

NSA's Classified Materiel Conversion (CMC) Branch

Information & Required Disposition Procedures Manual for CMC Account Holders

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The following information is guidance for the CMC services that are only available to NSA/CSS elements, other Intelligence Community (IC) members, and certain U.S. military units. There are a limited amount of US government agencies and contractors that qualify to send classified materiel and/or internal classified components to the Classified Materiel Conversion (CMC) facility for disposition.

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Please review these procedures thoroughly and ensure that this information is distributed to the organization's command chain and/or management structures for awareness and training measures regarding CMC services provided to account holders. *Please note, failure to follow the CMC required procedures are measured per instance. Units that continue to have discrepancies with shipments may result in a "tasked suspension," or issued a "non-negotiable account termination."

1.1 CMC Account Eligibility

Organizations requesting a CMC account to send classified materiel/components marked for the CMC services are required to verify affiliation or registration during the application process. CMC services are available to NSA/CSS elements, other Intelligence Community (IC) members, and certain U.S. military units. There are a limited amount of US government agencies and contractors that qualify to send classified materiel and internal components to the Classified Materiel Conversion (CMC) facility for handling final disposition. To verify the items are GFE contact the Government Contracting Officer (CO/COR) or the program director. *Section 2* provides an overview of the application process.

2.1 Register to open a CMC account

Prior to requesting an account please check with your appropriate command structure and/or management chain to determine if a CIN has previously been assigned by the CMC Office.

** Government contractors please reference required information within section 3.1.*

It's required for a CMC account to be established before sending or delivering materiel items to the CMC facility. To request an account, contact the CMC office. The requesting entity would receive guidance to submit information on an inquiry form or an application to begin to the review process. Newly qualified entities will receive a CMC Policy Letter containing the assigned Customer Identification Number (CIN). This policy letter will also outline the responsibilities of the requesting entity in conjunction with the handling, protecting and disseminating the assigned CIN.

2.2 Handling, Protecting, & Disseminating a Customer ID Number (CIN)

It is the sole responsibility of the account holders to ensure that the assigned CIN is stored, protected, and disseminated to all present and future assignees of their specific organizations.

This is CMC Policy and will be enforced to keep the process efficient and cost effective.

CMC accounts are appointed with a capitol letter followed by a string of several digits. * This is not a UIC or COMSEC account number. * The Customer ID is a specific identifier for all records regarding CMC services to disposition acceptable classified items. As an account holder, the organization is responsible for electing a Point of Contact (POC) that will store the Customer ID for appropriate recognition and provide oversight to the rest of the organization to comply with CMC procedures.

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The POC is responsible for the following: (I-VII)

- I. Concerns regarding the disposition of classified or CUI NSA/CSS materiel II. Updating information for the CMC account on record.**

Such as: organization name, location or POC's role/rank and or contact information
- III. Maintain control of the Customer ID Number (CIN)**
- IV. Developing an SOP to pair with CMC guidance**
- V. Receiving approval for unlisted materiel to be sent to the CMC**
- VI. Update CMC prior to any staff turnover : [CMC Online Inquiry Form](#)**
- VII. Ensure that only categorized or approved items, listed on the current CMC receipt, are transported to the CMC facility.**

2.3 Multiple Requests for the Assigned Customer ID Number (CIN)

The CMC Office maintains accounts for the Intelligence Community, a limited amount of government agencies, and contractor accounts for the accountability and auditing records within the CMC office. Therefore, this office does not hold a priority to re-issue account holders a CIN on multiple occasions.

Upon the discretion of the CMC office, if the entity has multiple requests on record for the disclosure of a previously assigned Customer Identification Number, another request could require an official letter on company letterhead for CMC to provide records. Address official letters from the Organization's Commanding Officer (Military) or a member of the entity's management chain (Direct or immediate supervisor). **Note:** The letter should include the Officer's/manager's name, phone #, and email address. In certain instances, the unit would have to elect a new POC, and provide name, position title, phone#, and email address for the account holding the discrepancy. Email or fax the official letter to the CMC office to begin the review process.

Non-compliance with this policy may immobilize the disposition process for materiel/components sent. This might prohibit the return of the CMC receipt acknowledging disposition occurred, or the office could suspend CMC services indefinitely.

3.1 Required Information for Contractors To Maintain a CMC Account

Prior to transferring classified materiel items to the facility, CMC requires companies to submit a [Contractors Approval Form \(CAF\)](#) for pre-approval. A Government CO/COR or Program Director provides authorization, selects one appropriate statement and provides the date of signature after signing this form. The submission of the approval form is to verify, (yet accounts are subject to further review) that: Companies are under a current contract with the NSA/CSS, or a U.S. Intelligence Community Military Intelligence element that provided the contractor with Government Furnished Equipment (GFE).

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- I. Contractor owned classified items (Contractor's Acquired Property/CAP) contain direct NSA/CSS information.

Once the company receives an approval to become a CMC account holder, all contractor entities are responsible for updating contract and account information by resubmitting the CAF or if the CAF on file has reached expiration (*one year after the GOV'T COR signed it*).

Possession of items marked for disposition from multiple contracts requires the account holder to submit multiple Contractor's Approval Forms.

The COR signature must be updated whenever changes to the contract occur, and signatures must not exceed one year after submission. When submitting the CAF the bottom portion of the form must be completed by the Government Contracting Officer Representative (COR)/CO or Program Director.

For further guidance for companies currently under a contract with the Intelligence Community please refer to the additional paperwork for contractors section 4.2.

4.1 Required CMC Documentation

Complete the following documentation to enclose with each shipment to the CMC facility.

****Shipments without the required documentation are subject to return to sender.***

- I. [CMC Receipt for Destruction](#) confirm the most recent version prior to sending
- II. A self-addressed envelope with a pre-paid postage * *Military branches are exempt from provided postage.*
- III. *Prepare the classified materiel/component per CMC specifications in section 5.*

If multiple boxes are designated for services, review section 6.3, prior to sending any packages.

The CMC Receipt for Destruction is the only paperwork required when shipping and/or delivering materiel items from Government account holders. Protect the CMC receipt and envelope from damage while in transit.

Additional forms such as a Standard Form (SF) or inventory paperwork will not be accepted, and those additional documents will not be returned. Please use the most current pdf version of the receipt available for download from the CMC website.

*Previous versions of the CMC receipt will not be accepted as proper documentation **after January 1, 2022.***

SF-153 forms are not required to complete the CMC process.

4.2 Additional Paperwork for Contractors

- I. **CMC Receipt for Destruction**
- II. A self-addressed envelope with a pre-paid postage
- III. *Prepare the classified materiel/component per CMC specifications in section 5.*
- IV. All contractor entities shipping materiel items are required to provide the copy of the Contractors Approval Form (CAF) the CMC office holds on file.

4.3 How to Complete a CMC Receipt

Complete all required text boxes while entering information and inventory on the CMC Receipt. All information entered must match the CMC account on record.

Prior to shipment, check the CMC website to ensure the CMC receipt is the latest version available.

Recreations or modifications to the original pdf version of the CMC Receipt for Destruction will not be accepted.

The CMC Receipt must contain the following:

Date the CMC customer completes the receipt

Assigned Customer ID Number (CIN). The CIN **is not** a UIC, DODACC, or assigned COMSEC Account Number. The CIN is a specific identifier provided for CMC records only.

Full name (***without using acronyms***) of the government entity, IC Contractor Company, or military unit. Entity name must match the CMC database information. If not, update CMC records prior to sending

CMC Point of contact, name, phone number, fax number, and e-mail address

Authorized Sender name and email address.

- If CMC POC is the sender, type in “**same as above**” in both text boxes.

Complete mailing address. **Attn:** CONUS military locations, provide building number, street name, city, state, and zip code (as opposed to military postal code (FPO/APO)).

Check at least one box indicating the origination of materiel. *This marking pertains to the entity's affiliation & the components marked for CMC services, not the personnel type.

*** Do not send any batteries to the CMC facility. ***

Enter inventory-left columns reflect quantity, right columns reflect numerical weight-enter at least 1, and round up all weight entered to the next whole number. (I.e. 0.4 should be a 1 and 11.5 should be entered as 12). In addition, do not include verbiage (such as lbs., pounds, #, new, old, etc.) in the quantity and/or weight columns.

Do not fill in blank text boxes with zeros (0), slashes (/), N/A, etc.

Other Classified Materiel category. This category is available for classified and IC related components or materiel that are not listed on the CMC receipt. Customers that have other classified materiel not listed have four actions to complete for pre-approval.

- 1) Call the CMC office to discuss the acceptance. 2) If approved, enter the amount of the component (weight) or materiel (quantity) in the 'Other Classified Materiel' text box.
- 3) Enter a description of the materiel that was approved by the CMC office in the text block directly below amount entered. *I.e. 'Classified IC floppy disks accepted by CMC.'*
- 4) Type/enter the CMC approver's code in the text box next to the statement found on the CMC receipt.

If there are additional notes, relevant information regarding the shipment, or accountability, type/enter those inputs in the "comments" text box.

The CMC service does not cover the acceptance of equipment intact. Review section 5 prior to shipping a package/s.

5.1 CMC Materiel Table

The following table lists examples of acceptable and unacceptable materiel; each column is not all inclusive. Contact the CMC Office to possibly approve an item that is not listed. Table 5.1

<u>Examples of Acceptable Materiel</u>	
Water Soluble Classified Documents/Paper	
<u>Additional Classified Items/Components Listed Below</u>	
Aluminum Disks/Products	Key Storage Device Ignition Keys or Transmission Key Encryption Key (KEK/KIK)
Hard Drive Platters <i>*See section 5.2 for required preparation</i>	Memory Cards/Sticks <i>Classified RAM Cards, MultiMedia Card (MMC), Compact Flash Drive (CF), Secure Digital (SD), SIM, and /or Fortezza Cards.</i>
“S” Magnetic Media (Cassette Tapes, Data Cartridges, Floppy Disks, VHS)	“S” Optical Media: Classified CDs, DVDs, and/or Blu-Ray Discs
Computer and COMSEC Chips	“S” Identification Cards (Common Access Card/CAC)
USB/Thumb Drives	*Printed Circuit Boards (PCBs)
Cell Phone Components: memory cards & PCBs <i>*PDA, MCD, PCD Components</i>	“S” Hard Copy Media (Mylar/Paper Tape, Microfiche, Film etc.)
	Solid State Drives
<u>Examples of Unacceptable Materiel listed below</u>	
Whole Pieces of equipment <i>Such as COMSEC Gear, Servers, Routers and Switches</i>	Printer Components-Toner, Cartridges, Drums, Fusers, etc.
Computers-Towers or Thin clients	Printers, Copiers, or Scanners
Laptops	Telephones or Fax Machines
Computer Monitors	General Office Equipment
Keyboards	Unclassified Materiel- *unless it contains NSA/CSS information
Cables or Any Type of Wires	Contractor Owned or Purchased Classified Materiel (Non-GFE) that does not contain direct NSA/CSS information
Mutilated Hard Drives i.e. Punched, Crushed, Hammered, etc.	Contractor Owned Unclassified Materiel does not hold NSA/CSS info

*Remove all power supplies and batteries from all materiel, but do not send either to the CMC facility.

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If the CMC account holder is in possession of classified or NSA/CSS Controlled Unclassified information (CUI) materiel not listed in the table, please contact the CMC office to inquire about possible acceptance.

S Identifies “special burn.” This materiel holds a weight restriction referenced in section 6.

5.2 Materiel Preparation

There are three categories for the disposition of classified materiel: Paper Pulp, Special Burn, and Solid-State Conversion.

Items on Paper: Remove all fasteners larger than a staple. Separate paper documents from the plastic document protectors. Documents on paper are also referred to as water-soluble. This means they should break -down and dissolve when mixed with water. Classified items related to the IC not meeting this criterion are defined as “Special Burn” items; for example, CMC Customers with laminated or coated classified documents should contact the CMC Office for pre-approval. Record the non-water soluble materiel in the “Other Classified Materiel” category as “Special Burn” on a CMC receipt. An alternative method to paper pulp is shredding. The [Media Destruction Guidance](#) webpage displays several paper shredders the center has evaluated for use.

Hard Drive Platters: remove from server, computer tower or outer case, etc. Next, remove, all the mounting bracketing, the framing, and the circuit board. In addition, remove the hard drive cover. Finally, remove the internal platters and prepare for shipment. Previously degaussed hard drives, screws, or brackets/frames casing trays shall not be sent to CMC. **Note:** Hard drives holding NSA data are required to be returned as excess regardless of degaussed state; however, please prepare them as stated above, make sure the CMC account record notes the unit’s affiliation prior to shipping to avoid discrepancy.

See policy manual 9-12.

S Special Burn Items: *Following are examples of classified and IC related materiel items defined as “Special Burn.” Instructions on how to submit those classified items to CMC are below.*

Hard Copy Media Mylar/Paper Tape, Cassettes, Microfiche, and Film. All CMC Customers with classified hard copy media could send it to CMC minus the outer aluminum casing and backing plate. The aluminum or metal removed should not be sent to the CMC facility.

Magnetic Media: Classified Data Tapes, and Floppy Disks, etc. may send these items to CMC minus the outer aluminum casing and backing plate. The aluminum or metal removed should not be sent to the CMC facility.

Optical Media Storage Cases are not accepted unless they contain classification markings ingrained on the case. Customers should contact CMC for further guidance/ approval for CD cases.

Solid State Drives: allowed to be sent as is unless a battery is present. Please remove any battery prior to shipment.

Disk Packs: please disassemble per the manufacturer guidelines: unscrew the plastic enclosure and remove all platters.

Cell Phone/Flip Phone and/or Pager Components: Remove the batteries prior to sending the item to CMC. Remove circuit boards from device and prepare for shipment. **Note:** For CMC to accept smartphone components see additional guidance about PCD disassembly.

Circuit Boards: Remove frames, power supplies, plus all batteries: button type (CMOS), and lithium. Please do not send items removed to the CMC facility. This category includes, but is not limited to: Printed Circuit Boards (PCB), RAM, PCI-E, PCI-X, PCM, or motherboards from any device that will need to be disassembled.

Computer and COMSEC Chips: To avoid mixture or loss, place computer chips in a bag, label the bag, and seal in the same, or if more than 40 pounds, send in a separate box.

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Key Storage Device Ignition Keys or Transmission Key Encryption Key (KEK) (Just the keys are acceptable as is) Any Key Storage Device (KSD 21, 64, etc.) will need to be disassembled. To avoid mixture or loss, place each component in a separate bag

Memory Cards/Sticks: Such as classified RAM Cards, MultiMedia Card (MMC), Compact Flash Drive (CF), Secure Digital (SD), SIM, and /or KSV 21 Fortezza Cards. Remove any batteries prior to sending. To avoid mixture or loss, place each component in a separate bag.

PDAs, PCDs or MCDs such as a Blackberry, Smartphone, or Tablet, Etc. Disassembly might require the use of a tool known as a Pentalobe. Disassemble each device by removing the internal components that hold memory, classified information, and all types of batteries prior to sending a shipment to the CMC facility.

USB Drives: remove the battery prior to sending. To avoid mixture or loss, place the thumb drives in a bag.

Any materiel or component that is separated in a bag, please indicate the contents on the outside of the bag when sealed in the same (\leq) 40 pound package or place all alike items in a separate box. Additional guidance is provided in section 6.

Request Demilitarization (DEMIL) instructions for COMSEC gear from the unit's governing organization/ Central Office of Record (COR), or the COMSEC Information Office

After any type of battery is removed, do not send those batteries in with the classified components. Return those batteries to the unit's internal hazardous material collection area.

6.1 Shipping Items to the CMC Facility

Please remember to place all receipts and envelopes in an area inside the box that they will be resistant from damage by the contents or the handlers.

CMC considers five packages or more sent at once- a large shipment. Refer to section 6.3 for additional guidance.

SF-153 Forms are not required to complete the CMC Process. The provided envelopes are used to mail the signed and dated CMC receipt to the organization's CMC POC/Account Holder. The POC would use the final receipt received to complete the standard form or other documented practices to have the materials removed from the unit's property records. *Please note that SF-153 Forms are required by your COMSEC Account Manager. Please contact the COMSEC Account Manager or the unit's Central Office of Record for all COMSEC related questions.

***Note for contractors with a CMC account:** in addition to including a CMC receipt with valid Customer ID #, and account information on record. Contractor entities are required to enclose a copy of the current CMC approved [Contractors Approval Form \(CAF\)](#) on file with the account records. Attach both documents with the self-addressed envelope.

Individual packages should not exceed 40 pounds in total weight for handling purposes. Freight identified as "S" "Special Burn" should not exceed 1000 pounds per tri-wall container on a pallet. See table 5.1.

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6.2 Self-Addressed Envelopes For Returning Receipts

All envelopes should be properly sized. Paper clip each envelope to the CMC receipt, etc. then place them with the materiel ready to be sent. **Courier pre-paid envelopes** for the return of the CMC Receipt for Destruction in a prepaid courier envelope/s: ensure to include the unit's billing information for the courier to charge the account holder for the return shipment (i.e. postage and handling). The return label must list the mailing address that is on record with the CMC account and the label is affixed to the return courier envelope as required.

First class USPS return mail is not an option for any return envelopes.

6.3 Large Mail Shipments to the CMC Facility

All individual boxes should hold a CMC receipt, CAF (if a contractor), and a self-addressed envelope in the box unless packages are shrink-wrapped together.

However, CMC considers a large shipment a set of five packages or more.

If multiple boxes are designated for services, CMC account holders should reduce the amount of receipts sent to one master copy -providing inventory for all components and materiel. Number all packages (1 of X), and wrap them together (in shrink-wrap) per the courier's requirements.

An alternative method would be to send all individual boxes (weight 40# or less) in one container (triwall). Sender should place the master CMC receipt, CAF (if a contractor), and a self-addressed envelope in box #1, or enclose these required items in the container on top of the individual boxes inside the triwall.

Protect the CMC receipt and envelope from damage while in transit. Failure to comply with the large shipment (repeatedly sending five or more boxes without attempting to condense the CMC receipts to a master copy) policy could result in suspension of services.

Each box stacked on a pallet sent should weigh less than or equal (\leq) 40 pounds for the handlers that assemble and disassemble the pallets.

Large shipments of one type of materiel (i.e. all circuit boards or all hard drives), CMC suggests a 48" x 40" x 36" tri-wall palletized carton to transport the components. A master CMC receipt and one self-addressed envelope would inventory the alike materiel sent.

Printed versions of this document are not controlled. Please verify the most recent version of this document from the CMC website.

If a tri-wall contains different items, separate components into smaller boxes (weight = ≤ 40 pounds) label the contents on the top and one side panel of the box.

Triwall carton with *four sealable flaps*:



Freight identified as “special burn” should not exceed **1000** pounds per palletized triwall container.

***DCD Shipments require certain procedures and advanced notice** *Contact the Defense Courier station closest to the unit’s location for additional guidance for transferring shipments.*

As a courtesy, place two shipping labels on each box/container/case (one on top and one on a side) to assist couriers with moving all packages received.

Once the CMC receipts are complete (*per all guidelines in section 4*), The CMC destruction facility can accept packages via:

- | | |
|-------------------------------|----------------------------|
| I. Overnight mail/courier | II. Shrink-wrapped freight |
| III. DCS/DCD courier shipment | IV. Crate deliveries |

6.4 Requirements For Hand carrying Materiel to the CMC facility

When delivering materiel request an appointment per section 6.5 and hand carry 2 completed copies of the CMC Receipt for Destruction. Self-addressed or FED EX envelopes are not required because

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delivery personnel will check and notarize the itemized copy of the CMC Receipt upon acceptance of your shipment. Contractors are also required to provide a copy of the current Contractor Approval Form (CAF) along with the CMC Receipt for Destruction. *Reference the How to Complete a CMC Receipt section 4.3 for additional guidance.*

6.5 SUBMISSION OF A VISITOR REQUEST (VR)

Prior to hand carrying materiel items to the CMC a VR form is required at least 2 government business days in advance of your requested delivery date. Send the VR form via fax to (301) 688-5468 or email: CMC@NSA.GOV.

A completed form should contain the following information:

Full name of Government, Contractor or Military entity

When identifying military organizations please spell out acronyms to reveal the complete organizational name or unit name.

Assigned Customer Identification Number (CIN).

CMC's Point of Contact with email address and Commercial Phone number

Date of Visit (Provide One Primary and Two Secondary Dates)

Three non-consecutive dates provided will help align the best delivery appointment

Each individual electing to make a visit need to include:

CMC respectfully asks the delivery crew is limited to five members per request

- Full name (as it is listed on a license or any Government ID)
- Full Social Security Number
- Birth date (Month/Day/Year)
- Place of Birth - include *City and State*
- Employment affiliation (GOV, CTR, MIL)
- Members of the Military please identify Branch of Service represented
- All visitors must Be U.S. Citizens
- A CMC receipt listing quantity or an estimated weight per categorized materiel planned for drop off

Upon approval, the account's POC will be contacted to confirm a visit date chosen, and provided specific delivery instructions. CMC reserves the right to refuse entry onto campus without the correct documentation, or advanced notice about the visit. CMC account holders who routinely request the CMC office to reschedule appointments would be asked to mail future shipments to the CMC facility, instead. If an approval was not confirmed prior to your requested primary date of delivery, contact the CMC Customer Service Office to confirm that your request was received.

6.6 Shipping Address for DCS and Standard Mail to send packages to CMC

If the overall classification of a Non COMSEC Item listed in Table 5.1 is at the level of:

SECRET & BELOW

Send packages via secure means with a courier

To: National Security Agency
ATTN: CMC Facility –Suite 6890
9800 Savage Road
Fort George G. Meade, MD 20755-6890

If the overall classification of a Non COMSEC Item listed in Table 5.1 is at the level of:

ABOVE SECRET

Send packages via Defense Courier Division (DCD/DCS)

ATTN: CMC Facility
HKD129
449563 BA 20 021

If the overall classification of a COMSEC Item listed in Table 5.1 is at the level of:

CONFIDENTIAL & ABOVE

***A SF-153 is not required to accompany COMSEC Components ***

Send packages via Defense Courier Division/Service (DCD/DCS)

ATTN: Destruction Facility
HKD129
449563 BA 20 021

BELOW CONFIDENTIAL COMSEC Components

Send packages via secure means with a courier

To: National Security Agency
ATTN: CMC Facility –Suite 6890
9800 Savage Road
Fort George G. Meade, MD 20755 -6890

In Summary

Please keep in mind that the procedures outlined in this document could not cover each contingency and circumstance. Failure to follow CMC procedures will result in a CMC Corrective Action Report included with your notarized copy of the CMC Receipt for Destruction to assist the account holder prior to sending the next shipment. It's suggested that prior to sending or hand carrying items for

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The following information is guidance for the CMC services that are only available to NSA/CSS elements, other Intelligence Community (IC) members, and certain U.S. military units. There are a limited amount of US government agencies and contractors that qualify to send classified materiel and/or internal classified components to the Classified Materiel Conversion (CMC) facility for disposition.

destruction check with their organization's POC to ensure CMC procedures and information is complete. All applications, requests, and/ or inquiries are handled in the order in which they were received.

Furthermore, CMC is a logistics organization and as such, we do not provide specific guidance on packaging and wrapping. All questions pertaining to packaging and wrapping should be directed to your appropriate military, government or contractor security office; all COMSEC related items or concerns should be addressed with the appropriate COMSEC office (reference contact information section) or review the COMSEC regulations. Direct specific issues not covered in this manual or in regards to CMC services to the CMC Customer Service Office.

Contact Information

CMC Customer Service Office:

Phone: 301-688-6672/**FAX:** 301-688-5468

EMAIL: cmc@nsa.gov

Web Page Address:

<https://www.nsa.gov/Resources/NSA-Classified-Materiel-Conversion-CMC/>

*Please be advised that **Report of Shipments (REPSHIPS)** should not be sent to the CMC Customer Service Office.

****Sending COMSEC** components to the CMC you are requesting that only a destruction service will be provided.

Storage Device Sanitization and Media Destruction Guidance:

Phone: 301-688-1053

CSDSR Web Page Address: <https://www.nsa.gov/Resources/Media-Destruction-Guidance/>

Contacts for COMSEC equipment:

Military Branch or COMSEC Account Holder's governing organization/Central Office of Record (COR)

COMSEC Information Office Phone #: 301-688-8110

Reference NSA/CSS Policy 9-12 Manual for Device Sanitization:

NSA.gov link: [Policy 9-12](#)