

JMCC International, Inc.



Cargo Operations Manual

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Cargo Operations Manual Revision Highlights

Revision 14 changes to the manual have been made as follows:

REVISED MATERIAL	PAGE
delete previous item B. "The figure above describes the relationships between JMCC International's corporate entities. These entities often supply services to one another."	1-1-1
change from "Advisory Circular 120-85, dated 1/25/2022" to "AC 120-85 (as amended) change "with no or inadequately documented processes and procedures to develop an acceptable manual of their own" to "requiring assistance with developing acceptable documented processes for cargo handling on aircraft operated by JMCC"	1-1-1
change from "Advisory Circular 120-85" to "AC 120-85 (as amended)	1-1-3
was "1.3100 of General Operations Manual" is "the JMCC Dangerous Goods Manual."	1-1-3
was "14 CFR 121.367, Maintenance, preventive maintenance, and alteration programs. The JMCC General Maintenance Manual and the B757/B767 Inspection Program a cover other maintenance, preventive maintenance, and alterations and ensures:" is "The controls in place that ensure that the personnel who handle hazmat or frangible load requirements and determine the serviceability of ULDs and are responsible for ULD build-up are trained are specified in this manual as well as the JMCC Dangerous Goods Manual."	1-1-3
change from "B757" to "B757 and B767"	1-1-5
add new "C. REGULATORY REQUIREMENTS/GUIDANCE"	1-1-5
change from "AC 120-85A" to "AC 120-85 (as amended)"	1-1-5
moved "DEFINITIONS" from 1-1-20	1-1-5
add Definition "Ground Handler Service Provider (GHSP)" 8-10-22	1-1-7
add Definition "Loading Instructions Report (LIR)" 8-10-22	1-1-7
moved "ACRONYMS AND ABBREVIATIONS" from 1-1-24	1-1-8
add Abbreviation "GHA - Ground Handler Agent" 8-10-22	1-1-8
Add Abbreviation "GHSP - Ground Handler Service Provider" 8-10-22	1-1-8
add Abbreviation "LIR - Load Instruction Report" 8-10-22	1-1-9
update "JMCC International Airline Organization" Chart responsibilities and flow	1-1-10
add new "Vice President Global Operations"	1-1-10
add "Sr. Director MIA HUB Cargo & Global Haz Mat"	1-1-10
moved "3. VICE PRESIDENT OF AIRPORT OPERATIONS" from 1-1-8	1-1-11
replace all of "3. VICE PRESIDENT OF AIRPORT OPERATIONS" section	1-1-11
change "Vice President of Flight Operations" to "Vice President of Airport Operations"	1-1-11
change "Flight Operations" to "Airport Operations"	1-1-11



Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
remove "in auditing" and "Part 121"	1-1-11
change "Director of Operations" to "Vice President of Airport Operations"	1-1-11
change "Vice President of Flight Operations" to "Vice President of Airport Operations"	1-1-11
change "Vice President of Flight Operations" to "Vice President of Airport Operations" 3-2-22	1-1-11
add "Cargo Operations and Regional Operations Managers."	1-1-11
change "Vice President of Flight Operations" to "Vice President of Airport Operations" in two places	1-1-12
add new "REGIONAL OPERATIONS MANAGER" section.	1-1-12
add new "The Ramp Operations Manager reports to the Senior Director of the MIA HUB."	1-1-13
remove "NOTE: It is a major security violation to wear your complete uniform anywhere else in public!"	1-1-18
remove "The Vice President of Flight Operations is responsible for the initiation, continuation, diversion, and termination of every flight. The 121 Supplemental Air Carrier, JMCC International operates into a variety of international airports with varying frequencies."	1-2-1
add "The responsibility for the stations will fall under the Vice President of Airport Operations (VPAP). The authority of the stations will be the Cargo Ground Operations manager and or the Regional Operations Manager. "	1-2-1
change "stations will fall under" to "the stations and this COM will fall under"	1-2-1
remove " Through the office of Cargo and Ground Operations Manager, the Vice President of Flight Operations shall review and validate for Cargo and Ground Operations Manager, evaluate the standards and performance of each station contractor used for station operations through an audit and evaluation process. The areas audited and evaluated shall be limited to the interface between the contractor"	1-2-1
add " Through the office of Cargo and Ground Operations Manager and or Regional Operations Manager, the Vice President of Airport Operations shall evaluate the standards and performance of each station contractor used for station operations through an audit and evaluation process. The areas audited and evaluated shall be limited to the interface between the vendor"	1-2-1
remove "Online stations are not normally staffed,"	1-2-1
add "Online stations are not staffed,"	1-2-1
add "The two stations not deemed as an online station are our Miami Hub and our SJU Hub."	1-2-1
change "The two stations not deemed as an online station are our Miami Hub and our SJU Hub." to "The Miami and San Juan Stations are not part of the online system." 3-2-22	1-2-1
change "Contractor" to "Vendor"	1-2-1
Change all "Director of Operations" to "Vice President of Airport Operations"	1-2-2

Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
Change all "Vice President of Flight Operations" to "Vice President of Airport Operations" 1-1-15	1-2-2
Change all "Contractor" to "Vendor / GHA" 3-2-22	1-2-2
add "Gap Analysis" bubble 3-2-22	1-2-2
add new Section "Outstation Program Content Review COM-016" (replaces STATION MANUAL REVIEW of 1-1-27)	1-2-3
remove "Director of Flight Operations, or"	1-2-3
"L. STATION MANUAL REVIEW" 1-1-27 is removed and the contents are now in section "4. PROCEDURES / A. GENERAL"	1-2-3
moved from 1-2-3	1-2-3
moved from 1-2-3	1-2-3
was "JMCC personnel" is "Cargo Operations Manager and or Regional Operations Manager"	1-2-3
was "Outstation Manual Content Review" is "Vendor Program Content Review"	1-2-3
moved from 1-2-3	1-2-3
was "Outstation Manual Content Review" is "Vendor Program Content Review"	1-2-3
was "shortcomings" is "gaps"	1-2-3
moved from 1-2-3	1-2-3
moved from 1-2-3	1-2-3
moved from 1-2-3	1-2-3
was "or his designee" is "and or Regional Operations Manager"	1-2-3
was "obtain a copy of the Outstation Manual Content Review form from the Company server." is "complete an Vendor Program Content Review form (COM-016)."	1-2-3
moved from 1-2-4	1-2-4
remove "and the JMCC Cargo Handling Manual Chapter 2."	1-2-4
moved from 1-2-4	1-2-4
add "Conduct and"	1-2-4
moved from 1-2-4	1-2-4
moved from 1-2-4	1-2-4
was "check the either" is "check either"	1-2-4
moved from 1-2-4	1-2-4
was "Flight" is "Airport"	1-2-4
change "Outstation" to "Vendor"	1-2-4

Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
change "Content" to "Program"	1-2-4
change from "AC 120-85A" to "AC 120-85 (as amended)"	1-2-5
moved "E. AUDIT TYPES" from 1-1-16	1-2-6
change "CERTIFICATION" to "OPERATIONAL"	1-2-6
add "Regional Operations Manager and or designee"	1-2-6
change "CERTIFICATION" to "OPERATIONAL"	1-2-6
add ", Regional Operations Manager or designee."	1-2-6
add "OPERATIONAL"	1-2-6
add "and or Regional Operations Manager"	1-2-6
add ", Regional Operations Manager or designee"	1-2-6
change "Vice President of Flight Operations" to "VP of Airport Operations"	1-2-6
change "Flight Operations" to "Ground Operations"	1-2-6
change "Vice President of Flight Operations" to "VP of Airport Operations" 3-2-22	1-2-6
change "For each Online Station for each Critical listed below, Process Audits will verify:" to "For each Online Station and each Critical Process Interface below the audits will verify:" 3-2-22	1-2-6
change "CONTRACTOR" to "VENDOR" 3-2-22	1-2-7
change "Ground Handler" to "GHA" 3-2-22	1-2-7
change "Flight Crew" to "Ground Operations/Flight Crew" 3-2-22	1-2-7
change "Cargo Agent" to "GHA" 3-2-22	1-2-7
change "Loadmaster/Flight Crew" to "Ground Operations/Loadmaster/Flight Crew" 3-2-22	1-2-7
add "Warehousing/Cargo Build Up" 3-2-22	1-2-7
change "Cargo Agent" to "GHA" 3-2-22	1-2-7
change "Cargo Agent" to "GHA" 3-2-22	1-2-7
add "Safety Management Systems" 3-2-22	1-2-7
change "Ground Handler" to "GHA" 3-2-22	1-2-7
change "Scheduling" to "Crew Scheduling" 3-2-22	1-2-7
add "Haz Mat" 3-2-22	1-2-7
change "Cargo Agent" to "GHA/Cargo Operations" 3-2-22	1-2-7
removed non-process bubbles 3-2-22	1-2-8
changed "Contractor" to "Vendor / GHA" 3-2-22	1-2-8
new Section "STATION OPERATIONAL AUDIT (COM-015)"	1-2-9



Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
replace "COM-15" with "COM-015"	1-2-9
replace "COM 15" with "COM-015"	1-2-9
replace "If an inspection visit to the proposed station is not accomplished, the Cargo and Ground Operations Manager, Regional Operations manager and or designee assures that a telephone interview to assess the stations capabilities is performed by using at a minimum section 1 and 2 of the COM-015" 8-16-22.	1-2-9
change "Vendor Pre-Approval Audit Checklist (COM-104)" to "Vendor Program Content Review (COM-016)"	1-2-9
change "SMS Pro" to "ProSafe T"	1-2-9
moved "J. CONTROLS" from 1-1-24	1-2-9
moved "M. TRAINING" from 1-1-28	1-2-10
add new paragraph 7. 8-16-22	1-2-11
moved "N. PROCESS MEASURES AND AUDITS" from 1-1-29	1-2-11
moved "O. INTERFACES" from 1-1-29	1-2-11
Add "B757" to B767	1-2-11
Add "B757" to B767	1-2-11
add new section "Process Measures - Audits"	1-2-11
change "SMS Pro" to "ProSafe T"	1-2-12
add new section "Program Review"	1-2-12
add new section "Acceptance or Non Compliance"	1-2-12
add new section "Approval Process"	1-2-12
add new section "Training Records"	1-2-12
add new section "Dangerous Goods"	1-2-12
add new section "Re-Certification Schedule"	1-2-12
replace "Vendors, whose programs have been found acceptable or equivalent to the Carrier's program will be re-evaluated up to a period not to exceed 36 months unless specifically stated in this manual. Upon completion of there-evaluation process (COM-016) and acceptance, the VP of Airport Operations, Cargo Ground Ops Manager or Regional Manager will send a re-certification letter to the vendor. This letter is the official communication to the vendor notifying them of recertification for the acceptance of their program and specifies the conditions for continued acceptance by the Carrier." 8-16-22	1-2-12
add new section "Part 121 Certificated Carrier Ground Operations Programs"	1-2-12
replace "A review of the Part 121 certificate holder's ground operations program is performed by the Director Ground Operations Standards and Training or the Manager of Ground Operations Training, and has been found acceptable or equivalent to the Company's program." 8-16-22	1-2-13

Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
replace "Note: The Part 121 certificate carrier's ground operations program, which have been accepted do not require a re-evaluation but may be subject to audits based on the program scope and duration or a targeted audit when deemed appropriate. The Part 121 Carrier will be added to the approved Cargo Operations vendor list." 8-16-22	1-2-13
add new section "DHL Express Program"	1-2-13
move "PROCEDURES" from 1-1-19	1-2-14
move "REFERENCE DOCUMENTS" from 1-1-19	1-2-14
move "STATIONS" from 1-1-26	1-2-15
add "and or Regional Operations Manager" 3-2-22	1-2-15
remove L.2.a.- L.2.l	1-2-15
add "and or Regional Operations Manager" 3-2-22	1-2-15
move "FORMS" from 1-1-30	1-2-15
move "STATION OPERATIONAL AUDIT (COM-015) from 1-1-31	1-2-16
change "OUTSTATION QUALIFICATION AUDIT" to "STATION OPERATIONAL AUDIT (COM-015)"	1-2-16
Update "COM-15 DOC" with revised January 2022 form	1-2-16
remove Figure 1.1.5 Trip Report	1-2-16
add new section "VENDOR PROGRAM CONTENT REVIEW"	1-2-24
new Section "OUTSTATION PROGRAM CONTENT REVIEW"	1-2-25
add new "OUTSTATION PROGRAM CONTENT REVIEW" COM-016	1-2-25
add new "Vendor Approval/Acceptance Letter"	1-2-29
add new Table 2.2.2 8-16-22	2-2-6
add new Table 2.2.3 8-16-22	2-2-7
change "General Operations" to "Dangerous Goods"	2-5-8
was "and CAO if needed" is "primary and subsidiary class when applicable and CAO if needed."	2-5-13
change section title from "Loading and Verification" to "Aircraft Turnaround Handling" and add new content	2-6-1
add "(if Applicable)" to item 2.c. 8-10-22	2-6-2
add/insert "1. Interface with ULD inspection Chapter 2 Section 2" 8-10-22	2-6-8
add/insert "Note: Refer to Unit Load Device (ULD) Inspection Chapter 2 Page 2-1." 8-10-22	2-6-8
was "Unserviceable ULDs may be loaded onto an aircraft only when expressly allowed by the load master or loading supervisor. The ULD shall be empty, with limited load and/or other restrictions (e.g., additional tie-down) in accordance with the operating airline procedures."	2-6-8



Cargo Operations Manual Revision Highlights

REVISED MATERIAL	PAGE
is "Unserviceable ULD's should be appropriately marked or tagged, and may be loaded onto JMCC aircraft	2-6-8
and may only be transported:"	2-6-8
8-10-22	2-6-8
add sub-Note 1 "Empty, if the base ULD or exterior is not damaged to the extent that it cannot be properly secured in the aircraft utilizing conventional restraints installed on the aircraft or poses a threat to the cargo compartment."	2-6-8
add sub-Note 2 "Properly secured to a serviceable pallet which can be secured in the aircraft utilizing conventional restraints installed on the aircraft. The entire load, serviceable ULD and its contents must be properly secured by a serviceable pallet net or other suitable tie down equipment."	2-6-8
was "that ULD component's corresponding damage limit on the ULD Operational Damage Limits Notice (ODLN) and follow the instructions below:"	2-6-8
is "the ULD's components corresponding damage limit reflected in the M?54 Allowable Net/ Pallet Damage Reference Card and follow the instructions below:"	2-6-8
8-10-22	2-6-8
delete sub items from section:	2-6-8
1. Unserviceable ULDs shall not be loaded on board an aircraft.	2-6-8
2. DO NOT load unserviceable ULDs on board any aircraft.	2-6-8
3. Inform the loadmaster or load supervisor.	2-6-8
8-10-22	2-6-9
replace all of Section 8	2-8-1
change "this manual" to "the JMCC Dangerous Goods Manual."	2-8-2
was "the Dangerous Goods section in the JMCC General Operations Manual Chapter 1.3100." is "JMCC Dangerous Goods Manual."	2-9-25
was "General Operations Manual, chapter 1.3150." is "JMCC Dangerous Goods Manual."	3-1-2
was "General Operations Manual chapter 1.3150." is "JMCC Dangerous Goods Manual."	3-1-10



Cargo Operations Manual Revision Highlights

RECORD OF REVISIONS

Next to the appropriate Revision Number, record the Revision Date.

Note: For all digital copies, this page is updated by the JMCC Publications Department and issued with each regular revision.

Note: Revision 3 consists of a complete re-write of the manual; tracking begins at this point. This manual is maintained and updated in its digital format. As such, printed copies of this manual are considered “**For Reference Only**,” with the following exceptions:

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- Controlled copies assigned to and placed onboard JMCC aircraft..

REVISION	DATE
Original	01/20/10
1	07/05/10
2	09/01/11
3	02/01/13
4	10/05/13
5	01/24/14
6	07/15/14
7	12/21/15
8	12/12/16
9	04/10/17
10	06/07/18
11	04/01/19
12	10/25/19
13	05/25/21
14	03/02/22
15	
16	
17	
18	
19	
20	

REVISION #	DATE
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	
38	
39	
40	
41	



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Cargo Operations Manual
List of Effective Pages

LIST OF EFFECTIVE PAGES		
LEP		
LEP-1-1	14	03/02/22
LEP-1-2	14	03/02/22
LEP-1-3	14	03/02/22
LEP-1-4	14	03/02/22
Chapter TOC Table of Contents		
TOC-1-1	14	03/02/22
TOC-1-2	14	03/02/22
TOC-1-3	14	03/02/22
TOC-1-4	14	03/02/22
TOC-1-5	14	03/02/22
TOC-1-6	14	03/02/22
TOC-1-7	14	03/02/22
TOC-1-8	14	03/02/22
Chapter 1 Program Overview		
1-TOC-1	14	03/02/22
1-TOC-2	14	03/02/22
Section 1. General Information		
1-1-1	14	03/02/22
1-1-2	11	04/01/19
1-1-3	14	03/02/22
1-1-4	11	04/01/19
1-1-5	14	03/02/22
1-1-6	14	03/02/22
1-1-7	14	03/02/22
1-1-8	14	03/02/22
1-1-9	14	03/02/22
1-1-10	14	03/02/22
1-1-11	14	03/02/22
1-1-12	14	03/02/22
1-1-13	13	05/25/21
1-1-14	13	05/25/21
1-1-15	13	05/25/21
1-1-16	13	05/25/21
1-1-17	14	03/02/22
1-1-18	14	03/02/22
Section 2. Ground Handling and Cargo Operations Management Plan		
1-2-1	14	03/02/22
1-2-2	14	03/02/22
1-2-3	14	03/02/22
1-2-4	14	03/02/22
1-2-5	14	03/02/22
1-2-6	14	03/02/22
1-2-7	14	03/02/22
1-2-8	14	03/02/22
1-2-9	14	03/02/22
1-2-10	14	03/02/22
1-2-11	14	03/02/22
1-2-12	14	03/02/22
1-2-13	14	03/02/22
1-2-14	14	03/02/22
1-2-15	14	03/02/22
1-2-16	14	03/02/22
1-2-17	14	03/02/22
1-2-18	14	03/02/22
1-2-19	14	03/02/22
1-2-20	14	03/02/22
1-2-21	14	03/02/22
1-2-22	14	03/02/22
1-2-23	14	03/02/22
1-2-24	14	03/02/22
1-2-25	14	03/02/22
1-2-26	14	03/02/22
1-2-27	14	03/02/22
1-2-28	14	03/02/22
1-2-29	14	03/02/22
1-2-30	14	03/02/22
Chapter 2 Operational Processes and Procedures		
2-TOC-1	14	03/02/22
2-TOC-2	14	03/02/22
2-TOC-3	14	03/02/22
2-TOC-4	14	03/02/22
2-TOC-5	14	03/02/22
2-TOC-6	14	03/02/22
Section 1. General Operational Topics		
2-1-1	11	04/01/19
2-1-2	3	02/01/13
2-1-3	11	04/01/19
2-1-4	6	07/15/14
2-1-5	11	04/01/19
2-1-6	11	04/01/19
2-1-7	11	04/01/19
2-1-8	11	04/01/19
2-1-9	11	04/01/19
2-1-10	11	04/01/19
2-1-11	11	04/01/19
2-1-12	13	05/25/21
Section 2. Unit Load Device (ULD) Inspection		
2-2-1	8	12/12/16
2-2-2	8	12/12/16
2-2-3	4	10/05/13
2-2-4	4	10/05/13
2-2-5	4	10/05/13
2-2-6	14	03/02/22
2-2-7	14	03/02/22
2-2-8	15	05/25/21
Section 3. Load Preparation		
2-3-1	5	01/24/14
2-3-2	3	02/01/13
2-3-3	3	02/01/13
2-3-4	3	02/01/13
2-3-5	3	02/01/13
2-3-6	13	05/25/21
2-3-7	13	05/25/21
2-3-8	13	05/25/21
Section 4. Cargo Containers		
2-4-1	4	10/05/13
2-4-2	11	04/01/19
2-4-3	11	04/01/19
2-4-4	4	10/05/13
2-4-5	4	10/05/13
2-4-6	4	10/05/13
2-4-7	4	10/05/13
2-4-8	4	10/05/13
2-4-9	4	10/05/13
2-4-10	4	10/05/13
2-4-11	4	10/05/13
2-4-12	4	10/05/13
Section 5. Cargo Nets		
2-5-1	11	02/15/19
2-5-2	3	02/01/13
2-5-3	3	02/01/13
2-5-4	11	04/01/19
2-5-5	3	02/01/13
2-5-6	13	05/25/21
2-5-7	13	05/25/21
2-5-8	14	03/02/22
2-5-9	3	02/01/13
2-5-10	11	04/01/19
2-5-11	3	12/21/15
2-5-12	3	12/21/15
2-5-13	14	03/02/22
2-5-14	3	12/21/15
Section 6. AIRCRAFT TURN-AROUND HANDLING		



**Cargo Operations Manual
List of Effective Pages**

2-6-1	14	03/02/22	2-9-14	13	05/25/21	3-1-22	12	10/25/19
2-6-2	14	03/02/22	2-9-15	11	04/01/19	3-1-23	12	10/25/19
2-6-3	14	03/02/22	2-9-16	11	04/01/19	3-1-24	12	10/25/19
2-6-4	14	03/02/22	2-9-17	11	04/01/19	3-1-25	12	10/25/19
2-6-5	14	03/02/22	2-9-18	11	04/01/19	3-1-26	12	10/25/19
2-6-6	14	03/02/22	2-9-19	11	04/01/19	3-1-27	12	10/25/19
2-6-7	14	03/02/22	2-9-20	13	05/25/21	3-1-28	12	10/25/19
2-6-8	14	03/02/22	2-9-21	13	05/25/21	3-1-29	12	10/25/19
2-6-9	14	03/02/22	2-9-22	13	05/25/21	3-1-30	12	10/25/19
2-6-10	14	03/02/22	2-9-23	13	05/25/21	3-1-31	12	10/25/19
Section 7. Special Cargo			2-9-24	13	05/25/21	3-1-32	12	10/25/19
2-7-1	13	05/25/21	2-9-25	14	03/02/22	3-1-33	12	10/25/19
2-7-2	8	12/12/16	2-9-26	3	04/01/19	3-1-34	12	10/25/19
2-7-3	8	12/12/16	2-9-27	3	04/01/19	3-1-35	12	10/25/19
2-7-4	8	12/12/16	2-9-28	3	04/01/19	3-1-36	12	10/25/19
2-7-5	8	12/12/16	2-9-29	3	04/01/19	3-1-37	12	10/25/19
2-7-6	13	05/25/21	2-9-30	3	04/01/19	3-1-38	12	10/25/19
2-7-7	8	12/12/16	2-9-31	13	05/25/21	3-1-39	13	05/25/21
2-7-8	8	12/12/16	2-9-32	13	05/25/21	3-1-40	14	03/02/22
2-7-9	8	12/12/16	Section 10. Charter Flights			Chapter Appendix Table of Contents		
2-7-10	11	04/01/19	2-10-1	11	04/01/19	Appendix-1-1	6	07/15/14
2-7-11	8	12/12/16	2-10-2	11	04/01/19	Appendix-1-2	14	03/02/22
2-7-12	11	04/01/19	2-10-3	11	04/01/19	Section 1. Horse Stalls		
2-7-13	8	12/12/16	2-10-4	11	04/01/19	Appendix-1-1	3	02/01/13
2-7-14	8	12/12/16	2-10-5	11	04/01/19	Appendix-1-2	3	02/01/13
2-7-15	8	12/12/16	2-10-6	14	03/02/22	Section 2. CSAFE Active Unit Load Devices		
2-7-16	8	12/12/16	Chapter 3 Cargo Operations and Weight and Balance Training			Appendix-2-1	3	02/01/13
2-7-17	8	12/12/16	3-TOC-1	13	05/25/21	Appendix-2-2	3	02/01/13
2-7-18	8	12/12/16	3-TOC-2	12	10/25/19	Appendix-2-3	3	02/01/13
2-7-19	8	12/12/16	3-1-1	13	05/25/21	Appendix-2-4	3	02/01/13
2-7-20	10	06/07/18	3-1-2	14	03/02/22	Appendix-2-5	3	02/01/13
2-7-21	10	06/07/18	3-1-3	13	05/25/21	Appendix-2-6	3	02/01/13
2-7-22	10	06/07/18	3-1-4	12	10/25/19	Appendix-2-7	3	02/01/13
Section 8. DANGEROUS GOODS			3-1-5	13	05/25/21	Appendix-2-8	11	04/01/19
2-8-1	14	03/02/22	3-1-6	13	05/25/21	Appendix-2-9	11	04/01/19
2-8-2	14	03/02/22	3-1-7	13	05/25/21	Appendix-2-10	3	02/01/13
Section 9. Aircraft Parking and Ramp Procedures			3-1-8	12	10/25/19	Appendix-2-11	3	02/01/13
2-9-1	7	12/21/15	3-1-9	13	05/25/21	Appendix-2-12	3	02/01/13
2-9-2	3	02/01/13	3-1-10	14	03/02/22	Appendix-2-13	3	02/01/13
2-9-3	3	02/01/13	3-1-11	12	10/25/19	Appendix-2-14	3	02/01/13
2-9-4	3	02/01/13	3-1-12	12	10/25/19	Appendix-2-15	3	02/01/13
2-9-5	3	02/01/13	3-1-13	12	10/25/19	Appendix-2-16	3	02/01/13
2-9-6	13	05/25/21	3-1-14	12	10/25/19	Appendix-2-17	3	02/01/13
2-9-7	13	05/25/21	3-1-15	12	10/25/19	Appendix-2-18	3	02/01/13
2-9-8	11	04/01/19	3-1-16	12	10/25/19	Appendix-2-19	3	02/01/13
2-9-9	11	04/01/19	3-1-17	12	10/25/19	Appendix-2-20	3	02/01/13
2-9-10	13	05/25/21	3-1-18	12	10/25/19	Appendix-2-21	3	02/01/13
2-9-11	13	05/25/21	3-1-19	12	10/25/19	Appendix-2-22	3	02/01/13
2-9-12	3	04/01/19	3-1-20	12	10/25/19			
2-9-13	3	04/01/19	3-1-21	12	10/25/19			



Cargo Operations Manual
List of Effective Pages

<p>Section 3. Envirotainer Unit Load Devices</p> <p>Appendix-3-1 3 02/01/13 Appendix-3-2 3 02/01/13</p> <p>Section 4. Cool Containers</p> <p>Appendix-4-1 6 07/15/14 Appendix-4-2 6 07/15/14 Appendix-4-3 6 07/15/14 Appendix-4-4 6 07/15/14 Appendix-4-5 6 07/15/14 Appendix-4-6 6 07/15/14</p>		
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Chapter: LEP
Page: 1-4
Issued: 03/02/22
Revision: 14



Cargo Operations Manual
List of Effective Pages

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**Cargo Operations Manual
General Table of Contents**

Chapter: TOC
Page: 1-1
Issued: 03/02/22
Revision: 14

Chapter TOC:Table of Contents

Chapter TOC.Table of Contents	TOC-11
Chapter 1. Program Overview.....	1-TOC1
Section 1. General Information	1-1-1
A. Purpose	1-1-1
1. Organizational Structure of JMCC International	1-1-1
2. Air Carrier Operations	1-1-2
B. Policy	1-1-3
C. REGULATORY REQUIREMENTS/GUIDANCE	1-1-5
D. Definitions	1-1-5
E. Acronyms and Abbreviations	1-1-8
F. Responsibility and Authority	1-1-9
3. Vice President of Airport Operations.....	1-1-11
4. Cargo and Ground Operations Manager.....	1-1-11
5. Regional operations manager	1-1-12
6. Ramp Operations Manager.....	1-1-13
7. Loadmaster Supervisor	1-1-14
8. Loadmaster	1-1-15
Section 2. Ground Handling and Cargo Operations Management Plan	1-2-1
1. Plan Scope and Overview	1-2-1
G. VENDOR program content REVIEW com-016	1-2-3
1. RESPONSIBILITY	1-2-3
2. AUTHORITY	1-2-3
3. POLICIES.....	1-2-3
4. PROCEDURES.....	1-2-3
H. Audit Types	1-2-6
1. Initial OPERATIONAL Audit of Station	1-2-6
2. Recurring OPERATIONAL Audit of Station.....	1-2-6
3. Targeted OPERATIONAL Audit	1-2-6
4. Audit Scopes	1-2-6
5. STATION OPERATIONAL AUDIT (COM-015)	1-2-9
6. Controls.....	1-2-9
I. Training	1-2-10
J. Process Measures and Audits	1-2-11
K. Interfaces	1-2-11
L. Procedures	1-2-14

**Cargo Operations Manual
General Table of Contents**

1. General	1-2-14
M. Reference Documents	1-2-14
N. Stations	1-2-15
O. Forms	1-2-15
P. STATION OPERATIONAL Audit (COM-015)	1-2-16
Q. Vendor Program Content Review	1-2-24
R. VENDOR program content review	1-2-25
Chapter 2. Operational Processes and Procedures.....	2-TOC1
Section 1. General Operational Topics	2-1-1
A. General	2-1-1
B. Weight and Balance Procedures	2-1-1
C. Cargo Handling System Components, Smoke Barriers, NETS Installed In Aircraft ...	2-1-1
D. Maintenance of ULDs and Other Cargo Restraint Devices	2-1-2
E. Cargo Scales	2-1-3
F. Cargo Restraint and Airplane Loading and Unloading	2-1-3
G. General IATA ULD Information	2-1-4
H. Unit Load Device (ULD) Tags	2-1-5
1. General	2-1-5
2. General Cargo ULD Tags for Cargo Other than Dangerous Goods (CS-545, CS-546, CS-547, CS-547A)	2-1-5
3. Dangerous Goods ULD Tags (Haz-Mat Tag).....	2-1-10
I. Ramp Markings	2-1-12
1. General	2-1-12
Section 2. Unit Load Device (ULD) Inspection.....	2-2-1
A. Use of Form M-54	2-2-1
B. Purchasing Section for a new ULD	2-2-8
Section 3. Load Preparation.....	2-3-1
A. Slave Racks Description and Specifications	2-3-1
B. Polyurethane Wheeled Pry-Bar “Deadman”	2-3-1
1. Wheeled Pry-Bar “Deadman” Specifications	2-3-3
C. Unit Load Devices (ULD)/ (Pallets)	2-3-3
2. PAG/PAJ Specifications.....	2-3-4
3. PAG/PAJ Operation	2-3-4
4. PQA Specifications	2-3-4
5. PQA Description.....	2-3-4



**Cargo Operations Manual
General Table of Contents**

6. PQA Operation	2-3-4
7. PAH Specifications (Heavy Duty Pallet)	2-3-4
8. PAH Description	2-3-5
9. PAH Operation	2-3-5
10. PMC Specifications	2-3-5
11. PMC Description	2-3-5
12. PMC Operation	2-3-5
13. PRA Specifications (16 FT Pallet)	2-3-5
14. PRA Description	2-3-6
15. PRA Operation	2-3-6
D. ULD Build-Up	2-3-6
Section 4. Cargo Containers	2-4-1
A. LD-2 Description and Limitations	2-4-1
1. DPE Specifications (LD-2 Container)	2-4-1
2. DPE (LD-2 Container) Description	2-4-1
3. DPE Operation	2-4-1
4. LD-2 Allowable Damage	2-4-1
B. AAY Container P/N 34963-501 Description	2-4-2
1. Specifications	2-4-2
2. Description	2-4-2
3. Operation	2-4-2
C. Active Containers	2-4-3
D. Active ULD Serviceability Check Form CO-100	2-4-5
E. Passive Containers	2-4-10
Section 5. Cargo Nets	2-5-1
A. Description	2-5-1
B. SATCO Net Assemblies	2-5-1
C. Net Inspection Procedure	2-5-2
D. Stacking Cargo onto the ULD	2-5-4
E. Cargo Net Handling and Storage	2-5-12
1. Net Installation	2-5-12
2. Net Installation For Overhanging Cargo	2-5-14
Section 6. AIRCRAFT TURNAROUND HANDLING	2-6-1
A. Supervision of Aircraft Turnaround Handling	2-6-1
B. Communication	2-6-1
C. Actions Prior to Loading (Pre-Loading Pallet Inspection)	2-6-3
D. Actions During Loading	2-6-4

**Cargo Operations Manual
General Table of Contents**

E. Actions After Loading	2-6-5
F. Aircraft Ground Stability	2-6-5
G. Safety Requirements Specific to Aircraft Turnaround Handling	2-6-5
H. Unit Device Loading (ULD)	2-6-6
I. Main Deck and Lower Deck Unloading/Loading of B767F and B757F Aircraft	2-6-6
J. Bulk Loading	2-6-7
K. Cargo Hold Inspection	2-6-7
L. ULD Inspection	2-6-8
Section 7. Special Cargo.....	2-7-1
A. General	2-7-1
B. Main Deck Cargo Tiedown Limitations - B767	2-7-1
1. General Information	2-7-1
2. Tiedown Requirements	2-7-2
1. Tiedown Load Factors	2-7-2
1. Tiedown Fitting Load Limits	2-7-2
2. Tiedown Example.....	2-7-5
C. Main Deck Cargo Tie Down Limitations - B757	2-7-6
D. Loose Machinery - Uncrated, Skidded or Footed	2-7-6
E. Pipes	2-7-6
F. Cargo Pieces with Wheels	2-7-7
G. Live Animals.	2-7-8
1. Live Animal Handling	2-7-9
2. Horses.....	2-7-11
3. Goats/Pigs.....	2-7-12
4. Primates.....	2-7-12
5. Pets (Dogs And Cats)	2-7-14
6. Poultry.....	2-7-15
H. Perishable Cargo	2-7-16
1. Flowers	2-7-16
2. Human Remains	2-7-16
3. Cryogenic Liquid Containers	2-7-16
I. Oversize Cargo	2-7-17
4. Loading By Use of Main Deck Loader:.....	2-7-20
J. Cargo Data Logging and Tracking Devices	2-7-21
1. Description and Standards	2-7-21
2. Policy.....	2-7-21
3. Procedures.....	2-7-22
4. Responsibility and Authority.....	2-7-22



**Cargo Operations Manual
General Table of Contents**

Section 8. DANGEROUS GOODS.....	2-8-1
A. General	2-8-1
B. POLICIES	2-8-1
C. PROCEDURES	2-8-2
D. CONTROLS AND FORMS	2-8-2
Section 9. Aircraft Parking and Ramp Procedures.....	2-9-1
A. General	2-9-1
B. Hand Signals	2-9-2
C. Parking Requirements	2-9-6
D. Aircraft Pushback and Towing	2-9-7
E. Hazard Zones	2-9-8
1. B767 and B757 Engine Intake Hazard Areas	2-9-11
F. Aircraft Doors	2-9-15
1. B767 Forward Entry Door	2-9-15
2. B767 Main Deck Cargo Door	2-9-17
3. B767-200 Lower Forward Cargo Door	2-9-17
4. B767-300 Lower Forward Cargo Door	2-9-18
5. B767 Bulk Cargo Doors	2-9-19
6. B757 Forward Entry Door	2-9-20
7. B757 Main Deck Cargo Door	2-9-21
8. B757 Lower Forward and Aft Deck Cargo Doors.....	2-9-22
9. B767-200/300 Cargo Loading Equipment Configuration	2-9-23
10. B757-200F Cargo Loading Equipment Configuration	2-9-24
G. Driving on the Ramp	2-9-25
H. Training	2-9-25
I. Emergency	2-9-26
1. Personal Protective Equipment	2-9-26
2. Inclement Weather Procedures.....	2-9-27
3. Injury/ Incident Report	2-9-27
4. Fire and Fire Protection	2-9-27
5. Fire Extinguishers	2-9-28
6. Smoking Regulations	2-9-29
J. Equipment	2-9-30
1. Main Deck Loader (K Loader)	2-9-30
2. Belt Loader.....	2-9-31
K. Ramp Safety	2-9-31
1. Personal Safety	2-9-31
2. Ramp Job Safety.....	2-9-31

**Cargo Operations Manual
General Table of Contents**

L. Airport Conditions	2-9-32
1. General	2-9-32
Section 10. Charter Flights	2-10-1
A. Definitions	2-10-1
B. Crew and Support Personnel Required	2-10-1
1. Type I Charter Flights	2-10-1
2. Type II Charter Flights	2-10-2
C. Weight and Balance Control Procedures	2-10-2
1. General Procedures	2-10-2
D. Charter Flight Weight and Balance Controls	2-10-3
Chapter 3. Cargo Operations and Weight and Balance Training.....	3-TOC1
A. General	3-1-1
1. Source Materials	3-1-1
B. Duties and Responsibilities	3-1-1
1. Vice President of Flight Operations	3-1-1
2. Vice President of Airport Operations	3-1-1
C. Responsibility for W&B Control	3-1-1
1. Personnel Qualification Identification	3-1-1
2. Personnel Responsibility.....	3-1-2
D. Training Programs	3-1-2
1. General	3-1-2
2. Instruction	3-1-2
3. Administration and Monitoring of Weight and Balance Training	3-1-3
4. Training Program Overview	3-1-3
5. Job Classifications	3-1-4
6. Weight and Balance (CG Control) Personnel	3-1-4
7. Cargo Build-Up Personnel	3-1-5
8. Load Personnel.....	3-1-6
9. Programs for Loading Supervisors.	3-1-6
10. Flight Crew Awareness Training	3-1-8
11. Programs for Maintenance Personnel.	3-1-8
E. Recurrent Training	3-1-9
F. Training Records and Retention	3-1-9
G. Sample Training Record	3-1-11
H. Forms	3-1-27
I. Safety Management of Weight and Balance Training Programs	3-1-38
1. Continuous Monitoring	3-1-38
2. Safety Assurance of Weight and Balance Training Programs	3-1-39

**Cargo Operations Manual
General Table of Contents**

J. Program Revision	3-1-39
Chapter Appendix. Table of Contents.....	Appendix-11
Section 1. Horse Stalls.....	Appendix-1-1
A. General	Appendix-1-1
Section 2. CSAFE Active Unit Load Devices	Appendix-2-1
A. Description	Appendix-2-1
Section 3. Envirotainer Unit Load Devices.....	Appendix-3-1
A. Description	Appendix-3-1
B. Inspection and Operating Instructions for the Envirotainer ULD	Appendix-3-1
Section 4. Cool Containers	Appendix-4-1
A. Description	Appendix-4-1
B. Inspection	Appendix-4-1
C. Transportation and Operation	Appendix-4-5

Chapter: TOC
Page: 1-8
Issued: 03/02/22
Revision: 14



**Cargo Operations Manual
General Table of Contents**

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Chapter 1: Program Overview

Section 1. General Information	1-1-1
A. Purpose	1-1-1
1. Organizational Structure of JMCC International	1-1-1
2. Air Carrier Operations	1-1-2
B. Policy	1-1-3
C. REGULATORY REQUIREMENTS/GUIDANCE	1-1-5
D. Definitions	1-1-5
E. Acronyms and Abbreviations	1-1-8
F. Responsibility and Authority	1-1-9
3. Vice President of Airport Operations	1-1-10
4. Cargo and Ground Operations Manager	1-1-10
5. Regional operations manager	1-1-11
6. Ramp Operations Manager	1-1-12
7. Loadmaster Supervisor	1-1-13
8. Loadmaster	1-1-14
Section 2. Ground Handling and Cargo Operations Management Plan	1-2-1
1. Plan Scope and Overview	1-2-1
G. VENDOR program content REVIEW com-016	1-2-3
1. RESPONSIBILITY	1-2-3
2. AUTHORITY	1-2-3
3. POLICIES	1-2-3
4. PROCEDURES	1-2-3
H. Audit Types	1-2-6
1. Initial OPERATIONAL Audit of Station	1-2-6
2. Recurring OPERATIONAL Audit of Station	1-2-6
3. Targeted OPERATIONAL Audit	1-2-6
4. Audit Scopes	1-2-6
5. STATION OPERATIONAL AUDIT (COM-015)	1-2-9
6. Controls	1-2-9
I. Training	1-2-10
J. Process Measures and Audits	1-2-11
K. Interfaces	1-2-11
L. Procedures	1-2-14
1. General	1-2-14
M. Reference Documents	1-2-14
N. Stations	1-2-15



**Cargo Operations Manual
Program Overview**

O. Forms	1-2-15
P. STATION OPERATIONAL Audit (COM-015)	1-2-15
Q. Vendor Program Content Review	1-2-24
R. VENDOR program content review	1-2-25

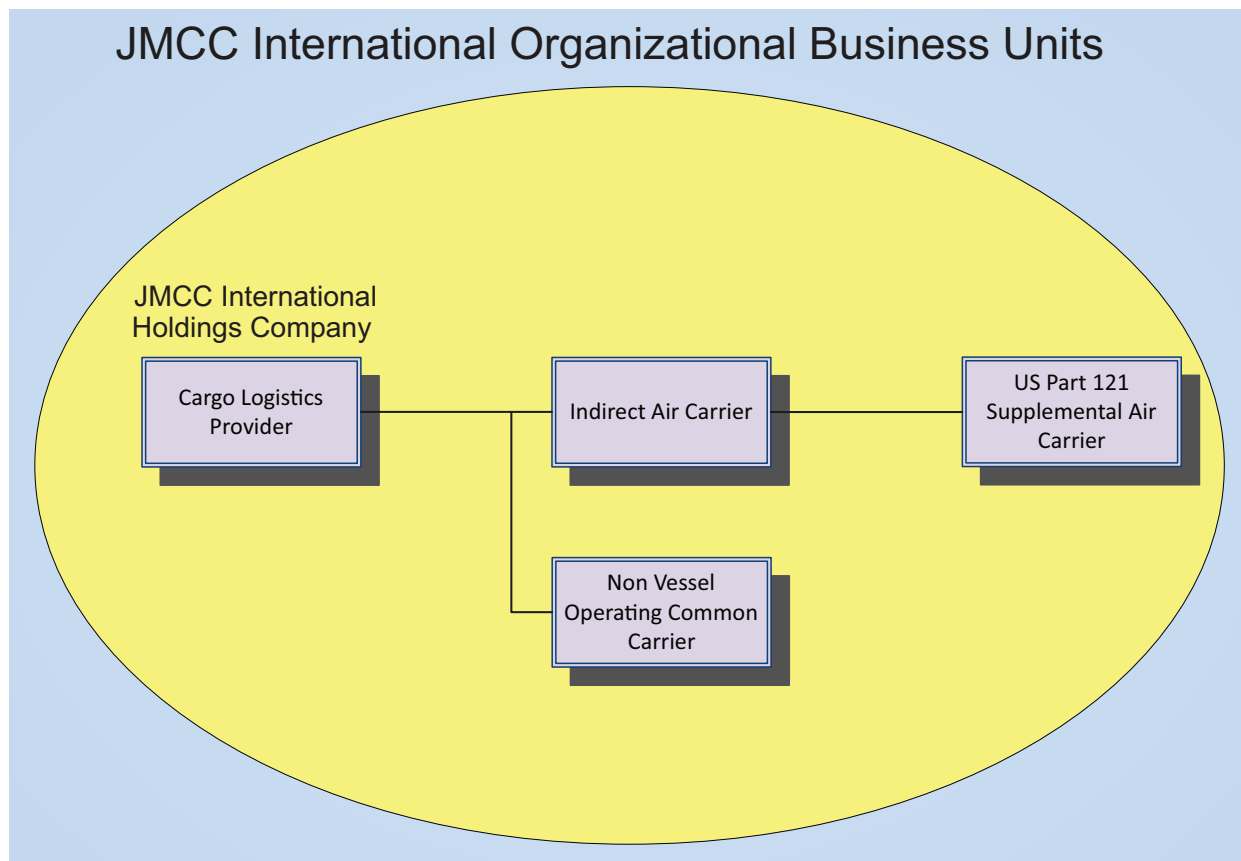
1. GENERAL INFORMATION

A. PURPOSE

1. The purpose of this manual is to describe the Cargo and Ground Handling Management Processes to ensure that JMCC management maintains Operational Control of the flight operations regardless of whether contractor or direct employees are utilized for Ground and Cargo Handling at scheduled and charter stations.

B. ORGANIZATIONAL STRUCTURE OF JMCC INTERNATIONAL

- A. JMCC International is a US Cargo Logistics provider headquartered in South Florida, transporting freight by land, sea and air. JMCC International operates a group of related companies that cooperatively offer cargo logistics services. The figure below reflects the interrelationships between the organizations.



- B. This business organization does not mitigate the requirement that the 121 Certificate Holder retain operational control of all flight operations. This manual is designed to document the processes that maintain operational control over Ground Handling and Cargo Handling operations, both containing processes implemented by contractors.
- C. This Manual is written in accordance with AC 120-85 (as amended) and is intended to provide the JMCC Airline Division's cargo handling standards and processes to be used as a basis for review of the cargo handling agencies' manuals. This manual may also be utilized by the outsourced contract cargo handling organizations requiring assistance with developing acceptable documented processes for cargo handling on aircraft operated by JMCC.

Cargo Operations Manual General Policies and Guidelines

- D. The use of this manual will ensure that cargo handling operations are conducted safely by ensuring JMCC aircraft are loaded with acceptable cargo handling equipment according to the approved loading plan, within the weight and balance limitations of the approved JMCC Aircraft Operating Manual and Weight and Balance Manual.
- E. The manual also contains elements of the JMCC Hazardous Materials process to ensure that cargo operations personnel have adequate instructions and information for Hazardous Materials that are offered to be carried on board for transportation are properly accepted, handled, stored, packaged, loaded, carried or rejected.
- F. General cargo handling equipment, systems and appliances processes are included for cargo build-up, loading and unloading of aircraft and preflight level inspection of cargo equipment. Procedures for obtaining maintenance of cargo equipment when needed are provided.

2. AIR CARRIER OPERATIONS

- A. JMCC International is the holder of Air Carrier Certificate PCS1234B and is issued Operations Specifications authorizing Supplemental Operations under 14CFR 121.119.21a(3). A Supplemental Operator is authorized to conduct operations ranging from long-term track programs to one time on-demand charters. JMCC conducts both scheduled and charter services. Unlike a scheduled operator where long lead times are the norm, a supplemental operator's services may be initiated with only several hours' notice. Although some operations conducted may mimic scheduled service, some bear no resemblance whatsoever to scheduled service operations. The processes and procedures to manage these operations must be flexible enough to manage control of Weight and Balance, Cargo Loading, and Cargo Restraint across the entire spectrum of potential operations. The procedures in this manual are designed to do that.
- B. JMCC operates scheduled service out of Miami, FL, USA. In the course of business, JMCC may expand operations to other domestic airports. International and domestic cargo operations are conducted in conjunction with designated agents. In addition, charter operations are often conducted to the same airports at which JMCC conducts regular freight operations, but utilizing different handling agents as required by the charter customer.
- C. The actual loading and unloading operations are normally performed by outsourced contract organizations. Most of those agencies possess their own procedures manual. Under this plan those manuals will be reviewed and either accepted or modified to comply the processes outlined herein.
- D. JMCC retains the responsibility for Load Planning, Weight and Balance, Cargo Loading and Cargo Restraint. All Load Planning and Cargo Loading shall be accomplished under the direct supervision of a qualified, JMCC trained individual. The procedures in this manual control the oversight of Load Planning and Cargo Loading.
- E. Types of Operations
 - 1. In order to manage Load Planning and Cargo Operations, provide flexibility for the various types of cargo operations, and meet customer needs, the supervision of planning and loading for all flights shall fall into one of the following categories.
 - 2. Level I Operations - Includes those Operations conducted with an JMCC direct employee trained, qualified, and serving as Loadmaster for all Loadmaster responsibilities described in this manual. Level I operations include certain scheduled service ops, most charter operations, and DOD operations.
 - a. Loadmasters are qualified for inspection and loading of all types of ULDs and Special Cargo. ULD types include:
 - 1. Pallet and Net constructions built in accordance with TSO-C90
 - 2. Containers
 - 3. Special Cargo
 - 3. Level I operations include both operations conducted with a Ramp Loadmaster on site, and those operations using a Flight Loadmaster who travels with the aircraft.

Cargo Operations Manual General Policies and Guidelines

- e. An JMCC training module that covers the use of the load manifest. At a minimum, the course will include a representative sample of the Load Manifest and how to determine the aircraft is within certified limits and how to locate the planned Stabilizer Trim value.
- f. JMCC shall implement an audit program with a frequency of no more than 12 months to audit compliance with these requirements.

B. AUDIT TYPES

1. INITIAL OPERATIONAL AUDIT OF STATION

- A. The Cargo and Ground Operations Manager, Regional Operations Manager and or designee shall conduct an initial evaluation and audit of each station in three phases. The audit scope shall be limited to the areas identified in the Critical Process chart below.
 - 1. Contractor's Policies and Procedures Manual (Design Analysis)
 - 2. Training of Personnel (Recordkeeping)
 - 3. Contractor Performance Audit (Process Measures)

2. RECURRING OPERATIONAL AUDIT OF STATION

- A. Recurring Audits shall be performed on an annual basis (12 months) based on a schedule determined by the Cargo and Ground Operations Manager, Regional Operations Manager or designee.
 - 1. Annual Audit of Training
 - 2. Review of Incidents and Corrective Actions
 - 3. Review of Process Measures for Trend Analysis

3. TARGETED OPERATIONAL AUDIT

- A. When the Cargo and Ground Operations Manager and or Regional Operations Manager determines that trend information from the Performance Process Measures indicate an unsatisfactory level of performance, he shall initiate a Targeted Audit. The Targeted Audit shall be designed to discover why the performance is unsatisfactory and facilitate corrective actions. The Cargo and Ground Operations Manager, Regional Operations Manager or designee shall deliver the findings (and possibly recommendations) to the contractor, but shall not provide corrective action direction. The VP of Airport Operations shall determine whether Ground Operations to that station may continue while corrective actions are implemented.
- B. A Targeted Audit may also be conducted any time the VP of Airport Operations deems it appropriate
- C. The table below defines operational critical processes that are required for either the Initiation or Termination of every flight.

4. AUDIT SCOPES

- A. The chart below lists the areas of the audits conducted under this program. Establishing competence for each station contractor requires that they conform to JMCC'S process interfaces in these critical areas. For each Online Station and each Critical Process Interface below the audits will verify:
 - 1. Design
 - 2. Training
 - 3. Performance
-



**Cargo Operations Manual
General Policies and Guidelines**

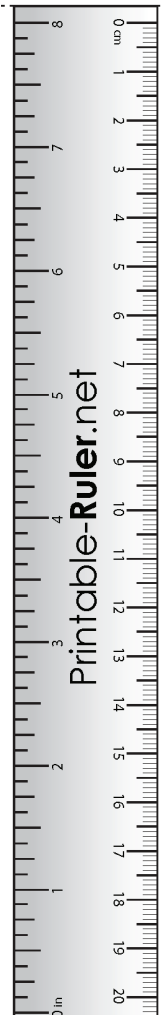
CRITICAL PROCESS INTERFACE	VENDOR	COMPANY
Aircraft Handling	GHA	Ground Operations/Flight Crew
Aircraft Loading	GHA	Ground Operations/Loadmaster/Flight Crew
Warehousing/Cargo Build Up	GHA	Ground Operations/Loadmaster/Flight Crew
Cargo Weighing	GHA	Load Planning/OCC
Payload Reporting	GHA	Load Planning/OCC
Safety Management Systems	GHA	Safety Department
Crew Facilities	GHA	Crew Scheduling
Haz Mat	GHA	Haz Mat Department
Communications and Disposition of Paperwork	GHA/ Cargo Operations	OCC


**Cargo Operations Manual
Processes and Procedures**

2. UNIT LOAD DEVICE (ULD) INSPECTION

A. USE OF FORM M-54

- Prior to placing cargo on the pallet, an inspection of the pallet and net to be used must be conducted in accordance with the following to determine serviceability. The Form M-54 specifies the damage and defects that are allowed. Damage and defects exceeding those limitations require the pallet or net to be rejected. Refer to Paragraph 4. The image of the Form M-54 is provided for reference only. Form M-54 may be requested from JMCC Load Control or Quality Control. A local equivalent may be used.





ALLOWABLE PALLET DAMAGE

	NORDISK	SATCO	ALL OTHERS
Corner castings	No broken or missing castings.	May be cracked, broken or missing.	May be missing one corner casting if it will not damage the aircraft loading system.
Edge rails	Bent no more than 1.1" from flat surface to top.	Edge rail cracks may not exceed 2" longitudinally or 1/2" laterally.	Edge rail cracks may not exceed 3" longitudinally or 1/2" laterally.
Plate warp (dish)	1" or less when ULD rests on flat surface	1" or less when ULD rests on flat surface	2" avg. over two opposite points: A+B / 2 = (2in.) maximum
Rivets	No more than 5 loose/missing rivets per edge rail. No less than 20" between loose/missing rivets.	Max 5 missing per sheet with min. 5 good rivets between any two missing rivets.	No more than 5 loose or missing rivets per edge rail. Minimum distance between loose or missing rivets shall be 20 inches.
Seat track	At least 4 undamaged, adjacent pairs of seat track lips at each net attachment point required.	Minimum of 3 contiguous undamaged pairs of seat track lips immediately adjacent to any and all net tie down points.	At least 2 undamaged adjacent pairs of seat track lips at each side of net attachment point
Sheet	No cracks or holes in plate.	A tear or puncture within 3" of the adjoining edge rails may not exceed 3" X 1". Beyond 3", damage may not exceed 6" X 2".	A tear or puncture within 3" of any adjoining edge extrusion may not exceed 3" X 1". Beyond 3", a tear or puncture may not exceed 6" X 1"
TSO /NAS 3610 Markings	Required	Required	Required

SATCO CONTAINER ALLOWABLE DAMAGE

Aluminum Panel	Tears or punctures within 3" of edge: 4" length x 2" width max. If located more than 3" from edge, 7" length, 4" width max.
Bending Damage	Maximum of 2" depth over length of extrusion
Center Sheet	Tears or punctures within 3" of edge: 3" length x 1" width max. If located more than 3" from edge, 6" length, 2" width max.
Container Body	Dents, scratches, surface abrasions, creases and turned edges allowable if other limits are met and container does not exceed its envelope.
Extruded Frame Member Lateral Damage	Cracks, tears or punctures that go through the material crosswise (against the grain): 1/2 inch max length. These may be repaired by welding.
Extruded Frame Member Longitudinal Damage	Cracks, tears or punctures that go through the material lengthwise (with the grain): 3 inches max length. These may be repaired by welding.
Fasteners	Max 1 missing per side of any body panel. Max 4 total per panel.
Extruded Frame Member:	Extruded frame members are those components above the base assembly that comprise the frame structure of a ULD and include the following: Hoops (formed or straight), corner posts, door posts, roof beams, header beams, hats, clamps and kick plates. Extruded frame members provide the attaching surface for body panels, establish the shape and contour of the ULD, and provide the doorframe opening

Remarks	Any pallet with damage exceeding above allowable damage limits should be tagged "UNSERVICEABLE" and returned to MIA as COMAT for possible repair.
	Repaired seat tracks that do not affect required net attachment points should not be considered as a broken seat track

Form M-54, Rev 3, 28 Nov 2016

Figure 2.2.1. Form M-54, Front Side

Note: Ruler is not to scale in the above image. Use actual form if measurements are needed.

**Cargo Operations Manual
Processes and Procedures**



ALLOWABLE NET DAMAGE

	Satco	All OTHERS
TSO/NAS3610 Marking	Required	Required
Double stud fittings	One missing fitting per side reduces load by 1750 pounds per fitting and missing fittings are non-adjacent (including at corners)	One fitting per side inoperative or missing is allowable. MAX allowable gross weight must be reduced to 50%. Reduction must be taken if 1 fitting or 4 fittings are missing.
Rope or web	Damage is allowed without load restrictions if cut or frayed ropes or webbing does not exceed 25% of the material. Broken Diamonds not allowed but a bridge strap may be used, maximum 2 per side.	One cut or broken rope per side allowable. Load would have to be reduced 50%. Reduction must be taken for 1 side or 4 sides.
Tension hooks	Allowable limit is one missing or broken tension hook per side.	Allowable limit is one missing or broken tension hook per side.
Lashing lines	Four required	Four required
Repair Identification	Required if net has been repaired.	Not required
Net assembly	A chemical incident affecting the structural integrity of the net would require that the net be removed from service.	
Weight Maximum	88" x 125" – 13,300 lbs 96" x 125" – 15,000 lbs	

TSO STRAP REJECTION CRITERIA

A restraint strap assembly is considered unserviceable and shall be scrapped if one of the following situations occur:	<input type="checkbox"/> Strap existence is beyond the expiration date indicated on the identification tag <input type="checkbox"/> Missing or illegible identification tag <input type="checkbox"/> Oil or Grease on the webbing that allows the strap to slip inside the tensioning device <input type="checkbox"/> A cut or tear exceeding 2mm <input type="checkbox"/> Broken stitches in a sew pattern <input type="checkbox"/> Damaged hook, stud or tensioning device with a missing part.
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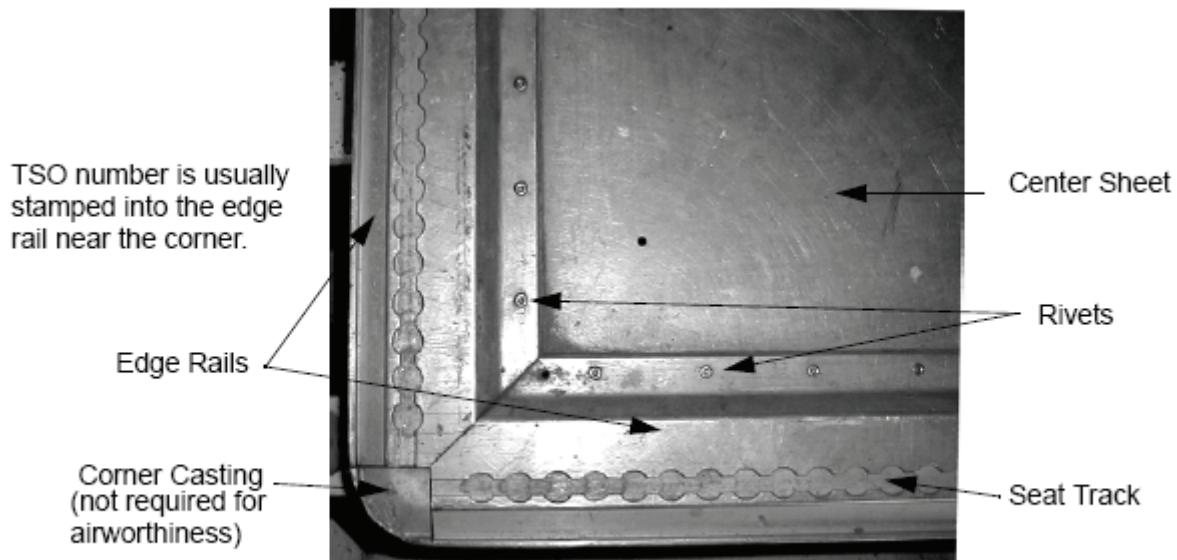
Form M-54, Revision 3, 28 Nov 2016

Figure 2.2.2. Form M-54, reverse side

2. The ULD should be checked for clearly visible damages prior to each loading. If damages found exceed limitations described in this chapter, the pallet shall be subject to repair.
3. In addition to the limits identified above, a sandwich constructed pallet may have minor damage to the top of the skin provided the damage is at least 8 inches from the edge of the pallet and the core has not been damaged. The skin must not be delaminated more than 8 inches. The bottom skin of the pallet must be free of irregularities that would cause excessive difficulties in handling. The lower skin may exhibit slight damage provided the damage is at least 8 inches from the edge of the pallet. No lower skin delamination may be in excess of 8 inches and no ruptures of the skin or core are permitted.

Cargo Operations Manual Processes and Procedures

4. The following are the Nordisk pallet damage limitations.
 - a. Bent edge rails - When the ULD is loaded resting on a flat surface, the height measured from the flat surface to any point along the top of outer edge rail should not exceed 2.8 cm (1 1/10"). If this height is exceeded, interference with aircraft floor locks may occur.
 - b. Broken corners - There shall be no broken corners.
 - c. Damage to continuous seat track - There shall be at least 4 undamaged adjacent pairs of seat track lips at each net attachment point. In order to avoid inadvertent attachment of net fittings, any damaged seat track lip should be removed.
 - d. Warped ("dished") plate - When the ULD rests on a flat surface, the vertical distance measured between the surface and any point on the plate should not exceed 2.5 cm (1").
 - e. Plate indentation - There shall be no cracks or holes in the plate.
 - f. Loose or missing rivets - There shall be no more than 5 loose or missing rivets per edge rail. Minimum distance between loose or missing rivets shall be 50 cm (20").



Pallet Components (Typical)

Cargo Operations Manual
Processes and Procedures

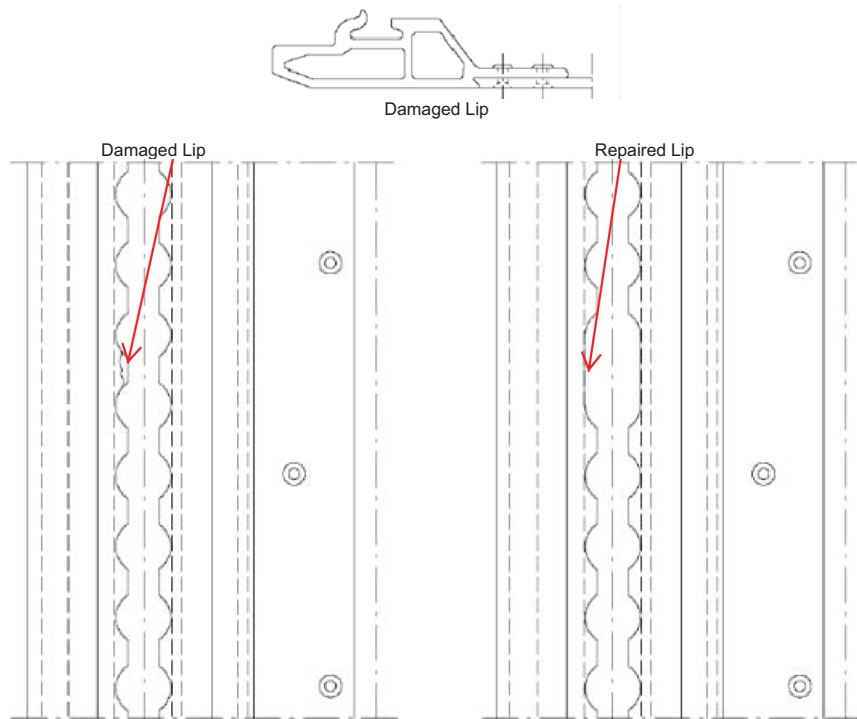


Figure 2.2.3. Damaged Seat Track

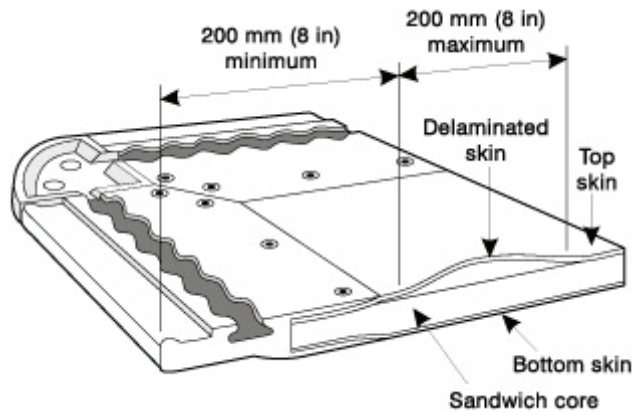


Figure 2.2.4. Example of Sandwich Core Delamination