

CHAPTER 103

AIR MOVEMENT

A. GENERAL

1. The Department of Defense (DoD) must utilize members of the Civil Reserve Air Fleet (CRAF) to the maximum extent practicable unless there is a documented, negative, critical mission impact justifying non-usage. Air carriers of the U.S. airline industry who are members of the CRAF provide aircraft and crews to support the DoD in emergencies when requirements exceed available military aircraft. Transportation Officers (TO) may obtain a current listing of DoD-approved and CRAF carriers at the Internet address <https://intelshare.intelink.gov/sites/amc-a3b-dodcccl/SitePages/home.aspx> or by contacting the DoD Commercial Airlift Division at HQ AMC/A3B, 510 POW MIA Drive Bldg P40, RM 316, Scott AFB, IL 62225-5302, 618-229-4801, or DSN 779-4801.
2. In accordance with (IAW) DoD Instruction (DoDI) 4500.57, “Transportation and Traffic Management”, the following priorities, in order of precedence, will be used for passenger airlift, subject to operational requirements of the DoD Component command sponsoring the traffic to be moved:
 - a. United States Transportation Command (USTRANSCOM) validated passenger channel airlift, including Patriot Express must be used for Outside the Continental United States (OCONUS) travel unless there is a documented negative critical mission impact.
 - (1) Even if the service can be provided at less cost by a commercial air carrier.
 - (2) Even if commercial air service is preferred by or is more convenient for the traveler.
 - (3) OCONUS travel requests generated by the Defense Travel System (DTS) must be routed through the TO prior to commercial carrier consideration to ensure USTRANSCOM seats are fully utilized.
 - b. General Services Administration (GSA) arranged or contracted airlift on CRAF carriers.
 - c. Other U.S. CRAF carriers.
 - d. DoD-approved U.S. flag carriers.
 - e. Non-DoD-inspected or non-DoD approved U.S. approved U.S. flag carriers.
 - f. DoD-approved foreign flag carriers.
 - g. Non-DoD-approved carriers (for individual travel).
3. Reduction of Social Security Number (SSN) Use Within DoD. Use of the DoD Identification Number (DoD ID) for passenger reservations and on passenger manifests is mandatory when included on DoD identification cards, as prescribed in DoDI 1000.30, Enclosure 2, “DoD Guidance on the Use of the SSN”, available at: <https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/100030p.pdf?ver=Tqd9aYbEYT9QR9ZuOG63KQ%3d%3d>. The DoD ID will replace the SSN as the Geneva Conventions serial number for the United States as all DoD identification cards are updated through their natural life-cycle replacements.
4. It is DoD policy that unused passenger space on DoD passenger-carrying aircraft, on all types of missions (e.g., channel, Special Assignment Airlift Mission [SAAM], Operational Support Airlift [OSA], Aeromedical Evacuation) be utilized to the maximum extent possible, to include space-available passengers, as authorized by DoDI 4515.13, “Air Transportation Eligibility”. Available

seats will be released for space available travel unless overriding safety or legal concerns (including hazardous cargo, Customs and Border Protection [CBP], agriculture, or immigration considerations), or a defined need for security prohibit space-available travelers from flying on a specific mission.

5. Passenger Identity Screening and Security. Guidance for passenger identity screening against the Government watch list is found in [Paragraph AA](#). Guidance for passenger/baggage screening at military-controlled airfields may be found in Service regulations and/or Department of the Air Force (DAFI) 24-605, Air Transportation Operation, Volume 2. Anti-hijacking inspection guidance for passengers traveling on dedicated lift and/or direct-to-aircraft missions may be found in this regulation, Part III, Appendix T.
6. Space Available Traffic (SAT) (also known as opportune airlift). SAT includes any aircraft not on a scheduled channel mission, to include training missions, which offers space for passengers, cargo, and/or mail. It is the use of organic aircraft in a secondary role to the primary mission, and the portion of airlift capability available for use after planned mission requirements have been met. Air Mobility Command (AMC) will process and bill for SAT on established channel routes as normal revenue generating passenger, cargo, and mail at the tariff rate where airlift transportation service was provided. The Service SAAM validator normally generates the request for SAT to USTRANSCOM Global Operations Center (GOC).
7. Reporting Changes. Reporting changes is critical. Commercial carriers may impose penalties for failure to report changes or cancellations on scheduled or chartered service. Once transportation requests have been confirmed and changes are required, notifications of the change must be made expeditiously by all entities involved.

B. USTRANSCOM CONTRACTED CHARTER SERVICES

1. Standards of service for DoD charter airlift must be provided in the USTRANSCOMAMC-negotiated contract.
2. All international and domestic SAAM charter air movements contracted by USTRANSCOM and procured with Transportation Working Capital Funds will have a surcharge applied.
3. Under current agreements, all air carriers are required to provide the following notifications in case of a delay or irregularities.
 - a. When it is known that the schedule established for a commercial air movement will be delayed at origin or other irregularities have occurred, such information must be reported immediately to AMC/618th Air Operation Center (AOC), and the origin TO. Except as stated in [Paragraph B.3.c](#), below, no changes will be undertaken by the TO until the changes have been cleared with AMC authorized contracting personnel. AMC/618th AOC must immediately notify AMC authorized contracting personnel who will notify USTRANSCOM GOC of the delay. AMC/618th AOC must also notify USTRANSCOM GOC if the mission is priority 1B1 or higher (see Appendix A for mission priority description).
 - b. After a commercial air movement has departed and becomes delayed en route, the carrier is responsible for notifying AMC/618th AOC, who in turn must notify USTRANSCOM GOC of the delay. If the mission priority is 1B1 or higher, AMC/618th AOC must notify USTRANSCOM GOC, the origin and destination TOs, and the bus carrier if supplementary services were arranged at the destination. In each instance, the notification must contain the following information:
 - (1) Location where the interruption in service occurred.
 - (2) Period of delay.

- (3) New destination terminal.
 - (4) Mode of alternative transportation.
 - (5) Time of departure from point of delay.
 - (6) New estimated time of arrival.
- c. If there is not enough time to notify and receive clearance from AMC/618th AOC, as required in [Paragraphs B.3. and B.3.b.](#) above, emergency notification must be furnished to the TO at the destination. The carrier must notify AMC/618th AOC immediately. AMC/618th AOC must immediately notify AMC authorized contracting personnel, who will notify the USTRANSCOM GOC of the delay. AMC/618th AOC must notify the USTRANSCOM GOC if the mission priority is 1B1 or higher.
4. Upon presentation of proper identification, Department of Transportation inspectors or other representatives on official duty are authorized to ride any DoD-sponsored commercial flight to conduct inspections. If maximum load limitations are exceeded, passengers will be removed in the following order:
- a. Authorized carrier employees other than crew members.
 - b. Members, who must then be furnished other commercial transportation.

C. COMMERCIAL CHARTER SERVICES FOR GROUP TRAVEL

TOs have the authority, with the concurrence of their respective DoD component, to route any size group, except for those groups requiring the purchase of a full planeload charter. An international full planeload charter must first go to the TO's Services SAAM validator (see Appendix B). SAAM and Group Operational Passenger System (GOPAX) full planeload charters will be arranged through USTRANSCOM. For movements on scheduled service, ([see Paragraph E.](#)). When charter air service is required (other than charter air taxi service), only the services of DoD-approved carriers in the CRAF program, certified route carriers, and certified supplemental air carriers will be considered.

1. Once validated, SAAM and GOPAX missions are procured by USTRANSCOM/TCAQ-C using competitive best value procedures. The contracts and Performance Work Statements for both can be found at <https://www.sam.gov>. Contractors are paid via Transportation Working Capital funds and the units requesting the missions are billed by AMC/FM after the mission occurs.
2. Need for Unclassified Travel Information. When any type of commercial transportation is requested, the origin, destination, and movement date must be unclassified so that negotiations can be conducted with commercial carriers.
3. GOPAX Moves. GOPAX supports the commercial airlift of 40 or more passengers ([see Paragraph C.4.](#) for request of less than 40 passengers) within the following locations: Continental U.S. (CONUS), Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Mexico, and Canada. USTRANSCOM will arrange full planeload charters to meet passenger requirements on a single or multiple aircraft at both military and commercial airfields. For questions, contact the USTRANSCOM Operations Directorate, Global Operations Division, Global Optimization Branch (TCJ3-5G) at commercial 618-817-6108, DSN 322-817-6108, or email transcom.scott.tcj3.mbx.j35-global-requirement@mail.mil.

- a. To leverage the best prices and obtain greater carrier availability, all requests for charters must be received 10 days prior to the proposed departure. If a short notice requirement develops within the 10-day window, requests will be accepted with adequate justification.
- b. TOs will submit requests via GOPAX at <https://gopax.transport.mil/>. Requests must contain the following information:
 - (1) Unit Point of Contact (POC). Enter the following (Do not include TO information, this will automatically be published into the request.):
 - (a) Full name of requestor.
 - (b) Official email.
 - (c) Commercial phone number.
 - (d) 24-hour phone number. Must be accessible for urgent or emergency situations.
 - (e) Full name of an alternate POC.
 - (f) Alternate POC phone number. Must be accessible for urgent or emergency situations.
 - (2) Request Information: Enter the following:
 - (a) Fund Cite. Billing information must be included at the time of the request. Enter the line of accounting (LOA) and funding document number (e.g. Miscellaneous Obligation/Reimbursement Document, Military Interdepartmental Purchase Request, etc.) or Transportation Account Code in lieu of LOA. Government Transportation Requests (GTR) must not be issued for payment of airlift charter movements.
 - (b) Unit Name. Select from dropdown. To add a unit, email, transcom.scott.tcj3.mbx.gopax@mail.mil.
 - (c) Pax Weight. Enter passenger weights, see [Figure 103-3](#), paragraph 4. These weights are for planning purposes only. Actual weights will always be used when manifesting passengers on commercial aircraft. See [Figure 103-3](#) paragraphs 1. and 4.
 - (d) Personnel Code. Enter the appropriate service and component codes.
 - (3) Leg Information. Enter the following:
 - (a) Origin International Civil Aviation Organization (ICAO). Enter the specific ICAO for the departure airport/airfield.
 - (b) Destination ICAO. Enter the specific ICAO for the arrival airport/airfield.
 - (c) PAX. Total number of passengers.
 - (d) Baggage. Include the estimated number of pieces and weight for accompanied baggage. Individual bags over 100 pounds are not authorized. See [Paragraph K.](#), and [Figure 103-3](#).
 - (e) Internal Comments. (Do not use this field to enter operational or sensitive information; unit or alternate POC names or contact information.):
 - (f) If applicable, insert the number of foreign nationals accompanying the unit.
 - (g) If applicable, enter the number and type of authorized weapons and/or ammunition to ship concurrently with personnel.

(h) Short Notification Justification. If within ten days of requested departure date, enter the justification.

4. SAAM Missions.

- a. For commercial passenger requirements that do not meet the 40 passenger GOPAX minimum threshold, SAAM request may be submitted. Travel must be within CONUS, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Mexico, and Canada and be between 10-39 passengers ([see Paragraph E.2.a](#)).
- b. For questions regarding the usage of SAAMs, contact USTRANSCOM Operations Directorate, Global Operations Division, Global Optimization Branch (TCJ3-5G) at commercial 618-817-6108, DSN 322-817-6108, or email transcom.scott.tcj3.mbx.j35-global-requirement@mail.mil.
- c. SAAM Request. See Appendix B (or DTR Part II, Appendix Q) for format and submittal procedures.

D. BRIEFING THE GROUP LEADER

1. After the transportation arrangements have been made, the TO will provide the requester all pertinent transportation information ([see Paragraph D.3](#)). The TO then prepares any required transportation documents, and tickets.
2. Reporting changes is critical. Commercial carriers may impose penalties for failure to report changes or cancellations on scheduled or chartered service. Once a group move has been finalized, the traveling unit (or group leader) is responsible for reporting to the TO any changes that may affect the move (e.g., an increase or decrease in passenger count, changes in baggage or equipment requirements, changes in dates or time, or cancellation of all or part of arranged transportation). For GOPAX movements, when the TO is notified of changes to passenger group movements by the group leader or traveling unit point of contact, the TO will contact USTRANSCOM at 618-817-7706 or DSN 770-7706.
3. Prior to travel, the TO or staff must brief and provide written instruction to the group leader, troop commander and, if possible, the entire group. The briefing must include, but not be limited to, the following, as applicable:
 - a. The group leader is not authorized to make changes or to cancel any travel arrangements unless specifically authorized by the origin TO.
 - b. A review of any required travel documents provided and their proper use.
 - c. Accuracy of passenger manifests.
 - d. Schedule date and time of departure, route, symbol and numbers, and scheduled date and time of arrival at destination.
 - e. The disposition of all unused transportation requests, totally and partially unused tickets, and other transportation documents.
 - f. Baggage handling. For missions with multiple enroute offload locations, ensure baggage is separated by destination.
 - g. Responsibility to ensure all weapons are unloaded prior to movement, see Appendix C.
 - h. Responsibility to ensure actual weights of personnel and actual weights of baggage are provided to the air carrier on all commercial aircraft.

E. COMMERCIAL AIR CARRIER SERVICE (SCHEDULED SERVICE)

Commercial air carrier scheduled service is defined as seats purchased from the commercial airlines on regularly scheduled commercial airlines. DoD Components may establish separate procedures to accomplish payments as long as the payments is through a contractor-issued government travel card established under a GSA contract for commercial travel card services. Once the provisions of [Paragraph A.2](#) are met, the following applies to the booking of passengers on commercial scheduled service airlift.

1. GSA CPP. Each year, under the CPP, the GSA Federal Supply Service awards contracts for air transportation for travelers on official Government travel. The contracts are awarded competitively based on the best overall value to the Government. The best value decision is based on considerations of the type, distribution, and number of flights; the average flight time; and the offered price. For more information, access “City Pair Program (CPP)” on the GSA website: <https://www.gsa.gov/travel/plan-a-trip/transportation-airfare-rates-pov-rates-etc/airfare-rates-city-pair-program>.
 - a. Some GSA routes may offer “dual fares”; one fare is a capacity-controlled unrestricted fare (fare basis code “_CA”) and the other is an unrestricted fare (fare basis code “YCA”). The capacity-controlled unrestricted fare differs from the unrestricted YCA fare only in that the airline can limit the number of seats offered under the capacity-controlled, or “_CA”, fare basis. The unrestricted fare, or YCA, has a last seat on the aircraft availability to the traveler. Neither fare basis requires advance purchase and has no minimum nor maximum stay requirements, travel time limits, or blackout periods. The capacity-controlled unrestricted fare is, in many cases, significantly less expensive than the unrestricted YCA fare. DoD travelers are encouraged to make reservations as far in advance as possible to increase the chance of obtaining a capacity-controlled unrestricted GSA City Pair fare on the routes that offer the dual fare structure. The local Travel Management Company (TMC) can provide information on what routes offer dual fares.
 - b. GSA City Pair fares cannot be used to and/or from an unofficial point (such as a leave point) unless the Government is paying for the leave travel to (and/or from) the leave point. The use of contract city pair airfares is limited to official travel only. If personal travel is taken in conjunction with official Government travel, the contract city pair airfares cannot be used for that portion of the trip since that travel is personal. See Joint Travel Regulation (JTR) 020206, Paragraph M.1., General Services Administration (GSA) City Pair Program Fares.
 - c. Exception to the Use of GSA CPP Contract Carriers: One or more of the following travel conditions, which must be certified on the travel order, travel voucher, or other document provided by the traveler or agency-approved authorizing official (AO), must apply if a non-contract carrier or a contract carrier other than the primary contractor is used for travel within a contract route.
 - (1) Space or a scheduled flight (including a confirmed pet space [see Note]) is not available in time to accomplish the purpose of travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs that would increase the total cost of the trip.

NOTE: When pet shipment is the determining factor for non-use of the lower-cost GSA Airline City Pair fares, the traveler and not the Government is responsible for costs exceeding the most economical travel routing.
 - (2) The contract carrier’s flight schedule is inconsistent with explicit policies of individual federal departments and agencies to schedule travel during normal working hours.

- (3) A non-contract U.S. flag carrier offers a lower fare available to the general public, the use of which will result in a lower total trip cost to the Government, to include the combined costs of transportation, lodging, meals, and related expenses.
NOTE: This exception does not apply if the contract carrier(s) offers the same or lower fare and has seats available at that fare, or if the lower fare offered by a non-contract carrier is restricted to the Government and military travelers on official business and may only be purchased with a GTR or Government charge card (e.g., YDG, MDG, QDG, VDG, and similar fares).
 - (4) Rail service is available and such service is cost effective and consistent with mission requirements.
- d. Contractor personnel are not authorized to use Government discount fares (including GSA City Pair fares) when purchasing commercial airline tickets.
 - e. To provide feedback on a GSA City Pair flight, contact Defense Travel Management Office (DTMO) at (dodhra.mc-alex.dtmo.mbx.travel-programs@mail.mil).
 - f. A passenger may be authorized a stopover at any point en route when the carrier tariff permits a free stopover.
 - g. The TO must inform travelers of their responsibilities outlined in JTR 020206 paragraph G, “Frequent-Flyer Miles or Other Promotional Benefits”, regarding denied boarding, voluntary seat release compensations, and mileage credits. The traveler is responsible for managing and complying with these requirements. Receipt and accounting of compensation will be IAW instructions or procedures formulated by the DoD Components.
 - h. DoD personnel traveling on official business may not purchase commercial airline tickets at military furlough fares (e.g., BM, MM, QM, and HM). These fares are to be used only by military travelers and their family members when traveling at their own expense on leisure travel.
2. GSA CPP Group Travel. TOs may use the services of their TMC.
The following applies to the booking of groups on commercial scheduled service airlines:
 - a. A movement of less than 10 members traveling as a group, falls under the GSA CPP contract and is a mandatory user of the GSA CPP.
 - b. A group movement of 10 or more members and is a non-mandatory user of the GSA CPP. The TO can choose the carrier that best meets the travel requirement.
 - c. For cancellation policies and fees, go to: <https://www.gsa.gov/travel/plan-a-trip/transportation-airfare-rates-pov-rates-etc/airfare-rates-city-pair-program/autocancellation-rule>.

F. USE OF FOREIGN FLAG CARRIERS

1. Foreign Flag Carriers. Use of Foreign Air Carriers on Scheduled Routes under the Federal Aviation Administration (FAA) International Aviation Safety Assessment (IASA) program:
 - a. IASA Category 1 Countries. Unless otherwise restricted by the DoD, air carriers from non-rated or Category 1 countries are approved for use for official travel on an individually

- ticketed, scheduled-service basis only and will not apply to DoD charter operations or group travel.
- b. IASA Category 2 Countries. Air carriers from Category 2 countries may not be used by DoD personnel for official business travel, except:
 - (1) On those legs of a carrier’s route that starts or ends in the United States.
 - (2) In extenuating circumstances, where no acceptable alternative exists to using a foreign air carrier placed in non-use solely because it is from a Category 2 country, and the travel is mission-essential, the Geographic Combatant Commander (GCC) or Deputy GCC may authorize the use of the foreign carrier with a written waiver as described in DoDI 4500.53, “DoD Commercial Air Transportation Quality and Safety Review Program”, Section 3.
 - (3) For a list of Category 2 prohibited civil aviation authorities countries/airlines, go to: <https://intelshare.intelink.gov/sites/amc-a3b-dodcccl/SitePages/home.aspx>.
 - (4) Travel offices/travelers should check with their respective geographic Combatant Commands for the most recent information regarding foreign carrier use waivers in their areas of responsibility.
2. Use of a U.S. Air Carrier Engaged in a Code-Share Arrangement with a Foreign Flag Carrier:
 - a. Under a code-share arrangement, air service on a particular route is provided by a U.S. certified air carrier either using foreign flag aircrews or using space on an aircraft owned and operated by a foreign flag air carrier from a FAA-non-rated and/or FAA rated Category 1 country.
 - b. The Comptroller General, 70 Comp. Gen. 713 (1991), determined that travel under a ticket issued by a U.S. certified air carrier which uses space on the aircraft of a foreign flag air carrier under a code-share arrangement is considered to be transportation provided by U.S. air carriers holding certificates, as required under 49 U.S.C. § 40118, “Government-Financed Air Transportation”. TOs may use this service since it is not in violation of the Fly America Act. Under such conditions, the U.S. flag carrier issues the entire ticket, the flight is indicated in the computer reservation system by a U.S. flag carrier code, and payment is made to the U.S. flag carrier. Additional information on the Fly America Act is available at: <https://www.gsa.gov/policy-regulations/policy/travel-management-policy-overview/fly-america-act>.
 3. Use of a Foreign Air Carrier from FAA-Non-Rated or FAA Rated Category 1 Countries Engaged in a Code-Share Arrangement with Another Foreign Flag Carrier.

In instances where a foreign air carrier engages in code-share arrangements with another foreign air carrier, both air carriers must be from either a FAA-non-rated and/or FAA rated Category 1 country to be eligible for DoD official travelers to travel on scheduled service routes.

G. USTRANSCOM VALIDATED CHANNEL AIRLIFT

1. USTRANSCOM Validated Channel Airlift. Passengers moving over established worldwide routes served by scheduled DoD aircraft. For the purposes of this paragraph, DoD aircraft include DoD owned, controlled, or chartered aircraft under AMC control. These international routes are supported by either Category B or Category M aircraft. Category B (known as Patriot

Express) is the transportation in full planeload lots on aircraft chartered from the commercial air industry. Category M is travel on military aircraft configured for both passenger and cargo.

- a. The 618th AOC schedules flights and manages all passenger and pet allocations and adjustments on AMC passenger bookable missions to and from designated commercial airports and/or AMC gateways and/or military aerial ports. See [Paragraph H](#), for Global Air Transportation Execution System (GATES) reservation procedures.
- b. Users reimburse AMC at the common-user rate established in U.S. Government DoD Airlift Rates. These rates are available at: <https://www.ustranscom.mil/dbw/rates.cfm>. The Customer Identification Code (CIC) or Standard Document Number (SDN) will be used by AMC to bill its customers for travel.
- c. For air transportation eligibility requirements on DoD aircraft, refer to DoDI 4515.13.
- d. DoD policy mandates utilization of the DTS to the maximum extent and mandates that all DoD customers share the cost of maintaining DoD war readiness. DoD passengers must use AMC when it meets mission requirements and must use USTRANSCOM chartered Patriot Express flights where they are available for international movement.
- e. DoD passengers on Permanent Change of Station (PCS) orders will be routed on Patriot Express IAW the DoD Routing Guide located at Appendix E. Once Patriot Express service is confirmed, the TO will arrange commercial scheduled air service to connect with the AMC flight.
- f. The TO must request Patriot Express service and a non-availability notice must be issued before commercial air may be used on international routes that AMC services. If an AMC non-availability notice is not provided, the reason for nonuse of AMC must be documented in the passenger record. Non-use of available AMC airlift because of a negative, critical mission impact identified by the traveler must also be documented in the passenger record (see [Figure 103-1](#), for a sample mission impact statement). This data will be reviewed jointly by the Service, USTRANSCOM, and AMC transportation policy entities for compliance biannually in April and October.
- g. Members may wear civilian attire aboard DoD aircraft; however, they must adhere to individual DoD Component requirements and the DoD Foreign Clearance Guide.

H. GATES AIR PASSENGER AND PET RESERVATIONS

1. It is DoD policy that official travel providers/TOs will make passenger reservations on AMC flights by accessing GATES directly. GATES access information is available at transcom.scott.tcaq.mbx.gates-security-services@mail.mil or by contacting AMC/A4TP, Scott AFB, IL, DSN 779-8174. New users require a National Agency Check or equivalent security clearance before GATES access will be granted. Routing indicators are obtained from 618th AOC/ALDRC, Passenger Operations Center, Scott AFB, IL, commercial 618-229-4761/4024 or DSN 779-4761/4024.
 - a. Orders are not required to make reservations in GATES.
 - b. Passenger and pet reservations will be made by TOs only when missions are loaded and active in GATES. Normally, missions are loaded and active 90–120 days prior to mission execution. Use of the hold list to secure reservations in advance is not authorized. Prior to loading new missions, 618th AOC/ALDRC will clear/cancel any reservation requests on the hold list.
 - c. Advance Notification of New Missions. Three business days prior, 618th AOC/ALDRC will provide designated Service representatives and post a GATES “Message of the Day” with the

date of release, Greenwich Mean Time, and date range for new missions accepting passenger and pet reservations. Direct questions to 618th AOC/ALDRC at DSN 779-4761/4024, commercial 618-229-4761/4024, or email: 618aoc.aldrc.pocpax@us.af.mil.

- d. Duplicated Bookings. The use of pseudonyms, or any erroneous passenger or pet data is not authorized as a placeholder or a means of space-blocking seats or pet spaces. TOs are responsible for ensuring the accuracy of all passenger and pet reservation information entered into GATES. 618th AOC/ALDRC will notify TOs of erroneous/duplicate bookings or reservations with discrepancies. Reservations not corrected within 48 hours of notification will be canceled.
2. Reservation Requirements. The following information is required to make an AMC reservation (all codes required by GATES may be found at <https://web.trdm.transport.mil/trdm/#/TRDM/home>):
- a. Channel. Identify the origin aerial port of embarkation (APOE), the destination aerial port of debarkation (APOD), and the final destination, which may differ from the APOD. When AMC services a destination from two or more departure points, the TO will request AMC service from the alternate port(s) if a seat on the preferred routing is not available. (See Appendix E.)
 - b. Travel Performance Period (TPP). This is the time frame the passenger is available to travel. The DoD Component will set up the necessary controls to ensure GATES is provided a flexible TPP using the following criteria:
 - (1) PCS. When arranging international transportation, a TPP of at least 10 days is required unless mission requirement (e.g., mandatory report date) indicates otherwise. A TPP of at least 20 days is required when the reservation request includes pet transportation. See [Paragraph L](#) below for information on passengers with pets.
 - (2) Temporary Duty (TDY). The TPP must conform to mission requirements as stated in the travel orders.
 - c. Name, Rank, and Date of Birth (DOB):
 - (1) Name. Provide last, first, and middle name.
 - (2) Grade/Rank.
 - (3) DOB (DD MMM YYYY)
 - d. Special Passenger Category (SPC). The entry is used to identify a special characteristic of a passenger that may require special processing (e.g. distinguished visitor, blue barks, escort, first-time entries, disabled passenger, prisoner, deportee, armed escort, etc.).
 - e. Priority and Type Travel.
 - f. Sponsoring Service.
 - g. Base or Installation Routing Indicator.
 - h. ID type used (e.g. DoD ID or Uniformed Services Identification [USID], passport, state or federal ID, etc.).
 - i. Person Identification (Person ID). Enter the number associated with the ID type used (e.g. DoD ID, USID, passport numbers, etc.)
 - j. Group Reservations. Enter the passenger count.
 - (1) Family groups. A member or sponsor traveling with dependents concurrently, may be

booked as a group. In-lap passengers are not authorized on AMC flights. All passengers, to include infants and small children, will occupy a separate seat.

- (2) Joint Spouse Travel. For billing purposes, one spouse will be booked on a separate reservation even when traveling concurrently.
 - (3) DoD/Unit Group Travel. The requesting TO may make a group or no name group reservation using the base or installation Routing Indicator. If the group members' names are not known at the time a reservation is made, GATES will automatically assign a unique control number that can be queried to update when the information is received. Names must be applied not later than 25 days prior to flight departure. Group requests without individual names, 25 days prior to flight, are subject to cancellation. 618th AOC/ALDRC will not cancel the request without notification to the requester.
- k. CIC/SDN. If available, TOs will provide the CIC/SDN at the time of booking the AMC seat reservation. Once the travel authorization is received, the TO will ensure GATES is updated prior to the traveler departing the losing unit. See [Paragraph J.5.](#) for additional CIC/SDN guidelines.
 - l. Emergency Point of Contact (EPC) Information. Enter the name and phone number of the individual to be contacted in the event of an aircraft accident (see [Paragraph U.](#)).
 - m. Department of Homeland Security (DHS) Information. When required, enter the traveler's country of residence, nationality, document type, document number, country of issuance, and the document expiration date.
 - n. Pets. Each authorized pet will be booked individually. It is mandatory for the pet owner to acknowledge and understand health risks and complications that may arise during air travel. By signing a Risk Acknowledgement Document (RAD), this written confirmation indicates an agreement to terms and conditions as stated in the document, as a condition of transportation of pets on DoD aircraft. If the pet owner declines to sign a RAD, the pet will not be booked on the flight. A signed RAD will be uploaded to the pet owner's GATES reservation and one copy provided to the pet owner. When booking a pet, enter the breed, kennel size, weight, and any remarks, as required. For pet shipment criteria see [Paragraph L.](#) In depth pet information is available to travelers on the AMC website at: <https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/>.
 - o. Special Requirements. Identify any special requirements in the remarks section of the reservation detail if not previously addressed above. This information will print on the pre-manifest when pulled by the passenger terminal.

I. GATES RESERVATION RESPONSE

1. If seats are available, the AMC reservation will be confirmed immediately. GATES will respond by displaying a confirmation and the flight information. GATES will send an additional e-mail response to TOs with direct GATES access. TOs will be notified of any changes to the original flight information by e-mail and will notify the passenger. It is recommended the passenger contact their servicing TO to reconfirm flight information a few days prior to departure.
2. If no seats are available on the requested mission, the TO will place the request into a hold status in GATES. Within 72 hours of passengers being placed in a hold status, the 618th AOC/ALDRC will adjust the seat allocations to meet the traveler's requirement or issue an AMC non-availability response. If an AMC response is not available, the passenger record will be annotated with the reason AMC was not used.
3. For routes listed in Appendix E, TOs must obtain a non-availability notice prior to booking

commercial air. Non-availability notices are only provided when a travel request is placed on hold in GATES. TOs checking GATES and seeing no seats available (without placing the request on hold) are not provided non-availability notices.

J. REQUIRED TRAVEL DOCUMENTS

1. Orders. Four legible copies of the passenger's travel orders are required, containing a CIC/SDN or bill to address and POC.
 - a. If shipping a pet, a signed RAD is required.
2. Any order or documentation required by the DoD Foreign Clearance Guide (e.g., North Atlantic Treaty Organization orders), available at: <https://apacs.milcloud.mil/fcg/loginForm.cfm>.
3. A GATES Travel Sheet (or a local reproduction) will be issued for each passenger (see [Figure 103-2](#)). The Travel Sheet contains specific instructions pertaining to the flight (i.e., point of origin, destination, flight number, date, and specific reporting instructions). TOs are authorized local reproduction. Additional information on AMC Gateways and terminals (counter locations operating hours, check-in time, pet requirements, phone numbers, websites, available amenities, etc.) is available to travelers at: <https://www.amc.af.mil/AMC-Travel-Site/>.
4. Distribution of Orders:
 - a. The TO retains one station file copy.
 - b. Two copies are attached to the Travel Sheet that must be turned in at the AMC counter by the passenger prior to commencing travel.
 - c. The member/employee retains one copy to file with travel voucher.
5. CIC/SDN: TOs must ensure travel orders citing an appropriation contain a CIC/SDN. The CIC/SDN may vary depending on the Service or Agency that is charged for the passenger travel. All CICs/SDNs contain 15 digits. The funds certifying official will ensure all travel authorizations cite the appropriation chargeable, approved CIC/SDN, and/or full billing address with POC for reimbursable space required passenger transportation.
 - a. For PCS travel, the CIC/SDN is assigned and placed in the PCS orders by the order-issuing authority.
 - b. For TDY travel, the CIC/SDN is constructed by the order-preparing authority.
 - c. Refer to the Service regulation for CIC/SDN instructions.
 - d. Non-appropriated Fund (NAF) Travelers: If NAF travel orders do not contain a CIC/SDN, the travel orders must be annotated with the proper billing address to allow AMC to bill the cost of travel correctly.

K. ACCOMPANIED BAGGAGE, GOVERNMENT-OWNED ANIMALS, PRIVATELY OWNED WEAPONS, AND GOVERNMENT OWNED WEAPONS

1. Accompanied Baggage. Personal and government property of the traveler necessary for official travel. It includes authorized carry-on articles and checked baggage.
 - a. Commercial Scheduled Airlines. Most commercial airlines no longer include free checked baggage in the airfare. Baggage allowance policy differs between air carriers based on the number of pieces, size, maximum weight per piece (using pounds or kilograms), travel route (domestic and international), and allowable carry-on baggage. Travelers are required to pay any baggage fees at check in and file for reimbursement on the travel voucher. For a consolidated list of carriers with links to their baggage policies, go to:

- <https://www.gsa.gov/plan-book/transportation-airfare-pov-etc/airfare-rates-city-pair-program/airline-information>. Baggage allowance rules for international travel on foreign carriers also vary by carrier and by country and may use kilos rather than pounds to measure baggage weight.
- b. Some air carriers may offer differing weight allowances for individual baggage weight limitation and/or the number of pieces for active duty military traveling on orders.
 - c. DoD Airlift. IAW DoDI 4515.13, each passenger is authorized two checked pieces not to exceed 70 pounds each and 62 linear inches (length plus the width plus height). Any duffel bag, sea bag, B-4 bag, flyers kit bag, or diver’s traveling bag that exceeds 62 linear inches but does not exceed 100 pounds may be substituted for one of the checked baggage items.
 - (1) Carry-on baggage. Each passenger is permitted to hand carry one article (e.g., small luggage, garment bag, or backpack) and one personal item (e.g., cosmetic case, purse, briefcase, small box, or package), not to exceed 45 linear inches and fit must under the passenger’s seat, or in the overhead compartment. The weight of these items will not be considered as part of the passenger’s baggage authorization.
 - (a) Carry-on items that are too large will not be accepted for passenger cabin storage and must be checked in. Checked baggage exceeding weight and size limitations are not accepted for check in.
 - (b) For additional information on baggage allowances when traveling on AMC channel airlift, go to: <https://www.amc.af.mil/AMC-Travel-Site>.
 - d. Passengers to/from an AMC channel with connecting scheduled commercial flights as part of their itinerary are responsible for compliance with the scheduled commercial carrier baggage policies. See [Paragraph K.1.a](#).
 - e. For baggage allowances on exercise, or contingency missions, see DTR Part III.
2. Excess baggage must be authorized or approved to be reimbursed. Excess baggage is defined as baggage in excess of the allowances outlined in [Paragraph K.1.a](#) and [K.1.b](#). When traveling on AMC channel airlift, authorized excess baggage fees are charged to the travel order. Excess baggage transportation costs may be paid only when authorized/approved under JTR paragraph 020208, Reimbursement for Government Transportation, and Service regulations.
 3. To prevent check in baggage from being left behind, the AO and/or commander should be cognizant of the potential to “cube out” commercial aircraft when authorizing excess baggage.
 4. Travelers hand carrying cremated human remains, must contact U.S. CBP for the required documentation if traveling to the CONUS or the embassy or local consulate general if traveling overseas.
 5. Government Owned Animals. Military working dogs will always be shipped and manifested as cargo regardless of moving on AMC Category M or Patriot Express channels. However, movement via Patriot Express must be used as a last resort so as not to displace limited pet spaces. Military working dog movement not on organic or military contracted lift will be coordinated through the local TMC. For additional details on the shipping of live animals, DTR Part II, Chapter 202.

6. Procedures for Transporting Weapons, Ammunition and Hazardous Materials (HAZMAT) Aboard Commercial Aircraft in Scheduled Service and DoD Aircraft are contained in Appendix C of this regulation.

L. PETS

1. TOs must ensure up-to-date pet shipment information (e.g., proper kennel, required documentation, tariff rate) is provided to travelers.
 - a. Shipment on scheduled commercial airlines may be restricted by the individual commercial carrier policy. Pet acceptance and accommodation are not part of the GSA CPP, additional information may be found at: <https://www.gsa.gov/plan-book/transportation-airfare-pov-etc/airfare-rates-city-pair-program/airline-pet-policy>.
 - b. The maximum number of in-cabin and cargo hold pet spaces per mission will be made available in GATES for booking. The number of pets allowed in the passenger cabin and the amount of space available in the cargo compartment are dependent on aircraft type and contract limitations. In depth pet information is available to travelers on the AMC website at: <https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/>.
2. Pet Transportation on Patriot Express. IAW DoD 4515.13, pet transportation on Patriot Express is limited to dogs and cats only. Other animals, such as horses, fish, birds, rodents, snakes, other reptiles, ferrets, and spiders are excluded as pets under this authority and will not be transported.
 - a. Only passengers traveling under PCS orders may be allowed to ship their pets. Shipment on Patriot Express is limited to a maximum of two pets for each family, subject to space availability and contracted carrier limitations. Pet movement aboard DoD organic aircraft is authorized for PCS moves only when such aircraft provide the only service to a location. Passengers traveling in a space-available status are not permitted to ship pets.
 - a. The tariff for transporting pets in the passenger cabin is the same as transporting them in the cargo compartment. Tariff rates are available at: <https://www.ustranscom.mil/dbw/rates.cfm>.
 - b. The traveler is responsible to make sure their pet has met the mandatory entry and documentation requirements of the destination country (health certificate, immunization, and border clearance requirements). Pets are subject to country quarantine procedures. Country specific export/import requirements can be found at <https://www.aphis.usda.gov/pet-travel>.
 - c. When traveling on DoD aircraft, a signed copy of the RAD is required prior to checking in at the AMC Gateway or Passenger Terminal. See [Paragraph H.2](#) for pet booking requirements.
 - d. The traveler is responsible for providing for all of their pet's sanitation requirements during travel. Sanitation requirements must be maintained at all times during travel. Passenger service terminal personnel and aircrew members are not required to provide care or food for a pet or provide a special location for the pet's hygiene needs.
 - e. The weight limit for each individual pet will not exceed 150 pounds (pet and container combined), on Patriot Express flights. Weight limit cannot be waived. The owner will provide a pet shipment container of sufficient size to allow the animal to stand up, turn around, and lie down with normal posture and body movements.
 - f. Only one in-cabin pet space per ticketed traveler can be booked, not to exceed two total pets per family. In-cabin pet space may be booked provided the passenger ensures the pet container does not exceed 18" L x 11" W x 10 1/2" H, the container will fit under the seat, and all carrier pet limitations are met.
 - g. Pets will remain crated while inside the terminal. Pets traveling within the aircraft cabin will

- remain in the container/crate at all times.
- h. A pet may be removed from the premises if the owner cannot control the animal or the animal poses a threat to the health or safety of passenger service personnel, the aircraft crew, or other travelers.
3. Pet Reservations:
 - a. Pet reservations are made in conjunction with the passenger's reservation. Pets must be accompanied by their owner. Pet spaces are booked on a first come, first served basis.
 - b. A TPP of at least 20 days is required, unless a mission requirement (e.g., mandatory report date) indicates otherwise, when submitting a reservation request to accommodate a passenger and pet on the same aircraft. Missions are normally available for booking 90–120 days prior to mission execution.
 - c. Passengers routed on scheduled commercial flights or with connecting scheduled commercial flights are responsible for securing their own pet reservations to ensure the passengers and pet can be accommodated on the same aircraft. Passengers should be advised the scheduled commercial airlines impose a combined pet and container weight restriction of 100 pounds, curtails pet shipments during seasonal hot and cold conditions and limits the transportation of certain breeds of dogs and cats. These industry restrictions must be considered when making pet travel plans.
 - d. Instances where the sponsor, dependents and/or family pet(s) cannot be accommodated on the same Patriot Express flight are considered a valid negative critical mission impact as authorized in Service regulations/policy, allowing transportation via commercial air transportation. TOs will document the non-availability within the passenger record justifying non-usage of Patriot Express for auditability purposes. Any excess cost incurred above the government constructed cost is the responsibility of the sponsor.
 4. Reimbursement:
 - a. A Service member on a PCS order may be authorized reimbursement for the costs related to the relocation of one household pet up to the amounts listed in JTR Paragraph 050107, Pet Expenses Due to a PCS.
 - b. The traveler will bear all additional expenses including necessary examinations, vaccinations, cost to move a second pet and other expenses incurred beyond those authorized in the JTR.
 - c. TOs must ensure travelers understand pet shipping fees will be collected at the time of check-in and to maintain copies of all receipts to file with their travel voucher for authorized reimbursement.
 5. Evacuation. In the event of an evacuation or ordered or authorized departure of noncombatants from a Permanent Duty Station (PDS) located in a foreign area in accordance with DoDD 3025.14, "Evacuation of U.S. Citizens and Designated Aliens from Threatened Areas Abroad" a uniformed services member or authorized DoD civilian employee is permitted transportation for up to two household pets to and from the safe haven location to a designated place. The member must have owned the pets at the evacuated foreign PDS. Refer to JTR paragraph 060204, for specific details and exceptions.

M. SERVICE ANIMALS

1. General. A service animal is a dog, regardless of breed or type, trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. DoD personnel will make every effort to

ensure individuals with disabilities are not separated from their service animals.

2. Service animals may be permitted to accompany a passenger with a disability without charge in-cabin or at the passenger's request, may be moved in the cargo compartment on DoD contracted commercial aircraft. When moved in the cargo compartment, the request must be done in conjunction with booking the passenger reservation, (see [Paragraph H.](#)). Other DoD aircraft may accommodate a service animal subject to reasonable limitations required by the configuration of the aircraft or operational necessity. Service animals are not booked in GATES, nor do they count against pet allocations (unless transported in the cargo hold).
3. A service animal handler:
 - a. Pursuant to Section 382 of Title 14, Code of Federal Regulations (CFR), must comply with all requirements as prescribed by DoDI 4515.13 to travel with a service animal on DoD aircraft, or commercial aircraft chartered by the DoD or on behalf of the DoD.
 - b. Is subject to the requirements of 18 U.S.C. Section 1001 that makes it a federal crime for making materially false, fictitious, or fraudulent statements, entries, or misrepresentations knowingly on required paperwork to secure disability accommodations, while traveling with a service animal on DoD aircraft, or commercial aircraft chartered by the DoD or on behalf of the DoD.
 - c. May travel with no more than two properly trained service animals that must be able fit in the service animal handler's lap or within the service animal handler's foot space on DoD aircraft, or commercial aircraft chartered by the DoD or on behalf of the DoD.
 - d. Be required to pay a pet fee and transport service animals in a pet carrier or pay for damage from service animals that do not meet all requirements in [Paragraphs M.3.a. to M.3.f.](#)
 - e. Must;
 - (1) Harness, leash, or otherwise tether service animals at all times in an air terminal or on an aircraft.
 - (2) Maintain control of service animals in an air terminal or on an aircraft to include restraining service animals from relieving itself while in the air terminal, on the aircraft, or relieve itself without posing a health or sanitation issue (e.g., use a dog diaper).
 - f. Provides the departing DoD passenger terminal service with:
 - (1) Service animal handlers name, email address, and phone number.
 - (2) Service animal user's name if different from the handler and phone number.
 - (3) Service animal name and description that includes appearance, height, and weight.
 - (4) Current service animal information:
 - (a) Rabies vaccination date and date vaccination expires
 - (b) Veterinarian's name and phone number.
 - (c) Name and contact information of service animal trainer or training organization that provided training to do work or perform tasks for the service animal user.
 - (5) No later than 48 hours in advance of the date and time of departure, the service animal handler must provide the departing DoD passenger terminal service a signed statement with the information in paragraph J.3.f. and a statement of assurance to comply with requirements in [Paragraphs M.3.a to M.3.f.](#) An example of the signed statement is provided in [Figure 103-4](#), Statement of Assurance.

4. The traveler is responsible to make sure their service animal has met the requirements of the destination country (health certificate, immunization, microchip, and border clearance requirements). Transportation of service animals are subject to country quarantine procedures. The passenger will bear all expenses including necessary examinations, vaccinations, and other expenses incurred. Additional information may be found at <https://www.aphis.usda.gov/aphis/pet-travel>.
5. The traveler is responsible for providing for all of their service animal's sanitation and must be maintained at all times. Passenger service terminal personnel and aircrew members are not required to provide care or food for a service animal or provide a special location for the service animal's hygiene needs.
6. Service animals may be removed from the premises if the handler cannot control the animal or the animal poses a threat to the health or safety of passenger service personnel, the aircraft crew, or other travelers.

N. DEFENSE CONTRACTOR PERSONNEL

1. Defense contractor personnel may be provided transportation on DoD airlift when the Contracting Officer (CO/KO) issues a signed Letter of Authorization (LOA). All LOAs must contain a statement that commercial transportation is not available, obtainable, or capable of meeting the transportation requirement. The LOA will also identify the period of travel, travel origin and destination, prime contract number, sub-contract number, and emergency contact phone number.
 - a. When there is a contractual requirement for the DoD to provide transportation services to defense contractor personnel, the LOA will also include the DoD appropriation (line of accounting), or DoD CIC/SDN to be charged. Transportation is chargeable at the United States Government (USG) DoD tariff rate.
 - b. When defense contractor personnel are responsible for reimbursing the travel, the LOA will include the contract company's complete billing address, and a POC. Contractors are encouraged to pay for flights before service being provided or manifested on a flight, using cash, check, or credit cards (DoD FMR 7000.14-R, Volume 11B, Chapter 1, paragraph 2.8). Transportation is reimbursable at the USG non-DoD tariff rate.
 - c. If circumstances prevent the contractor from paying at the time of flight check-in, contact AMC/FMFAB by e-mail at AMC.FMFA.TWCF@us.af.mil or by phone at 618-229-2354 or DSN 779-2354 to obtain a T Series account, the CIC associated with that T-account should be annotated on the LOA.
 - d. For specified employees of U.S. educational institutions under contract to the DoD who provide direct educational services for military personnel stationed OCONUS or defense contractor personnel for which emergency leave could be granted to a Service member, see DoDI 4515.13.
 - e. Defense contractor personnel may not be issued Invitational Travel Authorization (ITAs).
 - f. Defense contractor personnel are not authorized to use GSA City Pair fares.

O. EMERGENCY TRAVEL

The following guidance is provided for processing travel in connection with bona fide emergencies for members and their dependents.

1. Funded Emergency Travel and Related Space Available (Space A) Travel. The member's Commander (CDR) is responsible for granting emergency leave. Once it has been determined

that emergency travel is to be undertaken, the member and/or dependent(s) are entitled to funded round-trip transportation IAW JTR paragraph 040201, Transportation in Personal Emergencies (Uniformed Members Only). Travel will not be denied because of insufficient funds. The emergency traveler must be provided the options or combinations as shown below and outlined in the DoDI 4515.13.

- a. Government-funded travel on DoD aircraft if the specific condition in the JTR exists.
 - b. Government-funded commercial travel if the specific conditions in the JTR exist.
 - c. Member-funded (space-required) travel aboard DoD aircraft when the specific condition for Government-funded travel in the JTR does not exist.
 - d. Space A travel aboard DoD aircraft.
2. Travel Authorization and Entitlement. Travel entitlements in connection with emergency situations are complex because they are dependent upon the circumstances involved and the member's duty station and domicile.
 3. Emergency Travel of DoD Civilians While TDY. See JTR paragraph 033002, Emergency Travel Due to Illness or Injury (Civilian Employees Only), to determine allowances.
 4. Emergency Travel of Members TDY or Away from Homeport. See JTR paragraph 033401, Service Member Personal Emergency Travel While on TDY, to determine entitlements.
 5. Emergency Leave and Family Visitation of DoD Civilians. See JTR paragraph 0403, Emergency Visitation Travel (EVT), to determine entitlements.

P. ESCORT FOR HUMAN REMAINS

The normal mode for movement of escorts for deceased members/employees is air.

1. Deceased Military Personnel. Escorts (military or civilian) for the remains of deceased military personnel must be furnished travel as provided in JTR paragraph 032001, Escort for Remains of a Deceased Service Member.
2. Deceased Civilian Personnel. Travel expenses of an escort for the decedent's remains are allowable. See JTR paragraph 032008, Escort for Remains of Deceased Civilian Employee.

Q. FOREIGN INDIVIDUALS

1. Foreign individuals from countries or international organizations with which the United States has a Cooperative Military Airlift Agreement (CMAA) or an Acquisition and Cross-Servicing Agreement (ACSA), are eligible for airlift transportation, on a reimbursable basis, pursuant to an approved request for such transportation under the CMAA or ACSA. Travel documentation presented by foreign individuals must indicate that travel has been approved under the relevant agreement, include the name and telephone number of a POC that can verify such approval, and reflect the W series CIC/SDN/TAC account assigned by AMC/FMFAB, to which the cost of the transportation will be charged. For further information regarding W series CIC/SDN/TAC accounts, contact AMC/FMFAB by phone at 618-229-2354 or DSN 779-2354.

R. TRAVEL IN CONNECTION WITH DEATH OF MEMBERS, DOD EMPLOYEES, AND/OR THEIR DEPENDENTS (BLUE BARK)

Members or U.S. citizen employees of the DoD or their dependents traveling in connection with the death of the member, civilian employee, or dependents of the above will be rendered all possible courtesies when traveling following the death or missing status of the member, employee, or dependents.

The CDR concerned will authorize travel according to JTR Chapter 2, Standard Travel and Transportation Allowances; Chapter 3, TDY Travel; and Chapter 5, Permanent Duty Travel (PDT).

1. TOs will coordinate with the traveler and/or designated agent to ensure prompt and courteous service is provided.
2. The mortuary and/or casualty affairs office must coordinate all en route and destination requirements with the agencies to ensure every courtesy and comfort is provided throughout the journey.
3. If traveling via aircraft under the control of AMC, they must not be bumped from the aircraft en route.
4. When traveling via AMC aircraft, each responsible AMC activity must identify the passengers as traveling in connection with the death of the sponsor or dependent. See DAFI 24-605, Volume 2 for additional information.
5. If traveling via commercial carrier, the TO must ensure the Passenger Name Record (PNR) identifies the circumstance in an Other Supplemental Information in the Commercial Reservation System (CRS) to ensure the commercial carrier is aware of the circumstances and renders en route courtesies (e.g., travel in conjunction with death of spouse or child).
6. Based upon the desires of the sponsor or dependent concerned, the CDR or mortuary or casualty affairs office will coordinate the following with the military installation nearest the point of arrival:
 - a. Billeting.
 - b. Onward transportation.
 - c. CBP and Immigration—expedite CBP and immigration clearance.
 - d. Baggage—deliver the traveler’s baggage to them immediately.
 - e. Any other assistance desired by the traveler (e.g., nursery arrangements, chaplain).

S. TRAVELER-FUNDED SPACE REQUIRED TRAVEL

1. IAW DoDI 4515.13, under specific circumstances, when funded transportation is not authorized, individuals may travel space-required at the sponsor or personal expense on DoD aircraft. In some cases, space-available travel may also be authorized.
 - a. A DD Form 1131, Cash Collection Voucher, available at: <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1131.pdf>, must be accomplished and a copy of the form attached to the orders used for passenger check-in. Prepare the DD Form 1131, IAW DoD FMR 7000.14, Volume 5, Disbursing Policy. All monies collected by terminal/gateway personnel will be accounted for on DD Form 1131. Deposit all funds collected with the nearest military finance or disbursing officer or to a bank account designated by the military finance or disbursing officer.
 - b. The TO may affect a DD Form 139, Pay Adjustment Authorization, available at: https://www.esd.whs.mil/Directives/forms/dd0001_0499/DD139 for members remaining in pay status.

T. AMC AIRLIFT SERVICES

1. AMC-managed passenger terminals will provide a complete range of services to accommodate arriving and departing passengers and travelers awaiting AMC air travel. All DoD passengers (space-required and space-available) will be provided prompt, courteous, and professional service on an equitable basis. Address problems directly to passenger services personnel for resolution.
2. Commercial Airports. If a mission is operating to/from a commercial airport that does not have on-site military service personnel available, ensure passengers are briefed that there may be little or no passenger support prior to scheduled show time or after flight departure time.
3. Delayed, Overflown, or Diverted Flights. AMC is required to provide maximum information and assistance to effect onward movement for all delayed passengers. AMC is responsible for providing meals and lodging for only those duty passengers who are in a group travel status (no per diem authorized) that are en route to destination. Passengers entitled to per diem on their travel orders do not receive meals and lodging at AMC expense. See DAFI 24-605, Volume 2, paragraphs 2.77 and 2.80, for additional guidance.
4. Baggage Services. AMC is responsible for processing unclaimed, damaged, pilfered, rush, and mishandled baggage. Travelers must contact the Lost and Found Representative for assistance as soon as they identify that a problem exists for AMC-controlled missions.

U. PASSENGER MANIFESTING PROCEDURES

1. Passenger manifesting systems and procedures must facilitate compliance with 49 U.S.C., § 41113, Plans to Address Needs of Families of Passengers Involved in Aircraft Accidents (also known as the Aviation Disaster Family Assistance Act of 1996) by requiring the collection of identifying and emergency contact information called for in 14 CFR, Part 243, Passenger Manifest Information.
 - a. These requirements apply to all systems and procedures used to manifest military and civilian passengers traveling:
 - (1) On all DoD aircraft when the DoD is responsible for manifesting passengers.
 - (2) On DoD aircraft operated in common user airlift service (e.g., the airlift provided on a common service basis for all DoD agencies and as authorized, for other agencies of the U.S. Government). For the purpose of passenger manifesting, aircraft under this definition include DoD chartered aircraft, AMC organic aircraft, OSA aircraft, theater assigned organic airlift, and other Service-owned aircraft when operated in a common user role.
 - (3) On any DoD aircraft when one or more passengers are civilians (including DoD and non-DoD civilian employees, couriers, travelers on public affairs events, dependents, contractors, and retirees) who are not part of the crew or on board the aircraft for operational support purposes. This includes Noncombatant Evacuation Operations.

NOTE: The requirements of this section do not apply to flights involving DoD aircraft on training or operational missions unless covered in the three subparagraphs immediately above.
 - b. Passenger manifesting agencies utilizing an automated system must ensure that emergency contact information is available. For locations where there is no automated manifesting capability or in those places where the automated systems do not yet comply, DD Form 2131, Passenger Manifest, must be used. DD Form 2131 is available at: <https://www.esd.whs.mil/dd/>.

- c. The mandatory procedures established requiring the collection of emergency POC information is not met by providing the unit orderly room information or by having a current DD Form 93, Record of Emergency Data, on file.
 - d. Emergency contact information collected from the passengers must be used solely for the purpose of making notifications in the event of an aircraft accident. This information must be destroyed when it is no longer needed for its intended purpose. Agencies must ensure records destruction is handled IAW authorized procedures for the disposal of records.
 - e. Preferably prior to departure, but not later than 60 minutes after aircraft departure, the completed DD Form 2131 will be transmitted to AMC via e-mail to ORG.AMCA4-64@us.af.mil. Include the mission number, departure date/time, aircraft type, and aircraft tail number in the subject line.
2. Manifesting responsibilities. Normally, the passenger terminal or base operations at the port of embarkation (POE) and en route stops are responsible for passenger manifesting and anti-hijacking. However, the aircraft CDR is ultimately responsible for compliance with these procedures. If there is no passenger terminal, base operations, or other agency responsible for filing the manifest or if passengers do not process through such an agency, the aircraft CDR will file a copy of the passenger manifest with the most responsible on-scene agency. For unit moves, the respective Service deployment automated information system will be the primary means to generate and transmit an electronic manifest to the Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) and associated down-line stations.
- a. Passenger manifest information will be updated at each intermediate stop at which passengers embark or debark. A copy of the passenger manifest will be left at each departure point that lacks immediate electronic access to update passenger manifest information.
 - b. Service passenger manifesting systems and procedures must collect, at a minimum, the following information from each passenger:
 - (1) Passenger name.
 - (2) Rank.
 - (3) A DoD ID, or passport number.
 - (4) Status (active, reserve, retired, dependent, or civilian employee).
 - (5) The sponsoring Service, agency, or employer.
 - (6) The name and telephone number of a person designated an emergency contact not traveling with the passenger. Emergency contact information will be solicited/collected by the passenger manifesting agency or the flight crew when the passengers go direct to the aircraft, unless the passenger is incapable of providing the information, or an emergency precludes its collection.
 - (7) For a unit move, the minimum data elements to be collected include items (1) through (6) above and the Unit Line Number (ULN), POE, and port of debarkation (POD).
 - c. For DoD commercial charter aircraft, use actual weights under all conditions. The use of standard weights is not authorized on commercial aircraft. Use of standardized weights in lieu of actual weights creates a potential problem in load planning the aircraft, which is a safety issue. All hand-carried items must be weighed, and that weight will be added to the passenger's body weight figure on the manifest or may be annotated separately when preparing a DD Form 2131.

3. The terminal or manifesting agency will ensure compliance with the above procedures, including reporting the arrival and departure of personnel at all nodes from origin to destination within 1 hour of the event to IGC IAW DoD timeliness criteria.
 - a. IGC provides C2 and in-transit visibility (ITV) information that integrates automated information support to the DoD. IGC is the designated DoD system for ITV. IGC access may be obtained through the IGC Web page at <https://www.igc.ustranscom.mil/igc/>. The evaluation criteria at [Table 103-1](#) are provided to evaluate current systems capabilities and identify improvements after analysis of impact, cost, and value added.

V. CHARTER TAXI SERVICES

1. The charter of non-scheduled, on-demand air taxi and helicopter service may be used in situations that occur sporadically, are unpredictable in nature, and do not warrant the creation of a binding contractual agreement or when it is cost favorable or when a less costly means of transportation does not satisfactorily meet the official travel requirement.
2. IAW DoDI 4500.53, DoD Commercial Air Transportation Quality and Safety Review Program, chartered air taxi service must be obtained from a DoD-approved carrier.
 - a. A list of DoD-approved and -disapproved air carrier is available at: <https://intelshare.intelink.gov/sites/amc-a3b-dodccl/SitePages/home.aspx>.
 - b. The Combatant Command (CCMD) may authorized the use of a non-DoD-approved air taxi operator only when the criteria of DoDI 4500.53, Section 4 have been met. The TO should contact AMC A3BS, 618-229-4801 for CCMD designated evaluator information.
3. Once the use of air taxi service has been authorized, TOs may arrange transportation with the air carrier. Normally, a government issued travel charge card must be used to procure this service.

W. OPERATIONAL SUPPORT AIRLIFT (OSA), SPECIAL AIR MISSION (SAM), COMMON-USER AND ORGANIC AIRLIFT

Travel on Military Airlift (MILAIR) is a premium mode of travel involving high costs and limited resources. It is essential that managers and CDRs at all levels prevent misuse of transportation resources, as well as the perception of their misuse. Therefore, scheduling of MILAIR will be based on considerations such as purpose of the trip, the method of transportation required, and the priority of travel. Reporting requirements for OSA, SAM, and other organic aircraft are promulgated by the Service Secretaries.

1. Requests for CONUS MILAIR transportation that may be satisfied by OSA aircraft must be submitted through Service validators to USTRANSCOM.
2. For further guidance, refer to DoDI 4500.43, “Operational Support Airlift (OSA)” and Department of Defense Directive 4500.56, “DoD Policy on the Use of Government Aircraft and Air Travel”.

X. PASSENGER TRACKING AND REPORTING

1. Tracking. IGC must be used for passenger tracking on DoD missions. An IGC account may be requested online at: <https://www.igc.ustranscom.mil/igc/unauth/accountRequest.xhtml>. For additional information email: transcom.scott.tcj6.mbx.igc-helpdesk@mail.mil or phone 618-817-6432, or DSN: 322-817-6432. IGC provides command and control (C2) and ITV information that integrates automated support to DoD. Passenger data that is reported to GATES is available in IGC.

2. Commercial passenger movement data arranged by the TMC is collected by the DTMO Commercial Travel Information Management (CTIM) system. DTMO manages, operates, and maintains CTIM system. The DTMO will provide management information to DoD Components and USTRANSCOM to support their management and evaluation of passenger operations. Requests for information will be directed to the Defense Travel Management Office (DTMO), ATTN: Travel Operations Division (TOD), 4800 Mark Center Drive, Alexandria, Virginia 22350-9000.
3. No-Show Passenger Reporting. No-show passengers negatively impact ridership of channel traffic. To assist the Services in determining why no-show passengers occur, AMC will provide the GATES “Summary for Category Service B Report” quarterly to Services and the USTRANSCOM/TCJ4-Transportation Policy Branch. Additional detailed GATES no-show reports (Monthly Status, Summary of Category M Service, Passenger Record by Service and Routing ID, No-Show Passenger Record, and No-Show Summary Recap) are available and will be provided when requested by the Services.

Y. FORECASTING PASSENGER AIRLIFT REQUIREMENTS

DoD common-user channels (Patriot Express or Category M) require movements to be forecasted accurately to allow aircraft scheduling, budget programming, contracting, and other actions. USTRANSCOM provides an “historical based” passenger workload of space-required airlift requirement forecasts to Service HQs and DoD Components annually. Included are movement requirements for members, DoD civilian employees, and dependents that are expected to travel space-required TAD or TDY, PCS, and emergency or special combat leave. Space available travel is not included. For information on passenger airlift forecasting, please see United States Transportation Command Instruction (USTCI) 4500.04, “Policy For Transportation Workload Forecasting”, available at: https://dod365.sharepoint-mil.us/sites/TRANSCOM-Directives/Directives/USTCI_4500-04.pdf.

Z. ESTABLISHING, SUSPENDING, CHANGING, AND CANCELING CHANNELS

AMC channels are established, suspended, changed, or canceled based on requirements. The primary method by which these changes are implemented is via the Distribution Lane Validation (DLV) process managed by USTRANSCOM. Potential requirements to add, delete, change, or suspend channels may originate from various sources, but will be routed through appropriate Service, Agency, or CCMD channels. All changes and annual validations will be coordinated with appropriate CCMDs, Services, Agencies, and USTRANSCOM Components. Changes will be finalized IAW the DLV process described in Appendix F.

AA. PASSENGER IDENTITY SCREENING

1. Purpose:
 - a. DoD policy requires passengers undergo mandatory passenger identity screening prior to boarding aircraft. DoD PSAs will screen passengers against U.S. Government watch lists, including the No-Fly list, by using the DHS, Transportation Security Administration (TSA) Secure Flight Program (49 CFR, Part 1560). Detailed background information on the TSA Secure Flight Program is at <http://www.gpo.gov/fdsys/pkg/FR-2008-10-28/html/E8-25432.htm>. For purposes of this chapter, “PSA” refers to DoD personnel performing passenger manifesting operations.
 - b. Passengers requiring identity screening:
 - (1) All space-available passengers on DoD aircraft.

- (2) Space-required (non-active duty) passengers manifested in GATES. GATES space-required screening includes non-active duty passengers traveling on domestic flights and international flights departing or arriving in the United States from any place outside the United States. “United States” means the continental United States, Alaska, Hawaii, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands (beginning 28 November 2009), and the Virgin Islands of the United States.
 - c. Passenger identity screening is in addition to the physical and baggage security screening.
 - d. Passengers who are not cleared to travel through the passenger identity-screening process will be denied boarding privileges.
 - e. The passenger identity screening process with TSA includes an automatic notification to appropriate federal investigative agencies when a watch list match occurs. No action is required by the PSA regarding investigative agency notification.
 - f. PSAs must keep passenger screening results within strict need-to-know channels and limit the use of the passenger’s name and personally identifiable information.
 2. Applicability. These procedures apply to all DoD Components that manifest passengers identified in [Paragraph AA.1.b](#), traveling on DoD aircraft. The following are TSA-approved airline designations:
 - a. USTRANSCOM/Air Mobility Command (AMC): MC
 - b. Department of the Army: 5OT
 - c. Department of the Navy: J2T
 - d. Department of the Air Force (excludes AMC flights): J1C
 - e. U.S. Marine Corps: Z7B
 3. Passenger Identity Screening Security Director/Manager(s):
 - a. USTRANSCOM/AMC and each Service will designate a Passenger Identity Screening Security Director available 24 hours a day, 7 days a week, for receiving telephone calls from the TSA Secure Flight Operations Center (SOC). The Passenger Identity Screening Security Director may be an organization (versus an individual) such as a DoD Component operations center, but they must be familiar with the passenger identity screening process. The TSA SOC may contact the Passenger Identity Screening Security Director when:
 - (1) The PSA has not contacted TSA SOC to resolve an inhibited passenger status within 60 minutes of the scheduled aircraft departure;
 - (2) A previously cleared passenger is matched to a watch list after aircraft departure; and
 - (3) A no fly match has occurred during resolution with the PSA.
 - b. USTRANSCOM/AMC and each Service will also designate a Passenger Identity Screening Security Manager(s), by name, to coordinate and manage Secure Flight issues with TSA. This manager(s) is responsible for working with TSA to establish a TSA Secure Flight implementation plan, coordinating with passenger manifesting locations to manage the list of authorized users, coordinating testing and training, and addressing TSA Secure Flight issues.
 4. TSA Secure Flight Procedures. These procedures are used for space-available and space-required (non-active duty) passengers manifested in GATES:
 - a. PSAs using GATES will conduct passenger identity screening for space-available and space-required (non-active duty) by connecting to the DHS Router.

NOTE: The GATES/DHS Router connection also includes admissibility screening prescribed in this regulation, Part V, Chapters 502 and 508.

- b. Mandatory data elements include full last name, middle name (if available), first name, sex, and date of birth. Additional information may be required based on individual traveler's circumstances (i.e., redress number).
- c. Automated screening of pre-booked passengers will occur at 72 hours and again at 24 hours prior to departure.
- d. Space-available signup. Visa and Redress Number fields are optional at the time of Space A signup.
- e. Mark Present. All TSA Secure Flight data is required before a passenger can be "Mark Present." Passengers with incomplete Secure Flight entries are not eligible for the Space A call (Passenger Selection).
- f. Passenger Selection. Upon selection, GATES will transmit data to Secure Flight to initiate passenger identity screening. Secure Flight will match passengers to all relevant watch lists and send a status back to GATES for each passenger.
- g. TSA Secure Flight results are displayed on the GATES "Check In" screen. Passengers in either an "INHIBITED" or "Pending" status may not be checked in. Follow the Encounter Management procedures described in [Paragraph AA.4.h](#), below. Passenger groups that include a passenger in one of these statuses will not be able to be checked in. However, cleared group members may be checked in individually.
- h. Encounter Management Procedures for Passenger "INHIBITED or Not Cleared" to Fly. When passengers are identified as INHIBITED by TSA, GATES will display "Call TSA" pop-up window. For encounter management procedures for resolution, annotate as follows:
 - (1) "TSA Phone Cleared". When TSA SOC provides verbal resolution clearing a passenger to travel, PSA will use the "TSA Phone Cleared" button on the pop-up in GATES and normal passenger check in processes may continue.
 - (2) "Deny Travel". When directed by the TSA SOC to deny passenger travel, the PSA will use the "Deny Travel" button on the active pop-up window to proceed with denial of air transportation. PSAs will print resolution process sheet from "Redress Documentation" button and provide the passenger the "DHS Traveler Redress Inquiry Program (TRIP)" handout. Under no circumstance will the passenger be provided with the contact information for the TSA SOC. If the traveler asks "why" they were denied travel or requests additional information, individual PSAs will employ the following language when communicating with a traveler:

"Sir/Ma'am, AMC cannot authorize your travel at this time and this issue must be resolved before you are granted travel aboard. In order to resolve the issue, you will have to provide additional information to the Department of Homeland Security. Here is a document, which includes basic information about how to submit an inquiry. You can also log into DHS's interactive website at <https://www.dhs.gov/dhs-trip>"
 - (3) In the event passenger identity screening cannot be accomplished by any means, check in and/or boarding of all unscreened space-available passengers will be denied. Notify AMC Secure Flight Manager (HQ AMC Passenger Policy Branch, e-mail ORG.AMCA4-71@us.af.mil, 618-229-4593 or DSN 779-4593 and provide all relevant details describing why the screening was not accomplished and all mitigating actions taken.

- (4) TSA Secure Flight Unsolicited INHIBITED Responses. The following procedures apply when TSA Secure Flight returns an INHIBITED response on a passenger(s) after “Check In” and/or when aircraft has departed:
 - (a) Upon receipt of an unsolicited INHIBITED response prior to aircraft departure, the passenger should be removed from the sterile area. PSA will take appropriate actions as directed by TSA SOC.
 - (b) When an originating aerial port receives an unsolicited INHIBITED response after aircraft departure, the Air Terminal Operations Center will immediately notify the next down-line station of all relevant passenger data and TSA Operation Center instructions to ensure appropriate actions are taken upon arrival.
 - (5) In any event that an individual is not cleared to board a flight at overseas locations that is returning to the United States, the PSA will also refer traveler to closest the U.S. Embassy for travel support.
 - (6) TSA SOC may opt to call AMC Passenger Identity Screening Security Director (618th AOC MODS) for situational awareness and information regarding INHIBITED passengers on AMC missions.
 - (7) The AMC Passenger Identity Screening Security Director carries authority to order removal of any passenger(s) identified as “INHIBITED” and is authorized operational control over delayed boarding of passengers and aircraft departure as required.
5. TSA eSecure Flight Procedures. Used for space-available passengers manifested outside of the GATES:
- a. PSAs at non-GATES manifesting locations will conduct passenger identity screening for space-available passengers by connecting to TSA’s eSecure Flight Web browser.

NOTE: The TSA eSecure Flight Web browser connection does not include admissibility screening. PSAs must continue to use CBP’s Advance Passenger Information System or electronic Advance Passenger Information System as prescribed in this regulation, Part V, Chapters 502 and 508.
 - b. PSAs will request an eSecure Flight account from their respective Passenger Identity Screening Security Manager. The Passenger Identity Screening Security Manager will coordinate with the TSA who, in turn, will establish an eSecure Flight training account for the PSA.
 - c. Once mandatory training is completed the TSA establishes the eSecure Flight production account and the PSA may begin using the eSecure Flight Web browser to screen space-available passengers.
 - d. PSAs will create Passenger (Pax) Lists using the TSA spreadsheet template available from the eSecure Flight Web browser. Complete the following steps to obtain and save TSA’s reusable Passenger Data Template:
 - (1) On the main page, note the four options with icons.
 - (2) Click the “Upload Data” icon once logged in.
 - (3) Navigate to the “Passenger Data and Gate Pass Upload” screen.
 - (4) At the top-right corner of screen, click and save “Download Passenger Data Template.”

- e. Required Pax List Information. The eSecure Flight passenger identity-screening process requires the following:
- (1) Flight segment information, which will include (all mandatory unless indicated otherwise):
 - (a) Flight number (up to eight digits in length)
 - (b) Departure airport (International Air Transportation Association [IATA] three-letter code)
 - (c) Departure date (yyyy-mm-dd)
 - (d) Departure time (24-hour clock) (date and time entered in the local airport's time; for airports without a code, date and time should be submitted in Greenwich Mean Time [GMT])
 - (e) Arrival airport (IATA three-letter code)
 - (f) Arrival date (yyyy-mm-dd)
 - (g) Arrival time (24-hour clock) (date and time entered in the local airport's time; for airports without a code, date and time will be submitted in GMT)
 - (h) Overflight (flights that overfly the continental United States): Leave blank, not applicable to DoD.
 - (2) Passenger data, which will include*:
 - (a) Last name (mandatory)
 - (b) First name (mandatory)
 - (c) Middle (mandatory if available)
 - (d) Sex (mandatory (only M (male) or F (female) are accepted)
 - (e) Date of Birth (DOB) (mandatory) (yyyy-mm-dd)
 - (f) ID document type
 - (g) ID Document Expiry (yyyy-mm-dd)
 - (h) Redress number (if available and provided by the passenger)
 - (i) Verified Indicator (verify passenger ID and indicate "yes").
- *Passport data is mandatory if provided by the passenger.
- f. PSAs will complete the Pax List at the time Space A passenger selection is done. It is important during the space-available passenger selection process to verify passenger identity information, including Name, DOB, and sex. After the Pax List is created, the PSA may upload the Pax List spreadsheet directly to the eSecure Flight Web browser. In lieu of uploading the Pax List spreadsheet, the PSA may manually enter Pax List information directly to the Web browser.
- g. PSAs will submit the Pax List through the eSecure Flight Web browser prior to boarding passengers on the aircraft.
- h. Once the Pax List is submitted through the eSecure Flight Web browser, the TSA passenger identity screening occurs. The identity screening rapidly produces results indicating whether each passenger is "cleared" or "not cleared" to board the aircraft. A passenger is "cleared" if

- eSecure Flight returns a response of “CLEARED,” “KNOWN,” or “SELECTEE.” A passenger is “not cleared” if eSecure Flight returns a response of “INHIBITED.”
- i. If the results indicate the passenger is cleared, then he/she can board the aircraft. If the results indicate the passenger is “INHIBITED,” then the passenger may not board the aircraft.
NOTE: Submitting subsequent changes to the verified passenger’s full name, DOB, or sex should not occur. Resubmitting verified data resets the passenger to a “Not Cleared to Fly” status, which forces Secure Flight to restart the Resolution process and can lead to passenger delay.
 - j. Encounter Management Procedures for a Passenger “INHIBITED or Not Cleared” to Fly. When result indicates the passenger is “INHIBITED,” the passenger may not board the aircraft, and the PSA will immediately telephone the TSA SOC. The TSA SOC contact information will be provided during eSecure Flight training.
 - (1) The TSA SOC will guide the PSA through the process to resolve or confirm a passenger’s “not cleared” to fly travel status. In most cases, this call may result in resolution of the “INHIBITED” status and the passenger may board the aircraft.
 - (2) If during this resolution process the TSA SOC does not clear the passenger for travel, the PSA will convey to the individual that he or she is “not authorized to travel” and provide the TSA contact information for the DHS Traveler Redress Inquiry Program (<https://www.dhs.gov/dhs-trip>). Under no circumstance will the passenger be provided the contact information for the TSA SOC. If the traveler asks why he or she was denied travel or requests additional information, it is recommended that individual PSAs employ the following language when communicating with a traveler:

“Sir/Ma’am, we cannot authorize your travel at this time and this issue must be resolved before you are granted travel aboard any aircraft. In order to resolve the issue, you will have to provide additional information to the Department of Homeland Security. Information on how to submit an inquiry to DHS can be found at DHS’s interactive website at <https://www.dhs.gov/dhs-trip>.”
 - (3) The TSA SOC may also call the Passenger Identity Screening Security Director for situational awareness and information regarding “INHIBITED” results.
 - (4) In the event a U.S. citizen in a foreign location is not cleared to board a flight bound for the United States, the PSA should refer the traveler to the closest U.S. Embassy or Consulate for assistance.
6. TSA, AMC, and Military Service Training Guidance. TSA will provide detailed Secure Flight Program procedures during implementation training. Additionally, AMC and each Service may prescribe additional passenger identity screening training procedures.
 7. Passenger Identity Screening Reporting Procedures. The TSA will report passenger identity screening metrics to the Executive Agent, DoD Customs and Border Clearance Program (USTRANSCOM) for dissemination to Service HQ, AMC, and Deputy Assistant Secretary of Defense-Transportation Policy. Passenger Identity Screening Reporting includes:
 - a. Number of flights.
 - b. Number of passengers screened.
 - c. Number of passengers denied boarding.

BB. LOST COMMERCIAL AIRLINE TICKETS

1. Procedures in this section are applicable to all DoD Components. For additional procedures see the appropriate Service regulation.
2. Commercial Ticket. When a ticket is lost, stolen, or destroyed, duplicate transportation must not be furnished by a TO, except under conditions described in [Paragraph BB.4.](#) below.
3. Travelers must report lost TMC-issued airline tickets immediately to the TO at the installation where the tickets were issued. The traveler must also notify the airline that issued the ticket of the loss. The TO must obtain all pertinent ticket information needed from the passenger itinerary. The traveler is required to obtain a Lost Ticket Refund Application (LTRA) form from the airline or through the TMC. The report will include a complete description of the documents, including:
 - a. The payee.
 - b. The serial number.
 - c. A complete statement of facts concerning loss or theft. If the lost, stolen, or destroyed document(s) is partially or fully completed with the point of origin, carrier, or type service, the TO also will immediately notify the designated carrier and other local carriers of the loss or theft.
 - d. The name of the activity where the ticket was issued.
 - e. The date, place, and circumstances relating to the loss.
 - f. The points between which the ticket was used.
 - g. The approximate baggage weight and points to which the baggage was checked, if any.
 - h. Any action taken to recover tickets.
 - i. Any action taken to notify the carrier or agent.

NOTE: When LTRA forms are issued by the carrier, the traveler must ensure the following address is shown on the form: Treasurer of the United States, in care of Unit Finance Officer.
 - j. The serial number(s) of replacement tickets.
 - k. The name of the activity where the replacement tickets were issued.
 - l. Copies of receipts.
 - m. For tickets issued under Local Payment of Airlines/TMC billing procedures, a copy of the airline service request.
 - n. The TO, upon receipt of the above, must immediately notify the designated carrier on a Standard Form (SF) 1170, Redemption of Unused Tickets, available at: https://www.gsa.gov/system/files/SF_1170.pdf, requesting reimbursement for the amount paid for the transportation.
 - o. The TO must initiate refund tracer action on the SF 1170 with the carrier until the case is closed.
 - (1) Complete SF 1170 after receiving the information from the traveler. Attach a copy of the lost ticket refund application, and copies of the original and replacement tickets to the SF 1170. Send a refund request to the carrier for the amount the traveler paid.
 - (2) Suspend a copy of the SF 1170, with supporting documents, for 120 days. Initiate tracer action on unanswered requests for refunds on the 121st day and each 90 days thereafter for up to 1 year from date of the initial SF 1170.

- (3) If the carrier does not respond within 1 year, package up all correspondence and documentation with the member's/employee's case file and annotated copy of SF 1170 "No Response Received from Carrier." For the Army, Air Force, and other DoD Agencies, the package will be forwarded to General Services Administration, Federal Acquisition Service (FAS), Transportation Audits Division (QMCAB), Room 1033, 1800 F Street, NW, Washington, DC 20405. For all others, send the package to Defense Finance and Accounting Service (DFAS), or the Service Finance office.
4. Obtaining Duplicate Transportation. The traveler must be informed to use personal funds to purchase transportation services necessary to complete authorized travel. Receipts must be obtained from the carrier to support a claim for reimbursement. Military personnel and their dependents and civilian employees, without sufficient funds to purchase duplicate transportation, may be furnished the necessary transportation on a cost charge basis. See Appendix D of this regulation for procedures for issuing a cost-charge GTR. Reporting requirements in [Paragraph BB.3.](#) above apply when a cost-charge GTR is issued.
5. Recovery of Lost Documents. Documents reported as lost or stolen and are later found must be turned into the TO. The notification will include serial numbers of the documents. Documents reported as lost, but subsequently found, must not be used but given to the TO for a determination of their validity.
6. Reimbursement for Cost of Transportation at Traveler's Expense. When duplicate transportation has been purchased by the traveler from personal funds, or has been furnished to a traveler on a cost-charge basis, the following procedures must be used.
 - a. Traveler. The traveler must submit a request for reimbursement, through the local TO, to the finance office. Copies of tickets purchased by the traveler and all receipts received from the carrier must be included with the request. The TO must provide a copy of the SF 1170 to the finance office and to the traveler. The traveler must submit a copy of the SF 1170 with the travel voucher for immediate reimbursement. After the TO verifies that the original ticket(s) was not used, the TO must notify the local finance office and close out the file. If it is determined that the document reported as lost or stolen was used, the traveler may be required to refund to the Government the cost of the fraudulently used transportation.
 - b. TO. The TO must ensure the traveler is aware of [Paragraph BB.](#) The TO must also forward any refund checks received from the carrier with the traveler's request for reimbursement so that the finance office can make adjustments.
 - c. Refund Received by TO or Traveler. Refund checks received by the TO or traveler from a carrier must be forwarded to the local finance office or to the DFAS office for adjustment and reimbursement to the traveler. If it is later determined that lost or stolen documents were used, the traveler may be required to refund the cost of the tickets to the government.

CC. UNUSED COMMERCIAL AIRLINE TICKETS

1. Unused electronic or paper airline tickets obtained in conjunction with official travel have a monetary value that must be refunded. TOs must instruct all military and civilian personnel to return both fully unused and partially unused airline tickets, to include unused electronic ticket itineraries, to their TOs for a refund. The TO prepares a DD Form 730, available at: https://www.esd.whs.mil/Directives/forms/dd0500_0999/DD730/, or locally developed form (e.g., PNR, stamp, or pre-printed labels) for the unused tickets. The original and one copy of the DD Form 730 or other receipt are given to the traveler to file with the travel voucher. If the trip is canceled, the tickets will be returned to the TO. Failure to follow these procedures could make the traveler financially liable for the amount of the unused tickets.

2. DoD Components and Defense Agencies will cancel any ticket that is unused after 30 days from the travel date of the last unused segment and initiate refund action. They will also submit quarterly Unused Ticket Reports to the Travel Services Branch, 4800 Mark Center Drive, Alexandria, Virginia 22350-9000 (dodhra.mc-alex.dtmo.mbx.travel-programs@mail.mil).
3. The following are recommended procedures to process refund applications for lost tickets and to reimburse members/employees for replacements; however, TO/TMCs and finance offices may implement locally developed procedures that accomplish the same accountability.
 - a. Complete SF 1170 after receiving the information from the traveler. Attach a copy of the lost ticket refund application, and copies of the original and replacement tickets to the SF 1170. Send a refund request to the carrier for the amount the traveler paid.
 - b. Suspend a copy of SF 1170, with supporting documents, for 120 days. Initiate tracer action on unanswered requests for refunds on the 121st day and each 90 days thereafter for up to 1 year from date of the initial SF 1170.
 - c. If the carrier does not respond within 1 year, package up all correspondence and documentation with the member's/employee's case file and annotate copy of SF 1170 "No Response Received from Carrier". For the Army, Air Force, and other DoD Agencies, the package will be forwarded to General Services Administration, FAS, Transportation Audits Division (QMCAB), Room 1033, 1800 F Street, NW, Washington, DC 20405. For all others, send the package to DFAS, or the Service Finance office.

MISSION IMPACT STATEMENT TEMPLATE

1. In accordance with the Defense Transportation Regulation 4500.9, US Transportation Command (USTRANSCOM) contracted commercial Air Mobility Command (AMC) Patriot Express airlift must be used for OCONUS travel unless there is a documented negative critical mission impact, regardless of cost or personal convenience. Travel requests generated within the Defense Travel System (DTS) must be routed through the Transportation Officer (TO) prior to commercial carrier consideration to ensure USTRANSCOM contracted seats are fully utilized.

2. The traveler must provide sufficient justification and Authorizing Official approval to deviate from the use of available AMC Patriot Express flights. The TO will review all OCONUS travel requests and route travelers on AMC Patriot Express when determined available and the travel request is not supported by a valid Mission Impact Statement.

3. The TO and Travel Management Company (TMC) can best determine flight availability for the approving official's review of mission impact. Final determination rests with the order-issuing command, not the TO or TMC. DoD components may issue service-specific guidance.

Provide the TO with the following information:

FROM: Traveler's Name/Rank: _____

Unit/Office Symbol: _____ Telephone: _____

SUBJECT: Mission Impact Statement

Departure Dates/Times: _____ Destination: _____

Requested Commercial Flight Schedule : _____

AMC Flight Schedule: _____

Justification (explain negative critical mission impact): _____

Traveler's Signature: _____

Approving Official's Name/Grade: _____

Approving Official's Signature: _____

TO Rep/Date: _____

Figure 103-1. Sample Mission Impact Statement

Travel Sheet			Do not lose or destroy		
Name of Traveler:		Number of Seats: 1	Number of Pets: 0	Showtime is NET: 2120 13 JUL 2025 NLT: 0100 14 JUL 2025	
Origin: BALTIMORE WASHINGTON INTL			Destination: RAMSTEIN AB		
Contact Information: 312-568-8825 (DSN) 609-253-8819 (Comm)			Contact Information: 314-479-4441 (DSN) 06371-46-4441 (Comm)		
ITINERARY	MISSION	FROM BWI	TO RMS	DEPART 0320 14 JUL 2025	ARRIVE 1645 14 JUL 2025

Recommended Check-In Time. Early check-in eliminates last minute rushing during the processing of your flight. Most passenger terminals begin processing flights a minimum of 6 hours prior to the scheduled departure. You must check-in No Later Than (NLT) 2 hours and 20 minutes prior to the scheduled departure. Passengers arriving after the NLT showtime risk forfeiting their reservation. Check with your departure terminal for further information.

Departure Times. Passengers are encouraged to contact the departure terminal 24-hours prior to departure to confirm flight times.

Uniform Requirements. When required to travel in uniform, you must wear the appropriate uniform as prescribed by the Service's uniform regulations and the DOD Foreign Clearance Guide. When allowed to travel in civilian attire, clothing must not be torn, dirty, tattered, etc. For safety purposes, when traveling on AMC organic aircraft, open toe shoes are not allowed.

No Shows. If you are unable to make your scheduled flight, contact your installation transportation office or the passenger terminal at your departure point.

Orders Provided. To avoid lengthy check-in times, you must turn in a copy of valid travel orders to your servicing Transportation Office to finalize your booking.

Travel Information. For additional information, please visit the AMC Travel Webpage (<https://www.amc.af.mil/AMC-Travel-Site/>). Information is available covering Baggage Allowances, Excess Baggage Fees, Pet Air Transportation, and Pet Travel Fees.

TSA Screening. AMC adheres to all TSA screening guidelines. A complete list of permitted and prohibited items can be found at <https://www.tsa.gov/travel/security-screening/whatcanibring/all>.

Baggage Allowance. Each passenger is authorized two pieces of checked baggage. Each passenger may have one carry-on and one personal item that must be able to fit in the overhead compartment or under the seat in front of them.

Excess Baggage. If Excess Baggage is authorized on your orders, keep your receipts (Boarding Pass) to file for reimbursement.

Pet Transportation Fees. Pet transportation fees will be collected when you check-in for your flight. Effective 1 Jan 2024, pet fees associated with PCS may be reimbursable. Keep receipts (Boarding Pass) to file with your travel voucher.

Figure 103-2. Sample Travel Sheet

STANDARD PLANNING WEIGHTS

1. General. Actual weights will always be used when manifesting passengers on commercial aircraft. Actual weights should be used for DoD organic aircraft. Use of standard planning weights is authorized on DoD organic aircraft for contingencies or wartime situations only where time does not allow for obtaining actual weights.
2. Standard Planning Weights. The following will be used as planning weights for combat equipped troops being deployed on DoD organic aircraft:
 - a. Passengers with web gear and weapon or with carry-on baggage:
 - (1) Combat: 210 lbs
 - (2) Training: 210 lbs
 - b. Passengers with web gear, weapon, and rucksack or combat equipment/tools:
 - (1) Combat: 300 lbs
 - (2) Rucksacks: Training 40 lbs; combat 80 lbs
 - c. Passengers with duffel bag, web gear, weapon, and rucksack or with duffel bag and combat equipment or tools:
 - (1) Training: 350 lbs.
 - (2) Combat: 400 lbs
 - d. Parachutist with web gear, weapon, and rucksack:
 - (1) Training: 300 lbs
 - (2) Combat: 350 lbs
 - e. Parachutists with no weapon or equipment: 220 lbs.
Only under contingency or wartime situations when time does not permit obtaining actual weights will standard planning weights be used in lieu of actual weights for manifesting passengers or cargo on military aircraft.
If scales are not available, interrogated weights of individuals can be used.
3. The following weights will be used for planning the deployment of non-combat equipped troops on DoD organic aircraft:
 - a. Passenger with no bag: 175 lbs.
 - b. Passenger with hand-carried bag: 195 lbs.
 - c. Additional planning weights:
 - (1) Hand-carried weapon: 10 lbs.
 - (2) Mobility bags: 25 lbs.
 - (3) Mobility pack (mask, web gear, and helmet): 20 lbs.
 - (4) Tool Box: 55 lbs.
 - (5) Checked baggage: 70 lbs.
4. The following planning weights and procedures apply to individuals transported on AMC-chartered commercial aircraft:
 - a. Non-combatant equipped troops: 175 lbs.
 - b. Combat-equipped troops with carry-on bag only: 210 lbs.
 - c. Combat-equipped troops with web gear and weapon: 210 lbs.
 - d. Combat-equipped troops with web gear, weapon, and carry-on baggage: 230 lbs.
 - (1) These weights are for planning purposes only. NO standard body weights will be used for troops transported on commercial aircraft. Use actual scaled weights of individuals with uniform, boots, helmet, weapon, web gear, and hand-carried bag.
 - (2) If scales are not available, interrogated weights of individuals can be used. After asking each individual their weight, use the following additive item weights as necessary to determine total weight of the traveler:
 - (a) Boots: 5 lbs.
 - (b) Helmet: 5 lbs.
 - (c) Uniform: 5 lbs.
 - (d) Web gear: 12 lbs.
 - (e) Weapon: 10 lbs.
 - (f) Hand-carried bag: 20 lbs.

All items transported in the cargo compartment of a commercial aircraft must be weighed.

Figure 103-3. Standard Planning Weights

Statement of Assurance

- Service animal handler's first and last name, email address, and phone number
- Service animal user's first and last name (if different from handler), and phone number
- My service animal's name is Spot. Spot is a male Dalmatian, white with black spots, weighs 35 pounds, and is 25 inches high.
- Rabies vaccination date and date vaccination expires.
- My service animal Spot does not have any health, disease or conditions such as fleas, ticks or a disease that could endanger people or other animals.
- Spot's veterinarian is Best Friend and phone number XXX-YYY-ZZZZ.
- Spot is trained to do work or perform tasks to assist with my disability and to behave in a public setting.
- Spot completed obedience training and training to perform service animal tasks from Well Behaved at XXX-YYY-QQQQ.
- Spot is a properly trained dog who remains under the control of his handler. He does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. He does not urinate or defecate inside buildings or vehicles.
- I understand that if Spot does not behave in public by acting aggressively, biting, barking, jumping, lunging, or injuring people or other animals, the airline may treat my service animal as a pet, charge me a pet fee, and require spot to be transported in a pet carrier.
- To the best of my knowledge, Spot has not behaved aggressively or caused serious injury to another person or dog.
- I will keep Spot harnessed, leashed, or tethered at all times in the airport and on the aircraft.
- Spot will not need to relieve himself on the aircraft. I will put a dog diaper on Spot when needed to make sure he does not relieve himself or pose a health or sanitation issue.
- I understand I am subject to the requirements of 18 U.S.C. Section 1001 that makes it a federal crime for making materially false, fictitious, or fraudulent statements, entries, or misrepresentations knowingly on required paperwork to secure disability accommodations, while traveling with a service animal on DoD aircraft, or commercial aircraft chartered by the DoD or on behalf of the DoD.

Service animal handler's signature and date.

Figure 103-4. Statement of Assurance

Table 103-1. Timeliness Evaluation Criteria

MOVEMENT EVENT	MANIFEST TRANSMISSION TO IGC
1. Ocean Shipments	
a. Commercial Liner and Charter Service	Within 24 hours of event (Goal of 4 hours)
b. Exercise and wartime unit and sustainment moves on gray bottom USNS Vessels (LMSR, FSS, RRF)	Within 24 hours of event (Goal of 4 hours)
2. All intra-theater cargo and passenger movements (all modes)	Within 2 hours of event
3. All Air, Truck, and Rail cargo and passenger inter-theater movements	Within 1 hour of event

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