

Appendix B

Sample DS-Maintenance External SOP

1. PURPOSE. To establish policies and procedures for direct support (DS) level maintenance to units supported by the *[Unit Name]*.

2. SCOPE.

a. This SOP applies to all units provided primary or backup DS-level maintenance by the *[Unit Name]* in the following categories:

- (1) Tactical vehicles and trailers.
- (2) Weapon systems (small arms, artillery, fire control).
- (3) Missile and air defense systems.
- (4) Communications-electronics equipment (special electronic devices, radar, optics).
- (5) Construction-engineer equipment.
- (6) Power-generation and light engineer equipment.
- (7) Air conditioning and refrigeration.
- (8) Quartermaster and chemical equipment.
- (9) COMSEC.
- (10) Allied trades (welding, body and fender, radiator repair, glass, light duty fabrication, and machining).
- (11) Canvas and tentage.
- (12) Topographic equipment.
- (13) Fuel and electric components.
- (14) Batteries.

b. General support (GS)-level maintenance is provided on printed circuit cards and boards for all SINCGARS radios and fire-finder equipment. Note that printed circuit cards and boards will be job-ordered to the *[Name]* Maintenance Detachment by DOL only. All unserviceable printed circuit cards or boards will be turned in to the SSA for further evacuation to DOL. Any other GS-level equipment repairs require the authorization of the Chief, Maintenance Division, DOL.

3. RESPONSIBILITIES.

a. Materiel maintenance is a command responsibility with the primary purpose of sustaining equipment in a fully mission-capable status. Each unit will maintain and repair equipment at the lowest level of maintenance within the capability and authority to perform the work. Unit-level maintenance actions will be accomplished prior to work-ordering equipment to DS-level maintenance.

b. The *[Unit Name]* is responsible for providing direct support-level maintenance to divisional/non-divisional units and backup maintenance for *[Name(s) of Designated Unit(s)]*. Procedures outlined in paragraph 4 (Procedures) of this SOP apply to all customers.

c. The *[Unit Name]* is also responsible for providing technical assistance and liaison visits to customer units. Enhanced readiness can be obtained when problem areas and support requirements are determined and mutually addressed. Technical assistance includes:

(1) Advice, assistance, and training pertaining to the installation, operation, modification, maintenance, and recovery of materiel.

(2) Assistance in the evaluation of the condition of materiel and the effectiveness of unit-level maintenance for supported units.

(3) The coordination of warranty claim actions pertaining to organic or supported unit materiel or the processing of warranty actions through the installation WARCO.

d. Recovery of equipment is the responsibility of the owning unit. Backup recovery support will be provided by the *[Unit Name]* after coordination with the *[Name(s) of Designated Unit(s)]* Support Operations Office and the *[Unit Name]* Maintenance Control Section. Telephonic requests are acceptable; however, submission of a follow-up Maintenance Request (DA Form 2407) is required. Detailed information must be provided to describe the equipment, its problems, location, and point of contact.

e. The Army Oil Analysis Program (AOAP) is a mandatory responsibility at all levels of command. The AOAP is outlined in detail in AR 700-132, AR 750-1, TB 43-0211, appropriate TBs, TMs, and local SOPs. Direct support-level maintenance mandated by the oil-sampling lab will be job-ordered to the *[Unit Name]* for component replacement. *[Unit Name]* will take an oil sample and send it to the lab on any equipment submitted for repair, upon acceptance, to verify the need for component replacement. The unit submitting the job order is required to also provide the *[Unit Name]* with the appropriate filters and oil in order for a sample to be taken by the *[Unit Name]* during final inspection to ensure the problem has been corrected.

f. The Maintenance Management Improvement Program (MMIP) is the responsibility of all commanders; it provides executable actions and information for the improvement of maintenance management, operations, procedures, and techniques. AR 750-1 outlines the MMIP, which is designed to raise a unit's overall readiness condition.

g. Sample data collection is a command responsibility; it will be conducted under approved collection plans in accordance with AR 750-1.

h. Controlled exchange of parts for equipment job-ordered to the *[Unit Name]* will be done only with the owning unit's written authorization signed by the Battalion Commander. The Shop Officer will advise customer units when a controlled exchange is desirable for increased readiness. All controlled exchanges will be performed in accordance with AR 750-1.

i. Supervisory responsibility for the care and safekeeping of government property issued to, or used by, subordinates is inherent in supervisory positions. Proper preservation, handling, and packing of materiel and equipment in the maintenance and supply chain is therefore incumbent upon all supported units, as well as the *[Unit Name]*. Improperly packaged items will be rejected.

j. The *[Unit Name]* Commander is responsible for establishing quality control and quality assurance procedures that will assure product quality and reliability. If, at any time customers are dissatisfied with work performed by the *[Unit Name]*, they should immediately call the Maintenance Control Officer, Company Commander, or the SPO, *[Unit Name]*. Telephone numbers are listed in the applicable appendix.

4. PROCEDURES.

a. General.

(1) Pending technical inspection, materiel and equipment will normally be accepted for repair or classification on the days and hours listed below:

NORMAL CUSTOMER SUPPORT HOURS

Monday	0900-1500
Tuesday	0800-1500 (Pacing items only, training day)
Wednesday	0900-1500
Thursday	0900-1500
Friday	0900-1500

NOTE: Support during other than normal duty hours is best accomplished through prior coordination between the *[Unit Name]* and supported units. For high-priority work orders after duty hours, on weekends, or on holidays, call *[Unit Name's]* CQ at *[phone number]*. The *[Unit Name]* will be open until *[time]* on military paydays.

(2) The Maintenance evacuation chain is depicted below:

<i>[SUPPORTED UNITS (NORMAL)]</i>	<i>[SUPPORTED UNITS (BACKUP)]</i>
CUSTOMER UNIT	CUSTOMER UNIT
↓	↓
<i>[Unit Name]</i>	DISCOM SPT UNITS
↓	↓
DOL	<i>[Unit Name]</i>
	↓
	DOL

NOTE: The *[Unit Name]* will evacuate GS-level repair work directly to DOL using internal maintenance assets.

(3) Customer units are requested and encouraged to make use of both telephonic and personal coordination with the *[Unit Name]* SPO, *[Unit Name]* Company Commander, MCO, or Maintenance Control Supervisor (MCS) on maintenance support issues. Commanders at all levels are encouraged to visit at any time, especially on assumption of command.

(4) All maintenance activity by customer units in the *[Name]* shop area is to be coordinated with the Maintenance Control Section. Visitors are required to contact the MCO or MCS upon arrival in the shop area. Customers are not permitted in any shop area without escort from the Maintenance Control Section.

(5) All special support requirements (field exercises, maintenance support teams, and so on) must be coordinated through *[Major Subordinate Command Unit Name]*, Support Operations Office. Divisional requests should be coordinated thorough the DMC, DISCOM, and G4 where appropriate. Inclusion of support personnel in planning meetings is strongly encouraged and should prove mutually beneficial.

(6) Equipment submitted for repair will have the following supporting documents:

(a) Maintenance Request, DA Form 5990-E. Blocks 1b and c, 5-34b, must be filled out completely and correctly in accordance with DA Pam 738-750. Special attention should be given to completing entries in blocks 6-13. Block 24 will contain a description of deficiencies. Repair as required' is not a description of a problem and will not be accepted. The telephone number of the unit submitting the work request and the bumper number of the vehicle must be annotated on the work request.

(b) One copy of DA Form 5988-E noting faults found during PMCS will accompany DA Form 5990-E. The DA Form 5988-E will be signed by the Maintenance Supervisor, Maintenance Officer, or designated representative. Equipment will not be accepted by the [Unit Name] without a completed DA Form 5988-E. Materiel evacuated through DISCOM maintenance units must also be accompanied by the owning unit's 5988-E to ensure accountability of components. Any unit-level non-deadline faults requiring parts will have a document number with the assigned DODAAC annotated on the DA Form 5988-E. If an item is rejected after the initial inspection by the [Unit Name], the supported unit has 72 hours to correct unit-level deficiencies or provide document numbers for faults requiring repair parts. Failure to comply with the 72-hour rule will result in the submission of another work request and a re-inspection of the equipment by the [Unit Name] inspectors. All unit DA Form 5988-E accompanying work requests must identify failed tests in the STE-ICE go/no-go chains directing DS-level maintenance. These readings will assist the Technical Inspectors in making repair determinations with greater efficiency and accuracy.

(c) All equipment requiring historical records in accordance with DA Pam 738-750 will be work-requested with the appropriate historical records present.

(d) Units on the ULLS-G systems will submit an ULLS-G-generated DA Form 5990-E along with ULLS-G diskette. The diskette will be read by the SAMS-1 computer and a job order number will be assigned. Additionally, the diskette will be updated and returned to the customer with job status.

NOTE: The DS maintenance unit determines how many items will be accepted on a single maintenance request.

(7) Priority Authentication:

(a) All maintenance requests (DA Form 5990-E/2407) with an issue priority designator (IPD) of 01-10 will be authenticated by the Unit Commander or his/her designated representative (as listed on a DA Form 1687) by placing his or her signature in the block marked "PD Authentication."

(b) Personnel authorized to submit or receive equipment on DA Form 5990-E must be designated on a DA Form 1687, filled out in accordance with DA Pam 710-2-1. Include in the remarks block the unit's phone number, commander's name, and the statement, "form executed for work request purposes." Work will not be accepted or released where proper delegation of authority does not exist.

(c) Supported units will provide the Maintenance Control Section with one copy for a current signature card and a copy of the commander's assumption of command orders. The DA Form 1687 must be kept current and should be reviewed every 90 days, updated every 12 months, whenever there is a change of command, or when new personnel are sent to turn in and pick up equipment. No more than three full DA Forms 1687 will be submitted per supported unit and as necessary from units receiving backup support.

(8) Large numbers of work requests should be coordinated with the Shop Officer or Maintenance Control Supervisor prior to submission. Vehicles with shelters should also be coordinated to see if removal is required.

(9) Low priority includes deferred maintenance, cosmetic repairs, MWOs, special equipment installation, and equipment requiring maintenance or repair for which the owning commander or his designated representative has authorized a delay in correcting the fault. A safety technical inspection will be required for deferred maintenance candidates. The equipment will be released to the unit pending the requisition of required parts. Upon receipt of the required parts, the unit will be contacted to return the equipment for repair; or a Maintenance Support team may be dispatched to perform the maintenance on-site. Prior to work starting on a deferred job, a 100 percent technical inspection will be performed. Upon notification, the unit has 24 hours to return deferred equipment for repair. Non-compliance will result in job order closure.

(10) Upon demand, job status printouts will be available containing the latest status of all open work requests. Additional status information will also be available to commanders and maintenance officers only upon request. This includes information on DSU non-available days required for DA Form 2406 computation. The DSU job order number (annotated on the receipt of DA Form 5990-E) should be used when checking the status of specific items.

(11) A fully staffed and equipped Maintenance Support team may be furnished to complete required work. Teams will be established based on the most economical maintenance support responsiveness required to maximize combat time by minimizing repair and evacuation time. Coordination for all Maintenance Support teams must be made through [Unit Name] Support Operations Office to prevent confusion or waste of efforts.

(12) Materiel under warranty will be so identified; actions will be completed in accordance with AR 700-139 and reported under DA Pam 738-750. Unit readiness and mission effectiveness will take priority over warranty actions. Should warranty problems occur, notify the Unit Warranty Coordinator. The Warranty Coordinator will notify the [Installation Name], Maintenance Division of the warranty problem. Authorization of the proper action will be provided at that time.

(13) Changes to a unit's equipment density impact heavily on the [Unit Name]'s abilities to provide adequate support (for example, repair parts stockage, technical publications, training, special tools, and so on). Therefore, each supported unit is required to provide a density list updated each October 15th. The following format is required:

LIN# ERC NSN MOD/NOUN AUTH/OH

Note: The unit's property book hand receipt should be the basis for preparation of the density list. A unit roll-up or similar document will be sufficient for the [Name(s) of Designated Unit(s)]. Changes in the density list must be provided to the [Unit Name] as soon as possible for maximum support readiness.

b. Turn-In Procedures and Inspection: Materiel submitted to the [Unit Name] for repair and return to user, transfer, or turn-in will be serviced and repaired to the standards specified in materiel publications which apply to DS-level maintenance. Equipment meeting the conditions for repair at DS/GS-level maintenance will be job-ordered to the receiving clerk in the Maintenance Control Section. Forms will be checked for completeness and correctness to ensure that all required documents are attached.

(1) **Completeness of equipment:** Missing components or assemblies not required for DS/GS-level maintenance will be noted on the Equipment Inspection and Maintenance Worksheet (DA Form 5988-E) prior to acceptance. Equipment will be rejected if component assemblies are missing that would prevent performance, required DS/GS-level maintenance, or safe testing, inspection, and diagnosis of the equipment. All vehicles will have

an operator's seat. Certain pilferable items must be removed as specified in the applicable appendix. The *[Unit Name]* will not be responsible for loss or damage of equipment left unsecured in the shop area that has not been inspected and accepted.

(2) Damaged/missing equipment: Items that are damaged or missing parts that are determined to be the result of other than fair wear and tear will be accepted for estimated cost of damage (ECOD) and repair. The responsible officer or commander will be notified so he or she may take actions in accordance with AR 735-5. Repairs will not be accomplished without a release statement authorizing the repair of ECOD equipment or, if negligence is not involved, a statement signed by the Unit Commander stating the cause of the damages. Requests for actual cost of damage (ACOD) must be coordinated with the Maintenance Control Officer. The *[Unit Name]* will reject fair wear and tear statements for equipment clearly damaged due to negligence.

(3) DS/GS-candidate vehicles: Vehicles will be accompanied by an organizational mechanic equipped with a general mechanic's toolbox to correct deficiencies that would otherwise result in rejection. The inspections performed in accordance with TM -10/-20 standards will include, but are not limited to:

(a) Brake system: Master cylinder fluid level will be checked. Any leaks in brake systems, including the air supply system, will be cause for rejection.

(b) Parking brake: The parking brake will be inspected for any deficiency making it unsafe, such as adjustment, operation, lining wear, and incorrect mounting. Safety is the primary consideration.

(c) Battery-charging system: The battery compartment will be inspected for proper installation of batteries, and loose or disconnected terminals. Specific gravity reading will be checked for level of charge. Specific gravity on fully charged batteries should be at least 1225. Generator and alternator charging systems will be checked for correct output (TM 9-6140-200-14).

(d) Electrical system: The electrical system will be inspected for loose or bare wires, dash panel gauges' operation, and warning lights.

(e) Engine compartment: All fluid levels will be checked (engine oil, power steering fluid, automatic transmission fluid, and coolant). Leaks of any kind, including oil, fuel, and water, will be noted for appropriate action.

(f) Major components: All major components (for example, axles, transmissions, and transfers) will be checked for low oil levels and contamination. Breather vents will be checked for proper ventilation.

(g) Tires: Tires will be serviceable and inflated to the proper pressure. The unit will be notified to change flat tires on its job-ordered equipment if tires deflate within 48 hours.

(h) Cleanliness: Vehicles must be cleaned to permit technical inspection, repair, or proper evaluation. The steam cleaner at the *[Unit Name]* is available only at the inspector's discretion. All vehicle undercarriages will be free of dirt, oil, and grease.

(i) Fuel: All vehicles will have at least $\frac{3}{4}$ tank of fuel. Fuel tankers and pods will be drained of all fuel and flushed prior to acceptance. A statement signed by the Company Commander certifying system flush is required.

(j) Security: All vehicles will have a means to be secured (lock, keys, welded chain, or similar device).

(k) Safety: All vehicles and trailers will have a pair of chock blocks for proper cribbing when parked or worked on.

(4) Inspection/Analysis: In addition to the technical inspection conducted to determine the condition of each item or piece of equipment, a follow-on economic analysis will be made to determine whether the item qualifies for repair or turn-in/evacuation. Materiel will be considered economically repairable when the estimated cost is less than the overhaul cost specified in the applicable TB 43- and TB 750-series manuals.

(5) Electronic Equipment: All electronic equipment must be tagged to indicate the unit, nomenclature, model number, and serial number. Night vision equipment will only be accepted with charged batteries, protective cover, carrying case, and headset. Mine detectors will be job-ordered with charged batteries. Evidence of unauthorized work or modification will be cause for ECOD and investigation if damage to the equipment results. Repair of communications and sensitive equipment constitutes considerable expenditures of time and money. Military vehicles must be used to turn in or pick up electronics equipment; they are subject to inspection by Shop Section personnel to ensure suitability. Repaired electronic equipment will not be released to the customer unless sufficient cushion and or bracing material is used in truck beds. Salvage mattresses are adequate for this purpose. There are no exceptions to this rule. The Shop Section will not provide cushioning or bracing.

(6) Armament Equipment: All armament items submitted to the *[Unit Name]* must be complete and thoroughly cleaned. Aiming circles, compasses, binoculars, sight units, and gunner's quadrants will have protective covers or carrying cases. Ammunition and explosives will be removed, as well as all rifle slings, prior to turn-in. Units picking up weapons will prevent any unnecessary damage to the weapons while returning them to the unit's arms room. The following will be accomplished before submitting any job:

(a) Fire Control:

1. Aiming circles, compasses, binoculars, sight units, and gunner's quadrant will have protective covers or carrying cases.

2. Sight units will be turned in free of dirt and oil.

3. Howitzer mounts needing maintenance will be job-ordered separately from the howitzer.

4. Sights damaged not due to fair wear and tear will need a damage statement. This statement must be signed by the Unit Commander and endorsed by signature of the next higher command.

(b) Artillery:

1. Borescoping/pullover gauging criteria, as defined in TM 9-1000-202-14, must be strictly adhered to. All tubes must be cleaned and free of carbon buildup in order to obtain an accurate reading. An overdue borescoping and pullover gauge inspection is cause for the weapon system to be deadlined.

2. Requests for borescoping will be turned in 30 days before due date on DA Form 2408-4. Requests will be made by memo for record from the Motor Officer to the Maintenance Control Section. DA Form 5990-E will be turned in to the Maintenance Control Section by the customer on the last working day prior to the inspection.

3. Gun tubes will be cleaned the day before, with only a light coat of oil left in the tube.

4. Semiannual services will be performed and verified on DA Form 5988-E by the Motor Officer or Section NCOIC before requests for annual services are accepted.

5. Organizational maintenance will perform a 100 percent technical inspection in accordance with the crew and organizational technical manual covering the weapons system. A copy of the DA Form 5988-E will be turned in with the DA Form 5990-E when requesting an annual service.

6. Howitzers must have appropriate covers on guns to prevent rusting.

(c) Small Arms:

1. All ammunition and explosives will be removed, weapons will be cleaned, and rifle slings will be removed before turn-in.

2. Weapons must be tagged with the unit designation and the serial number.

3. The M203 grenade launcher will not be separated from the M16 rifle when repair work is needed on either weapon. Both serial numbers will be annotated on the work request.

4. Crew-served weapons will be put on separate job orders.

5. Mortars will be accompanied by their logbooks.

6. Borescoping/pullover gauging criteria, as defined in TM 9-1000-202-14, must be strictly adhered to. Tubes must be cleaned and free of carbon buildup in order for an accurate reading to be obtained. An overdue borescoping and pullover gauge inspection is cause for the weapon system to be deadlined.

7. M60 machine guns turned into maintenance for annual gauging will be submitted with their spare barrels.

8. All annual gauging for M16s will be by appointment only. This action should be requested by a memo to the Shop Office. The memo will state the number of M16s, date preference, location of arms room, and the POC's name and phone number. The memo is signed by the Unit Commander.

9. For allied trades welding, machine shop, and fabrications, some fabrication capabilities exist within the [Unit Name]. Supported units requesting fabrication of items will follow the procedure outlined for normal support with the following exceptions:

a. A detailed drawing (complete with dimensions and so on) must be attached to the work request. When possible, a “like” item should be submitted with the maintenance request so the section doing the fabrication can see a finished product. This saves time and questions.

b. Units will not submit requests to modify military equipment without proper authorization (for example, modification work order (MWO), TM recommendations, or a letter from the commander explaining the modification). In any event, the [Unit Name] will have the final authority in applying the change.

c. Since fabrication of items tends to be very costly in terms of man-hours and materials, all efforts should be made to procure the item from normal supply channels.

d. Radiators must be complete and every precaution must be taken (bracing and padding) to ensure no further damage occurs to the radiator.

e. All canvas/camouflage jobs must be cleaned and dried with organizational repairs completed prior to turn-in.

(7) COMSEC:

(a) All CCI equipment will be zeroed prior to turn-in. Non-secure items will be noted through the [Unit Name] COMSEC custodians.

(b) Lost unkeyed CCI equipment will be documented through the unit’s S2 to [Unit Name].

(c) Qualified repairers will inspect all CCI equipment per COMSEC Maintenance Training and Experience Record, DD Form 1435.

(d) Remove fill batteries for all CCI equipment prior to turn-in.

(e) Modifications of equipment for painting, stenciling, and so on are not authorized and will not be accepted at turn-in in accordance with AR 750-10.

(8) Fuel and Electric:

(a) Items noticeably damaged due to negligence require a damage statement.

(b) The 60-amp generator, stock number 2920-00-909-2483, requires installation of the adjustment plug; otherwise, a missing part statement is required.

(c) Wiring harness jobs or electrical problems on military vehicles require the Inspection Section to inspect the vehicle first.

(d) All components job-ordered to the Fuel and Electric Shop must be cleaned of excess dirt, oil, and water before acceptance. Usually, this responsibility falls on the unit that job-ordered the equipment.

(9) Battery Shop:

(a) Batteries job-ordered to the *[Unit Name]* are not required to be drained prior to turn-in. They will be secured to pallets with the positive and negative posts taped to prevent shorts or sparks. Battery caps must be serviceable and securely affixed to the batteries. Unserviceable batteries found to be leaking or cracked will be drained by the *[Unit Name]* Battery Shop prior to return to customer.

(b) *[Unit Name]* and division tech supply activities will turn in unserviceable batteries to the DRMO on a DA Form 2765-1. The turn-in activity will deliver the batteries to the DRMO on an appointment basis.

(c) Palletized batteries will be placed either sideways or upside-down, stacked no more than two high with plywood separating the levels. Non-metallic spacers will be placed between all batteries. Additionally, non-metallic strapping will be used; do not use banding.

(d) DD Form 1577 is required for turn-in of unserviceable batteries to DRMO.

(10) Engineer Shop:

(a) Power generator equipment:

1. All job-ordered equipment will be accompanied by DA Form 5988-E (unit's copy). Work-ordered equipment will not contain organizational faults. Organizational parts missing from equipment will contain bona fide document numbers with the DODAAC on the organizational copy of DA Form 5988-E.

2. A five-gallon fuel can will accompany generators without fuel tanks.

3. Fully charged batteries are required on all battery-started equipment.

4. Equipment will not be accepted for repair with Class I or Class II oil leaks. If equipment contains a Class III leak, the leak must physically drip from the equipment.

5. If equipment is job-ordered on a priority 013 for a routine modification work order and a non-mission-capable fault is discovered, the owning unit will be advised to submit a job order for the non-mission-capable fault found. The MWO job order will be closed out and the modification completed under the NMC fault work order.

(b) Air Conditioning and Refrigeration Quartermaster and Chemical Equipment:

1. All organizational-level faults will be corrected prior to submitting the equipment for job order. Missing organizational parts will be documented on the organizational copy of DA Form 5988-E.

2. A copy of the applicable technical manual is required to accompany the equipment at the time of initial inspection.

3. Equipment required to be purged will be submitted with a purging statement. Equipment will not be accepted without a purge statement.

4. Damaged equipment requires a damaged statement, authenticated by the Unit Commander or his designed representative.

5. Equipment operators or individuals knowledgeable of equipment must be present for job orders repaired on site.

(c) Heavy-lift/Construction Equipment:

1. Equipment will be accompanied by a DA Form 5988-E (unit's copy). Equipment being submitted for DS-level repairs will contain no organizational faults. Organizational parts missing from equipment will contain bona fide document numbers with the DODAAC on the organizational copy of DA Form 5988-E.

2. Fully-charged batteries are required for all battery-started equipment.

3. Heavy construction equipment rollover protection safety (ROPS) will be fully in place on the equipment prior to submission of the job order.

4. All bulldozers will have blades removed prior to submission of the job order.

5. Equipment required to be tested in accordance with TB 43-0142 will meet applicable requirements prior to submission of the job order.

6. Equipment required to be tested in accordance with TB 43-0151 will meet applicable requirements prior to submission of the job order.

7. Tires on heavy construction and materiel-handling equipment must contain air for a period of 48 consecutive hours. If tires go flat, the unit will be notified to execute repairs as soon as possible.

8. Equipment will not be accepted for repair of Class I or II leaks. If equipment is job-ordered for Class III leaks, the leaks must meet the criteria of a bona fide Class III leak and physically drip from the equipment.

c. Upgrading of Priority Designators:

(1) Priority of work will be given to a unit's pacing items and ERC A-line items. Maintenance requests are then prioritized by the Unit-level Priority Designator and date of receipt. Generally, the highest priority, oldest job will be worked first.

(2) When it becomes necessary to upgrade the IPD before a maintenance request has been completed, the commander should notify the Maintenance Control Section in writing.

(3) Commanders should be aware of priority misuse within their own organizational maintenance area. Suspected misuse of priority found by the *[Unit Name]* will be forwarded to the appropriate commander.

d. Notification and Pickup of Repaired Equipment:

(1) Supported units will be notified by the *[Unit Name]* when completed work requests are available for pickup. The name of the person notified and the date notified will be recorded with the work request. Supported units are expected to expeditiously pick up materiel or equipment upon notification. The following time frames will be adhered to:

IPD	PICK UP WITHIN
01-03	1 working day
04-10	1 working day
11-15	2 working days

(2) Customers failing to pick up equipment after proper notification will be sent a letter of notification. This letter will advise them of impending termination of work order service by the *[Unit Name]*. Lack of immediate action or response will be so noted in a second letter to the customer's Battalion Commander.

(3) The Number 1 (green) copy of DA Form 5990-E is required for pickup of equipment and will be surrendered upon receipt of the equipment. If this copy has been lost, the supported unit will provide a statement verifying that the copy of DA Form 5990-E has been lost. This statement will be signed by the Unit Commander or acting commander.

(4) Repair of communications and sensitive equipment constitutes considerable expenditures of time and money. Military vehicles must be used to turn in or pick up electronic equipment and are subject to inspection by Shop Section personnel to ensure suitability. Repaired electronic equipment will not be released to customers unless sufficient cushioning and bracing material is used in the truck beds. Salvage mattresses are adequate for this purpose. There are no exceptions to this rule. The Shop Section will not provide cushioning or bracing material.

(5) Units picking up weapons will have a weapons rack or cushion to place the weapons on if there are more weapons than one person can hold. This will prevent any unnecessary damage to weapons while returning them to the unit's arms room.

(6) Personnel from supported units who pick up equipment are encouraged to inspect the quality of the work prior to signing for it. Questionable work by the *[Unit Name]* will be brought to the Maintenance Control Officer's attention immediately.

(7) A 100 percent serial number joint inventory will be conducted on components to ensure units are not picking up another customer's equipment (such as weapons).

e. Divisional ORF:**(1)** The customer unit will:

(a) Ensure all organizational deficiencies are corrected and accepted for the direct support faults for which the equipment was placed on work order, and that it meets the TM -10/-20 standards.

(b) Prepare necessary paperwork for float exchange (in accordance with float MOA).

(c) The owning unit must provide the *[Unit Name]* with an ULLS-G diskette containing equipment data.

(2) The Maintenance Control Officer will:

(a) Maintain records in accordance with AR 750-1 and DA Pam 710-2-2.

(b) Ensure that SAMS 1 operators perform ORF transactions in accordance with the SAMS 1 User Manual ALSM 18-L21.

(c) Ensure that float candidate is reparable at DS-level or DOL before the transaction occurs.

(d) Authenticate and date DA Form 5990-E in accordance with DA Pam 710-2-2.

(3) ORF transactions will not be delayed due to non-availability of parts required at the unit level (in accordance with float MOA).

(a) The unit will install all needed repair parts from its PLL.

(b) If repair parts are not available, the unit will cross-level the necessary parts from the float to the equipment job-ordered prior to completion of the transaction.

(c) The *[Unit Name]* Float Section will not pick up job-ordered equipment that was floated if it does not meet 10/20 standards or if it is missing any parts, whether organizational or DS-level.

(4) The following steps are established for ORF procedures. *[Insert local ORF procedures here.]*

(5) When ORF equipment items are needed for a deployment, the Maintenance Control Officer will sign for all equipment along with any historical documents. The Maintenance Control Officer will then follow established procedures. Any equipment job-ordered for maintenance will be correctly updated at the Maintenance Control Section. A joint inventory will be conducted and all supporting documents will be properly executed prior to the Maintenance Control Officer's release from his responsibilities.