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US Army Sustainment Command  
407<sup>th</sup> AFSB, LRC  
Fort Knox, KY

PASSENGER MOVEMENTS EXTERNAL STANDARD OPERATING PROCEDURE

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This Standard Operating Procedure supersedes all others versions.

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DIRECTOR/Mike Lineberger  
GS-14, USA  
Logistics Readiness Center

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1. Proponent.

(1) ASCW-LKN, Mr. Mike Lineberger, 624-2546.

2. Purpose.

(1) The Purpose of the Passenger Movement External Standard Operating Procedure(SOP)is to provide:

- a. Travel services and arrangement for all Department of Defense (DOD) personnel and their dependents for worldwide travel.
- b. Arrange travel for all military, civilians, and their dependents as to their rights, privileges and entitlements for official travel.

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- c. Commercial group travel locally and through Surface Deployment Distribution Command (SDDC).
- d. Processing port calls for overseas movement as required to various destinations to include Kuwait, Cuba or other dependent restricted areas within the Fort Knox Area of Responsibility (AOR).

### 3. Applicability.

- (1) The procedures outlined in this SOP apply to and will be a reference for all ranks and grades and civilian employees of the Department of the Army, Marine, Navy, Air Force, Coast Guard, and their families requesting Passenger Travel arrangements.

### 4. Policies.

- (1) This SOP establishes external guidelines and procedures for Passenger Travel Services IAW applicable regulations and system requirements.
- (2) Hours of operation:
  - a. The Fort Knox Installation Transportation Office for Personal Property movement and storage is located in the One Stop Processing Building 1384 second floor, Chaffee Avenue. Open Monday - Friday from 0730 - 1630 excluding Federal holidays.
    - i. The office will remain open during lunch break with limited staffing.
    - ii. When holiday/overtime work assignments are deemed necessary, approval from the Transportation Manager and COR will be required.
- (3) Points of Contact (POC):
  - a. Installation Transportation Division (ITD)COR: 502-624-5739
  - b. Travel Supervisor:502-624-6476
  - c. Front Desk:502-624-3927/2037
  - d. GCIII Lead:502-624-7285
  - e. Passenger Services Travel Clerk: 502-624-3499/3007

## 5. Responsibilities.

- (1) Members requesting official travel will need to contact the passenger travel office via phone, email, or by coming into the Passenger Travel Services office to determine mode and date of travel.
- (2) The Passenger Travel is responsible for ensuring travel services are provided to the member IAW DOD regulations and directives, providing professional and courteous customer service for military, DOD civilians, and their dependents traveling within the continental United States (CONUS) and Outside the Continental United States (OCONUS).
- (3) Travel Clerk Representatives are responsible for providing customer service to all members authorized travel.

## 6. Procedures.

- (1) Individual travel by commercial carrier
  - a. Documentation the member is responsible for providing to arrange official travel:
    - i. One copy of travel orders to determine entitlements for all official travel
    - ii. A category stamp from Military Processing Operations (MILPO) on orders IF separating from the military on transition orders.
- (2) Group Travel by bus and/or air
  - a. Charter bus group movement travel is for ten or more passengers. Anything less will be moved individually by air.
  - b. Unit/schools must correctly fill out and turn in a Group Movement Commercial Transportation Request to the Passenger Travel Services office via email to:

[usarmy.knox.407-afsb.mbx.lrc-ppps-scheduling@mail.mil](mailto:usarmy.knox.407-afsb.mbx.lrc-ppps-scheduling@mail.mil)

- i. The **deadline** to submit a request for a Group Movement Commercial Transportation Request to include LOA is NLT 10 government business days prior to a move date. If a Request is received less than 10 government business days it will be returned and not processed.
- c. Funding must be secured and provided before a charter bus move will be initiated by the Passenger Travel Services office.
- Notes:**
- i. If no funding is included in the request it will be returned as incomplete.
  - ii. All forms must be complete. Any information that is duplicated from form to form must match or it will be returned as incomplete.
  - iii. All forms must be signed by the responsible parties (i.e. Requestor's Signature) or it will be returned as incomplete.
- d. The DOD approved list must be utilized to obtain quotes. Cadet Command **must** include three (3) quotes from the DOD approved list with their request. Units **may** obtain their own quotes or have Passenger Travel Services complete after submission.
- i. The DOD approved list can be found: <http://www.defensetravel.dod.mil/Docs/BusAgreementPOCs.pdf>
- e. Charter bus moves will be scheduled by the most economical means.

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f. If a flight is required, then in addition to 2a-c above the following documentation will be required:

- i. Group travel orders containing the appropriate fund cite or a signed memorandum containing the appropriate fund cite.
  - a) **Note:** Funding must be secured and provided before travel arrangements can be initiated by the Passenger Travel Services. If no funding accompanies the request it will be returned as incomplete.

- ii. Manifest listing the passengers name and last four of the SSN.

g. Once a charter bus carrier and/or flight has been selected a confirmation letter and/or a flight itinerary will be sent via email to the Bus Move Originator (BMO) or Point of Contact (POC).

- i. **Note:** The bus company listed on the confirmation letter is the contracted bus company and must be utilized for the move. If there are any questions and/or issues concerning this please contact the Passenger Travel Services office prior to loading the bus.
- ii. If there is excess cost involved because a bus other than the one listed on the confirmation was utilized the unit/school will incur the charges.

(3) CADET COMMAND TRACKING AND CHANGE REQUEST:

a. A weekly tracker will be submitted via email no later than 1500 every Wednesday by the travel clerk to Cadet Command.

- i. Any bus move requests submitted to the passenger service office prior to 1400 on Wednesday and is not reflected on the weekly tracker, the BMO/POC for Cadet Command will notify the Passenger Travel Services Travel Clerk and the Travel

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Supervisor no later than the following Monday or at least 2 days prior to the date of the move (whichever is earlier).

- b. Any request submitted after 1400 will be reflected on the following Wednesday's tracker.
- c. All change requests for Cadet Command must be processed and approved through the (BMO) or Point of Contact.
  - i. If any changes are made to a bus move the BMO/POC will submit a REVISED Group movement request and USACC Form 112 (if applicable) to the Travel Clerk. REVISED will be written/typed across the top of the group movement commercial transportation request. If a REVISED group movement commercial transportation request is not received no changes to the bus move will be made by the Passenger Travel Services office.
  - ii. If a school or unit contacts the Passenger Travel Services Travel Clerk for changes, he/she will be directed to the BMO/POC.

## 7. DEFINITIONS

- (1) AOR - Area of Responsibility
- (2) AR - Army Regulation
- (3) BMO - Bus Move Originator
- (4) CONUS - Continental United States
- (5) DOD - Department of Defense
- (6) DTR - Defense Travel Regulations
- (7) IAW - In Accordance With
- (8) JTR - Joint Travel Regulation
- (9) OCONUS - Outside the Continental United States
- (10) PDS - Permanent Duty Station

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- (11) POC - Point of Contact
- (12) RFO - Request For Orders
- (13) SDDC - Surface Deployment Distribution Command
- (14) SOP - Standard Operation Procedures

## 8. REFERENCES

- (1) Army Regulation (AR) 5-9 Area Support Responsibilities
- (2) AR 55-46 Travel Overseas
- (3) AR 638-2 Army Mortuary Affairs Program
- (4) Defense Travel Regulation (DTR), 4500.9-R, Part I, Passenger Movement
- (5) DOD 4515.13-R, Air Transportation Eligibility
- (6) DOD 4500.34-R, Defense Transportation Management Regulation
- (7) Foreign Clearance Guide

## 9. EXHIBITS

- (1) Confirmation letter
- (2) Group Movement Commercial Transportation Request

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**Exhibit 1. Confirmation letter**

LOGISTICS READINESS CENTER  
 Building 1384, Chaffee Avenue, Room 205  
 Fort Knox, Kentucky 40121-5217

ASCW-LKN-T (DATE)

MEMORANDUM FOR: (NAME AND PHONE # OF BUS COMPANY)

SUBJECT: CONFIRMATION LETTER

This office has authorized a charter bus movement with your company. The following information is provided:

MRN: (3 BIDS OR MRN #)  
(UNIT)

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PICK UP ADDRESS:  
 PICK UP DATE:  
 SPOT TIME:  
 ITO REMARKS:  
 DROP ADDRESS:  
 PASSENGER COUNT:      BUSES REQUIRED:

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RETURN INFORMATION  
 PICK UP ADDRESS:  
 PICK UP DATE:  
 SPOT TIME:  
 DROP ADDRESS:  
 ITO REMARKS:  
 PASSENGER COUNT:      BUSES REQUIRED:

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TOTAL COST OF MOVE:  
 TOTAL BUSES USED:  
 BAGS PER PASSENGER:  
 UNIT POC:  
 PHONE:  
 TRAVEL CLERK email: usarmy.knox.407-afsb.mbx.lrc-ppps-scheduling@mail.mil

This office has authorized a charter bus movement with your company.  
 Please fax invoice or Government Charter Coach Certificate to this office for payment.  
 Request acknowledgement of the Charter Confirmation via fax (502) 624-3315 or email.

**ALL CHANGES TO THIS MOVE MUST GO THROUGH THIS OFFICE.**

TA FOR:

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Exhibit 2. Group Movement Commercial Transportation Request

F-MOP-7.2.1-01-04

DEPLOYMENT OPERATIONS, A&SMD, DOR

MAY 04, REV 00

GROUP MOVEMENT COMMERCIAL TRANSPORTATION REQUEST

\*\*\*\* PLEASE TYPE THIS FORM \*\*\*\*

NOTE: THIS IS ONLY A REQUEST. TO HAVE TICKETS ISSUED YOU MUST FURNISH ORDERS WITH A FUND CITE AND OFFICIAL ANNEX WITH NAMES AND SSN: OF PASSENGERS

DATE: \_\_\_\_\_ EXERCISE NAME OR PURPOSE: \_\_\_\_\_  
 UNIT: \_\_\_\_\_  
 PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ EMAIL: \_\_\_\_\_

MODE OF TRAVEL: COMMERCIAL AIR:  COMMERCIAL BUS:  BOTH

# PASSENGERS: \_\_\_\_\_ ORIGIN: \_\_\_\_\_ DESTINATION: \_\_\_\_\_

REQUESTED DEPARTURE DATE/TIME (ORIGIN): \_\_\_\_\_

REQUESTED ARRIVAL DATE/TIME (DESTINATION): \_\_\_\_\_

WEAPONS\*\*: YES  NO:  EXCESS BAGGAGE\*\*: YES  NO  #PIECES: \_\_\_\_\_

(FOR COMMERCIAL BUS ONLY)  
 PICK UP ADDRESS (ORIGIN) \_ \_ \_\_\_\_\_  
 (STREET ADDRESS & BLDG NUMBER)  
 MEAL TICKETS: YES  NO   
 MEALS REQUIRED: BREAKFAST  LUNCH  DINNER   
 IS BUS REQUIRED TO REMAIN WITH UNIT? YES  NO

RETURN:  
 # PASSENGERS: \_\_\_\_\_ ORIGIN: \_\_\_\_\_ DESTINATION: \_\_\_\_\_

REQUESTED DEPARTURE DATE/TIME (ORIGIN): \_\_\_\_\_

REQUESTED ARRIVAL DATE/TIME (DESTINATION): S \_\_\_\_\_

WEAPONS\*\*: YES  NO:  EXCESS BAGGAGE\*\*: YES  NO  #PIECES: \_\_\_\_\_

(FOR COMMERCIAL BUS ONLY)  
 RETURN ADDRESS (ORIGIN) \_\_\_\_\_  
 (STREET ADDRESS & BLDG NUMBER)  
 MEAL TICKETS: YES  NO   
 MEALS REQUIRED: BREAKFAST  LUNCH  DINNER

**\*\*ANYTHING OVER TWO PIECES OF BAGGAGE PER PERSON IS CONSIDERED EXCESS BAGGAGE. DIMENSIONS (Length-Width-Height) AND WEIGHT OF EACH PIECE MUST BE LISTED ON THE BACK OF THIS FORM. (FOR COMMERCIAL AIR, WEAPONS MUST BE CARRIED IN A DOUBLE LOCKED HARD SIDED CONTAINER AND MUST BE CONSIDERED EXCESS BAGGAGE. EACH PIECE OF EXCESS BAGGAGE CANNOT EXCEED 70LBSE.**

REQUESTOR SIGNATURE: \_\_\_\_\_

FUNDING:  
 ESTIMATED COST: \_\_\_\_\_ GROUP MVTS COORDINATOR: \_\_\_\_\_  
 FUND CITE: \_\_\_\_\_  
 FUNDING AUTHORIZATION SIGNATURE: \_\_\_\_\_