

Receiving Shipments of Passport Materiel



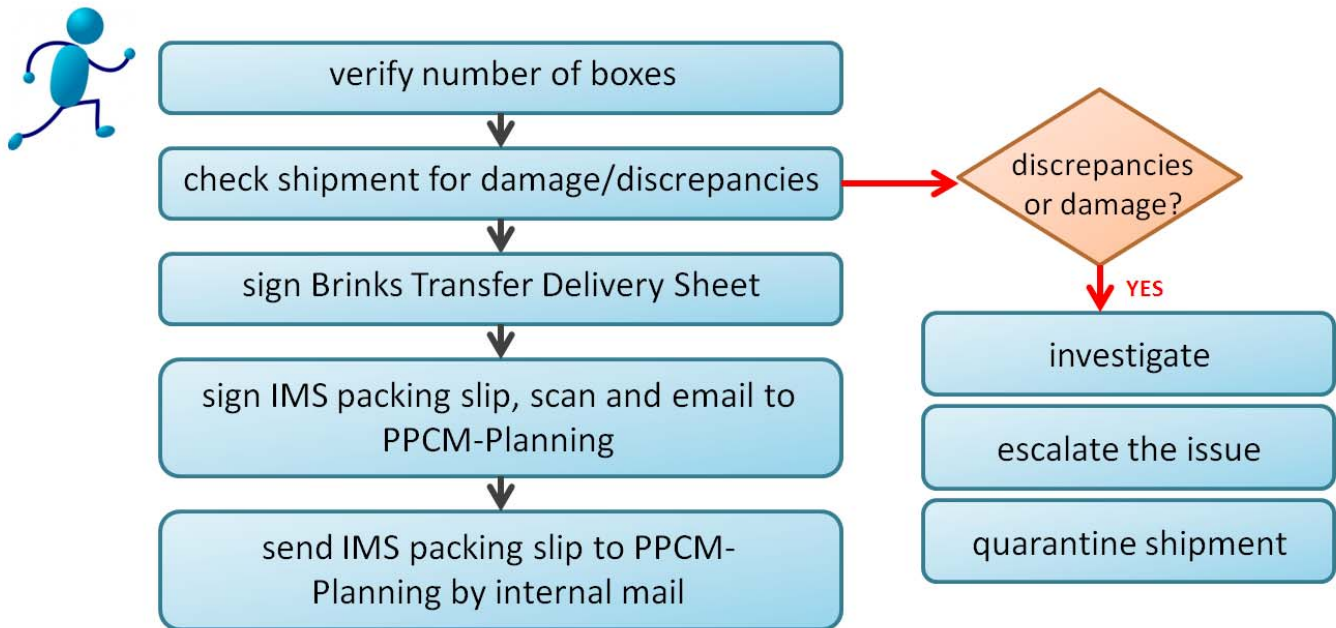
This document resides in the following section of the instruction binder:
TAB 3 ► Receiving Shipments of Passport Materiel

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1.1 Verifying the Shipment Delivery from Brinks

1.1.1 Workflow



1.1.2 Direct Drive Locations

The following locations are classified by CBN as “Direct Drive” destinations:

- Gatineau Vault (plant 2000)
- Gatineau Headquarters (plant 2001)
- Gatineau Print Centre (plant 2010)
- Mississauga Print Centre (plant 2020)

All other locations should proceed to the instructions in [section 1.1.3 All Other Locations](#).

When an order is placed for new passport materiel, the PPCM-Planning team sends a copy of the IMS packing slip by email to the regional office/print centre. Print a copy of the packing slip when you receive it, and keep it on hand for when the Brinks delivery personnel arrive.

Perform the following steps when the shipment is delivered, while the Brinks personnel are still onsite. Two authorized employees must perform these steps, one acting as the primary authorized employee and the other as authorized witness.

Step 1: When the Brinks personnel arrive onsite at the office, two things must occur:

- Brinks must not release the shipment without first confirming the office’s copy of the IMS packing slip, as proof the office receiving the shipment is entitled to accept it. Please advise PPCM-Planning if this practice is not being performed.

b) Brinks will then produce their own copy of the IMS packing slip. CBN will have already signed the “Sending” section as proof they released the order to Brinks:

SENDING/ENVOI (CSO/ACSO/DSO/FSO)	RECEIVING/RÉCEPTION	SHIPPING/EXPÉDITION
	I confirm the receipt of the above mentioned products and I certify that all boxes have been secured in the safe. Je confirme la réception des produits mentionnés ci-dessus et je certifie que tous les boîtes ont été placées dans la chambre forte.	
_____ Name (printed)/Nom en lettres moulées	_____ Name (printed)/Nom en lettres moulées	_____ Name (printed)/Nom en lettres moulées
_____ Signature	_____ Signature	_____ Signature
_____ Date	_____ Date	_____ Date
_____ Witnessed by/Attesté par	_____ Witnessed by/Attesté par	
_____ Date	_____ Date	

Step 2: the two authorized employees acknowledging receipt of the shipment must verify that the number of boxes received matches the number of boxes specified on the Brinks Transfer Delivery Sheet. Write the number of skids and boxes received on the Brinks Transfer Delivery Sheet.

Step 3: the two authorized employees acknowledging receipt of the shipment must verify if the boxes received appear damaged or tampered with in any way.

- visually look at the boxes, walking around the perimeter of larger skid-lot shipments
- take note of any boxes that appear unsealed, opened or tampered with

Scenario 1: no discrepancies or damage

- sign and date the Brinks Transfer Delivery Sheet
- retain a copy of the 3-part form for your office’s records, and for the PPCM-Planning team

Scenario 2: discrepancies or damage in the physical count of boxes have been identified

- ▶ See section **1.2 Handling Discrepancies or Damage in the Brink Shipment** of this tab for immediate action

Step 4: the two authorized employees now takes possession of the IMS packing slip from Brinks, and confirm that the physical delivery corresponds exactly to the materiel serial number ranges listed on the IMS packing slip (Brinks does not have to wait onsite for this to be completed).

Scenario 1: no discrepancies

- sign the “Receiving” section:

SENDING/ENVOI (CSO/ACSO/DSO/FSO)	RECEIVING/RÉCEPTION	SHIPPING/EXPÉDITION
	I confirm the receipt of the above mentioned products and I certify that all boxes have been secured in the safe. Je confirme la réception des produits mentionnés ci-dessus et je certifie que tous les boîtes ont été placées dans la chambre forte.	
Name (printed)/Nom en lettres moulées	Name (printed)/Nom en lettres moulées	Name (printed)/Nom en lettres moulées
Signature	Signature	Signature
Date	Date	Date
Witnessed by/Attesté par	Witnessed by/Attesté par	
Date	Date	

Scenario 2: discrepancies are identified

- contact the PPCM-Planning team immediately for instruction by emailing the PPCMPassportsandConsumables inbox.

Step 5: Scan the signed IMS packing slip and forward a copy by email attachment to the “PPCMPassportsandConsumables” inbox.

Step 6: Send the signed original IMS packing slip and Brinks Transfer Delivery Sheet to the PPCM-Planning team by internal mail.

1.1.3 All Other Locations

When an order is placed for new passport materiel, the PPCM-Planning team sends a copy of the IMS packing slip by email to the regional office/print centre. Print a copy of the packing slip when you receive it, and keep it on hand for when the Brinks delivery personnel arrive.

Perform the following steps when the shipment is delivered, while the Brinks personnel are still onsite. Two authorized employees must perform these steps, one acting as the primary authorized employee and the other as authorized witness.

Step 1: When the Brinks personnel arrive onsite at the office, they must not release the shipment without first confirming the office's copy of the IMS packing slip as proof the office receiving the shipment is entitled to accept it. Please advise PPCM-Planning if this practice is not being performed.

Step 2: the two authorized employees acknowledging receipt of the shipment must verify that the number of boxes received matches the number of boxes specified on the Brinks Transfer Delivery Sheet. Write the number of skids and boxes received on the Brinks Transfer Delivery Sheet.

Step 3: the two authorized employees acknowledging receipt of the shipment must verify if the boxes received appear damaged or tampered with in any way.

- visually look at the boxes, walking around the perimeter of larger skid-lot shipments
- take note of any boxes that appear unsealed, opened or tampered with

Scenario 1: no discrepancies or damage

- sign and date the Brinks Transfer Delivery Sheet
- retain a copy of the 3-part form for your office's records, and for the PPCM-Planning team

Scenario 2: discrepancies or damage in the physical count of boxes have been identified

- ▶ See section **1.1.4 Handling Discrepancies or Damage in the Brink Shipment** of this tab for immediate action

Step 4: the two authorized employees review the shipment to confirm that the physical delivery corresponds exactly to the materiel serial number ranges listed on the IMS packing slip (Brinks does not have to wait onsite for this to be completed).

Scenario 1: no discrepancies

- sign the “Receiving” section:

SENDING/ENVOI (CSO/AC /FSO)	RECEIVING/RÉCEPTION	SHIPPING/EXPÉDITION
L E F T B L A N K	I confirm the receipt of the above mentioned products and I certify that all boxes have been secured in the safe. Je confirme la réception des produits mentionnés ci-dessus et je certifie que tous les boîtes ont été placées dans la chambre forte. _____ Name (printed)/Nom en lettres moulées _____ Signature _____ Date _____ Witnessed by/Attesté par _____ Date	L E F T B L A N K

Scenario 2: discrepancies are identified

- contact the PPCM-Planning team immediately for instruction by emailing the PPCMPassportsandConsumables inbox.

Step 5: Scan the signed IMS packing slip and forward a copy by email attachment to the “PPCMPassportsandConsumables” inbox.

Step 6: Send the signed original IMS packing slip and Brinks Transfer Delivery Sheet to the PPCM-Planning team by internal mail.

1.1.4 Handling Discrepancies or Damage in the Brinks Shipment

Discrepancies or damage must be investigated with Brinks and escalated to your Manager and to the PPCM-Planning team immediately - there should be no delay in this procedure, as the security of passport materiel depends on identifying and addressing any discrepancies immediately. Two authorized employees must perform these steps, one acting as the primary authorized employee and the other as authorized witness.

Step 1: investigate the discrepancy and/or damage

Scenario 1: discrepancies in the physical count of box(es)/package(es) have been identified

- primary authorized employee count the shipment again, authorized witness and Brinks personnel must witness this second count and initial the Brinks Transfer Delivery Sheet
- primary authorized employee must sign, date and note the discrepancy on the Brinks Transfer Delivery Sheet, the authorized witness and Brinks employee must initial it
- retain a copy of the 3-part form for your office's records and for the PPCM-Planning team
- proceed to **Step 2** (contact the PPCM-Planning team immediately) and **Step 3** (quarantine the shipment) of this section for further instructions

Scenario 2: box(es)/package(es) appear to be unsealed, opened or tampered with

- the two authorized employees must inspect the boxes in question together, primary authorized employee write a note describing the condition of the box(es) on the Brinks Transfer Delivery Sheet
- take photo(s) of shipment
- primary authorized employee must sign and date the Brinks Transfer Delivery Sheet, authorized witness and Brinks employee must initial it
- retain a copy of the form for your office's records and for the PPCM-Planning team
- proceed to **Step 2** (contact the PPCM-Planning team immediately) and **Step 3** (quarantine the shipment) of this section for further instructions

Scenario 3: other damage has been identified (ie, water damage or crushed packaging)

- the two authorized employees must review the damage together, primary authorized employee write a note describing the condition of the box(es) on the Brinks Transfer Delivery Sheet
- take photo(s) of shipment
- authorized employee must sign and date the Brinks Transfer Delivery Sheet, witness and Brinks employee must initial
- retain a copy of the form for your office's records and for the PPCM-Planning team
- proceed to **Step 2** (contact the PPCM-Planning team immediately) and **Step 3** (quarantine the shipment) of this section for further instructions

Step 2: contact the PPCM-Planning team immediately

For discrepancies in the physical count of boxes ([section 1.1.4 scenario 1](#)) and/or if boxes appear to be unsealed, opened or tampered with ([section 1.1.4 scenario 2](#)):

- Complete the PPDD form PPTC167 Incident Report. Write an email to the following groups immediately, attaching the PPTC167, and outlining the exact number of passports missing, the serial number(s), circumstances surrounding the identification of the problem, and when the passport was last seen:
 - PPCM-Planning
 - PPCA-Corporate Security
 - PPDD-Operations
 - Your Director
- scan the Brinks Transfer Delivery Sheet into a PDF document, and attach the file to the email
- write a description of what occurred
- attach photo(s) of the damage/discrepancy

For other types of damage ([section 1.1.4 scenario 3](#)):

- send an email to the “PPCM Passports and Consumables” inbox and cc your Manager
- scan the Brinks Transfer Delivery Sheet into a PDF document, and attach the file to the email
- write a description of what occurred
- attach photo(s) of the damage

Step 3: quarantine the shipment in a secure area while waiting on direction from PPCM-Planning

Scenario 1: PPCM-Planning authorizes the use of passport materiel

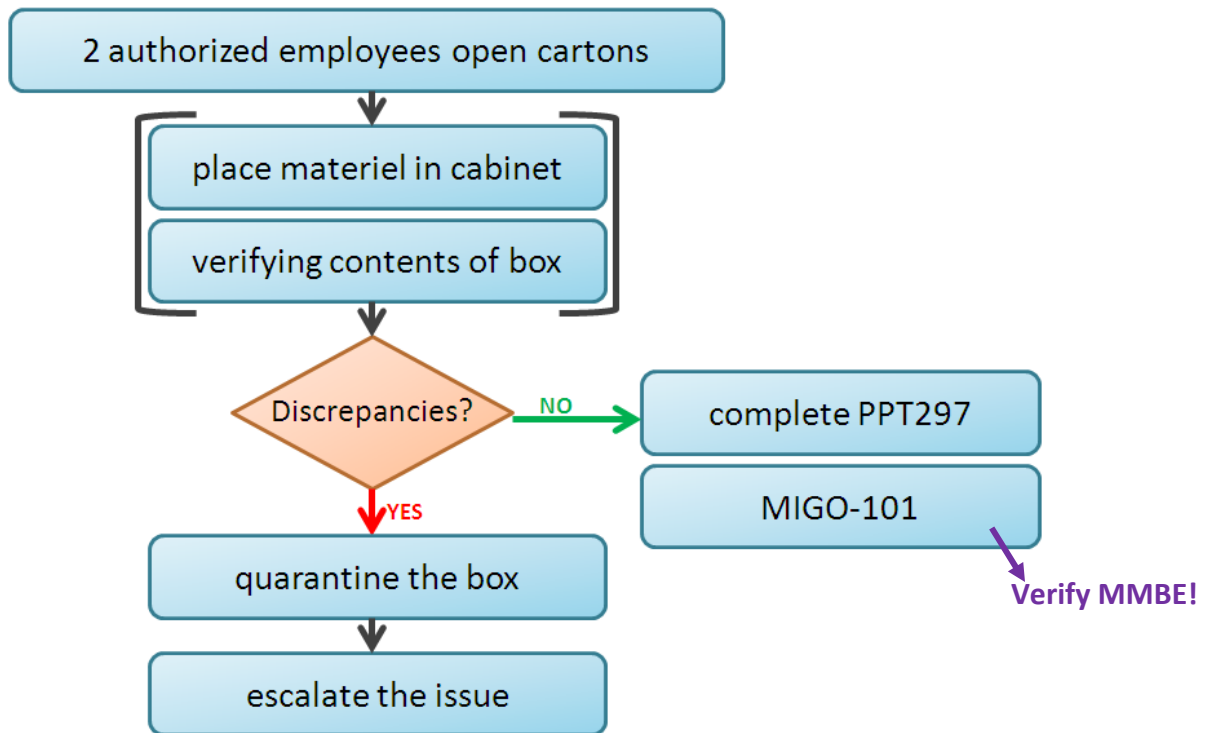
- complete the sections from [1.2 Putting Away the Shipment](#) to [1.3 Receiving the Delivery in SAP](#) of this chapter

Scenario 2: PPCM-Planning does not authorize the use of passports/consumables, and provides alternate instructions

- instructions on handling the passport/consumables in [Tab 6 Final Disposition of Passport Materiel](#) will assist you in complying with the new instructions provided by the PPCM-Planning team

1.2 Putting Away the Shipment

1.2.1 Workflow



1.2.2 Security of Passport Materiel & Tracking of Movements

IMPORTANT: The security of materiel is largely dependent on the proper tracking of any physical movements of the goods as they occur, this includes movements to store new shipments as well as moving materiel from the secure area to the print room floor (and vice-versa). The following steps need to be performed at the same time:

- Physical movement of materiel
- PPTC297 Inventory Control Log completed
- SAP MIGO transactions completed

SAP is used as an auditable system to track all PPTC assets as well as identify potential root causes to lost/misplaced materiel, as such there is to be no delay in recording the physical movements on the PPTC297 and in SAP.

1.2.3 Regional Offices - Dasco Secure Cabinet

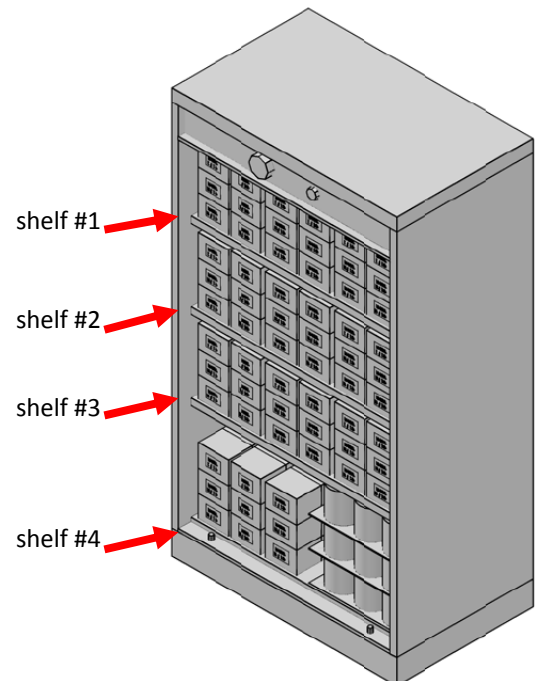
Step 1: Two authorized employees must be present to open cartons and put away the shipment immediately upon receiving it.

Step 2: Place the secure passport materiel in the cabinet.

The Dasco secure cabinet may be a 3 or 4 shelf version, depending on the printing needs and space available in your office.

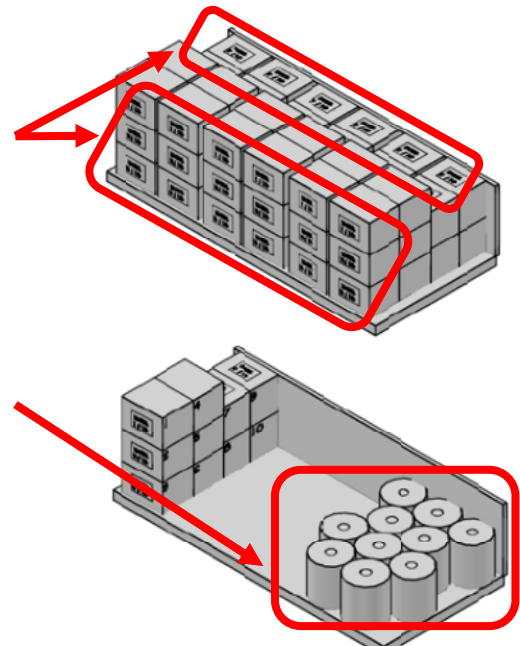
The example to the right is of a 4-shelf Dasco secure cabinet.

The packets of passport blanks must be placed in the cabinet in sequence, and in ascending order - the beginning of the series should be at the top of the cabinet, and the end of the series should be at the bottom of the cabinet (FIFO First In First Out).



In order to optimize available storage space, the placement of secure passport materiel in the Dasco cabinet must be done in a very specific way.

- the top shelves of the cabinet are for packets of passport blanks. Store the back 2 rows of packets with the labels facing upwards, and the front 2 rows with the labels facing forwards. Each stack should be no more than 3 packets high.
- the bottom shelf of the cabinet is higher than the other shelves, in order to accommodate rolls of laminates, which are a larger than the packets of passport blanks. Place the rolls of laminate on the bottom shelf, the remaining space is to be used for observation labels, remaining passport blanks, and any other materiel classified as secret.



Note:

- serial number labels on the outside of empty passport materiel boxes must be removed and shredded
- extra unused shelves inside the unit should be left in place or removed altogether, don't stack them on top of one another inside the unit as this may prevent the lock from functioning properly
- ink does not need to be stored in the Dasco, any other secure area is acceptable
- Cycle Counting: if space permits, allow for an empty vertical row on each shelf to make the task of cycle counting a little easier – you can then slide a row over at time as you perform the count.

Step 3: authorized employee to complete the PPTC297 Vault Inventory Control Log.

The PPTC297 should be stored securely inside the vault.

1.2.4 Print Centers – Vault & Dasco Secure Cabinet

1.2.4.1 Loading the Vault

Print Centers store full boxes of passport materiel in the vault as the shipping boxes are too large to efficiently store directly in the Dasco cabinet. Upon receipt of delivery, the boxes of blank passport materiel are to be placed in the vault for storage.

The boxes of passport materiel must be placed in the vault in sequence, and in ascending order - the beginning of the series should be at the top of the shelving, and the end of the series should be at the bottom of the shelving(FIFO First In First Out).

Step 1: authorized employee to complete the PPTC297 Vault Inventory Control Log.

The PPTC297 should be stored securely inside the vault.

1.2.4.2 Loading the Dasco Secure Cabinet

The Dasco Secure Cabinet is then loaded with passport materiel.

Step 1: the authorized employee brings boxes of blank passport materiel to the authorized Inventory Custodian.


Step 2: the authorized Inventory Custodian removes the sealed packets from the boxes - do **NOT** open packets – and counts the materiel before putting it in the Dasco. Passport blanks must have 25 books per packet, 10 packets per box. Load the Dasco as per the illustrations in [section 1.2.2](#).

Step 3: authorized employee to complete the PPTC297 Vault Inventory Control Log.

1.3 Receiving the Delivery in SAP

1.3.1 Verifying the Order Replenishment from CBN

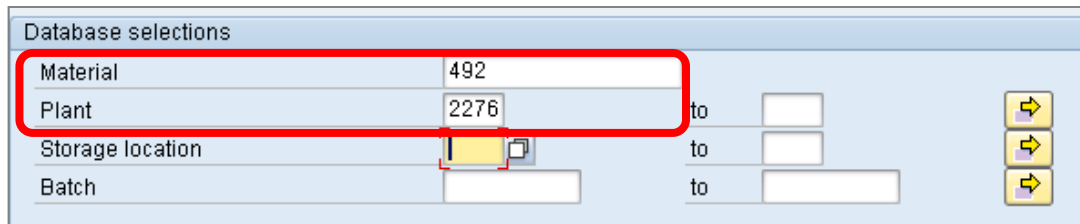
The shipment of passport materiel must now be verified against the order replenishment sent by CBN to ensure the amount shipped by CBN matches the Outbound Delivery placed in SAP.


Step 1: Log into SAP. 

Step 2: Input transaction code “MMBE” into the search field, and press “enter” on your keyboard.



Step 3: Enter the material type (MMR), and your office’s plant#:

A screenshot of the 'Database selections' dialog box in SAP. The 'Material' field contains '492' and the 'Plant' field contains '2276'. Both fields are highlighted with a red rectangle. To the right of the 'Plant' field, there are 'to' labels and empty input boxes, along with three right-pointing arrow buttons.

Click on Execute to run the report. 

Step 4: The following information will appear. Use the scroll bar at the bottom to navigate to the right, until you see a column entitled “On-order Stock”. This column shows the quantity of passports that were placed in transit to your location according to SAP – in this example, 100,000 passports:

A screenshot of the SAP Stock Overview table. The table has columns for 'Client/Company Code/Plant/Storage Location/Batch/Special Stock', 'Unrestricted us', 'On-Order Stock', 'GR Blocked Stock', and 'Rcpt'. The 'On-Order Stock' column is highlighted with a red rectangle. The table shows a hierarchy of data: 'Full' (100,000), '0051 PPT / PPT' (100,000), '2276 Passport Canada - Ottawa' (100,000), and '0002 Vault' (100,000).

Client/Company Code/Plant/Storage Location/Batch/Special Stock	Unrestricted us	On-Order Stock	GR Blocked Stock	Rcpt
Full		100,000		
0051 PPT / PPT		100,000		
2276 Passport Canada - Ottawa		100,000		
0002 Vault		100,000		

Step 5: compare the IMS packing slip shipped quantity to the “On-order Stock” quantity.


Scenario 1: quantity shipped by CBN matches the quantity shown in MMBE

- continue to section **1.3.2 SAP Transaction MIGO-101**

Scenario 2: quantity shipped by CBN does not match the quantity shown in MMBE

- email the “PPCM Passports and Consumables” inbox immediately so that they can investigate with CBN on your behalf

1.3.2 SAP Transaction MIGO-101

Step 1: Log into SAP. 

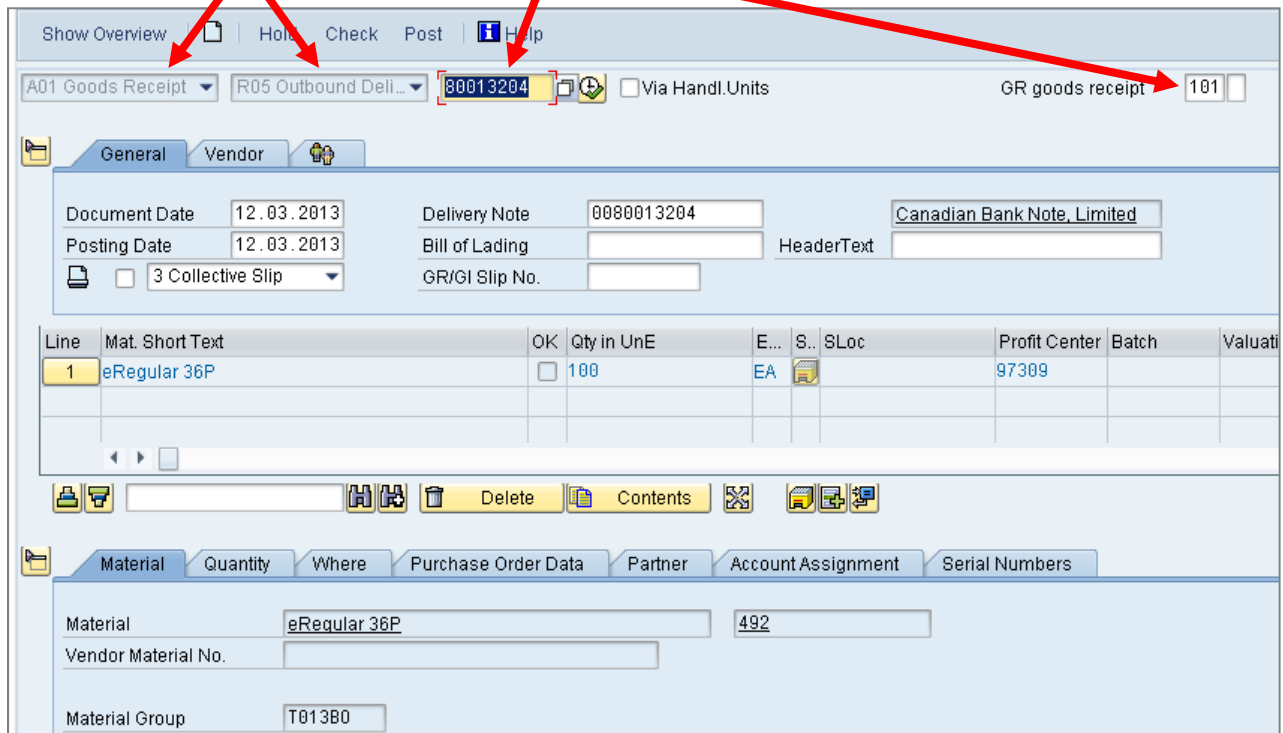
Step 2: Input transaction code “MIGO” into the search field, and press “enter” on your keyboard.



Step 3: PPCM-Planning will have sent you the IMS Packing Slip by email; the email will also include the Outbound Delivery Number of your shipment. Retrieve it.

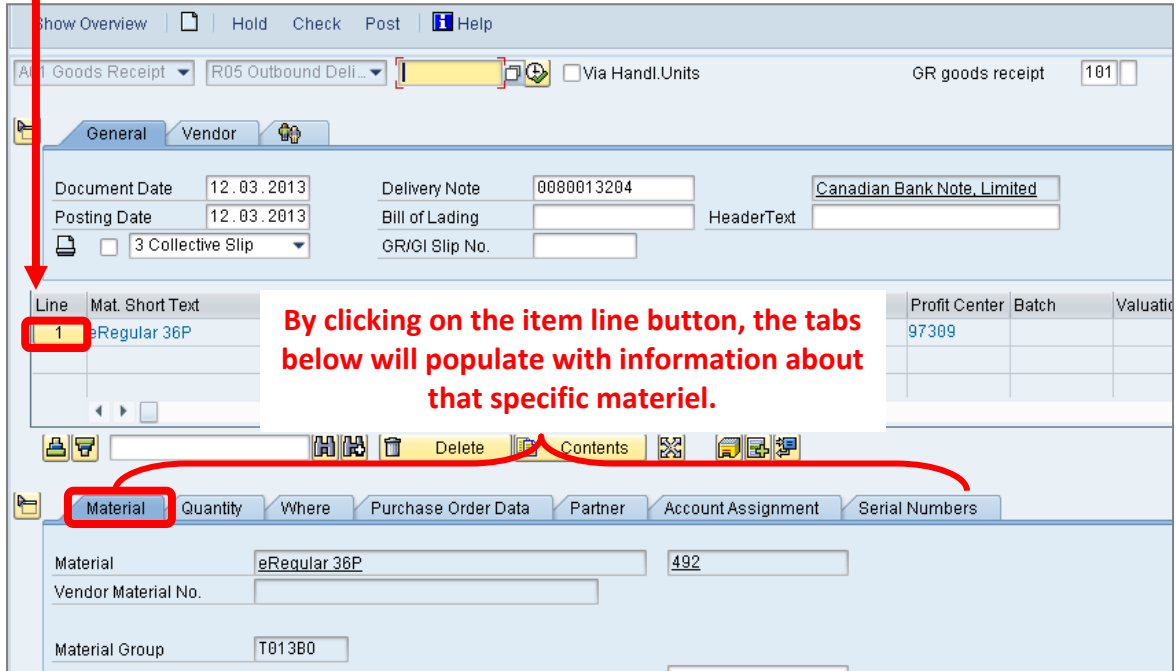
Step 4: Using the drop-down boxes, input the following criteria into the header section:

- “Goods Receipt”
- “Outbound Delivery”
- Outbound Delivery Number provided by the SAP Packing Slip
- “101”

A screenshot of the SAP MIGO transaction header section. The interface shows a menu bar with 'Show Overview', 'Hold', 'Check', 'Post', and 'Help'. Below the menu bar, there are several fields: 'A01 Goods Receipt' (dropdown), 'R05 Outbound Deli...' (dropdown), '00013204' (text field), and 'GR goods receipt' (text field) with a '101' (text field). Below these fields are tabs for 'General' and 'Vendor'. The 'General' tab is active, showing fields for 'Document Date' (12.03.2013), 'Posting Date' (12.03.2013), 'Delivery Note' (0080013204), 'Bill of Lading', 'GR/GI Slip No.', and 'HeaderText'. Below the header section is a table with columns: Line, Mat. Short Text, OK, Qty in UnE, E..., S., SLoc, Profit Center, Batch, and Valuat. The table has one row with '1' in the Line column and 'eRegular 36P' in the Mat. Short Text column. Below the table are several icons: a printer, a magnifying glass, a left arrow, a right arrow, a delete icon, a contents icon, and a refresh icon. At the bottom, there are tabs for 'Material', 'Quantity', 'Where', 'Purchase Order Data', 'Partner', 'Account Assignment', and 'Serial Numbers'. The 'Material' tab is active, showing fields for 'Material' (eRegular 36P), 'Vendor Material No.', and 'Material Group' (T01380). Red arrows point from the list above to the 'A01 Goods Receipt' dropdown, the 'R05 Outbound Deli...' dropdown, the '00013204' text field, and the 'GR goods receipt' text field.

Press “Enter” on your keyboard, and information related to the shipment will automatically populate. The authorized employee must now review each item line of material in the order to ensure the quantity and serial numbers (if applicable) are correct and were received in the office/print centre.

Step 5: click on the item line number, which will populate the tabs below with information regarding that specific item line material. The information on those tabs will now need to be reviewed and confirmed.

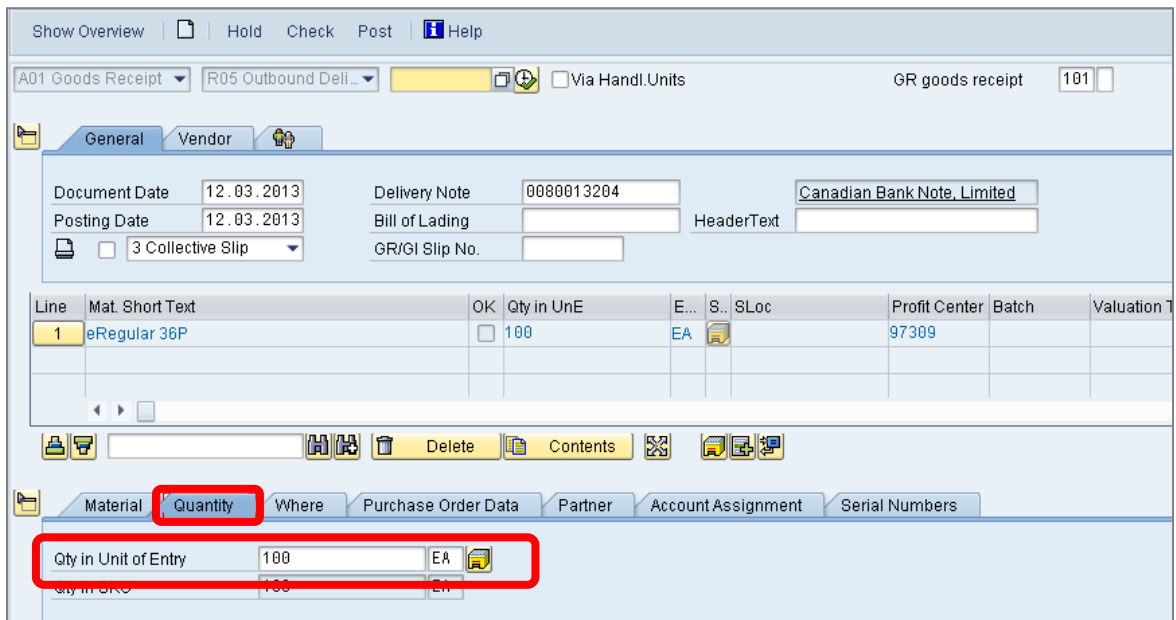


TAB “Material”:

- review to confirm the material type is correct

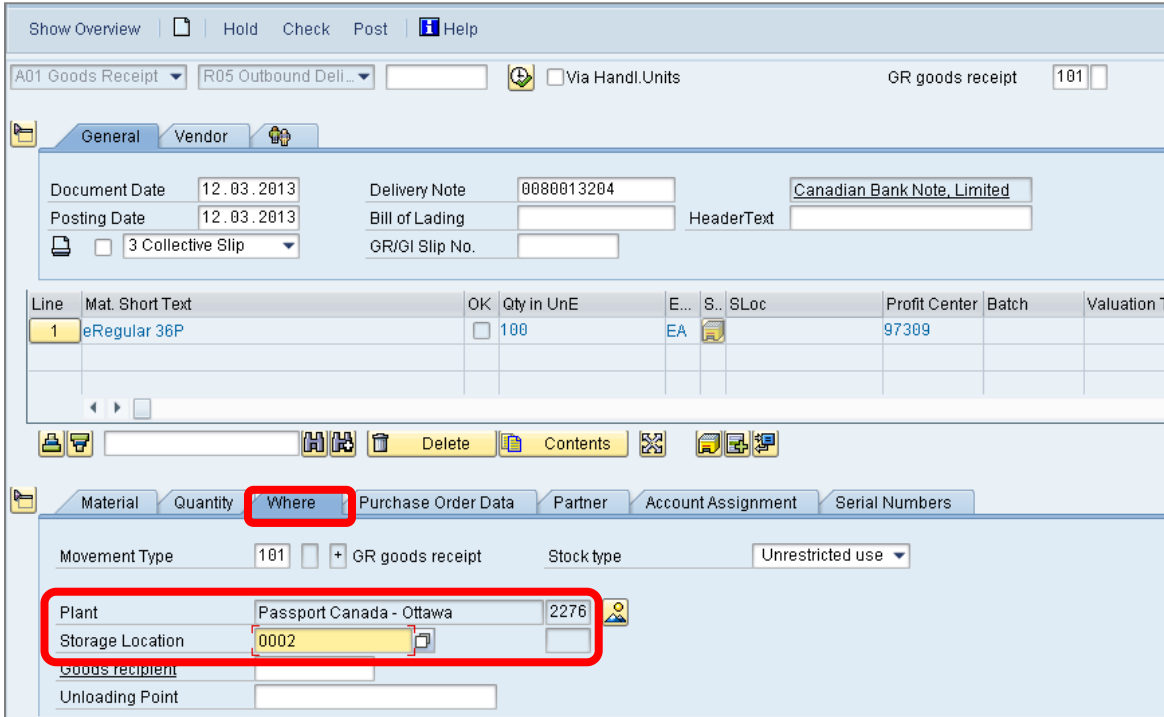
TAB “Quantity”:

- review to confirm the quantity for that material type matches the shipment received from CBN



TAB "Where":

- review to confirm the plant # is the correct one for your office/print centre
- in field "storage location" input "0002" and press 'Enter' on your keyboard

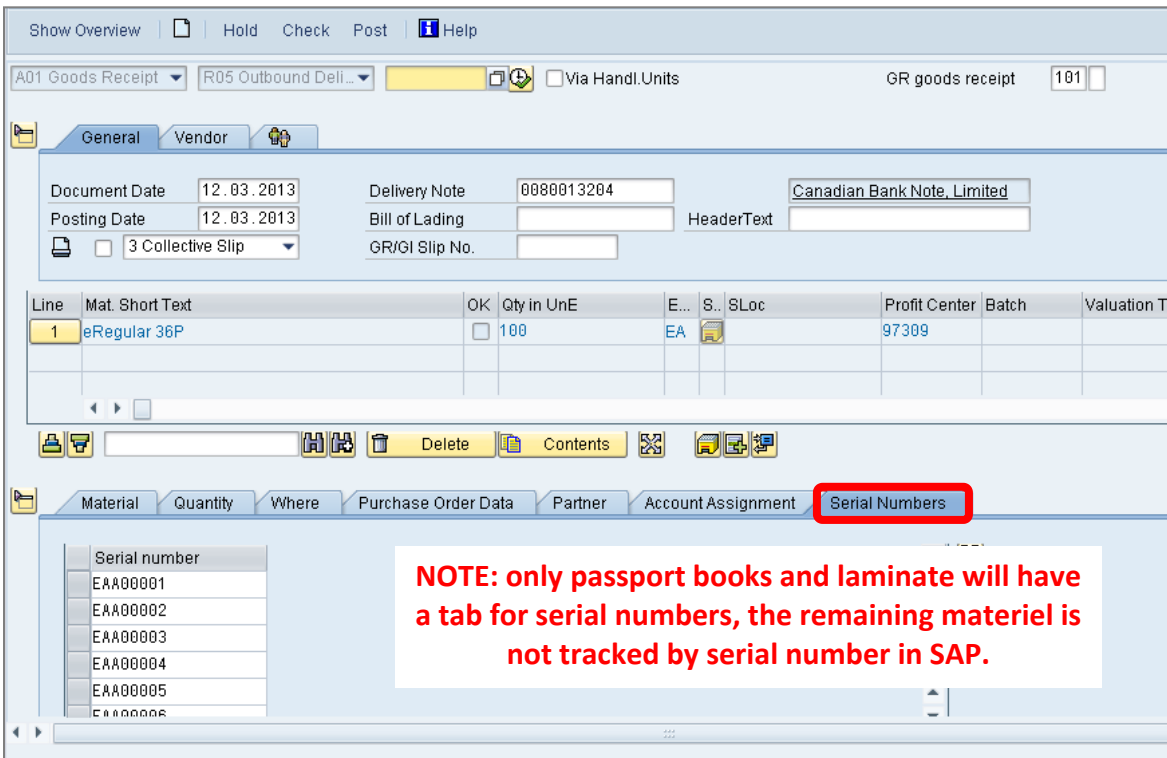


The screenshot shows the SAP GR goods receipt interface. The 'Where' tab is selected and highlighted with a red box. The 'Plant' field is set to 'Passport Canada - Ottawa' with plant number '2276'. The 'Storage Location' field is set to '0002' and is also highlighted with a red box. The 'Movement Type' is '101' and the 'Stock type' is 'Unrestricted use'. The 'General' tab shows the document date and posting date as '12.03.2013', delivery note '0080013204', and header text 'Canadian Bank Note, Limited'. A table below shows one line item for 'eRegular 36P' with a quantity of 100 and profit center '97309'.

Line	Mat. Short Text	OK	Qty in UnE	E...	S...	SLoc	Profit Center	Batch	Valuation T
1	eRegular 36P	<input type="checkbox"/>	100	EA			97309		

TAB "Serial Numbers":

- review to confirm the serial numbers for that material type matches the shipment received from CBN

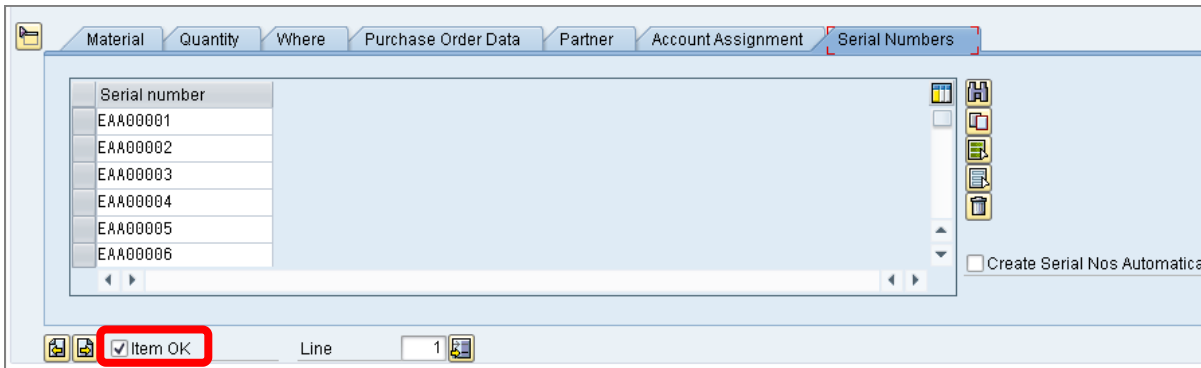


The screenshot shows the SAP GR goods receipt interface with the 'Serial Numbers' tab selected and highlighted with a red box. A list of serial numbers is displayed: EAA00001, EAA00002, EAA00003, EAA00004, EAA00005, and EAA00006. A red text box with a white background contains the following note: 'NOTE: only passport books and laminate will have a tab for serial numbers, the remaining material is not tracked by serial number in SAP.' The 'General' tab shows the same document details as the previous screenshot.

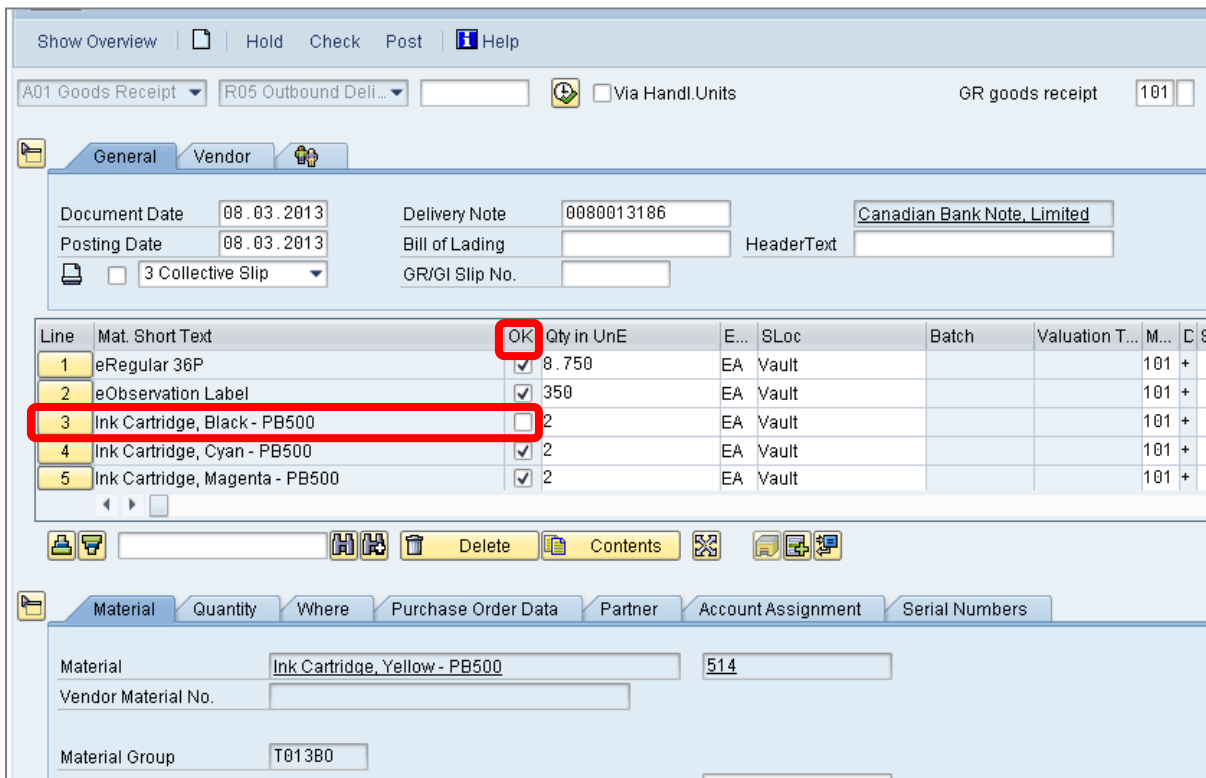
Serial number
EAA00001
EAA00002
EAA00003
EAA00004
EAA00005
EAA00006

NOTE: only passport books and laminate will have a tab for serial numbers, the remaining material is not tracked by serial number in SAP.

Step 6: having reviewed and confirmed the information found on each tab, click on the “Item ok” box at the bottom of the screen. This final step is critical – if the “Item ok” box is not checked off when the document is posted, the materiel will remain in “On-order” status and will not be moved into “Unrestricted” status for the SAP-EPPS interface to run overnight and make the materiel available to print.



IMPORTANT: if your outbound delivery has more than one item, complete the steps described above for each individual item. In the example below, the MIGO-101 steps were followed for all materiel except the black ink cartridges – the materiel will not appear in the plant’s inventory until they correct it in SAP by checking on “Item ok” and re-posting the movement.



Step 7: Click on the “Post” button to complete the transaction.


Take note of the material document # that appears at the bottom of the screen.

Example: Material document 500282911 posted

1.3.3 Verifying the Order Replenishment Successfully Completed in SAP

The final step in receiving the shipment in SAP is to double-check that the MIGO-101 steps were successfully performed.

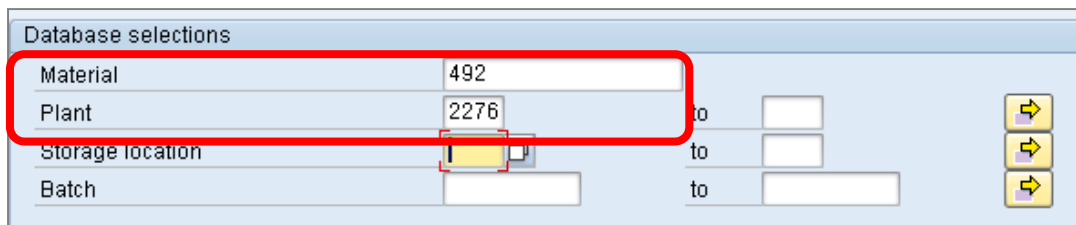
IMPORTANT: passport blank books need to be received in “Unrestricted” status as soon as possible in order to allow the SAP-EPPS interface to receive the file that will allow them to become available to assign to print operators and available to print in EPPS.


Step 1: Log into SAP. 

Step 2: Input transaction code “MMBE” into the search field, and press “enter” on your keyboard.

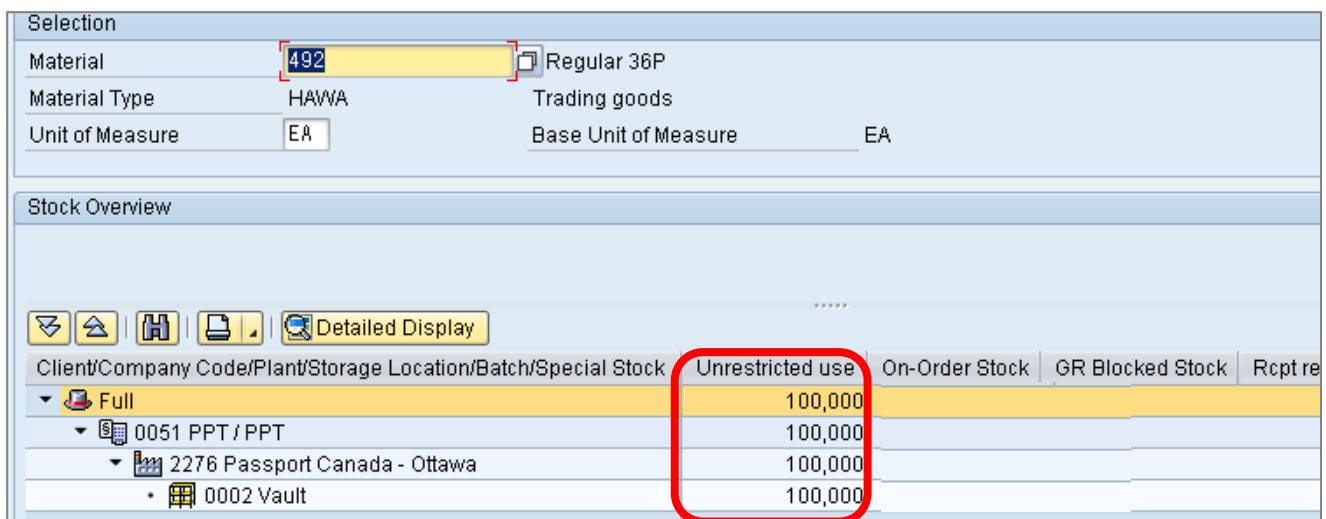


Step 3: Enter the material type (MMR), and your office’s plant#:

A screenshot of the 'Database selections' dialog box in SAP. The 'Material' field contains '492' and the 'Plant' field contains '2276'. Both fields are highlighted with a red rectangle. There are also fields for 'Storage location' and 'Batch', and three arrow buttons on the right side.

Click on Execute to run the report. 

Step 4: The following information will appear. Use the scroll bar at the bottom to navigate to the right, until you see a column entitled “Unrestricted use”. This column shows the quantity that has now been received into unrestricted status – in other words, it is now “in” the plant in SAP.

A screenshot of the SAP Stock Overview table. The table has columns for 'Client/Company Code/Plant/Storage Location/Batch/Special Stock', 'Unrestricted use', 'On-Order Stock', 'GR Blocked Stock', and 'Rcpt re'. The 'Unrestricted use' column is highlighted with a red rectangle. The table shows a hierarchy of data: 'Full' (100,000), '0051 PPT / PPT' (100,000), '2276 Passport Canada - Ottawa' (100,000), and '0002 Vault' (100,000).

Client/Company Code/Plant/Storage Location/Batch/Special Stock	Unrestricted use	On-Order Stock	GR Blocked Stock	Rcpt re
Full	100,000			
0051 PPT / PPT	100,000			
2276 Passport Canada - Ottawa	100,000			
0002 Vault	100,000			

Step 5: Repeat the steps for the remaining materiel types.

Step 6: Send the signed IMS packing slip and the Brinks Transfer Delivery Sheet via internal mail to the PPCM-Planning team.

Step 7: Email the “PPCM Passports and Consumables” inbox with the MIGO material document # for the Goods Receipt of your shipment.

1.4 Escalating Discrepancies Discovered Upon Opening Passport Materiel Boxes

Step 1: contact the PPCM-Planning team immediately

- Complete the PPDD form PPTC167 Incident Report. Write an email to the following groups immediately, attaching the PPTC167, and outlining the exact number of materiel missing and the serial number(s):
 - PPCM-Planning
 - PPCA-Corporate Security
 - PPDD-Operations
 - Your Director
- write a description of the discrepancy
- attach a photo of the discrepancy (if applicable)

Step 2: quarantine the materiel in a secure area while waiting on direction from the PPCM-Planning team.