

C.A.S. (COMMERCIAL AUTOMATED SHIPPING)

CAS for deliveries

CAS is a scalable, automated system that commercial carriers and service providers use to request appointments for picking up or delivering cargo at DoD facilities. It is a web-based environment that installations use to manage these appointments. The system helps ensure the timely delivery and pickup of goods.

Key steps for CAS delivery base access

1. Contact the receiving facility

Before using CAS, the driver or carrier must coordinate with the specific military installation to determine the proper delivery procedures.

2. Register in the CAS system

The carrier must register and create an appointment request through the CAS portal. This involves providing information about the cargo and the scheduled delivery time.

3. Check-in at the gate

Upon arrival at the installation gate, the driver must present the necessary identification and delivery manifest. The gate guard will verify the CAS appointment, the identity of the driver, and inspect the cargo.

4. Provide proper identification

The driver must have a valid, REAL ID-compliant driver's license. The installation commander has discretion regarding access, and additional security protocols may be in place.

5. Follow installation procedures

Each installation may have specific requirements and restrictions. It is important to confirm with the receiving facility any additional access or security requirements.

CAS delivery contact

The official point of contact for questions about the Cargo Automated System (CAS) is the SDDC Systems Response Center.

- **Phone (toll-free):** 1-800-462-2176
- **Phone (commercial):** 618-589-9445

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- **Email:** usarmy.scott.sddc.mbx.g6-scr-cas-hd@mail.mil

Base access for commercial deliveries

For the delivery portion of your request, you must coordinate with the specific military installation. Every base has different security procedures for commercial vehicles.

- **Visit the installation's website:** Use the "Military Installations" program on Military OneSource to find contact information for a specific base.
- **Contact the Visitors Center:** The base's Visitor Control Center is the office responsible for issuing passes to non-DoD personnel, including commercial delivery drivers. Many bases require drivers to pre-register online.
- **Present your credentials:** Commercial drivers will typically need to present a Real ID-compliant driver's license and other documents, such as vehicle registration and proof of insurance, to receive a pass.
- **Follow escort procedures:** Depending on the installation and the nature of the delivery, you may need to be escorted by an authorized person to your final destination on the base.

Notes Attachment titled "ECA Instructions"

The ECA program supports the issuance of DOD-approved certificates to industry partners and other external entities and organizations that conduct business with the DOD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DOD and authenticate to DOD Information Systems. As of 30 December 2011, The Military Surface Deployment and Distribution Command (SDDC) will meet this DOD mandate by requiring the use of a digital certificate for industry partners requiring access to SDDC information systems. The ECA Certificates can be purchased through two sources: Operational Research Consultants (ORC), or Identrust.

For DoD military, civilians and authorized contractors, your command/service will distribute the CAC (and CAC reader) to you.

For commercial users, please contact one of the External Certificate Authorities (ECA) below:

Identrust:

Sales: sales@identrust.com

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Support: Identrust doesn't have a customer support email anymore. Please use "Submit questions to Our Support Staff" to submit a ticket

Phone: 1-888-339-8904

Website: <https://www.identrust.com/contact>

Operational Research Consultants, Inc. (ORC)

Email: wcsc.helpdesk@widepoint.com

Telephone: 1-800-816-5548

Website: <http://www.eca.orc.com>

Note: Like CACs, ECAs are issued to the individual and must only be used by the individual that it is issued to. For this reason, ANY individual that requires access as a support user will be required to obtain their own digital certificate. These certificates cannot be shared.

Note 2 Error when accessing TEAMS website (attachments titled "MAC PKI Installation", "Windows PKI Installation")

When accessing/ using the TEAMS website. To get rid of this error page permanently you can install the PKI Root Certificates to your computer. The steps for both Windows and Mac are attached via PDF. Once the PKI Root Certificates are installed you must restart your computer in order for them to work properly.

*** NOTE: The cyber.mil website has started having intermittent issues. If you have any issues with their website please use the link <https://public.cyber.mil/email-directory/> then click the Broken Link/ 404 Errors link to get assistance with the issues on their website. ***

Last note (IMPORTANT)

If you require access to CAS in TEAMS, you will need to go to <https://eta-teams.transport.mil> and follow the directions below:

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1. Select "Accept" on the PII Disclaimer
2. Select "Register as a New User"
3. Select your Country of Citizenship
4. Associate the authentication certificate (CAC or ECA) to the registration. Hit Next when finished
5. Choose all applications in which you require access to Carrier Appointment System (CAS). Hit Next when finished
6. Enter all of the required application info. Hit Next when finished
7. Enter all of your personal user information. Hit Next when finished
8. The last page will be for you to review your entire application and information you have entered
9. If there are any red warning triangles across the top of the page, you will need to revisit those parts of the application process to correct or provide required/additional information
10. Once you have verified all entered information is correct and there are no red warning triangles, please hit "Submit"

Once you submit your request(s), you will receive your request ID. These ID's will become active upon approval of the accounts.

****Please note, accounts can take 5-7 business days to process****