by local law).

**4.9.2.5.** First aid kit (to be carried in cab compartment).

**4.9.2.6.** Fire extinguisher (A+B+C) (to be carried in cab compartment).

**4.9.2.7.** Vehicle operators manual.

**4.9.2.8.** Vehicle Emergency Folder. Folder will have at a minimum: SF 91, *Operator's Report of motor Vehicle Accident*, DD Form 518, *Accident Identification card*; and operator's instructions for installed communications equipment.

**4.9.2.9.** Flashlight or other emergency lighting.

**4.9.2.10.** Jumper cables.

**4.9.2.11.** Other items necessary due to location conditions.

**4.10. Additional Guidance.** Use AFOSHSTD 91-501 for safety policy and guidance not covered in the instruction. In addition, stations should take advantage of their local installation's programs and resources.

## **CHAPTER 5: EMERGENCY MANAGEMENT (EM)**

**5.1. Purpose.** Per DOD 5105.21-M-1, *Sensitive Compartmented Information Administrative Security Manual*, Chapter 5, paragraph H, each SCIF must establish and maintain an emergency action plan. The purpose of this chapter is to supplement DOD, USTRANSCOM, Service, and host installation Emergency Management (EM) guidance to specifically address areas of concern for Defense Courier operations. It is not intended to conflict with or supersede local installation programs. Station chiefs will establish EM programs in compliance with host installation instructions and will coordinate and integrate courier EM programs and exercises with the host installation to the maximum extent possible.

**5.2. Overview.** Advanced planning to effectively manage emergency situations is necessary to the success of the Courier Division mission by safeguarding personnel, equipment, facilities and material. EM facilitates continuity of station operations and minimizes the injury, loss, and damage to division resources and material during periods of natural disasters, aircraft/vehicle accidents, fires, bomb threats, terrorism, and similar disruptive events.

### **5.3. Emergency Relocation/Destruction of Material.**

**5.3.1.** Station chiefs will establish a SOP for the relocation and emergency destruction of classified material. If these planned emergency procedures involve another organization, the station chief must establish a written agreement with the other agency to ensure availability of the necessary services and/or equipment.

**5.3.2. Emergency Relocation.** Stations will plan for and create agreements for access to at least one local and one distant relocation site. When researching alternate storage facilities, it's critical to determine if the proposed location meets DIA requirements for storage of SCI materials as this will determine guard requirements at the relocation site.

### **5.3.3. Emergency Destruction of Material.**

**5.3.3.1.** Emergency destruction will be directed by the cognizant area military commander, the senior intelligence officer, TCJ3-C or when cut off from outside communication, the senior military member on scene. Refer to Chapter 2, Table 2.2. for mandatory reporting instructions.

**5.3.3.2.** If emergency destruction is ordered, destroy material in the following order. Use a SCIF or Bay location inventory report to document the destruction of each piece of material by Transportation Control Number (TCN):

**5.3.3.2.1.** TPC/NATO TPC

**5.3.3.2.2.** NC2-ESI

**5.3.3.2.3.** Two signature required (TSR) material

**5.3.3.2.4.** Other courier material on station inventory

**5.3.3.2.5.** Classified reference and study material

**5.3.3.2.6.** Other classified equipment and documents maintained by stations

**5.3.3.3.** At a minimum, courier stations are required to have the following destruction equipment on hand at their stations.

**5.3.3.3.1.** GSA-approved shredder that meets NSA/CSS 02-01 specifications

**5.3.3.3.2.** Fire axe

**5.3.3.3.3.** Sledge hammer (10 pounds or heavier)

**5.3.3.3.4.** Fifty-five gallon drum or other container for burning material

**5.3.3.3.5.** A means of starting fire for burn barrel

**5.3.4.** Station chiefs will coordinate with security police, fire fighting, medical, and other emergency support units to provide them with information necessary to facilitate an emergency response to the station.

**5.3.5.** Station Chiefs will create a station unique emergency destruction plan to guide actions through destruction of all classified materials should the order be given. Contact TCJ3-C for sample emergency destruction checklists.

**5.4. Courier Mission Monitoring.** Stations will monitor active mission execution in order to provide mission oversight and emergency response.

**5.4.1.** Stations will use the following systems to monitor all active missions:

**5.4.1.1.** The Intelligent Road and Rail System (IRRIS) will be used to monitor all road missions IAW the current TCJ3-C satellite tracking SOP.

**5.4.1.2.** The Single Mobility System (SMS) will be used to monitor all mil-air missions.

**5.4.1.3.** The station chief is required to ensure that all couriers have access and maintain access to both systems. Delegation of this requirement to either the station superintendent or Operations (OPS) NCO is permitted.

**5.4.2.** Mission couriers will carry and use cellular telephones to communicate with the station. Couriers will contact the station duty courier immediately upon leaving the station to conduct a communications check and at all stops along a mission to report all material transactions. At a minimum, mission couriers will make hourly contact on road missions to update status.

**5.4.3.** Station chiefs will establish written procedures for monitoring missions and responding to emergencies after hours. The intent is to maintain visibility over the status of active missions and to provide mission couriers with a point of contact should emergencies arise.

**5.5. USTRANSCOM Oversight.** During normal duty hours TCJ3-C-OPS will provide disaster/emergency assistance and response oversight to stations. TCJ3-C staff will coordinate with higher headquarter agencies, as required, to intervene or request interagency support on behalf of courier stations. During non-duty hours, contact the TJC3-C Ops on call cell phone first. If unavailable, then contact the USTRANSCOM Fusion Center for command level oversight/support.

## **5.6. Responding to Threats During Missions**

**5.6.1.** Mission couriers are authorized to adjust or cancel missions based on a reported or actual threat or developing situation. During missions, couriers must be constantly alert, aware of their surroundings, and vigilant for indicators of possible hostile activity such as:

**5.6.1.1.** Other vehicles following or remaining in close proximity to courier mission vehicles despite courier measures to disassociate themselves, e.g., speed changes, frequent short stops, route changes, and similar actions.

**5.6.1.2.** Persons expressing undue interest in the courier activities.

**5.6.1.3.** Attempts to impede, stop, or otherwise disrupt the operation of courier vehicles.

**5.6.2.** At no time, either on or off a military installation, will courier personnel attempt to confront individuals believed to be conducting surveillance or posing a threat—this is the responsibility of law enforcement.

**5.6.3.** When a threat exists or is suspected on a military installation or safe haven:

**5.6.3.1.** Cease courier operations immediately and secure material.

**5.6.3.2.** Make note of the incident and gather as much information as possible, e.g., description of the individual(s), vehicle, and any equipment they may be using. Do not place yourself, others, or courier material at risk to obtain this information.

**5.6.3.3.** Contact the installation security/law enforcement personnel and/or local MI/NCIS/OSI.

**5.6.3.4.** If the threat individuals have fled the area, maintain position to assist the responding security/law enforcement personnel.

**5.6.3.5.** If the threat persists, drive from the area toward the nearest security/law enforcement station or nearest well lit, public area.

**5.6.3.6.** Report the incident to the station chief as soon as possible.

**5.6.3.7.** Report the incident to TCJ3-C and local MI/NCIS/OSI via the most expeditious means.

**5.6.4.** When a threat exists or is suspected outside of a military installation or safe haven:

**5.6.4.1.** Cease courier operations immediately and proceed to the nearest safe haven, security/law enforcement station or, at a minimum, the nearest well lit, public area.

**5.6.4.2.** Make note of the incident and gather as much information as possible, e.g., a description of the individual(s), vehicle, and any equipment they may be using. Do not put yourself, others, or courier material at risk to obtain this information.

**5.6.4.3.** Use mobile communications to contact nearest law enforcement agency and the station chief.

**5.6.4.4.** Station chiefs will report the incident to TCJ3-C and local MI/NCIS/OSI via the most expeditious means.

**5.7. Hijacking.** If a vehicle or aircraft transporting couriers/material is hijacked, the couriers should remain calm. If possible remove any courier-related items that would associate them with courier material. Exercise as much control over courier material as possible given the situation. Couriers will not relinquish material unless it becomes apparent the person(s) involved will use deadly force. Couriers will remain alert and will cooperate with law enforcement instructions and provide as much information as possible about the situation. Report the incident to the nearest station, home station, U.S. officials, including U.S. Embassy or Consulate personnel, and TCJ3-C as soon as safely possible.

**5.8. Station Chief Responsibilities.** At the Courier Station level, responsibility for EM rests with the station chief. Each Courier Station Chief will:

**5.8.1.** Appoint an EM NCO to manage the stations EM program.

**5.8.2.** Maintain a station EM program in compliance with DOD, USTRANSCOM, and host installation guidance.

**5.8.3.** Develop situation-specific checklists to guide responses to disaster/emergency situations which might affect the station. As a minimum, checklists will be prepared for the following situations:

**5.8.3.1.** Personnel Recall

**5.8.3.2.** Vehicle/Aircraft Accidents (see Figures 5.1. and 5.2.)

**5.8.3.3.** Station Relocation (local and distant)

**5.8.3.4.** Fire/Bomb Threat

**5.8.3.5.** Natural Disasters (based on geographic region threats)

**5.8.3.6.** Other checklists should be prepared in accordance with the local threat

**5.8.4.** Review all EM checklists semiannually for accuracy (initial and date the first page of each checklist after the review).

**5.8.5.** Produce an annual EM exercise schedule in accordance with paragraph 5.10.1. below.

**5.8.6.** Coordinate the station EM program with host installation EM officials to ensure integration of station EM activities into the installation program, to include:

**5.8.6.1.** Station participation in host installation training and exercises.

**5.8.6.2.** Representation on the installation Disaster Control Group or similar/emergency command, control, response organization

**5.8.6.3.** Familiarization with local and host installation early warning systems for natural disasters.

**5.8.6.4.** Orientation with local evacuation procedures and routes, emergency shelter locations (on and off base), and emergency response agencies.

**5.8.7.** Ensure all personnel are aware of the location of the station disaster response kit, emergency tools and equipment, medical kit, and associated supplies.

**5.8.8.** Combine FP and EM activities and training, where practical.

**5.8.9.** Exercises should be conducted with minimum simulations to ensure station personnel can actually perform the required tasks and complete all checklist requirements. Increasing real world participation will increase the effectiveness of exercises as effective training for personnel to respond to incidents appropriately if facing a real-world situation.

**5.9. Emergency Management Training Program.** Station chiefs will conduct an initial EM training orientation of incoming personnel during normal in-processing activities, but not later than 30 days following arrival at the station. This training will be documented in the individual's training record. As a minimum, training will include orientation on:

**5.9.1.** Station threats, EM procedures, and checklists.

**5.9.2.** Station personnel recall procedures.

**5.9.3.** Station-unique problems and concerns.

**5.9.4.** Review of the station EM exercise schedule and lessons learned in past exercises.

**5.9.5.** In addition to scheduling and conducting exercises, station chiefs will provide classroom instruction. Document all training in the individual's training record.

**5.9.6.** The principles governing disaster preparedness are to some extent similar to Force Protection (FP) principles. Accordingly, EM and FP training events can be cross-referenced since they are mutually beneficial, e.g., a bomb threat exercise can be used as an EM as well as FP training event.

**5.9.7.** Couriers cannot overlook the threat posed by possible use of nuclear, biological, or chemical (NBC) or other weapons of mass destruction (WMD) by an adversary. Courier stations will comply with host theater and host installation requirements for NBC training.

## **5.10 Natural Disasters**

**5.10.1.** Severe weather can occur at any time of the year. These events endanger life, destroy property, and may significantly disrupt courier operations.

**5.10.2. Advanced Warning systems:** Severe weather advisories and warnings are available through multiple outlets. Host installations will generally issue lightning and high wind advisories, the National Weather Service monitors weather regionally and across the US and issues weather advisories on the web and via public alert radio. IRRIS also has the capability to overlay weather information on maps used for route planning. Stations should use all existing capabilities to gain as much advanced weather information as possible for routine mission and emergency planning.

**5.10.2 Response:** When local severe weather advisories/warnings are received, prepare the station, couriers on duty, couriers on missions and family members for the threat. Station personnel and family members should:

**5.10.2.1.** Know location of and be prepared to move to protective shelter in advance of the event.

**5.10.2.2.** Plan for and store emergency water, food, equipment, and supplies.

**5.10.2.3.** Make plans for mitigating loss of electrical power for extended periods

**5.10.2.4.** Observe and follow preparedness safety rules.

**5.10.2.5.** Be aware of worsening conditions, listen for special announcements through the various news media.

**5.10.3.** Couriers on duty should:

**5.10.3.1.** Discontinue non-essential outside activities.

**5.10.3.2.** Suspend or modify missions to prevent exposure of personnel and material.

**5.10.3.3.** Take all preliminary actions to protect vehicles and equipment stored outside and safeguard or relocate the station.

**5.10.4. Facility Damage and Personnel accountability:**

**5.10.4.1. Casualty Assistance:** Attempt to rescue others and render emergency medical aid to those injured only when conditions are safe to do so. Do not risk compounding the situation with more casualties by endangering yourself or others through an unsafe or hasty rescue attempt.

**5.10.4.2. Personnel Accountability:** As soon as possible determine status of all assigned personnel and family members. Report status to TCJ3-C and host installation.

**5.10.4.3. Damage Assessment:** Thoroughly examine the station facility, equipment, and courier material and report status to TCJ3-C and host installation.

**5.11 Dealing with Public Affairs.** Emergency conditions may be localized or may be a part of a massive event. Media outlets will be interested in the situation and contact with them may be unavoidable. Refer all requests for information to the military public affairs office responsible for the event. Do not provide information to public media without first coordinating with TCJ3-C and/or nearest military public affairs/information office.

## **5.12. Station EM Exercises.**

**5.12.1.** When planning exercises for the coming year, consider overall training goals, operational requirements, inspection findings, mission changes, and lessons learned/corrective actions from previous exercises. Whenever possible, schedule station events in concert with host installation exercises.

**5.12.2.** The goal is to create realistic scenarios which portray the variety of conditions which could be expected in an actual disaster/emergency, while ensuring safety and security.

**5.12.3.** Conduct exercises during duty hours, non-duty hours and during adverse weather conditions but to the greatest extent possible, avoid disruption to customer service while accomplishing exercise objectives.

**5.12.4.** Train to worst-case scenarios so that anything less severe will be more easily managed.

**5.12.5. Exercise Frequency.** Minimum requirements for conducting EM exercises are stated below but station chiefs will conduct exercises as frequently as necessary to ensure individual and collective preparedness. More than one exercise may be performed simultaneously provided stations accomplish the objectives for each exercise scenario.

**5.12.5.1. Recall.** Performed semiannually; at least one per year must be a physical recall of personnel, others may be telephone only, at the station chief's discretion. Conduct recall exercises primarily during non-duty hours with no notice. For the physical recall, personnel available for duty will report to the station as soon as possible but not later than one hour from recall notification.

**5.12.5.2. Vehicle Accident.** Performed annually. Involve local law enforcement to greatest extent possible. Use accident scenarios, not simply mechanical breakdowns or flat tires.

**5.12.5.3. Aircraft Mishap.** Performed annually. Involve local authorities to greatest extent possible. Include lost/damaged material in scenario. Simulate notifying customers appropriately. Report status of couriers and material to TCJ3-C.

**5.12.5.4. Station Relocation (local and Distant).** Performed annually alternating local and distant each year. Relocation can be driven by any situation which impacts the ability for couriers to safely operate from their primary facility. Threatened or active natural disaster, bomb threat, gas leak, water pipe rupture, sewer flooding, etc., are examples of situations that might require operational relocation.

**5.12.5.4.1.** Stations will identify a local and distant alternate operating location. Relocation site does not have to be a SCIF. When the relocation site is not a SCIF, station chiefs must plan for guarding the facility/material.

**5.12.5.4.2.** Station chiefs will include funding estimates for exercises to distant relocation sites in the station's annual budget submission.

**5.12.5.4.3.** Conduct operations at the relocation site for a minimum of 24 hours. Conduct all aspects of station operations.

**5.12.5.5. Manual Material Processing.** Performed annually. A simulated event which disrupts or prevents access to GATES. Stations will maintain accountability over all material in their possession while documenting the receipt, inventory, movement and delivery manifesting via manual processes. Maintain manual processes for a minimum of 24hrs. The intent is to perform all aspects of station operations in manual mode. May be combined with relocation or other exercises as appropriate.

**5.12.5.6. Fire Drill/Bomb Threat.** Performed annually. Involve local authorities to greatest extent possible. Perform station evacuation procedures. Simulate emergency response personnel entering the SCIF and take appropriate actions.

**5.12.5.7. Natural Disaster.** Performed at station chief discretion. Natural disasters may or may not trigger relocation. Conduct exercise scenarios that are realistic to regional/local geographical, weather, and similar conditions. Incorporate exercises where active courier missions away from the station are impacted by natural disaster (e.g., couriers on a road mission caught by a tornado or flash flood).

**5.12.6.** Station chiefs are empowered to adapt exercises to maximize readiness training while remaining within resource constraints.

**5.12.7.** The station chief or designated EM representative will ensure that Inadvertent Disclosure Briefings and Agreement documents are completed as appropriate, whenever non-cleared individuals have access to courier materials during exercises. See figure 5.4.

**5.12.8.** Stations will complete and forward After Action Reports (AAR) via SITREP to TCJ3-C-OPS for each exercise. AARs should contain observations or lessons learned and corrective actions.

**Figure 5.1 Sample Aircraft/Vehicle Accident Checklist**

**1. Purpose:** To guide station response to an aircraft/vehicle accident involving DCD couriers/material.

**2. Gather/Record Information:**

[ ] a. Date/time of initial incident notification: \_\_\_\_\_

[ ] b. Name, organization and phone number of person reporting accident:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[ ] c. Location of accident site (as specific as possible):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[ ] d. Brief description of accident, including damage to aircraft/vehicle and whether flyable/Drivable:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[ ] e. Name of couriers involved: \_\_\_\_\_

[ ] f. Status of couriers and courier material:  
\_\_\_\_\_

[ ] g. Carrier/Flight or mission number and aircraft tail number involved:  
\_\_\_\_\_

[ ] h. Vehicle Identification:  
\_\_\_\_\_

[ ] i. Mission Origin location:  
\_\_\_\_\_

[ ] j. Other responding forces (police, fire, etc), if known (identities of on-scene officials):  
\_\_\_\_\_

[ ] k. Established on-scene communication channels (i.e., radio frequency, cellular telephone numbers, etc.):  
\_\_\_\_\_

**Figure 5.1 Sample Aircraft/Vehicle Accident Checklist (cont.)****3. Initiate Response**

a. If not already done, call 911 passing all known pertinent information.

b. Initiate log of events.

c. Notify Station Chief: Time notified: \_\_\_\_\_

Individual receiving initial notification will continue through checklist until Station chief arrives or until otherwise directed.

d. Assemble Accident Response Team (ART), if required (names/time):

---



---

e. Dispatch ART, as necessary (Time):

---

f. Notify TCJ3-C: (Complete for exercise and/or real-world)

- TCJ3-C Operations during duty hours **DSN: 770-2338 UNCLAS/ 770-1730 Secure (STE)**  
**COMM: 618-220-2338/1003/1568**
- After Scott AFB Business hours contact in the following order:
- TCJ3-C-Ops Cell phone: **COMM: 618-219-6002**
- TCJ3-C-Ops Officer **COMM: 618-219-6001**
- TCJ3-C Division Chief **COMM: 618-219-6000**
- DDOC Chief **DSN: 770-7700 (UNCLAS and Secure) COMM: 618-220-7700**

(Individual contacted/time): \_\_\_\_\_

- DCD mission departed from last stop:
- 

- Local Security Unit Information, if necessary (Individual contacted/time):
- 

g. Description of material (weight, amount of pieces, etc):

---

h. Initial recall of station personnel (time) if applicable:

---

i. Notify remaining run code customers of interruption in service, if any:

j. Send initial hard copy of SITREP (Time FAXED/E-MAILED):

---

[ ] k. Provide follow-up SITREPS as required (date/times):

---

**4.** In case of death/serious injury, immediately contact TCJ3-C and TCJ1 and comply with their instructions. **DO NOT** notify next of kin. The Service component will arrange for proper notification using established protocol.

**NOTE:** **DO NOT** discuss details of the accident with customers unless they can provide additional information regarding the accident. Once the status of all material is known, in conjunction with guidance from USTRANSCOM, contact customers whose material is involved and brief them on any possible compromise, loss, etc.

**Figure 5.2. Sample Accident Response Team (ART) Checklist**

**1. Purpose:** To assist personnel in responding to an aircraft/vehicle accident. Adjust as needed based on the actual situation.

**2. General:** Depending on the location and nature of the accident, arrangements may be made with the installation Emergency Operations Center (Insert local number) to transport a DCD ART to the accident site in order to conduct search and inventory/recovery of courier material and assist at the accident scene. Since police/other authority should be on the scene to assist/process victims and appropriate evidence, the ART should concentrate on identification/recovery of the courier material involved in the accident.

**3. Procedures:**

**3.1.** The response team will carry the following items, supplies and equipment with them to the accident site:

Accident Response Team Introduction Letter

Copy of DOD Instruction 5200.33 and USTRANSCOM Instruction 10-22

Blank DD Forms 1384 TCMD

Inadvertent Disclosure Agreements

Digital Camera

Flashlights with additional batteries

Cellular Phone with charger

Pouches, containers, and tape

First Aid Kit

PPE (safety vests, eye protection, gloves)

Copies of the mission GATES manifest(s) for material accountability

Mission Worksheet

Copies of orders, if needed

Vehicle Key and Gas Card

Courier Credentials and CAC Card

Individual S & G Locks

Mission Computer and internet card

Temp Store & State Police MOU's Hard copy if Mission Computer unavailable  
(S: Operations/Mission Computer Information)

Notepad for keeping log of events

**3.2.** Upon arrival at the accident site,

Accident Response Team will identify themselves to the On-scene Commander and present the introduction letter.

Ascertain status and location of the mishap couriers

Request permission to enter the accident scene to secure courier materials

Report status of couriers to station

Establish communications with other on-scene agencies

Gather materials to a central location.

Create an inventory listing of all identifiable material. Note all damage to material.

Secure damaged material in containers or pouches to prevent further exposure of contents

Establish and maintain an event log

Report to station on a regular basis (at least hourly) until complete

**3.3.** After courier status has been determined and positive control and accountability over all courier material has been made, attempt to gather as many details about courier injuries and the accident itself as possible.

**3.4. DO NOT** notify family members of serious injury or death of courier personnel. Notify TCJ3-C-OPS for appropriate action(s).

**Figure 5.3 Manual Operations Checklist**

**1. Purpose:** To implement procedures for use when the Global Air Transportation Execution System (GATES) system is unavailable.

**2. Procedures:** Upon loss of electrical power or other loss of access to GATES.

Document the situation in the station duty log. If access to electronic duty log has been disrupted, initiate a manual duty log.

Report situation to TCJ3-C-OPS.

Determine estimated duration of GATES outage. (Contact GATES help desk as necessary)

Conduct a manual inventory using the latest computer-generated inventory.

Continue to accept material from and deliver to customers using manual DD FORMs 1384 until GATES is available. Transfer material between stations only when approved by USTCJ3-C-OPS.

Attach DD FORM 1384s to the completed inventory as additional material is received and until material can be entered into GATES.

As soon as GATES is available, enter pieces not previously entered into GATES, create and depart manifests for any material delivered to or received from customers and those transferred between stations.

Run new inventory reports and conduct a complete physical inventory. Ensure 100% accountability of material.

Return to automated duty log when possible and ensure all manually captured entries are transcribed.

Report restoration of power and/or end of manual operations to TCJ3-C-OPS via SITREP.

**3. Coordination:** Manual operations require meticulous record keeping and attention to detail. Check and double check all transactions to ensure a complete audit trail for every piece of material moved. If approved, moving material from one station to another requires thorough coordination to ensure a seamless transfer of physical material and electronic data records once GATES is restored.

**Figure 5.4 Inadvertent Disclosure Briefing and Agreement**

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**Briefing for Maintaining the Security of SCI**

1. Information of sensitive intelligence, the source of which cannot be disclosed, has been either discussed with you or exposed to your view. This disclosure was unintentional. It is, therefore, necessary to acquaint you with the law on this subject and for you to execute a statement binding you to secrecy in connection with any information you may have gained from this disclosure.
2. It is impossible to over-emphasize the importance of safeguarding this intelligence. **The time limit for safeguarding of such intelligence never expires.** It is directed, therefore, that all reference to the existence of this information, or to words which identify it, be strictly avoided. Transmission or revelation of this information in any manner to an unauthorized person is prohibited by Sections 793 and 794 of title 18, United States Code.
3. Although you inadvertently gained information not intended for you, your signature on the attached statement does NOT constitute an indoctrination or clearance for such intelligence.

**Inadvertent Disclosure Agreement**

I hereby affirm that I have read and that I understand the above instructions for maintaining the security of certain sensitive intelligence. I certify that I shall never divulge the classified information inadvertently exposed to me, and I will not reveal to any person my knowledge of the existence of such information. I understand transmission or revelation of this information in any manner to an unauthorized person is punishable under Sections 793 and 794 of title 18, United States Code and/or appropriate articles of the Uniform Code of Military Justice. I further certify I shall never attempt to gain unauthorized access to such information. **My signature below does not constitute an indoctrination or clearance but acknowledges my understanding of the above.**

\_\_\_\_\_  
 Typed or Printed Name

\_\_\_\_\_  
 Rank/Grade

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Witness Signature

\_\_\_\_\_  
 Date

## **CHAPTER 6: COURIER ACCOUNT MANAGEMENT**

### **6.1. Establishing Service.**

**6.1.1.** USTRANSCOM FORM 10, *Defense Courier Account Record*, (Form 10), (figures 6.6. and 6.7.), is the source document used by customers and couriers to confirm identified individuals have the appropriate security clearance and need to know and are authorized to receive and/or dispatch classified material for that account. The servicing station will assist the customer in preparing the Form 10.

**6.1.2.** Customers must identify a minimum of two persons authorized to receive/dispatch material for their account (the authorizing official may be one of these individuals). Social Security numbers are no longer required or authorized on new courier forms. Phone numbers, e-mail addresses, and a signature specimen must be included for each person listed on the Form 10 who is authorized to enter or receive material for the account.

**6.1.2.1.** An Authorizing Official (AO) is one who is in a position to positively verify and certify the security clearance and need to know of the individuals listed on the Form 10. Within DOD components, the commanding officer, the deputy commander, the executive officer, the Top Secret Control Officer (TSCO), the special security officer (SSO), the communications security (COMSEC) custodian or an authorized representative, the head or authorized representative of a federal agency, and authorized DOD contractor representatives.

**6.1.2.2.** The AO may digitally sign Part I of the Form 10; however, if the AO intends to enter or receive material for the account then they must provide a verifiable signature specimen either by signing the AO block or by listing themselves separately in Part I along with other authorized individuals.

**6.1.3.** A customer with a COMSEC account may receive all types of material under that account; however, COMSEC material will not be delivered to a Non-COMSEC account.

**6.1.4.** If a current customer presents an updated Form 10 during a mission it can be used for the current material transaction once the mission couriers review/validate the form. The mission courier may sign the Form 10 after verifying the completeness/accuracy of the entries (such as address and COA against the existing Form 10). Return one copy of the new Form 10 to the customer after it has been validated. Remaining copies will be returned to the station.

**6.1.5.** One copy of the validated form will be retained in the station's master file and one will be placed in the trip book. Return one copy of the validated form to the customer.

**6.1.6.** When establishing a new account, station account managers will contact the category of account (COA) POC to verify account payment responsibility. Use the most recent COA contact list provided by TCJ8. TCJ8 updates the COA list annually in January of each year. Station account managers will coordinate with TCJ8 when problems arise in verifying account funding. Accounts will not be established or validated until funding has been confirmed with the appropriate COA financial POC.

**6.1.7. Faxed and Copied Account Forms.** Stations are authorized to accept faxed or scanned Form 10s from customers. Reproduced copies of the Form 10s are acceptable for delivery/receipt of material. The signatures on fax/scanned or photocopied forms must be clear and legible enough to allow positive verification during material transactions.

**6.2. Account Expiration Date.** Normally a Form 10 is valid for one year from the date of courier validation. Accounts will be required to submit a new Form 10 at the end of the year to continue service. Customers will given 30 days from the date of expiration to provide a new Form 10 before the account is suspended. There are several situations that require submission of a new Form 10 earlier than one year. Customers will also be required to submit a new Form 10 when:

**6.2.1.** The authorizing official has changed or the AO rotation date is reached. Customers have a 30 day grace period to provide a new Form 10 before the account is suspended.

**6.2.2.** Additions are made to list of authorized account personnel.

**6.2.3.** Corrections are made to any authorized individual's name or signature.

**6.2.4.** There is a change to the customer mailing address or contact information that cannot be neatly completed on the existing, valid Form 10.

**6.2.5.** The contract authorizing courier service expires or is terminated.

**6.2.6.** The account is closed

**6.3. US Government Contractor Accounts:** Contractors working for the US Government may establish accounts in accordance with DODI 5200.33, provided their contract specifically authorizes courier support. Courier support to contractors will equal that provided to DOD customers. Figure 6.10 contains a checklist for use in validating contractor accounts.

**6.3.1.** Government contractors must provide a copy of their DD Form 254, *Contract Security Classification Specification*, Department of Defense, unless the contract is classified.

**6.3.1.1.** If the DD Form 254 is classified, the customer may submit a letter in lieu of the DD Form 254 (see fig 6.9.). Stations will forward a copy of the letter to TCJ8-BR attached to the Form 10. At a minimum, the letter must include the following:

**6.3.1.1.1.** Statement that defense courier service is required to support the contract.

**6.3.1.1.2.** Contract expiration date.

**6.3.1.1.3.** Type of account required (COMSEC, SCI, or Collateral (non-SCI)).

**6.3.1.1.4.** Point of contact information for billing

**6.3.1.1.5.** Pick-up and delivery locations required (POD).

**6.3.2. SCI Contract Accounts.**

**6.3.2.1** 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.

**6.3.2.2** 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.

**6.3.2.3** 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 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.

**6.3.2.4.** Other authorized contractors will forward their Form 10 to the security manager of the component/agency responsible for the contract to verify the clearances. The security manager will certify their review by signing Part II of the USTRANSCOM FORM 10.

**6.3.3. Non-SCI Contract Accounts.** 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. After screening, stations will:

**6.3.3.1.** Forward the DD Form 254 or letter in lieu of the DD Form 254 to TCJ8-BR. [USTCJ8-BR@USTRANSCOM.mil](mailto:USTCJ8-BR@USTRANSCOM.mil). TCJ8-BR will determine the appropriate COA for the account

**6.3.3.2.** Determine routing and conditions of the service.

**6.3.3.3.** For a non-COMSEC account, assign a unique "4CXXXX" number from the station's register for each contract (See Table 6.3.).

**6.3.3.4.** If the contractor already has an active account, a new contract with the same agency may be added to an existing account.

**6.3.3.5.** For a *COMSEC* account, the servicing station will use the agency's COMSEC number as the basis for the account number.

**6.3.4.** The process for renewing a government contractor courier account based on contract extension (SF30) are the same as those for a new account; however, the customer account number and DODAAC stay the same.

**6.4. Updating Account Database:** When a new account is established or an existing account is changed, the station will add or update the account information in the Defense Logistics Agency (DLA) Department of Defense Activity Address Directory (DODAAD) electronic database. <https://www.daas.dla.mil/>.

**6.5. Consolidated Control Account (CCA):** 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 ultimate delivery to the consignee.

**6.5.1.** A CCA letter is also required for material that will be transferred to Department of State couriers for final delivery to the customer (See Chapter 8 for more details).

**6.5.2.** NC2-ESI material will not be delivered to a CCA except for Forces Afloat accounts.

**6.5.3.** TPC/NATO TPC will never be delivered to a CCA.

**6.5.4.** When arranging a CCA, customers/stations may consider the installation TSCO, SSO, or COMSEC/EKMS office. If there is no centrally designated TSCO or SSO, customers/stations may approach other customers for possible CCA service. 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. Station chiefs will reinforce this responsibility as part of their customer training program.

**6.5.5.** Ensure the AO of a CCA account signs Part III of the account record certifying the following statement: The AO may use a digital signature to certify Part III.

**6.5.5.1.** "PERSONNEL LISTED ON USTRANSCOM FORM 10 FOR ACCOUNT [*Specify Courier Account Number-Station Run Code -DODAAC*] ARE AUTHORIZED TO ENTER/RECEIVE MATERIAL ON BEHALF OF THE ACCOUNT (S) LISTED IN PART I."

**6.5.6.** While the host activity typically serves as the CCA for an installation, it is acceptable and may be more economical and convenient for a tenant activity to serve as the CCA.

**6.5.7.** Station chiefs will provide written guidance to the Form 10 Authorizing Official on the execution of CCA responsibilities. This guidance will include:

**6.5.7.1.** Material entry/delivery procedures, to include verification of authority, identification of customers, and joint inventory of material.

**6.5.7.2.** Instructions for completing and distributing forms.

**6.5.7.3.** Instructions for documenting, safeguarding, and returning (to Courier control) all material that cannot be delivered.

**6.5.7.4.** Station geographic information, to include emergency contact telephone numbers.

**6.5.7.5.** Emphasize that CCAs will observe and be held accountable for all security, mishandling, misdelivery, and related responsibilities involved in the CCA role for which they have volunteered.

**6.5.7.6.** Emphasize that CCAs will meet the security requirement for all material received for customers.

**6.5.7.7.** Stations using CCAs must provide the CCA with a copy of the Form 10 for each customer associated with the CCA. The CCA will use the Form 10 for each account for material transactions.

**6.6. Forces Afloat, Deployed, or Mobile Units.** Courier accounts that move from one servicing station to another require special consideration. Stations will use a copy of the Form 10 forwarded by the station that owns the account to verify authorized individuals when discussing aspects about the account in its deployed location.

**6.6.1.** When delivery contact information or authorized account personnel at the deployed location are different than those on the home station Form 10, the servicing station will work with the deployed customer to create and validate a new Form 10 for use with the deployed account.

**6.6.2.** Customers may authorize, in writing, another account (Command Messenger) to enter/receipt for material on their behalf. This authorization is similar in concept to a CCA but in this case, the arrangement is temporary based on vessel port calls or the deployed location of the account.

**6.6.3. Forces Afloat.** Forces Afloat material includes all material destined for US ships, submarines, and other units embarked aboard ships. Units normally land-based may be considered Forces Afloat during periods of deployment.

**6.6.3.1.** Forces Afloat material may be pouched/containerized with other material and will be identified with the project code "EEE" on related forms/labels/tags to facilitate routing.

**6.6.3.2.** Route originating shipments as addressed by the consignor. If the consignee or APOD are in question at the time of material entry, ensure the question is resolved prior to accepting the piece for movement. If a question arises about consignee location after material is entered, frustrate the shipment and contact the consignor or consignee to determine correct routing before moving the piece further.

**6.6.3.3.** When a station receives Forces Afloat material for delivery to a unit not in port, contact the local Port Service Office to determine its status, e.g., unit just departed, is scheduled to arrive in the near future, etc.

**6.6.3.4.** If delivery within 30 days is not possible, prepare a message to the ship/unit to request disposition instructions. Advise the unit that the material will be returned to sender (RTS) if not picked up/delivered within 30 days or if disposition instructions have not been received. Send an info copy of the message to TCJ3-C-OPS.

**6.6.3.5.** Stations will determine delivery methods based on actual or projected unit locations. 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. Although direct delivery to the unit is desired, several alternate methods are acceptable.

**6.6.3.5.1.** 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 the messenger, units concerned, and the effective period. Prior coordination between the senior representative and delivering station is required.

**6.6.3.6.** A CCA may be established to allow a representative of one valid account to receive/deliver material on behalf of another customer. The CCA designation must be established on the Form 10. All effected units must agree to the arrangement. (See Chapter 6 for more information on CCA.)

**6.6.3.7.** Circumstances may require delivery to Forces Afloat customers using unusual or alternative methods. Contact TCJ3-C-OPS for assistance/approval.

**6.6.3.8.** 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, may be done by the Department of State (DOS). This material will be passed to the American Embassy, US Consulate General, or Defense Attaché Office for delivery. If unsure, contact TCJ3-C-OPS to determine if a SOFA or international agreement exists with the country concerned.

**6.6.3.8.1.** If final delivery is to be done by DOS, a CCA statement is not required on the Form 10 or in the message (disposition instructions) submitted by the addressee.

**6.6.3.8.2.** When routing Forces Afloat material destined for delivery by DOS, ensure the customer understands there may be longer delivery times using DOS routine schedules.

**6.6.3.9.** Operational security requires that Forces Afloat port visits and deployment schedules be disseminated with discretion. Specific guidance follows:

**6.6.3.10. Surface Ship Movements.** The dates of current and future routine deployments and dates of a ship's departure and return to US ports are generally classified CONFIDENTIAL but at a minimum are For Official Use Only. Planned port calls to foreign ports will generally be

classified CONFIDENTIAL or higher. OCONUS stations coordinate with designated Navy Port Operations and follow established OPSEC guidance/procedures.

**6.6.3.11. Ballistic Missile Submarine (SSBN).** All information revealing future SSBN movements, to include port calls, is SECRET.

**6.6.3.12. Attack Submarine (SSN).** SSN port arrivals are declassified 24 hours prior to arrival; once an SSN is in port, its location is unclassified. Precise SSN locations are classified CONFIDENTIAL or higher.

**6.6.3.12.1 For Submarines with Blue and Gold teams.** Stations will maintain two Form 10s under a single DODAAC and account number. Each Form 10 will list the individuals authorized to enter/receive materials for its respective team.

**6.6.3.13. Transfers of Forces Afloat Accounts Between Stations:**

**6.6.3.13.1.** When a station is notified that a Forces Afloat or other deployable unit will be relocating outside the station's service area, the losing station will update the DLA DODAAD website and send an email to all stations to update their local consignee files. When the deployed unit returns to the original station's AOR, the temporary station, along with the deployed unit, will notify the original courier station. This process should eliminate the majority of re-routes that occur at down-line stations.

**6.6.3.13.2.** Originating stations DODAAC monitor can update information to accounts by using the DLA DODAAD website, <https://www.dodaad.daas.dla.mil/>. Once changes have been made in the DLA site, DODAAC monitors must also update the GATES Consignee File. Originating stations will then inform all stations of the changes by e-mail informing them to update their local GATES Consignee File.

**6.6.3.14.** All stations with deployed accounts will be responsible for maintaining/updating the location data on their accounts. When a ship deploys from its home station, the servicing station must review each account associated with the deploying ship and update the account information as appropriate.

**6.6.3.15.** The losing station will provide a copy of the unit's Form 10 to the gaining/temporary servicing station by posting on the TCJ3-C-approved file sharing application (i.e., SharePoint or Distribute.mil). If the file sharing application is not available, the losing station will fax the copy to the gaining station and will post the Form 10 as soon as the application is available.

**6.6.3.16.** Stations will not refuse to accept material from other stations when there are paperwork errors. The material will move through the courier system and will be frustrated upon arrival at final destination until the paperwork effort is corrected.

**6.7. North Atlantic Treaty Organization (NATO) and Distribution and Accounting Agency NATO (DACAN) Accounts.**

### **6.7.1. NATO Accounts.**

**6.7.1.1.** A unique block of account numbers will be used to assist in identifying NATO customers. Control/accountability of these unique numbers is vested in the Allied Command Europe Courier Coordinator (ACE COORD). NATO account numbers are prefaced with the character "N."

**6.7.1.2.** Non-COMSEC NATO customers are required to contact the ACE Coordinator for issue of an account number before contacting their servicing station for final processing of the Form 10. Should a non-COMSEC NATO customer contact your station to initiate service, direct the customer to the ACE COORD at Supreme Headquarters Allied Powers in Europe (SHAPE), Belgium, for assistance in obtaining an account number.

**6.7.1.3.** Do not confuse NATO accounts with those issued by The Military Committee DACAN. DACAN accounts are COMSEC accounts assigned to member nations of NATO, but are managed differently. They use a specific block of account numbers. Select DACAN customers have also entered into MOA with TCJ3-C for direct support on a reimbursable basis. These customers are assigned numbers from the servicing station's register of 400000-series numbers.

### **6.7.2. DACAN (COA 070) Accounts.**

**6.7.2.1.** DACAN establishes COMSEC accounts for NATO member nations which receive products directly from the US National Distribution Authority (NDA). These are RECEIVE ONLY accounts unless specifically authorized in writing by DACAN memorandum to enter material using COA 070.

**6.7.2.2.** Another difference with these accounts is DACAN controls and assigns the specific addresses.

**6.8. Special Authority to Use Courier Services.** Occasionally, customers may request courier support to move unqualified material or to ship to/from an agency without an established account. Initial requests may be made via e-mail/fax. Request must be followed-up with a record copy (letter/memo/message).

**6.8.1.** One-time consignors will provide a fund site, Military Interdepartmental Purchase Request (MIPR), or similar accounting data before material movement. Stations will coordinate all one-time requests through TCJ3-C for mission approval and will work through TCJ8-BR to confirm appropriate funding line in advance of material movement (see figure 6.4.).

**6.8.2.** Current accounts may also request one-time authority for another agency to enter/receive material on their behalf. This arrangement is similar to a temporary (one-time) CCA. Requests must be submitted to the servicing station in writing and signed by the Account Authorizing Official named on the accounts current Form 10.

**6.8.2.1.** In the event the current AO is not available, and will not be available in time to meet the requirement driving the special authority request, another individual from the requesting unit

who qualifies as an AO per paragraph 6.1.2.1. may sign the request letter. The intent is to ensure the person signing the special authority request letter is in a position to certify the security clearance and need-to-know of the individual's named on the one letter. When the status of the individual signing the request letter as the AO is in question, stations will verify the individual's authority by contacting an individual listed on the accounts current Form 10.

**6.8.3.** TCJ3-C will provide approval/disapproval for one-time movement by letter/message/e-mail to the servicing station. (see Figure 6.5.)

**6.8.4.** 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.

**6.9. Customer Delivery Address System.** The standard account delivery address contains three lines of essential elements used to identify customers. A unique address will be established for all customers and maintained in a central database. Refer to Tables 6.1. through 6.3. for DODAAC and Account number formats.

Complete example:

438229 RS00  
HKR016 RMS RS 096  
135T/DDOC

**6.9.1. First Line.** A six character account number and the servicing station run code. Account numbers are assigned as follows:

**6.9.1.1.** For COMSEC accounts, these six characters are assigned by the applicable COMSEC Central Office of Record (COR) and provided to the servicing station and the customer. COMSEC customers, to include contractors with COMSEC accounts, receive COMSEC account numbers from the COA's parent agency COR.

**6.9.1.2.** When a COMSEC customer establishes an account at the servicing station, its COMSEC account number will be the basis for the corresponding courier account number.

**6.9.1.3.** Due to its transition to the Electronic Key Management System (EKMS), the COMSEC community will modify some COMSEC account numbers. Stations will make corresponding changes to its affected customer records after formal notification by the COR/customer.

**6.9.1.4.** Non-COMSEC account numbers will be assigned by the servicing station. These numbers will be sequentially selected from a block assigned to each station (Table 6.2.). Numbers assigned to closed accounts will not be reused. If an account is transferred between stations, the account number is retained. Gaining and losing stations must coordinate to ensure that the customer's account number is properly managed, e.g., not inadvertently reissued by the losing station.

**6.9.1.5.** Non-COMSEC contractor customers are treated in a similar manner. During coordination with the servicing station, the customer will receive a “4CXXXX” account number from the station’s register (Table 6.3.). If transfer of responsibility to another station is necessary, the account number will also be transferred unless the gaining station has valid reason to assign a replacement number. Again, both gaining and losing stations will coordinate to ensure that account number(s) are properly managed to prevent inadvertent reissue.

**6.9.1.6.** Station Run Code. The next four characters of the first line identify the servicing station digraph and the station delivery run code or GATES bay location. Pen and ink changes to this entry on the Form 10 are authorized. The changes will be updated in the DLA DODAAC and a consignee file update sent to all courier stations.

**6.9.1.7.** Stations may assign run codes locally with three exceptions:

**6.9.1.7.1.** Run code “88” will be used by all stations when Department of State couriers will execute final delivery.

**6.9.1.7.2.** Run code “99” will be used by all stations to indicate Forces Afloat accounts. Using run code “99” for Forces Afloat accounts enables NSA to auto code all shipments for Forces Afloat with the project code “EEE”.

**6.9.1.7.3.** Run code “00” for over-the-counter customers.

Example first line: 880066 RS10

**6.9.2. The Second Line.** Begins with the customer’s DODAAC followed by the three digit code of the servicing courier station, the owning station’s digraph, and the customer’s Category of Account code (COA). TCJ8 will issue up-to-date COA listings to each station.

Example second line: HKR001 RMS RS 001

**6.9.3. The Third Line.** An unclassified, clear and concise unit name to help consignors and delivering couriers positively identify the intended recipient.

Example third line: 134 BST/DDOC

**6.10. Creating a New Account.** A unique/separate DODAAC will be assigned to each account number. Stations will create new customer accounts on the DLA DODAAC website: <https://www.dodaad.daas.dla.mil> (Note: Access can only be provided through DODAAC Monitor access list maintained by TCJ3-C). Cross reference existing account numbers to ensure no duplicates. Specific instructions for using the DLA site are provide below.

**6.10.1.** Log onto the DoDAAC Website.

**6.10.2.** To view an existing DODAAC Record: Enter a 6 position DODAAC in the search field (i.e., DODAAC “HKF888”).

**6.10.3.** To modify an existing DODAAC: Enter the DODAAC to be modified in the search field, press enter or select the submit button to display the record. TAB to the area(s) needing modified and make the change. Hit ENTER to save record OR tab down to the bottom and select the SAVE button. Both will save the record. (NOTE: The effective date will automatically change to the current date of the modification unless you manually enter a specific date.)

**6.10.4.** To delete an existing DODAAC or RIC record: Enter the DODAAC to be deleted, press enter or select the submit button to display the record. TAB to the delete data field marked “DEL” (Table 1), and enter the year and Julian date needed (i.e., 2007100). After a successful update, future date available will show up next to TAC1 information.

**6.10.5.** To issue a new DODAAC:

**6.10.5.1.** First view the station’s listing of currently assigned DODAACs and account numbers. If the account is a non-COMSEC account, assign a new 400000 series account number from the station’s block of accounts (Table 6.2). See the appropriate INTERNAL/EXTERNAL DLA listing to verify a station’s DODAAC series.

**6.10.5.2.** Once a vacant DODAAC is determined, assign the DODAAC by inputting the address data in the appropriate TAC1 data fields. Enter only APO in TAC2. Select AUTHORITY CODE 7. (Note date entries are limited to 35 characters per line; only 4 lines of address; ‘&’, slash ‘/’, dash ‘-’, comma ‘,’ are not accepted).

**6.10.5.3.** Do not enter the last line of address manually as the system will automatically populate the last line.

**6.11. Permanent Transfer of a Customer Account.** If a customer is transferred permanently from one station to another, both stations must coordinate to ensure an orderly transfer of responsibility. The losing station must update the DLA DODAAC and ensure a consignee file update is sent to all stations.

**6.11.1.** The losing station will forward a copy of the customer’s Form 10 to the gaining station. The gaining station will create a new DODAAC, maintaining the customer’s account number(s), and updating with station specific information. The gaining station will send a consignee file update to all stations.

**6.12. Temporary Transfer of a Customer Account.** If a customer is temporarily transferred from one station to another the losing and gaining stations will coordinate to ensure an orderly and timely transfer of responsibility, update the DLA DODAAC, and ensure a Consignee File Update (CFU) is sent to all stations.

**6.12.1.** The transferring station will forward a copy of the account’s Form 10 to the gaining station for use in verifying authorized individuals when discussing aspects about the account.

**6.12.2.** In coordination with the gaining station, the transferring station will update the DLA DODAAC to reflect the three digit code for the delivery location and digraph for the servicing station along with the new servicing station run code.

**6.12.3.** Since there is delay between when updates are made in the DLA system and when updates post to GATES, prompt processing of CFUs is vital to ensure stations receive prompt notification when the POD of material already moving in our system must be changed as soon as possible.

**6.12.4.** Stations sending updates will ensure the new three digit code for the servicing station and the new run code are included in all CFU notification/emails.

**6.12.5.** When delivery contact information or authorized account personnel at the deployed location are different than those on the home station Form 10, the gaining servicing station will work with the deployed customer to create and validate a new Form 10 for use with the deployed account.

### **6.13. Suspending Accounts.**

**6.13.1.** TCJ8 will notify stations by message when an account or COA is suspended due to delinquent bills or financial issues. Stations will suspend delinquent accounts upon receipt of the TCJ8 message.

**6.13.2.** On the DLA DODAAC website, the suspending station will select the appropriate account's DODAAC. Suspend the DODAAC by entering the appropriate date of suspension in the *Delete* block. Servicing station will then send a consignee file update to all stations.

**6.13.3.** All stations will update the local consignee file to automatically place the suspended account's material in the station's frustrated cargo bay location. Change the shipment's APOD to the local station's APOD. Update the local consignee file remarks section with reason for suspension. Frustrate using code "FR4." Generate an AMC Form 33 (see fig 6.8) for each piece of material on hand. The AMC Form 33 is printed with 3 copies on a single page. Only one copy is required to be attached to the physical piece of material. The other copies may, at station chief discretion, be held in a suspense file and/or provided to a station Quality Control manager.

**6.13.4.** Physically segregate frustrated material in a separate location from other material within the SCIF, and affix a copy of the AMC Form 33 to the material. Hold all material for the suspended account and accept no new pieces until the account is reactivated. Contact the station that owns the account for further information.

**6.13.5.** Once the suspended account has been reactivated, the servicing station will remove the "delete date" from the DLA DODAAC website and send a reactivation consignee file update to all stations. All stations will update the local consignee file to reflect proper routing and clear all suspension remarks.

**6.13.6.** For accounts suspended over 30 days, the servicing station will begin return to sender (RTS) procedures and initiate action to close the account.

**6.13.6.1.** Under special circumstances, station leadership may work with Forces Afloat or deployed unit customers to hold material for up to 60 days before initiating RTS. Station leadership will contact the account authorizing official and advise them of RTS/suspension actions.

**6.13.6.2.** Suspension letters will be printed on USTRANSCOM letterhead stationery and will include actions required to reactivate the account.

#### **6.14. Closing Accounts.**

**6.14.1.** On the DLA DODAAC website, the servicing station will select the appropriate account's DODAAC. Enter the appropriate effective date in the "Delete" block. The Servicing station will send a Consignee File Update along with material disposition instructions to all stations. (NOTE: DODAAC will be visible in deleted status on an inquiry; however, a flashing red deletion date will be visible).

**6.14.2.** All stations will update their local consignee file to reflect the proper three letter station code for routing material back to consignor. Stations must check physical inventory for material affected by the change and, if found, ensure pieces are updated in GATES and the Military Shipping Label (MSL) is updated to reflect the change.

**6.14.3.** Stations will provide information about an account only to those individuals listed on the Form 10 for that account.

**6.14.4.** The complete courier account address listing is maintained by each station account manager in the DLA DODAAC under Downloads/Other H/Delimited Format.

**6.14.5.** Station account managers will file the Form 10 of the closed account.

#### **6.15. Pen and Ink Changes.**

**6.15.1.** Changes will be limited to account contact information and/or removal of authorized individuals by lining them out. All pen and ink changes annotated on the Form 10 will be initialed and dated by the account manager making the changes. Pen and ink changes to the 3 line account delivery address or Part III, CCA authorization are not permitted.

**6.15.2.** Changes to the account AO will require submission of a new Form 10.

**Table 6.1 Courier DODAAC Matrix**

<b>Station/APC</b>	<b>First</b>	<b>Second</b>	<b>Third</b>	<b>Fourth</b>	<b>Fifth</b>	<b>Sixth</b>	<b>Remarks</b>
<b>AN - EDF</b>	H	K	A	Reserved	Station	Use	
<b>BA - DC6</b>	H	K	D	Reserved	Station	Use	
<b>BH - BAH</b>	H	K	B	Reserved	Station	Use	
<b>CS - DC7</b>	H	K	C	Reserved	Station	Use	
<b>HO - HIK</b>	H	K	H	Reserved	Station	Use	
<b>JA - NIP</b>	H	K	J	Reserved	Station	Use	
<b>LK - SKF</b>	H	K	K	Reserved	Station	Use	
<b>MC - TCM</b>	H	K	P	Reserved	Station	Use	
<b>MG - WRI</b>	H	K	W	Reserved	Station	Use	
<b>MN - MHZ</b>	H	K	M	Reserved	Station	Use	
<b>NF - NGU</b>	H	K	N	Reserved	Station	Use	
<b>OF - DC9</b>	H	K	F	Reserved	Station	Use	
<b>RS - RMS</b>	H	K	R	Reserved	Station	Use	
<b>SN - DC5</b>	H	K	S	Reserved	Station	Use	
<b>SG - SIZ</b>	H	K	G	Reserved	Station	Use	
<b>TV - SUU</b>	H	K	T	Reserved	Station	Use	
<b>WP-FFO</b>	H	K	L	Reserved	Station	Use	
<b>YO - OKO</b>	H	K	Y	Reserved	Station	Use	
	H	K	E	Reserved	Division	Use	
	H	K	Q	Reserved	Division	Use	
	H	K	U	Reserved	Division	Use	
	H	K	X	Reserved	Division	Use	(One-time entry)
	H	K	V	Reserved	Division	Use	
<b>Division</b>	H	K	Z	J	3	C	J3-C - BLV
<b>Station</b>	H	K	Z	J	A	N	AN - EDF
<b>Station</b>	H	K	Z	J	B	A	BA - DC6
<b>Station</b>	H	K	Z	J	B	H	BH - BAH
<b>Station</b>	H	K	Z	J	C	S	CS - DC7
<b>Station</b>	H	K	Z	J	H	0(zero)	HO - HIK
<b>Station</b>	H	K	Z	J	J	A	JA - NIP
<b>Station</b>	H	K	Z	J	L	K	LK - SKF
<b>Station</b>	H	K	Z	J	W	P	WP - FFO
<b>Station</b>	H	K	Z	J	M	C	MC - TCM
<b>Station</b>	H	K	Z	J	M	G	MG - WRI
<b>Station</b>	H	K	Z	J	M	N	MN - MHZ
<b>Station</b>	H	K	Z	J	N	F	NF - NGU
<b>Station</b>	H	K	Z	J	0 (zero)	F	OF - DC9
<b>Station</b>	H	K	Z	J	R	S	RS - RMS
<b>Station</b>	H	K	Z	J	S	N	SN - DC5
<b>Station</b>	H	K	Z	J	S	G	SG - SIZ
<b>Station</b>	H	K	Z	J	T	V	TV - SUU
<b>Station</b>	H	K	Z	J	Y	0(zero)	YO - OKO

**Table 6.2 400000 Series Account Numbers**

<u>ACTIVITY</u>	<u>DIGRAPH</u>	<u>RANGE</u>
USTRANSCOM TCJ3-C	HQ	400000-400999
ANCHORAGE	AN	401000-401999
BAHRAIN	BH	459000-459999
BALTIMORE	BA	449000-449999; 405000-405999
<i>RESERVED</i>		<i>457000-457999</i>
COLORADO SPRINGS	CS	432000-432999
HONOLULU	HO	414000-414999;
JACKSONVILLE	JA	416000-416999; 407000-407999
LACKLAND	LK	441000-441999
KOREA	KO(YO)	418000-418999
MCCHORD	MC	421000-421999
MCGUIRE	MG	423000-423999; 404000-404999
MILDENHALL	MN	425000-425999
NORFOLK	NF	430000-430999
OFFUTT	OF	434000-434999
RAMSTEIN	RS	438000-438999
<i>RESERVED (formerly Rhein Mein)</i>		<i>411000-411999; 406000-406999</i>
SAN DIEGO	SN	444000-444999
SIGONELLA	SG	429000-429999; 440000-440999; 456000-456999
TRAVIS	TV	447000-447999
WRIGHT-PATT	WP	463000-463999; 452000-452999
YOKOTA	YO	413000-413999; 454000-454999; 433000-433999

**Table 6.3 4CXXXX Series Account Numbers**

For stations with contractor (4CXXXX) accounts:

<u>ACTIVITY</u>	<u>DIGRAPH</u>	<u>RANGE</u>
USTRANSCOM TCJ3-C	HQ*	4C5001-4C5999
ANCHORAGE	AN	4C0801-4C0900
BALTIMORE	BA	4C1001-4C1500; 4C2301-4C2600
COLORADO SPRINGS	CS	4C2101-4C2300
HONOLULU	HO	4C2701-4C2800
JACKSONVILLE	JA	4C2801-4C3000; 4C1701-4C1900
LACKLAND	LK	4C3001-4C3200
MCCHORD	MC	4C3501-4C3600
MCGUIRE	MG	4C3601-4C3700; 4C1501-4C1700
NORFOLK	NF	4C3701-4C3800
OFFUTT	OF	4C3801-4C3900
SAN DIEGO	SN	4C3901-4C4300; 4C3201-4C3500
TRAVIS	TV	4C4301-4C4700; 4C3201-4C3500
WRIGHT-PATT	WP	4C4701-4C4900

\* Overseas contractor account numbers will be assigned by TCJ3-C as required

**Figure 6.4 Sample Memorandum Requesting 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).

NAME RANK/GRADE SIGNATURE

(We recommend customers authorize at least two individuals.)

XXXXXXXXXXXXXXXXXXXXXXXXXXXX (Signature Must Be Clear and Legible)

XXXXXXXXXXXXXXXXXXXXXXXXXXXX (Signature Must Be Clear and Legible)

XXXXXXXXXXXXXXXXXXXXXXXXXXXX (Signature Must Be Clear and Legible)

////////////////////////////////////LAST ITEM////////////////////////////////////

- 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 e-mail format.

**Figure 6.5 Sample Memorandum of Approval for One Time Authorization to Use Service**



UNITED STATES TRANSPORTATION COMMAND  
508 SCOTT DRIVE  
SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

MEMORANDUM FOR (Name & address of agency/activity)

FROM:TCJ3-C

SUBJECT:Special Authority to Use Courier Services

1. Your request for special authorization to use courier services during the period (indicate inclusive period) for the purpose of (outline parameters, special project, etc) is approved.

(From the provided information: addressee, points of contact, list of authorized recipients, and other significant information. If this movement involves a consignor or addressee without a valid account, also listed is the correct "TCJ3-C Authorized" account number to use.)

2. Contact your servicing courier station to coordinate your requirements.

3. This letter along with your personal identification/credentials constitutes authority for your agency to enter/receive material during the period specified above.

4. Please contact your servicing station or TCJ3-C if you have any further questions or need additional information.

TCJ3-C (or representative)  
Signature Block

**NOTE:** The actual format of the approval notification will vary according to how it's transmitted, e.g., by email or message.

Figure 6.6 Example of a USTRANSCOM Form 10

DEFENSE COURIER ACCOUNT RECORD			
<b>PART 1: ALL ACCOUNT TYPES</b>		After Duty Hours Contact (789) 867-5309	Account Expiration Date 24 Jun 2013
Account Delivery Address 434999 LK55 HKL999 SKF LK 078 1st Ghost Rider BTN	Account Mailing Address and Fax Number 101 Spec Ops Way Ft Whisper, TX 62345 (789) 867-6543	Organizational NIPR and SIPR e-mail Address	
		NIPR: J2@grbtn.army.mil	
		SIPR: J2@grbtn.army.smil.mil	
Customers must coordinate with their servicing Defense Courier Station if there are additions and/or deletions concerning the authorizing official or the individuals listed below.			
NAME Last, First MI	GRADE/RANK	Telephone Number E-Mail Address	SIGNATURE
Victorious, Victor E.	O3/CPT	(789) 867-5310 vitoriousve@grbtn.army.mil	<i>Victor Victorious</i>
Tutone, Jenny T.	GS12/DAC	(789) 867-5309 tutonejt@grbtn.army.mil	<i>Jenny T Tutone</i>
Magnuson, Mangus J.	E8/1SG	(789) 867-5308 magnusonmj@grbtn.army.mil	<i>Mangus Magnuson</i>
CLEARANCE STATEMENT: The authorizing official acknowledges that the individuals listed above are authorized to enter and receive qualified material in accordance with DODI 5200.33; and possess an appropriate personal security clearance for the qualified material they will be entering or receiving.			
Date: 22 Jun 2012	Authorizing Official (Name, Grade, Title) HALBERT PAINE, COL, U.S. Army Commander	Rotation Date: 14 Apr 2014	Signature: <i>Halbert Paine</i> E-Mail: paineh@grbtn.army.mil
<b>PART 2: GOVERNMENT CONTRACTOR ACCOUNTS</b>			
This certifies that the individuals identified herein possess a valid security clearance to the degree of the highest classified material that could be received and/or entered by the account.			
Government Security verification authority (Name/Grade/Position/Organization)		Signature:	
E-Mail:		Date:	
<b>PART 3: CONSOLIDATED CONTROL ACCOUNT (CCA)</b>			
Personnel listed on the USTRANSCOM Form 10 for listed account are authorized to enter/receive material on behalf of the account(s) listed in Part 1.		Courier Account Number - Station run Code (DODAAC) HKL888	
Authorizing Official (Name, Grade, Title) HALBERT PAINE, COL, U.S. Army Commander E-Mail: paineh@grbtn.army.mil		Signature: <i>Halbert Paine</i> Date: 22 Jun 2012      Rotation Date: 14 Apr 2014	
<b>PART 4: FORCES AFLOAT REQUIRED CONTACT</b>			
Point of Contact	POTS Number (Surface Vessels)	Commercial/DSN	E-Mail Address
Operations Office			
Operations Officer			
Executive Officer			
Account Validation (for Courier Station Use Only) Validating Courier (Name and Grade) CHARITY S. GOOD, YN1, USN	Date: 25 Jun 2012	Signature: <i>Charity S. Good</i>	

## Figure 6.7 Instructions for Preparing USTRANSCOM FORM 10

The USTRANSCOM FORM 10 is in four parts. Complete only the parts needed for a particular account. All entries, except signatures, must be typed or computer printed. Pen and ink changes to the account delivery address are not authorized (exception, pen and ink changes to the station assigned run code are allowed). Additionally, pen and ink changes are authorized to the customer mailing address and contact information.

### Part I – All Account Types

– **Account Delivery Address.** Enter the Accounts Three-line delivery address. 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 096  
375 BST/SCOC

- **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 individual's 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. The AO may use a digital signature in this block; however, if the AO intends to enter or receive material, then the AO must provide a verifiable signature specimen either by signing this block or listing themselves separately with other authorized individuals.

### Part II: Government Contractor Accounts

- A Government representative must certify the clearance and need-to-know of contractor personnel. See Paragraph 6.4. of this Instruction for details.

**Part III: Consolidated Control Account (CCA) Authorization:** The Account Authorizing Official signs the statement authorizing another account to enter/receive material on their behalf. Specify the 6 digit courier account number, station run code, and DODAAC of the CCA. This should be the same AO signing in Part I. The AO may use a digital signature to certify Part III.

**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 will 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 6.8 AMC Form 33 Report of Cargo Frustration

1. TCN		2. PCS	3. WEIGHT	4. CUBE
5. SHIPPER	6. GBL/TRUCK LIST NUMBER		7. DATE/TIME FRUSTRATED	8. FRUSTRATED BY
9. REASON(S) FOR FRUSTRATION/REMARKS				
AMT / CSB / SHIPPER SERVICE REPRESENTATIVE				
10. SIGNATURE			11. DATE/TIME RELEASED FROM FRUSTRATION	

**AMC FORM 33, 19920601 (IMT-V1)** REPLACES MAC FORM 33,19790201, WHICH IS OBSOLETE 19920601 **REPORT OF FRUSTRATED CARGO**

1. TCN		2. PCS	3. WEIGHT	4. CUBE
5. SHIPPER	6. GBL/TRUCK LIST NUMBER		7. DATE/TIME FRUSTRATED	8. FRUSTRATED BY
9. REASON(S) FOR FRUSTRATION/REMARKS				
AMT / CSB / SHIPPER SERVICE REPRESENTATIVE				
10. SIGNATURE			11. DATE/TIME RELEASED FROM FRUSTRATION	

**AMC FORM 33, 19920601 (IMT-V1)** REPLACES MAC FORM 33,19790201, WHICH IS OBSOLETE 19920601 **REPORT OF FRUSTRATED CARGO**

1. TCN		2. PCS	3. WEIGHT	4. CUBE
5. SHIPPER	6. GBL/TRUCK LIST NUMBER		7. DATE/TIME FRUSTRATED	8. FRUSTRATED BY
9. REASON(S) FOR FRUSTRATION/REMARKS				
AMT / CSB / SHIPPER SERVICE REPRESENTATIVE				
10. SIGNATURE			11. DATE/TIME RELEASED FROM FRUSTRATION	

**AMC FORM 33, 19920601 (IMT-V1)** REPLACES MAC FORM 33,19790201, WHICH IS OBSOLETE 19920601 **REPORT OF FRUSTRATED CARGO**

Figure 6.9 Sample Letter in Lieu of DD Form 254 for Classified Contractor Accounts

DATE

MEMORANDUM FOR DCS – XX (Enter Servicing Courier Station)

FROM: COMPANY REQUESTING Defense Courier Account

SUBJECT: Letter in lieu of classified DD Form 254

1. (Company Name) is authorized Defense Courier Service per DD Form 254. The following information is provided to assist in establishing a Defense Courier Account:

- a. Contract number:
- b. Part 11K of the DD Form 254 is marked “Yes” DCS is authorized
- c. Block 11h of the DD Form 254 is marked (enter Yes or No)
- d. If yes, the COMSEC account number is:
- e. Blocks 10e (1) is marked (enter “Yes or No) and 10e(2) is marked: (enter “Yes” or “No”)
- f. The Expiration Date on the Contract is:
- g. The Government sponsor of the contract is (This information is used to determine the correct government Category of Account (COA) responsible for funding outbound shipments). A COA is required even when accounts plan to receive material only. If the Government customer is classified, state so in this memorandum. The Government Customer or the Contractor will contact USTC-J8 (618) 229-5033 and ask to have a special COA assigned to them.)

2. Please contact the undersigned at (enter full telephone number and email address) for questions related to this memorandum.

SIGNATURE BLOCK \*Note

\* Note: For Non-SCI contract accounts this memorandum must be signed by the government sponsor for the contract. For SCI contracts, the letter may be signed by the contract company account authorizing official but the letter will be submitted to the appropriate Government representative along with the Form 10 for security clearance validation.

**Figure 6.10 Sample Checklist for Screening Contracts (DD Form 254)**

**DD Form 254 (Contract) Screening Checklist**

**ACCOUNT DELIVERY ADDRESS:** \_\_\_\_\_

**MOST DD 254'S ARE 2-3 PAGES LONG AND MAY OR MAY NOT INCLUDE ATTACHMENTS, MODIFICATIONS, EXTENSIONS, ETC. LOOK AT NOTES IN BLOCK 13 FOR CLARIFICATION**

<b>1. Is block 11k marked yes? (Authorized to use DCS)</b>	<b>Y/N</b>
<b>2. Does block 8a match the City, State, or general area of the associated IMT 10?</b>	<b>Y/N</b>
<b>3. Is block 11h marked yes? (COMSEC)</b> If yes, ask the customer for their COMSEC number to assign as account number. If marked no or COMSEC number not assigned, the station generates the account number for NON-COMSEC only (4CXXXX) after verifying the steps below.	<b>Y/N</b>
<b>4. (a) Is block 10e(1) marked yes? (SCI)</b> If yes, the associated Form 10, part II, must be signed by specific Government Security Officer for the COA of the account. (see USTRANSCOM I 10-22 ch. 6.) <b>(b) Is block 10e(2) marked yes, if so Customer is authorized a courier account for NON-SCI material qualified material only.</b>	<b>Y/N</b>  <b>Y/N/NA</b>
<b>5. Is block 16 filled out and signed?</b>	<b>Y/N</b>
<b>6. For new accounts or when revalidating accounts under a new contract (new DD Form 254) determine the COA (Category Of Account). Ask the customer which government agency sponsors their contract. If customer does not know, review the contract to find the COR, normally the organization listed in block 16 and verify with contractor. If the requesting account is a SUBCONTRACT or and the COR is not mentioned, the PRIME CONTRACT will need to be obtained to determine the COA (Sponsor). Contact TCJ8-BR for assistance</b>	<b>COA</b>  _____
<b>7. Determine the expiration date of the contract. Normally listed in (Blocks 2, 3, 5, 13 or in other parts of the contract. Note that SF30s, Contract Amendments are valid for 1 year from the effective date unless stated otherwise). If date cannot be determine, ask the contractor to contact the Government COR/Sponsor of the contract and have them email you a statement which states the contract end date. If contract is a SUBCONTRACT, statement may be provided by the Corporation /Office that signed part 16. If contract states INDEF, then the date is INDEF.</b>	<b>EXP DATE</b>  _____
<b>SPECIAL NOTES:</b> After completing this screening checklist to the best of his/her ability, the Station Account manager will forward the checklist along with the DD Form 254 or letter in lieu of the DD Form 254 to TCJ8-BR.	

\_\_\_\_\_  
SIGN / DATE

## CHAPTER 7: COURIER MOVEMENT SYSTEM

**7.1. Categories of Movement.** There are two levels of defense courier service: regular and special.

**7.1.1. Regular Movement.** Applies to the vast majority of material moved. Material is receipted for, processed, and delivered via normally scheduled routes using routine transportation modes. Customers are charged a flat rate per pound for movement of regular material. TCJ8 bills the customer COA each month for shipments occurring in the month prior to the bill.

**7.1.2. Special Movement.** When a customer has special requirements for delivery speed or other handling requirements that cannot be satisfied by regular courier movement schedules, TCJ3-C may authorize special movement. TCJ3-C is the approval authority for all special movements.

**7.1.2.1.** Special movement usually involves additional costs (e.g., commercial airline tickets, per diem). Funding to move special material is normally the customer's responsibility. Stations will work through DTS and/or their local travel office to obtain realistic cost estimates using the least expensive, legal means to satisfy the customer's requirement while ensuring appropriate security for the material and the couriers.

**7.1.2.2.** Funding arrangements will be resolved prior to movement of the material.

**7.1.2.3.** Stations may elect to move regular movement material along with special movement material as long as there is no impact to the special mission or the special mission customer.

**7.1.2.4.** For special missions that involve more than one courier station, the originating customer will send the request to their servicing station. The originating station will coordinate with TCJ3-C-OPS and with all involved courier stations, as appropriate, for movement of material.

**7.1.2.5.** Customers must request special mission approval, in writing, using the format provided by TCJ3-C. Special missions will be initially coordinated between the station and the customer, then forwarded to TCJ3-C-OPS for final approval. TCJ3-C-OPS will transmit the approval notification to all affected stations and the customer via e-mail.

**7.1.2.6.** Customers without an established account must have prior TCJ8 approval in addition to TCJ3-C approval to ensure proper billing of material movement. Additionally, the customer will be required to complete and forward a request for one-time authorization to use courier service. Contact TCJ3-C-OPS for the latest request templates. The request will include the following minimum information:

**7.1.2.6.1.** Date and location at which the material will be made available for movement.

**7.1.2.6.2.** Required delivery date (RDD) if applicable. (see paragraph 7.2.)

**7.1.2.6.3.** Fund cite for courier travel with by name authorization letter.

**7.1.2.6.4.** Points of contact at the requesting agency, consignor, and recipient.

**7.1.2.6.5.** Desired delivery location. Originating stations will work with customers and the delivering station to determine the delivery location within the limits of courier ability to guarantee security and within the limits of available transportation.

**7.1.2.6.6.** Frequency of movements and timeframe for ongoing requirements. For example, a reconnaissance unit might require special movements every time they move material. The request should indicate the approximate timeframe (e.g., 6 months or a given date range) and frequency of service required (e.g., weekly, monthly, etc).

**7.1.2.6.7** Any other pertinent information regarding the customer's unique requirements

**7.2. Shipments with a RDD.** Originating stations must ask customers at the time of entry if their material has a definite RDD. Whenever possible, determine if the customer's stated RDD is truly a firm date. One test would be to ask the customer if the RDD is so important that if necessary the customer would be willing to pay for commercial travel to ensure delivery by the requested date.

**7.2.1.** When a RDD is provided, couriers, in concert with TCJ3-C Ops will use the RDD to guide movement decisions. Couriers will make every effort to deliver the item on or before the RDD. This can be done using the most secure, timely, and efficient method available to meet the RDD requirement. Coordination between the staff and all effected stations is absolutely essential. Delivering stations will justify inability to meet RDDs to TCJ3-C.

**7.2.2.** To improve visibility and coordination of shipments identified with an RDD, all stations are directed to apply a self adhesive label printed in red ink. The intent of the label is to be a visible record of the RDD and station-to-station coordination for anyone handling the shipment or container .

**7.2.2.1** The originating station shall coordinate with all down line stations and TCJ3-C-OPS then document the coordination on the label. Apply the label to the package in a conspicuous location as close to the MSL as possible without covering it.

**7.2.2.2.** When RDD shipments are placed inside of a container, an RDD sticker must be placed on the exterior of the container to alert all couriers handling the container that RDD material is included.

**7.2.2.3.** A word document formatted for printing a sheet of *Avery #5163* self-adhesive labels using a color inkjet printer is available on [Distribute.mil](mailto:Distribute.mil) (see Figure 7.3)

**7.2.3.** As part of the effort to improve visibility and to measure our RDD delivery performance, TCJ3-C-OPS will track all shipments identified with firm RDD. TCJ3-C will record the date material was received, the RDD, and the actual date of delivery.

### **7.3. Determining Transportation Modes.**

**7.3.1.** When determining transportation modes, station chiefs in conjunction with TCJ3-C Ops will consider the following factors in priority order:

**7.3.1.1.** The route and mode most likely to ensure security of material.

**7.3.1.2.** Total transit time.

**7.3.1.3.** When the security and speed are equal, select the most cost effective method.

**7.3.1.4.** DOD-owned or controlled (to include contract carriers) will be used whenever possible.

**7.3.1.5.** When DOD-owned or controlled assets are not available, US flag commercial carriers booked through DTS will be considered. See 7.8 below for additional information about using commercial air. US Flag premium seating will be used before foreign flag carriers are considered for moving high priority items when US Flag economy seating is unavailable.

**7.3.1.6.** The route/mode should permit the courier to control material, allow continuous surveillance, and minimize the physical distance between the courier and material.

**7.4. Risk Avoidance.** Routes/modes must be continuously evaluated to minimize vulnerability to couriers and material. Use the Risk Avoidance standard operating procedure provided by TCJ3 to ensure all factors are considered. Selection of routes/modes should ensure that safe havens are available en route to use as temporary refuge.

### **7.5. Developing Delivery Schedules.**

**7.5.1.** Follow established service schedules to the maximum extent possible. Coordinate with affected customers when mission schedules must vary.

**7.5.2.** Station chiefs will negotiate reasonable service arrangements based on the station's available resources, established delivery schedules and customer requirements. Generally, customers located within a 90-mile (1.5 hours) radius of a courier station or established Consolidated Service Point (CSP) will be asked to conduct business over the counter at the servicing station or at the CSP.

**7.5.3.** Station chiefs should consolidate service to multiple distant customers by using CSP and consolidated control accounts (CCA), 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.

**7.5.4.** Stations will utilize SIPR Distribute.mil as the primary vehicle to report station operating schedules. Station Chiefs/Superintendents and OPS NCOs are required to obtain SIPR access to enable updates to Distribute.mil.

## **7.6. Use of AMC or AMC-Controlled Aircraft.**

**7.6.1.** Use the Single Mobility System (SMS) to look for and view the schedules of all AMC-owned or controlled air missions. The SMS link is available on the USTRANSCOM Portal Applications tab. <https://portal.transcom.mil/>

**7.6.2.** The following publications provide guidance for courier operations:

**7.6.2.1.** AMCI 24-101, *Military Airlift Transportation*; Volume 9, *Air Terminal Operations Center*; Volume 11, *Cargo and Mail Policy*; and Volume 14, *Military Airlift Passenger Service*.

**7.6.3.** Courier stations will normally submit courier and cargo requirements for channel mission space blocking to TACC/XOG not later than 48 hours in advance of requested travel. Whenever possible, request space blocks on AMC commercial contract carriers. TCJ3-C is not billed passenger fees for couriers moving on a commercial contract carrier.

**7.6.4.** When couriers move on AMC organic (military) aircraft, TCJ3-C is billed for movement of couriers at the standard AMC passenger tariff rate for the origin/destination.

**7.6.5.** In situations where urgent movement is required within 24 hours of scheduled aircraft departure time, contact TCJ3-C-OPS for assistance. In emergency situations or when TCJ3-C is unavailable, contact the USTRANSCOM FUSION CENTER Senior Controller at (618) 220-7700, DSN 770-7700. When contacting the Fusion Center, identify yourself, explain the situation, and the rationale for urgent movement. Provide any additional information you have such as AMC mission numbers, aircraft tail numbers, and the names of any person or agency previously contacted on the issue.

**7.6.6.** Couriers will occupy seats located in the passenger compartment of AMC-owned or controlled aircraft, unless the aircraft commander specifically requests the courier(s) be seated on the flight deck.

**7.7. Defense Courier Commercial Contract Air Carriers.** TCJ3-C-OPS will provide guidance and establish standard operating procedures for scheduling movement of courier material on commercial carrier contracts.

## **7.8. Use of Commercial Airlines.**

**7.8.1.** Commercial airlines will not be used outside the continental United States (OCONUS) without TCJ3-C approval.

**7.8.2.** Normally, Non-US (foreign) flag air carriers are prohibited. In exceptional cases where no US flag carrier is available to meet urgent movement requirements, TCJ3-C may approve the use of a foreign flag carrier for movement of other than TPC or NC2-ESI material. Movement of TPC or NC2-ESI material will only be accomplished using US military owned or controlled or US flag commercial aircraft.

**7.8.3.** When moving large volumes or bulk shipments, stations must advise commercial air carriers as far in advance as possible to allow sufficient time for coordination of space, processing payment, and arranging movement and escort of material to the aircraft.

**7.8.4.** Courier(s) will physically monitor the loading of material by air carrier cargo/baggage handlers until loading is complete and the cargo compartment is secured.

**7.8.5.** Commercial flights will be supported at both origin and destination by additional ground support couriers. Prior to take off, the ground support couriers will observe the aircraft to maintain material security while the mission couriers process through in-check, security screening, and aircraft boarding.

**7.8.5.1.** After the mission couriers have boarded, the couriers on the ground will monitor the aircraft until taxi and will remain on airport property until takeoff in case the aircraft returns to the gate for any reason.

**7.8.5.2.** At the destination, ground support couriers will be in position to observe arriving aircraft and take custody of material while mission couriers accomplish airport arrival procedures.

**7.8.6.** Station chiefs will prepare the memorandum for commercial airline (fig. 7.2.) when couriers are travelling by commercial air. Upon boarding, mission couriers will identify themselves to the Senior Flight Attendant, present the memorandum, and answer any questions the flight attendant may have.

**7.8.7.** If unplanned stops are unavoidable, mission couriers will work with the senior flight attendant to ensure the pilot in command, airline ground support and airport security personnel are aware of the courier's requirement to monitor the cargo hold. Couriers will deplane as soon as possible and position themselves to provide surveillance of material. Re-board the aircraft when the cargo hold is closed and ground crew move away from the aircraft.

**7.8.8.** Station chiefs will maintain liaison with airline and security officials to coordinate arrangements necessary for commercial air missions, to include:

**7.8.8.1.** Plane-side/ramp access to observe loading operations.

**7.8.8.2.** Ticketing, reservations, boarding passes, and seat assignments for all legs of the flight.

**7.8.8.3.** Transfer of material and mission courier(s) between connecting flights.

**7.8.8.4.** Relay of emergency messages.

**7.8.8.5.** Cargo space reservation (for belly-loaded material).

**7.8.9.** Mission couriers will report to the ticket counter, present their credentials and documentation, and request to speak to the Security Manager (or the individual with whom the station coordinated in advance). A representative will escort the couriers through airline screening stations and authorize exemption of courier material from physical or other inspection.

**7.8.9.1.** Couriers and their personal effects are not exempt from screening. If the air carrier challenges courier credentials/documentation or denies permission to board the aircraft, call the nearest station leadership for assistance.

**7.8.10.** When material is hand-carried in the passenger compartment, the following criteria will be met:

**7.8.10.1.** The material must be properly packaged, bagged, or containerized in a way that facilitates security and ease of handling and conforms to airline hand-carry baggage size restrictions.

**7.8.10.2.** Material will be positioned under the passenger seat or in an overhead compartment directly above or slightly in front of the courier seats.

**7.8.10.3.** Couriers will work seat assignments as close to one another as possible.

**7.8.10.4.** Couriers must remain alert throughout the mission.

**7.8.11.** Customers are responsible for coordinating their own access/rendezvous arrangements with airport, air carrier, and/or security officials. Station personnel should assist the customer, as necessary, but will not negotiate with airport officials on the customer's behalf.

**7.9. US Airport Security Screening:** Within the United States, the Transportation Security Administration (TSA) is responsible for Airport security screening of passengers and cargo.

**7.9.1.** The TSA Advisory on Screening of US Government Classified Material, dated February 12, 2004, (email TCJ3-C for a copy) exempts couriers carrying US Government classified material from security screening.

**7.9.2.** Station chiefs will prepare the memorandum for TSA (see Fig 7.1.) to identify the couriers in accordance with the TSA Advisory. Couriers will always hand carry a copy of the TSA Advisory and the Memorandum for TSA.

**7.9.3.** Screening by drug and bomb sniffer dogs is authorized. If necessary, security officials may also examine the material by flexing, feel, weight, etc. without opening the envelope or package.

**7.9.3.1.** Opening of envelopes containing classified material by screening personnel is not authorized under any conditions.

**7.9.3.2.** If a conflict arises, couriers will ask for a security screening supervisor. Contact TCJ3-C as soon as possible for assistance and/or further guidance.

**7.9.4.** When overseas, couriers using commercial air carriers are subject to security, customs, and immigration screening mandated by national governments and airports.

**7.9.4.1** The US has established SOFA with many foreign nations. The SOFA, along with the US Foreign Clearance Guide, and DTR 4500.9-R Volume 5, *Defense Transportation Regulation Department of Defense Customs and Border Clearance Policy and Procedures*, provides guidance on import/export of courier material(s).

**7.9.4.2.** Missions into a foreign nation must be thoroughly researched and pre-coordinated through national authorities and clearance organizations to include US embassies, when appropriate. If overseas, also contact the nearest US embassy, defense attaché office, or consulate for assistance. As soon as possible, notify the origin and destination stations.

#### **7.10. Use of Joint Operational Support Airlift Center (JOSAC) Coordinated Aircraft.**

**7.10.1.** Stations will complete and submit DD Form 2768, *Military Passenger/Cargo Request* (hereafter referred to as a JOSAC request) through USTRANSCOM TCJ3-C-OPS. TCJ3-C will provide guidance and establish standard operating procedures for requesting JOSAC coordinated airlift support.

**7.10.2.** In the event of a conflict between courier movement requirements and other JOSAC requirements, stations will pre-coordinate with the customer, the flying squadron, TCJ3-C-OPS to resolve the conflict.

**7.10.3.** Once JOSAC missions are approved and scheduled, stations will work directly with the supporting flying unit on mission details. Coordinate to ensure the flying unit knows the anticipated cargo load as soon as possible to ensure appropriate aircraft configuration.

#### **7.11. Prohibition from Obligating the US Government.**

**7.11.1.** Station personnel will not enter into contracts/agreements for air transportation of couriers or material.

**7.11.2.** Contracts/agreements pertaining to lease, rental, or other exclusive use of commercial transportation must be negotiated by local DOD contracting/procurement authorities.

**7.11.3.** All courier temporary duty (TDY) transportation will be arranged through DTS in concert with official Installation Transportation function.

**Figure 7.1 Sample Memorandum for TSA Airport Screening**

UNITED STATES TRANSPORTATION COMMAND  
 508 SCOTT DRIVE  
 SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

Date

MEMORANDUM FOR: TSA Security

FROM: United States Transportation Command Defense Courier Station (Name of Station)

SUBJECT: Identification of Defense Courier on Official Government Business:\

1. In accordance with the February 12, 2004 TSA Advisory concerning *Screening of U.S. Government Classified Material*, this letter is to inform you that the below named individuals are Department of Defense Couriers assigned to the United States Transportation Command, Defense Courier Division, traveling on official business. The couriers named below are authorized to carry classified material for the United States Government in the interest of national security.

2. Courier information:

a. Names of the couriers and courier station to which assigned:

*(List Names, Grades, Courier id number and Courier stations of assignment.)*

b. Type of identification: *(Enter Courier Identification Card numbers)*

c. Description of material being carried: *(Enter number of packages, containers, etc.)*

containing

*Highly Classified Official US Government Material.*

d. Point of departure, destination, and transfer point: *(Enter appropriate information)*

e. Expiration date of this authorization: *(Not to exceed seven (7) days from date of issue)*

f. Telephone number of official issuing this letter: *(Enter appropriate information)*

3. Please direct any questions to: *United States Transportation Command, Operations and Plans Directorate, Defense Courier Division (USTRANSCOM TCJ3-C) Scott Air Force Base, Illinois, during duty hours 0730 to 1630 Central Time call (618) 229-2338. After duty hours contact the USTRANSCOM TCJ3-Deployment Distribution Operations Center (FUSION CENTER) Senior Controller at (618) 229-4946*

Signature of Station Chief or Superintendent  
 Chief/Superintendent, Defense Courier Station (name  
 of station)

**Figure 7.2 Letter to Commercial Airline**

UNITED STATES TRANSPORTATION COMMAND  
 508 SCOTT DRIVE  
 SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

Date

MEMORANDUM FOR: Senior Flight Attendant (Name Airline/Carrier and flight number)

FROM: Defense Courier Station (insert name of station)

SUBJECT: Request for Assistance

1. This letter is to inform you that the below named individuals are Department of Defense Couriers assigned to the United States Transportation Command, Defense Courier Division traveling on official business and to request your assistance. Defense couriers transport only non-hazardous, classified material for the United States Government in the interest of national security. As part of their duties, the couriers must ensure the integrity of materials stored in the cargo bay of this aircraft.

2. Names and badge numbers of the Defense Couriers:

*Insert Full name and badge numbers of couriers*

3. Please provide the following assistance to the Couriers:

- a. Expedient access to and from the cargo storage area of the aircraft. In the event an unplanned stop is required, couriers request the captain radio ahead for mobile stairs to be brought planeside to exit 2-R for courier's immediate exit and notify the appropriate airline/airport security personnel of the courier requirements.
- b. Notify the courier as soon as possible in the event the aircraft must divert from its scheduled route.
- c. If not already assigned an aisle seat near the forward entry door, please assist the courier to obtain one.
- d. Prior to departure, and at any scheduled or unscheduled stop, the courier must personally monitor activities at the cargo bay/baggage hold of the aircraft; please ensure easy access to the jet way so the courier can exit the aircraft first. Please ensure the aircraft does not depart until the courier boards the aircraft and is seated.
- e. No undue attention should be drawn to the courier or to the nature of the courier's mission.

3. Please direct any questions to: *United States Transportation Command, Operations and Plans Directorate, Defense Courier Division (USTRANSCOM TCJ3-C) Scott Air Force Base, Illinois. During duty hours 0730 to 1630 Central Time call (618) 229-2338. After duty hours contact the USTRANSCOM TCJ3-Deployment Distribution Operations Center (FUSION CENTER) Senior Controller at (618) 229-4946*

Station Chief or Superintendent Signature  
 Signature Block & Telephone Number

**Figure 7.3 Required Delivery Date (RDD) Label**

**RDD**

REQUIRED DELIVERY DATE (Calendar/Julian) \_\_\_\_\_  
 Date Received (Calendar/Julian) \_\_\_\_\_  
**COORDINATIONDATENAME**  
 TCJ3-C-OPS \_\_\_\_\_  
 Delivering Station (POD) \_\_\_\_\_  
 In-Transit Station 1 \_\_\_\_\_  
 In-Transit Station 2 \_\_\_\_\_  
 In-transit Station 3 \_\_\_\_\_

**Instructions:**

- Stations create labels using a color inkjet printer and locally available, self-adhesive labels. A MS-Word document formatted for printing a sheet of *Avery #5163* self-adhesive labels using a color inkjet printer is available on SharePoint.
- Originating station asks the customer at time of entry if an item has a valid RDD.
- Originating station annotates the RDD using the calendar date and Julian date in the provided spaces.
- Originating stations coordinates with TCJ3-C-OPS and the Operations NCO as the delivering station and all in-transit stations that will handle the material. Annotate the calendar date and the last name of the individual contacted from each station and TCJ3-C-OPS.

## CHAPTER 8: OPERATIONS

**8.1. Responsibility.** Two couriers working together are responsible for ensuring all electronic and physical processes are carried out correctly and for guaranteeing the security of each piece of material placed in their charge. The intent is for each courier to perform a cross check on all processes and activities involving courier material.

**8.1.1.** Responsibility for accountability of material at any point in the delivery process between consignor and consignee lies with the courier station that has possession of the material.

**8.1.2.** The delivering station is ultimately responsible for delivering the material to the correct consignee marked on the Military Shipping Label.

### **8.2. Customer Account and Identification Documentation.**

**8.2.1.** Personnel must be listed on a valid Form 10, Command Messenger Appointment letter, or One Time Authorization Letter approved by TCJ3-C. Customers must present personal identification to enter and/or receipt for material and the mission couriers must be satisfied with customer identification before beginning the transaction.

**8.2.2.** The identification process consists of verifying the identity of the person and their authorization on the Form 10. Following are examples of acceptable identification:

**8.2.2.1.** Department of Defense Common Access Card (CAC.)

**8.2.2.2.** US Government civilian identification card/credentials (not all government agencies use the CAC).

**8.2.2.3.** Contractor company identification card/badge.

**8.2.2.4.** State issued driver's license.

**8.2.2.5.** DOS Diplomatic Courier Service courier credentials.

**8.2.2.6.** Passport.

**8.2.2.7.** Foreign national identification that provides at minimum, a photograph and a signature specimen.

**8.2.3.** Stations will never knowingly accept material from a consignor with a suspended or closed account nor will they knowingly accept material destined for a consignee account which is closed or suspended.

### **8.3. Material Documentation.**

**8.3.1. Transportation Control Number (TCN).** A separate TCN will be assigned to each shipment unit entered (see figure 8.1. for TCN construction).

**8.3.1.1.** The consignor will prepare and submit an advanced DD Form 1384 in accordance with DTR 4500.9-R (see fig 8.4 and 8.5.). Customers may use software programs such as the Cargo Movement Operations System (CMOS), Financial and Air Clearance Transportation System (FACTS), locally developed programs, or the AFMC Advance Transportation Control and Movement Document (ATCMD) Website to generate the ATCMD.

**8.3.1.2.** At station chief discretion, couriers may continue to receive shipments from customers without the ability to generate automated ATCMD (e.g., some NATO accounts), however, the desire is for all customers to advance their material into GATES electronically.

**8.3.2.** Material will arrive properly packaged and labeled and accompanied by two copies of the DD Form 1384 or Advanced Transportation Control and Movement Document (TCMD) Receipt printed from the Advanced TCMD webpage. One completed copy will be filed at the originating courier station and one copy will be provided back to the consignor as a receipt.

**8.3.3.** Couriers receiving material must check all data elements of the DD Form 1387, *Military Shipping Label*, (MSL) against the entries on the DD Form 1384 or Advanced TCMD receipt (see fig 8.9.). Any discrepancies will be corrected prior to couriers accepting the material while the customer is still available to clarify issues.

**8.3.3.1.** Couriers have the right to refuse shipments with discrepancies that cannot be resolved on the spot.

**8.3.3.2.** Couriers shall refuse any shipment where the correct ultimate consignee DODAAC or POD is questionable.

**8.3.4.** Couriers shall not make changes to the following blocks of the DD Form 1384 without consignor approval: POD blocks 7 and 37, TCN blocks 10 and 40, Consignee blocks 11 and 41. If changes are required, ensure the customer initials next to each correction.

**8.3.5.** Couriers may elect to accept material with minor errors not affecting the prohibited entries above. GATES and MSL corrections may be made at home station as long as the consignor has clearly indicated the correct information on the documentation and label and initialed next to each correction. Each copy of the advanced DD Form 1384 will be corrected and initialed by the person making the change.

**8.3.5.1.** Upon receipt, both couriers become fully responsible to ensure the corrections are accurate.

**8.3.5.2.** When replacing an MSL, both couriers must be absolutely certain the new label is correct and is being applied to the correct piece of material.

**8.3.7.** If questions arise about any of the above blocks after material receipt, frustrate the material and positively confirm the information with the consignor or consignee before proceeding.

**8.3.7.1.** After receiving consignor/consignee confirmation, the courier making the change will initial next to each change and will annotate the name of the consignor/consignee representative approving the change next to the entry.

### **8.3.9. Additional documentation requirements for NATO DACAN accounts.**

**8.3.9.1.** NATO accounts are normally "Receive Only" unless the station has a letter from NSA DACAN specifically authorizing NATO accounts to enter material using COA 070.

**8.3.9.2.** When a NATO customer cannot provide a DACAN-originated authorization for shipment using COA 070, the station DODAAC will be used. Contact TCJ8 to ensure the NATO country will be billed correctly for the movement.

### **8.4. Weight and Size Standards.**

**8.4.1.** At the time of material entry, couriers will verify the weight of every piece of material entered for movement by physically weighing the item and updating the MSL and GATES as necessary. Ideally this is done at the time of material acceptance so the customer can be given a receipt with accurate weights.

**8.4.1.1.** Whether weights are verified at the point of acceptance or back at the station, the intent is to work with customers to correct weight discrepancies at the source and to ensure the customer knows the correct weight that will be used to compute their bill.

**8.4.2.** One pen and ink (handwritten) weight change may be made on an MSL. If subsequent weight changes are required after a pen and ink change has been made, the re-weighing station must print a new MSL. All pen and ink changes must be clear, legible, and made in ink. Couriers making the change must initial and date the change.

**8.4.3.** Stations are encouraged to carry portable scales on road and small plane missions so weights may be verified on the spot. In accordance with Defense Transportation Regulation (DTR) 4500.9-R Part II, Appendix M, all weights will be stated in whole numbers. Fractions or decimals are rounded up to the next higher whole number.

**8.4.4. Scale calibration.** The date of last calibration must be annotated on each scale used to weigh shipments. Follow host installation standard practice for marking the scales. In the absence of a host installation standard, white label stickers may be used for this purpose.

**8.4.4.1.** For proper calibration guidance, refer to the technical order, maintenance handbook, commercial data, etc., applicable to the type scale. For scales purchased or maintained by contract that includes periodic calibration, ensure scales are calibrated in accordance with the

contract. At a minimum adhere to Air Force Technical Orders for scale calibration for the type of scale involved.

**8.4.4.2.** In the absence of a contract, or other calibration guidance, station management will ensure the period between calibrations does not exceed 180 days. When the scale calibration period has elapsed or the scale is inoperative, placard it with an AFTO Form 350, *Repairable Item Processing Tag*.

**8.4.4.3.** Use host installation Precision Measurements Equipment Laboratory (PMEL) for scale calibration and repair when available. Follow host installation procedures for requesting support.

**8.4.5.** The minimum acceptable size for a package is a flat 8.5 by 11 inch envelope or equivalent.

**8.4.5.1.** However, couriers will subsequently containerize any piece of material with dimensions equal to or less than 60 total linear inches. (Length" + Width" + Height" ) X 2 = total linear inches.

**8.4.6. Overweight/Oversize Material.** Prior to accepting material for movement, originating stations must coordinate the movement of any item, including station consolidated container, that exceeds 300 pounds (150 lbs if shipment will involve JOSAC or small aircraft charter) or has oversize dimensions.

**8.4.6.1.** Originating stations will coordinate with all stations that will handle the material and with TCJ3-C-OPS. A full movement plan must be coordinated and approved prior to accepting material for movement.

**8.4.6.2.** Station chiefs may approve exceptions to weight or size restrictions only after advanced coordination with all down-line stations.

**8.4.7.** For courier safety, and to preclude inadvertent damage to material being delivered on small aircraft missions, no single item will exceed 150 pounds and will normally not exceed the dimensions 45 ½ x 26 x 22 inches.

**8.4.7.1.** As a minimum, originating stations will provide the following information when coordinating oversize movement:

**8.4.7.1.1.** TCN(s), weight, dimensions, destination station, and consignee of each piece.

**8.4.7.1.2.** Proposed date of shipment.

**8.4.7.1.3.** Mode of shipment (include flight number when applicable) and transportation routing.

**8.4.7.1.4.** Special handling instructions, if any.

**8.4.7.2.** En route/destination stations that cannot support the planned movement of overweight/oversized material will notify the originating station as soon as possible so alternative courses of action may be sought.

**8.5. Material Packing and Labeling.** It is the consignor's responsibility to ensure all material is packed, marked, labeled and documented in accordance with the specifications below prior to entry. Stations will incorporate packing and wrapping training in their local customer training program.

**8.5.1.** Generally, couriers will not accept improperly packaged material. Mission couriers may elect to accept material with minor, easily correctable discrepancies; however, when couriers accept material, they assume complete responsibility for ensuring the corrections are properly made. Both mission couriers will verify any corrections made.

**8.5.2. Packaging Standards.** All material entered will be packed using the following materials and methods. No visible markings or labeling other than the MSL are allowed with the exception of pre-printed warnings (e.g., fragile, this side up, etc):

**8.5.2.1.** Standard GSA Kraft envelopes not less than 8 ½ by 11 inches.

**8.5.2.2.** Material double wrapped with heavy Kraft wrapping paper. When paper outer wrapper is used, all seams will be completely covered with reinforced Kraft tape.

**8.5.2.3.** Gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent will be used to seal the seams of all paper wrapped items and cardboard boxes. Masking, cellophane, or translucent nylon-reinforced tape will not be used.

**8.5.2.4. Exception:** Material originated by UKNDA (HKM217 and HKM010) may be sealed with blue tamper evident tape which was developed specifically for the purpose of sealing courier packages.

**8.5.2.5.** Double-faced corrugated fiberboard, with or without staple reinforced seams. All flaps and seams will be completely covered with reinforced Kraft paper tape. Items weighing 20 to 49 pounds will be packaged with a first and second wrapper of double-faced corrugated fiberboard carton. All seams will be completely covered with reinforced Kraft tape.

**8.5.2.6.** Heavy items will be packed in a way that secures the item, prevents it from opening or otherwise exposing the contents and prevents contents from shifting while in-transit. Locks, seals and/or non-metal banding may be used to secure the package from opening.

**8.5.2.7.** Equipment items may be packed by a manufacturer in accordance with contract specifications and double wrapped.

**8.5.2.8. Canvas Bags.**

**8.5.2.8.1.** 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 tear the bag during shipment.

**8.5.2.8.2.** Shipping bags will be secured at the neck at least 6 inches below the top of the bag with a strong cord and tamper proof seal or numbered, plastic zip tie security seal. The numbered seal will be attached tightly and in a way that prevents the seal from being removed without destroying it.

**8.5.2.8.2.1.** Attach the MSL to a stiff piece of plastic or cardboard first then attach the label to the bag with a plastic zip tie.

**8.5.2.8.2.2.** Annotate the seal number on the manifest.

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

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

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

**8.5.2.8.6.** DOS bags, diplomatic pouches, or sacks will only be used for DOS material.

**8.5.3. Banding Requirements.** For security, and to prevent accidental opening, all equipment cases regardless of weight and all packages weighing 50 pounds or more will be banded with a minimum of two nylon, rayon, or plastic bands.

**8.5.3.1.** For safety, and to prevent damage to other material, metal strapping bands will not be used. Stations may elect to accept improperly banded material but they assume the responsibility for correcting the banding at home station before further movement.

**8.5.3.2.** Use eye protection and safety gloves to remove all metal banding and replace with approved non-metal banding. Taping over metal banding is not authorized.

**8.5.3.3.** Locked cases do not replace the requirement for banding.

**8.6. Labeling Requirements.** Packages entered will be addressed using a DD Form 1387, *Military Shipping Label* (MSL). There are various versions of the DD Form 1387 (see fig 8.6). DTR 4500.9-R *Defense Transportation Regulation*), Part II [Chapter 208](#), provides guidance for completing DD Forms 1387 (fig 8.7.).

**8.6.1.** A manually prepared MSL is acceptable only when the capability for producing the automated version does not exist. At the first location where the capability exists, regenerate the appropriate electronic MSL.

**8.6.2.** Use of actual/geographic mailing addresses of customers is not authorized unless final delivery will be made by DOS couriers.

**8.6.3.** When replacing or updating a military shipping label with a new one, completely cover or otherwise obliterate the old DD Form 1387. When final delivery will be made by Department of State, ensure the 'in-the-clear' address is reflected on the new label.

**8.7. Qualified Material.** In accordance with DODI 5200.33, except for material specifically prohibited from entry (see par. 8.8. below), any sensitive material requiring courier escort may be qualified for entry into the USTRANSCOM courier network. Examples of material which should be transported by Defense Courier include:

**8.7.1.** TOP SECRET information.

**8.7.2.** Classified information assurance material to include cryptographic and communication security material.

**8.7.3.** Classified cryptologic material.

**8.7.4.** Cryptographic keying material designated and marked "CRYPTO" by the National Security Agency/Central Security Service (NSA/CSS).

**8.7.5.** Sensitive Compartmented Information (SCI).

**8.7.6.** Air and space borne imagery material classified SECRET or higher.

**8.7.7.** Controlled cryptographic or COMSEC items, and other information assurance products or materials identified by NSA/CSS as requiring courier service.

**8.7.9.** Nuclear command and control (NC2) materials.

**8.7.10.** SECRET collateral material for the Intelligence Community to addresses to which they also are shipping other material that qualifies under this subparagraph.

**8.7.11.** Technical surveillance countermeasures material.

**8.7.12.** Department of State (DOS)-accompanied diplomatic courier pouches as allowed by US Department of State Foreign Affairs Handbook.

**8.7.13.** Any other classified material.

**8.7.14.** Any of the above categories of material for any US Government Agency, NATO Allies, and contractors of the federal government when specifically provided for in their contracts and for foreign governments when used for combined operations.

**8.7.15.** TCJ3-C may grant one-time exceptions for entry of other material on a case-by-case basis. This will be coordinated with the customer through the servicing station to TCJ3-C.

**8.8. Prohibited Material:**

**8.8.1.** The following materials are prohibited from movement by Defense Couriers regardless of security classification:

**8.8.1.1.** Contraband, including controlled substances (particularly narcotics and dangerous drugs).

**8.8.1.2.** Personal property

**8.8.1.3.** Explosives, ammunition, firearms, and their components.

**8.8.1.4.** Radioactive, etiological, or other material hazardous to humans.

**8.8.1.5.** Perishable materials requiring refrigeration or icing (e.g., blood and vaccines).

**8.8.1.6.** Hazardous materials as defined in Air Force Manual 24-204\_IP.

**8.8.1.7.** Liquids of any kind.

**8.8.1.8.** Batteries if regulated as hazardous materials in accordance with Air Force Manual 24-204\_IP.

**8.8.1.9.** Currency, military payment certificates, bonds, securities, precious metals, jewels, postage stamps, or other negotiable instruments.

**8.8.2.** When accepting originating material that appears suspect, ask the customer to cite the qualification category of the material. If the consignor is unable to cite the specific qualification, but insists the material is qualified, accept the material, frustrate the material and write the word "Suspect" on the AMC Form 33. Contact TCJ3-C for further guidance.

**8.8.3.** If material is found to be suspect at some point after accepting it for movement, frustrate the material upon discovery. Notify TCJ3-C-OPS by SITREP. Include TCN, consignor and consignee contact information, the names of couriers involved, and a narrative about why the material is suspicious and the circumstances leading to its discovery. TCJ3-C-OPS will investigate and provide disposition instructions to the reporting station.

**8.8.4.** Material identified by drug dogs will be isolated within the SCIF. Limit access to the area, restrict handling, and immediately notify the local CID/NCIS/OSI and perform the following steps.

**8.8.4.1.** Fully document the identity of anyone entering the station in the station duty log.

**8.8.4.2.** Station chiefs will cooperate with investigators to the maximum extent possible, but will not relinquish custody of material until authorized to do so by TCJ3-C, and then only to the appropriate official.

**8.8.4.3.** A search warrant is required to authorize the on-scene CID/NCIS/OSI agent to open the article.

**8.8.4.4.** The station chief in possession of the material will notify TCJ3-C immediately.

**8.8.4.5.** Contact the TCJ3-C-SSR for requirements and guidance on inadvertent disclosure agreements.

**8.8.5.** Material identified by bomb dogs requires immediate evacuation of facilities.

**8.8.5.1.** Position personnel at a safe distance but with visibility over all station entrances.

**8.8.5.2.** Limit access to the facility to emergency response personnel. Fully document the identity of anyone entering the station in the station duty log.

**8.8.5.3.** Explosive Ordnance Disposal (EOD) personnel will be allowed to remove the material from the station for further investigation and destruction, if deemed necessary.

**8.8.5.4.** Contact the TCJ3-C-SSR for requirements and guidance on inadvertent disclosure agreements. (see fig 5.4., Inadvertent Disclosure Agreements).

**8.9. Mission Checklists.** The material delivery checklist is mandatory for all stations and may not be locally revised. Stations should develop checklists for all other processes including pre- and post-mission operations to ensure that all documentation and processes are completed properly. Contact TCJ3-C for sample checklists.

#### **8.10. Documenting Material Receipt Transfer of Custody.**

**8.10.1.** When couriers are satisfied that the material is qualified, packed, labeled, and documented correctly, the couriers will accept and assume custody of the material.

**8.10.1.1.** The customer will sign and legibly print their full name and grade along with the date/time on the advanced DD Form 1384.

**8.10.1.2.** Couriers receipting for material will sign and legibly print their full name and grade along with the date/time receipted on the advanced DD Form 1384.

**8.10.1.3.** A copy of the advanced DD Form 1384 will be signed and returned to the consignor as a receipt.

**8.10.2.** When accepting material from another courier station, the receiving station will again verify the TCN, consignee DODAAC, POD, and weight entries on the MSL match the manifest prior to accepting the material.

**8.10.2.1.** For irregularities with the POD or consignee's address: frustrate the material, segregate material in the SCIF. Complete the AMC Form 33, and seek clarification from the originating station.

**8.10.2.2.** If irregularities still exist, the originating station must coordinate disposition with the consignor.

### **8.11. Material Processing in GATES.**

**8.11.1.** Within In-bound Shipment Unit Processing, create a new In-bound Surface Conveyance for each customer when in-checking material into GATES for over-the-counter (OTC) and for each road/air mission.

**8.11.1.1.** The Trailer ID field should reflect how the material is being entered into the system (OTC, Small Plane Mission ID, Road Mission ID, etc.).

**8.11.1.2.** Ensure the Default Status block is changed to "Processed."

**8.11.2.** Check the TCN for accuracy against the advanced DD Form 1384 before continuing past the TCN entry field. If the shipment was advanced to GATES properly, all data fields will auto-populate after tabbing forward from the TCN field.

**8.11.2.1.** Both couriers working together must carefully verify all advanced information against the physical DD Form 1384 or ATCMD receipt and MSL. If no advanced record is found, using extreme caution, manually input and verify the DD Form 1384 information into GATES.

**8.11.2.2.** If corrections require replacing an MSL, both couriers will verify the new label is correct and is placed on the correct material.

**8.11.2.3.** Contact consignor if weight discrepancies are significant. Purpose for contacting consignor is to advise them of a new estimated charge for service and to restate the importance of accurate weights to flight safety and accurate billing.

**8.11.3.** Special handling material will be distinguished from general material by project codes. Input project codes into block 14 or block 43b of the advance DD Form 1384 and GATES.

**8.11.4.** Once all material has been entered into GATES, verify data entries, click Select All, click Incheck, and then Save.

**8.11.5.** After all material has been checked in on the applicable surface conveyance, the manifest will be closed and printed.

**8.11.5.1.** Attach original copies of each advance DD Form 1384 or Advance TCMD receipt to the in-bound surface conveyance manifest and file according to the station file plan.

**8.11.6. TCN Deletion:**

**8.11.6.1.** To control deletion of TCNs from GATES station chiefs will establish a local process for couriers to request permission to delete TCNs.

**8.11.6.2.** The intent is for supervisory (i.e., station chief, superintendent, or Ops NCO) oversight to review the situation requiring TCN deletion and to specifically approve the deletion in advance.

**8.11.6.3.** Stations will maintain a log to record deletions.

**8.11.6.4.** Couriers will provide the approving individual with documented rationale for the deletion.

**8.11.6.5.** In the case of an erroneous TCN entered by mistake, a Memorandum for Record (MFR) stating the circumstances of the error will be provided.

**8.11.6.5.1.** All documentation related to TCN deletions will be maintained in station files according to the station file plan. The rationale for this process is to increase material security by preventing removal of material and deletion from the GATES inventory.

**8.11.7. GATES processing at AMC Air Terminals without a Collocated Courier Station.** Stations must coordinate with en route aerial port authorities to coordinate material entry and termination procedures at GATES locations without a local courier station.

**8.11.7.1.** Material received from customers at these locations must be accompanied by three copies of the DD Form 1384.

**8.11.7.2.** When completed, one copy will be filed with the originating GATES location, one copy will be provided to the consignor as a receipt, and one copy will be kept by mission couriers to accompany material back to home station.

## **8.12. Material Consolidation.**

**8.12.1.** The primary purpose of consolidation is to minimize handling and processing of large numbers of individual articles moving within the courier system, to prevent smaller articles from getting lost, and, in some situations, to reduce freight charges over AMC channels.

**8.12.2.** Consolidated containers are for courier use only. Courier consolidated containers will never be delivered to a customer.

**8.12.3.** Boxes and canvas bags will be the primary types of containers used for consolidating shipments.

**8.12.3.1.** Stations may also use warehouse skids to consolidate individual pieces but only when the skid and all its contents can be shrink wrapped completely to form an obviously single

shipment unit and absolutely prevents any single item from being separated from the rest of the consolidation may the skid be processed in GATES as a container.

**8.12.3.2.** When used, movement of shrink-wrapped warehouse skid containers must be coordinated and approved in advance by all stations who will handle the container. This coordination must occur before any movement of the material to ensure there are no issues or concerns from any down range stations.

**8.12.4.** Stations will use only the yellow or white canvas bags when processing material for shipment.

**8.12.4.1.** White canvas bags may be used if they are stamped/marked "USTRANSCOM" with 3 inch letters, at least 10 inches below the opening, on both sides of the bag.

**8.12.4.2.** US Mail, Department of State, or similar pouches/bags will not be used. Station chiefs will ensure all canvas bags are in excellent condition without holes or tears.

**8.12.4.3.** Any tears and holes will be professionally repaired (e.g., tailor shop, shoe repair, parachute shop).

**8.12.4.4.** The gross weight will not exceed 35 pounds for a small bag and 70 pounds for a large bag.

**8.12.5.** Boxes will be used for articles too large for pouching, but not large enough to be shipped without chance of material loss.

**8.12.6.** Each container will have a unique GATES-created TCN.

**8.12.7.** Care must be exercised when containerizing material to ensure items will not be crushed or damaged by shifting of the contents during movement.

**8.12.8.** The size of the container should match the requirement. That is, use the size of container that fits the volume of material to be consolidated without squeezing items or wasting space.

**8.12.8.1.** A very large box used to contain just a few small items wastes limited and expensive aircraft space.

**8.12.9.** Calculate the actual cube of the container for GATES and MSL entries. Do not simply add the cube of each article.

**8.12.9.1.** To calculate the cube of the container, multiply the length x width x height of the container in inches and divide the result by 1728. Always round up to the next whole number.

**8.12.10.** Tubes and other odd shaped articles should be pouched or containerized.

- 8.12.11.** Create containers for a single station only. Do not consolidate shipments for multiple stations in a single container.
- 8.12.12.** Containers will not exceed weight or dimension standards for courier material specified in this Instruction without prior coordination with down-line stations.
- 8.12.13.** Approved oversize and/or overweight material will not be containerized.
- 8.12.14.** Print the MSL for the container and two copies of the container contents listing.
- 8.12.14.1.** Two couriers working together will inventory the contents of the container against the container contents listing.
- 8.12.14.2.** After verifying the container contents, couriers will sign one copy of the container contents listing, place it inside the container, then seal the container. Place the second container contents listing in a waterproof envelope on the exterior of the container.
- 8.12.15.** Pallets: 463L pallets are a way to consolidate material for ease of handling and management aboard DOD owned or operated aircraft.
- 8.12.15.1.** Print two copies of the pallet identifier and a copy of the pallet contents listing after creating the pallet in GATES.
- 8.12.15.2.** Two couriers will inventory material using the pallet contents listing, sign, and verify as matching the pallet identifier.
- 8.12.15.3.** Place the contents listing with one pallet identifier in a waterproof protector. Place the second pallet identifier in a separate waterproof protector.
- 8.12.15.3.1.** Attach waterproof protectors to the long and short sides of the pallet nets.
- 8.12.15.4.** If courier material must share a pallet, use plastic to separate the material from general cargo. If it becomes necessary for courier material to share a pallet with explosives or corrosives, the articles must be positioned to preclude damage by the hazardous items.
- 8.12.15.5.** At station chief discretion, material may be consolidated onto pallets for inventory purpose, however, the pallet must be physically constructed in such a way as to prevent the addition or deletion of articles from the pallet.
- 8.12.16.** Consolidating small shipments for ease of transport to customer locations and between stations.
- 8.12.16.1.** Stations are authorized to use locally procured, reusable boxes, bins, totes, bags etc to organize multiple small items for ease of handling and to prevent items from getting mixed up or lost.

**8.12.16.2.** These types of consolidations are not processed in GATES as a container or pallet. They are used only as organizational tools to ease handling and protect small articles.

**8.12.16.3.** Bins, totes, boxes or bags used for this purpose must be clearly identified as separate and distinct from GATES consolidated containers. Stations will not present these consolidations to a customer or to another courier station as a single shipment unit.

### **8.13. Courier Selection for Delivery/Transfer of Material.**

**8.13.1.** Two dedicated couriers will be used for all movements unless specifically authorized by TCJ3-C.

**8.13.2.** TCJ3-C will consider and approve use of one courier only between two locations where courier station support can be arranged on each end. One courier operations are not authorized in the following situations:

**8.13.2.1.** When the lone courier will have direct access to handle individual pieces of material. Cargo on a netted 463L pallet, in a secured igloo, or in a belly compartment of an aircraft, is not considered directly accessible.

**8.13.2.3.** When en route stops of more than three hours are anticipated, unless a Defense Courier person available to provide relief at the en route location.

**8.13.2.4.** The mission is likely to encounter adverse weather and be diverted.

**8.13.2.5.** Any unusual circumstances are likely.

**8.13.2.6.** Surface missions. Two couriers will always be used for surface missions.

**8.13.3.** Dedicated couriers may be teamed with designated couriers when TCJ3-C approves their use.

**8.13.4. Designated couriers.** TCJ3-C is the approval authority for use of designated couriers. Station Chiefs or superintendents will submit a justified request to TCJ3-C for approval to use designated couriers.

**8.13.4.1.** Stations will not use designated couriers without prior authorization from TCJ3-C. The following discussion is for use only when TCJ3-C has approved use of designated couriers.

**8.13.4.1.1.** Two designated couriers will be required unless teamed with a dedicated courier.

**8.13.4.1.2.** Designated couriers who will not have direct access to material will have at least a SECRET clearance.

**8.13.4.1.3.** Designated couriers with direct access to material will have a verifiable TOP SECRET clearance with SCI access. Direct access is defined as that which would enable couriers to directly handle individual pieces.

**8.13.4.1.4.** Material secured on a 463L pallet, in a sealed or locked igloo, in the belly compartment of an aircraft, or in a canvas courier bag secured by a seal or S&G lock, is not considered directly accessible.

**8.13.4.2.** Designated couriers will not be used during air movement if the aircraft is scheduled to make an intermediate stop in excess of five hours unless dedicated or provisional couriers can provide ground support.

**8.13.4.3.** Designated couriers may be used to escort material between stations (point-to-point)

**8.13.4.4.** Designated couriers will not be used for surface missions.

**8.13.4.5.** Designated couriers will not perform duties within a station SCIF.

**8.13.4.6. Selection Criteria.**

**8.13.4.6.1.** Once approved by TCJ3-C, only fully qualified, properly trained and certified couriers, with a valid USTRANSCOM Form 9, may be designated courier(s).

**8.13.4.6.2.** Properly cleared military aircrew members may be designated as couriers on military aircraft, if necessary. Flight duties, not courier duties, are an aircrew member's first responsibility. Therefore aircrew members are not ideal for selection as a designated courier and will be chosen only when no alternative exists. Designation of crew members requires aircraft commander consent.

**8.13.4.6.3.** When designating passengers, select two qualified personnel. Both individuals must be E-5 or above. The senior person will serve as the primary courier. Consider passengers in a duty status, within grade requirements. (NOTE: Grade requirements unique to TPC shipments are listed in Chapter 7.) Record designation actions in the station duty log.

**8.13.4.6.4.** When authorized by TCJ3-C, US Government civilians may be designated as couriers. Civilians must be in grade GS-5 or higher, be US citizens, and meet the above listed security clearance requirements. For TPC missions, designated civilians must be in grade GS-7 or above.

**8.13.4.6.5.** The following individuals will NOT be designated as couriers under any circumstances:

**8.13.4.6.5.1.** Medical, dental, nurse corps, and medical service corps personnel.

**8.13.4.6.5.2.** Chaplains.

**8.13.4.6.5.3.** Credentialed Special Agents of the US Army Criminal Investigation Command, Air Force Office of Special Investigations, Naval Criminal Investigative Service, and the Defense Investigative Service.

**8.13.4.6.5.4.** Military retirees.

**8.13.4.6.5.5.** Reserve personnel not currently on active duty. (NOTE: Inactive-duty reservist/Air Reserve Technicians (ART) on military flight orders may be designated).

**8.13.4.6.5.6.** Personnel departing for or returning from emergency leave.

**8.13.4.6.5.7.** Passengers accompanied by family members.

**8.13.4.6.6.** Select individuals from space required passengers first. Space available passengers may be used if no space required passengers meet selection criteria.

**8.13.4.6.7.** Couriers will request AMC passenger service representative assistance to select qualified passengers from the manifest. Couriers will identify themselves to selected personnel by showing their Courier Credentials, advise them of consideration for designation as couriers, and ask for appropriate identification.

**8.13.4.6.8.** Couriers will have a copy of DODI 5200.33, *Defense Courier Operations (DCO)*, available during the selection process.

**8.13.4.6.9.** Determine if selected individuals have consumed alcohol within the past eight hours or taken any medication that could affect their ability to perform courier duties. If so, they will not be designated. Couriers may neither consume alcohol nor take medication that could affect their ability to perform courier duties until mission completion.

**8.13.4.6.10.** Verify security clearances by contacting the Division Special Security Representative (TCJ3-C-SSR). If necessary, contact the member's organization to verify clearance.

**8.13.4.7.** Provide designated couriers with a thorough briefing to include duties and responsibilities, procedures, and mission details. Each station should customize the designation memo for their station.

**8.13.4.8.** Conduct the briefing in an informal, yet serious manner. Personnel designated as couriers may experience a high level of apprehension or anxiety and should be reassured of the support to be provided by the Courier Division from point of origin to their destination.

**8.13.4.8.1.** The briefing should also provide comprehensive instructions on contingency actions to be taken if they are not met promptly upon arrival at their destination or if they encounter an emergency (i.e., hijacking, diversion, etc.) Emphasize that the designated courier must never allow material to be left unattended. They must retain positive control of the material until properly relieved by defense courier division personnel authorized to accept the material.

**8.13.4.9.** Assist the designated couriers with inventory/receipt of material and loading material onto aircraft. Remain with them until the aircraft is prepared to depart.

**8.13.4.10.** Have the designated couriers sign the designation memo and manifest, then provide them with copies. Attach a copy of their official orders to the manifest or, if no order exists, annotate each courier's name and rank in the station duty log.

**8.13.4.11.** If a qualified military member refuses to act as a designated courier the station chief will report the incident and circumstances to TCJ3-C. Under no circumstances will couriers impede or otherwise interfere with the individual's travel.

**8.13.4.12.** Personnel in a leave status may be designated couriers, but must voluntarily accept designation. If they elect not to be designated, no further action will be taken.

#### **8.14. Pre-Mission Preparation Requirements:**

**8.14.1.** Stations will coordinate with all customers on a mission route either by phone, email, or both prior to operating each mission.

**8.14.1.1.** Coordination will include number of articles for delivery, articles being entered by the customer, date, time, and place of meeting point, and any special handling instructions. Customers not receiving material may have material to enter into the system.

**8.14.1.2.** Do not plan material for a mission unless positive contact and coordination for delivery has taken place.

**8.14.2.** A separate load pull sheet, manifest, bay location inventory report, or other locally developed worksheet will be used to record the dates, times, and names of persons contacted while coordinating material delivery/pick up.

**8.14.2.1.** File completed worksheets with station duty logs or mission checklists.

**8.14.3.** GATES Enterprise Management System (GEMS) may be used as a tool to automatically e-mail customers information about material on hand for delivery, but GEMS e-mails will never replace positive courier to customer contact to confirm delivery/pickup arrangements.

**8.14.4.** Stations will prepare a separate manifest for each customer or destination station and a separate manifest for TPC, NC2-ESI, TSR, and all other material. For example: if a station has TPC, NC2-ESI, TSR, and regular shipments for a single customer, four manifests are required, one for TPC, one for NC2-ESI, one for TSR, and one for all other shipments.

**8.14.5.** A minimum of three copies of each manifest are required (four copies for delivery to a CCA):

**8.14.5.1.** Couriers will sign one copy before departing the station to document receipt of all mission material. This is the station suspense copy.

**8.14.5.2.** At the time of delivery or transfer the couriers and customer will sign the remaining copies.

**8.14.5.3.** The delivery manifest with original signatures will be returned to the station to replace the suspense copy for filing

**8.14.5.3.** The remaining copies will be provided to the customer or transfer couriers receiving the material.

**8.14.5.3.1.** When the original, signed copy of the manifest is returned to the station, the suspense copy will be destroyed.

**8.14.5.4.** A suspense copy is not required for over-the-counter deliveries. For over-the-counter deliveries, the courier will retain the original copy following signature by the receiving customer and give the customer at least one copy.

**8.14.6.** For delivery to a CCA (including Forces Afloat), notify all addressees by phone, e-mail, or message. Include number of articles for delivery, date of delivery, and any special handling instructions.

**8.14.6.1.** A CCA is not authorized to receipt for TPC material. Only Forces Afloat CCAs are authorized to receipt for NC2-ESI material.

**8.14.6.2.** One extra copy of the manifest is required for the CCA's use in transferring the material to the final consignee.

**8.14.6.3.** All other procedures specified above apply.

**8.14.7.** Use the delivery manifest(s) to assemble and inventory material for delivery.

**8.14.7.1.** Two couriers will carefully inventory each piece of material against the delivery manifest(s) prior to removing the material from the SCIF.

**8.14.7.2.** At a minimum, couriers will verify the TCN, POD, consignee DODAAC, account information, and weight for each piece against the delivery manifest entries.

**8.14.7.3.** Following inventory of all mission material, couriers will conduct a physical piece count of the mission material and ensure it matches the manifest totals. The piece count is an additional measure to ensure only material identified on the manifest is physically assembled for delivery. Do not proceed until both couriers are satisfied the inventory, piece count, and manifest are in agreement.

**8.14.7.4.** Couriers will sign and date the manifest(s) to acknowledge all material is manifested, verified, accounted for, and accurate.

**8.14.7.5.** Whenever possible, the preparation inventory will be performed by the mission couriers who will actually transport the material.

**8.14.7.5.1.** When unique circumstances dictate that other than mission couriers will prepare and inventory mission material, the mission couriers will sign the manifest(s) below the signatures of couriers performing inventory.

**8.14.7.5.2.** By signing the manifest, mission couriers assume responsibility for all material listed on the manifest.

**8.15. Transferring Material between Stations.** There are two manifest types used for transferring material from one GATES location to another GATES location. They are air manifest or a land bridge manifests.

**8.15.1.** Land bridge manifests are used for surface missions and for those air missions that are not loaded in GATES.

**8.15.2.** Air manifests are used to move material over air missions loaded in GATES which includes all AMC channel missions.

**8.15.3.** Manifesting stations will complete three copies of manifests.

**8.15.3.1.** Receiving mission couriers will account for all material on the manifest.

**8.15.3.2.** Couriers receiving GATES consolidations will account for the 463L pallet, box, or pouch and not individual contents.

**8.15.3.3.** After accounting for material on the manifest, the receiving couriers will sign two copies of the manifest(s).

**8.15.3.4.** The delivering station will maintain the original signed manifest.

**8.15.4.** Air manifest procedures will be coordinated locally between each courier station and the servicing aerial port. Procedures may vary and if the procedures are outside those documented in AMCI 24-101 then local procedures will be documented in a MOA.

**8.15.4.1.** Air manifests may be used for delivery to the consignee when aerial port personnel are unable to provide timely surface manifesting support. In these cases, create a separate air manifest for each consignee. Couriers must follow up with the aerial port after the fact to ensure proper processing in GATES is accomplished.

**8.15.4.2.** Station leadership will coordinate with Aerial Port personnel for operations at GATES locations without a collocated courier station. Develop a MOA to document unique local

procedures, ramp/airfield access, and support requirements not sufficiently covered by existing instructions (i.e., AMCI 24-101).

## **8.16. En route Support Requirements for Air Missions.**

**8.16.1.** Whenever possible, direct flights between two stations will be used. When direct missions are not available, to the maximum extent possible, routes will be planned so the in-transit stop is located near a courier station. Mission/courier support requirements must be coordinated by the originating station for each in-transit stop.

### **8.16.2. General Requirements.**

**8.16.2.1.** Notify intermediate and destination stations of the following:

**8.16.2.2.** Flight/mission number, aircraft tail number, or similar identification.

**8.16.2.3.** Estimated time of departure (ETD) and estimated time of arrival (ETA) (if available), to include times for any intermediate operations.

**8.16.2.4.** Identification of dedicated/designated couriers.

**8.16.2.5.** Weight and number of pieces shipped, to include amounts of material offloaded at intermediate stations.

**8.16.2.6.** Location of material on aircraft.

**8.16.2.7.** Special handling instructions and other information to assist down-line stations.

**8.16.3.** The dispatching station will arrange transportation for the courier and material and will load or coordinate loading of material. Mission couriers will provide surveillance of material to prevent access until the aircraft is secured.

**8.16.4.** Stations will monitor aircraft status of missions transporting couriers/material and will provide assistance should a mission be aborted, delayed, or cancelled.

**8.16.4.1.** If a mission is interrupted by unforeseen events, mission couriers will maintain control of material and contact the nearest safe haven, US military/civil authorities, or other similar source of assistance.

**8.16.4.2.** Notify home station and TCJ3-C-OPS as soon as possible.

## **8.17. Delivery to Customer.**

**8.17.1.** The delivery checklist provided by TCJ3-C is mandatory for use by all couriers at all locations for all deliveries to customers. The checklist is purposely designed to be a slow,

methodical process with redundant steps. When used correctly the checklist will prevent mis-deliveries caused by courier error.

**8.17.2.** The checklist process shall be performed by two couriers working together on each task. Customer transactions will never be performed by a single courier.

**8.17.3.** Execute a new checklist for each delivery consignee.

**8.17.4.** Couriers shall execute the tasks in order as they appear on the checklist. Couriers sign the checklist to certify all tasks were completed in order.

**8.17.5.** If at any point in the delivery process a courier is unsure or uncomfortable that the correct article is being delivered to the correct customer or that the customer present is authorized to receive the item, stop the delivery until the question is satisfactorily resolved.

## **8.18. Consolidated Delivery.**

**8.18.1.** Delivery of material can often be facilitated by using central servicing points (CSP) and Consolidated Control Accounts (CCA). Whenever possible, establish the CSP/CCA on a military installation.

**8.18.2.** A CSP is a designated location for couriers to meet customers for receipt and/or delivery of material. Use of a CSP reduces the number of delivery sites to which the station must travel.

**8.18.2.1.** Customer requirements will be considered when establishing a CSP, but the ultimate decision will be made based on serviceability to the greatest number of customers in a geographic region. Evaluate all CSPs for security and accessibility.

**8.18.2.2.** CSPs are authorized at the following locations, in priority order:

**8.18.2.2.1.** US military installations/sites.

**8.18.2.2.2.** US DOD, federal agency, and Government contractor locations with physical security measures or security forces.

**8.18.2.2.3.** Law enforcement agencies within the US

**8.18.2.2.4.** Military installations of allied nations.

**8.18.2.2.5.** Inside the secure areas of airports.

**8.18.2.2.6.** Commercial ports.

**8.18.2.3.** If none of the above locations are reasonably available, station chiefs will evaluate the site and approve/disapprove the site prior to use as a CSP.

**8.18.3.** A CCA is an account that other accounts in a geographic area authorize to enter/receive material on their behalf. Customers may designate a CCA using part III of the Form 10. When authorized, servicing stations deliver material to the CCA for ultimate delivery to the consignee account.

**8.18.3.1.** NC2-ESI material will not be delivered to a CCA except for Forces Afloat accounts.

**8.18.3.2.** TPC will never be delivered to a CCA.

**8.18.3.3.** At the time of delivery couriers must use the Form 10 to verify the delivery manifested DODAAC account has authorized the CCA to receive, enter material on its behalf.

**8.19. Delivery by Department of State (DOS) Diplomatic Courier Service.**

**8.19.1.** Material destined to customers located in, temporarily assigned to, or transiting nations with which the US does not have a SOFA or similar agreement that protects material from search and seizure, will be transferred to DOS for ultimate delivery to the addressee.

**8.19.2.** 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 (fig. 8.9) to the DOS points of contact.

**8.19.2.1.** 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.

**8.19.2.2.** When coordinating pick up of material, 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.

**8.19.2.3.** Courier stations must work with customers in advance to ensure the requirements for DOS delivery are clearly understood.

**8.19.3.** DOS reserves the right to refuse courier material for movement and delivery. Material refused by DOS will be RTS at consignor expense. Contact TCJ3-C for assistance with any issues that cannot be resolved locally.

**8.19.4.** TPC and NC2-ESI material will NOT be given to DOS for delivery to customers.

**8.19.5.** In lieu of the recipient's normal delivery run code, use run code "88" in the customer's account address and have the consignor include the geographical location as a third line in the address.

**8.19.6.** Use project code "SSS" in GATES to identify material transferred to DOS.

**8.19.7.** DOS will receipt for material as a CCA.

**8.19.8. DOS Packing Requirements.** Verify articles are packed according to DOS requirements prior to entering material into the DOS system.

**8.19.8.1.** Larger articles which exceed the dimensions 29”x29”x30” must be wrapped in burlap and banded before transfer to DOS. At least two sides of the burlap article must be stenciled “Dept. of State, Diplomatic Pouch.”

**8.19.8.2.** Stations must ensure these larger articles are properly burlap/banded by the customer before they are accepted. Items already entered or not properly wrapped at the time of transfer to DOS, must be burlap/banded by the station or customer before DOS will accept them.

**8.20. Delivery of Material to US Elements of Joint Agencies.** Courier material addressed to US elements of combined or non-US agencies such as the US Documents Officer, SHAPE, US Army Europe (USAREUR) Liaison Officer, or NATO, must be delivered only to US personnel listed on the customer’s account form and must be transported via US channels.

**8.20.1.** If there is any possibility of loss of control from US channels or question of an individual’s authorization to receive such material, the station/courier will retain custody and request guidance from the station chief, consignor, or TCJ3-C-OPS.

**8.21. Allied/NATO Accounts.** Unless specifically authorized by TCJ3-C or separate MOA/MOU, allied accounts may not use DOD couriers for national purposes, e.g., movement of material within their own country. DOD couriers will move material between allied and US or NATO accounts and between allied accounts in different countries. Stations will refuse material if it does not comply with TCJ3-C standards concerning qualification, packaging, marking, addressing, etc.

**8.22. Mis-handled Material.** Stations must promptly file a SITREP on any incident that results in actual or potential disclosure of material contents to unauthorized persons in accordance with procedures outlined in Chapter 2 of this Instruction. Prompt, accurate, and comprehensive reporting of incidents allow consignors to assess possible impact, take action to prevent recurrence especially in instances of damage resulting from improper packaging.

**8.22.2.** All communications about the movement of TPC material are classified SECRET and communications about the movement of NC2-ESI is sensitive and will be sent by secure means.

**8.22.3. Short-Shipment** are a serious situation that occurs when material is manifested to the appropriate station but the material is not physically present. The situation that must be resolved immediately as an article may be out of control or even lost.

**8.22.3.1.** Conduct an immediate, thorough search the area, transport vehicles, airline containers, etc., in an attempt to locate the article.

**8.22.3.2.** If an immediate search does not locate the article, contact TCJ3-C-OPS then contact the station the shipment was received from. The sending station must conduct a thorough search for the article.

**8.22.3.3.** Line through the short shipment (S/S) TCN and annotate “S/S” to the right of the line item.

**8.22.3.4.** If the article is located at the sending station, complete S/S actions in GATES. Print a new copy of the manifest, attach to the original manifest, and file together in station files.

**8.22.3.5.** Complete and forward a detailed SITREP to TCJ3-C-OPS as soon as possible.

**8.22.4. Over-Shipments** occur when material arrives at a station from another courier station but is not manifested.

**8.22.4.1.** Annotate the shipment information manually on the manifest in the same format as the other shipments on the manifest. Annotate “O/S” to the right of the line item.

**8.22.4.2.** Contact TCJ3-C-OPS for a SITREP number then contact the originating station. The originating station will create and depart a landbridge manifest to transfer GATES accountability to the receiving station.

**8.22.4.3.** Once the O/S landbridge manifest is received, the receiving station will in-check the manifest as normal. It may take some time for electronic information to flow.

**8.22.4.4.** Print a new copy of the manifest, attach to the original manifest, and file together according to the station file plan.

**8.22.5. Mis-Routed-Shipment** occurs when material is addressed and marked correctly but is sent to the wrong station. The material has remained in courier custody and no material compromise has occurred. Misroutes by this definition are a result of courier error.

**8.22.5.1.** Annotate the manifest with the statement, “MISROUTED TO \_\_\_\_; RECEIVED ON \_\_\_\_ (indicate date); FORWARD TO \_\_\_\_.”

**8.22.5.2.** Material will be receipted in GATES and manifested to the appropriate station.

**8.22.5.3.** If the material is not manifested, refer to over-shipment procedures above.

**8.22.6. Mis-Addressed Shipment** occurs when couriers deliver material to the station and consignee indicated on the original shipping documentation but the consignee listed it is not intended recipient. Mis-addressed shipments will usually be a result of customer error, but couriers must be diligent when receiving material for movement.

**8.22.6.1.** The station with possession of material will frustrate the material and contact the originating station who will, in turn, notify the consignor that we will RTS to them so the originator may redirect the shipment as appropriate.

**8.22.6.2.** The station with possession of the material will prepare the shipment for RTS by following the RTS procedures described below.

**8.22.7. Mis-Delivered Shipment** occurs when a shipment is correctly labeled and addressed yet the servicing couriers deliver the material to the wrong address.

**8.22.7.1.** As soon as possible, regain possession of the material. If the material was opened, ask the customer with possession for assistance in repackaging the material if necessary.

**8.22.7.2.** Report the incident to TCJ3-C. TCJ3-C will determine the scope of the investigation required and appoint an initial investigating official.

**8.22.7.3.** Frustrate the material in GATES until disposition instructions are received.

**8.22.7.4.** Stations receiving mishandled material will notify TCJ3-C-OPS via SITREP within 24 hours.

### **8.23. Damaged Material.**

**8.23.1. Major Damage.** If the inner contents, special handling instructions, or special caveat markings are visible, or if the contents appear to be damaged, personnel will:

**8.23.1.1.** Size permitting, place material in a pouch or white canvas bag and secure with a numbered seal. Frustrate the material in GATES using "**FR2**" as the frustration reason code.

**8.23.1.2.** Attach an AMC Form 33, *Report of Frustrated Cargo*, (see fig 6.8.) to the piece annotating the TCN(s) and reason for frustration.

**8.23.1.3.** Segregate the material until disposition instructions are received from TCJ3-C.

**8.23.1.4.** Notify TCJ3-C, the consignee, and the originating station who will, in turn, notify the consignor, by the most expeditious means. Provide TCN(s), weight, consignor, and consignee and describe the extent of the damage and the circumstances that led to the damage or its discovery.

**8.23.1.5.** Request disposition instructions from the consignor.

**8.23.1.6.** Do not divulge the inner contents of a damaged package unless authorized to do so and only over secure communication channels.

**8.23.1.7.** The reporting station will hold all material until disposition instructions are received from the consignor and/or TCJ3-C.

**8.23.1.8.** Do not take or submit pictures of damaged material unless instructed to do so by TCJ3-C.

**8.23.2. Minor Damage.** If the piece's inner contents, special handling instructions, or special caveat markings are not visible and there is no apparent damage to the piece's contents.

**8.23.1.** Repair the material using nylon reinforced packaging tape or duct tape.

**8.23.2.** Annotate the name, grade, station, and signature of the individual making the repair along with the date and time of repair on the material and movement documents.

**8.24. Return to Sender (RTS).**

**8.24.1.** Generally, stations will not store material in excess of 30 days. Exceptions apply when customer coordinated service frequency is greater than 30 days or when customers have coordinated storage pending return from deployment, etc. Stations will initiate RTS actions when delivery or diversion attempts have been unsuccessful or when directed by the consignor, consignee, station chief, or TCJ3-C.

**8.24.2.** Exceptions will be handled on a case-by-case basis between the station chief and TCJ3-C. The intent is not to hold material at stations longer than necessary to affect regularly scheduled delivery schedules.

**8.24.3.** Contact the originating station to notify the consignor when material cannot be delivered within 30 days of receipt (or normal delivery frequency). Provide a detailed account of delivery attempts and reasons for inability to deliver. Request RTS or diversion instructions. If the consignor does not provide RTS or diversion instructions, the station chief with possession of material may authorize the RTS.

**8.24.4.** Stations are authorized to RTS material at the request of the consignor or consignee regardless of possession time.

**8.24.5.** Material refused by DOS will be RTS at consignor expense.

**8.24.6.** A notification message will be sent to Forces Afloat customers with a copy to the consignor. The message will advise customers that material will RTS if it has not been delivered within 30 days of the date of the message or disposition instructions have not been received by that time.

**8.24.7.** Document all customer notification and RTS actions in the station duty log and accomplish the following actions:

**8.24.7.1.** Create a new TCN for the material using the station DODAAC as the first six digits of the TCN. The consignor will remain the same unless the RTS is the result of a delivery customer no show or when the consignee directs RTS. Exception: When a shipment is to be returned to sender while still at the originating courier station, a new TCN is not required.

**8.24.7.2.** When RTS is the result of a delivery customer no show or consignee direction, use the consignee DODAAC as the consignor so that the Consignee account is billed for the RTS movement.

**8.24.7.3.** Enter RTS in the project code field.

**8.24.7.4.** Double click the TCN field to enter the trailer information window. Enter RTS, the previous (original) TCN, and any other pertinent RTS information in the trailer information field to help couriers understand what exactly is supposed to happen with the shipment, e.g., RTS to original consignor at consignee request or RTS D2 consignee no show.

**8.24.8.** When replacing an MSL, completely cover or otherwise obliterate the previous MSL. Both couriers working together will verify the new label is correct and is applied to the correct shipment.

**8.24.9.** Close and print the In-bound New Surface Conveyance Manifest and file according to the station file plan.

**8.24.10.** Create a new Surface Conveyance manifest to depart the original TCN from GATES. Annotate "RTS" on surface conveyance manifest and file according to the station file plan.

## **8.25. SCIF Operations Following a Mission.**

**8.25.1.** When material is loose loaded or must be removed from a container for transit to the station, a piece count will be conducted prior to departing the immediate vicinity of the aircraft. Upon return to station, conduct a final piece count of material to ensure that it matches the mission documentation.

**8.25.2.** During duty hours, if station manning permits, station chiefs will establish a process where returning mission couriers transfer custody to two different couriers after a complete inventory of mission material has been accomplished. The intent of using a new set of couriers is to provide an additional quality control measure and to relieve mission couriers.

**8.25.3.** Outside normal duty hours, mission couriers will process material in one of two ways:

**8.25.3.1.** Segregate material and its documentation and process it during the next regularly scheduled duty hours. Couriers will conduct a piece count of material being deposited in the SCIF and annotate information in the station duty log. A complete inventory of the SCIF is then optional.

**8.25.3.2.** Alternatively, couriers may conduct a complete SCIF inventory then process material from the mission into GATES. If conducting an inventory, couriers must resolve any discrepancies between the new inventory and the previous SCIF closing inventory before processing the mission material.

**8.25.4.** The intent is to avoid any activities which will affect the balance between the closing inventory and an opening inventory, any issues are resolved before the new inventory is complete.

**8.25.4.1.** After processing the mission material, run new inventory reports and verify the piece count equals previous inventory plus mission material.

**8.25.4.2.** Secure SCIF and annotate the mission couriers names, activities performed, old inventory totals, piece count of mission material processed, date mission material was received on, and new SCIF piece count in the station duty log.

**8.25.5.** Material will be checked against the manifest upon entry into the SCIF and prior to processing in GATES. Once all material is accounted for, receiving couriers will sign the manifest(s).

**8.25.5.1.** Process material into the appropriate bay(s)/grid locations in GATES.

**8.25.5.2.** If discrepancies exist, frustrate the material, immediately notify station leadership and begin investigation to determine the source of the discrepancy.

**8.26. Frustrated Shipments.** Frustrated shipments are defined as any shipment that contains an irregularity that must be resolved prior to continuing movement.

**8.26.1.** A frustrated status exists in GATES to readily identify such shipments and preclude accidental movement until resolution of discrepancies. When a discrepancy in a shipment occurs, frustrate the material until the discrepancy is resolved.

**8.26.2.** Never attempt delivery when the ultimate consignee is in question. If a station cannot deliver material because the address is in question and is unable to reconcile the matter locally, frustrate material in GATES, segregate material in the SCIF, and request address clarification from the originating station .

**8.26.3.** Provide the originating station and consignor with TCN, special handling instructions, and reason material cannot be delivered. Document date and time requests are made in the station duty log. The originating station will obtain disposition instructions and relay them to all who are involved in the matter.

**8.26.4.** The delivering station will hold the material until disposition instructions are received from the consignor, originating station, or TCJ3-C.

**8.26.4.1.** Remove shipments from frustration in GATES upon receipt of disposition instructions.

**8.26.4.2.** Make the appropriate changes in GATES and print an updated MSL.

**8.26.4.3.** When replacing the MSL, two couriers working together will make absolutely certain the MSL is placed on the correct package and that the new MSL is error free.

**8.27. Customs.** Refer to DTR 4500.9-R Part V, Chapter 504 for responsibilities and procedures for courier material entering or departing the US in the control of DOD couriers.

**8.27.1.** Couriers will never knowingly violate host nation customs or immigration policies. Couriers will not relinquish control of courier material to any uncleared individual including foreign customs inspectors.

**8.27.2.** Couriers will provide any pre-arranged customs screening agreements or exemption letters to the inspectors. If pressed, couriers may allow x-ray screening of courier material; however, couriers will maintain positive control over all material in their charge.

**8.27.3.** Contact TCJ3-C-OPS using the most expeditious means when difficulties arise in dealing with host nation customs officials. Couriers will remain polite and professional at all times.

**8.27.4.** Couriers will verify and comply with host nation customs and immigration restrictions for foreign countries as specified in the Foreign Clearance Guide at <https://www.fcg.pentagon.mil/>

**8.27.5.** Courier material being imported into the US is subject to US Customs scrutiny. Outbound material may be subject to the destination nation's customs. The contents of courier shipments however, are exempt from examination and duty upon presentation of courier manifest and credentials.

**8.27.6.** Customs exemptions do NOT extend to personal baggage, belongings of mission couriers, or courier supplies.

**8.27.7.** Upon arrival in the US, mission couriers will present their credentials and shipment documentation to the Customs Officer. Couriers will provide their personal Customs Declaration Forms in accordance with established procedures.

**8.27.8.** When a Customs inspector has reason to believe a courier shipment contains articles other than qualified courier material, it may be detained by Customs. The suspect item will remain in the control of the mission couriers at all times.

**8.27.8.1.** If the shipment documentation does not satisfy the inspector's challenge, couriers will contact TCJ3-C-OPS for assistance.

**8.27.8.2.** Customs officers will not examine courier material contents or separate couriers from the material in their control. Arrangements for handling and examining courier material will be coordinated with TCJ3-C-OPS, the consignor (or consignee) agency, and an appropriately cleared Customs official.

**8.27.9.** Diplomatic Courier Service material clears US Customs under diplomatic immunity. Under no circumstances will stations affix the Customs seal to courier material received from or entered into the Diplomatic Courier Service.

**8.28. Power or GATES network Outages and Manual Operations.** Current operating environments (back-up power, portable computer systems, and local storage of data) have advanced to the point that manual procedures are generally considered for the short-term.

**8.28.1.** The keys to successful implementation of manual procedures are training and communication. Inform TCJ3-C as soon as possible for assistance in resolving GATES outage problems or developing mitigation strategies.

**8.28.2.** Uninterrupted power supplies are mandatory requirements for GATES servers. The GATES server should also be connected to a printer with back-up power capability. Station leaders will coordinate with the host installation to ensure that back-up power is available for their station.

**8.28.3.** Power outage/manual procedures are as follows:

**8.28.3.1.** Login to GATES using the server or other computer that has back-up power.

**8.28.3.2.** Run inventory reports for loose and palletized cargo.

**8.28.3.3.** Print station duty log or begin a manual station duty log.

**8.28.3.4.** Obtain DD Forms 1384 for additional material receipted that has yet to be entered into GATES.

**8.28.3.5.** Utilize the combination of documents to complete a SCIF inventory and ensure 100% accountability of material.

**8.28.3.6.** Report manual operations to TCJ3-C-OPS and effected down-line stations via SITREP.

**8.28.3.7.** Attach DD Forms 1384 to the completed inventory as additional material is received and until material can be entered into GATES.

**8.28.3.8.** Utilize a DD Form 1384 to transfer material between stations or deliver to customers until GATES is available. Attach DD Forms 1384 to the completed inventory.

**8.28.3.9.** As soon as GATES is available, enter pieces not previously entered into GATES and complete manifest actions for any material transferred to other stations or delivered to customers.

**8.28.3.10.** Run new inventory reports and conduct a complete physical inventory or conduct piece count using previous inventory and attached documentation. Ensure 100% accountability of material.

**8.28.3.11.** Return to automated station duty log when possible and ensure all manually captured entries are transcribed.

**8.28.3.12.** Report end of manual operations to TCJ3-C-OPS and affected down-line stations via SITREP.

**8.28.4.** The functionality of GATES requires special procedures during network outages. Data will not be able to move between GATES servers during a network outage. Procedures are as follows:

**8.28.4.1.** Report network outage to TCJ3-C-OPS and effected down-line stations via SITREP.

**8.28.4.2.** Material will be receipted from and delivered to customers as normal.

**8.28.4.3.** For short-term network outages, material will be transferred between stations as normal.

**8.28.4.3.1.** Short-term outages are defined as any outage that will be resolved prior to material reaching the receiving station.

**8.28.4.4.** For extended network outages, material will not be transferred between stations except for priority movements.

**8.28.5.** For priority movements during extended network outages, manifest material manually using a DD Form 1384. Receiving stations will further utilize manual DD Forms 1384 to move material until the network outage is resolved.

**8.28.5.1.** Attempts to enter material into GATES at stations receiving manual documentation will create severe system conflicts. Once the initial network outage is resolved, the station initiating the manual manifest will manifest material in GATES.

**8.28.5.2.** Subsequent stations will receipt for any manual manifests received when they appear in GATES and then accomplish GATES manifests for any material they may have forwarded on manual manifests.

## **8.29. Temporary Storage of Material.**

**8.29.1.** For regularly scheduled missions where storage requirements are known, an MOA/MOU with the storage facility will be coordinated between the station chief and supporting organizations leadership of the providing facility. The agreement will include procedures to drop off/pick up courier material, emergency notification of mission couriers, and related security requirements.

**8.29.2.** Station chiefs should also identify potential storage areas for emergency stops and coordinate MOAs/MOUs in advance.

**8.29.3.** Locations used for temporary storage must be DIA certified SCIFs and stations should have MOAs/MOUs on file with all locations willing to provide regular temp storage. Copies of all agreements should also be available in mission books/laptop computers.

**8.29.4.** Authorized options for documenting temporary storage transfer of material are provided at figures 8.13., 8.14., and 8.15.).

**8.29.5. Emergency/Contingency Stopovers.** If a mechanical breakdown or an emergency/contingency situation results in an overnight stay, the mission couriers will request security and overnight storage assistance from the installation using DODI 5200.33.

**8.29.5.1.** The mission couriers will attempt to arrange overnight storage of the shipment in a SCIF or a 24-hour command post. The size of the shipment, lack of suitable storage facilities, or other circumstances may require the use of appropriately-cleared guards.

**8.29.6.** When storing material at another courier station, the host station couriers will sign for material on the manifest or DD Form 1384 and attach copies of the form(s) to the inventory for accountability. Mission couriers will sign the manifest or DD Form 1384 when receipting for material from the storing station.

**8.29.7.** When another courier station or other pre-coordinated/approved site is not available, a metal cage or storage room that the couriers can lock and that precludes unauthorized access is preferred. A storage container that can be fastened with chains to a fixture in the storage site and secured with at least two Sergeant-Greenleaf locks will suffice in the absence of a permanent container. Guards may be required to ensure security.

**8.29.8. Courtesy Storage of Other Agency Material.** Other agencies may request temporary storage of material at a Defense Courier Station. Station chiefs will determine their capacity to provide courtesy storage.

**8.29.8.1.** Just as couriers need courtesy storage of material at other locations at times, station chiefs should be sensitive to these requests and accommodate when possible. Hazardous or unauthorized material will not be placed in the SCIF.

**8.29.8.2.** Use a DD Form 1384, or document provided by the requesting agency, to record the material description, number of pieces, and weight. Ensure contact information for the requesting individuals is also provided. If other than the original requesting personnel will retrieve the items, ensure a list of individuals authorized to pick up stored items is provided. The list must contain name and rank/grade. Duty couriers will receipt for material by signing document and annotating date and time.

**8.29.9.** Courtesy storage material will not be entered into GATES. Record the number of pieces and weight of courtesy storage material in the station duty log separately from other defense courier material.

**8.29.10.** Duty couriers will positively identify the person(s) picking up stored material and will ensure the recipient signs the storage document and indicates date and time of receipt. File documents in the station file.

**8.29.11. Designated Guards.** When it becomes necessary to place courier material in the temporary custody of guards, the courier will brief the guards and provide them with a letter of instruction (see fig 8.11.). These instructions will be reproduced locally, as required.

**8.29.11.1.** Use of guards is a last resort and, should it become necessary, station chiefs will contact TCJ3-C-OPS by the most expeditious means possible.

**8.29.11.2.** Minimum standards for guards are as follows:

**8.29.11.2.1.** Military or civilian personnel may be used. They will be US citizens and have a security clearance commensurate with the level of access to the material being guarded, e.g., if guards have direct access, as with hand-carried items, they must have a TOP SECRET clearance and be read-in for access to SCI.

**8.29.11.3.** When using guards, locate the material in a secure environment, place it in a locked, restricted access area, and otherwise attempt to prevent physical access by guards and unauthorized individuals.

**Figure 8.1 Transportation Control Number (TCN) Construction**

The TCN is a 17 digit alpha numeric code that identifies each individual piece of courier material.

Example: **HKR0627116X001XXX**

TCNs can be broken down into 6 sections.

DODAAC	Last digit of the Year	Julian Date	Serial Number Prefix	Serial number	TCN Suffix
HKR062	7	116	X	001	XXX

Consignor DODAAC: First 6 characters (**HKR062**)

The next character (**7**) is the last number of the current year. (i.e., 2006 = 6, 2007 = 7, 2010 = 0)

The next 3 characters (**116**) are the Julian date the TCN was created. Refer to Figures 8.2 and 8.3.

The serial number prefix (**X**) will always be X for courier shipments.

The TCN serial number (**001**). Do not duplicate serial numbers for the same Julian day. Use numbers 001 through 999 in sequential order starting over each day.

The TCN suffix will be **XXX** for most courier shipments. In some cases where a customer has multiple individual articles that must be moved/delivered together, the 16<sup>th</sup> position will be used to identify the article as part of a multi-piece shipment. For example, using the above TCN, HKR0627116 X001XXX represents a single piece shipment whereas the same TCN ending with XAX, XBX, XCX, etc., indicates the article is one piece of a multi-piece shipment that must be moved/delivered at the same time. In the case of multi-piece shipments, couriers must ensure they have all pieces associated with the shipment before affecting final delivery to the consignee.

**Example 1:**

438000-RS00  
 HKR062 RMS RS 001  
 134 BST/CTSA

SSgt Doe is preparing 3 pieces of material on 26 April 2007. He now needs to construct 3 TCNs, one for each piece of material. Using the above instructions he will construct the following TCNs:

HKR0627116X**001**XXX  
 HKR0627116X**002**XXX  
 HKR0627116X**003**XXX

Notice that only the characters in bold change. These provide a unique tracking number for each piece of material.

**Example 2:**

438000-RS00  
 HKR062 RMS RS 001  
 134 BST/CTSA

SSG Smith is preparing 2 pieces of material on 27 April 2007 that must move together. He will need to construct 2 TCNs. Once again using the above instructions he will construct the following TCNs:

HKR0627117X001**XAX**  
 HKR0627117X001**XBX**.

Notice that the characters representing the Julian date have changed from 116 to 117, the characters representing the serial number have been reset to 1 and the TCN suffix reflects a multi-piece shipment.

Figure 8.2 Sample Transportation Control and Movement Document (TCMD) (DD Form 1384)

TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT															PAGE NO.						
1. DOC ID		2. TRLR CTR		3. CONSIGNOR		4. COMMODITY SPECIAL HANDLING		5. AIR DIM		6. POE		7. POD		8. RMS							
TCA		HKA035		LK		EDF								RMS							
8. MODE		9. PACK		10. TRANSPORTATION CONTROL NO.		11. CONSIGNEE		12. PRI		13. RDD		14. PROJ		15. DATE SHPD		16. ETA		17. TR ACCT			
18. CARRIER		DCD		HKA0352083X001XXX		HKR001		1		999								0003			
19. FLIGHT-TRUCK-VOY-DOC NO.		20. REF		21. REMARKS		22. PIECES		23. WEIGHT		24. CUBE		25. CUBE		26. CUBE		27. CUBE		28. CUBE			
DCD				REQUIRED DELIVERY DATE IF APPLICABLE		1		10		2											
a. Tranship Point		b. Date Rec		c. Bay Whse		d. Date Shpd		e. Mode Carrier		f. Flight-Truck-Voy Doc No.		g. Ref		h. Stow Loc		i. Split		j. Cond		k. Signature-Remarks	
25.																					
26.																					
27.																					
28. CONSIGNEE		29. DATE RECEIVED/OFFERED (Sign)		30. CONDITION		31. REMARKS		32. CONSIGNEE		33. TRANSPORTATION CONTROL NUMBER		34. REMARKS AND/OR		35. ADDITIONAL REMARKS OR		36. ADDITIONAL REMARKS OR		37. ADDITIONAL REMARKS OR		38. ADDITIONAL REMARKS OR	
								HKR001		HKA0352083X002XXX		P R I		P R I		P R I		P R I		P R I	
TCA		HKA035		LK		EDF RMS				HKA0352083X002XXX		999		0003		1		1		1	

**Figure 8.3 TCMD (DD Form 1384) Step by Step Instructions.**

**Complete the Following Blocks**

1. DOC ID: Enter TCA.
3. CONSIGNOR: Enter the Originating accounts DODAAC.
4. COMMODITY SPECIAL HANDLING: Enter LK.
6. POE: Enter either the three letter code for the courier station where the material will be entered or the three letter code of the AMC aerial port where the material begins movement.
7. POD: Enter the three letter code for the last GATES location the material will be transiting.
10. TRANSPORTATION CONTROL NUMBER: Enter TCN what was constructed using figure 8.1.
11. CONSIGNEE: Enter the six-digit DODAAC of the destination account.
12. PRI: Enter 1.
13. RDD: Enter 999.
14. PROJ: Enter applicable Project code if exists (see figure 8.8)
17. TR ACCT: Enter 0003.
18. CARRIER: Enter DCD.
21. REMARKS: If required delivery date has been established by shipper, enter date (example: 22 Aug 12).
22. PIECES: Enter 1.
23. WEIGHT: Enter the total weight of all the pieces moving under this TCMD.
24. CUBE: Enter the total cube.

Blocks 25-31 are used to sign for accountability of material.

Blocks 32-44 are used to enter piece information. One article per row.

32. DOC ID: Enter TCA.
34. CONSIGNOR: Enter the Originating accounts DODAAC.

35. COMMODITY SPECIAL HANDLING: Enter LK.
36. POE: Enter either the three letter code for the courier station where the material will be entered or the three letter code of the AMC aerial port where the material begins movement.
37. POD: Enter the three letter code for the last GATES location the material will be transiting.
40. TRANSPORTATION CONTROL NUMBER: Enter TCN what was constructed using figure 8.1.
41. CONSIGNEE: Enter the six-digit DODAAC of the destination account.
42. PRI: Enter 1.
- 43a. RDD: Enter 999.
- 43b. PROJ: Enter applicable Project code if exists (see figure 8.8)
- 43e. TAC: Enter 0003.
- 44a. PIECES: Enter 1.
- 44b. WEIGHT: Enter the total weight of all the pieces moving under this TCMD.
- 44c. CUBE: Enter the total cube.

**Figure 8.4 Military Shipping Label (MSL), DD Form 1387**

<b>MILITARY SHIPMENT LABEL</b>		<i>Form Approved. OMB No. 0704-0188</i>
1. TRANSPORTATION CONTROL NUMBER		2. POSTAGE DATA
3. FROM		4. TYPE SERVICE
5. SHIP TO/POE		6. TRANS PRIORITY
7. POD		8. PROJECT
9. ULTIMATE CONSIGNEE OR MARK FOR	10. WT. <i>(This piece)</i>	11. RDD
	12. CUBE <i>(This piece)</i>	13. CHARGES
	14. DATE SHIPPED	15. FMS CASE NUMBER
	16. PIECE NUMBER	
	17. TOTAL PIECES	

**DD FORM 1387, JUL 1999**

PREVIOUS EDITION IS OBSOLETE

**Figure 8.5 Instructions for Completing DD Form 1387**

<b>DD FORM 1387 BLOCK NO.</b>	<b>BLOCK TITLE</b>	<b>MSL DATA STRUCTURE</b>
Data Description		
Block 1	Title: <b>TCN</b>	Data: 17 characters (Ref DTR, Part II, Appendix L, Para A.2.F. for DCD TCN construction)
Block 2	Title: <b>TAC</b>	Data: Four characters. Always '0003' (Ref AMCI24-101, Vol 6, Para 2.3.a. for DCD material TAC)
Block 3	Title: <b>From</b>	Data: Enter consignor DODAAC
Block 4	Title: <b>Type Service</b>	Data: Leave blank
Block 5	Title: <b>Ship To/POE</b>	Data: Enter three character MILAIR code or DCD applicable GATES site, i.e., DC5, DC7, DC9, DC6 or DC8
Block 6	Title: <b>Trans Priority</b>	Data: One digit, always enter '1' for DCD material (Ref USTCI 10-22, Fig. 8.5 (TCMD data), item 42)
Block 7	Title: <b>POD</b>	Data: Enter three character MILAIR code or DCD applicable GATES site, i.e., DC5, DC7, DC9, DC6 or DC8
Block 8	Title: <b>Project Code</b>	Data: Three letters, if applicable (Ref DTR, Part II, Table M-3, applicable 3-letter code from block 14) or (Ref USTCI 10-22, Fig. 8.8.)
Block 9	Title: <b>Ultimate Consignee/Mark For</b>	Data: Enter consignee DODAAC
Block 10	Title: <b>Weight</b>	Data: Enter weight in pounds, round to next whole digit.
Block 11	Title: <b>RDD (Required Delivery Date)</b>	Data: Enter '999'.
Block 12	Title: <b>Cube</b>	To calculate: $L'' \times W'' \times H'' / 1728 = \text{Cube}$ (Round up to next whole number, i.e., 7.5 cube = 8 cube.
Block 13	Title: <b>Charges</b>	Data: Leave blank
Block 14	Title: <b>Date Shipped</b>	Data: Leave blank
Block 15	Title: <b>FMS Case Number</b>	Data: Leave blank
Block 16	Title: <b>Piece Number</b>	Data: Leave blank
Block 17	Title: <b>Total Pieces</b>	Data: : Enter "1"

**Figure 8.6 Project Codes used with Courier Material**

<b>EEE</b>	<b>Forces Afloat</b>
<b>FFF</b>	<b>NC2 – ESI</b>
<b>GGG</b>	<b>Two Person Control</b>
<b>NNG</b>	<b>NATO Two Person Control</b>
<b>ONE</b>	<b>Material Entered Under One Time Authorization letter</b>
<b>RTS</b>	<b>Return to Sender</b>
<b>RWS</b>	<b>Billable Reroute of Material at Customer's Expense</b>
<b>SSS</b>	<b>DOS Material</b>
<b>SPL</b>	<b>Material Moved by Special Mission</b>
<b>TSR</b>	<b>Two Signatures Required</b>
<b>WWW</b>	<b>AFE/COG</b>
<b>XXX</b>	<b>Material Created for Exercise Purposes Only</b>

**Figure 8.7 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 Form 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: [HaleyJH@state.gov](mailto:HaleyJH@state.gov), [WRDCD-OPS@state.gov](mailto:WRDCD-OPS@state.gov). 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 }

**Figure 8.8 Transaction Requirements for Receipt of Material Checklist**

- [ ] Establish a perimeter to separate customer(s) from any distractions, (i.e., lightweight folding table or similar physical item that separates customer(s) from couriers). The intent is to physically separate customers from couriers and material to allow room and time for couriers to process and account for material prior to performing the transaction
- [ ] Upon request, present credentials to customer(s).
- [ ] Verify customer's identification against appropriate authorization document prior to receipt of material (i.e., Form 10 or one-time authorization).
- [ ] Inspect material to ensure it has been properly packaged.
- [ ] If required, generate a DD Form 1384 (customer should provide).
- [ ] Compare and verify that *all* information on the DD Form 1387 is reflected correctly on the DD Form 1384 (consignor DODAAC, POD, consignee DODAAC, TCN, weight and cube).
- [ ] Review DD Form 1384 to ensure all customer information (i.e., printed name, printed rank, signature, etc.) has been properly annotated.
- [ ] If the individual physically presenting the material to defense couriers is different than the individual who originally signed the DD Form 1384, accepting couriers will verify the individual is authorized on the accounts Form 10. The individual physically entering the material is required to sign the DD Form 1384 when another individual from the account has previously signed but is not present for the physical transfer.
- [ ] Weigh material to verify its accuracy (may be done upon return to station).
- [ ] Sign the DD Form 1384 (both couriers).
- [ ] When receiving multiple packages, conduct a piece count of material and compare to the DD Form 1384. This piece count serves as an added security check.
- [ ] Provide the customer a copy of the signed DD Form 1384.
- [ ] Accept/use a GATES advance disk, if applicable

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

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

**Figure 8.9 Sample Memorandum for Designating Guards**

UNITED STATES TRANSPORTATION COMMAND  
 508 SCOTT DRIVE  
 SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

## MEMORANDUM FOR DESIGNATED GUARDS

FROM: (Designating Courier Station)

SUBJECT: Instructions for Persons Detailed to Protect Defense Courier Material

1. You have been assigned to guard highly classified, extremely sensitive material, the compromise of which could gravely affect our national security. It is your duty to maintain physical control over this material at all times. Simply having the material within sight is not sufficient. You must remain within a few steps from the material and be in a position to prevent any unauthorized access to the material.
2. Under no circumstances will you release custody of this material to anyone other than your authorized guard relief, or a Department of Defense Courier assigned to USTRANSCOM Defense Courier Division. All USTRANSCOM Defense Couriers will identify themselves with a USTRANSCOM FORM 9, Defense Courier Identification Card, together with a unique courier badge.
3. If the material under your control must be moved for any reason, you must keep it under your immediate and positive control to ensure that it is not tampered with in any manner.
4. In the event you are relieved by another guard, you must pass on these and any other instructions you have received. When relieved, enter the information identifying your relief in the space provided below:

Initial Guard: *Name/Rank/Rate/Organization/Date/Time*:

Relieved by:

5. The Defense Courier who designated the initial guard:

Name:

Courier ID Number:

Local Telephone Contact No:

Defense Courier Station/Telephone Number:

Station Chief/Superintendent Signature  
 Signature Block

**Figure 8.10 Minimum Contents of Mission Trip Kits and Mission Trip Books****Minimum Contents of Mission Trip Kits**

- Current USTRANSCOM Instruction 10-22
- Current DODI 5200.33
- Tape (for repairing minor packing damage)
- Blank Manual TCMDs and MSLs
- Spare S&G Locks
- Safety vest and/or Reflective Belts

**Minimum Content of Mission Trip Books\***

- Route driving instructions and maps for both primary and alternate routes
- Listing of Military Installations/Safe Havens along routes
- Emergency Contact listing (Hospital, Fire, Police (local and Military), State Patrol, US Consulate/ Embassy, etc.)
- Customer and other significant Points of Contact Listing (Temp Store Facilities, Air Terminal Officials, etc)
- Road maps or atlas and/or Satellite Navigation System
- Listing and location of approved temporary storage facilities with points of contact
- Copies of Support Agreements with temp storage locations
- Emergency and Vehicle Accident Procedures Checklists
- NATO Courier Exemption Letter (for European Stations)
- TSA Screening exemption letter
- Commercial Airline letter of introduction
- Blank Inadvertent Disclosure Agreements
- Memorandum for Designated Guards

\* Where used, electronic files on mission laptops are authorized in lieu of hard copy binders.

**Figure 8.11 Temporary Storage of Material**

Placing Material Into and Removing From “Temporary Storage” using this option:

- 1) Mission Couriers Will:
  - a) Type (pre-fill) in as much information as possible to the outline in Example 1
  - b) Template will be printed to the back of each manifest that will part of the temp storage
  - c) Remainder will be filled in as necessary by temp storage customer in the applicable blocks from entry to removal.
  - d) Couriers will maintain all paperwork throughout duration of temp storage.

Example 1

MATERIAL TEMPORARY STORAGE CONTINUITY			
MATERIAL TEMP STORAGE WITH ACCOUNT:	HKXXXX	LOCATION CONFIRMED CLEARED FOR SCI:	YES --- NO
MATERIAL <b>ENTERED</b> INTO TEMP STORAGE ON (DATE):			
MISSION COURIER 1:			
DATE/TIME:			
SIGNATURE:			
MISSION COURIER 2:			
DATE/TIME:			
SIGNATURE:			
TEMP STORAGE CUSTOMER (Name):			
DATE/TIME:			
SIGNATURE:			
MATERIAL <b>EXITING</b> TEMP STORAGE ON (DATE):			
MISSION COURIER 1:			
DATE/TIME:			
SIGNATURE:			
MISSION COURIER 2:			
DATE/TIME:			
SIGNATURE:			
TEMP STORAGE CUSTOMER (Name):			
DATE/TIME:			
SIGNATURE:			

**Figure 8.12. Temporary Storage of Material Using SF Form 153**

COMSEC MATERIAL REPORT		This form is FOR OFFICIAL USE ONLY unless otherwise stamped.			
1. (X one) <input type="checkbox"/> TRANSFER <input checked="" type="checkbox"/> INVENTORY <input type="checkbox"/> DESTRUCTION <input checked="" type="checkbox"/> HAND RECEIPT <input type="checkbox"/> OTHER (Specify)					
2. F R O M	DCS-Louisville Louisville, KY	ACCT. NO.	3. DATE OF REPORT (Year, Month, Day) Date In: 20091129	4. OUTGOING NUMBER 21 pieces	
			5. DATE OF TRANSACTION (Year, Month, Day) Date Out: 20091130	6. INCOMING NUMBER 21 pieces	
7. T O	NASIC WPAFB, OH	ACCT. NO.	8. ACCOUNTING LEGEND CODES* 1 - Accountable by serial number. 2 - Accountable by quantity. 3 - Initial receipt required, locally accountable by serial number thereafter, local accounting records must be maintained for a minimum of 90 days after supersession. 4 - Initial receipt required, may be controlled in accordance with Service/ Agency directives.		
9. SHORT TITLE/DESIGNATOR - EDITION		10. QUANTITY	11. ACCOUNTING NUMBERS		12.* ALC
			BEGINNING	ENDING	
1 TCNs - Pre-populate with docuemnts you know in advance that will be temp stored		qty @ wt	DODAAC?	Run Code?	4
4 Make copies to mark when rec'd and inventoried in block 14					
6 Block 15-signed first block when accepting material INTO temp facility					
9 Block 15 -signed again when we TAKE OUT of temp store					
11 Courier's stamp and sign both in/out of temp store					
14 Maybe a statement in block 17 that indicates stroage IAW particular support agreements.					
17 EXAMPLE:					
18 HKJ01723380947		1 @ 30	HKL019	LV19	4
19 HKJ01723381234		1 @ 102	HKL020	LV20	4
20 HKJ23843059876		1 @ 52	HKL021	LV21	4
14. THE MATERIAL HEREON HAS BEEN (X one) → <input checked="" type="checkbox"/> RECEIVED <input checked="" type="checkbox"/> INVENTORIED <input type="checkbox"/> DESTROYED					
15. AUTHORIZED RECIPIENT		16. (X one) → <input type="checkbox"/> WITNESS <input type="checkbox"/> OTHER (Specify)			
a. Signature	b. Grade	a. Signature			b. Grade
	20091128				20091129
c. Typed or Stamped Name	d. Service	c. Typed or Stamped Name			d. Service
Mr. Paul Revere	1450	Mr. Paul Revere			0720
17. FOR DEPARTMENT OR AGENCY USE This document details material placed into temp storage for the Defense Courier Division, it is used to provide 100% chain of custody					

**Figure 8.13 Temporary Storage of Material Using Excel Data Sheet**

TCN	Consignee	Weight	Material Transferred From:	HKZJWP
			First & Last Name, Rank or Position	
			Signature	
			First & Last Name, Rank or Position	
			Signature	
			Date/Time	
			Material Transferred To:	
			First & Last Name, Rank or Position	
			Signature	
			First & Last Name, Rank or Position	
			Signature	
			Date/Time	
			Material Transferred From:	
			First & Last Name, Rank or Position	
			Signature	
			First & Last Name, Rank or Position	
			Signature	
			Date/Time	
			Material Transferred To:	HKZJWP
			First & Last Name, Rank or Position	
			Signature	
			First & Last Name, Rank or Position	
			Signature	
			Date/Time	

## **CHAPTER 9: SPECIAL HANDLING MATERIAL**

**9.1. General.** This chapter provides guidance on the movement of material requiring special handling. The consignor initiates special handling by placing the appropriate flag/caveat on the material and annotates the appropriate Project Code in block 14/43b of the DD Form 1384 TCMD.

**9.2. Two Person Control (TPC) Material.** Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3260.01C, *Joint Policy Governing Positive Control Material and Devices*, establishes policy and procedures for the control and handling of TPC material. This material is considered so sensitive that no single person will be allowed the capability or opportunity to have lone access to it. When not secured in an approved TPC storage container, the material must be in the constant attendance of two appropriately cleared individuals at all times. A person, other than an authorized individual, in the vicinity of TPC material must be under the constant observation of two authorized individuals in a position to detect attempts to gain unauthorized access.

**9.2.1.** Access is defined as the ability and opportunity to handle or control TPC material.

**9.2.2.** Two-Person Control is defined as the continuous surveillance and control of the material at all times by a minimum of two authorized individuals, each capable of detecting incorrect or unauthorized procedures with respect to the task being performed and each familiar with established security requirements.

**9.2.2.1.** It is imperative that all couriers understand that a compromise may be declared simply by the fact that a single courier had access to the material for even the briefest period of time.

**9.2.2.2.** A TPC compromise could cause exceptionally grave damage to national security and cost the government millions of dollars.

**9.2.3.** TPC material will always be controlled by two dedicated couriers.

**9.2.4.** TPC material will be manifested and containerized separately from other material. TPC may be containerized and manifested with other TPC material for station to station transfers.

### **9.2.5. TPC Material Entered under the Delivery Control Number (DCN) Method.**

**9.2.5.1.** TPC material distributed by DCN method will normally originate from the National Security Agency (NSA), through DCS-Baltimore; however, any station accepting TPC material under the DCN method will maintain positive two-person control at all times.

**9.2.5.1.1.** The DCN is unclassified but strictly For Official Use Only and will be discussed only on a need-to-know basis. Any discussion about TPC, including the DCN, will be via secure means.

**9.2.5.2.** Prior to entering material, NSA will contact the originating courier station via secure means to provide the date the material will be entered into the courier system and include the

name, grade, telephone number, and message address of the Delivery Coordinating Officer (DCO) to be contacted if difficulties are encountered in completing any portion of the shipment or delivery.

**9.2.5.3.** Receiving couriers will ensure NSA has properly packaged and addressed the material and has marked the outer wrapper of each package with the following statement:

**9.2.5.3.1.** “Two-person control of this material is mandatory at all times. Any loss of two-person control is basis for compromise and must be immediately reported to DIRNSA, I83, I513, and I912; the Joint Staff, J36 Nuclear Operations Division; the CONAUTH; and the appropriate SCE.”

**9.2.5.4.** All DD Forms 1384, and all movement manifests must contain the following DCN statement:

**9.2.5.4.1.** “Delivery Control Number \_\_\_\_\_. This material requires the preparation of a receipt signed by any two of the authorized individuals listed on the FOUO letter containing Delivery Control Number \_\_\_\_\_, on file at each receiving account. The signature of each person receiving the material will be compared with his or her signature on the FOUO letter. Any loss of two-person control is basis for compromise and must be immediately reported to the CONAUTH with an information copy to DIRNSA I83, I512, I912, and the Joint Staff, J36 NOD.”

**9.2.5.4.2.** If the originating station has not yet been advised of the name, grade, telephone number and message address of the DCO, the accepting couriers will obtain this data, plus any additional information necessary to move/deliver the TPC material.

**9.2.5.4.3.** Receiving couriers will obtain signatures of two authorized representatives from the consignor (listed on the account’s Form 10 or special memorandum).

**9.2.5.4.4.** Both accepting couriers will complete/sign the advance DD Form 1384 or inbound surface conveyance manifest.

**9.2.5.4.5.** Couriers will mark “TPC” in large red letters on the article face and all movement manifests and will add the project code “GGG” to the TCN record in GATES.

**9.2.6. TPC Material Entered Under the By-Name Method.** Generally applies to TPC material entered into the courier service by field customers.

**9.2.6.1.** Under the By-Name method, the receiving couriers will ensure:

**9.2.6.1.1.** The consignor has properly packaged and addressed the material.

**9.2.6.1.2.** Include the following two person control security statement on all DD Forms 1384, the outer wrapper of each package, and all movement manifests:

**9.2.6.1.2.1.** “Two-person control of this material is mandatory at all times. Any loss of two-person control is basis for compromise and must be immediately reported to DIRNSA, I83, I513, and I912; the Joint Staff, J36 Nuclear Operations Division; the CONAUTH; and the appropriate SCE.”

**9.2.6.1.3.** In addition to the TCMD, the customer will provide a memorandum listing the name, grade and contact information of at least two individuals authorized to take delivery of the material.

**9.2.6.1.4.** While the minimum is two, couriers will encourage customers to identify several individuals to ensure availability of authorized recipients.

**9.2.6.1.5.** In addition to the authorized recipients, customers will identify contact information for the DCO. Couriers will contact the DCO if difficulties are encountered in completing any portion of the shipment/delivery.

## **9.2.7. Storage of TPC Material.**

**9.2.7.1.** TPC material must always be stored in an approved SCIF. Temporary storage outside a SCIF is not authorized.

**9.2.7.1.1.** Under normal circumstances, TPC material will be stored inside a separate container or cage within the station SCIF.

**9.2.7.1.2.** The TPC storage cage will be secured by two S&G Model 8077 series combination locks and fastened to a wall/fixed object or be of sufficient size/weight to prevent removal by one person.

**9.2.7.1.3.** Cages will be constructed of 16-gauge minimum metal mesh with spaces in the mesh that will not exceed three inches in size.

**9.2.7.2.** Access to safes or other containers used to store TPC material or lock combinations will be limited to the minimum number of individuals required for operational efficiency. No one person, regardless of rank or position, will have the right to gain knowledge of both combinations or have lone access to material.

**9.2.7.3.** If the quantity of TPC material exceeds the storage capacity of the TPC cage, the station will designate the entire SCIF as a TPC storage area. In such cases, an exclusive, segregated area for TPC material will be established within the SCIF and strict TPC security practices will be initiated for the entire SCIF to prohibit a single courier from having access to the material.

**9.2.8.** Recording lock combinations is discouraged; however, if a record of any TPC lock combination is required for operational reasons, the following precautions will be exercised:

**9.2.8.1.** Place each combination in a separate, sealed envelope. On the front of each envelope, list the names of the persons authorized knowledge of the enclosed combinations.

**9.2.8.2.** Store each envelope in a different safe to ensure that no one person has access to the contents of both safes. Ensure that the name of an individual authorized access to the contents of one safe does not appear on the envelope containing the combination of the complementary safe.

**9.2.8.3.** When storage of combinations in separate safes is impractical, the combinations may be stored under TPC in a single safe equipped with two three-position combination locks or in a safe within a safe.

**9.2.8.4.** Access to safes used to store combinations for TPC material will be limited to those individuals authorized access to TPC.

**9.2.8.5.** Combinations will be changed by an assigned holder at least once every six months or when a holder is removed from the list of personnel authorized access to the contents of the safe.

**9.2.8.6.** Combinations must be memorized by assigned holders. Combinations must not be stored in wallets, notepads, personal electronic devices, etc.

**9.2.8.7.** Knowledge of, and access to, combinations to a safe/SCIF containing TPC is limited to authorized individuals with a need to know.

### **9.2.9. Coordinating Movement of TPC Material.**

**9.2.9.1.** All communication about the movement or planned movement of TPC material will be conducted over secure means. Dates, times, places of delivery, or the fact that material is available for pick-up will be provided to as few people as possible and only by secure means.

**9.2.9.2.** The originating station will report pending shipment of TPC material to TCJ3-C Ops and the effected courier station(s) via secure means (SIRPNET or secure voice). Additionally, stations will report when TPC material departs from the station, delivery to the customer and/or arrival at each courier station en route to the delivering station.

**9.2.10. Movement of TPC on Road Missions.** (Any means of surface transportation, including transportation from the station to an aircraft, for example.)

**9.2.10.1.** TPC material will be segregated from other courier material in the vehicle in a way that will not allow mixing during transport. A courier pouch, box, or other container may be used to separate TPC material.

**9.2.10.2.** Vehicles used to transport TPC material must be configured to allow access via only one access point for the duration of the mission.

**9.2.10.3.** Access doors on vehicles used to transport TPC material will be locked with two S&G Model 8077 series combination locks with separate combinations. Standard factory installed vehicle door locks cannot substitute for the specified combination locks.

**9.2.10.4.** If couriers must be separated from each other for an operational necessity, the period of separation will be the absolute minimum possible. For example, upon arrival at the destination, one courier may very briefly leave the delivery vehicle to notify a customer of arrival provided the below conditions are met.

**9.2.10.4.1.** The material is secured in the vehicle with two S&G model 8077 series padlocks in such a way that prevents access by anyone, including the remaining courier.

**9.2.10.4.2.** Vehicle disabling devices are activated.

**9.2.10.4.3.** Courier departing the vehicle takes the vehicle keys while gone.

**9.2.10.4.4.** If it is not possible to prevent access to the material by a single person, then both couriers must remain with the material at all times.

**9.2.10.4.5.** At no time will couriers be separated from each other, for any reason, longer than five minutes.

**9.2.11. Movement of TPC on Military Aircraft.** Where passengers or crew members also have access to the cargo compartment, a single individual will not be allowed in the cargo compartment when TPC material is being shipped. Couriers must be able to accompany anyone in or transiting the cargo area.

**9.2.11.1.** When palletized courier material is loaded into the aft pallet positions of military aircraft, couriers do not have to maintain direct eye contact with the pallet but must position themselves to monitor all access points to the rear of the aircraft.

**9.2.11.2.** Couriers are required to check the pallet/container immediately upon off-loading for evidence of tampering.

**9.2.12. Movement of TPC on Chartered U.S. Commercial Contract Cargo Aircraft.** TPC material is moved in sealed igloos or hand carried. Couriers will observe anyone entering the cargo compartment. If TPC material must be hand-carried, it will be properly pouched and locked with two S&G Model 8077 series locks or boxed/containerized with two bands across seams. The material must be positioned under the passenger (jump) seat or a position where it is out of the way, yet easily observed by the couriers.

**9.2.13. Movement of TPC on US Small Plane Missions.** TPC material must be placed in a double-locked courier pouch, box, or similar portable container and double-locked using two S&G Model 8077 series combination locks. If this is not possible, couriers will not be able to leave the material at any time (even to contact customers or use ground bathroom facilities).

**9.2.14. Movement of TPC on US Commercial Passenger Aircraft.** The preferred method of movement/storage for TPC material on commercial aircraft is hand-carry. When material is hand-carried in the passenger compartment, couriers must work with air crews and/or airline representatives to sit as close together as possible.

**9.2.14.1.** The material must be placed in a pouch and locked with two S&G Model 8077 series locks or placed in a cross-banded box/container. A minimum of four banding straps will be used, two each direction around the full circumference of the package.

**9.2.14.2.** Place the material under the passenger seat in front of the couriers so that both couriers have constant visibility of the material. If the package will not physically fit under the seat, it may be placed in the overhead bin, however, mission couriers will remain constantly vigilant and must physically observe the activities of anyone accessing the overhead storage compartment while the TPC material is stored there.

**9.2.14.3.** If TPC material is too large or heavy to be hand-carried, the material may be loaded inside the belly cargo holds. Material may be loose loaded in the belly or placed inside a container, pallet, or igloo. Couriers will observe loading operations and board the plane after the cargo door is closed (or just before departure).

**9.2.14.3.1.** The cargo compartment will remain under surveillance by two dedicated couriers until the aircraft departs. Station leadership and mission couriers will coordinate with the flight crew to ensure prompt planeside access at intermediate and final stops to ensure positive control of material is maintained. Whenever possible, stations will provide two dedicated couriers to perform ground support at commercial airports to allow mission couriers to board and deplane using normal processes while ground support couriers observe cargo compartment activities.

**9.2.14.3.2.** Some aircraft types, e.g. B747, DC10, MD11 and L1011 have internal access to the cargo compartments via hatches and/or elevators while the aircraft is in flight. Couriers must work with air crew on these aircraft to ensure no one has lone access to the cargo bay while TPC material is stored there.

**9.2.14.4.** TPC material will not be moved on Non-US (Foreign Flag) aircraft.

#### **9.2.15. Delivery of TPC Material.**

**9.2.15.1.** All delivery notification and coordination will be accomplished via secure means and will involve only the minimum number of people as absolutely necessary. Stations will advise TCJ3-C Ops about all planned movement of TPC.

**9.2.15.2.** TPC material will not be given to a CCA or any other agency (i.e., DOS, Eligible Rider, or Credible Dove) for movement or delivery. TPC will be delivered directly to two authorized customers by two fully qualified, USTRANSCOM defense couriers.

**9.2.15.3.** Under the DCN method, as soon as the delivering station receives TPC material for delivery to a customer, the delivering station will notify the recipient to prepare an FOUO letter to be signed by the unit commander or authorized representative. The letter will contain the DCN, names, grades, and signature specimen of the authorized recipients.

**9.2.15.3.1.** While only two individuals are required, couriers will encourage customers to list several individuals to ensure availability of authorized recipients at the time of delivery. Ask the recipient to prepare and forward the FOUO letter as far in advance as possible to allow time for corrections if necessary and to prevent problems at the time of delivery.

**9.2.15.3.2.** Couriers will not volunteer the DCN to a customer; however, couriers may confirm the accuracy of a customer-provided DCN via secure communications. In the event the customer-provided DCN does not match the DCN on the package, couriers will not divulge the correct DCN. Refer the customer to the delivery coordinating officer (DCO). NOTE: The personnel listed/authorized to sign for TPC material may or may not be listed on that account's Form 10.

**9.2.15.4.** Under the by name method, the delivering station will provide the consignee with a list of the authorized recipients, two of whom must be present during the delivery. NOTE: The individuals authorized to sign for TPC material do not have to be identified on the consignee account's Form 10.

**9.2.15.5.** Create a separate delivery manifest for each DCN or by-name shipment. TPC material with different DCNs or by-name shipments will not be combined on a single delivery manifest.

**9.2.15.5.1.** Each manifest will contain all required information, to include the letters TPC, signatures of two properly-cleared couriers, the two person control security statement, and DCN statement as appropriate.

**9.2.15.6.** Delivering couriers will check the FOUO letter for the correct DCN and compare the representatives' identification, names and signatures against the letter. At least two of the authorized recipients listed in the FOUO letter must receipt for the material.

**9.2.15.6.1.** The original letter will be attached to the manifest and retained.

**9.2.15.7.** All TPC delivery issues will be referred to the DCO identified in the classified movement message.

### **9.3. NATO Two-Person Control Material.**

**9.3.1.** NATO elements may ship/receive NATO-TPC material using either "DCN" (the DCN number is furnished by Distribution and Accounting Agency NATO (DACAN)) or By-Name delivery. NATO-TPC material will be provided the same security as other TPC material.

**9.3.2.** Procedures for acceptance, storage, movement, and delivery of NATO-TPC material are similar to those for other TPC.

**9.3.3.** The following maximum security statement will be annotated on DACAN material and documentation: "Two-Person Control of this material is mandatory at all times. Single-person control at any time is basis for compromise and must be reported to DACAN and the Controlling Authority."

**9.3.4.** NATO customers may authorize SHAPE/ACE Courier Service to act as a CCA on their behalf. In such cases, these customers will normally be listed on the reverse of the SHAPE/ACE Courier Account form maintained at the SHAPE/ACE terminal site. NATO-TPC material for these accounts may be delivered to/accepted from any two individuals listed on the SHAPE/ACE Customer Account form.

**9.3.4.1.** A NATO organization may be a SHAPE/ACE customer and listed on the reverse of the SHAPE/ACE Courier Form 10, but not be a USTRANSCOM defense courier customer. In such cases, the station may deliver NATO-TPC material to SHAPE/ACE for final delivery to the NATO unit.

**9.3.4.2.** In the unlikely event a station receives material for a NATO organization which is neither, a USTRANSCOM defense courier customer nor a SHAPE/ACE customer, frustrate the material and contact TCJ3-C and the DCO for further instructions.

**9.3.5.** The ACE Courier Coordinator (SHAPE BE/SECCOS/ACE COORDINATOR) will be made an information addressee on all NATO-TPC movement messages.

**9.3.6.** DACAN DCN material. Couriers delivering NATO-TPC material will ask the addressee to present a NATO UNCLASSIFIED letter (the equivalent of the FOUO letter required for other TPC delivery) to identify the DACAN DCN and designate the account's authorized recipients. The NATO UNCLASSIFIED letter will be attached to the station copy of the manifest and retained for station files.

**9.3.6.1.** NATO-TPC material shipped under a DACAN DCN will be identified by the following DACAN DCN statement: "DACAN Delivery Control Number\_\_\_\_\_. Two authorized individuals listed on the "Authorized Recipients" letter must receipt for this material. The letter, which is on file at each receiving account, must specify DACAN Delivery Control Number\_\_\_\_\_."

**9.3.6.2.** DACAN By-Name shipments of NATO-TPC may be delivered to either the SHAPE/ACE Courier Service or directly to designated account representatives.

#### **9.4. Incidents Involving TPC:**

**9.4.1.** Report TPC incidents as outlined in Chapter 2. TCJ3-C will direct all investigations of incidents involving TPC material in coordination with the consignor, controlling authority, and other parties as required.

**9.4.2.** Immediately inform TCJ3-C by the most expeditious means on any issue involving TPC/NATO-TPC material. The following situations must be reported as possible compromise:

**9.4.2.1** Loss of positive control, which could permit a single individual or unauthorized persons to gain access to TPC/NATO-TPC material or to both combinations/keys for TPC/NATO-TPC safes, SCIFs, or other storage areas.

**9.4.2.2.** Physical Loss of TPC/NATO-TPC Material.

**9.4.2.3.** Inadvertent opening, damage, or destruction of TPC/NATO-TPC packages, whether or not any contents are exposed.

**9.4.2.4.** Crash or collision of a vehicle, aircraft, or vessel being used to transport TPC/NATO-TPC material.

**9.4.2.5.** Suspected tampering with a TPC/NATO-TPC package.

**9.5. Nuclear Command and Control Extremely Sensitive Information (NC2-ESI) Material.** Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3231.01B, establishes policy on the security, handling, and control of NC2-ESI material. The guidance below applies to NC2-ESI material being moved through the courier system.

**9.5.1. Entry of NC2-ESI Material.** When accepting NC2-ESI material, couriers will:

**9.5.1.1.** Ensure the material is packaged, labeled, and addressed correctly.

**9.5.1.2.** Ensure the DD Form 1384, the outside wrapper of each package, and all manifests are marked with the following NC2-ESI security statement: NC2-ESI - RESTRICTED HANDLING REQUIRED

**9.5.1.3.** After verifying and accepting the shipment, both couriers will sign the DD Form 1384.

**9.5.1.4.** Stations will prominently stamp the letters “NC2-ESI” in large red letters on the article face and will ensure the TCNs are updated in GATES to reflect the project code FFF to further alert couriers that the material requires special handling.

**9.5.1.5.** NC2-ESI material does not require separate storage in the SCIF and may be stored alongside normal material.

**9.5.2. Movement/Transportation/Control of NC2-ESI Material.** If not attended by qualified couriers, the minimum security required for storage of this material is a SCIF, GSA-approved security container or a secure room supplemented by guards or an intrusion detection alarm system.

**9.5.2.1.** NC2-ESI material will be pouched or containerized and manifested separately from other material.

**9.5.2.2.** Possible compromise or other incidents concerning NC2-ESI movement will be reported in accordance with Chapter 2.

**9.5.2.3.** The means of transport for NC2-ESI in priority order is: military aircraft, regularly scheduled US commercial cargo aircraft, Government-chartered commercial aircraft, and

regularly scheduled US commercial passenger aircraft. Foreign-flag aircraft will not be used to transport NC2-ESI material.

**9.5.2.4.** Designated guards must possess TOP SECRET clearances based on a completed SSBI.

**9.5.2.5.** Two dedicated couriers will be used to transfer and deliver NC2-ESI material.

### **9.5.3. Delivery of NC2-ESI Material.**

**9.5.3.1.** NC2-ESI material will not be given to DOS Diplomatic Courier Service personnel, a CCA (except for Forces Afloat – see para 6.7.2.), or a foreign/combined force courier agency, e.g., SHAPE/ACE or NATO, for movement or delivery.

**9.5.3.2.** If NC2-ESI material is delivered on a military installation, only one customer is required to receipt for the material as long as the customer does not depart the installation with the material.

**9.5.3.3.** If NC2-ESI material is delivered on a military installation but the customer will depart the installation with the material, two customer representatives listed on the account's Form 10 are required to receipt for the material and the customer must transport the material in a government owned vehicle (GOV).

**9.5.3.4.** If NC2-ESI material is delivered off of a military installation, two customer representatives listed on the account's Form 10 are required to receipt for the material and the customer must transport the material in a GOV. During pre-mission coordination couriers will inform the consignee of the requirement for two recipients and the requirement for transport via GOV.

**9.6. Two Signatures Required (TSR) Material.** USAFE Instruction 33-201, *Operational Doctrine for Safeguarding and Control of Weapons Storage and Security System (WS3)*, contains guidance on this program. Generally, only stations located in Europe, Baltimore, or Joint Base San Antonio, are involved in this program. The material is shipped under NSA "split knowledge" rules.

**9.6.1.** TSR material is generally produced twice a year for each of twelve users; however, additional shipments are possible. The material is shipped in small boxes.

**9.6.2.** When delivering to the customer, TSR material will be manifested separately from other types of material.

**9.6.3.** Two couriers will sign for the material from the consignor and couriers will require the signature of two separate consignee representatives at delivery.

**9.6.4.** Ensure the statement "Two Signatures Required" is placed in the special handling/remarks portions of the DD Form 1384, the military shipping label of each article, and on all manifests used to transfer and deliver the material.

**9.6.5.** Normal procedures will be observed while the material is within defense courier possession. The material does not require TPC storage or handling procedures.

**9.6.6.** Material moving from CONUS to Europe can be delivered to any two customer representatives listed on the appropriate customer account form.

**9.6.7.** Material moving from Europe to CONUS. The consignor must provide a statement on the DD Form 1384 and the military shipment label that states: "Request the delivering courier station contact a member from both Team A and Team B for delivery."

**9.6.7.1.** The consignor must also provide the list of Team A and Team B members to be notified and their contact information. Courier personnel will annotate or attach this information to the transfer manifest.

**9.6.7.2.** The exact wording of the statement shown above may vary; however, it must be clear in its intent to require signatures from two different authorized people.

**9.6.8.** NSA/Y5 desires material to be delivered over-the-counter at the Baltimore station. Upon receipt of TSR material, DCS Baltimore couriers will contact Team A and B members to coordinate the delivery.

**9.6.8.1.** Do not include TSR material in deliveries made to the USNDA or other NSA accounts.

## **9.7. Other Special Handling Categories.**

**9.7.1.** ELIGIBLE RIDER and CREDIBLE DOVE are program names associated with Air Force Element/Courier Operations Group (AFE/COG) material. This material may be temporarily stored by AFE/COG couriers at TCJ3-C courier stations while in-transit.

**9.7.1.1.** A traveling AFE/COG courier is authorized to formally enter a portion of this material into the defense courier system for delivery to another station or customer.

**9.7.1.2.** AFE/COG couriers are also authorized to transport and deliver TCJ3-C courier material between stations and in certain situations may deliver to the customer. The relationship between TCJ3-C and AFE/COG is documented in an MOA maintained at TCJ3-C. Not all stations are involved in this program.

**9.7.1.3.** Contact TCJ3-C with questions or issues concerning AFE/COG.

**9.7.2.** TCJ3-C supports various military operations and special access programs which have been assigned nicknames by Joint Staff. Material for nickname special access programs is generally handled as normal.

**9.7.2.1.** Special access programs which require special handling will be coordinated through TCJ3-C-OPS and the stations involved.

**9.7.2.2.** Contact TCJ3-C with questions on support for nickname programs.

**10. Forms Prescribed:**

**10.1.** USTRANSCOM FORM 9, *Defense Courier Credentials*

**10.2.** USTRANSCOM FORM 10, *Defense Courier Account Record*

**10.3.** USTRANSCOM FORM 11, *Defense Courier Situation Report (SITREP)*

**11. Forms Adopted:**

**11.1.** DD Form 254, *Contract Security Classification Specification*

**11.2.** DD Form 518, *Accident Identification Card*

**11.3.** DD Form 1384, *Transportation Control and Movement Document*

**11.4.** DD Form 1387, *Military Shipping Label*

**11.5.** DD Form 2768, *Military Air Passenger/Cargo Request*

**11.6.** DD Form 2875, *System Authorization Access Request*

**11.7.** SF 91, *Motor Vehicle Accident Report*

**11.8.** SF 700, *Security Container Information*

**11.9.** SF 702, *Security Container Check Sheet*

**11.10.** AF Form 55, *Employee Safety and Health Record*

**11.11.** AF Form 1098, *Special Task Certification and Recurring Training*

**11.12.** AFTO Form 350, *Repairable Item Processing Tag*

**11.13.** AMC Form 33, *Report of Frustrated Cargo*

SAMUEL D. COX  
Major General, USAF  
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## Attachment 1

### GLOSSARY OF REFERENCES, ABBREVIATION, ACRONYMS, AND TERMS

#### Section A - References

Department of Defense Directive (DODD) 2000.12, *DOD Antiterrorism (AT) Program*  
 Department of Defense Instruction (DODI) 2000.16, *DOD Antiterrorism (AT) Standards*  
 DODI 5200.33, *Defense Courier Operations (DCO)*  
 Defense Transportation Regulation (DTR) 4500.9-R, Part II, *Cargo Movement*  
 DTR 4500.9-R Part V, *DOD Customs and Border Clearance Policy and Procedures*  
 Department of Defense (DOD) 5200.1-R, *Information Security Program*  
 DOD 5105.21-M-1, *DOD Sensitive Compartmented Information Administrative Security Manual*  
 Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 3231.01B, *Safeguarding Nuclear  
 Command and Control Extremely Sensitive Information*  
 CJCSI 3260.01C, *Joint Policy Governing Positive Control Material and Devices (Secret)*  
 Chairman of the Joint Chiefs of Staff Manual (CJCSM) 5760.01A, *Joint Staff and Combatant  
 Command Records Management Manual: Volume I – Procedures*  
 ICD 704, *Personnel Security Standards and Procedures Governing Eligibility for Access to  
 Sensitive Compartmented Information (SCI)*  
 ICD 705, *Technical Specifications for Construction and Management of Sensitive  
 Compartmented Information Facilities*  
 Air Force Instruction (AFI) 10-245, *Antiterrorism (AT)*  
 Air Force Manual (AFMAN) 24-204 (I), *Preparing Hazardous Materials for Military Air  
 Shipments*  
 Air Force Occupational Safety and Health Standard (AFOSHSTD) 91-501, *Air Force  
 Consolidated Occupational Safety Standard*  
 AFOSHSTD 48-20, *AF Hearing Conservation Program*  
 AFOSHSTD 91-100, *Aircraft Flight Line – Ground Operations and Activities*  
 AFOSHSDT 91-501,  
 USTRANSCOM Instruction 31-8, *Information Security Program*  
 USTRANSCOM Instruction 36-6, *Military and Civilian of the Quarter and Year Awards  
 Program*  
 USTRANSCOM Instruction 65-3, *Manager’s Internal Control (MIC) Program*  
 AFI 24-204\_IP,  
 Air Mobility Command Instruction (AMCI) 24-101 Volume 11, *Cargo and Mail Policy*  
 AMCI 24-101 Volume 14, *Military Airlift Passenger Service*  
 AMCI 24-101 Volume 9, *Air Terminal Operations Center*  
 USAFEI 33-201, *Operational Doctrine for Safeguarding and Control of Weapons Storage and  
 Security System*

#### Section B - Abbreviations and Acronyms

**AAR** – After Action Report  
**ACE COORD** - Allied Command Europe Courier Coordinator  
**ADPE** - Automated Data Processing Equipment

**AFB** – Air Force Base  
**AFECOG** - Air Force Element/Courier Operations Group  
**AFI** - Air Force Instruction  
**AFMAN** - Air Force Manual  
**AFMC** – Air Force Materiel Command  
**AMC**- Air Mobility Command  
**AMCI** - Air Mobility Command Instruction  
**AO** – Authorizing Official  
**APOD** - Aerial Port of Debarkation  
**ART** - Air Reserve Technicians  
**ASD/C3I** - Assistant Secretary of Defense for Command, Control, Communications, and Intelligence  
**ATCMD** – Advance Transportation Control and Movement Document (DD Form 1384)  
**AT/FP** – Anti-Terrorism/Force Protection  
**ATOC** – Air Terminal Operations Center  
**AWB** – Air Waybill  
**CAC** – Common Access Card  
**CCA** – Consolidated Control Account  
**CCIR** – Critical Information Report  
**CJCS** – Chairman of the Joint Chiefs of Staff  
**CJCSI** – Chairman of the Joint Chiefs of Staff Instruction  
**CMOS** – Cargo Movement Operations System  
**CMS** – COMSEC Material  
**COA** – Category of Account  
**COCOM** – Combatant Command  
**COD** – Carrier Onboard Delivery  
**COMSEC** – Communications Security  
**CONAUTH** – Controlling Authority  
**CONUS** – Continental United States (the 48 contiguous states)  
**COR** – Central Office of Record  
**CSEP** – Courier Standardization Evaluation Program  
**CSEPI** – Courier Standardization and Evaluation Program Inspection  
**CSP** – Central Servicing Points  
**DACAN** – Distribution and Accounting Agency  
**DAO** – Defense Attaché Office  
**DCD** – Defense Courier Division  
**DCID** – Director of Central Intelligence Directive  
**DCN** – Delivery Control Number  
**DCO** – Delivery Coordinating Officer  
**DCS** – Defense Courier Station  
**DDOC** – Deployment Distribution Operations Center (Fusion Center)  
**DIA** – Defense Intelligence Agency  
**DIRNSA** – Director, National Security Agency  
**DLA** – Defense Logistics Agency  
**DOD** – Department of Defense  
**DODAAC** – Department of Defense Activity Address Code

**DODAAD** – Department of Defense Activity Address Directory  
**DODD** – Department of Defense Directive  
**DODM** – Department of Defense Manual  
**DODR** – Department of Defense Regulation  
**DOS** – Department of State  
**DOT** – Department of Transportation  
**EM** – Emergency Management  
**DTR** – Defense Transportation Regulation (4500.9-R)  
**DTS** – Defense Transportation System  
**EKMS** – Electronic Key Management System  
**EOD** – Explosive Ordnance Disposal  
**ER** – Eligible Rider  
**ETA** – Estimated Time of Arrival  
**ETD** – Estimated Time of Departure  
**FAA** – Federal Aviation Administration  
**FACTS** – Financial Air Clearance Transportation System  
**FARM** – Functional Account Records Manager  
**FEDEX** – Federal Express  
**FOUO** – For Official Use Only  
**FP** - Force Protection  
**FPCON** – Force Protection Condition  
**FSO** – Finance Servicing Office  
**GATES** – Global Air Transportation Execution System  
**GEMS** – Global Enterprise Management System  
**GOV** – Government Owned Vehicle  
**GPC** – Government Purchase Card  
**GSA** – General Services Administration  
**GTC** – Government Travel Card  
**GTR** – Government Transportation Requests  
**HAZMAT** – Hazardous Material  
**HHT** – Hand Held Terminal  
**IRRIS** – Intelligent Road/Rail Information Server  
**ISSA** - Interservice Support Agreement  
**JCS** – Joint Chiefs of Staff  
**JOSAC** – Joint Organizational Support Airlift Center  
**JPAS** – Joint Personnel Adjudication System  
**JQS** – Job Qualification Standard  
**MFR** – Memorandum for Record  
**MHE** – Material Handling Equipment  
**MIC** – Manager’s Internal Control  
**MILAIR** – Military Aircraft  
**MIPR** – Military Interdepartmental Purchase Request  
**MOA** – Memorandum of Agreement  
**MSC** – Military Sealift Command  
**MSL** – Military Shipping Label  
**NATO** – North Atlantic Treaty Organization

**NC2-ESI** – Nuclear Command and Control Extremely Sensitive Information  
**NCO** – Non Commissioned Officer  
**NDA** – US National Distribution Authority  
**NEO** – Non-Combatant Evacuation Order  
**NSA** – National Security Agency  
**NTSB** – National Transportation Safety Board  
**OCONUS** – Outside the Continental United States  
**OI** – Operating Instruction  
**OPS** - Operations  
**OPSEC** – Operations Security  
**OSC** – On Scene Coordinator  
**OTC** – Over-the-Counter  
**PM** – Program Manager  
**PMEL** – Precision Measurement Equipment Laboratory  
**POC** – Point of Contact  
**POD** – Point of Debarkation  
**POV** – Privately Owned Vehicle  
**QA** – Quality Assurance  
**QAE** – Quality Assurance Evaluator  
**QC** – Quality Control  
**QTP** – Qualification Training Package  
**RA** – Resource Advisor  
**RDD** – Required Delivery Date  
**RIC** – Resource Identification Code  
**RTS** – Return to Sender  
**S&G Model 8077** – Sargent & Greenleaf Model 8077 combination padlock  
**SA** – System Administrator  
**SCI** – Sensitive Compartmented Information  
**SCIF** – Sensitive Compartmented Information Facility  
**SER** – Security Eligibility Report  
**SHAPE** – Supreme Headquarters Allied Powers Europe  
**SIOP** - Single Integrated Operational Plan  
**SIPR** – Secure Internet Protocol Routing  
**SITREP** – Situation Report  
**SMS** – Single Mobility System  
**SOFA** – Status of Forces Agreements  
**SOP** – Standard Operating Procedure  
**SSBI** – Single Scope Background Investigation  
**SSBN** – Ballistic missile submarine  
**SSI** – Station Self-Inspection  
**SSN** - Attack Submarine  
**SSO** – Special Security Office  
**SSR** – Special Security Representative  
**STE** – Secure Telephone Equipment  
**TA** – Transportation Agents  
**TAC1** – Transportation Activity 1

**TCIG** – USTRANSCOM Inspector General  
**TCJ3-C** – Defense Courier Division  
**TCJ3-C-SSR** – Defense Courier Division Security Officer  
**TCMD** – Transportation Control and Movement Document (DD Form 1384)  
**TCN** – Transportation Control Number  
**TDY** – Temporary Duty  
**TPC** – Two-Person Control  
**TS** – Top Secret  
**TSA** – Transportation Security Agency  
**TSCO** – Top Secret Control Office  
**TSR** – Two-Signatures Required  
**TWCF** – Transportation Working Capital Fund  
**USAREUR** – United States Army in Europe  
**USTRANSCOM** – United States Transportation Command  
**VCNCO** – Vehicle Control Non Commissioned Officer  
**VIP** – Very Important Person  
**VOD** – Vertical Onboard Delivery  
**WWMA** – Worldwide Master Account  
**WS3** – Weapons Storage and Security System

### Section C - Terms

**Access** - The ability of persons to hold/handle courier material.

**Accreditation** - The formal approval of a facility used as a SCIF for the secure processing and/or storage of courier material.

**Air Waybill** – A contract between the shipper and commercial air carrier that states the terms and conditions of transportation.

**Armed Escort** - An armed individual accompanying a courier charged with the protection of the material in control of a courier.

**Authorized Recipients** - Personnel listed on an account holder's Form 10 or identified in a written letter signed by an account holder authorizing official.

**By-Name Delivery Method** - Two-Person-Control delivery method requiring consignors to identify specific individuals authorized to receipt for material.

**Carrier Onboard Delivery (COD)** - Delivery of material to an aircraft carrier.

**Central Office of Record (COR)** - The individual service, agency, or office responsible for COMSEC accountability measures within their jurisdiction.

**Central Servicing Point (CSP)** - A location at which a station and customers rendezvous for receipt or delivery of material.

**Command Messenger** - An individual designated, in writing, by an authorized customer to accept delivery of material on its behalf.

**Compromise** - Disclosure of classified material to unauthorized persons or a violation of mandatory TPC procedures.

**Container** - A cardboard box, of various sizes, used to consolidate smaller pieces of material for transfer between stations.

**Controlled Area** - An area where entry is subject to restrictions.

**Courier Material** - Material that has been accepted for movement through the courier distribution network.

**Courier Station** - Field activities responsible for the acceptance, processing, movement, delivery, and security of courier material.

**Delivery Control Number (DCN)** - A shipment-unique number generated by DIRNSA that is assigned to and helps identify a series (or article) of TPC material and is used during delivery to verify the customer's authorization to receipt for a specific TPC article.

**Delivery Control Officer (DCO)** - The controlling authority representative designated to manage the distribution of a specific shipment of TPC material.

**Designated Courier** - Appropriately cleared personnel selected to take custody of, safeguard, and escort courier material.

**Diplomatic Courier** - Person appointed and assigned by the US Department of State who holds a diplomatic passport and a courier letter signed by the Secretary or Under Secretary of State.

**Limited Area** - Designation of all SCIF areas located at each courier station and sub-stations.

**Loose Load** - The term used to describe the loading of material in the cargo hold of an aircraft that is not contained in an igloo or on a pallet.

**Mis-Delivery** - Delivery of courier material to other than the intended customer.

**Mis-Handled** - Improperly processing or accounting for courier material.

**Mis-Routed** - Courier material sent to the wrong courier station for delivery.

**Nickname** - Refers to special movement authorization that has been provided a unique identifier/name.

**No-Lone** - Area or situation that requires at least two properly credentialed courier personnel.

**Pallet** - a big flat silver thing made of aluminum with a balsa wood core having the dimensions of 108 inches wide by 88 inches long. Part of the DOD's 463L family of logistics equipment.

**Pouch** - A heavy-duty canvas bag used by courier stations to consolidate smaller articles for transfer.

**Regular Movement** - A precedence designator applied to the movement of courier material on scheduled transportation.

**Rerouted** - Courier material requested by the original consignor in writing, to be redirected to other than the original destination.

**Safe haven** - A place of safety where mission couriers may take refuge during unusual and/or threatening circumstances.

**Skid** - A warehouse materials handling platform made from a variety of materials used for storage and transportation.

**Special Handling** - Term used to describe a category of courier material that requires additional procedures and/or security.

**Special Movement** - Precedence designator applied to movement of such urgency that, to prevent mission impairment, is moved more expeditiously than normal schedules.

**Transportation Working Capital Fund (TWCF)** - Pay for all services received and bill customers for all services provided to them.

**Two-Person Control (TPC)** - Defined as courier material so sensitive that no single person will be allowed the capability or opportunity to have access to it.