

**U.S. TRANSPORTATION COMMAND**

**DEFENSE COURIER DIVISION**



**CUSTOMER SERVICE GUIDE**

**July 2013**

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## **CHAPTER 1 - INTRODUCTION**

### **1.1. Mission and Organization**

1.1.1. 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.

1.1.2. The Chief, Defense Courier Division, (TCJ3-C) reports directly to the USTRANSCOM Director of Operations and Plans (TCJ3) and is responsible for all assigned defense courier personnel, operational and logistical issues.

### **1.2. Security**

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

1.2.1.1. Restricting handling to appropriately cleared and trained personnel

1.2.1.2. Use of accredited Sensitive Compartmented Information Facilities (SCIF)

1.2.1.3. Continuous accountability and chain of custody

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

### **1.3. Defense Courier Stations**

1.3.1. Each courier station is assigned responsibility for providing courier service to customers within a defined geographic region. The regional servicing courier station is the customer's first point of contact for all matters relating to courier service. See <http://www.transcom.mil/dcd/> for station contact information.

### **1.4. Defense Courier Customer Service Guide**

1.4.1. This unofficial guide was created to assist customers who enter and/or receive qualified material via defense courier. While the information in this guide is applicable to all courier stations, customers should contact their regional servicing station as local conditions may vary slightly.

## **CHAPTER 2 – ESTABLISHING SERVICE**

### **2.1. Authorized Users.**

2.1.1. All Department of Defense (DOD) components, agencies and activities.

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

### **2.2. Qualified Material.**

2.2.1. DOD Instruction 5200.33 “Defense Courier Operations (DCO)” defines Qualified and Prohibited Material.

2.2.2. Except for material specifically prohibited from entry ([Prohibited Material](#)), any sensitive material requiring courier escort is qualified for movement by USTRANSCOM defense courier. Examples of material which should be transported by the Defense Courier include:

2.2.2.1. TOP SECRET information.

2.2.2.2. Classified information assurance material to include cryptographic and communication security material.

2.2.2.3. Classified cryptologic material.

2.2.2.4. Cryptographic keying material designated and marked “CRYPTO” by the National Security Agency/Central Security Service (NSA/CSS).

2.2.2.5. Sensitive Compartmented Information (SCI).

2.2.2.6. Air and space borne imagery material classified SECRET or higher.

2.2.2.7. Controlled cryptographic or COMSEC items, and other information assurance products or materials identified by NSA/CSS as requiring courier service.

2.2.2.8. Nuclear command and control (NC2) materials.

2.2.2.9. SECRET collateral material for the Intelligence Community to addresses already receiving material qualified under this subparagraph.

2.2.2.10. Technical surveillance countermeasures material.

2.2.2.11. Department of State (DOS)-accompanied diplomatic courier pouches as allowed by US Department of State Foreign Affairs Handbook.

2.2.2.12. Any other classified material.

2.2.3. 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.

2.2.4. 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.

### **2.3. Prohibited Material**

2.3.1. The following materials are prohibited from movement by Defense Couriers regardless of security classification:

2.3.2. Contraband, including controlled substances (particularly narcotics and dangerous drugs).

2.3.3. Personal property

2.3.4. Explosives, ammunition, firearms, and their components.

2.3.5. Radioactive, etiological, or other material hazardous to humans.

2.3.6. Perishable materials requiring refrigeration or icing (e.g., blood and vaccines).

2.3.7. Hazardous materials as defined in Air Force Manual 24-204\_IP.

2.3.8. Liquids of any kind.

2.3.9. Batteries if regulated as hazardous materials in accordance with Air Force Manual 24-204\_IP.

2.3.10. Currency, military payment certificates, bonds, securities, precious metals, jewels, postage stamps, or other negotiable instruments.

### **2.4. How to Establish a Defense Courier Account.**

2.4.1. Each DOD Component, Federal Agency, or other organization desiring Defense Courier service must first establish an account through its servicing Defense Courier Station. To establish an account, customers will be required to complete a USTRANSCOM FORM 10, *DEFENSE COURIER ACCOUNT RECORD* and submit the form to the servicing courier station. The servicing courier station will be required to provide information and guidance on how to complete the form.

### **2.5. General**

2.5.1. USTRANSCOM Form 10, *Defense Courier Account Record* (Figure 2.1) is the primary authentication document providing confirmation to defense couriers that individuals identified on the form are authorized and possess a valid security clearance to the degree of the highest classified material that could be received and/or entered by account(s) (see Figure 2.2 for step-by-step instructions). Entries on the Form 10 must be typed or computer generated. Handwritten forms will not be accepted.

2.5.2. Defense Courier Accounts are valid for one year from date of validation unless any of the following occur during the year:

- 2.5.2.1. A contract is terminated or closed. Customer must notify the servicing station's account manager.
- 2.5.2.2. The authorizing official has changed. Customers have 30 days to provide a new/updated Form 10 without causing the account to lapse.
- 2.5.2.3. Additions are made to personnel authorized to enter/receive material.
- 2.5.2.4. A new Form 10 is requested by your servicing station's account manager

## **2.6. Changes and Corrections**

2.6.1. All entries on the Form 10 submitted by customers must be typed. Courier station personnel are authorized to make pen and ink changes to correct contact information (e.g. account mailing address, listed email addresses, and phone numbers) and station delivery run codes. Additionally, courier stations may line out a previously listed authorized individual. All other changes require submission of a new Form 10.

## **2.7. Exceptions to Establishing an Account**

2.7.1. Customers with a short duration requirement for courier service may request special authorization by letter to TCJ3-C. Request letters must identify the origin and destination locations, required service dates, individuals authorized by name to enter/receive materials and a funding citation or MIPR. Contact your regional courier station or TCJ3-C for assistance and a sample letter (figure 2.3).

## **2.8. Understanding a Defense Courier Account Address**

2.8.1. Your servicing courier station will create your account number and address.

2.8.2. Each Defense Courier Account Address is constructed as follows:

EXAMPLE: LINE 1: 5CE001 RS00  
LINE 2: HKR000 KLT RS 026  
LINE 3: 3BCT/1ID

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

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

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

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

## **2.9. Category of Account (COA) Funding**

2.9.1. USTRANSCOM Defense Courier Service operates under Transportation Working Capital Fund (TWCF) procedures. Service is provided on a reimbursable basis. The reimbursement fee is set each fiscal year and remains stable for the duration of the effective year. After verifying documents authorizing use of the Defense Courier, the servicing station's account manager and/or customer will determine appropriate Category of Account (COA). Account managers will determine and verify the agency accepting responsibility to fund your shipments. Defense Courier Accounts will not be established until COA has been confirmed.

## **2.10. Additional Requirements for US Government Contractor Accounts**

2.10.1. US Government contractors must provide a copy of the DD Form 254, "*Contract Security Classification Specification, Department of Defense*". If the DD Form 254 is classified, customers may submit a letter in lieu of the 254. Your servicing courier station can provide a sample letter identifying the required information.

## **2.11. Contract Account Certifying Official (USTRANSCOM Form 10 Part II)**

2.11.1. Government contractor accounts must have their account verified by a government official using Part II of the USTRANSCOM Form 10. SCI and Non-SCI contracts may require different levels of verification. Non-SCI contract accounts are normally verified by the Contract Officer's Representative (COR) responsible for the contract whereas each service has specific requirements for verification of SCI contracts as specified below. The government representative verifying the clearance may use a digital signature on the Form 10.

2.11.1.1. 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.

2.11.1.2. 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.

2.11.1.3. 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.

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

2.11.2. For non-SCI contracts. COMSEC and collateral (non-SCI) the security clearances are verified by the government official responsible for the contract. In most cases this verification is done by the Contract Officer's Representative (COR).

**Figure 2.1: USTRANSCOM Form 10, Defense Courier Account Record**

DEFENSE COURIER ACCOUNT RECORD			
<b>PART 1: ALL ACCOUNT TYPES</b>		After Duty Hours Contact	Account Expiration Date
Account Delivery Address	Account Mailing Address and Fax Number	Organizational NIPR and SIPR e-mail Address	
		NIPR:	
		SIPR:	
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
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:	Authorizing Official (Name, Grade, Title)	Rotation Date:	Signature:
			E-Mail: <input type="text"/>
<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)
Authorizing Official (Name, Grade, Title)			Signature:
E-Mail:			Date:                      Rotation Date:
<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)	Date:	Signature:	

USTRANSCOM FORM 10, 27 APRIL 2012

## Figure 2.2: Instructions for Preparing USTRANSCOM FORM 10

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

### Part I – All Account Types

– **Account Delivery Address.** Enter the Account delivery address. The servicing courier station will construct and provide the three line Account Delivery Address. The third line is an unclassified unit identification to be used by couriers and customers to more easily and accurately identify the intended recipient. More than one account number may be entered.

Example:       438229 RS00  
                  HKR016 RMS RS 026  
                  CONSTANT HAWK

- **Account Mailing Address.** Enter the Account’s 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 shipment packages.
- **After Hours Contact.** Customer’s after hours contact phone number. DSN, Commercial, and Secure phone.
- **Organization /Group NIPR and SIPR email address:** Provide an 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 validation date.
- **Authorized 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 to be entered and/or received by the account. Enter "LAST ITEM" immediately below the last name or any supplemental instructions and use slashes or dashes to close out the line.
- **Clearance Statement/Authorizing Official.** By signing in this block, the account authorizing official certifies the individuals named on the form possess the security clearance and need to know equal to or greater than the highest classification of material entered and/or received by the account and that the individuals will enter only qualified material for movement.

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

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

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

## **Part II: Government Contractor Accounts**

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

**Part III: Consolidated Control Account (CCA) Authorization:** Customers may authorize representatives of another Defense Courier Account to enter/receipt for material on their behalf. When establishing CCAs, the customers must ensure that the CCA is accredited for the highest classification and type of material being accepted on their behalf. A CCA is not authorized to receipt for Two Person Control material. NC2-ESI material will not be delivered to a CCA except for Forces Afloat accounts. The account authorizing official must coordinate with the target courier account to gain their approval to act as a CCA. Annotate the CCA DODAAC in Part III of the Form 10 and the AO must sign the CCA statement in 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 2.3 Sample Memorandum for One Time Entry/Receipt of Courier Material**

(Agency/Activity Letterhead)

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

1. Reference: (Cite requirement for this one time entry/receipt.)
2. Individuals listed below are authorized to enter/receipt for material addressed to (accounts address i.e. DODAAC and account number; others use the unique address provided by TCJ3-C).

<u>NAME</u>	<u>RANK/GRADE</u>	<u>SIGNATURE</u>
(We recommend customers authorize at least two individuals.)		
First, MI. Last Name	XXXXXXXXXX	XXXX (MUST BE CLEAR AND LEGIBLE)
First, MI. Last Name	XXXXXXXXXX	XXXX (MUST BE CLEAR AND LEGIBLE)
First, MI. Last Name	XXXXXXXXXX	XXXX (MUST BE CLEAR AND LEGIBLE)
//////////////////////////////////////LAST ITEM//////////////////////////////////////		

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

Authorizing Official  
Signature Block

IND. USTRANSCOM TCJ3-C  
Request is Approved/Disapproved.

**NAME, GRADE**  
**Signature Block of TCJ3-C**  
**approving official.**

## **CHAPTER 3 – CUSTOMER IDENTIFICATION REQUIREMENTS**

### **3.1. Customer Authorization and Identification Procedures**

3.1.1. Individuals seeking to ship or receive qualified material via Defense Courier must be authorized either by a valid account Form 10 or One time Authorization letter. At the time of service each authorized individual must present valid personal identification. Defense couriers must be satisfied with the individual's identification and authority before transferring classified materials. Couriers may ask to verbally confirm any information contained on the identification document(s) or Defense Courier Authorization Record.

3.1.2 The following are acceptable forms of identification:

- Department of Defense Common Access Card
- US Government civilian identification card/credentials
- Contractor company identification card/badge
- State issued driver's license
- DOS Diplomatic Courier Service courier credentials
- Passport
- Foreign national photo identification

3.1.3. The individual physically presenting material for defense courier movement does not have to be the same person who completed or signed the DD Form 1384 (ATCMD) but both individuals must be listed on the customer's Form 10 or One Time Authorization letter.

3.1.4. Since the Department of Defense Common Access Card does not have a signature specimen, couriers will verify customer's signature on the manifest against the specimen provided on the Form 10 prior to transferring material.

## **CHAPTER 4 – DEFENSE COURIER MOVEMENT SYSTEM**

### **4.1. Categories of Movement**

4.1.1. There are two levels of Defense Courier service; regular and special.

#### 4.1.2. Regular Movement

4.1.2.1. Regular service accounts for the vast majority of material movement by defense courier. Shipments are receipted for, processed, and delivered via normally scheduled transportation. USTRANSCOM TCJ8 sends a monthly invoice to the account COA to bill for material moved by pound.

#### 4.1.3. Special Movement

4.1.3.1. Material of such urgency that, to preclude mission impairment, must be moved more expeditiously than regular service. To ensure rapid delivery, couriers make special arrangements to meet customer demand.

4.1.3.2. If a special movement is required, the requesting customers must fund all costs associated with the special movement in advance and may be required to rendezvous with mission couriers at a pre-coordinated site. Servicing courier stations will provide expense estimates to include commercial airline tickets, per diem and any other costs necessary to accomplish the special movement.

4.1.3.3. Customers must provide the following information for Defense Couriers to coordinate a special movement:

- Consignor's account information
- Consignee's account information
- TCN(s), weight, and package dimensions
- Destination location
- Required Delivery Date
- Date and location material will be available for movement
- Fund cite for courier travel and material movement (or capability to cross-org in DTS)
- Points of contact at the requesting agency, originator, and recipient
- Any other pertinent or requested information (for Nickname specials include the required period and frequency of movement)

4.1.3.4. Requests for special mission must be approved by USTRANSCOM TCJ3-C prior to execution.

### **4.2. Establishing Regular Pickup/Delivery Service.**

#### 4.2.1. Over-the-counter service and Central Servicing Points

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

4.2.2. Service to customers further than 90 miles or 1.5 hours from their servicing courier station

4.2.2.1. Customers geographically located a significant distance from the supporting Defense Courier Station will normally be serviced by established over-the-road delivery routes. The meeting locations will be pre-coordinated and are called Central Servicing Points (CSP). 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.

4.2.2.3. Defense Couriers use a mix of commercial and military aviation and vehicles to transport material for delivery to customers. Delivery to geographically separated customers requires coordination and cooperation from all parties involved. Extensive coordination with commercial and/or military airfields, Transportation Security agency, military installations, various airfield support agencies and customers is required for each transaction. Delivery by air is the most expensive means of transport and is reserved for only long distance or special delivery missions.

4.2.2.4. Whether service is schedule by road or air, it is imperative that customers uphold the meeting arrangement as agreed with the servicing station. Mission couriers will make every effort possible to keep customers appraised of estimated arrival times.

4.2.3. Contact your servicing Defense Courier Station for specific information.

### **4.3. Delivery Coordination**

4.3.1. Courier stations should coordinate pick-up/delivery schedules with customers well in advance of the actual date. Stations may coordinate by phone or E-mail and should include the date, time and place along with the number of articles and total weight addressed to your account. You will be informed of any special handling instructions you may need to know. This is also your opportunity to inform couriers about any material you have for pick-up.

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

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

### **4.4. Material Delivery.**

4.4.1. Ensuring the right shipment piece is delivered only to the correct intended recipient is paramount to the security of your material. The delivery process used by defense couriers is purposely designed to be a methodical, redundant process to prevent delivery to the wrong person. We ask for your patience and understanding, especially when the weather is less than ideal, as our couriers perform the many steps involved to assure the security of your material.

4.4.2. Consolidated Control Accounts (CCA) are authorized to ship and receive material on behalf of other accounts. CCA's will be provided an additional copy of the delivery manifest for use during subsequent shipment transfer to the ultimate recipient.

4.4.3. Transfer of custody and responsibility for the classified material occurs with the printed name, and signature of the recipient and couriers on the delivery manifest.

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

4.4.5. A separate manifest (two copies) will be prepared for each account receiving material on a given delivery mission. After completing the delivery transaction and verifying all material is accounted for, the two defense couriers and the authorized receiving customer will sign two copies of the manifest. Couriers will keep the original and the receiving customer will keep the second copy.

#### **4.5. Movement Security.**

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

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

## **CHAPTER 5 – MATERIAL PACKAGING**

### **5.1. General**

5.1.1. In accordance with DODI 5200.33, only qualified material that has been properly packaged and documented may be accepted for movement by defense courier. Courier stations will incorporate packing and wrapping training in local customer training programs as necessary.

### **5.2. Minimum Packing Standards**

5.2.1. Minimum standards for packing and wrapping qualified material are:

- Double wrapped with opaque material.
- Equipment packaged by manufacturer in accordance with contract specifications and double wrapped.
- Packaged so that contents will not shift during transit
- Standard GSA Kraft envelopes not less than 8 ½ inches by 11 inches.
- Wooden crates, double-faced corrugated fiberboard, heavy Kraft wrapping paper, canvas shipping bags are acceptable outer packaging materials subject to restrictions further specified below.
- Tape-gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent. Masking, cellophane, or translucent nylon-reinforced tape will not be used.
- Cartons with stapled seams and/or corners must have the stapled seam covered by reinforced Kraft paper tape.
- Any package weighing 50lbs or more, and all equipment cases regardless of weight, must be banded with rayon, nylon, or plastic banding material. Metal strapping bands are not allowed for courier safety and protection of other customer's packages.

### **5.3. Size and Weight Standards**

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

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

### **5.4. Reinforcement Methods**

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

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

5.4.3. If a paper outer wrapper is used, all exposed seams will be taped with gummed Kraft paper tape (reinforced), federal stock number 8135-00-598-6097, or its equivalent, completely and reinforced.

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

5.4.5. All packages weighing 50 pounds or more and all equipment cases, regardless of weight, will be banded with a minimum of two nylon, rayon, or plastic bands for security. Metal strapping bands are not allowed for courier safety and protection of other courier materials.

### **5.5. Shipping Bags/White Canvas Bags**

5.5.1. 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.

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

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

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

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

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

### **5.6. Overweight / Oversize Material**

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

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

5.6.3. Proposed date of shipment.

5.6.4. Special handling instructions, if any.

## **CHAPTER 6 – DOCUMENTATION REQUIREMENTS FOR MATERIAL**

### **6.1. DD Form 1384, Transportation Control and Movement Document (TCMD) Preparation**

6.1.1. All shipments moving within the DTS must comply with DTR 4500.9-R-Part II, “Cargo Movement”. The basic shipping document, DD Form 1384, Transportation Control and Movement Document (TCMD) is used to control the movement of cargo while in the DTS. (Figure 6.1)

6.1.2. Customers use the Defense Courier Advanced Transportation Control Movement Document (DC-ATCMD) web site <https://trackerlite.wpafb.af.mil/DCATCMD> to provide advanced shipment information to their servicing courier station, and print the TCMD and bar-coded shipping labels. The link to the ATCMD website is also included on the Defense Courier Division website; <http://www.transcom.mil/dcd/>.

6.1.3. Each shipment will be assigned a separate Transportation Control Number (TCN). The TCN is a 17 digit alpha numeric code that identifies each individual piece of courier material. TCNs can be broken down into 6 sections.

6.1.3.1. The First 6 digits are the shipper’s DODAAC.

6.1.3.2. Digit 7 is the last number of the current calendar year.

6.1.3.3. Digits 8-10 are the Julian date which the TCN was created.

6.1.3.4. Digit 11 is the serial number prefix, which is always **X** for courier shipments.

6.1.3.5. Digits 12-14 is the TCN serial number, in sequential order starting over each day.

6.1.3.6. Digits 15-17 will be XXX for most courier shipments. In some cases where a customer has multiple individual articles that must be moved/delivered together, the 16th position will be used to identify the article as part of a multi-piece shipment.

6.1.4. If the material is entered through the DC-ATCMD web site, the TCN will be constructed automatically.

### **6.2. DD Form 1387, Military Shipment Labels (MSL)**

6.2.1. The security of your material depends on accurate addressing of the DD Form 1387. We rely on your care and attention when addressing and labeling packages to ensure the courier delivery address on the DD Form 1387 is correct for the intended recipient and that the label is securely affixed to package in a way that prevents loss or damage to the label. (Figure 6.2)

6.2.2. Each article will have a MSL permanently affixed.

6.2.3. Postal mailing addresses are not authorized on the MSL.

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

### **6.3. Purpose and Function of the ATCMD Website**

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

6.3.2. See Appendix C of this guide for instructions on using the DC-ATCMD system. Contact your servicing courier station for DC-ATCMD questions and comments.

### **6.4. Step-by-step guide for completing a manual TCMD and MSL (figures 6.1 and 6.2)**



**Figure 6.2: Instructions for Preparing DD Form 1387, Military Shipment Label**

- Inserts identify which block from the DD Form 1384, TCMD that must match with the DD Form 1387, MSL

MILITARY SHIPMENT LABEL		Form Approved. OMB No. 0704-0188
1. TRANSPORTATION CONTROL NUMBER  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 10</b></div>		2. POSTAGE DATA
3. FROM  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 6</b></div>	4. TYPE SERVICE	
5. SHIP TO/POE  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 6</b></div>		6. TRANS PRIORITY  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 12</b></div>
7. POD  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 7</b></div>	8. PROJECT  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 14</b></div>	
9. ULTIMATE CONSIGNEE OR MARK FOR  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 11</b></div>	10. WT. <i>(This piece)</i> <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 23</b></div>	11. RDD <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 13</b></div>
	12. CUBE <i>(This piece)</i> <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 24</b></div>	13. CHARGES
	14. DATE SHIPPED	15. FMS CASE NUMBER
	16. PIECE NUMBER  <div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Block 22</b></div>	
	17. TOTAL PIECES	

DD FORM 1387, JUL 1999 PREVIOUS EDITION IS OBSOLETE

## **CHAPTER 7 – UNIQUE CIRCUMSTANCES**

### **7.1. Return to Sender (RTS)**

7.1.1. Courier stations will normally hold shipments for less than 30 days. Stations will notify your account using the contact information you provide on your Form 10. The message will advise receiving customers that material will be returned to the originator if it has not been delivered or picked up within 30 days of the message date. Customers receiving these messages should immediately contact the servicing courier station to resolve the problem. Again, deploying units should notify their servicing station well in advance to coordinate material routing and account status

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

### **7.2. Re-routing Material (Customer Request)**

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

7.2.2. The consignor is responsible for all additional movement costs associated with material re-routes.

### **7.3. Two Person Control (TPC) (including NATO-TPC)**

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

### **7.4. Nuclear Command and Control-Extremely Sensitive Information (NC2-ESI)**

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

### **7.5. Two Signatures Required**

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

## **7.6. Forces Afloat/Deployed Units**

7.6.1. To ensure uninterrupted service, Forces Afloat accounts and Deploying units must contact their servicing station as far in advance of deployment as possible to confirm material routing instructions. All courier stations have secure communication means in the event deployment or port call schedules are sensitive or classified.

7.6.2. Submarines and other forces afloat accounts with two or more teams must either ensure their Form 10 includes personnel from all teams or create a separate Form 10 for each team.

7.6.3. Defense Couriers will route material according to the address specified by the shipper. Shipments may be delayed if the originating shipper and couriers do not have current location or shipment routing information.

7.6.4. Service to units operating in areas with which the US does not have a Status of Forces Agreement (SOFA), or similar agreement that protects material from possible search and seizure, will be accomplished via Department of State Diplomatic courier. Material will be shipped to the American Embassy, US Consulate General, or Defense Attaché Office for delivery. Service to some countries or regions require additional time so again, advance notification of requirements is key.

## **7.7. Required Delivery Date (RDD)**

7.7.1. Customers are responsible for identifying shipments which must be delivered to the recipient by a specific date. Defense Couriers use the Required Delivery Date (RDD) to guide movement decisions and will make every effort to meet the RDD. If the stated RDD cannot be met through regularly scheduled courier routes, additional costs may apply to support special movement (see para 4.1.3.).

## **CHAPTER 8 – DELIVERY BY DEPARTMENT OF STATE**

### **8.1. General.**

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

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

8.1.3. Material that will be transferred to Department of State must be pre-cleared with DOS by the shipper prior to entry. The shipper will e-mail the DOS CCA/pre-clearance letter (see fig. 8.1) to the DOS points of contact. As proof of pre-clearance, and to grant DOS movement authority, DOS will e-mail the approved DOS CCA/pre-clearance letter to the originating courier station. When coordinating material pick up, courier stations will verify they have received the pre-clearance letter from DOS by comparing the TCNs on the letter to those advanced by the customer. Customers are encouraged to work with their servicing courier station in advance to ensure the requirements for DOS delivery are understood.

### **8.2. Package Requirements**

8.2.1. DOS restrictions on material size/weight may differ from TCJ3-C. DOS reserves the right to refuse courier material for movement and delivery. Material refused by DOS will be returned to sender (RTS) at consignor expense. Contact your servicing courier station or TCJ3-C for assistance.

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

### **8.3. Delivery Instructions**

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

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

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

8.3.3. Due to various global situations, availability of aircraft, delivery schedule frequency and material weight, packaging, and destination country restrictions, DOS service may require additional lead times

and in some cases may not be possible. We recommend you contact one of the Diplomatic Security Courier points of contact listed below to obtain the latest information.

**BRANCH CHIEF CPM:** John Brandt: 703-922-3080

**DIPLOMATIC SECURITY COURIER LIAISON:** Perry Davidson: 703-922-3018

**DIPLOMATIC COURIER SUPPORT FLIGHT COORDINATOR:** John Wright: 703-874-9888

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

**POUCH TRACKING:** [DPM-ANSWERPERSON@STATE.GOV](mailto:DPM-ANSWERPERSON@STATE.GOV)

**Figure 8.1 Sample CCA/ Pre-clearance Letter for Department of State Material**

AGENCY LETTERHEAD

MEMORANDUM FOR USTRANSCOM TCJ3-C-BA

FROM: {DODAAC/Account #}

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

1. Personnel listed on the USTRANSCOM 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: Stephen Davidson at (703) 922-3018. Include the following addressees in your e-mail request: [DavidsonSP@state.gov](mailto:DavidsonSP@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}

## **APPENDIX A - REFERENCES**

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

DOD Instruction 5200.33, *Defense Courier Operations*

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

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

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

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

CJCSI 3260.01C, *Joint Policy Governing Positive Control Material and Devices*

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

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

USTRANSCOMI 10-22, *Defense Courier Operations*

DD Form 1384, *Transportation Control and Movement Document*

DD Form 1387, *Military Shipment Label*

DD Form 254, *“Contract Security Classification Specification, Department of Defense”*

## **APPENDIX B – USEFUL INTERNET LINKS**

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

Defense Courier Portal <http://www.transcom.mil/dcd/>

ATCMD (Material shipping) <https://trackerlite.wpafb.af.mil/DCATCMD> account registration required

IGC (Shipment Tracking) <https://www.igc.ustranscom.mil/igc/> CAC and account registration required

DTR 4500.9-R *Defense Transportation Regulation – Part II Cargo Movement*  
<http://www.transcom.mil/dtr/part-ii/appendixa-z.cfm>

## APPENDIX C – DC-ATCMD WEBSITE GUIDE

### Advance Transportation Control and Movement Document (ATCMD)

Submittal Form, Defense Courier Material

Use of this site is only for creating a Defense Courier-specific ATCMD and 2D Military Shipping Labels (2D MSL)

Username:

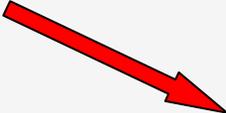
Password:

- Not registered? Click [here](#).
- Minimum recommended screen resolution is 1024 x 768

**Register to begin using the site.**



Registration Problems?  
Check FAQ



| [Login](#) | [FAQ](#) | [Contacts](#) | [User Manual](#) |

### Advance Transportation Control and Movement Document (ATCMD)

Submittal Form, Defense Courier Material

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Welcome back

- [Create Shipment](#)
- [View Submission History](#)
- [Manage Account](#)



**Once you have registered/logged in, click on create shipment.**

---

| [Main Menu](#) |

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You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

**Step 1: Search Consignor**

Consignor:  Search Method:

The **consignor field** defaults to your registration account. If you have multiple accounts, you can manually input any DoDAAC or account number.

**Step 2: Verify Consignor and Determine Destinations**

Address: 434021 WP06  
 HKZJ3C FFO WP 001  
 USTRANSCOM J3-C  
 SCOTT AFB IL 62225

APOE:  Consignees:

Enter up to **20 destinations** (consignees) per session. Pieces will be added in the next step.

Verify **your account** information for accuracy

**Step 3: Create Shipments**

Destination: 1

Consignee:  Search Method:  Pieces:

Enter up to **23 pieces** per consignee.

Enter destination DODAAC or account number  
 Ensure proper DODAAC is entered, this is where the shipment will be delivered

**Step 3: Create Shipments**

**Destination: 1**

Consignee: HKZJJA    Search Method: By DoDAAC    Pieces: 2    Search

Address: 416000 JA00  
HKZJJA NIP JA 001  
934 ALBERMARLE ST  
JACKSONVILLE FL 32212-0032    APOD: NIP

Piece:	Container:	Weight:	Length:	Width:	Height:	RDD:
1	Box		1	1	1	999
2	Flat		14	9	0	999

**Destination: 2**

Consignee: HKZJJSN    Search Method: By DoDAAC    Pieces: 2    Search

Address: 444000-SN00  
HKZJJSN DC5 SN 001  
DCS STATION -SAN DIEGO  
SAN DIEGO CA 92135-7134    APOD: DC5

Piece:	Container:	Weight:	Length:	Width:	Height:	RDD:
1	Box		1	1	1	999
2	Box		1	1	1	999

Ensure the destination and APOD are accurate! This is where your shipment will be delivered!

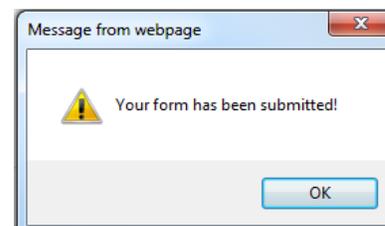
Identify each piece as a box or flat.

Enter the weight, length, width, and height of each piece. (pounds & inches)

After all required fields are completed, click submit

**Step 4: Validation and Submission**

Submit ATCMD    Re-start



**Submission History**

Show 10 entries

Search:

**Locate submission to print**

Consignor	APOE	Submission Date	Destinations	Action
HKK022	SKF	7/23/2013 2:23:02 PM	1	<a href="#">View Details</a>
HKR222	RMS	7/25/2013 12:42:44 PM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/22/2013 3:24:50 PM	2	<a href="#">View Details</a>
HKZJ3C	FFO	7/23/2013 8:36:24 AM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/23/2013 9:50:50 AM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/23/2013 12:25:56 PM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/24/2013 3:55:00 PM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/25/2013 8:50:43 AM	1	<a href="#">View Details</a>
HKZJ3C	FFO	7/25/2013 12:56:08 PM	2	<a href="#">View Details</a>
HKD620	DC6	7/18/2013 8:42:08 AM	1	<a href="#">View Details</a>

Showing 1 to 10 of 12 entries

**Click View Details**

**Submission History Detail**

Consignor	APOE	Submission Date	
HKZJ3C	FFO	7/25/2013 12:56:08 PM	
Destination	Consignee	APOD	RDD
1	HKZJJA	NIP	999
Piece	TCN	Weight	Cube
1	HKZJ3C3206X002XXX	35	1
2	HKZJ3C3206X003XXX	1	1
Destination	Consignee	APOD	RDD
2	HKZJSN	DC5	999
Piece	TCN	Weight	Cube
1	HKZJ3C3206X004XXX	35	1
2	HKZJ3C3206X005XXX	1	1

**Click here to print  
Military Shipping Label (MSL)**

[Print Receipt](#)

**Click here to print Receipt**

